

Alina Holloway

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SUMMARY

Academic library operations professional with seven years supporting collection access, fulfillment, **stacks maintenance**, **resource sharing**, and complex patron service in university settings. Coordinates local retrieval, Interlibrary Loan borrowing, scanning, physical delivery, and electronic delivery across high volume workflows. Supervises and trains student assistants through clear checklists, floor coaching, and practical escalation guidance. Uses LMS and ILS fulfillment functions, user records, loan rules, **terms of use**, system policies, bibliographic records, **Library of Congress classification**, online databases, and external catalogs. Verifies citations, locates requested materials, prepares readable article PDFs, and protects copyright and intellectual property. Leads collection shifts, shelf accuracy reviews, space planning, workflow analysis, and procedural updates that keep access dependable. Brings calm judgment to complex requests and collaborative service work, with clear value for patrons, students, and library partners.

EXPERIENCE

Resource Sharing and Fulfillment Coordinator

January 2023 - Present

Capital Valley University Library

Sacramento, California

Coordinates daily fulfillment and resource sharing operations for a university library, supporting local retrieval, partner borrowing, scanning, delivery, **student supervision**, system administration, collection shifts, and patron issue resolution.

- Balanced local retrieval, partner borrowing, scanning, and **electronic delivery** across daily fulfillment queues.
- Supervised 12 **student assistants** through checklists covering reshelving, pull lists, scanning, routing, and escalation.
- Administered LMS and ILS requests, user records, loan rules, terms of use, and system policies.
- Verified incomplete citations through external catalogs and bibliographic databases, locating requested materials for ILL.
- Mapped **call number ranges** during **collection shifts**, preserving shelf accuracy and access to high demand materials.
- Resolved copyright and delivery exceptions through resource sharing policy, **ILL standards**, and bibliographic evidence.

Library Fulfillment Specialist

June 2021 - December 2022

Sierra Metropolitan College Library

Sacramento, California

Managed print and electronic fulfillment for an academic library, combining ILS transactions, citation research, article scanning, shelf accuracy, student training, patron privacy, and procedure improvement.

- Managed print and electronic requests through **ILS** retrieval, status updates, **user records**, and routing.
- Prepared **article PDFs** from journals and documents, checking page order, clarity, and delivery readiness.
- Verified citations across catalogs and **online databases** before submitting accurate **ILL** requests.
- Interpreted Library of Congress records to resolve missing, mis shelved, in transit, and mislabeled materials.
- Trained student employees on stacks procedures, retrieval priorities, material handling, privacy, and service standards.
- Revised desk procedures after analyzing request failures, clarifying escalation paths for **delivery exceptions**.

Library Services Assistant

July 2019 - May 2021

North River Community College Library

Redding, California

Supported public service, stacks, and clerical operations for an academic collection, handling circulation, retrieval, citation research, scanning, patron questions, **shelf accuracy**, and supervised collection moves.

- Processed checkouts, returns, holds, retrieval requests, and account questions for **academic library** patrons.
- Shelf read materials by Library of Congress call number, correcting errors and flagging damaged items.
- Located course related books and articles through catalogs and external bibliographic sources.
- Scanned journal articles and course documents into organized PDFs, checking sequence and readability.
- Recorded patron access issues and escalated policy exceptions with concise notes for efficient resolution.
- Measured shelf space and moved **call number ranges** in sequence during collection relocation projects.

PROJECTS

Evening Resource Delivery Workflow 📅 2024

Worked with student assistants and service colleagues to map retrieval, scanning, routing, and electronic delivery steps. Shared practical fixes that reduced confusion during busy evening coverage and gave patrons clearer updates.

Collection Shift and Shelf Accuracy Review 📅 2022

Partnered with library staff to sequence call number moves, check shelf order, and protect access to high demand materials. Open communication helped resolve misplaced items before patrons encountered delays.

LEADERSHIP & AWARDS

- Recognized by library supervisors for dependable coordination of complex fulfillment and resource sharing requests.
- Selected to train student assistants on stacks maintenance, scanning standards, retrieval priorities, and exception escalation.
- Trusted with collection shift planning, shelf accuracy audits, and practical workflow documentation across academic library teams.

EDUCATION

Bachelor's Degree in Liberal Studies

2019

California State University, Sacramento GPA: 3.8

Sacramento, California

Coursework: Library operations, Information organization, Research methods, Academic communication

CERTIFICATIONS

- Copyright for Educators and Librarians 📅 2022
- Interlibrary Loan Foundations Certificate 📅 2023

TECHNICAL SKILLS

- **Library Systems:** LMS, ILS, fulfillment module
- **Resource Sharing:** Interlibrary Loan, borrowing, partner networks
- **Bibliographic Research:** Online databases, library catalogs, bibliographic tools
- **Metadata and Classification:** Library of Congress Classification, bibliographic records, call numbers
- **Fulfillment Functions:** Requests, user management, loan rules
- **Policy Configuration:** Terms of use, system rules, access policies
- **Document Delivery:** Article PDFs, journal scanning, electronic delivery
- **Collection Operations:** Stacks maintenance, shelf reading, collection shifting
- **Copyright Practices:** Copyright, intellectual property, ILL standards
- **Workflow Improvement:** Workflow analysis, procedure documentation, escalation paths
- **Student Supervision:** Training, checklists, floor coaching
- **Patron Services:** Access support, issue resolution, privacy

SKILLS

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|----------------------|--------------------------------------|-------------------------|-----------------------|
| • Fulfillment | • User Management | • Citation Verification | • PDF Creation |
| • Resource Sharing | • Library of Congress Classification | • Online Databases | • Collection Shifting |
| • Stacks Maintenance | • Bibliographic Records | • Library Catalogs | • Patron Support |
| • LMS and ILS | • Interlibrary Loan | • Article Scanning | |

PROFESSIONAL AFFILIATIONS

- Academic library operations community, focused on collection access, fulfillment, and patron support.
- Library resource sharing practice community, engaged with ILL standards, copyright, and partner delivery workflows.

LANGUAGES

- English (Native)
- Spanish (Intermediate)

ADDITIONAL INFORMATION

Work Status : Authorized to work in United States. No sponsorship required.

REFERENCES

AVAILABLE ON REQUEST