

**Amie Marie Pleasant**  
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Experience:

Organization: **Loudoun County Public Library, Loudoun County** <http://www.library.loudoun.gov>

Current Position: **Library Services Executive Assistant, Library Administration**

Previous Position: **Head of Circulation, Cascades Public Library**

Time with Organization: **07/2015-Present**

*Duties, Accomplishments, and Related Skills:*

- Examples of support to the Director of LCPL: Writing the director reports for dissemination to the Board of Trustees; written recommendation and thank you letters for dissemination; completed a project for the George C. Marshall house researching and gathering LC Call numbers for material maintained at the house; worked with an outside vendor to get a PLA award plaque created that included editing and proofing contact for creation; Scanned and changed all Friends of the Library (FOL) by-laws from PDF to editable PDF to editable Word documents; attended county meetings for the director as needed; researched other systems internet policies; updated Library Policy draft with director's changes; researched and put together a Library Systems comparison chart of similar size library systems.
- Collaborating with the LCPL communication division: Serving as an administrator for LCPL and all branch Facebook pages, ensuring timely post of system wide events and photographs; providing onsite photography as needed; create and schedule post for upcoming branch programs; updating and organizing the LCPL Pinterest page; posting to Instagram; copied all the photographs from all branch Flickr pages (over 8,500 files) and the G:Drive (over 49,00 files) onto an external hard-drive and now working to update the Flickr page ensuring that posted photographs are professional and meet expectation; updated and corrected all LCPL and branch information on Google so that when searched the proper hours and information for each location come up, also added holiday closed dates to Google so patrons searching Google will not think the library is open when it is closed, added photographs to Google of each branch, and continue to monitor the ratings on Google, responding to ratings as needed for LCPL. Additionally, working with the new Director of Communications on his goals for social media and the creation of the Social Media Task Force led by me that will help increase cohesiveness, marketing, branding, and standardization between branches on their postings to various social media websites.
- Examples of helping other staff at LCPL administration: Helping with timesheets; researched and created a document for LCPL staff that provides alternative locations in Loudoun County that have meeting space to help inform patrons; researched and reported on speech to text software options; creating new SignUp Genius boards for sub shifts; updated and corrected detail inconsistencies of the LCPL Branch Schedules and Phone Number list that is now used across the system; worked with external vendors to get price quotes for multiple projects and ensured follow through on completion included Global Industrials which is part of the email marketing platform for LCPL; Updated and improves the fillable Word form for Accidents/Incidents Report Form; set up the various LCPL Verizon accounts so they are accessible under one online account instead of each needing separate log-ins; updated various budget documents; worked with VDOT to get the library road signs moved from the old Sterling location to the new location; researched the County Government Facilities Space Strategy and its possible impact on LCPL; researched and reported on various products for purchases; worked with vendor to get signage for Cascades Library's new shelving; put together YA and AHTC photographs for an internal County customer with descriptions for each; researched and wrote up results of video conferencing options; put together 2017 reviews of LCPL branches from Facebook, Google, and Yelp; coordinating the Old Sterling surplus, created an Excel spreadsheet to keep track of surplus and movement of items to other branches; put together a document of 2017 LCPL Special Needs Services and Resources for Children with Disabilities and their Families; provide coverage for the Law Library.

- Served as division manager of the circulation staff, ensuring the proper leadership and management of circulation staff to include training, scheduling, evaluating, and proper operation of the division. Successfully manages the division to ensure proper planning, organizing, and direction of the library circulation services.
- Managed and coordinated the outreach to the Cascades Farmers Market which included social media posts, flyers, writing content for PAGES, and coordinating with internal staff and the external organization. Took the market from a small interaction to now it is the 2nd and 4th Sunday every month of the market with a small Pop-up library. Additionally, was able to utilize the mi-fi and staff iPads to allow check out of material, searching of patron's accounts, creation of new library accounts, and catalog searching for patrons at the event.
- Served as the coordinator, lead trainer, and local tech support for the Cascades Library in the county switch over to the new ILS/OPAC system. Served as a collaborative liaison between Cascades and county library administration on the switch over to TLC's UNIX and SQL/Oracle based ILS system. Ensured staff had the training to successfully provide a high level of customer service to patrons within the new system.
- Subject expert on the use of the ILS system, updating catalog records, utilizing cataloging/metadata for complex searching, creating data extraction procedures for staff; and manipulating report parameters.
- Increased the cross-training and support opportunities for circulation staff to ensure they have growth and enrichment in their job, while increasing the quality of customer service provided to patrons by staff.
- Serving as one of the web content managers for the Cascades Facebook.
- High proficiency in utilizing Microsoft Word, Front Page, Excel, Publisher, and Power Point Adobe & parts of Adobe Creative Suite, Photoshop, GIMP2, WordPress, LibraryAware, Demco's Evanced Signup and Spaces, Signup Genius, PicktoChart, Audacity, Oracle, Laserfiche, and admin side of various social media and Web 2.0 (ex: Facebook, Pinterest, Instagram, WordPress). Provide support to staff and public in using Microsoft Suite, Windows, Android, Mac, mobile, tablets, apps, DLSRs, library catalogs and databases (including Gale, Ebsco, and ProQuest products).
- Continued learning: Strategic Leadership, DISC Communication, Meyers Briggs, LibraryAware. Small Purchases, Oracle GL Overview, Oracle Accounts Receivable Invoices, New Supervisor Book Camp; Managing Generational Differences, Laserfiche Employee Action Form Initiator, Goal Setting for Performance Management, Creating a Healthy Work Environment
- Task Forces current and past: Fine Free Library Card; Circulation; Cash Register; Conference Policy; Social Media.
- Awards: multiple EMPACT awards (monetary), time off awards.

Organization: **Library of Congress** <http://loc.gov>

Last Area: **Collection Access, Preservation, and Analysis Section; Veterans History Project**

Previous Area: **Newspaper Section; Serials and Government Publications Division**

Position Title: **GS-1411-08, Library Technician**

Time with Organization: **10/2008-06/2015**

*Duties, Accomplishments, and Related Skills:*

- In the Veterans History Project (VHP), providing professional customer service to patrons and advancing the metadata cataloging, analysis, records management, preserving, conservation, archiving, serving, dubbing, and maintaining of over 97,000 collections with over 15,000 fully digitized online, in the world's largest oral history collection. Collections can include audio/visual material and original material.
- Prepared the finding aid for the Edwin Mark Trawczynski collection. <http://hdl.loc.gov/loc.afc/eadvhp.vh016005>
- In the newspaper section, Serials and Government Publications Division provided comprehensive customer service to patrons; serving and maintain material from division collection holdings that included over 9,000 US newspaper titles; 25,000 non-US newspaper titles; 70,000 current periodical titles; 7,000 comic book titles; government publications spanning over 1 million items, including United Nations (UN) documents; and numerous digital collections and online databases.

- Medical Emergency Response (MERT) Team Leader for the Adams building of the Library of Congress. Coordinating MERT members in providing first response medical care (First Aid, CPR, and AED) with the Library's Health Services until medical professionals appear on the scene.
- Successful utilization of various computer skills including: Microsoft Excel, Word, PowerPoint, Access, Front Page, Outlook, and Publisher; use of the internet, intranet, and Web 2.0 applications; utilizing library software and catalogs; complex searches of databases: homeland security, academic, intelligence, library.
- Completed the National Archives/Library of Congress hosted: Modern Archives Institute 2013 and the National Archives Holdings Protection and Security Training 2012.
- Continued learning classes: The Enabling Leader; Communicating a Shared Vision; Communication as a Leader; The Emotionally Intelligent Leader; Effective Mentoring; Communication Skills for Successful Management ; Career Development Program; Future Bridge, Mentoring Program; Advanced Excel; Excel Formatting Data and Formulas; Working with Multimedia Files on the Web; HTML Basics; Advanced Data Manipulation Features in Word; Advanced Data Management in Excel; HeartSaver AED / CPR Training; HeartSaver First Aid Training; Psychological First Aid (PFA) Training; Office Emergency Coordinator Training; Records Management; ILS Web OPAC Searching; ILS Searching for Serials; ILS Tomcat OPAC.
- Member of the Library of Congress Professional Association (LCPA); CFC/LCPA Book Sale Advisor 2013, 2014, and 2015; CFC/LCPA Book Sale Co-Chair 2012 and accomplished almost \$4000 to CFC in 2 ½ days (all books \$2 or less) and the donation of all left over books; CFC/LPCA Book Sale volunteer 2011.
- Awards: On-the-spot and leave awards for above and beyond work; CFC award in 2011.

Organization: **Waldenbooks/Borders**

Highest Position: **Sr. Bookseller/Keyholder**

Time with Organization: **05/2005-03/2009**

*Duties, Accomplishments, and Related Skills:*

- As a Key Holder/Senior Bookseller served as the equivalent to a team leader and was the supervisor in charge when a manager was not there. This could range from being the only person there to during the holidays overseeing, leading, and managing multiple employees in the store and multiple employees at kiosks away from the store.
- Duties could include being in charge of opening and/or closing the store; filling out the daily and weekly paperwork; ensuring money was properly accounted for; coordinating with other staff on the changing of displays; shelving of material; providing high quality customer service; cashier; receiving shipments; training staff; establishing relationships different organizations, customers, and employees; overseeing, leading, and managing multiple employees in the store and multiple employees at kiosks away from the store.
- Awards: Yes Pin for above and beyond customer service; Team Performance Award.

Organization: **Civil Air Patrol (Official Auxiliary of the Air Force)** <http://gocivilairpatrol.com/>

Current Position: **Group IV Staff, North Carolina Wing** <http://www.ncwgcap.org/>

Highest Position Held: **Director of Cadet Programs, North Carolina Wing**

Rank: **Captain** Time with Organization: **10/2001-Present** (all as a volunteer)

*Duties, Accomplishments, and Related Skills:*

- As Director of Cadet Programs: Coordinating, leading, overseeing, and ensuring training and standards are being met for the over 800 cadet volunteers (12-20-year olds) in North Carolina. Duties includes ensuring dissemination of information; managing multiple social media pages; ensuring paperwork is filed out properly and timely; cadets are provided proper training and educational opportunities; providing answers and solutions to program questions; administrative duties; analysis and program management; management of various databases; using tact and diplomacy in working with cadet and senior staff, including dealing with complaints and sensitive matters; and provide leadership for the cadet program staff. Regularly manages

numerous tasks and projects simultaneously with quality results; excels with difficult and complex assignments; and adapts quickly to change.

- Previous position included various leadership and management positions at the squadron, wing, and national special activity staff. Also serving on the International Air Cadet Exchange staff for the DC Phase for Civil Air Patrol (<http://www.iacea.com/index.asp>). Additionally, created and managed multiple websites for Civil Air Patrol utilizing metadata to increase the finding capabilities of the websites on search engines.
- Provided training and instruction in various topics including: Incident Command System (ICS), Operational Risk Management, search and rescue, survival techniques, documentation and reporting, communication, disaster relief, maps, site surveillance, flight line operations, coordinating with various agencies, distress beacon procedure, leadership, ethics, aerospace education, integrity; and blood borne pathogens.
- Awards: Meritorious Service Award, Earhart Award, Commanders Commendation, Yeager Award.

## Education:

### **University of North Carolina Greensboro (UNCG)**

**Master's Degree:** tentative 12/2017

**GPA:** 3.96 **Credits Earned:** 27 **Major:** Library and Information Science (MLIS)

- *Completed Courses:* Collection Management; Information Services and Sources; Foundation of Library and Information Studies; Information Organization and Access; Library Administration and Management; Reading, Literacy, and the Library; History of Libraries and Librarianship; Media Production Services for Library Programs; Learning and Makerspaces. *Current Courses:* Online Bibliographic Information Retrieval; Music Librarianship; Independent Study (Libraries and Homeschooling); Capstone.
- In progress Capstone website: <http://www.amiepleasant.wordpress.com>

*Memberships:* Library and Information Studies Student Association (LISSA); Special Libraries Association at UNCG (SLA-UNCG); American Library Association (ALA); North Carolina Library Association (NCLA); Virginia Library Association (VLA); Mid-Atlantic Regional Archives Conference (MARAC).

### **American Public University\***

**Master's Degree:** 05/2011, graduated with Honors.

**GPA:** 4.0 of a maximum 4.0 **Credits Earned:** 39

**Major:** Intelligence Studies \*American Public University is part of the American Public University System with the American Military University.

- *Courses:* Research Methods in Security and Intelligence Studies; Strategic Intelligence; Collection; Analytics I and II; Writing Skills for Analysis and Reporting; Interagency Operations; Signals Intelligence (SIGINT); Human Intelligence (HUMINT); Intelligence Profiling; Information Warfare; Intelligence and Weapons of Mass Destruction; and Master's Capstone in Strategic Intelligence.
- *Final Master's Research Paper:* PO Box 1142\* Versus GTMO: Analyzing the Past to Redefine the Future of Interrogation Methods and Procedures at High Level Detainee/POW Centers  
\*PO Box 1142 was the secret POW center at Fort Hunt, Virginia during World War II.
- *School Related Awards:* President's Honors List – 4th Quarter (01/01/2011); 3rd Quarter, (10/01/2010); 2nd Quarter, (07/01/2010); 1st Quarter, (04/01/2010)
- *Memberships:* Alpha Chapter of Delta Epsilon Tau International Honor Society, Sigma Iota Rho

### **University of North Carolina Greensboro (UNCG)**

**Bachelor's Degree:** 05/2008, graduated Magna Cum Laude

**GPA:** 3.81 of a maximum 4.0 **Credits Earned:** 122 \* **Major:** History

\*Credits Earned: 122 with 64 transfer credits from Associates Degree.

- *Courses:* Communications in Contemporary Society; Ethics and Technology; The Near and Middle East; Music Culture of the World; Russian Novels of Conscience; Photography: Context and Illusion; German; Medieval Legacy; Fencing; Europe 1400-1789; Frontier in American Culture; History of North Carolina; Individual Study: Medieval Military History; Old Europe, New Europe; Intermediate German Topics; Semester Research: Germany in World War II; East Asian History: The Viet Nam Wars(Vietnam from Pre-History to 1975); 20th Century Architecture; German Literature.
- *School Related Awards:* Outstanding History Research Paper for the 2007/2008 School Year; Dean's List in Spring 2007, Fall 2007, Spring 2008; Chancellor's List in Fall 2007, Spring 2008
- *Other Accomplishments:* Restarted the UNCG Fencing Club in August 2007; Chair of the UNCG Fencing Club Fall 2007; Member of the UNCG Fencing Club Fall 2007 to Spring 2008.

### **Forsyth Technical Community College (FTCC)**

**Associate's Degree:** 05/2006, graduated with High Honors

**GPA:** 3.89 of a maximum 4.0    **Credits Earned:** 87 credits\*    **Major:** History

\*21 of the credits were in Emergency Medical Science.

- *Courses:* Business; Statistics; Public Speaking; Argument Based Research; Ethics; American Government; College Algebra; American History; Chemistry; Expository Writing; Western Civilization; Myth in Human Culture; Computers; Communication; Film; Anatomy and Physiology; Golf; Art; Psychology; American Literature; Emergency Medical Technician Basic (EMT-B); Rescue Scene Management; EMS Vehicles and Communication.
- Passed the North Carolina EMT-B exam at 17 years old and licensed NC State EMT-B at 18 years old.
- Start taking courses while still in high school through dual enrollment.

Portfolio of photography abilities can be viewed at: <https://flic.kr/s/aHsm1LXYnk>