

# Diana Learned

## PROFESSIONAL SUMMARY.....

I am a passionate, skilled leader librarian with a special interest in equitable community development through library services. Coming from a sales and business background, I have a proven record of success working in large, urban communities, leading in changing, challenging times, and creating an engaging, inclusive environment where staff and community members can thrive.

## SKILLS.....

- Multi-branch library management and supervision of staff
- Development and implementation of original programming and large-scale system initiatives
- Management of equitable community services such as outreach, targeted programming, and private-sector partnerships
- Recruitment and coordination of volunteer services including Friends of the Library group
- Empathetic approach to complex, difficult situations

## PROFESSIONAL EXPERIENCE.....

### **Supervising Librarian**

April 2020 - Present

**Palo Alto City Library** | Palo Alto, CA

- Supervise daily operations of Childrens, Downtown, and College Terrace neighborhood library locations and management of clerical and professional staff for these locations
- Navigate complex losses and recovery during COVID-19 pandemic including budget reductions and layoffs, branch closures, and service reductions as well as subsequent rebuilding of services
- Lead implementation teams for new innovative services during COVID-19 pandemic including curbside book bundles, LibCal appointment system, and community call center reference services
- Support facility management including RFP process to install AMH machines in neighborhood libraries and implementation of library holds lockers to mitigate reduced hours and budget cuts

### **Librarian II, Alum Rock Branch Library**

June 2015 - April 2020

**San Jose Public Library** | San Jose, CA

- Serve as lead librarian, children's service librarian, and coordinator of volunteer engagement managing over 85 active volunteers and volunteer-led programming for branch
- Conduct traditional and unique reference and readers' advisory interviews at single-service information desk, online reference chat system, and email-based 5forU book recommendation service
- Establish and oversee original branch programming for children, teens, and adults such as Free Comic Book Day, after-school craft series, Back2School open house, home decoration, and fitness programs
- Cultivate lasting community partnerships with other city organizations, nonprofits, and volunteer groups
- Update branch children's collection to reflect large, diverse community by integrating language materials into marketplace and children's room, incorporating \$35,000 language enhancement project, and creating eye-catching breakout collections
- Champion graphic novel integration throughout SJPL serving as system-wide YA graphic novel selector from 2016-2020 and leading annual large-scale system-wide pop culture programming and outreach
- Evaluate and update collection development policy for system of 24 branches and main collection shared with SJ State University in appointed role as Collection Development Advisory Team member

### **Librarian II, Children's Materials Selector (*acting*)**

February 2018 - September 2018

**San Jose Public Library** | San Jose, CA

- Serve in acting role as system-wide selector of juvenile print and digital materials managing a total budget of over \$1 million and special projects such as branch gift trusts, Summer Learning book giveaway program, and Silicon Valley enhancement funds
- Interface with a variety of vendors including Baker & Taylor, Ingram, Mackin, and Overdrive
- Create opening digital collection of K-12 homework resource center using MackinVia platform
- Spearhead support for distributed collection management at branch locations including best-practice trainings for librarians on merchandising, deselection, and community & staff engagement
- Support strategic selection and collection management with data sourced from CollectionHQ and ILS

<b>Youth Services Librarian I</b> <b>Redwood City Public Library</b>   Redwood City, CA	Feb. 2014 - June 2015
<ul style="list-style-type: none"> <li>■ Co-Host weekly bilingual Spanish/English family storytime utilizing teen volunteers in storytelling</li> <li>■ Created Free Comic Book Day program with attendance of 300+ patrons; program included book giveaway, pop culture programming, and crafts and has been replicated throughout library system in future years</li> <li>■ Plan and host weekly Wednesday Crafts with Diana program with average attendance of 65 patrons using \$1000 supply budget to create process-based crafts for preschoolers and parents</li> <li>■ Conduct outreach targeted at local schools to promote city-wide programs including KinderCard and Summer Reading Challenge and assist in planning and implementation of related celebrations</li> <li>■ Develop children's collection through continuous merchandising, weeding, and selection of graphic novels</li> </ul>	
<b>On-Call Librarian I</b> <b>Burlingame Public Library</b>   Burlingame, CA <b>San Mateo Public Library</b>   San Mateo, CA	Nov. 2014 - June 2019 Sept. 2014 - June 2015
<ul style="list-style-type: none"> <li>■ Managed children's and adult service desks answering readers' advisory questions and complex reference searches and oversee patron activity in library while working</li> <li>■ Maintained collections by creating book lists for ages and themes, themed displays, and class booktalks</li> </ul>	
<b>Storytime Presenter</b> <b>Books for Wider Horizons</b>   Oakland, CA	Oct. 2013 - Oct. 2014
<ul style="list-style-type: none"> <li>■ Completed a rigorous training on storytimes and early education with experienced storyteller Gaye Ducey</li> <li>■ Presented a weekly themed storytime at East Oakland Headstart for 2 classes of 25 preschool students</li> </ul>	
<b>President and Founder</b> <b>Bag and Board: The Collegiate Comic Club</b>   Wichita, KS	Jan. 2009 - May 2012
<ul style="list-style-type: none"> <li>■ Created new campus organization dedicated to encouraging graphic novel readership and study</li> <li>■ Donated over 100 graphic novels to Wichita State library to enhance graphic novel circulating collection</li> </ul>	
<b>Office Manager</b> <b>American Family Insurance</b>   Wichita, KS <b>Allstate Insurance</b>   Wichita, KS	June 2011 - Aug. 2012 Aug. 2007 - June 2011

## ■ EDUCATION.....

**Masters of Library Science** | Emporia State University | Emporia, KS

**English Language and Literature B.A.** | Wichita State University | Wichita, KS

## ■ PROFESSIONAL ORGANIZATIONS.....

### **American Library Association (ALA)**

General Member since 2012

- Presented at ALA Annual 2018 during CollectionHQ Forum sharing experience implementing new selection and management features in a large library system; presented at ALA Annual 2019 & ComicCon 2019 sharing experience with graphic novel programming in libraries
- Active member of Graphic Novel & Comics Round Table; currently serving a two-year term as a member of the Resources & Toolkits committee for this group

### **Association of Children's Librarians of Northern California (ACL)**

General Member since 2015

- Co-Chair 2018 - 2022 Performers Showcase events organizing over 30 regional performers in a day-long program highlighting local talent available for booking in libraries and schools for local professionals
- Review children and young adult books for the regional monthly Bayviews review journal with a special focus on diversity, inclusion, and local Bay Area and Northern California perspectives

### **California Library Association (CLA)**

General Member since 2015

- Presented on graphic novel programming and collection development at Youth Services Interest Group Spring Fling and annual conferences and participated in CLA mentorship program
- Member of the 2019-20 Developing Leaders in California Libraries leadership cohort
- Participated in CLA grant writing mentorship to develop skills needed for large-scale funding requests