

28 Huntington Street
Concord, NH 03301
(603) 724-1953
amandaalwyn@gmail.com
amandaalwyn.com

AMANDA ALWYN

Career Summary

Motivated library professional with a strong customer service background, I combine creativity with critical thinking to maximize the effectiveness of the library's digital and print marketing and community engagement through social media. Adaptable, friendly, and cooperative, I am calm in a busy environment while striving for efficiency and professionalism in a variety of situations.

Committee Member

March 2019—Present

Laconia Public Library Board of Trustees, PR Committee
Strategized and planned rebranding of the library.

Secretary

January 2019—Present

NHLA, Paralibrarian Section

Created detailed meeting notes for board meetings and prepared ballots for section elections.

Committee Member

February 2017—Present

NHLA, READS Section, Conference Planning Committee

Planned catering, venue, and technology as part of a team for a yearly conference for 60-70 attendees and 3-5 presenters, and 1-4 yearly roundtable discussions.

NHLA, Paralibrarian Certification, Level 3

June 2019

B.A., English Literature

September 2010

Granite State College ◦ Concord, NH

Summa Cum Laude

A.A., Liberal Arts, English Concentration

June 2009

New Hampshire Technical Institute ◦ Concord, NH

Phi Theta Kappa honor society

- MS Office Suite (Publisher, Excel, PowerPoint, Word)
- Library Information Systems (Ill Millennium, Polaris, TLC, Apollo)
- Overdrive, Hoopla
- Graphic Design (Adobe Photoshop, GIMP, Canva)
- Social Media tools (Facebook, Twitter, Instagram, Buffer)
- Website management (Civic Engagement, Wordpress, Blogger, HTML, CSS)

Professional Affiliations & Committees

Education

Information Technology Skills

EXPERIENCE

Library Assistant

Laconia Public Library
Laconia, NH

December 2016—
Present

- *Graphic Design & Marketing*
 - Managed all library social media channels
 - Managed all library print and digital marketing
 - Created all in-house graphic design, including brochures, posters, forms, newsletters, and signs
 - Created consistent library branding through the use of templates and staff instruction
 - Maintained the library's website
- *Technology*
 - Instructed patrons in technology
 - Initiated and staffed drop-in tech help program
 - Instructed patrons on the use of two microfilm machines
- *Customer Service*
 - Assisted patrons with excellent customer service
 - Promoted library services in-person and through social media channels
 - Provided readers advisory and reference assistance to patrons at children's and adult service desks
 - Circulation tasks using TLC and Apollo
- *Cataloging & Collection Development*
 - Analyzed collection stats and review journals for data-driven collection development
 - Weeded and inventoried media collections
 - Purchasing of media collections, keeping track with a detailed budget
 - Cataloged, using original and copy, media collections with RDA and AACR2
 - Collaborated & researched cataloging best practices to implement as official library guidelines
 - Managed microfilm collection, including collecting and sending newspapers for microfilm, ensuring accuracy of collection, and archiving digital editions
- *Supervising*
 - Supervised & trained volunteers
 - Orchestrated project management, including proposal, procedure, and execution
 - Supervised media and book repair
- *Programming*
 - Planned and executed monthly adult craft programs
 - Created, arranged and maintained displays

Library Assistant

Hooksett Public Library
Hooksett, NH

March 2013—
December 2016

- Assisted patrons with excellent customer service
- Promoted Library activities and services, including databases
- Created, arranged, and maintained displays.
- Instructed patrons in use of technology
- Processed materials
- Handled NHU-Pac inter-library loans
- Circulation tasks using Polaris
- Developed & collaborated on project procedure, before taking lead on the project
- Assisted Children's Librarian in the reorganization of the picture book collection
- Initiated new recurring program
- Contributed to Leap beta test

EXPERIENCE

PPT Library Page

Concord Public
Library
Concord, NH

September 2011—
December 2016

- Maintained collections using circulation, serials, and cataloging with III Millennium
- Instructed coworkers in use of III Millennium
- Assessed condition of materials to send for consideration for mending or with-drawing
- Ensured accuracy of collection by executing various search lists, shelving, and shelf-reading
- Created and revised forms for workflow efficiency
- Book and media repair
- Processed materials

Volunteer Shelver

Concord Public
Library
Concord, NH

April 2011 –
September 2011

- Sorting, shelving, and retrieving materials
- Tidying the library

Strengths

Analytical thinking using spreadsheets, reports & statistics
Customer Service
Self-starting and motivated
Organized
Detail oriented
Creative programming

References

Eileen Gilbert, Library Director
Belmont Public Library
146 Main Street ◦ Belmont, NH 03220
(603) 267-8331

Lesley Unger-Mochrie, Technical and Administrative Librarian
Laconia Public Library
695 Main Street ◦ Laconia, NH 03246
(603) 524-4775

Heather Rainier, Library Director
Hooksett Public Library
31 Mount Saint Mary's Way ◦ Hooksett, NH 03106
(603) 485-6092

Carol Bouchard, Head of Circulation
Concord Public Library
45 Green Street ◦ Concord, NH 03301
(603) 225-8670