

Peter Krauss

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SUMMARY OF QUALIFICATIONS

Skilled in time management, communication, and problem-solving. Effective and experienced in library services, patron engagement, operations and administration, and technology utilization. Educated with a bachelor's in social science from USF focusing on economics, criminology, and psychology.

SKILLS

Time Management: Adept in fast-paced environments, handling multiple priorities and meeting deadlines.

Communication: Exceptional in listening, speaking, writing, and persuading using social perceptiveness.

Problem-Solving: Excellent in creative and critical thinking for actionable, service-oriented solutions.

Other: Knowledge of library methods, standard library tasks, and circulation software. Ability to understand and follow oral and written instructions. Ability to establish and maintain effective working relationships.

Knowledge of business, English, spelling, and grammar.

AREAS OF EXPERTISE

Library-Specific

- Assisted patrons: with reader advisory, information retrieval, research/reference, tech assistance, etc.
- Navigated digital resources with patrons: St. Pete Library System/Pinnellas Public Library Cooperative sites and catalog (Sirsi), Hoopla, Libby, etc.
- Aided in collection management: handling of damaged materials, weeding, and disposal procedures.
- Performed circulation of materials using Workflows integrated library system (ILS) and PALS.
- Completed other tasks such as collecting and recording data, processing interlibrary loans (ILLs), and promoting the freedom to read.

Patron Engagement

- Welcomed guests and maintained an outstanding patron experience.
- Resolved patron issues and operational challenges suitably and effectively.
- Built and maintained strong relationships with patrons, colleagues, and community members.
- Addressed patron's needs and complaints, maintaining high performance and satisfaction.

Operations and Administration

- Managed and maintained accurate records (market research, patron records, transactions).
- Managed contracted hires and employees, ensuring effective teamwork and project completion.
- Streamlined administrative tasks, ensuring timely processing of orders in fast-paced environments.

Technological Proficiency

- Advanced in Microsoft Office and Google Suite (Word/Docs, Excel/Sheets, PowerPoint/Slides, Forms).
- Utilized artificial intelligence (AI) platforms to optimize workflow and decision support.
- Adapted to and quickly learned new technology (Email, CRM, POS) as needed to improve productivity.

EMPLOYMENT HISTORY

West St. Petersburg Community Library , Library Service Technician – St. Petersburg, FL	2024 – Present
The Salvador Dalí Museum , Visitor Experience Specialist – St. Petersburg, FL	2023 – 2024
Khawa Coffee , Barista – St. Petersburg, FL	2023 – 2023
SVN Commercial Advisory Group , Sales Advisor – Sarasota and Tampa, FL	2021 – 2022