

MIRIAM POLLACK

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QUALIFICATIONS

An innovative leader with extensive experience in project design and implementation. Skilled at identifying areas in which leadership is needed, and then crafting innovative, yet practical methods to meet those needs. A change agent who introduces people to new and sometimes uncomfortable or challenging concepts and helps them embrace and enact change. Searches for opportunities to experiment, take risks, and improve. A results-oriented leader with cost effective solutions. Mentors, inspires, empowers and enables others. Creative, as well as organized and politically sophisticated. Appreciates the big picture of big picture and visualizes many possible futures.

ACCOMPLISHMENTS

Consulting - Miriam Pollack & Associates

- **Director Search:** Work with boards to facilitate the entire search and hiring process
- **Long Range Planning:** Assist non-profit organizations and library staff and boards to analyze existing data and services, envision possible futures and plan for future programs and services.
- **Proposal Writing:** Write successful proposals for government and private source grant funding.
- **Grant Source Research:** research governmental, foundation and corporate sources for possible proposal funding.
- **Policy Development and Implementation:** Write and assist in implementation of up to date personnel and organizational policies.
- **Staff Training on Customer Service:** Customized one-time and progressive multi-session customer service training.
- **Management Coaching:** Work with individual managers and management teams to improve management skills and communication skills and increase meeting productivity.
- **Keynote Addresses:** provide motivating and innovate talks on broad topics.
- **Training on Proposal Writing:** train small groups and agency individuals on developing effective proposals.
- **Project and Service Evaluation:** evaluate current agency services and resources to determine alignment with organizational goals and provide recommendations on future directions.
- **Staff Development Planning:** work with organizations to conduct organizational and individual needs assessments and generate development plans.

Foundation Work

- Participated in the establishment of the North Suburban Library Foundation, later named the Library Community Foundation. Developed the Foundation's most profitable fund raising event, the *Literary Circle*. Established criteria and the grant decision process for the initial grants made to libraries by the Foundation.
- Served on the Illinois State Library's committee to select library grant proposals for funding.

Administration/Management

- As member of senior management team, participated in general management and strategic planning.
- Conducted extensive member needs assessment, major knowledge management, and learning organization initiatives.
- Managed and evaluated grant and in-house projects, resulting in successful activities that provided improved services for member libraries.
- Supervised consulting staff who provided services to public, academic, school and special libraries.

Grant Proposal Development/Implementation

- Developed a \$250,000 funded federal grant for The Alliance for Community Empowerment (ACE), a Chicago agency providing direct service for HIV positive individuals.
- Brought in over \$1,000,000 in federal, state and private grant funds for special projects. Developed proposals covering research, public programming, improving library services and recruiting into the library profession.

Research

- Performed needs assessment of issues related to museum and library services and recommended a framework for exploring these issues. The results were published In *Illinois Libraries* and used to develop continuing education programs.
- Conducted a study, *Learning and Transitions in the Careers of Librarians*, which identified the professional development needs of librarians at various stages of their careers.

Innovative Public Programming

- Developed Nextbook Project, a new philanthropic effort seeking to provide opportunities for readers to encounter Jewish history, culture and literature through books and other media. The pilot project is providing public programming and extensive collections in 12 Chicago and suburban public libraries.
- Received a \$225,000 U.S. Department of Energy grant to foster knowledge of genetic research through public library programming. Public education, collections and activities were developed in 11 suburban public libraries. Model materials were developed for project duplication. Over 1,000 attended various programs and activities. The Web site was used to distribute the project handbook.

Improved Public Services

- Authored and managed a nationally recognized project to develop library services in a county nursing home. In 2003, the project library celebrated its 20th anniversary.
- Created and implemented *Reading: Pathways to Empowerment*, a grant project to develop a partnership between public library staff and Literature for All of Us, an organization whose mission is to bring the rewards of reading and writing through book discussion groups to low-income teen mothers and girls.
- Developed *A Community of Learners*, a collaborative project between the Kohl Children's Museum and public libraries to develop effective parenting projects and expand science activities in libraries.
- Devised and executed *Beyond the Library Card*, a project to develop a curriculum about the public library for teachers to use in their English as a Second Language classes.
- Implemented *Latch Key Project*, a continuing education program for children's librarians in public libraries about developing community teams to address the needs of latch key children.

Pioneering Programs to Recruit To Librarianship

- Developed and implemented a project to recruit diverse populations to work in libraries. Minority interns became librarians and support staff in academic and public libraries.
- Awarded an Illinois State Library grant to develop and implement Recruitment through Mentoring, a summer internship to recruit college students into the library profession.

Creative Events and Partnerships

- Initiated and developed the *Literary Circle*, which brings internationally recognized authors to the Chicago area to speak about their work, interests and the creative process. Authors have included Tom Wolfe, Margaret Atwood, Toni Morrison, Isabelle Allende, Kurt Vonnegut, Amy Tan and Joyce Carol Oates.
- Established library partnerships with such organizations as the Ravinia Music Festival, Wolves Hockey Team, The Chicago Tribune and the Ragdale Foundation to promote participation at events and programs.

Training and Staff Development

- Served as principal planner for the Illinois State Library statewide program *Lighting the Fire*, which was designed to stimulate excitement and to encourage librarians to be creative, take risks and propose challenging new ideas for their libraries. Over 800 Illinois librarians participated in this process.
- Initiated and organized a project with the Anti-Defamation League to train library staff as diversity trainers.
- Designed and carried out a comprehensive, needs-based continuing education program that included workshops, hands-on computer training, institutes, speakers, conferences, online courses and distance education offerings for all library staff and trustees. More than 250 activities were offered annually.
- Designed and coordinated a comprehensive Internet training program, as early as 1994, which included basic and advanced hands-on classes as well as a “train the trainer” component.
- Established and developed *Reaching Forward*, an annual conference for library assistants in Northern Illinois. The first conference was held in 1990 with 200 participants and the twelfth conference in 2003 with had 1200 participants. Library assistants progressively assumed the management of the conference, and in 1995, the conference was turned over to the Illinois Library Association.

EXPERIENCE

Miriam Pollack and Associates

2004- Present

Consulting in the areas of grant proposal development needs assessment, training and staff development, strategic planning, management and coaching effectiveness, innovative services and public programming.

Dominican University, River Forest, IL

2003-2004

Visiting Instructor in the Graduate School of Library and Information Science

North Suburban Library System, Wheeling, IL

1986-2003

Assistant Director 1993 - 2003
Coordinator, Member Services 1986 - 1993

College of Lake County, Grayslake, IL

1983-1986

Part Time Instructor, Library Science Program

Cook Memorial Public Library District, Libertyville, IL

1979-1986

Adult Services Librarian 1980 - 1986
Assistant Adult Services Librarian 1979 - 1980

EDUCATION

Master of Arts, Education, Human Resource Development.

Northeastern Illinois University, Chicago.

Fellowship, (Post Master's), Information and Referral Services for Aging. University of Wisconsin-Madison.

Master of Arts, Library Science. University of Wisconsin-Madison.

Bachelor of Arts, Major-Special Education, Minor-Elementary Education. University of Illinois-Chicago.

PUBLICATIONS

“Recruitment Through Mentoring.” A chapter in a book on mentoring edited by Cindy Mediavilla. Forthcoming from Scarecrow Press, 2006.

“Class Dismissed.” *netconnect* -Supplement to *Library Journal*. Fall 2005. pp. 2-6.
<http://www.libraryjournal.com/article/CA6269276.html>

“Would You Hire Yourself Today?” *Illinois Library Association Reporter*. v. 23, no. 4, pp/6-7. “Illinois Libraries and Museums: Connecting and Collaborating for the Future.” With Karen Brown. *Illinois Libraries* .v.82, no. 3. Summer 2000. pp. 209- 215.

“Learning and Transition in the Careers of Librarian.” With Karen Brown. *IFLA Journal*. v 24, no. 1. 1998. pp. 33-39.

Recruiting for the Library Profession: A Mentoring Process. With Amy Healey and Mary Jane Kepner. Wheeling, North Suburban Library System, 1992. (Distributed by the American Library Association).

"Margaret E. Monroe: Bibliography" In *The Service Imperative for Libraries: Essays in Honor of Margaret Monroe*, pp. 189-210. Edited by Gail A. Schlachter. Littleton, Colorado: Libraries Unlimited, Inc. 1982.

PRESENTATIONS

In addition to 5 - 10 programs and panel presentations annually including presentations on topics such including mentoring, recruiting to the library profession, creating effective partnerships, designing staff development programs and conducting needs assessment. Some highlights include:

<i>Democratizing Human Genome Project Information: a Model Program for Education, Information and Debate in Public Libraries</i>	International Federation of Library Associations Glasgow, Scotland 2002
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<i>Libraries and Museums as Partners</i>	Illinois Library Association Conference 1998
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<i>Learning and Transitions in the Careers of Librarians</i>	International Federation of Library Associations Copenhagen, Denmark September 1997
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AWARDS

American Library Association *Margaret E. Monroe Award* for significant contributions to library services to adults. 2003

Illinois Library Association *Reaching Forward Special Recognition Award* for support staff development. 1997

American Library Association *John Cotton Dana Award* for significant public relations. 1992 and 1999
 (Awarded for the *Recruitment through Mentoring Project* and the *Literary Circle*)