Monica Alvarez

Library Assistant III

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Summary

Library Assistant III with 9 years in public library circulation, now overseeing daily operations at a branch with 400,000 checkouts a year. Handles staff scheduling for 12 pages and assistants, keeps budget records for branch supplies and runs opening and closing procedures. Strong customer service and conflict resolution with patrons of every age.

Experience

05/2022 - Present
Tucson, AZ

Library Assistant III

Santa Catalina Public Library

Senior paraprofessional at a full-service branch of a 27-branch county library district.

- Lead a circulation team of **12** pages and assistants, building weekly schedules across 68 open hours.
- Manage the branch supply and programming budget of $18K, keeping accurate monthly budget records.
- Run opening and closing procedures 4 days a week, including cash reconciliation and building checks.
- Resolve escalated patron complaints and account disputes, cutting written complaints 40% in 2 years.

03/2019 - 04/2022
Tucson, AZ

Library Assistant II

Santa Catalina Public Library

Desk lead at a smaller branch in the same library district.

- Processed interlibrary loan and holds requests for 2 branches, about **250** items a week.
- Trained 15 new staff on Polaris circulation and cash handling procedures.
- Planned monthly teen programs averaging 20 attendees, from gaming nights to college essay help.

01/2017 - 02/2019
Marana, AZ

Library Assistant I

Rillito Valley Library

Public service role at a town library.

- Checked out materials and issued library cards for **200+** patrons per shift.
- Audited the adult nonfiction collection each month and corrected call number errors in Microsoft Office logs.
- Answered 40+ phone calls a day on hours, renewals and holds for a town of 50,000.

Skills

- Circulation
- Polaris
- Staff Scheduling
- Budget Records
- Cash Reconciliation
- Interlibrary Loan
- Teen Programs
- Microsoft Office
- Customer Service
- Conflict Resolution

Education

12/2016
Tucson, AZ

Bachelor of Arts

University of Arizona

Communication