

MELISSA HALL

Senior Library Assistant

CONTACT INFORMATION

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Morehead, KY 12345

KEY SKILLS

- OPAC
- Microsoft Excel
- Dewey Decimal Classification
- Interlibrary Loan Processing
- Barcode Scanner Operation
- Collection Maintenance
- Patron Record Management
- Inventory Auditing
- Circulation Procedures

ABOUT ME

Library support professional with 12 years of experience in circulation, interlibrary loan processing, and patron record management across three public library systems. Reduced overdue book rates by 16.69% by restructuring automated reminder schedules and sending follow-up notices within 72 hours of each due date. Skilled in OPAC searches, Microsoft Excel data entry, inventory auditing, and collection maintenance for branches serving thousands of cardholders.

PROFESSIONAL EXPERIENCE

Senior Library Assistant

Licking River Public Library, Morehead, KY | 2020 - Present

- Reduced overdue book rate by 16.69% over 8 months by restructuring automated reminder schedules and sending follow-up notices within 72 hours of each due date.
- Process 37 interlibrary loan requests per week, verifying availability through the OPAC and coordinating shipments with 6 partner libraries within a 4-day turnaround.
- Conducted a shelf-reading initiative that reduced inventory errors from 9 per 100 items to 3 per 100 items across the adult fiction section over 5 months.
- Enter and update patron records for a branch serving 6,740 cardholders, correcting an average of 48 address and contact discrepancies per month in Microsoft Excel.

Library Assistant

Fleming Creek District Library, Flemingsburg, KY | 2016 - 2020

- Staffed the circulation desk during evening hours, handling about 60 checkouts and returns per hour at peak times and resolving routine account questions on the spot.
- Inspected returned books for condition and due-date status, computing applicable fines and resolving 83 disputed charges per quarter in under 10 minutes each.
- Assisted librarians in maintaining collections of books, periodicals, and audio-visual materials by pulling 19 damaged or outdated items per week for review and withdrawal.

Library Clerk

Carter Valley Branch Library, Olive Hill, KY | 2014 - 2016

- Read the shelves section by section on a rotating schedule, verifying call numbers against the OPAC and correcting about 120 misshelved items per week.

- Entered new patron records and updated existing accounts using Microsoft Office, processing 31 changes per day with zero duplicate entries over 14 months.
- Maintained periodical and newspaper collections across 4 reading areas, rotating 67 titles weekly and removing expired issues within 24 hours.

EDUCATION

BA English

Morehead State University, Morehead, KY | 2010 - 2014