

NAJLA A. RASHAD

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PROFESSIONAL SUMMARY

Dedicated library professional with over 8 years of experience in public library service, community engagement, and information access. I have a strong foundation in youth programming, digital literacy, and public service. I am currently pursuing a Master of Library and Information Science (MLIS) at Drexel University, with a certificate in Metadata Technologies. Adept at working with diverse populations, fostering educational equity, and leveraging technology to support lifelong learning. I am known for collaborative leadership, program planning, and a passion for building inclusive and responsive library spaces.

PROFESSIONAL EXPERIENCE

- **Library Trainee**

Free Library of Philadelphia – Philadelphia, PA

Feb 2024 – Present

- Developing foundational expertise in library science, digital literacy, and reference services.
- Assisting patrons with research, technology use, and collection access across diverse age groups.
- Supporting teen and children's program planning and community outreach initiatives.
- Participating in cataloging, collection development, and booklist curation.
- Building proficiency in public service ethics and library technologies in preparation for graduate study.

- **Library Assistant 1–2**

Free Library of Philadelphia – Philadelphia, PA

Sep 2015 – Feb 2024

- Delivered patron services including circulation, account management, and resource assistance.
- Provided technology support for digital devices, eBooks, and public computing.
- Supervised shelving, dispatching, cataloging, and inventory control processes.
- Trained and mentored staff in front-line service and procedural best practices.
- Resolved patron concerns in the FLP call center and helped coordinate system-wide programming.
- Advocated for access and equity in library service delivery.

EDUCATION

Drexel University – Philadelphia, PA

Master of Library and Information Science (MLIS) — In Progress (2024–Present)

Peirce College – Philadelphia, PA

Bachelor of Arts in Liberal Studies, Leadership Track — Magna Cum Laude

Dean’s List | President’s List (2020–2022)

Community College of Philadelphia – Philadelphia, PA

Associate of Arts in Education: Early Childhood (Birth to 4th Grade) — High Honors (2017–2020)

AWARDS & CERTIFICATIONS

- Evelyn W. Armstrong Endowment Fund Scholarship (2024–2025)
- Chamber of Commerce Paradigm for Working Women Award (2021)
- Certificate: Transforming Teen Services, PA Library Staff Academy (2024)
- Certificate: SEAL (Social, Emotional, and Literacy), New Beginnings (2012)
- Invited Panelist: ALA New Member Roundtable Student Leader Webinar (May 2025)