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# MORGAN STANSELL

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## PROFESSIONAL SUMMARY

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Highly organized library professional with both administrative assistant and supervisory experience and a passion for supporting student success through evidence-based practice.

## SKILLS

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- Materials preparation
  - Report writing
  - Interpersonal and written communication
  - Extremely organized
  - Excellent customer service Strong
  - verbal communication
- Maintaining records and confidentiality
  - Microsoft Office
  - OCLC Worldshare Management
  - System Staff supervision and delegation
  - Tipasa

## WORK HISTORY

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**Access Services Coordinator**, 06/2018 to Current

**Berry College Memorial Library** – Rome, Georgia

- Administer and oversee any procedures related to library material circulation, including processing notices and reports, resolve complex circulation issues, implement policies and procedures, and train library staff to support user services.
- Process fees and billing for missing/lost circulated items.
- Responsible for maintaining patron database, manage course reserve operations, which include interpreting library and copyright policies.
- Coordinate various lending services, including technology. Compile statistics and data related to areas of responsibility in support of departmental goals.
- Responsible for hiring, training, and supervising a high number of student support staff (30-40 individuals) to manage all library circulation and customer service functions.
- Mentor student staff and provide performance evaluations.
- Train student staff in the areas of customer service: phone etiquette, front desk management, and verbal communication skills and research information skills.
- Staff service points of main library, library lab, and the Curriculum Materials Center.
- Manage functions of both the Memorial Library and the Curriculum Material's Center (Children's library).

- Provide quality customer service to faculty, students, and community patrons. Manage
- inventory and sales of "Corner Store" at service points.
- Responsible for all policies and procedures related to user services and outreach effort, as well as serving as the front line to incoming questions from the greater community regarding library services.

**Administrative Assistant**, 09/2017 to 06/2018

**Georgia's Rome Convention And Visitor's Bureau – Rome, Georgia**

- Responsible for assisting managers in all aspects related to tourism and hospitality for the greater Rome area.
- Sole operator of the Georgia's Rome Welcome Center at the main location in Downtown Rome.
- Processed visitation reports, daily deposits, and updates regarding information on the City of Rome's history, locations, and events.
- Published articles on history and current events in the Northwest Georgia area on the Georgia's Rome "Roam Around Rome Blog."
- Assisted in the scheduling, promotion, and facilitation of city events and markets.
- Responsible for marketing events such as, The Wings Over North Georgia Air Show and the Rome International Film Festival.
- Provide a quality welcoming experience to visitors and locals to the greater Rome area.
- Check inventory, manage storefront, and conduct product evaluation for sales at The Last Stop Gift Shop and Welcome Center Downtown.

**Suite Attendant**, 05/2017 to 09/2017

**The Rome Braves – Rome, Georgia**

- Set dining tables according to type of event and service standards.
- Maintained clean and presentable tables with tableware, spotless glassware, silverware and linens.
- Served parties of large and upscale events at the suite level of the institution.
- Provided hospitality and customer service to all individuals in attendance at the sporting event.
- Processed credit card payments and placed food orders.

**Circulation Assistant V- Student Supervisor** , 08/2013 to 05/2017

**Berry College – Rome, Georgia**

- Assisted the Access Services Coordinator and additional staff with circulation and operating procedures.
- Responsible for both opening and closing procedures of the library.
- Performed total library operations unsupervised and independently from library staff.
- Assisted with the management of patron accounts and confidentiality.
- Trained and evaluated student worker performance under Access Services Coordinator guidance.

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## EDUCATION

**Master of Library and Information Studies:** The University of Alabama, 2022

**Bachelor of Arts:** English Literature, 2017

**Berry College - Rome, GA**

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## AFFILIATIONS

Member, Learning, Research and Engagement Team, 2018 to Current

Member, Hiring Committee for Student Success and Engagement Librarian, 2019

Volunteer, AIDS Resource Council of Rome, 2018 to Current