

# SAMANTHA SHANNON

## OBJECTIVE

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Leverage my skills in creative programming and passionate resource promotion stemming from my decade in patron-facing library work. Excited to contribute to a pleasant, collaborative atmosphere benefiting both my colleagues and the community we work for.

## WORK EXPERIENCE

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### **Library Technician** - Warren Public Library

04/2024 - 11/2024

Planned, promoted, and presented engaging and useful programs for all ages.

Increased children's program attendance by up to 250%.

Cataloged and processed all new materials.

Assisted the public with reference questions, circulation, and computer assistance.

Prepared weekly income reports and placed supply orders.

Created displays, maintained library and upcoming event signage.

### **Customer Service Specialist** - Salem-South Lyon District Library

05/2023 - 01/2024

Shadowed 3 storytimes for five weeks.

Edited archives to provide better access to South-Lyon's digitized newspaper collection during downtime.

General circulation assistance to patrons.

### **Practicum** - Ann Arbor District Library

09/2021 - 12/2021

Shadowed and interviewed staff from various departments, including archives, circulation, outreach, public experience and desk services, and management.

Developed an educational presentation highlighting the unique aspects of AADL, such as sustainable building architecture, collection management, programming, community support and engagement, and staffing.

### **Senior Clerk** - Northville District Library

05/2019 - 04/2024

Created an editable map of shelf locations for each department, aiding in onboarding and during ongoing collection changes.

Executed interlibrary loan procedures, including packaging for inbound and outbound library materials deliveries through The Library Network and MeLCAT, using DCB and Carl.X for paging slips, returns, and packaging.

Assisted with inventory management, weeding, and discard processes.

Communicated with patrons by phone regarding fines, damaged items, and addressing inquiries or providing directions to resources.

### **Library Technician** - Oakland Community College

01/2019 - 06/2019

Restored periodical archives to policy standards, enabling librarians and technicians to locate and access older materials referenced in Alma's online catalog. Discarded seven years of materials, relabeled, and repositioned materials to facilitate easier maintenance going forward.

Processed new periodicals, receiving them in Alma and preparing them for display and circulation.

### **Shelving Page** - Lapeer District Library

04/2010 - 08/2013

### **Volunteer** - Lapeer District Library

2007 - 2010

## CONTACT

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Warren

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## EDUCATION

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### **Associate of Applied Science in Library Services and Technology**

Oakland Community College

May 2022

## SKILLS

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Polaris

MeLCAT

Dewey Decimal System

Canva & Procreate

Printing and Computer/Device

Troubleshooting

ASL basics

STEAM Programs

Teen Programs

Craft Programs

Gaming Programs

Flyers

Social Media