

# **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 coding and robotics activities, storytimes for ages 0-6, and booktalks for grades 2-5
- Coordinates the Wizards and Wands Festival, a large-scale program involving a \$18,000 budget and collaboration across all library departments with over 2300 customers attending
- Applies for grants to create innovative programs and services, including a \$5000 LSTA grant received in 2017 for technology program resources
- 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

### **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 policies 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
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

### Committee Work:

- 2020 ALSC Notable Children's Recordings Committee Chair
- 2019-2021 OLC Children's Services Division Action Council Member
- 2018-2019 ALSC Notable Children's Recordings Committee Member

### Training & Continuing Education:

- Grant Writing and Crowdfunding for Public Libraries Course, March 2019-present
- Supercharged Storytimes Webjunction Course, Jan.-March 2019
- Ohio Digital Media Training by the State Library of Ohio, November 2016

### Publications:

- 60 Ready to Use Coding Projects edited by Ellyssa Valenti (contributed 3 sections)
- Bookmarks column for Westerville Magazine (bi-monthly book suggestions)