

Annamarie Carlson

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LIBRARY EXPERIENCE

Westerville Public Library: Youth Librarian

Aug. 2016 – present

Westerville, OH

- Plans and presents 5-10 programs per month inside and outside of the library for ages 0-18 including Maker Lab, Minecraft & 3D Printing, Reader's Theater, storytimes, and booktalks
- Introduces media mentor concepts into daily library practices and programming by conducting staff trainings and increasing technology offerings and programs
- Conducts reference interviews and provides readers' advisory services to patrons ages 0-18
- Performs collection development activities including weeding and suggesting purchases

Westerville Public Library: Youth Services Practicum Student

May 2016 – July 2016

Westerville, OH

- Assisted with planning and participated in execution of programming for the toddler through high school levels including Rhyme Time, 3D-Printing programs, and Sew Crazy! programs
- Assisted with development and maintenance of juvenile and young adult print collections
- Participated in outreach activities serving the Westerville community

Upper Arlington Public Library: Circulation Assistant

Sept. 2015 – July 2016

Main Library, Upper Arlington, OH

- Provided pleasant, friendly, and professional customer service in person and over the phone
- Answered customers' questions and addressed concerns about account and circulation issues
- Emptied book drops, checked-in materials, processed holds, and sorted items
- Instructed patrons on use of online library catalog and self-checkout computers
- Handled cash and check transactions for library fines

Columbus Metropolitan Library: Youth Services Intern

June – Aug. 2011 - 2014

Main Library & Southeast Branch, Columbus, OH

- Assisted with all aspects of Summer Reading Club including sign-up, prize distribution, organization, program planning, and supervision of teen volunteers
- Coordinated schedules and activities for 80+ teen volunteers per summer including training sessions, rewards system, and end-of-summer party
- Co-ran 20 teen volunteers in VolunTeen Puppetry Group who performed for 100+ people
- Helped with preparation, planning, and hosting 15+ programs per summer for 20-100 patrons of all ages, including managing groups of children

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CUSTOMER SERVICE EXPERIENCE

Walt Disney World Resort: Disney College Program

Aug. 2014 – May 2015

Attractions Hostess & Merchandise Hostess, Orlando, FL

- Greeted guests, answered questions, and built rapport with customers
- Gained knowledge of customer service application through Disney Exploration Series courses
- *Merchandise:* Handled 50+ transactions an hour using Point of Sale including cash and credit
- *Attractions:* Greeted, interacted with, and protected safety of 1800 customers an hour

EDUCATION

MLIS: Youth & Teen Services 4.00 GPA Kent State University Dec. 2016

Relevant Coursework: Library Materials/Services to Teens, Library Materials and Services for Young Children, Reference Sources and Services for Youth, Library Materials and Services for School-Age Children. Youth Literature in the Digital Realm

BA (Honors): English 3.98 GPA Rollins College May 2014

COMPUTER SKILLS

Library Technical Skills: Sierra ILS, Polaris ILS, Evanced Event Scheduling, Volgistics Volunteer Planning, Baker & Taylor, Novelist, eReaders (Kindle and Nook)

Computer Skills: Microsoft Word, Microsoft PowerPoint, Microsoft Outlook, Microsoft Publisher, Wordpress, iMovie, HTML/CSS, various social media platforms (Goodreads, Tumblr, Twitter, YouTube, Facebook), various operating systems (Windows, Mac, Android, iOS)

PROFESSIONAL DEVELOPMENT

Professional Organizations:

- American Library Association, 2015 – present
- Association for Library Service to Children, 2016- present
- Ohio Library Council, 2016 – present
- Young Adult Library Services Association, 2016 - present

Training & Continuing Education:

- ALSC Mentoring Program, Class of 2016
- Ohio Digital Media Training by the State Library of Ohio, November 2016