

## Madeline J. Kiely-Eng, M.S., M.L.I.S., CRM



### Candidate Responses to Questions:

- 1. What type of organizations have you partnered with in your current or previous jobs or association leadership roles in order to advance the mission of these organizations?**

*In my role as Long Island University's (LIU) Director of its ALA Accredited Palmer School of Library & Information Science, based out of its Westchester Graduate Campus, I became extremely active in the Hudson Valley Chapter of the Special Libraries Association (SLA) in an effort to support my profession, my students, and my University. I was highly successful in this endeavor.*

*Additionally, in this role, I dedicated myself fully to the Internship Program, which more likely than not, ultimately resulted in a job offer for the vast majority of my Graduates. I found this work incredibly rewarding on so many levels for all concerned.*

- 2. What is your leadership background in terms of managing organizational growth and related challenges and opportunities?**

*I was recruited back to Moody's Investors Service (MIS) to head a new P&L, which was simply a Document Delivery Service business MIS had recently acquired at the time. Within a year, I transformed the mission of my unit from document delivery to one of a full service Professional Services firm. I retrained my existing staff and improved the profitability of my unit from 2% in 1996, to 30% in 1997, and was awarded MIS's Outstanding Sales Leadership Award in 1998. These accomplishments were realized by partnering with and leveraging MIS's National, South American & Japanese sales forces, which resulted in transforming the clientele from primarily Northeast-based Moody's Analysts and individual investors to Global Investment Banking and Management Consulting firms.*

- 3. What experience do you have in building high-functioning work teams and stakeholder relationships at your workplace and/or with association boards?**

*As TD Ameritrade's Head of its Records & Information Management Organization, and in conjunction with its Litigation Readiness attorneys, I led the task force mandated with establishing and memorializing the firm's Legal Hold Administration Policies & Procedures. Additionally, I streamlined and refined the processes, and*

*the responsibilities of, this organization's Business Unit-based Records Coordinators; thereby establishing clarity of purpose and accountability.*

**4. Board management requires a thorough understanding of the culture, trends and events related to our industry:**

**a. What successful strategies have you developed and implemented through your work or association leadership roles?**

*I take great pride and pleasure in the fact that I brought LIU's Archives and Records Management Certificate Program to its Westchester Graduate Campus when I served as its Director of the Palmer School of Library & Information Science. And in so doing, I had the distinct honor and pleasure of working directly with Dr. Bill Saffady & Dr. Greg Hunter; two amazing Visionaries of our profession.*

**b. What would you do differently for the ICRM?**

*In an effort to reaffirm the relevance of our profession, its principles and its people, I would work tirelessly to reassert the fact that Records & Information Management (RIM) remains a fundamental key pillar of a well-established Information Governance (IG) Program.*