

Joan Frye Williams
Library & Information Technology Consultant
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PROFESSIONAL EXPERIENCE

Current

President - Joan Frye Williams

Head of a consulting firm specializing in the design, planning, management, and marketing of library and information technology services.

1993-1996

Vice-President - Best-Seller, Inc.

Responsible for growing a Canadian library automation company. Primary focus was on enhancing, packaging, and introducing Best-Seller products and services in new markets.

- Secured capital for new product creation.
- Conceived and oversaw development of the new BestWeb line of Web tools, and negotiated agreements for their retail distribution.
- Established a highly profitable new consulting division.
- Renegotiated agreements for European distribution of the Best-Seller Integrated Library System.

1988-1993

Regional Manager - INLEX, Inc.

Responsible for all staff and activities in the twelve-state Mid-Atlantic region.

- Directed work of sales and support staff; closed key accounts.
- Negotiated and coordinated agreements with hardware, software and network providers.
- Assisted in design of new products and enhancements, and advised engineers and programmers on user needs.
- Evaluated non-library products and technologies for applicability in libraries.

1986 - 1988

Client Services Director - INLEX, Inc.

Directed all marketing activities and managed sales to installed customers.

- Supervised production of corporate proposals, publications and documentation.
- Originated uniform procedures, standard documents, and productivity tools.
- Represented the company as liaison to the INLEX Users' Group.

1982 - 1986

Consultant - J. Matthews & Associates, Inc.

One of two principals in a firm providing management and technology consulting to libraries, municipalities, universities, and government agencies.

- Supervised a wide variety of projects, including statewide databases, regional materials delivery systems, cooperative information service plans and telecommunications networks.
- Analyzed library and information market trends and evaluated existing and proposed products and services.
- Examined library operations and recommended service improvements, workflow adjustments, and cost-saving measures.
- Represented library clients in vendor contract negotiations and disputes, and testified as an expert witness for clients involved in litigation.

1980 - 1982

Program Manager - California State Library

Administrator of the California Library Services Act program.

- Advised the State Librarian and the California Library Services Board on matters of policy relating to the implementation of the California Library Services Act. Recommended projects and initiatives. Drafted regulations and developed procedures for implementing the Board's decisions.
- Coordinated distribution of \$5 million in state grants annually.
- Monitored and evaluated service delivery in 15 multitype cooperative library systems and 164 public libraries in a statewide resource sharing network.

1978 - 1980

Systems Specialist - California State Library

Designed, promoted and oversaw implementation of the first California Statewide Database. Coordinated conversion, compilation, indexing and distribution of more than 28 million catalog records from 180 contributing agencies.

1975 - 1978

Documents Librarian - California State Library

Collected and indexed government documents. Provided reference and research services, including online database searching. Automated production of the *Monthly Catalog of State Publications*, reducing production delays by six weeks.

EDUCATION

M.L.S. Summa cum laude, University of California - Berkeley

B.A. Summa cum laude, Phi Beta Kappa, University of California - Santa Barbara

PROFESSIONAL AFFILIATIONS

American Library Association

California Library Association

Library and Information Technology Association

Special Libraries Association - Past President, Sierra Nevada Chapter