GABRIEL MENDEZ

LIBRARY ASSISTANT II

CONTACT

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Albuquerque, NM

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SKILLS

- Circulation
- Polaris
- Interlibrary Loan
- Technology Instruction
- Cash Handling
- Program Planning
- Staff Training
- Microsoft Office
- Bilingual Spanish
- Communication Skills

EDUCATION

Bachelor of Arts

05/2021

University of New Mexico

Albuquerque, NM

Spanish

SUMMARY

Library Assistant II with 5 years in public libraries, now leading the circulation desk at a branch with 320,000 annual visits. Runs technology help sessions, handles interlibrary loan and holds in Polaris, and trains new pages and assistants. Bilingual in English and Spanish, serving a largely Spanish-speaking patron base.

EXPERIENCE

Library Assistant II 02/2024 - Present

Sandia Foothills Public Library Albuquerque, NM

Senior desk role at a full-service branch of a 17-branch city-county library system.

- Coordinate daily circulation desk coverage for 6 staff, keeping wait times under 3 minutes at peak hours.
- Teach 2 weekly technology help sessions on email, smartphones and job applications for 25+ adults.
- Process 200 interlibrary loan and hold requests a week in Polaris, with 98% filled on time.
- Train **9** new pages and Library Assistant I staff on circulation, cash handling and patron policy.

Library Assistant I 06/2021 - 01/2024

Corrales Valley Public Library Rio Rancho, NM

Public service role at a single-branch city library.

- Checked out and returned 300+ items a shift and resolved patron account issues in Spanish and English.
- Planned a monthly bilingual family story time that grew from 12 to **45** attendees within a year.
- Reconciled the daily cash drawer and fee reports with zero shortages over 2 years of closing shifts.
- Updated patron records and library card renewals in Microsoft Office and Polaris during slower afternoon hours.