



Board of Library Trustees Meeting

Wednesday, July 5, 2023 at 7:00 PM

Raya Stern Trustees Room

Agenda

1. Call to Order
2. Secretary's Report
3. Public Forum
4. Financial Report
 - A. FY23 Budget
 - B. Burke Fund Report
 - C. HATCH Financials
 - D. Consideration and Action on Acceptance of Donations
5. Chair's Report
6. Director's Report
 - A. General Updates
 - B. New Staff Introductions
 - C. Community Collaborations
 - D. Facilities
 - E. Watertown Collective Memory Project
7. Director Search
 - A. Update from Preliminary Screening Committee
 - B. Consideration and Action on Dates, Location, and Format for Finalist Interviews
 - C. Consideration and Action to Appoint Interim Library Director
8. Old Business
9. New Business
10. Requests for Information and Responses
11. Date of next meeting
12. Adjournment

FY23 YEAR TO DATE BUDGET REPORT

ORG	OBJ	ACCOUNT DESCRIPTION	ORIGINAL APPROP	TRANFRS/ADJSMTS	REVISED BUDGET	YTD EXPENDED	ENCUMBRANCES	AVAILABLE BUDGET	% USED
0161051	510111	FULL TIME SALARIES	1,726,020	-20,001	1,706,020	1,605,070.50	0.00	100,949	94.10
0161051	510112	PART TIME SALARIES	682,142	0	682,142	619,290.15	0.00	62,852	90.80
0161051	510130	OVERTIME	30,000	20,000	50,000	42,388.15	0.00	7,612	84.80
0161051	510141	SHIFT DIFFERENTIAL	3,719	1,250	4,969	4,496.25	0.00	473	90.50
0161051	510143	LONGEVITY	29,202	-1,250	27,952	27,304.26	0.00	648	97.70
0161051	510190	CLOTHING ALLOWANCE	2,925	1	2,926	2,925.50	0.00	0	100.00
		Total 0161051 LIBRARY - PERS. SVCS.	2,474,008	0	2,474,008	2,301,474.81	0.00	172,533	93.00
0161052	520211	ELECTRICITY	147,897	0	147,897	103,327.72	6,772.28	37,797	74.40
0161052	520213	GAS	40,347	0	40,347	25,920.79	4,738.32	9,688	76.00
0161052	520240	OFFICE EQUIPMENT MAINTENANCE	18,029	0	18,029	16,273.84	476.53	1,279	92.90
0161052	520241	BUILDING MAINTENANCE	44,451	2,137	46,588	37,526.74	3,516.67	5,544	88.10
0161052	520244	COMPUTER MAINTENANCE	119,889	6,852	126,741	105,007.70	17,256.43	4,477	96.50
0161052	530327	REGIONAL LIBRARY SERVICES	81,673	0	81,673	81,673.00	0.00	0	100.00
0161052	530342	COMMUNICATIONS - POSTAGE	1,700	0	1,700	1,700.00	0.00	0	100.00
0161052	530383	PROGRAM SERVICES	9,000	0	9,000	8,651.76	348.24	0	100.00
0161052	540421	OFFICE SUPPLIES	12,000	0	12,000	11,043.87	954.79	1	100.00
0161052	540422	PRINTING & FORMS	6,400	0	6,400	6,400.00	0.00	0	100.00
0161052	540425	PROGRAM SUPPLIES	750	0	750	750.00	0.00	0	100.00
0161052	540430	BUILDING MAINTENANCE SUP.	17,860	3,999	21,859	20,919.38	939.12	0	100.00
0161052	550511	BOOKS	481,000	0	481,000	473,815.51	7,184.49	0	100.00
0161052	550512	BOOK PROCESSING	45,000	0	45,000	31,500.03	13,257.76	242	99.50
0161052	570710	IN STATE TRAVEL	500	0	500	100.87	0.00	399	20.20
0161052	570730	DUES & SUBSCRIPTIONS	1,300	0	1,300	1,145.00	0.00	155	88.10
0161052	570735	PROJECT LITERACY/TOWN	10,800	0	10,800	9,838.25	960.00	2	100.00
0161052	570785	COMMITTEE EXPENSES	2,600	0	2,600	857.74	0.00	1,742	33.00
0161052	570787	STAFF DEVELOPMENT	10,000	0	10,000	5,893.05	1,580.00	2,527	74.70
		Total 0161052 LIBRARY - EXPENSES	1,051,196	12,987	1,064,183	942,345.25	57,984.63	63,853	94.00
0161058	580840	BUILDING RENOVATIONS	81,000	51,919	132,919	84,204.57	46,782.17	1,932	98.50
0161058	580870	REPLACEMENT OF EQUIPMENT	20,000	0	20,000	19,982.96	0.00	17	99.90
		Total 0161058 LIBRARY - CAPITAL	101,000	51,919	152,919	104,187.53	46,782.17	1,949	98.70
		Grand Total	3,626,204	64,906	3,691,110	3,348,007.59	104,766.80	238,335	93.50

FY23 Funds and Grants

Fund or Grant	7/1/2022	Available to spend balance as of 7/2/2022	Deposits YTD	Expended YTD	Current available balance	Notes
Book Funds						
Pratt (includes Pratt Stock)	140,049.22	9,706.08	2,654.13	-	9,706.08	80% of int on periodicals
Whitney	3,353.88	3,353.88	50.49	-	3,404.37	
Mead	5,937.88	2,937.88	97.47	-	3,035.35	
Charles	2,625.18	2,425.18	40.55	-	2,465.73	Armenian History books
Barry	3,364.91	3,364.91	57.51	-	3,422.42	
McGuire	3,084.76	2,084.76	63.12	-	2,147.88	
W. Pierce	23,645.88	3,645.88	380.05	-	4,025.93	
MacDonald	9,312.26	4,312.26	157.67	172.66	4,297.27	Grief related books
O'Reilly	10,318.05	9,818.05	159.31	-	9,977.36	Fiction
Stone	3,679.81	3,679.81	56.79	-	3,736.60	
Campbell	5,382.56	4,382.56	83.10	-	4,465.66	Large print books
Santoro	2,266.77	666.77	35.01	-	701.78	Art
Brown	2,557.12	1,557.12	40.33	-	1,597.45	Sci-fi books
Keith	4,100.49	3,100.49	63.29	-	3,163.78	Wat history books
Drucker	2,950.48	2,950.48	45.56	-	2,996.04	Humanities books
Special Gifts	45,007.45	45,007.45	18,046.60	15,200.36	47,853.69	Unrestricted
- Cohen Fund	8,799.45	8,799.45	-	387.45	8,412.00	Cookbook and Mysteries
- Makerspace Fund	6,301.16	6,301.16	5,060.00	6,091.65	5,269.51	Makerspace expenses
- Bookmobile Fund	13,335.00	13,335.00	-	2,553.14	10,781.86	Bookmobile expenses
- Gallant Fund	-	-	20,030.85	-	20,030.85	Children's dept
Other Funds & Grants						
Kaveny	36,772.83	8,401.34	567.83	-	8,969.17	Benefit of the library
Masters	4,473.44	1,766.44	68.45	387.52	1,447.37	Trustees discretion
B. Pierce	1,359.62	1,359.62	29.32	-	1,388.94	Trustees discretion
LIG/MEG	195,397.22	195,397.22	152,659.48	1,146.96	346,909.74	
Revolving Printing Account	8,070.51	8,070.51	11,463.01	12,398.63	7,134.89	
Friends of Project Literacy Fundraising	42,098.59	42,098.59	26,378.00	27,302.29	41,174.30	
McCall Gift Fund	52,725.54	52,725.54	-	4,588.73	48,136.81	For children's dept only

GRIFFIN FUND REPORT

MONTH ENDING	BEG BAL	ADDED	WITHDRAWN	INTEREST / DIVIDENDS	INVESTMENT MKT VAL ADJ	VERIZON DIVIDENDS	VERIZON STOCK MKT VAL ADJ	END BAL	CASH HELD FOR INV	CASH AVAILABLE FOR SPENDING	INV	
FY22 BAL FWD	203,784.66							\$ 228,632.81	\$ -	\$ 42,845.64	\$ 160,929.02	-
31-Jul	203,784.66			31.32	668.46		(14,751.60)	\$ 189,732.84	\$ -	\$ 43,545.42	\$ 146,177.42	10.00
31-Aug	189,732.84			2,187.47	(1,238.29)		(14,169.30)	\$ 176,512.72	\$ -	\$ 44,494.60	\$ 132,008.12	
30-Sep	176,512.72			143.22	(1,515.22)		(12,422.40)	\$ 162,718.32	\$ -	\$ 43,122.60	\$ 119,585.72	
31-Oct	162,718.32			32.91	(863.37)		-	\$ 161,887.86	\$ -	\$ 42,292.14	\$ 119,585.72	
30-Nov	161,887.86			2,176.56	1,320.25		5,208.35	\$ 170,593.02	\$ -	\$ 45,788.95	\$ 124,794.07	
31-Dec	170,593.02			97.78	(402.26)		1,358.70	\$ 171,647.24	\$ -	\$ 45,484.47	\$ 126,152.77	
31-Jan	171,647.24			43.30	24.27		7,019.95	\$ 178,734.76	\$ -	\$ 45,552.04	\$ 133,172.72	
28-Feb	178,734.76			2,218.11	(1,065.16)		(8,928.60)	\$ 170,959.11	\$ -	\$ 46,704.99	\$ 124,244.12	
31-Mar	170,959.11			139.06	997.36		258.80	\$ 172,354.33	\$ -	\$ 47,841.41	\$ 124,502.92	
30-Apr	172,354.33			37.80	762.64		(194.10)	\$ 172,960.67	\$ -	\$ 48,641.85	\$ 124,308.82	
31-May	172,960.67			2,199.86	(813.43)		(10,352.00)	\$ 163,995.10	\$ -	\$ 50,028.28	\$ 113,956.82	
30-Jun								\$ -	\$ -	\$ 50,028.28	\$ 113,956.82	
FY23 TOTAL		-	-	9,307.39	(2,124.75)	-	(46,972.20)	\$ 163,995.10	-	50,028.28	\$ 113,956.82	10.00

FUNDS USED TO PURCHASE ADDITIONAL SHARES

Burke			
	Allocated	Expenditures	Available
Teen Materials	\$ 2,813.00	\$ (2,828.87)	\$ (15.87)
Teen Programming	\$ 2,848.00	\$ (2,846.92)	\$ 1.08
Children's Materials	\$ 1,406.00	\$ (1,406.00)	\$ -
Children's Programming	\$ 8,862.00	\$ (8,862.76)	\$ (0.76)
Adult Materials	\$ 1,406.00	\$ (1,406.82)	\$ (0.82)
Adult Programming	\$ 4,115.00	\$ (4,115.00)	\$ -
Museums	\$ 5,000.00	\$ (4,300.00)	\$ 700.00
Movie Licenses	\$ 1,675.00	\$ (1,666.68)	\$ 8.32
Total	\$ 28,125.00	\$ (27,433.05)	\$ 691.95

FY23 HATCH Summary

	July 1 Allocation	Adjustments (new funds added)	Encumbrances	Expenditures	Available funds
Special Gifts	\$ 375.92	\$ 60.00	\$ -	\$ (435.92)	\$ -
LIG/MEG	\$ -	\$ -	\$ -	\$ -	\$ -
Building Committee	\$ 775.00	\$ -	\$ 5.99	\$ (741.73)	\$ 27.28
Watertown Commuty Foundation Grant	\$ 5,925.24	\$ -	\$ -	\$ (5,925.24)	\$ -
City Budget: Equip. Maint.	\$ 14,680.00	\$ -	\$ 280.39	\$ (14,402.95)	\$ (3.34)
Burke	\$ -	\$ -	\$ -	\$ -	\$ -
Totals	\$ 21,756.16	\$ 60.00	\$ 286.38	\$ (21,505.84)	\$ 23.94

TO: Library Board of Trustees
FROM: Caitlin Browne, Library Director
DATE: June 29, 2023
RE: Donations

The following donations were received in the fourth quarter of FY23:

\$5 from Bernadette Salvato
\$10 from Margaret J. Pierce
\$1000 from Vincent P. Stanton
\$50 from Theodore Kokoros in honor of Caitlin Browne
\$7000 from Marshall Home Fund for Project Literacy
\$6272 from Watertown Community Foundation for Project Literacy
\$2085 from Watertown Community Foundation for Pride Extravaganza
\$5000 from Watertown Community foundation for HATCH
\$2500 from Massachusetts Cultural Council for Pride Extravaganza
\$1300 from Waterton Commission on Disability for Pride Extravaganza
\$100 from Mar-Lou and Peter Sasso in memory of George Thorn Snowdon
\$300 from Don Durivan

TO: Library Trustees
FROM: Caitlin Browne, Library Director
DATE: June 29, 2023
RE: Director's Report

City/Community Meetings and Collaboration

I have been participating in the [City's Digital Equity](#) Assessment working group. This group, led by Chris McClure, is working with the Massachusetts Broadband Institute (MBI) to implement a [survey](#) that will assess Watertown's internet accessibility, device and technical support availability, service affordability, and digital education needs within the community. Data gathered from this survey will be used to inform statewide digital equity efforts and ensure that forthcoming federal funding – administered by the state – will directly benefit local programs for Watertown residents. We are accepting responses until July 14. Digital Librarian Jaccavrie McNeely is also participating in this effort.

I continued to participate with the working group to create a formal Watertown Cultural District.

Staffing

We are still recruiting for the open Children's Librarian position.

We have three new hires. Kirsten Hansen started as Community Outreach Librarian on June 20. Alexander Mah started as Library Technology Operations Assistant on June 26. Monica Albuixech started as Hatch Assistant on June 28.

Facilities

We've been having issues with our elevator. Most recently there was an entrapment due to debris stuck in the door track.

Miscellaneous

Our new pod arrived and is available for use. The intended user of the pod is someone who needs to make a phone or zoom call and needs privacy. We are hoping that we'll be able to take a light touch with use enforcement—right now we're allowing people to self-regulate with a 1 hour time limit. People jumped right in once it was set up and we've gotten a lot of positive feedback about this addition.

We have finally installed the book drop on Philip Darch Road in Lexington Gardens!

Pride had around 1,600 visitors despite the cold, rainy weather.

The Collective Memory Project is now collecting interview nominations at the Circ. Desk! There is a form and collection box there. Caroline is looking to talk to people who are involved in our community in all sorts of ways – as residents, volunteers, employees, friends, and neighbors – and have something to say about their life in—and connection to—Watertown. Nominations may also be submitted online: watertownlib.org/memory

Kirsten Hansen

Dear Ms. Maturevich,

I am excited to apply for the position of Community Outreach Librarian at the Watertown Free Public Library. I have nearly a decade of professional experience in public and academic libraries and a passion for connecting libraries to their communities and community members to their libraries. I began my career in public libraries and I applied the skills I gained as a public librarian throughout my recent experiences in academic librarianship to facilitate campus outreach while growing my knowledge of inclusivity-based best practices. I am eager to return to serving communities through public librarianship and my unique set of professional experiences would be an asset to the Community Outreach Librarian position and to the Watertown Free Public Library as a whole.

I was drawn to librarianship by the opportunity to serve individuals and communities and library outreach is an essential part of this endeavor. I have drawn on my creativity and relationship-building skills to perform outreach in nearly every library position that I've held and look forward to doing so in the Community Outreach Librarian position. During my tenure as the Teen and New Technology Librarian at the Aldrich Public Library, for example, I brought greater awareness of the library to the community in a variety of ways. This includes beginning a book club at the local middle school in collaboration with the school librarian and facilitating funding from the local Rotary Club to support after-school STEM activities for fourth and fifth graders. I also built relationships with librarians and teachers from additional middle and high schools that resulted in invitations to visit the schools to do book talks and highlight library programs. I would be delighted to use my skills in building new connections to bring the library into the Watertown community via the bookmobile and engaging in community events.

Outreach was a core part of my role as a Teaching and Outreach Librarian at The Claremont Colleges Library and I would be thrilled to use what I learned in service of the Watertown Free Public Library. My approach to outreach is making connections with people and groups in the community who have similar goals as the library and then building relationships using shared goals as a foundation. I'm a firm believer that community outreach works best when relationships are built with the aim of creating mutually beneficial long-term collaboration, rather than trying to rush short term collaborations that may not fit the long-term goals of both parties. An example of this approach from my time at the Claremont Colleges is offering librarian support hours at the Writing Centers on campus. Over the course of two years, I and other librarians grew this program from nothing to supporting students at five different Writing Centers each week. Building relationships with Writing Center directors and student writing mentors was essential: once we realized that we had similar goals (assisting students beyond the classroom), the Writing Center staff became my biggest champions by referring students to me for appointments and talking up how helpful and unintimidating the library and librarians are. Additionally, I took feedback from Writing Center staff about the best days and times to offer librarian support hours and adjusted the program accordingly. I also participated in the training that student writing mentors undergo to better support the students who met with me at the Writing Centers and adjusted my approach to librarian research appointments based on what I learned during the training. I believe that this approach to outreach would be beneficial to the Watertown Public Free Library in connecting with the larger community.

Kirsten Hansen

I'm eager to draw on my experience in both academic and public libraries to support the Watertown Free Public Library and the community it serves. I would be delighted to discuss the Community Outreach Librarian position and my qualifications further and look forward to hearing from you. You may reach me at [REDACTED]

Sincerely,
Kirsten Hansen

Kirsten Hansen

PROFESSIONAL EXPERIENCE

Teaching and Outreach Librarian,

The Claremont Colleges Library, Claremont CA

Dec 2018- Jan 2023

- Taught 20-30 information literacy sessions per semester in collaboration with first year seminar programs across five campuses using a critical information literacy lens
- Created mutually beneficial partnerships through co-curricular outreach across five college campuses, including expanding librarian office hours to all five writing centers
- Enhanced student community in the library through programming, including initiating monthly self-directed programming and end-of-semester finals programming
- Developed asynchronous instructional materials, including short YouTube videos and interactive tutorials, to support faculty and students
- Collection development for graphic novel collection and small popular reading collection, including developing and running a Staff Picks book program

Interim Head, Information Literacy & Student Engagement,

The Claremont Colleges Library, Claremont CA

Feb 2021- Nov 2021

- Managed one direct report, including biweekly one-one meetings and Undergraduate Engagement Team meetings
- Developed documentation to support information literacy instruction, including Fall 2021 Teaching Projections and online tutorial integration instructions for the colleges' learning management system
- Planned for 2021/2022 internal professional development alongside the Head of Research Teaching and Learning Services

STEM Librarian, The Claremont Colleges Library, Claremont CA

Aug 2016-Dec 2018

- Taught student-centered information literacy instruction sessions to STEM undergraduate and graduate students with a constructivist lens
- Provided research and reference support in biology, botany, and neuroscience, as well as general reference to students and faculty across seven colleges
- Collaborated with faculty in multiple subject areas to meet teaching and research needs in the library collection

Teen and New Technology Librarian, Aldrich Public Library, Barre VT

July 2015-July 2016

- Built teen services program from the ground up by creating new programming, reinvigorating the teen council, and improving the teen collection
- Curated the library's outreach efforts, including social media and website design and outreach to increase awareness of the library and library programming in the community
- Provided on-the-fly and scheduled technology assistance for library patrons and coworkers

Public Library Associate, Ann Arbor District Library, Ann Arbor MI

Sept 2013-May 2015

- Provided prompt, attentive customer service while staffing busy reference, information, and youth department desks across five branches
- Planned and performed 30-minute weekly story times for 40-50 2-5 year old children and guardians, including crafts
- Selected books for monthly 30-book deposit collection for local youth detention center, considering youth interest and detention center rules

EDUCATION

University of Michigan, School of Information, Ann Arbor MI

Kirsten Hansen

Master of Science in Information

Specialization: Library and Information Science

Joseph B. Rounds Fund for Excellence in Librarianship, University of Michigan School of Information 2013

Mount Holyoke College, South Hadley MA

Bachelor of Arts

Major: Sociology Minor: Environmental Studies

Concentration in Geographic Information Systems

SELECTED PUBLICATIONS AND PRESENTATIONS

Hansen, K., & Donnelly, M. (2021). Shifting our Final Exams Week Program Online: A Case Study at Claremont Colleges Library. *Marketing Libraries Journal*, 5(1), 81-107.

https://journal.marketinglibraries.org/summer2021/06_MLJv5i1.pdf

Southern California Instruction Librarian (SCIL) Works 2021: Unmute Your Mic: Student Engagement and Outreach in a Virtual World January 2021

- Presenter, *"Like digital sticky notes: Using Padlet as an interactive tool in online teaching"*

California Academic Reference Librarians Discussion Interest Group-South (CARLDIG-S) Fall Program December 2018

- Presenter, *"Meet Me at the Main Services Desk: How The Claremont Colleges Library moved from drop-in reference hours to scheduled research appointments"*

California Academic and Research Libraries (CARL) Conference- CARLDIG-S Showcase April 2018

- Presenter, *"Teaching the Teachers [with Fake News as the hook]: Faculty Workshops to Build Evaluation Strategies in the Classroom"*

California Academic Reference Librarians Discussion Interest Group-South (CARLDIG-S) Fall Program December 2017

- Presenter, *"Teaching the Teachers [with Fake News as the hook]: Faculty Workshops to Build Evaluation Strategies in the Classroom"*

Vermont Library Association Conference, Stowe, VT

May 2016

- Presenter, *"Selfies, Tweeting, and More: Social Media for Your Library"*
- Poster session, *"Full STEAM Ahead@ your library"*

PROFESSIONAL ORGANIZATIONS

California Academic and Research Libraries (CARL) Association

Fall 2019 to Winter 2022

Southern California Instruction Librarians (SCIL)

Fall 2019 to Winter 2022

California Academic Reference Librarians Discussion Interest Group (CARLDIG)- South

Fall 2019 to Winter 2022

ALEXANDER MAH



May 17, 2023

Watertown Free Public Library
Theresa Maturevich
123 Main Street
Watertown, MA 02472

Dear Ms. Maturevich:

I am applying for the Library Technology Assistant position posted on the watertownlib.org website. With many years of technical administration and support experience with desktop computers, network equipment, servers, mobile devices, peripherals, software, etc., I would not only bring strong and seasoned technical skills for the library's technology environment but offer much practiced client relationship experience learned from working with a diverse and often high-pressured community. My work with different demographic groups has taught me the importance of a patient service-oriented approach to solving technical problems in order to maintain a high level of customer satisfaction and loyalty.

Presently, I work as a part-time outsource contract resource for a local technology consulting firm. Additionally, on an ad-hoc basis, I work with a few clients from my time as a support/help desk technician in Manhattan and as a contractor for WGBH Public Television. My most famous client, David Breashears was kind enough to give me credit in his book, "High Exposure: An Enduring Passion for Everest and Unforgiving Places". I was his Technology Administrator for his IMAX films "Everest" and "Kilimanjaro" and have an IMDb credit for one Frontline episode.

While my attached resume provides details of my work experience. I really pride myself on being a jack-of-all-trades and a committed team member: I am happy to climb up ladders, crawl under desks, and pulled cables as needed. In any situation, I earnestly look for the best solution for a problem and implement it in the most user-friendly and efficient manner.

Thank you for your consideration of my application. I hope that we will have the opportunity to discuss this position further.

Sincerely,

Alexander Mah



EMPLOYMENT

Nov 2009 – Present

On-call IT Support Resource

VI Concepts, Inc., Worcester, MA

Provide remote and onsite technical support for corporations on as a needed basis. On call staffing solution. Work contracts range from one day to a few weeks. Jobs tasks range from remote help desk to onsite installations of servers, network appliances, desktops, mobile devices, scanners, printers, etc. Survey and document deficiencies and refer to management for future remediation. Review work of low voltage cable installers and sign off. Work with onsite staff and other technical vendors.

Jul 2004 – Nov 2008

Network/Server Administrator and Support Technician

Bancroft School, Worcester, MA

Design, manage and administer the network, server, and workstation systems that comprise of the school's information technology environment. Work with members of the IT staff to manage the daily hardware, operating system, network and application operations of the school's servers, workstations, and network. Provide direction and oversight for the Help Desk Support position. Assist Help Desk Support as needed for second tier support. Provide input to the Director of Technology regarding philosophy, vision, and insight for the technology of Bancroft School.

- Responsible for computer hardware, software, connectivity (networking), and cross-platform issues for all school buildings
- Design, build, configure, secure, and maintain all cables, routers, switches, firewall and wireless appliances.
- Administer and maintain all hardware and software licenses
- Troubleshoot connectivity issues and work with ISP Vendors
- Research with equipment vendors and purchase
- Build, configure, administer, and monitor servers and operating systems. Servers include but not limited to, Authentication, Domain, Directory, Student and Teacher File, eMail, Internal Web, Print, Network booting, Calendar, Library Catalog, and Alumni Database
- Build and configure client workstation disk images.
- Maintain documentation.

Jun 2003 – Jun 2004

Independent computer/technical support consultant.

Clients in the greater Boston area and in New York City.

Purchase advice, installation, and software set-up; trouble shooting on the phone and in on-site visits for a diverse client community.

Mar 2002 – May 2003

Technology Administrator

Arcturus Motion Pictures, Allston, MA

Sole technical support provider for Apple/MAC and PC computers both directly in Boston office and remotely via landline and satellite phones.

- Responsible for computer hardware, software, connectivity (networking), and cross-platform issues for entire film production crew.
- Coordinated digital communications (audio-visual) and logistical activities between Boston and remote location film crews, and independent filmmakers at WGBH and NOVA.
- Software used: Timbuktu, Transmit (SFTP), BBEdit, Eudora, Stuffit (.ZIP, .DMG, .SIT, TAR, etc.), MSWord, Excel and Anti-virus (McAfee and Symantec).
- All activities occurred in a fluid, ever-changing and high-performance work environment.

Dec 1999 – Dec 2001

Web Hosting Support and Planning Manager

Network Plus, New York, NY

Responsible for the web hosting support process for a Massachusetts based telephone company (CLEC). Our department was the buffer between the sales staff and customers, so resolving conflicts with our customers was essential in order to maintain customer loyalty. Customers ranged from first-time home users to professional web designers.

- Handled 24/7 all escalated telephone calls from tier one tech support.
- Managed FileMaker database for accuracy (job tickets, payment records, and service call back entries).
- Created web site space and shell creation on LINUX and UNIX servers.
- Maintained customer knowledge database and fileserver (backup, Anti-virus).
- Diagnosed, troubleshot, and corrected technical problems ranging from FTP, compression and archiving (WinZip, .Sit, imaging), to correcting HTML and other code mistakes with BBEdit, to misdirected DNS.
- Used diagnostic tools (Ping, Trace, NSlookup, Whois, Traceroute) and advanced understanding of TCP/IP to solve routing issues.
- Purchased and maintained ISP group's Macintosh/PC computers and software.
- Planned and developed web server packages (balanced financial requirements against the technical limitations of the web servers).
- Purchased, installed (racked) and maintained Cobalt and Sun Servers.
- Developed, implemented, managed and reviewed projects for six help desk UNIX and Web support team members.
- Coordinated services with outside vendors and their technical support staff.

Mar 1997 - Dec 1999

Internet Support Technician

Infohouse, Inc., New York, NY

Help desk and on-site technical support for Manhattan-based internet service provider. Majority of clients were in the art, entertainment, and fashion business.

- Connectivity support for PPP dial-up, DSL and T-1, e-mail clients (Eudora and Outlook) and web hosting.
- Maintained ISP's servers: What'sUp monitoring, customer database (FileMaker) and Eudora Internet Mail Server (EIMS).
- On-site customer cross-platform Macintosh and PC support including all aspects of WAN/LAN networking: installing application and system software; instructing clients on the use of common internet programs (Eudora, Explorer, Stuffit and expander, etc.); setting up client workstations and laptops to communicate between the office and home; patching CAT 5 ethernet; racking and configuring modems, routers, and switches.

EDUCATION

Fall 2003-2004	Harvard University Extension School (Cambridge, MA) Writing classes (12 credits)
August 2003	Apple Training Certificate (Apple Boston) for MAC OS X and MAC OS X Server Essentials v10.2.6; Member of the Apple Consultants Network.
Spring 1993	School of Visual Arts (New York, NY) Black and White Photography (4 credits)
1992-1993	Saint Vincent's Hospital School of Nursing (New York, NY) New York State EMT-D (#157195), Emergency Medicine, Second highest grade in the graduating class and 93% on the state exam.
Spring 1986	Simon Fraser University (Burnaby, BC Canada) Philosophy and English classes (5 credits)

May 3rd, 2023

In RE: Enthusiastic and Hardworking Maker

Hi,

I am interested in the Makerspace Assistant position at the Watertown Public Library. I began my journey as a maker 8-years ago and since then, I continue to seize any opportunity or event, which affords me the necessary skills to run an inspiring makerspace, and which passes on the love for “making,” which I witness today in my students.

I started running a low tech makerspace eight years ago at Hanscom Middle School after we moved into a new building and a lot of unused LEGOS and other electronics ended up in my room. In my free time, I educated myself on how to use some of those electronics so that I could use them with my students in my regular classes. The first makerspace activities that I developed included low tech projects, such as using recyclables to make common artifacts or using duct tape to make a designer’s line of clothing and accessories, or making fun bots with the students with a few DC motors and batteries.

In September of 2016, my school acquired three 3D printers, three sewing machines, and a Silhouette vinyl cutter. During that year, I developed different units for all of my 4-8th-grade students so that they could all use the 3D printers and benefit from learning some 3D basic skills. They all made “artifacts with a purpose” such as keychains, bag holders, needles to thread the string of a hoodie, earbud holders (which did not exist at that time), chess pieces and other board game pieces to replace lost ones, etc. In addition, we integrated the sewing machines into our Colonial Life in America unit, an interdisciplinary unit that involved all of the specialists, and the students learned how to make the skirts that all the girls wore during their “life performance,” at the end of the unit. Moreover, I also used the sewing machines and the vinyl cutters in our makerspace to make stickers, t-shirts, pillows, and even small pouches that we later used in a fundraiser. As I continue to research and train myself on other aspects of makerspaces, I have also acquired more skills, and thus, our projects have become more audacious. Some examples of these projects include, robots, gummy bears, candles, soaps, bath bombs, lamps, wreaths, etching glasses, making mugs with acrylic paint sharpies, LED ornaments and cards, etc. This year, my school purchased a Glowforge laser cutter for the makerspace, which has allowed us to take some of our projects to the next level. My makers have made all sorts of things. It has been a fantastic journey.

You should know that I am an instructional technology specialist and I teach digital literacy and computer science to 4th-8th-grade students. Given this background, in my regular classes, my students use the makerspace tools such as the Glowforge to create programmable LED lit name plates, boxes for all sorts of uses and even programmable toys for kindergartners. One of the most successful and engaging projects that we have done this year involved a partnership between the 8th-grade and the kindergarten, which involved interviews to discover the type of

transportation toy they would like to make and then the 8th-graders designed the toys and programmed them to move.

Finally, I love to problem-solve in my personal life and I focus on the problem-solving processes with my students. I truly believe that problem-solving will help the youth in any field for the rest of their lives. I also have a strong work ethic and willingness to learn and better myself, and I do whatever it takes to help create a positive school culture. I am ready to expand my knowledge of makerspaces and skills by working for the Hatch coordinator and also share my expertise with Hatch users of all ages. I still remember the first time learning about the Hatch makerspace, when I attended a workshop, which was run by some of Watertown's Library's first makers at the MassCue conference about seven or eight years ago.

It truly would be a privilege to work in such a well-established and well-known makerspace. I look forward to talking to you and sharing my thoughts and past experiences. Thank you for your time and attention. I look forward to hearing back from you.

Sincerely,

Monica Albuixech

Monica Albuixech

EXPERIENCE

Hanscom Middle School — 4th- 8th-Grade DL & CS Teacher and Instructional Technology Specialist / Specialists Team Leader
September 2006 - Present / August 2015 - Present

- Teaches the Massachusetts 4th-8th Grade Digital Literacy and Computer Science Frameworks to approximately 250 students.
- Serves on the specialists team as team leader
- Focuses instruction on problem-solving processes through collaborative and hands-on projects.
- Creates digital literacy technology-based units and incorporates, Google Classroom, Seesaw, PearDeck, SmartBoard technology
- One-on-one after school help and tutoring to scaffold lessons and core skills to assure student success
- Student academic success planning and monitoring with team teachers, administration, counselors, special education teachers, ELL teachers, and families
- Co-designs curricula with teachers to integrate technology
- Co-advises the Creating Community class
- Attends makerspace and other professional development courses
- Attends and participates in district-wide professional development for curriculum development and alignment
- Led curriculum-based professional development for district instructional technology specialists on Hummingbird, Makey Makey, and Micro:Bit circuit/microcontrollers

Hanscom Middle School - 4th- 8th-grade Makerspace after school club
September 2016 - Present

- Selects appropriate and exciting activities for students to “make”
- Oversees and assists students during makerspace events/activities
- Tracks equipment and materials inventory
- Orders materials for makerspace events
- Troubleshoots software and hardware problems
- Operates Glowforge laser cutter and Lulzbot 3D printers
- Uses basic hand tools and electronics with students
- Works with students and teachers of a variety of ages and backgrounds to achieve their goals

EDUCATION

- Framingham State University, MA — M.Ed. Inst. Tech. Specialist, 2011
- Southern Illinois University, IL — M. Spanish Lit., 2001

LICENSURE

Massachusetts Certification in Instructional Technology, All Levels. License # 51387176

OTHER RELATED EXPERIENCE

MIT Edgerton Center Workshops:

- Laser/Vinyl Cutter 2D modeling, October 2022
- Physical Computing with Micro:Bit and Arduino, October 2021
- Project Zero, Harvard University
- Let's Play: Teaching Strategies for Playful Learning

LANGUAGES

- English
- Spanish (Native speaker)