

### JESSE KENDALL

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### HIGHLY QUALIFIED LIBRARIAN

Outstanding Librarian with expertise in the delivery of comprehensive reference services utilizing a wide variety of technologies and formats. Expertly administer library programs across broad areas, including technical services, academic, public, and special libraries. Extensive experience training end-users in use of complex resources, reference sources, computer searches, and document delivery. Well versed in evaluating and assessing collections; identify and select materials to ensure comprehensive collection development. Actively promote the library and its leading-edge resources, services, and innovations. Dynamic leader with the ability to guide library staff.

### PROFESSIONAL EXPERIENCE

#### Librarian, ABC County Public Library, Miami, FL

Provided extensive support to adults, young adults, and children in the areas of reference, homework, and

research. Served as readers' advisory for library patrons. Provided comprehensive interpretation of the organization's policies and procedures in support of staff and public. Related to customers in a proactive and professional manner.

- Developed a plan and implemented to increase the level of customer satisfaction.
- Demonstrated expertise in areas related to circulation policies and procedures, document delivery, and inter-library loan processes.

### **Librarian, XYZ University, Miami, FL**

Provided outstanding service and critical information to all library visitors in need. Promoted reading and literacy awareness through high-impact events and informational correspondence. Introduced and utilized new and emerging technologies. Remained abreast of new technology to effectively troubleshoot and provide technical support.

- Designed innovative library programs to increase timeliness and currency of library collection and significantly decrease book delinquency.
- Devised processes that streamlined assessments and maximize library operations.

### **EDUCATION & TECHNICAL SKILLS**

XYZ UNIVERSITY, Miami, FL

**Master's Degree, Major: Library and Information Science, 20xx**

Relevant Coursework: *Licensures, and Certifications: Info Systems in Libraries & Information Centers; Organization of Information; Information Sources & Services; Technical Services*

Florida State Department of Education, Teacher Certification | Area of Specialization: Library Media

UNIVERSITY OF XYZ, Miami, FL

**Bachelor's Degree, Major: Education, 20xx**

Relevant Coursework: *Intro to Special Education; Educational Psychology; Materials Used in Reading; Pearson Online Training: Training for Testing Site Coordinators; More Than a Presentation: Using PowerPoint; What's New in Children's Literature: How to Use It in Your Media Program; Intro to Serial Records; Shelf Listing I*

### **Technical Skills:**

Type 40 WPM; Windows 95/ 98/ 2000/ XP; Microsoft Office Suite; Internet Explorer/ Netscape; SIRSI Workflows CARL; OCLC CatME; OCLC FirstSearch; Marina; Voyager; Mandarin; Online Databases, i.e., LexisNexis, Dialog, Literature Resource Center, ReferenceUSA, and Government Documents