

Change Your Life. Change The World.



Hartford Public Library has gained national recognition in redefining the urban public library in the 21st century as an innovative and stimulating place where people can learn, discover and explore their interests through a rich array of resources. Our mission is to provide free resources that inspire reading, guide learning and encourage individual exploration.

Customer Experience Officer

We're looking for an exceptional person to join our team of transformational leaders as our Customer Experience Officer (CXO) during a historic time in the world of public libraries and at the Hartford Public Library. This CXO will partner with our creative and innovative leadership team to deliver an even greater level of service to a supportive and engaged community. He or she will ensure that HPL is delivering exceptional customer experience through impactful programs and services as one of the country's most innovative and diverse public libraries. The successful candidate will demonstrate an ability to blend leading-edge library services with the most successful retail and digital applications from a broad spectrum of related sectors, including education, business, government, non-profit, and cultural. The CXO will report directly to the CEO and lead all public service staff. If you are this person, please contact us at 860-695-6374 or cpoehmert@hplct.org.





Customer Experience Officer



**Change Your Life
Change The World**

Overview

Hartford Public Library has gained national recognition in redefining the urban public library in the 21st century as an innovative and stimulating place where people can learn, discover and explore their interests through a rich array of resources.

Our mission is to provide free resources that inspire reading, guide learning and encourage individual exploration.

We serve the people of the City of Hartford, and are committed to providing an enriching environment for all to pursue their interests. We are a gateway for immigrants and refugees, an early literacy center for preschoolers, a Wi-Fi hotspot and business office for area workers, an exhibit space for artists, a technology resource for residents and visitors, a lender of books and other educational and entertaining materials, a training center for the development of new skills, the repository of Hartford's history, and a gathering place for people to relax, explore, learn and grow. Hartford Public Library is a place like no other.

About Hartford Public Library

Hartford Public Library's history spans more than 235 years. We can trace its very beginnings to the Library Company, formally organized in 1774. Started by a group of city leaders, its roster included Jonathan Brace, Jeremiah Wadsworth, Daniel Wadsworth, George Bull, Elisha Colt, Theodore Dwight, George Goodwin, Chauncey Goodrich, and Thomas Y. Seymour. The Library Company served as a subscription company and opened with some 700 books. The library's Hartford History Center has the original 1797 catalog in its archive and holds more than half of the original 700 volumes. The Library Company flourished into the early 1800s. It changed its name to the Hartford Library Company in 1799 and met in the Grammar School House, once located where the east end of the Municipal Building is today. Its first librarian was Solomon Porter, a Yale graduate and principal of the Grammar School.

In 1838, Henry Barnard, a distinguished educator, rallied a group of young men interested in providing a venue for lectures and debate. So began the Young Men's Institute, later chartered as the Hartford Young Men's Institute, a private association. The Hartford Young Men's Institute invited Hartford Library Company subscribers to join with them, offering them lifetime memberships. Library Company members agreed and brought to the institute their collection, one that had blossomed from 700 books in 1774 to 3,000 volumes in 1838.

In 1843, Daniel Wadsworth offered the Young Men's Institute a stake in what he hoped would become the cultural center of Hartford. Members accepted and, in 1844, the Young Men's Institute moved into the new Wadsworth Atheneum, eventually sharing space with the fine arts gallery, the Watkinson Library, the Connecticut Historical Society and the Hartford Art School. In 1875, the Young Men's Institute hired Caroline Hewins as its head librarian. She was 29 years old. She held the position for 51 years, until her death in 1926.

Hartford Public Library sits a stone's throw from where the Library Company first began. From the Grammar School to the Wadsworth Atheneum, to the move to its modern facility at 500 Main Street in 1957 designed by Schutz and Goodwin, the 94,448 square foot building at 500 Main Street included modern reading and reference rooms. In 1998, to meet the fast growing needs of the community, the

Library embarked on an ambitious 145,000 square foot expansion and renovation at a cost of over \$42,000,000. It was completed in 2007. The Library, through all these wonderful growing pains, has had the support of the public. Hartford Public Library's history continues to be distinguished by its service to the community and by the community's enduring commitment to it.

Approximately two years ago the University of Connecticut (UConn) decided to move its West Hartford Campus back to the City of Hartford with the vision of creating a Downtown Neighborhood Urban Campus. Hartford Public Library soon became part of that vision which has culminated in an agreement between the two intuitions.

The agreement includes a \$4 million dollar renovation of Hartford Public Library's Downtown location, which will embed the UConn library and provide classroom space for both institutions. Construction is under way and should be completed by the summer of 2017.

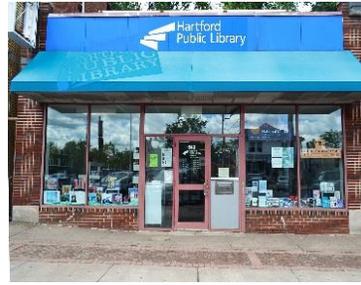
Hartford Public Library is a 10 branch system including the main branch location.



Albany



Barbour



Blue Hills



Campfield



Dwight



Goodwin



Mark Twain



Park



Ropkins

HPL Facts and Stats

- 10 locations
- Total FY17 City of Hartford Operating Funding: \$7,860,851
- Total FY17 Hartford Public Library Operating Funding excluding COH: \$1,483,492
- Total FY17 Hartford Public Library Grant Funding: \$1,074,498
- Total FY16 Visits: 849,988
- Total FY16 Circulation: 414,988
- Summer 2016 Children Lunches Served: 8,894
- Total FY16 Children Programs: 4,726
- Total FY16 PC Usage: 170,578 sessions

HPL Key Initiatives – FY17

- Partnership with the University of Connecticut
 - UCONN Hartford Branch Library Services will be co-located in the Downtown Branch
- Partnership with Hartford Public Schools
 - Innovative and important partnership known as “Boundless”
- New Strategic Plan – In development
- Increase Immigration Services
 - Received new federal grants on FY17
- Uniform Branch Hours
 - Branches now have expanded hours five days a week
- New Park Branch
 - Currently has guaranteed funding from the State of Connecticut and is in the planning stages of the project.
- Expand award-winning YOUmedia program

Customer Experience Officer (CXO)

The Customer Experience Officer is a one-of-a-kind opportunity to join a dynamic team of transformational leaders during a historic time in the world of public libraries and at the Hartford Public Library. The CXO will partner with a creative and innovative leadership team to deliver an even greater level of service to a supportive and engaged community. The CXO will ensure that HPL is delivering exceptional customer experience through impactful programs and services as one of the country's most innovative and diverse public libraries. The successful candidate will demonstrate an ability to blend leading-edge library services with the most successful retail and digital applications from a broad spectrum of related sectors (education, business, government, non-profit, cultural).

Key Responsibilities: Service delivery to a population of 125,000 residents, daily and weekend commuters, and leadership of statewide and regional cultural and educational services. The CXO will report directly to the CEO and lead all public service staff.

The Hartford Public Library is a system of 10 locations, including the downtown Central Library and nine community branches. In addition, HPL operates one mobile library and offers extensive community outreach services.

The CXO will:

- Oversee the development of programs and services that are impactful for our residents, visitors and communities
- Oversee strategy and alignment of services with the strategic plan, and measure outcomes and impact of programs and services
- Provide the best possible collections of physical and digital materials, including easy to use tools to build and access collections and information, and streamlined workflows and wayfinding to ensure great customer service and equal access to all resources
- Lead and inspire innovation throughout all customer service delivery channels – physical locations, outreach services, and virtual – web and mobile
- Develop, train, mentor and assess direct reports in all areas of responsibility
- Identify, mentor and develop high potential talent for future leadership opportunities
- Create and sustain a culture of innovation, inclusiveness, excellence, and continuous improvement across the entire library system
- Drive organizational growth through participation on key leadership teams
- Build community and national visibility through high-profile participation with professional organizations, speaking engagements, and/or other opportunities
- Be the HPL lead in key strategic partnerships with the Hartford Public Schools and the University of Connecticut

Requirements:

A bachelor's degree from an accredited college or university and 5-15 years of progressively more responsible leadership and management experience in a business, non-profit or library environment. MLS or Masters in a related field is strongly preferred. The successful candidate will have a deep understanding of the changing role of libraries including the wide scope, depth and breadth of services and multi-format collections (eBooks, online research tools, online learning, blended learning, social media, etc.) in a diverse urban environment.