

WENDI J. BOST

Contributing Library leader engaging community and providing access to information

Strategic, creative, future focused administrator with 27+ years progressive management and operations responsibility. Ambitious and intentional leadership style designed to set and achieve results working independently as well as within a successful team environments. Strengths in customer service (internal and external), public relations, partnership development, public speaking, team building, and identifying growth opportunities. Proven ability to consistently identify innovative ways to meet and exceed customer needs/expectations. Accomplished library senior administrator including, budgeting, implementation, data analysis and reporting. Strength in innovation, looking to the future and anticipating trends.

PROFESSIONAL SKILLS SUMMARY

Problem solving/innovation	Multi-unit operations management	Strategic planning
Relationship/partnership building	Organizational public relations	Statistical analysis
Public speaking	Vendor negotiations	Staff development
Budgeting	Human resource management	Diversity and inclusion
Grant writing/implementation	Payroll administration	Event management
Microsoft Office	Community Engagement	Educator

PROFESSIONAL EXPERIENCE

CareerSource Brevard 2018-Present

Program Manager

- Planned and implemented innovative programming to support a grant awarded to assist evacuees arriving in Brevard County after Hurricane Maria
- Assisted in submitting a DOL National Health Emergency grant awarded to CSB to help individuals directly, and indirectly impacted by the Opioid Crisis. Worked with community partner, businesses and communications to publicize the grant and associated opportunities.
- Served in other capacities including participation on the regional targeted occupation list, coordinating ESOL in the Centers with Brevard Adult Education and speaking at the State of the Workforce Summit.

Orange County Library System, Orlando, FL 1990-2017

Public Service Administrator

- Senior level administrator for a \$40M 501c3 public enterprise.
- Managed operations, services and standards for 8 library branches and 125+ staff.
- Enhanced library relationships by communicating, interpreting and explaining library's mission and plans to community and staff.
- Set, crafted and implemented library policies.
- Identified needs and funders to help meet community needs such as \$60K from the Florida Humanities Council to support "PrimeTime Family Reading Time" more than 15 times at 10 locations to a total of over 4k attendees.
- Evaluated statistics to determine future direction of the library and provided those statistics for monthly board meetings in concise and informative manner.
- Lead the development for the library's new strategic plan, inclusive of input from many stakeholders, and crafted version and presentation for board approval. Approved.
- Exemplified customer service standards and worked with teams to ensure staff met 90% standards on mystery shops.
- Represented the library several times a year speaking engagements, locally, at the State level and Nationally at events and conferences.

Acquisitions Services Manager/Collection Development Manager

- Managed selection, acquisition and processing of materials for Library use.
- Sourced and developed new formats, many eLearning resources, to help meet needs in the digital realm.
- Negotiated all vendor contracts including terms and, for example, worked with key vendors to adjust terms to net 90 when funding was tight during the beginning of particularly restrictive year.

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- Trained 23 staff members including librarians, support staff and assistant managers to embrace technology as new resources were acquired, such as Microsoft Office and new Integrated Library System software, DRA and ILL.
- Approved invoice payments ensuring the materials budget of \$4.5 M was spent on time and on target annually.
- Managed the Talking Book Sub-Regional Library, a division of National Library Service for the Blind and Physically Handicapped.
- Developed "Latino Outreach" a pilot program of staff from across the system to implement ways to welcome the Hispanic population to the library.

Manager of Circulation / Assistant Manager Circulation / Circulation Supervisor

- Responsible for circulation/customer services and shelf maintenance at the 290K sq. ft. Orlando Public Library and the development of system wide policies and procedures.
- Trained staff across the system during implementation of new library software, including circulation modules and customer web access.
- Trained all staff on their responsibility for Voter Registration when libraries were included in the "motor voter act" in 1993. Implemented a variety of methods included in person, written and video recording.

SELECTED SPECIAL PROJECTS

- ❖ 2009 – 2017, President of the Southchase Masterpond Association 11, 11 A and 13, joint property owned by OCLS and various businesses. Established and managed all aspects of the joint property maintenance to County standards.
- ❖ Wrote, implemented and tracked a \$500k Congressionally Directed Grant, from the Institute of Museum and Library Services designed to provide books, media and services to the Hispanic community. Resulted in a partnership with UCF for ESL (English as a Second Language) which led to the development of a full time ESL Specialist, and curriculum shared to replicate classes at target location.
- ❖ Managed all aspects of opening a new branch library including, renovation of an existing building, design of the plant exterior and interior, all aspects of hiring and training staff, assistance with collection selections and selections of technology, all budgeting for the facility. Developed framework for a bilingual Blog to share the progress with the community. Hosted community dialogue regarding the facility in November 2014. Developed and coordinated a "Banner Day" in East Orlando, a banner unfurling event to let the community know the library was under construction, in November of 2015. Facilitated opening day event on July 18, 2016 with over 1500 people in attendance.
- ❖ Coordinated early voting efforts for 4 presidential elections across 10 library locations including staffing, budgeting, facility maintenance and security as required. Handled requests from media and prominent groups successfully during challenging times.

SELECTED PRESENTATIONS

- "Educating for the Future of Reference" American Library Association 2016
- "Vets Our Heroes" American Legion 2016 Florida State Convention
- Public Library/University Partnerships webinar for Strategic Libraries 2016
- Workforce Professional Development Summit, National Conference 2015
- State of Florida Workforce Professional Development Summit 2014
- "Workforce Readiness" Florida Library Association 2014
- "Having Active Participation Prepares You" University of Central Florida 2012 -2015

EDUCATION

Florida State University
Cornell University
Johns Hopkins University

Master's Degree, Library Science and Information Systems, *1st online cohort*
Bachelor of Science Degree
Executive Leadership Institute
Sponsored by Urban Library Council in partnership with Johns Hopkins University