

## **Katharine E. Merrell**

Information Specialist/Learning Experience Developer

### **Skills Highlights**

- **Needs analysis** – I understand there may be differences between what a customer wants and what they request. I find the intersection of the two and connect needs with solutions.
- **Experienced communicator** – I tailor communication to users' skill and knowledge levels.
- **Attention to details** – Colleagues rely on my editing, proofreading, and precision.

### **Professional Experience**

#### **Assistant Director**

**Fort Lupton Public and School Library, Fort Lupton, CO**

**2021-current**

- Manage public desk staff providing customer service, computer assistance, reference help, and material recommendations to a mixed public and high school clientele.
- Train new staff and retrain veteran staff on new processes or training gaps.
- Facilitate smooth daily operation of library procedures and functions.
- Troubleshoot processes and equipment when malfunctions occur.
- Support staff professional development and career goals.
- Respond to customer requests, needs, and complaints elevated from front-line staff.
- Active participant in design and planning for new building opening Summer 2023.
- Represent library to city council, school board, and partner organizations as needed.

#### **Librarian, Homework Center & Makerspace Coordinator**

**Lafayette Public Library, Lafayette, CO**

**2013-2021**

- Served a diverse cross-section of the public, encompassing people of varying cultural backgrounds, education levels, ages, and socioeconomic status.
- Created a rudimentary IT infrastructure to maintain basic library functions throughout a multi-week recovery from a malicious software attack during pandemic shutdowns.
- Conducted new-hire and staff-wide training processes, both 1:1 and group settings.
- Managed, trained and scheduled 30-35 volunteer tutors to provide drop-in homework help for students from grades 3-12; additional program support for tutors, students, and parents.
- Opened a new makerspace in 2018, including recruiting and interviewing 10-15 volunteer mentors, creating and implementing a training process, then opening the space to the public.
- Produced and managed a remote orientation course and project submission process for the makerspace in response to pandemic-related service interruption.
- Library technology troubleshooting and tech support, in-person and by phone. Specialties include Overdrive, Ill Sierra, self-checks, databases, photocopiers, and FDM 3D printing.
- Developed and maintained relationships throughout community to foster collaboration with nonprofit organizations, volunteer groups, businesses, other departments, and schools.
- Led onsite and outreach programs, including Spanish-language/bilingual events.
- Presentations at industry conferences; helped plan and produce REFORMA Colorado's 2017 and 2018 conferences, for library professionals with a focus on serving Latino patrons.

## **Library Assistant**

**Poudre River Public Library District, Ft. Collins, CO**

**2002-2013**

- Promoted to back-up circulation supervisor; included training volunteers and employees.
- Participated in opening a new library branch, including planning, implementation, and presentation of the pre-opening staff training program. Processed new collection materials.
- Created and managed the schedule for fourteen staff members staffing three service points.
- Acted as Person in Charge as needed.
- Taught introductory-level computer user classes.

## **Additional Experience**

**Loveland Public Library, Loveland, CO** – Supplied customer service, research, and recommendations.

**Poudre School District, Ft. Collins, CO** – Taught science, mathematics, Spanish, English, social studies, and English as a Second Language during teacher absences to students in grades 7-12.

**Landmark School, Beverly, MA** – Taught chemistry, biology, and individual language arts tutorials to students in grades 9-12 with a wide range of language-based learning disabilities.

**Museum of Science, Boston, MA** – Customer service, volunteer support, and exhibit maintenance in a section of the museum devoted to experiential learning.

## **Education**

**In progress: M.A.:** Learning Design and Technology, CU Denver, Denver, CO

**B.A.:** Chemistry, Secondary Education, Gustavus Adolphus College, St. Peter, MN

Member – **Phi Beta Kappa**

## **Volunteerism**

**Centaurus High School** (2017-2020, Lafayette, CO): Assist students struggling with math, science concepts for recovery or in-progress courses.

**Columbine Elementary** (2019 – 2020, Longmont, CO): Classroom volunteer, help with small-group activities according to teacher needs.