



CATHERINE HAKALA-AUSPERK

LIBRARY TRAINER, SPEAKER, PLANNER, AUTHOR

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professional summary

A career librarian, leader, and author, I share my experiences and passion for this profession through my training and writing. In addition to offering webinars, workshops, breakout sessions, and keynotes around the country, I also offer multiple types of leadership training, from focused, single events to extensive institutes. Additionally, I facilitate successful strategic planning, director searches, and director coaching. I am the author of eight books on leadership and career development. A Kent State University iSchool graduate (1991), I was selected in 2015 as the school's "Alumnus of the Year: For a Graduate Who Has Made a Significant Contribution to the Profession."

professional experience

Jan 2007 - Present

LIBRARIES THRIVE CONSULTING Consultant & Owner

- I develop leadership competencies and confidence.
- I transform traditional staffs into functional, healthy teams.
- I energize Staff Days, Conferences, Institutes, Webinars and Workshops with relevant, motivational presentations.
- I build innovative Strategic Plans that truly reflect community needs and aspirations.
- I facilitate Director Searches that result in exciting, well-matched new leaders.

Jan 2010 - Present

ADJUNCT INSTRUCTOR Kent State University iSchool

Through courses including "The Public Library," "Management of Libraries & Information Centers," and "Leadership in Libraries and Information Centers," I train and support tomorrow's professionals.

education

MLS IN LIBRARY AND INFORMATION SCIENCE

Kent State University,
Kent, OH, US

BACHELOR OF ARTS (B.A.) IN NEWS-EDITORIAL JOURNALISM

Kent State University,
Kent, OH, US

- Jan 2011 - Feb 2016 **EXECUTIVE DIRECTOR**
The Northeast Ohio Regional Library System
I was proud to be part of a talented team that stabilized and grew a regional support system that provided training and other collaborative resources to special, academic, school, and public libraries in northeast Ohio.
- Jan 2003 - Jan 2011 **DEPUTY DIRECTOR**
The Cleveland Heights - University Heights Public Library
I assisted in coordinating a major building renovation and also managed the introduction of multiple new and innovative services. I also supervised and mentored the public services leadership team.
- Nov 1984 - Jan 2003 **VARIOUS POSITIONS OF INCREASING RESPONSIBILITY**
Cuyahoga County (OH) Public Library System

publications

- Renew Yourself: A Six-Step Plan for More Meaningful Work (ALA, 2017)
- Future-Proof Your Team: Leadership Planner (ALA, 2019)
- Win 'Em Over: Leadership Planner (ALA, 2019)
- Dynamic Discipline: Leadership Planner (ALA, 2019)
- Hot Ticket Meetings: A Leadership Planner (ALA, 2020)
- Build Great Teams: How to Harness, Create, and Be Part of Powerful Team (Sourcebooks, 2021)
- "Waking Up the Neighborhood: Partnerships with Local Businesses and Art Communities", a chapter in Partnerships and Collaborations in Public Library Communities: Resources and Solutions (IGI Global, 2012)
- "Reaching Little Heights", a chapter in Children's Services: Partnerships for Success (ALA, 2010)
- "Grants and the Grant-Writing Process", a chapter in Library Management 101: A Practical Guide (ALA, 2013)

2024

CUSTOMER SERVICE TRAINING: "(How to Get to) 5-Star Customer Service" for Southeast Florida Library Information Network (SEFLIN)

ADMINISTRATOR TRAINING: "Budget & Finance"; "Current Issues"; "Politics & Partnerships"; "Organization & Personnel Management" for The American Library Association's Certified Public Library Administrator (CPLA) Program.

LEADERSHIP TRAINING: "Future-Proof Your Team" Webinar for Allen County (IN) Public Library leadership team.

KSU iSCHOOL COURSES: "Leadership in Libraries and Information Centers" & "Information Institutions & Professions"

2023

STAFF DAY KEYNOTE: "Renew. Refocus. Recharge." and breakout "Easy for You to Say! Mastering Difficult Conversations" for The St. Tammany (LA) Parish Library.

MANAGEMENT TRAINING: "That's Where I Want to Work! : Great Managers = Great Teams." All day managers' skills development event for The St. Tammany (LA) Parish Library.

LEADERSHIP TRAINING: "How to Be a Great, NEW Boss!" webinar for The Chester County (PA) Library System.

CONSULTING: "Staff Scheduling Re-Design" project for The East Baton Rouge (LA) Parish Library.

CUSTOMER SERVICE TRAINING: "Five-Star Customer Service" webinar for The Carver County (MN) Library.

DIRECTOR COACHING: One-on-one Director Coaching, Metuchen Public Library (NJ).

CHANGE MANAGEMENT TRAINING: "Cutting Edge Libraries: Innovative Leadership from the Front-Lines to the Boss' Office," day-long workshop for The Tampa (FL) Bay Library Consortium (TBLC), in Pinellas Park, Florida.

ADMINISTRATOR TRAINING: "Budget & Finance"; "Current Issues"; "Politics & Partnerships"; "Organization & Personnel Management" for The American Library Association's Certified Public Library Administrator (CPLA) Program.

LEADERSHIP TRAINING: "What Leaders Do," 3-day, face-to-face Indiana Library Leadership Academy (leading this for the 5th time)

2022

CHANGE MANAGEMENT TRAINING: "A Fearless Future" 5-part course for The American Library Association eLearning.

CHANGE MANAGEMENT TRAINING: "It's a NEW Day so Be a Great NEW Boss!" webinar for The Public Library Association.

PERSONNEL MANAGEMENT TRAINING: "Yeah but, What if...": How to Hire and Evaluate Your Library Director (Even If You Need a Plan B) for The New Jersey State Library Trustee Institute.

KEYNOTE: "Renew Yourself!" and BREAKOUT SESSIONS: "Everywhere Leaders" and "Volunteer for Success!" for the Tampa Bay (FL) Library Consortium Conference, Lakeland, Florida.

INTERVIEW: with "Work Space Spark" re: 400 copies of "Build Great Teams" to be included in one of their Career Box.

ALL STAFF TRAINING: "Tech Services Is From Mars, Reference Is From Venus: Effective Communication Across Departments Matters!" NETSL (New England Technical Services Librarians Conference) 2022 Conference

DIRECTOR COACHING: One-on-one Director Coaching, Metuchen Public Library (NJ)

BOARD TRAINING: "Celebrating an Effective Board" In-Person Trustee Retreat for Mentor (OH) Public Library

INNOVATION TRAINING: "You're Bringing That?!? Packing for the Future: What to Take and What to Leave Behind" for RAILS (Reaching Across Illinois Library System)

2021

DIRECTOR COACHING: Director Coach, Metuchen Public Library (NJ)

LEADERSHIP COACHING: Executive Coach for Florida's "Next Level Library Leadership Institute" (NLLLI)

LEADERSHIP TRAINING: "Plan to Lead" for the State Library of North Carolina/Southeast Collaborative Conference

STRATEGIC PLANNING TRAINING: "Strategic Planning for Libraries" (webinar & post discussion) for The State Library of California & ALA eLearning Solutions

KEYNOTE: "A Worthy Goal" for The Tampa Bay (FL) Library Consortium Conference "Go for the Goals!"

KEYNOTE: "You're Bringing That??" for "Packing for the Future: What to Take With You and What to Leave Behind" for the Ohio Private Academic Libraries (OPAL) Annual Conference

LEADERSHIP TRAINING: "Management 101" 6-part online course for Massachusetts Library System

INTERVIEW: Featured in KSU iSchool's Alumni Conversations - "What Now!?"

TEAM TRAINING: "Great Teams' Toolbox" webinar for Sourcebooks Publishing

ADMINISTRATOR TRAINING: Instructor for ALA's Certified Public Library Administrator (CPLA) courses: "Organization & Personnel Management" "Current Issues" "Budget & Finance" "Politics & Partnerships"

2020

ADMINISTRATOR TRAINING: for ALA's Certified Public Library Administrator (CPLA) courses: "Organization & Personnel Management" "Current Issues" "Budget & Finance" "Politics & Partnerships"

LEADERSHIP TRAINING: for ALA eLearning: "Be a Great Boss" "Be a Great Boss During Not-So-Great Times" "Leadership Superpowers" "Meetings Matter (Now More Than Ever!)" "Speak Up: Especially When Everyone Is Listening!" "Volunteers to the Rescue" "Recruitment & Hiring" (for small & rural libraries) "Strategic Planning Made Easy" "Getting the Most Out Of Library Volunteers" "Mentoring Library Employees"

LEADERSHIP TRAINING: Leadership Training Series for St. Charles LA Parish Library "Creating Culture: 4-Part Webinar Series"

LEADERSHIP TRAINING: Leadership Training Series for Arizona State Library, Archives & Public Records) "Be a Great Boss"

LEADERSHIP TRAINING: Webinars for InfoPeople: "Maintaining a Safe & Respectful Workplace" "Leadership Superpowers"

STAFF DAY KEYNOTE: for The Santa Clarita (CA) Public Library Virtual Staff Day: "From Catalogs to Covid: Everything The Same Has Changed"

ALL STAFF TRAINING: "Maintaining a Safe & Respectful Library" (SC State Library & Infopeople)

ADMINISTRATOR TRAINING: "Organization & Personnel Administration," "Current Issues" and "Politics & Partnerships" (ALA Certified Public Library Administrator Program)

ALL STAFF TRAINING: "Getting the Most Out of Library Volunteers" and "Build a Great Team" (ALA eLearning)

LEADERSHIP TRAINING: "Future-Proof Your Team" (NICHE Academy)

ALL STAFF TRAINING: "Renew Yourself" (New Jersey Library Association's Annual Conference)

LEADERSHIP TRAINING: "Plan to Lead:" (New Jersey Library Association's Annual Conference)

LEADERSHIP TRAINING: "Plan to Lead!" (Kendallville Public Library)

LEADERSHIP TRAINING: "Be a Great Boss" (State Library of Arizona)

2019

ALL STAFF TRAINING: "Maintaining a Safe & Respectful Library" (SC State Library & Infopeople)

ADMINISTRATOR TRAINING: "Organization & Personnel Administration," "Current Issues" and "Politics & Partnerships" (ALA Certified Public Library Administrator Program)

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LEADERSHIP TRAINING: "Plan to Lead!" (Kendallville Public Library)

LEADERSHIP TRAINING: "Be a Great Boss" (State Library of Arizona)

KSU GRADUATE SCHOOL COURSE: "Information Institutions and Professions"

2018

KEYNOTE: "Renew Yourself" Keynote (ALABAMA LIBRARY ASSOCIATION: PUBLIC LIBRARY DIVISION MINI-CONFERENCE)

ALL STAFF TRAINING: "Renew Yourself and Find Your Place in the Future" (KANAWHA COUNTY (WV) PUBLIC LIBRARY STAFF DEVELOPMENT DAY)

ALL STAFF TRAINING: "Renew Yourself" (MEDICAL LIBRARY ASSOCIATION (MLA) MIDWEST CHAPTER CONFERENCE)

LEADERSHIP TRAINING: "It's All About People: Leadership Retreat (ST. TAMMANY (LA) PARISH LIBRARY)

LEADERSHIP TRAINING: "Don't Solve Everything! Build a Problem-Solving Team Instead" (LIBRARYWORKS WEBINAR)

ADMINISTRATOR TRAINING: "Current Issues"; "Politics & Partnerships"; "Organization & Personnel Administration" (ALA CPLA courses)

ALL STAFF TRAINING: "Maintaining a Culture of Safety" (INFO PEOPLE)

KSU GRADUATE SCHOOL COURSE: "Information Institutions & Professions"

professional engagement

- Kent State University iSchool Alumni Network President (2018-2019)
- American Library Association (ALA) Learning Roundtable (LRT) - Board Member (2017-2020)
- Chair & member, ALA Learning Roundtable's Carterette Scholarship Committee (2014 -2022)
- American Library Association – Allied Professional Association (ALA-APA) Certification Review Committee (2012-2015)
- Public Library Association (PLA) Conference Committee (2011-2013)
- State Library of Ohio LSTA Advisory Council (2010-2013)
- Alumni & Friends Council, KSU School of Library & Information Science
- Northeast Ohio Regional Library System (NEO-RLS) Board of Trustees (2009-2011)
- NEO-RLS Continuing Education Committee; Chair (2009)
- NEO-RLS Long Range Planning Committee (2007); Chair (2008-2009)
- NEO-RLS Library Leadership Ohio Selection Committee Chair (2008)
- Cleveland Area Metropolitan Library System (CAMLs) Continuing Education Committee

certifications

- Certified Public Library Administrator - CPLA (ALA)
- Ohio Certified Public Librarian
- Career Development Facilitator (NCDA)