Objective

To obtain a position where I can utilize my current knowledge and skills and which will provide me with the opportunity to learn and potential for growth

Skills Summary

|  |  |  |
| --- | --- | --- |
| * Front Desk Operations * Customer Service * Report Preparation * Written Correspondence | * Computer Savvy * Patron Billing * General Library Duties * General Office Skills | * Filming/Editing * Attention to Detail * Social Media * State of Connecticut Notary Public |

Professional Experience

Town of Enfield: Library Enfield, CT

1/2001- Present

*Videographer*

5/2012- Present

* Filming, producing, directing, and editing informational videos for the town local access and Youtube channel, as well as live town meetings.
* Setting up for and shooting town events, graduations and school concerts.

*Library assistant*

1/2001- 5/2012

* Customer service in the form of answering questions, helping patron’s with locating materials, explaining e-book procedures, placing holds, using equipment, renewals, and providing information, both in person and over the phone
* Covered as branch librarian as necessary.
* Notary Public for the state of Connecticut since March 2005.
* Fluent in Workflows, ICONN and ReQuest databases, as well as Microsoft Office products.
* Checking out materials (books, kits, audiovisual items, e-readers, museum passes, etc) for patrons, and discharging them upon return.
* Recorded and sorted incoming mail, periodicals, and interlibrary loan materials.
* Processed both incoming and outgoing interlibrary loans.
* Developed pamphlets with information regarding library, services, recommended reading, award winning books, and suggestions based on genre.
* Generated and sent out reports of hold ratios, and wrote purchase suggestions outstanding and best selling items we did not own.
* Generated, sent out and maintained overdue/bill notices, and contacted patron’s on a monthly basis regarding outstanding items. Coordinated with local police when total out exceeded $100.
* Helped with shelving and reorganizing books and other library items.
* Filing, data entry.
* Repaired books, spliced damaged cassettes, resurfaced discs and kept track of problems with audiovisual items.
* Kept track of surplus items, and created a spreadsheet to aid in finding items quickly.
* Notifying patrons of holds and interlibrary loans that had arrived.
* Processed and packaged incoming audiovisual material.

Professional Experience, continued

new England Bank and trust Windsor, ct

10/1993- 8/1995

*sorter/ proof operator*

* Set-up and sort incoming cash letters, and reported amounts to Financial for the daily wire.
* Sort out business checks from personal and prepare CRT for the outgoing cash letter.
* Trained new employees and worked extensively between both departments.
* Filled out any customer or teller corrections and contacted any tellers or banks with problems.
* Did weekly roots of CRT, daily weekly and monthly statement sorts.
* Prepared outgoing cash letter for pick up and occasionally dropped off bags at Federal Reserve.
* Did nightly runs to prepare for EIP.
* Helped out in Statement Dept., Mail Depts., Bookkeeping as well as Research.
* Did extensive filing and created a comprehensive booklet for Sorter Room operations.

Education

Southern New hampshire university – Manchester, nh

Bachelor of Arts in English Language and Literature, 2007 to present

GPA: 3.734

Connecticut school of broadcasting – farmington, ct

1999

Internship for WMRQ, Radio 104 FM, Hartford

References

Lisa Sprague, Public Librarian

104 Middle Road, Enfield 860-763-7418

Colleen Santanella, Branch Librarian

159 Pearl Street, Enfield 860-253-6265

Mary Palomba, Assistant Director

104 Middle Road, Enfield 860-763-7557