

# City of London - Application for Appointment to a City of London Board or Commission

## Application

Please choose the Board or Commission you are interested in serving on: **London Public Library Board**

## Contact Information

Name: **Quintin Lang**

City: **London**

Province: **ON**

Postal Code: **N5Y 5K3**

## Experience and Qualifications

If you have experience on a London Board or Commission, please provide dates and details. (max. 3000 characters):

**I was a member of the London Public Library Board from 1994 to 2000, including a year as Vice-Chair and a year as Chair. During my year as Chair, I represented the Board in negotiating the contract with the downtown shopping mall for the relocation of the Central Library. I led and participated in the design of the Central Library. Weirdly, I had also been on the Brantford Public Library Board when it renovated a downtown retail location into a new Central Library. I also led the Board through the decision to not renew the expiring contract of the Library CEO, and then to recruit and hire a new CEO. Primarily because of these two tasks, I spent about 1,500 hours on Library business that year, a challenge when I was working full-time. Though I don't anticipate similar time commitment I could more easily do so since I am now retired.**

What do you hope to contribute or learn as part of a Board or Commission? (max. 3000 characters):

**For most of their existence Ontario libraries claimed to be places where those with fewer financial resources could get the knowledge they needed to succeed. This was not true: libraries were primarily used by middle and upper income people. Since I was Chair of the LPL the situation has changed dramatically: research has largely moved on to the Internet (with all its faults) for those with more income and thus high speed access. The Library is now providing an on ramp to the Internet for those with fewer resources. LPL must support people who face social, language and health barriers to information literacy.**

**Leading conversation circles for newcomers to Canada in libraries and online for more than seven years has taught me the importance of reaching out to refugees and immigrants to help them use the library as an entrance to integration with Canadian society. The library can further integration through the community activities and programs it offers, especially when these are tailored to the needs of neighborhoods. I am currently Vice-Chair of CCLC, London's largest refugee and immigrant settlement organization, so I am well aware of integration challenges for organizations and individuals.**

**Having worked in IT, particularly in IT project management, for most of my career gave me insight into the challenges of securely delivering service online. That will require ongoing education for LPL staff as they train patrons and volunteers to use online resources. It will also drive LPL's collection policies and access to online resources. But that does not mean abandoning print resources: recreational reading has been much more resistant to online formats. As someone who seldom has fewer than 30 print items out at a time I empathize with the need for print, both for ease of use and for a wider range of materials.**

**I can bring LPL's Board broad management insight, having worked with hundreds of public, private and voluntary sector organizations to specify and implement IT solutions.**

As an employee of the County of Lambton, I initiated, recruited and organized a consortium of over 80 partners to share aerial photography. This earned me awards from the provincial government, the County of Lambton and the Association of Municipalities of Ontario. I also led diverse coalitions of stakeholders in implementing IT systems, most recently as the Manager of the Project Management Office at Fanshawe College. I look forward to working again on the Library Board to continue making LPL relevant to the citizens of London.

How will you support the work of a Board or Commission? (max. 3000 characters):

Most importantly, I do the work required of Board members. I read and think about the issues the Board considers. On every board on which I have served I am among the most active in questioning issues and in formulating motions. I regularly raise issues that have not been on the agenda, and propose action. Given my wide public, voluntary and private sector experience I regularly bring different perspectives to the issues at hand. The better the input to decisions, the better the decisions. In my past terms on the Board, I participated in public information sessions and (with appropriate privacy restrictions) used patron data to understand usage patterns. I seek out information online and through industry associations. These actions helped me and the Board to make more informed decisions. Politics is the art of the possible, and I recognize that politicians have a vital role in channeling public opinion. I worked with municipal, provincial, federal and First Nations leaders across South Western Ontario to conceive and deliver an aerial photography project that saved partners tens of millions of dollars. The challenge is the same faced by Henry Ford who said that if he had asked his customers what they wanted they would have said 'a faster horse'. Bringing transformative change means balancing new initiatives with showing stakeholders how those initiatives will benefit them.

Please describe additional experience, training, or community involvement that will help you in your role as a Board or Commission Member. (max. 3000 characters):

I have served as the Chair of the LPL Board and Vice-Chair of the Brantford Public Library Board.

I was also the first non-German to chair the London German Language Board and the only person born in Canada on the Board of the Cross Cultural Learning Centre (London's largest refugee and immigrant settlement agency), so I am well aware of the necessity to consider the multicultural implications of decisions.

At the Thames Talbot Land Trust, I served on the committee that acquired several environmentally important properties. As Chair, I finalized the acquisition of these properties. I also wrote a policy on acquisition of prairie properties, coordinating the efforts of several academics. This involved a lot of self-education to understand the challenges of this unique environment.

In Brantford I led a successful effort to consolidate 11 United Churches into 6 congregations. A key factor was my introduction of geographic, psychographic and demographic information to spur rational consideration of what had been a very emotional conversation.

Finally, I have been singing in choirs since 1961. That has taught me to recognize my limits - I am not a soloist, but I am happy to support them. Lead, follow or get out of the way. In much of my career I have led, but sometimes following is just as important.

Attach resume or other document here, if needed: **Quintin Lang Resume.docx.pdf**

Attach more files here, if needed:

## Confirmations

I declare the following: **I am a resident of London. ; I am at least 18 years old.; I am not a City employee or Council member.; I understand that my application and any attachments will be included on a public agenda that is published on the City website.**

To help inform our outreach activities, please tell us how you heard about this opportunity: (optional): **Other**

If you selected 'Other', please specify: **Independent search of the Internet**

Submitted on: **10/17/2022 3:47:04 PM**

# Quintin Lang

London ON N5Y 5K3

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## PROFILE

An innovative and results-oriented Project and Portfolio Manager who has extensive experience in both the public and private sectors. Areas of expertise include writing proposals, facilitating decisions, and leading teams to successful outcomes. Recognized as a creative Intrapreneur who can analyze, orchestrate and execute unique solutions that are responsive to the customers' needs.

## PROFESSIONAL EXPERIENCE

### Fanshawe College, London, Ontario

2006-2015

#### Manager, Project Management Office

- Managed project portfolio for software development and installation. Supervised 2-3 Project Managers/Business Analysts. Executed approximately 20 projects annually with 20+ in a pipeline.
- Led users and IT staff through specification, evaluation, development and installation of IT projects including:
  - Replacement of the HR system
  - Customer Relationship Management (CRM); a new \$1M installation of MS Dynamic
  - Enterprise wide new portal for employees (2009) and students (2010)
  - Counseling, co-op education and career centre, and a myriad of departmental systems.
- Developed customized system to evaluate, rank and monitor projects using MS SharePoint.

### County of Lambton, Wyoming, Ontario

1999-2006

The Corporation of the County of Lambton offers a wide range of programs and services to residents with a staff of more than 1,100 and an annual budget of more than \$150M.

#### Geographic Information Systems (GIS) Manager

2002-2006

- Installed and developed GIS including:
  - Led SWOOP (SouthWestern Ontario Orthophotography Project) at the time the largest digital photography project in the world and a project that saved Ontario taxpayers \$5-7M.
  - Orchestrated the SLIP (Sarnia Lambton Infrastructure Program), securing Services Canada funding to purchase devices and hire up to 20 individuals to map and catalogue over 6000 points of infrastructure.
  - Winner Peter Marshall award from Association of Municipalities of Ontario, sole winner of the Lambton County Innovation Award, Ontario Showcase Award of Merit
  - Led project that provided high speed telecomm to 100+ public sector locations across Lambton and Chatham-Kent.

#### Telecommunications Project Manager

1999-2002

Specified and managed the implementation of a high-speed telecommunications network linking over 200 public sector sites in Lambton and Chatham-Kent

### Canadian Info Tech, London, Ontario

1994-1999

#### Senior Account Manager

- Responsible for the development and business growth of the Southwestern Ontario territory.
- Managed web or client-server projects for such clients as Chrysler, Union Gas, Kaufman Footwear.

- Dialing Devices, Brantford, Ontario** **1992-1994**  
**Marketing Manager**
- Marketed a mini-autodialer for a startup company.
  - Obtained trial and use with telecommunications companies across North America.
- Business Initiatives Unlimited, Brantford, Ontario** **1991-1992**  
**Manager**
- Managed a team that turned social assistance recipients into entrepreneurs.
  - Increased client load 76% while reducing staff 33%.
- Datasym POS Inc., Brantford, Ontario** **1990-1991**  
**Marketing Manager**
- Marketed circuit boards that made cash registers into store and forward Point Of Sale devices. Led development of first Window-based POS device.
- IBM Canada, Toronto and Kitchener/Hamilton** **1985-1990**  
**Systems Engineering Representative**
- Led continent-wide roll-outs for two major customers each with about 15 AS400's and 5,000 to 7,000 terminals.
  - Carried 2.5 times the average quota and was replaced by 2.6 people.
  - Concentration on financial systems, including fail-safe architecture, first document management systems in Canada.

#### **EDUCATION / PROFESSIONAL DEVELOPMENT**

Fanshawe College, Certificate in Project Management, 2010  
 York University – Schulich School of Business, MBA (Marketing)  
 University of Toronto – Victoria College, BA English

#### **CERTIFICATIONS / SKILLS**

Project Management Professional (PMP) 2008-2016  
 Taught Project Management at Fanshawe College, Western Continuing Studies, and King's College,  
 including developing and modernizing courses  
 Taught Microsoft Project at Fanshawe College, including rewriting course materials  
 Multiple years of experience with ESRI GIS and Microsoft Project, Dynamics CRM and SharePoint  
 Can work in French and German, first language English

#### **COMMUNITY INVOLVEMENT**

Project Management Institute, South West Ontario Chapter, Instructor PMP Prep Course 2012-2014  
 Chair, London Public Library Board, 1997-1998; negotiated new Central Library / Member 1994-2000  
 Chair, German Language School of London, 2008-2012 / Member since 2002  
 Chair, Thames Talbot Land Trust, 2010-11 / Member since 2006  
 Bass, Metropolitan United Church / Member since 1995