



## Library Reorganizes to Expand Capacity

Hartford Public Library announced a major reorganization of the Library and a new leadership team. The changes will fundamentally reorganize the Library's operations to expand its capacity as Hartford's center for learning. By strategically integrating the departments, the new team will accelerate the development of innovative programs and services.

The 21<sup>st</sup> century public library is a networked, multi-functional and multi-media learning and civic engagement center creating customer experiences that are rich, shared and increasingly focused on eliminating community deficits.

This reorganization is designed to transform the Library into a more innovative, integrated and agile organization with a skilled, cohesive and passionate leadership team firmly in place. The changes will accelerate the transformation of the Library that began four years ago. These leaders will make it possible for all of the Library's parts to work together to enhance our leadership position as a 21<sup>st</sup> century public library and, together, achieve great things for our communities.

At the heart of the reorganization is the formation of three new departments:

- The new **Cultural Affairs and Public Programming Department** will include programming; exhibitions; outreach and civic engagement; the Hartford History Center; archival preservation and digitization; new mobile products, retail opportunities, and space rental throughout the system. The mandate of the group is to maximize the potential and pace of innovative programming and to enhance revenue opportunities by leveraging our physical assets and historical artifacts. **Brenda Miller** will lead this new group as chief cultural affairs and programming officer. She will continue to serve as executive director of the Hartford History Center.
- The **Public Services Department** has as its primary goal the collection, preservation and provision of access to information resources that support the informational, educational, and recreational needs of the citizens of Hartford. The department will be responsible for public services at the Downtown Library and all branches, youth and family services, early childhood literacy development, digital learning, computer access, collection development, and materials acquisition. The team ensures that the Library's services reach customers, stakeholders, and constituencies in a fast,

cost-effective and efficient manner **Mary Billings**, currently technical services director, will lead the department as chief public services officer.

- The **Adult Learning Department** will provide adults instruction; skills training; technology training and assistance; educational resources; opportunities for advancement; and a positive and diverse learning environment to achieve their goals as lifelong learners, productive workers, entrepreneurs, and responsible community members.

The Department will help nontraditional adult learners who require special accommodations of time and curriculum in order to be more proficient in the English language, citizenship education, basic skills, GED preparation, and to effectively transition to college.

The Department is also responsible for The American Place, the highly regarded and successful program of services for immigrants and refugees and passport services. Leading the group will be chief adult learning officer **Homa Naficy**, who currently serves as multicultural services director.

Rounding out the organization are two cross-organization departments that facilitate the work of the new departments:

- The Administrative team, led by chief administrative officer **Mary Tzambazakis**, provides services to all of the departments of the Library. The major functions of the department include budget and financial management, facilities, safety and security, information management and services, procurement through contracts and grants, and human resources management.
- The Development and Fundraising team is responsible for advancing Hartford Public Library and positioning it to be a premier, 21<sup>st</sup> century urban library through: image building, communications, fundraising, relationship building, and community outreach. The Development and Fundraising team is actively engaged in corporate relations, development, advancement, special events and public relations, working as a team to advance the institution externally and promote a sense of community internally. The team will be charged with coordinating messaging, publications, collateral materials, media relations/publicity, Web content, photography, e-communications, and audio-video related to branding, institutional advancement and fundraising. Chief development officer, **Mary Crean**, is leaving the Library for a similar position with Achieve Hartford. The Library is seeking a new chief development officer.

“I look forward to working with my new team as they transition into new areas of responsibility and continuing to add value in my role. I am pleased that, building on the

progress we've achieved over the past four years, the Library is poised for an even greater future for the benefit of our citizens,” said **Matt Poland**, the Library’s chief executive officer.

### **About Hartford Public Library**

The Hartford Public Library traces its roots to 1774. It operates 10 locations in the City of Hartford. The Library receives more than 865,000 visits each year. Services include access to a large collection of materials for reading and research, as well as music and video. Programs provide education, information and enrichment to the people of Hartford in such areas as citizenship training, literacy, business skills and cultural awareness. The mission of Hartford Public Library is to provide free resources that inspire reading, guide learning, and encourage individual exploration. According to a recent editorial in *The Hartford Courant*, “Indeed, the Library has established itself as the center of the community in Hartford.” The Library is a 2013 Finalist for the National Medal for Service from the Institute for Museum and Library Services. To learn more about the Library, please see [www.hplct.org](http://www.hplct.org).