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Washington Office

ALA American Library Association

October 4, 2001

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Magalie Roman Salas
Office of the Secretary
Federal communications Commission
445 12th Street, SW
Room TW-A325
Washington, DC 20544

FEDERAL COMMUNICATIONS COMMISSION
OFFICE OF THE SECRETARY

In the Matter of:
Nomination for the Universal Service Administrative
Company Board of Directors

FCC Docket Nos. 97-21 and 96-45

Dear Secretary Salas:

On behalf the American Library Association, the oldest and largest library association in the world with some 64,000 members, I respectfully submit two extremely qualified candidates for the Universal Service Administrative Company Board of Directors. Both Anne Campbell, the director of the National City Public Library in California, and Nancy Bolt, State Librarian for the Colorado State Library, are superb candidates for the USAC director who represents the library community. K.G. Ouye, stepping down after several years of distinguished service, formerly held this position.

Both Ms. Campbell and Ms. Bolt have been community leaders and participants in the E-rate program. They would bring different perspectives and different assets to the USAC Board. Either of these candidates is capable of continuing the strong leadership Ms. Ouye has provided for the E-rate program.

Anne Campbell has served as director of the National City Public Library System for nine years. Recognizing a dramatic shift in the library's service population from homogeneous, middle-class to significantly diverse, high-poverty, she responded, guiding National City in creating highly responsive, community-oriented library services. Ms. Campbell has successfully integrated the E-rate program into resource and outreach development, elevating the level of technology services available to her public. National City Public Library is a true E-rate success story.

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Ms. Campbell is devoted to providing leadership to the larger library community, having served, among other positions, as California Library Association President. She is also a respected leader in her local community as demonstrated by her long-standing tenure as President of the Governing Board for the National City School District—a position that affords her both a clear vision of the K-12 community and the opportunity to engage the library community's unique resources and perspectives.

Nancy Bolt plays a key leadership role in the E-rate program both in Colorado and on a national level. With Ms. Bolt's guidance, the Colorado State Library has provided strong support for statewide library participation in the E-rate program. Ms. Bolt is also chair of the American Library Association's E-rate Task Force. The Task Force has worked to improve and streamline current operation of the E-rate program and guide its future development.

Ms. Bolt's service to the library community is equally strong. Appointed Colorado's state librarian in 1987, Nancy Bolt has been extremely active in designing and administering innovative library development programs. Ms. Bolt has been an active and highly respected member of the American Library Association, having served on the association's Executive Board. Her involvement with the international library community has afforded her a unique global perspective on digital divide issues. She is currently the chair of the Colorado Library Association Bulgarian Library Project Committee and has been a member of ALA's International Relations Committee.

Ms. Campbell and Ms. Bolt both are strong advocates for the promise and benefit of the E-Rate Program. We respectfully request that you approve one of these library leaders to work with the Schools and Libraries Division of USAC to encourage continued streamlining and accountability so vital to the program's success.

Sincerely,



Emily Sheketoff
Executive Director
American Library Association Washington Office

Enclosures

RESUME

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FEDERAL COMMUNICATIONS COMMISSION
OFFICE OF THE SECRETARY

SUMMARY OF QUALIFICATIONS

- Administrator with more than 25 years of experience
- Masters in Library Science and extensive continuing education in Library and Education fields
- Unique combination of expertise in library and school administration, public speaking and technology
- Dynamic leader and team player

PROFESSIONAL WORK EXPERIENCE

LIBRARY DIRECTOR (City Librarian), National City Public Library.
200 East 12th Street, National City, CA.
1993-Present

Responsible for the management of the library system, including strategic planning and implementation of goals and objectives. Responsibilities include: budget preparation and administration; personnel selection, training and supervision; serves as Secretary to the Library Board of Trustees; serves as liaison between the Library Board and the City Manager; serves as liaison to the Friends of the Library; oversees volunteer program; implements library technology plan; writes and administers grants; represents the library at public speaking engagements; coordinate fund raising activities.

OTHER PROFESSIONAL WORK EXPERIENCE

PRINCIPAL LIBRARIAN, National City Public Library. 1981-1992.

SENIOR LIBRARIAN, Chula Vista Public Library. 1976-1981.

LIBRARIAN, Chula Vista Public Library. 1972-1976.

ELECTED POSITIONS

PRESIDENT, GOVERNING BOARD, National School District. 1988-Present.

Serve on five member Board, with responsibility for ten schools and 6,700 pre-school through sixth grade students. Served three years as Board President (currently serving fourth year as President), and two years as Board Clerk.

Nancy M. Bolt
Colorado State Librarian
Colorado State Library

EDUCATION:

Masters in Library Science, University of Missouri, Columbia, 1970.

Bachelor of Science in Secondary Education, History and Social Studies major, Southeast Missouri State College, 1968.

PROFESSIONAL EXPERIENCE:

Assistant Commissioner for Libraries, Colorado State Librarian, Colorado Department of Education (CDE), 1987 - present

Coordinate all State Library programs and supervise the managers of Library Development (school, public, academic, and special libraries), Regional Library Service Systems, Library Service to Institutions, Colorado Talking Book Library, State Publications Library, Library Research Service, Colorado Standards and Assessment Resource Bank, CDE Website.

Exercised Leadership in:

- * *development of the Colorado Virtual Library, currently with over 265 library and information resources*
- * *successful implementation of the federal e-rate discounts in Colorado*
- * *member of Colorado State Government Committees: Multi-State Network Task Force and Community Incentive Grants Task Force*
- * *successful application for \$3 million in federal funds and \$5 million in private funds (Gates Foundation) to provide Internet access and resources to Colorado libraries, schools, and residents*
- * *establishment of the Colorado Center for the Book now sponsoring its 6th Rocky Mountain Book Festival*
- * *establishment of the Colorado Library Card allowing Colorado residents to use libraries throughout the state at no charge*
- * *the move of the Colorado Talking Book Library to a new building with enhanced services to the blind and print handicapped*
- * *cutting edge research on the role of school libraries in student achievement*
- * *establishment of graduate library education program through Emporia State University, now in its 6th cohort of students*

CHAIR, South Bay Joint Boards of Education. 1996.
Elected to serve as the first Chair of this joint school boards coalition.

PRESIDENT, California Library Association. 1999 (Term 1997-2000).
Presided over a 2,000+ member professional association. Responsible for the leadership of the Association, direction of the Assembly, Chair of Executive Committee, Chair of Conference Planning. Acted for the association in public meetings and before the legislature.

GOVERNING BOARD, Tierra del Sol Regional Library Network. 2001-2002.

EDUCATION

BA Degree: University of Arizona
Tucson, Arizona. 1970.
Major: History Minor: English

Masters Degree: University of Arizona, School of Education.
Tucson, Arizona. 1972.
Masters of Library Science.

ASSOCIATIONS

American Library Association
California Library Association

National School Board Association
California School Board Association
California Elected Women Association

National City Maytime Band Review
President, Board of Directors, 2000-2002.
General Chair of Review, 1992, 1993.

National City Chamber of Commerce
Education Committee

National City Kiwanis, Honorary Member

HONORS and AWARDS

United States Congressional Distinguished Service Award, Citizen of the Month, 1989

Founder's Award, Outstanding Service to the Maytime Band Review, 1994

Wilbur Bradley Award, National City Optimists, Outstanding Service to Youth, 1997

International Activities

- * *Host to educators from Thailand, 1989*
- * *Host to Iskra Mihailova, Continuing Education Specialist, National Library of Bulgaria, 1994-1995, ALA Fellows Program*
- * *Lecture tours of Bulgaria in 1996 and 1997*
- * *Leader of lecture tours of Bulgaria for librarians in 1998, 1999, 2000, and 2001*
- * *Sponsor of Resolution of Cooperation between the Colorado Library Association and the Bulgarian Library Association*
- * *Matchmaker for Bulgarian and Colorado librarians to partner on resources; 13 partnerships now in place.*
- * *Member of Government Libraries Committee of the International Federation of Library Associations*
- * *Numerous lectures on the state of library service in Bulgaria*
- * *Member of ALA International Relations Committee 2000-2002*

Selected Consulting Contracts for JNR Associates, 1987-2001

- * *Florida State Library facilitation of agreement on changes in state and program between county and municipal libraries and at the request of the Governor and the Legislature.*
- * *Sierra Valley Library Network, workshop on Strategic Planning for Multitype Libraries (with Sandra Stephan)*
- * *Tampa Bay Library Consortium, facilitated preparation of a strategic plan (with Sandra Stephan)*
- * *Capitol Regional Library Consortium, facilitated preparation of a strategic plan (with Sandra Stephan)*
- * *Minnesota State Library, taught planning process based on PLA Planning for Results and Bolt and Stephan⇒ Strategic Planning for Multitype Cooperatives (with Katherine Brown)*
- * *Regional Library Services Systems in Colorado, facilitated development of a strategic plans for Arkansas Valley, Plains and Peaks, Pathfinder, and Southwest*
- * *Michigan State Library, facilitated two-day planning session to determine future direction of regional systems (with Sandra Stephan)*
- * *State Library of North Carolina, study four aspects of the State Library program: film/video, large print, library development, and state networking (with Jerry McCarthy)*
- * *State Library of Florida, study of networking and resource sharing in Florida, facilitation of 20 person Planning Task Force and preparation of Resource Sharing Plan (with Jerry McCarthy)*
- * *State Library of Florida, preparation of statewide strategic plan for library development, Access for All (with Sandra Stephan)*
- * *Central Jersey Regional Library, study of regional reference service and recommendations for new cost allocation and restructuring (with Sandy Stephan)*

- * *Boise Public Library, study of the operation, service, and budget of the library and made recommendations for reallocation of resources and reorganization of staff and services (with James Scamman)*
- * *Virginia State Library and Appomattox Regional Library System, under a contract with the Virginia State Library, assisted the Appomattox Regional Library System to conduct a community analysis and prepare a long range plan. Developed CAMEO Handbook (with Sandra Cooper)*
- * *Corpus Christie Public Library, community analysis and facilitation of planning committee to prepare a long range plan (with Sandra Cooper)*
- * *State Library of Florida, conducted three two-day training sessions on the Public Library Association's public library planning process (with Sandra Cooper)*

Owner and President, JNR Associates (Library Consultant), 1982-1987

Selected Contracts

- * *Kentucky Department of Libraries and Archives, statewide study of community needs and evaluation of state and regional library services (with Peat, Marwick, and Mitchell)*
- * *Massachusetts Board of Library Commissioners, project to identify Options for Small Libraries in providing library service to local communities (with Corinne Johnson)*
- * *Evaluation of library policies, procedures, administration, and services for public libraries in Anoka (MN), Ashtabula (OH), Livonia (MI), and Dupage Library System (IL)*

Planning and Evaluation Activities

- * *Development of statewide plan for public library development in Arizona (with Peat, Marwick, and Mitchell)*
- * *Completion of long-range plans for four libraries, including assessment of community need, interaction of library with resource sharing network, facilitation of citizen planning committee, and preparation of published plans*
- * *Developed and conducted five workshops on long-range planning for public libraries, including measuring library performance (output measures)*
- * *Developed student survey for Jefferson County (CO) Public Library and Public School System*
- * *Develop of criteria for the evaluation of exemplary library programs, primarily public library and school library media programs, for the U. S. Department of Education*

Library Trustees

- * *Project Director for LSCA Project, ALeadership for Colorado Libraries, the Role*

of Trustees, ≅ including needs assessment and development of workshops to increase trustee judgement and self-confidence. (with Sandra Stephan and Alice Ihrig)

- * *Consultant services to prepare library trustees in MD, MI, and OH to employ a new library director, including preparation of job description, job advertisement, questions to be asked in candidate interviews, and method of evaluating library director once employed*
- * *Five presentations to library trustees on topics: AEvaluating the Library Director, ≅ AWriting Library Policies, ≅ AFundraising, ≅ and Evaluating Library Boards. ≅*

Development of Standards for Public Libraries

- * *Co-director ANeeds of State Library Agencies in Continuing Education, ≅ for ALA CLENE Round Table (with Sandra Stephan)*
- * *Statewide CE needs assessment in Maryland, Iowa, and Washington*

Marketing

- * *Library Administrative and Management Association (LAMA), preparation of prototype workshop, AGetting on the Air, ≅ advising libraries how to obtain radio and television air time*
- * *Designed and conducted workshop on AMarketing for Public Libraries, ≅ Connecticut State Library*

Branch Chief, Public Library Development and Services, Maryland Department of Education, 1979-1982

Supervised all library development staff in the areas of planing and evaluation, information and referral, building and construction, services to institutions, services to the disadvantaged, continuing education, and the Library for the Blind and Physically Handicapped. Responsible for statewide statistical surveys and analysis. Chaired statewide committee to prepare long-range plan for all Maryland libraries (publics school, academic, and special), Maryland Plan for Libraries, 1981-1986. Managed Public Library Branch budget of \$600,000. Managed Federal LSCA budget of \$1.2 million. Supervised state aid program of \$10 million. Served as member of State Library Resource Center Advisory Committee on statewide automated network and services to state government. Served as trustee liaison for state activities.

Director, Library Humanities Program, National Endowment for the Humanities, 1977-79

Established grant program in areas of history, literature, language, and other humanities disciplines. Solicited and evaluated projects from public and academic libraries. Promoted humanities programs nationwide. Managed grant budget of \$2 million annually.

Coordinator, Main Library, Forsyth County Public Library, Winston-Salem, North Carolina, 1976-1977

Supervised department heads in North Carolina history, humanities and social reference, business and technology reference, and adult continuing education.

Project Director, Adult Continuing Education (ACE) Program, Forsyth County Public Library, Winston-Salem, North Carolina, 1976-1976

Established job, career, and education reference service. Provided in-depth consulting to adults on career choice; educational opportunities from literacy to traditional colleges to external degrees; and preparation for obtaining a job, including identification of job possibilities, writing a resume, and interview techniques.

Assistant Director for Advertising and Assistant EEO Officer, General Stone and Materials Corporation, Roanoke, Virginia, 1975

Assistant Library Director and Head of Reference, Meadville Public Library, Meadville, Pennsylvania, 1973-1974

Assistant Reference Librarian, Daniel Boone Regional Library, Columbia, Missouri, 1971-1972.

Teacher and Supervisor of ABE/GED/ESL classes, Columbia Public School System, Columbia, Missouri, 1971-1972

Executive Secretary, Missouri Library Association, Columbia, MO, 1970-1971

PROFESSIONAL ASSOCIATIONS:

American Library Association:

- Member since 1970
- Member, ALA Executive Board, 1990-1994
- Member, ALA Council, 1985-1994
- Chair, Office of Information Technology Policy, 1998
- Chair, E-rate Task Force, 1999
- Member, Committee on Program Evaluation and Support, 1994-1997
- Member, Strategic Long-Range Planning Committee, 1984-1986
- Member, ALA Planning Committee, 1986-1990

Association of Specialized Cooperative Library Agencies

- President, 1997-98
- Member, Board of Directors, 1996-1999
- Chair, Nominating Committee, 1998-1999

Public Library Association

President, 1983-1984

Member, Board of Directors, 1979-1982

Member, Executive Committee, 1982-1985

Member, Goals, Guidelines and Standards Committee, 1978-1982

Editor, *Public Libraries*, 1974-1977

American Library Trustee Association

Member, Board of Directors, 1984-1985

Junior Members Round Table

President, 1975-76

Editor, *JMRT Footnotes*, 1971-1973

Colorado Library Association

Member, CLA Legislative Committee, 1987-

Chair, Bulgaria/Colorado Library Association Planning Committee

Bibliographic Center for Research

Member, Board of Directors, 1987 - 1995

Colorado Endowment for the Humanities

Member, Board of Directors, 1994-2000

COMMUNITY ACTIVITIES:

Jefferson Unitarian Church

Board of Directors, 1990-1992

Co-chair, Woman=s Spirituality Group, 1989 -

Chair, Long Range Planning Committee, 1991-93

Chair, Associate Minister Selection Committee, 1993

Chair, JUC Holiday Craft Festival, 1996-

HOBBIES:

Photography, reading, international travel, work

PUBLICATIONS:

Periodicals

Guest Editor, AInformation Literacy,≅ *Colorado Libraries*, Vol. 24, # 4, Winter, 1998,
ACollection Development Decisions in a World Wide Web Environment,≅ *Proceedings of*

- the 13th Integrated Online Library Systems Meeting*, New York, May 13-14, 1998
- A Telecommunications Discounts: Financial Windfall or Fool=s Gold ?≅ *American Libraries*, Dec. 1997, with Phyllis Albritton
- A Funding the Vision: The Access Colorado Library and Information Network≅ *The Bottom Line, Managing Library Finances*, Vol. 9, #1, 1996
- A Picturing Aliteracy≅, Letter to the Editor, *School Library Journal*, Sept. 1996, Vol. 42, #9
- A Access Colorado Library and Information Network,≅ *Proceedings of the 10th Integrated Online Library Systems Meeting*, New York, May 3-4, 1995
- A The Role of Leadership in Planning: A Frank and Candid Analysis of the Realities of Planning in the Public Sector.≅ *Occasional. Papers, Nos. 198/199. Critical Issues in Library Management, Organizing Leadership and Decision-Making. Papers from the 35th Allerton Institute*. Graduate School of Library and Information Science, University of Illinois at Urbana-Champaign. June, 1995
- A Role of the Library on the Information Highway,≅ *Colorado Libraries*, Fall, 1995, Vol 21 #3
- A Access Colorado: Vision-Reality-Vision,≅ *Colorado Libraries*, June 1992, Vol. 18, # 2
- AA Long and Winding Road: System/CRC Funding,≅ *Colorado Libraries*, December, 1992, Vol. 18, # 4
- A How to Have a Successful Volunteer Program≅ *Colorado Libraries*, June, 1991, Vol. 17, #2
- A Leadership,≅ *Colorado Libraries*, March, 1988, Vol. 14, # 1
- A Public Library Association≅, *The ALA Yearbook of Library and Information Services*, Vol. 9, 1984

Books and Pamphlets by Nancy Bolt (also as JNR Associates)

- CRLC ΨAn Organization in Transition*. Capitol Region Library Council, 1999. With Sandra Stephan
- Strategic Planning for Multitype Library Cooperatives: A Planning Process*, ASCLA, 1998. With Sandra Stephan
- Access for All, Libraries in Florida=s Future, A Plan for the Continued Development of Florida=s Libraries*, Florida Dept. of State, Division of Library and Information Services, July 1997. With Sandra S. Stephan
- Florida Plan for Interlibrary Cooperation and Resource Sharing and Network Development*. Developed by the Florida Network Planning Task Force and the State Library of Florida with assistance from JNR Associates. March, 1994. With Jerry McCarthy.
- The Cameo Handbook: Community Analysis Methods & Evaluative Option*. Virginia State Library and Archives. 1993. With Sandra Cooper
- Workpages for the PLA Planning Process*. State Library of Florida, 1990. With Sandra Cooper.
- Library Cooperation in Kansas, 1988-1992. A Long Range Plan*, January 4, 1988. Prepared for the Kansas Planning Group by JNR Associates with Sandra Cooper
- Long Range Plan for Arizona Libraries*. Prepared for the Arizona Statewide Library Planning Council and Arizona Dept. of Archives and Public Records. 1987. With Peat

Marwick and Mitchell.

Library Service in Wauwatosa, 1986-1990. The Wauwatosa Public Library, Recommended by the Wauwatosa Public Library Planning committee prepared with the assistance of Nancy M. Bolt, JNR Associates. 1986

Continuing Education Needs Assessment, Group Interview Technique Manual. American Library Association, CLENE Round Table. 1985 With Sue Mahmoodi and Sandra Stephan.

Public Library Needs and State Services, A Study Prepared for the Kentucky Dept. of Libraries and Archives, September, 1985. With Peat Marwick and Mitchell

State Aid, A Survey Report. Association of Specialized and Cooperative Library Associations. 1984

Leadership for Colorado Libraries, The Role of Trustees, A Workshop for Trustees and the Library Director. Colorado State Library, August, 1985. With Alice Ihrig

Options for Small Libraries, Recommendations and a Planning Guide, Massachusetts Board of Library Commissioners. September, 1985. With Corinne Johnson

Need for Library Service and Cooperation Among Libraries, Brown County, Ohio, January 1984

Evaluating the Library Director, American Library and Trustee Association, ALA, 1983
Alta Publication #6

Maryland Plan for Libraries, 1981-1986. Maryland Dept. of Education, Division of Library Development and Service. 1982