

# MELISSA P. SHADOWENS

## PROFESSIONAL DEVELOPMENT

Kansas University, Emerging Leaders Academy, 2024

Plano's Compass Leadership Series, 2023

Management Preparation Program of Plano (MP3), 2017

Plano's Leadership for the 21st Century, 2013

iLEAD Leadership Program, City of Grand Prairie, 2011

## TECHNOLOGY

- Monday.com Project Management tool
- Polaris/LEAP & Sirsi/BlueCloud ILS Systems
- Evanced & Communico Room Reservation Platforms
- Boopsie, Sirsi & Communico Library Apps
- Envisionware & TBS Print Management Systems, PrinterOn Wireless Printing, PC Cop
- Microsoft Office Suite, Google Suite, Skype, MS Teams, Zoom
- Canva, Prezi platforms
- Social Media platforms

## PROJECTS

### City of Plano

#### Plano Homelessness Initiative

- Appointed as Department Liaison to the City of Plano's Homeless Initiative and Manager's Roundtable
- Candidly & diplomatically addressed issues faced by the Library department with the organization's goals in mind
- Advisor to department management and staff regarding complex issues related to homeless in the library

#### Department Onboarding/Orientation Training

- Developed departmental orientation for new hires and sponsored an onboarding training project under the library's strategic plan, identifying and addressing training gaps for new employees. Nicknamed "Queen of the Icebreakers" for developing fun, engaging activities for library teams

#### Staff Development Day Training

- Directed and executed the annual event dedicated to educational training and team building activities for all library staff, partnered with City leadership and City departments.

#### Expansion & Renovation Project

- Pioneered a comprehensive expansion and renovation project for the library spanning 14 months. Collaborated with facilities, engineering, architects, construction contractors and library staff to ensure seamless execution. This historical project, which was funded through a 2017 Bond Referendum was featured in various media outlets and podcasts.
- Orchestrated the planning and execution of the reopening celebration, fostering community engagement and celebration of the enhanced library facilities, which brought in 1,200+ attendees

#### Community Outreach

- Developed and implemented an organized system to engage library staff across all five locations to showcase services and resources within the community

#### Art in Plano

- Led and implemented various Art Exhibits at each library location and Artist in Residence program out of Harrington Library, managed art-funded grants totaling \$75k annually for three consecutive years.

#### Family Place Network

- Administered the national Family Place Library initiative, offering support and programming for families with children aged 0-5.
- Managed staff training, recruited community partnerships with local professionals, designed expanded play space, and implemented parenting collection.

#### Head Start Interlocal Agreement

- Managed the legal contract and Interlocal Cooperation Agreement between the City of Plano & Plano Independent School District, which outlined the specifics regarding the services rendered by Plano Public Library staff.

#### City of Plano's COVID-19 Hotline

- Appointed to lead the City's COVID-19 hotline & call center and coordinated 20 librarians to serve as operators for Plano and Collin County residents and beyond through phone calls and online chat throughout the COVID crisis.
- Partnered with the City's Deputy City Manager, Director of Communications & Community Outreach and Technology Services Communications department.