

HEATHER BARRY
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PROFESSIONAL SUMMARY

Dedicated and passionate manager librarian with 20 years of experience. Meticulous attention to detail, exemplary customer service, and demonstrated ability to enhance relationships within the organization and community.

CORE QUALIFICATIONS

- Friendly, Exceptional Customer Service Supervisor
- Interpersonal Communications
- Staff Training & Development
- Supervision & Resource Management
- Conflict Management & Problem Solving
- New Initiative Roll-out & Implementation

PROFESSIONAL SKILLS

Customer Experience

- Deliver meaningful customer experiences that promote learning, creating, and sharing in our libraries and beyond
- Develop and modify services based on community feedback using a service design approach
- Enhance customer experiences by cultivating diverse collections, resources, and programming
- Champion efforts to enhance the quality of life for surrounding communities

Leadership

- Strong, service-oriented leadership and extensive knowledge of Richland Library's values
- Coach and develop staff and align goals with Richland Library Promises and Strategic Plan initiatives
- Mentor and support staff through organizational changes and renovations
- Hire, coach, train, and evaluate diverse team members for success
- Collaborate with management team to enhance the customer experience and support teams
- Strategic Project leader, facilitator, and team member
- Supervisor Learning Circle guide for New Supervisors
- Leadership RCPL graduate
- Richland Library Toastmasters past President, Secretary

Community Outreach and Volunteering

- Strong knowledge of our customers and communities by virtue of managing key locations across Richland County
- Talented in identifying gaps in service, efficiency, and communication
- Build rapport with community leaders and stakeholders by researching, attending neighborhood meetings, and prioritizing community outreach
- Establish community connections by collaborating with schools, churches, and organizations
- Midlands Reading Consortium Volunteer
- Free Times Parent contributor
- Girls Rock Columbia camp organizer and camp library liaison
- Modjeska Simpkins School graduate

PROFESSIONAL EXPERIENCE

Location Assistant Manager Richland Library Southeast Columbia, SC	1/23 – present
Location Manager Richland Library Columbia, SC Ballentine, Cooper, Eastover, Wheatley Interim at Blythewood, Eastover, Local History, Lower Richland, Northeast, North Main	6/08 – 6/23
Children's Librarian Richland Library St. Andrews Columbia, SC	6/07 – 5/08
Law Library Clerk Nelson Mullins Riley & Scarborough Columbia, SC	4/03 – 6/07
Reference Assistant Charleston County Public Library Charleston, SC	9/02 – 4/03

EDUCATION

UNIVERSITY OF SOUTH CAROLINA, COLUMBIA, SC
Master of Library and Information Science, 2006
Bachelor of Science, Biology, 1999