

# Joanna Conrad

---

## Professional Profile

Currently working as a Public Services Associate II at Indianapolis Public Library's East 38<sup>th</sup> Street branch, while completing my Masters in Library Science at IUPUI. Will graduate May 2017. Previously employed at Greenwood Public Library as an Adult Reference Clerk while completing Library Technical Assistant Associate's degree from Ivy Tech and a Creative Writing Bachelor's degree from IUPUI, awarded in 2012 and 2015 respectively.

## Professional Experience

### **Public Services Associate II-Indianapolis Public Library, East 38<sup>th</sup> St. branch, Indianapolis, IN • March, 2016 – Present**

- Serve as person in charge when managers are out of library.
- Select and purchase unprocessed paperbacks. Assist with weekly transfers, holds pull list, shelf-read, and shift, create book displays and brochures.
- Staff the reference desk, answering reference and reader's advisory questions, assisting with computer use.
- Develop program service plans relevant to patron population, in alignment with strategic plan goals, and using demographic data available from SAVI.
- Plan, prepare, implement, and present programs, creating or obtaining necessary materials, scheduling presenters.
- Create strategic partnerships with community organizations to bring their services to patrons through programs. Serve as secretary of Cyberia Ltd, and attended Latino Roundtable.
- Staff circulation desk when necessary. Maintain branch program calendar.

### **Adult Reference Clerk-Greenwood Public Library, Greenwood, IN • May, 2012 – March, 2016**

- Assisted librarians with program planning, implementation, and presentation, including weekly or monthly ongoing programs, library-wide events, computer classes, and one-time programs I planned and implemented myself.
- Contacted and scheduled speakers and presenters for programs, Author's and How-To Fairs.
- Created or obtained necessary program materials.
- Created book displays, bulletin boards, and reading lists. Maintained computer class schedule.
- Maintained and purchased for the 400 and 800 Dewey ranges of the print collection. Maintained new book collection.
- Staffed the adult reference desk, answering reference and reader's advisory questions, assisting with computer use.
- Updated web pages.

## Skills

Adult programs; Computer instruction; Reference research; Reader's advisory; Materials processing; WordPress; Facebook; Twitter; Blogger; MS Office; Photoshop; Basic HTML, CSS, PHP; Various open-source tools; Type 75 wpm.

## Education

Master of Library Science – IUPUI, Indianapolis, IN • 2017

Bachelor of Arts, Creative Writing – IUPUI, Indianapolis, IN • 2015

Applied Associate of Science, Library Technical Assistant – Ivy Tech, Indianapolis, IN • 2012