

EMILY CARTER, MLIS

Public Services Librarian

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PROFESSIONAL PROFILE

Community-focused librarian with 7+ years of experience delivering reference, readers' advisory, collection development, and inclusive programming in busy public-library systems. Skilled at translating patron needs into accessible services, building partnerships, and using circulation and program data to guide decisions. Known for approachable service, calm problem resolution, and thoughtful stewardship of public resources.

CORE COMPETENCIES

Public Service	Reference interviews, readers' advisory, circulation, outreach	Library Systems	Polaris ILS, OCLC WorldShare, LibGuides, Springshare
Collections	Selection, weeding, cataloging support, displays, acquisitions	Instruction	Digital literacy, database research, one-on-one technology help
Programming	Adult and teen programs, event logistics, partner engagement	Standards	MARC 21, RDA, Dewey Decimal, privacy, accessibility

PROFESSIONAL EXPERIENCE

Public Services Librarian
Riverbend Public Library

June 2021 – Present
Portland, OR

- Deliver reference, readers' advisory, account, and technology assistance at a high-volume branch serving 1,000+ visitors weekly; resolve complex questions across print and digital resources.
- Manage and evaluate a \$145K adult collection budget; use circulation, holds, and community-demographic data to raise nonfiction turnover 18% while maintaining balanced subject coverage.
- Design and facilitate 45+ annual programs—including author talks, job-search labs, and digital-skills workshops—with average attendance increasing 31% over two years.
- Built referral partnerships with 12 schools and community organizations, extending library-card registration, resource navigation, and outreach services to 1,600 residents.
- Train and coach 8 staff and volunteers on reference practices, privacy, accessibility, de-escalation, and Polaris workflows; created desk guides that reduced routine escalations 24%.

Adult Services Librarian
Cedar Grove Library District

August 2018 – May 2021
Beaverton, OR

- Answered 500+ monthly in-person, phone, and chat reference questions using subscription databases, government sources, local-history materials, and interlibrary loan.
- Curated print and e-book collections across business, health, biography, and large print; completed systematic weeding and shelf audits for more than 28,000 items.
- Launched a weekly technology-help clinic that served 700+ patrons and achieved a 94% positive rating in post-session surveys.
- Produced accessible research guides, booklists, displays, and newsletter content that increased database referrals 22% year over year.

Library Assistant
North Valley Community Library

September 2016 – July 2018
Hillsboro, OR

- Performed circulation, shelving, holds processing, patron registration, cash handling, and opening/closing procedures with consistent accuracy and confidentiality.
- Supported storytimes, summer reading, and community events for audiences of up to 120; coordinated room setup, registration, materials, and attendance reporting.
- Processed new materials and maintained item records, labels, and physical condition in accordance with local cataloging procedures.

EDUCATION & PROFESSIONAL DEVELOPMENT

Master of Library and Information Science (MLIS)
University of Washington, Information School

2018
Seattle, WA

Bachelor of Arts in English, magna cum laude
Portland State University

2016
Portland, OR

Professional Development: Mental Health First Aid; ALA eLearning—Serving Diverse Communities; Web Accessibility Fundamentals

PROFESSIONAL AFFILIATIONS

American Library Association (ALA) | Public Library Association (PLA) | Oregon Library Association (OLA)