

Maggie Ahrens

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OBJECTIVE

Website Design allowing for use of demonstrated technical, organization, customer service, communication and project management skills proven by 11 years of experience at the Library Company of York.

PROFILE

Motivated, personable business professional with multiple skill sets and a successful decade-long track record of innovative and adaptive website design. Talent for quickly mastering technology – self-taught in most things. Diplomatic and tactful with professionals and lay staff at all levels. Accustomed to working under deadlines with limited support or resources. Demonstrated history of producing solid code, aesthetically pleasing websites, and excellent at search engine optimization.

Flexible and versatile -- able to maintain a sense of humor under pressure. Poised and competent with demonstrated ability to easily transcend cultural differences. Thrive in deadline-driven environments. Excellent team-building skills.

SKILLS SUMMARY

- Project Management
 - Report Preparation
 - Written Correspondence
 - Tech Support/Repair
 - HTML/CSS
 - SharePoint Designer
 - Adobe Dreamweaver
 - Microsoft Office Suite
 - Spoken/Written Spanish
 - Statistical Analysis
 - Front-Office Operations
 - Professional Presentations
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PROFESSIONAL EXPERIENCE

Website Design and Overhaul

- Led the rebuild of the York County Library System's entire website, which was on-time, under-budget, and beautifully functional. This was a multi-department project which took 18 months, spanned several buildings, and was tied in to a simultaneous migration to a new ILS (core product that libraries use to track books, fines, fees, purchasing, cataloguing, and statistical data collection) as well as offering new services and products. Overwhelmingly positive responses.
- Designed and delivered series of profitable classes for the public, providing training in the Microsoft Suite of products.
- Designed and built the State Summer Reading Club website, and maintained it from 2001-2006 (www.pasummerreading.org)
- Designed and developed an award-winning program, which revolved around the Cyber Camp website (which I also built) – new program every year, reached 160 children, per week, every summer. Competition for seats in this program was fierce – we never had enough resources to accommodate every child who wanted to participate.
- Asked for and received help with staffing the rapidly-growing LCOY website. Conducted small-group sessions on SharePoint Designer (bringing other staff up to speed) and then involved them in the projects, developing a sense of ownership and a greater understanding of technology's potential in Libraries.

- Communicated technical concepts to colleagues using layman's terms to facilitate understanding. Metaphor is also a powerful tool, if used judiciously.
- Rapidly learned and mastered varied computer programs. Self-taught CSS, HTML, and beginning Java Script, as well as unobtrusive web widgets and a toolbar for the library's website.

Customer Service/Marketing/Problem Solving

- Tracked statistics on the collections I managed – culled items that did not circulate, bought duplicates of titles that were popular and (after making a “book request” form that exported to Excel) bought items that people recommended. Increased circulation 300% in the most popular collection, 75% in the least popular collection. Process implemented throughout the County.
- I implemented a paperless system for Inter Library Loans, which integrated with the website and improved patron satisfaction and convenience tremendously. Staff buy-in was a challenge, but we made it work.
- In website overhaul, I led focus groups to ascertain the needs, wants, and desires of our patrons. Communicated user needs to company staff and found a satisfactory compromise.

EMPLOYMENT HISTORY

York County Library System/Library Company of York – York, PA

Website design and development- (1998 to 2009)

York Hospital- York, PA

Pharmacy Tech (1997-1998)

Compounded medication in a hospital clean-room environment. This included Chemotherapeutics, TPN, and antibiotics.

Veterinary Nurse/ VMT – New Jersey & Pennsylvania (1989 – June 1997) Multiple practices: domestic, exotics and wildlife.

EDUCATION

Clarion University – Clarion, PA (current)

Masters in Library Science

- Master's Program for Librarians - GPA: 3.75 - Have paused work on this degree due to the recession

Wilson College – Chambersburg, PA (1989-1993) BS/VMT

COMPUTER SKILLS

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|--------------------------|-------------------------|--|--|
| • Microsoft Office Suite | • SEO | • E*vanced solutions (Library Software) | • Dynix (Library Software) |
| • CSS/HTML | • Photoshop/Illustrator | • Millennium (Library Software) | • Ask Here PA (Reference Chat Client) |

Available for relocation

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