

# MINH ELAN

## Education

### MLIS

#### University of Missouri

Expected graduation: December 2025

### M.S., Psychology

#### Washington State University

2015

### B.S., Psychology

#### Northern Illinois University

2011

## Technical Skills

### Library

Alma, Horizon, & Koha ILS

Primo, Enterprise, & Aspen Discovery

OCLC Worldshare ILL

### Promotional

Mailchimp

Facebook Business Manager

Instagram for Business

Publer Content Manager

### Graphic Design

Canva

Adobe Illustrator

Affinity Publisher

## Professional Memberships

American Library Association

Asian Pacific American Librarians Assoc.

Pacific Northwest Library Association

Public Library Association

Washington Library Association

## PROFILE

I am a dedicated library services professional with 10+ years of progressively responsible experience in library and administrative capacities.

I am driven by my commitment to providing thoughtful, innovative, and heartfelt library services; passion for positive work environments that encourage staff development and growth; and dedication to building strong relationships with library users, community partners and stakeholders.

## EXPERIENCE

MAY 2023 - PRESENT

### Adult Services Manager

#### Neill Public Library

#### Library goal setting and community engagement:

Coordinate with community organizations to identify emerging community needs, existing services, and areas needing improvement; work with internal and external stakeholders to set goals aligning library services with community's needs and library mission.

**Staff management:** Hire, train, and supervise division staff; facilitate staff development through direct training and external training opportunities; resolve personnel issues; develop annual work plans and establishes standards.

**Program planning and delivery:** Plan, lead, and evaluate programs for adults; coordinate volunteer- and presenter-led programs; lead marketing efforts, such as by issuing press releases and creating promotional materials; deliver outreach services.

**Collection management:** Select, review, and maintain print and nonprint materials collections; process material suggestions; manage collection budgets.

JUNE 2022 – MAY 2023

**Adult Services Technician**  
**Neill Public Library**

**Home Delivery Service:** provided service to patrons needing accommodations, including Readers' Advisory, library-managed reading lists, and delivery.

**Program and collection support:** led programs; created promotional materials; assisted with weeding, ordering and receiving items; processed damaged items and donations.

**Other:** responsible for all interlibrary loan duties; created monthly e-newsletter; maintained library webpages.

DEC 2017 – MAY 2022

**Circulation & Shelving Assistant**  
**Neill Public Library**

**Circulation and reference help:** checked items in/out, helped patrons locate items and use library equipment, answered reference questions, performed Readers' Advisory, accepted payments, registered patrons.

**Account/item management:** generated reports; conducted batch edits and fine waivers; contacted patrons about missing/overdue items; resolved account issues.

**Web/information design:** created informational materials (e.g., e-newsletter, pamphlets, signs); maintained webpages.

**Staff management:** participated on hiring committees; trained staff; created schedules; planned and implemented process improvements; updated training and reference materials.

NOV 2015 – DEC 2017

**Finance and Administration Manager**  
**University of Idaho Law Library**

**Finance and HR management:** compiled budget reports and forecasts; performed accounts receivable/payable functions; reconciled financial data between university and library financial systems; acted as library search coordinator and affirmative action coordinator; submitted personnel action forms; maintained files.

**Administrative support:** coordinated events and travel; processed claims and reimbursements; created procedural manuals; provided scheduling and course preparation support; collected and reported data to internal and external users (e.g., Association of American Law Schools).

**Library operations support:** ordered materials; entered purchase orders; communicated with vendors; maintained webpage; trained staff on cash handling.