

 (206) 567-9087

 rachel.kim@seattlepl.org

 Seattle, WA

## EDUCATION

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### Bachelor's in Information Science

University of Washington, Graduated:  
June 2016

### Certifications

- Digital Archives Specialist (Society of American Archivists) – May 2023
- Accessibility Fundamentals for the Web (Deque University) – August 2022

## SKILLS

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- MARCEdit, CONTENTdm, OverDrive Marketplace, Libby, Hoopla
- WCAG 2.1 compliance, Accessibility audits, Digital accessibility tools
- Dublin Core, MODS, MARC21
- HTML/CSS basics, Web content management
- Staff and patron training, Technology troubleshooting, Online resources support

## LANGUAGES

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- Spanish: Conversational proficiency
- Korean: Basic proficiency

## AWARDS

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- Employee of the Year – Seattle Public Library (2022)
- Outstanding Service Award – Tacoma Public Library (2019)

# RACHEL KIM

## DIGITAL SERVICES ASSISTANT

## PROFESSIONAL SUMMARY

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Tech-savvy Digital Library Assistant with experience managing digital collections and e-content platforms within a public library system. Passionate about improving virtual access to knowledge through innovation and user-centered solutions. Skilled in digital archiving, web accessibility, and metadata standards.

## EXPERIENCE

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- February 2020 - Now

### Digital Services Assistant

**Seattle Public Library** / Digital Services Division

- Oversee the catalog integration of e-books and audiobooks through platforms such as OverDrive and Hoopla, ensuring seamless access for patrons.
- Provide training and support to staff and patrons on mobile reading apps, including downloading, troubleshooting, and best practices for virtual library services.
- Collaborate with the digital accessibility team to conduct website updates and audits, improving online usability for diverse user groups.
- Digitize archival collections, manage metadata entry, and ensure proper standards (Dublin Core) for long-term digital preservation.

- May 2017 - January 2020

### Library Assistant – IT Services

**Tacoma Public Library** /

- Assisted in the rollout and implementation of library software, providing essential technology support to staff and patrons during self-service tool launches.
- Conducted technology help sessions, offering one-on-one support for patrons to navigate library databases, online resources, and digital devices.
- Maintained media labs and digital creation spaces, ensuring the availability of equipment for public use and enhancing library services for community members.