ROBERT SMITH

Library Specialist

Phone: (0123)-456-789 | Email: info@qwikresume.com | Website: Qwikresume.com

SUMMARY

Extensive experience working with diverse clients and communicating technical concepts and practices to non-technical audiences. Quickly and efficiently learn new systems and concepts.

CORE COMPETENCIES

Microsoft Office, HTML 5, Web Development, Collaboration, Documentation, Project Management, Customer Service, Microsoft Visual Studio, CSS3, Library Management Systems, Research, Google Analytics.

PROFESSIONAL EXPERIENCE

Library Specialist
Birmingham Public Library - 2010 – 2020

Key Deliverables:

- Assist in the administrative functions of the library branch that includes basic accounting, fines collection, and billing; prepare weekly finance reports.
- Collaborate with IT Management to document and execute maintenance procedures, including application and system upgrades, patch management, and system backups.
- Initiated the Computer Skills Development Program that standardized client training and led to increasing in customer satisfaction by 30%; created an automated text messaging system to communicate with clients and improve efficiency.
- Manages the library branch Innovative Circulation System; responsible for the classification of the library collection, organize and update library records, access and verify client data, eliminate outdated data and compile bibliographic statistics; draft analysis report each month.
- Served as project lead for the design, development, and launch of the Springville Road Regional Library EcoScape website; increased site visits by 35% through direct email and marketing strategy.
- Troubleshoot technical problems for internal and external clients in relation to library computers and other technology; including the research of issues on various computer systems and databases to resolve complaints and/or inquiries.
- Worked closely with web services team to transition asset information and regional statistics to a cloud-based network.

Library Specialist
Delta Corporation - 2008 – 2010

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Key Deliverables:

- Duties include filing invoices, creating Excel spreadsheets for record-keeping purposes, shelving circulated materials, checking in/out books for .
- Assist patrons to fully access the many services the library offers such as Reference questions and Readers advisory questions.
- Both in person and on the phone [] Pull notices using the Sierra system for ALD, Prospector and Inter Library Loan [] Shelve books and media and make .
- Provided individual patrons and groups with the LRC orientation classes Supervised student assistants.
- Operated and maintained the production room.
- Periodically created displays on various topics for the publicity of the library.
- Staffing the Circulation Desk, checking out and processing books, providing assistance at the Reference Desk.

EDUCATION

B.S. in Computer and Information Sciences - (Miles College - Fairfield, AL)

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