

Ben McFadden
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Relevant Experience

Employment:

2016 to Present: Senior Library Manager for Technology for Wake County Public Libraries

Responsibilities: Manage Digital Infrastructure for Wake County Public Libraries, including Digital Services, PR & Awareness, and Library Information Technology; supervise Digital Resource Managers and Library HelpDesk Manager; oversee projects related to Digital Infrastructure; coordinate with Library Administration and Managers on projects and initiatives to support Library programs and services; develop and maintain the staffing and management structure of Digital Infrastructure; coordinate with the Collections department on projects related to the library ILS and online catalog; in coordination with Library HelpDesk Manager, oversee partnership with Wake County IS to coordinate and implement IS projects, initiatives, policies, and requirements related to Information Technology.

2014 to 2016: Digital Library Manager for Wake County Public Libraries

Responsibilities: Directly manage the Digital Library team in providing technical and customer service support to the public and library staff; oversee and participate in the development and maintenance of the web presence of Wake County Public Libraries with a mind toward service to the public and support of staff; develop custom web applications; coordinate with outside developer to improve and maintain the online catalog of the library system; provide support to staff regarding software and website needs.

2010 to 2014: Digital Librarian for Wake County Public Libraries

Responsibilities: Develop and maintain web applications to expand and enhance the web presence of Wake County Public Libraries to serve the public and support staff; develop custom web applications; help oversee, improve, and maintain the library system's area of the County website; provide direct support to patrons in the use of downloadable materials; provide support to staff regarding software and website needs.

2006-2010: Youth Services Librarian for Wake County Public Libraries

Responsibilities: Reference and Reader's Advisory/Customer service to children, teens, and/or their parents, caregivers, and educators; planning and implementation of reading-related programs for children and teens; supervision and oversight of the court-ordered

Community Service Worker program for the library; PC support/informal hardware/software support/instruction for department; development and planning of web-based file-sharing initiatives for program planning and registration

2005-2006: Web Designer and Tech Support for Western Carolina University Bookstore & Gift Shop

Responsibilities: Performed a basic redesign of bookstore web pages, including a restructure of the layout for increased usability and an update of the look and feel; oversaw page customization, settings, updates, and data entry for the vendor-provided retail website of the online gift shop and graduation supplies/book sales of the Western Carolina University Bookstore & Gift Shop; provided general hardware and software support; made and helped implement technology recommendations for updating Bookstore procedures.

2003-2005: Youth Services Library Assistant for Wake County Public Libraries

Responsibilities: Reference and Reader's Advisory/Customer service to children, teens, and/or their parents, caregivers, and educators; planning and implementation of reading-related programs for children and teens; supervision and oversight of the court-ordered Community Service Worker program for the library; planned, implemented, and led a writing group for patrons involving providing, overseeing, and participating in various writing activities and the planning and self-publishing of a collection of short stories.

Skills and Interests

General: Skills include: Project Management; Management and organization of staff and resources; Social Media and PR; Digital Illustration; Web Design and Web Programming (PHP/MySQL; HTML/CSS; jQuery/Javascript; W3-CSS/general responsive web design)

Software: Skills include: Office Suite; Lotus Applications; LanDesk HelpDesk; Dreamweaver; Fireworks; Photoshop; Illustrator; Windows and Linux OS versions; Blender; Sketchup

References available on request.