






MELISSA P. SHADOWENS

CONTACT

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SKILLS

- Leadership
- Team Building
- Project Management
- Communication
- Strategic Initiatives
- Visionary
- Change Management
- Policy Development
- Bilingual - Spanish

EDUCATION

Masters of Library Science

University of North Texas

Bachelors of Arts, Sociology

University of North Texas

ORGANIZATIONS

ALA Member, 2012-Present

- ALA Policy Monitoring Committee, 2023-2025

TLA Member, 2012-Present

- TLA District 5 Past-Chair, 2023-2024

Collin County Social Services

Association Member, 2016-Present

- Secretary, Jan - Dec 2017

Town of Flower Mound - Cultural Arts Commission

- 2nd Place, 2014-2016

PROFILE

Accomplished bilingual management administrator with more than 18 years of experience in public library management & administration within diverse workforce environments. Demonstrated adeptness in leadership, particularly in strategic management, cultivating cultural shifts, and fostering robust community relationships amidst citizens with divergent and often competing needs. Skillfully lead a diverse and resilient team of professionals, fostering their leadership development and positioning them as industry leaders.

WORK EXPERIENCE

Manager, City of Plano

Full time, minimum of 2080 hours/annually

City of Plano/Public Library Management & Administration

2012 - Present

- Direct the daily operations, set goals and objectives for the Harrington Library
- Build and maintain community partnerships for the Plano Public Library
- Liaison for City's Homelessness Initiatives & Manager Roundtable
- Advocate for diverse, community needs within the East Plano community
- Develop library policies, procedures, and programs
- Lead hiring process and recruitment teams
- Participate in professional development through local, state, and national library associations
- Attend conferences, webinars, and professional development trainings
- Prepare annual building budget, monitor ongoing expenditures
- Exemplify SERVE organizational values: Stewardship, Engaged, Respect, Visionary, Excellence

Supervisor, City of Grand Prairie

Full time, minimum of 2080 hours/annually

City of Grand Prairie/Public Library Division Lead

2008-2012

Oversaw daily operations of a library division (children's), managing personnel, setting goals, directing public services, promoted library services, and offered professional reference assistance. Additional responsibilities involved reference services,, addressed inquiries in person and by phone, and collaborated with City employees and citizens. Completed a 12-month city-sponsored leadership training program with a peer group, led by City Management.

Implementation Manager

Full time, minimum of 2080hrs/annually

United Healthcare Group/Key Accounts

2007-2008

Lead the implementation of health insurance benefits for key accounts for organizations of 500+ employees including several local governments in the DFW metroplex and businesses.

Assistant Librarian, St. Rita School

Full Time School Contract , 40hrs/week during School Year

Catholic Diocese of Dallas

2004-2007

Co-managed the school library and positioned it as a dependable resource for students/faculty/families, recruited and trained parent volunteers, and developed curriculum for K-8 students.

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LOCAL GOVERNMENT LEADERSHIP TRAINING

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

- 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

REFERENCES

Available Upon Request.

PROFESSIONAL ACHIEVEMENTS

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.