

# SANDRA S. NELSON

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## EMPLOYMENT HISTORY

- 1/98 - **Sandra Nelson Consulting**  
1906 Russell Street  
Nashville, Tennessee 37206
- Provide training programs and consulting services to public libraries, library consortia, state library agencies, and others in the areas of planning, management, resource allocation, technology, staff development, and conflict resolution. Facilitate strategic planning processes in public libraries as diverse as the New York Public Library and the Arkansas River Valley Library System in Dardanelle, Arkansas. Write books and articles on planning, resource allocation, and staff development. Serve as Senior Editor for the Public Library Association's Results series, a family of management publications that are being used by library managers, staff, and board members to more effectively manage their libraries in these changing times. Develop online training programs for the Public Library Association and other libraries and consortia.
- 11/80 - **Sandra Nelson Consulting (part-time)**  
12/97 1906 Russell Street  
Nashville, Tennessee 37206
- Provided training programs and consulting services to public libraries, library consortia, and state library agencies in thirty states in the areas of planning, management, resource allocation, productivity, staff development, communication, and conflict resolution.
- 1/88 - **Assistant State Librarian and Archivist for Planning and Development**  
12/97 Tennessee State Library and Archives  
403 7th Avenue North  
Nashville, Tennessee 37243-0312
- Responsible for the coordination of the Tennessee Regional Library System of twelve multi-county Regional Library Centers and four single-county Regional Libraries. Administered a budget of \$8 million, which included state monies and the Tennessee LSCA program. Responsible for public library development in Tennessee, including strategic planning, continuing education, collection development, automation, construction, and resource sharing. Accomplishments included working with the Tennessee Library Association to develop the first minimum standards for Tennessee public libraries, initiating the Public Library Association planning process in the public libraries in all 95 Tennessee counties, redefining the roles and responsibilities of the Tennessee regional libraries, developing a statewide public library database and providing access to it through the web, initiating and managing the Public Library Management Program to provide training and certification for library directors who do not have MLS degrees, and working with representatives from all types of libraries to develop the plan for library participation in the emerging Tennessee Information Infrastructure.
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**4/84 - Librarian for Service Development**

12/87  
Phoenix Public Library  
12 East McDowell  
Phoenix, Arizona 85004

Participated in determining library policy, preparing the library budget, and strategic planning for the library, as one of six members of the Library Administrative Council. Other responsibilities included planning and implementing the staff development program, coordinating and monitoring all grants, coordinating all system-wide programming, planning and maintaining the *Library Procedures Manual*, and editing and publishing a monthly newsletter.

**2/78 - Consultant**

4/84  
Library Extension Division  
Department of Library, Archives and Public Records  
1700 West Washington  
Phoenix, Arizona 85007

Held the following positions: Program Consultant; Acting Extension Librarian; Public Library Development Consultant; Juvenile Consultant. Responsibilities included: planning and presenting continuing education programs for the 900 public library employees in Arizona (1978-1984); developing the Arizona Summer Reading Program (1979-1981, 1984); collecting and analyzing library data, including editing the *Arizona Statistical Report and Directory* (1980, 1982, 1983); and administering the Arizona State Grants-in-Aid Program (1980-1984).

**8/76 - Field Services Coordinator**

1/78  
Louis, Bowles and Grove, Inc.  
Survey Services Division (The OpinionMeter Corp.)  
111 West Mockingbird, Suite 701  
Dallas, Texas 75247

Responsible for all facets of field work for this national market research firm, including data collection, design of sample distribution, training and supervision of interviewing contractors, and maintaining quality field work while adhering to rigid cost and scheduling requirements.

**8/72 - Director**

7/76  
Olney Community Library  
Olney, Texas 76374

Administrator of the Olney Project, one of the first successful mergers of school and public libraries. The Olney Community Library, formerly the high school, junior high school, elementary school and public libraries, was administratively integrated between 1972 and 1976. Responsible for the development of library policies, collection development policies and procedures, and planning and presenting library programs and services. Worked with architects to design a new building.

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## EDUCATION

**Graduate:** North Texas State University, Denton, Texas - MLS Awarded 8/72

**Undergraduate:** Franklin College, Franklin, Indiana - BA Awarded 6/69

## MAJOR PUBLICATIONS

Customer Service: Balancing Rights and Responsibilities (PLA Train-the-Trainer Series), ALA, 2009

The Trainer's Guide to Libraries Prosper with Passion, Purpose and Persuasion: A PLA Toolkit for Success ALA, 2009

Implementing for Results: Your Strategic Plan in Action, ALA, 2009

Strategic Planning for Results, ALA, 2008

Creating Policies for Results: From Chaos to Clarity (with June Garcia), ALA, 2003

The New Planning for Results: A Streamlined Approach, ALA, 2001

Managing for Results: Effective Resource Allocation for Public Libraries (with Ellen Altman and Diane Mayo), ALA, 2000.

Wired for the Future: Developing Your Library Technology Plan (with Diane Mayo), ALA, 1999.

## PROFESSIONAL AWARDS

- 2008 Melvil Dewey Medal, American Library Association
- 1999 Outstanding Alumna Award, University of North Texas, School of Information Science
- 1996 Association of Specialized and Cooperative Library Agencies, Professional Achievement Award
- 1987 Arizona State Library Association, Librarian of Year
- 1985 Arizona State Library Association, President's Award

## SELECTED PROFESSIONAL ACTIVITIES (1991-2010)

- 2003-06 Public Library Association, 2006 National Conference, Program Committee chair
  - 2000-04 Public Library Association, Highsmith Award Committee member (chair, 2003-04)
  - 1996-97 Public Library Association, Leadership Development Committee chair
  - 1996-98 Tennessee Library Association, chair of 1997 and 1998 Annual Conferences
  - 1995 Tennessee Information Infrastructure Library Applications Task Force co-chair
  - 1995-97 Public Library Association, chair of the committee responsible for writing *Planning for Results: A Public Library Transformation Process*
  - 1995 Tennessee Library Association, local arrangements chair for 1995 Annual Conference
  - 1994-95 Public Library Association, Leadership Development Committee chair
  - 1993 Tennessee Library Association, 1993 Annual Conference, Logistics chair
  - 1991-94 Public Library Association, 1994 National Conference, Program Committee chair
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