

Jayme Kostandinu

Circulation Department Manager with over 20 years of extensive expertise in library operations, customer service, and program organization. Skilled in workflow optimization, staff supervision, and event planning, contributing to library goals through effective team collaboration and innovative solutions. Passionate about enhancing library services through inclusive, community-centered practices.

Work Experience

Circulation Department Manager, Northland Public Library Pittsburgh, PA

Sept 2022 - Present

- Leads diverse team of 33 staff, optimizing schedules and workflows while fostering a culture of continuous improvement and exceptional patron service.
- Effectively manages change during multimillion-dollar renovation project, ensuring smooth transitions and alignment with organizational goals.
- Contributes to county-wide best practices initiative, enhancing service quality across 70+ library locations through active participation in Circulation Advisory Group.
- Cultivates an inclusive environment, championing diversity and accessibility efforts through IDEA group membership.
- Skilled in recruiting, conducting performance evaluations, supervising teams, and providing coaching to enhance employee development and drive organizational success.
- Drives operational excellence by streamlining processes, resolving complex patron issues, and collaborating with department leaders to achieve strategic library goals.
- Shapes future of library services by integrating innovative practices, fostering staff development, and aligning department initiatives with evolving community needs.

Program Specialist, Saint Lucie County Library System Port St Lucie, FL

Nov 2018 - June 2022

- Spearheaded creative programming initiatives, adapting to remote operations with online storytelling and craft sessions, enhancing community engagement.
- Fostered partnerships with local businesses, schools, and community members to expand library services and increase patron connections.

Skills

- Scheduling
- Staff Supervision & Training
- Customer Complaint Resolution
- Communication
- Team Collaboration
- Strategic Planning
- Program Planning
- Budgeting

Tools/Software

- ILS - Sierra and Sirsi
- Canva
- Microsoft 365
- Google Workspace
- LibGuides
- Electronic Databases

Additional Information

- Completed a course at Nueva Lengua Spanish School in Cartagena, Colombia.
- Served on the Florida Library Association's Performer's Showcase Committee.
- Inaugural recipient of the Will Neil Librarian Scholarship.

- Leveraged data analysis to evaluate and refine library offerings, driving continuous improvement in service quality and patron satisfaction.
- Mentored and supervised staff of ten, contributing to hiring, training, and performance reviews, fostering a cohesive team environment.
- Led youth services team in developing innovative best practices, expanding community programming to meet diverse local needs.
- Pioneered remote library services, offering online storytelling and craft sessions to enhance community reach during the pandemic.

Children's Specialist, Martin County Library System Stuart, FL

Nov 2010 - Nov 2018

- Pioneered dynamic youth programs integrating art, literature, and STEM, tailoring offerings to community needs and long-range service goals.
- Orchestrated annual seasonal programs with 200+ participants, leveraging social media platforms to boost engagement and attendance.
- Fostered community partnerships through library tours and presentations, enhancing the library's role as a vital educational resource.
- Optimized youth services based on patron feedback and community needs, ensuring relevance and impact of library offerings.
- Spearheaded digital initiatives, including online newsletters and email campaigns, expanding the library's reach and modernizing communication.

Senior Clerk, Carnegie Library of Pittsburgh Pittsburgh, PA

July 2001 - Aug 2010

Educational Background

Masters of Library and Information Science

University of South Florida

Spring 2025

- Public Libraries Track

Bachelor of Science in Organizational Management

Indian River State College

Jan 2018 - Apr 2019

Associate of Arts in English

Indian River State College

May 2017 - Dec 2017