



## CONTACT

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## EDUCATION & TRAINING

MASTER OF EDUCATION //  
INSTRUCTIONAL DESIGN  
Western Governors University  
2019-2020

MASTER OF SCIENCE //  
LIBRARY & INFORMATION  
SCIENCE  
Wayne State University, Detroit, MI  
2012-2014

BACHELOR OF ARTS //  
HISTORY  
University of South Florida, Tampa,  
FL  
2003-2011

CONSUMER HEALTH  
INFORMATION SPECIALIZATION II  
Medical Library Association  
2019-2022

## EXPERTISE

Microsoft Office Suite

Learning Management Systems

Oral Presentations & Training

Consumer Health

Articulate e-learning software

Customer Service

Computer Programs &  
Technology

Academics and Instructional  
Development

# ANGELA NOVAK

LIBRARIAN  
& INSTRUCTIONAL  
DESIGNER



## PROFESSIONAL PROFILE

Librarian with 11+ years of customer service and training experience. Skilled at communicating and the ability to maintain cultural sensitivity and establish rapport with members of diverse groups. Highly organized and independent with the ability to also promote team cohesiveness. Able to effectively coordinate tasks to accomplish projects in a timely fashion. High-energy, confident professional with an infectious enthusiasm for technology. Creative, resourceful and flexible, able to adapt to changing priorities and maintain a positive attitude and strong work ethic.

## WORK EXPERIENCE

### MEDICAL LIBRARIAN

*Tampa General Hospital // Tampa, FL // April 2018 – Present*

- Retrieves articles from various health sciences databases
- Provides evidence-based literature to support proposed initiatives and education
- Contributes to consumer health initiatives
- Presents lectures on literature searching and evidence based medicine
- Assists staff, patients and visitors with computer issues
- Provides professional reference services to all levels of staff
- Collaborates with interdisciplinary committees
- Maintains professional expertise
- Participates in library marketing activities
- Consumer Health Specialization
- Operates interlibrary loan services through DOCLINE
- Participates in regional medical library networks
- Maintains and updates internal library site

### INSTRUCTIONAL DESIGN INDEPENDENT CONTRACTOR

*Various Clients // Virtual // September 2020 – Present*

- Provides instructional design services
- Project Management of Instructional Design Project
- Analysis of existing training materials
- Development of Learning Objectives
- Development of Course Outlines
- Development of Course storyboards
- Complete construction of online courses using e-learning software
- Provides recommendations for conversion of in person courses to remote learning



## SKILLS SUMMARY

Outstanding Proficiency in  
Microsoft Office Applications

Ability to type 60+ WPM

Strong decision making and  
problem-solving skills

Experience training and creating  
video tutorials

Instructional Design in training  
settings

Exceptional written and verbal  
communication skills

Deadline Oriented

Technology oriented and  
knowledgeable about computer  
programs and tech support

Flexible and able to learn new  
skills

Health Sciences library  
specialization

Evidence-Based Practice and  
Medical research

## MEMBERSHIPS & APPOINTMENTS

Tampa Bay Medical Library  
Network (TaBaMLN) – CE Chair  
(2019-2020)

Florida Health Sciences Library  
Association (FHSLA) –Secretary  
(2021-2023), Strategic Planning  
Committee, TBLC Collaboration  
Committee

Southern Chapter (MLA)

## WORK EXPERIENCE CONTINUED

### LIBRARY SERVICES & DISTANCE EDUCATION COORDINATOR I

*Medical Prep Institute of Tampa Bay // Tampa, FL // Oct. 2014 – April 2018*

- Managed and maintained the library collection
- Cataloged library materials based on the Dewey Decimal and Library of Congress Classification systems
- Assisted students and staff with locating library materials
- Offered basic technical assistance and assisted in troubleshooting general computer problems
- Assisted in navigating the internet, located databases in order to help students and staff use library resources.
- Participated in collection development of the library collection
- Managed library policies and conducts library orientation
- Oversaw the development and delivery of eLearning resources for students and faculty
- Participated in school wide initiatives, development and meetings
- Supported the Learning Management System for students and staff throughout the campus

### CUSTOMER SERVICE & BACK OFFICE SUPPORT

*APAC Customer Services // Tampa, FL // Sept. 2003 – Dec. 2014*

#### Customer Service & Back Office Support

- Answered calls and emails from a diverse customer group to satisfy tracking, tracing and shipping requests
- Worked in a group and independently to enter data for investigations and high priority and complex projects/reports
- Answered incoming messages from internal and external global customers
- Analyzed data to complete reports and provided feedback to the clients
- Used a computer based database to examine issues and resolve customer concerns

#### Advisor/Coach

- Supported internal associates with escalated issues and concerns
- Coached agents to meet goals and learn new concepts
- Reviewed company guidelines and procedures with associates
- Documented behavioral and quality based improvement logs

### TRAINER

*AMC Regency Theatre // Brandon, FL // Aug. 2001 – Sep. 2003*

- Trained new and current employees on company guidelines and procedures
- Took concession orders and handled money from the public
- Acted as a lead staff members when needed and assigned duties to other employees
- Restocked inventory as needed
- Shifted other departments as needed

## TRAINING & SPEAKING EVENTS

### BASIC LITERATURE SEARCHING SKILLS - CO-PRESENTER

*Tampa General Hospital // 2018-2020*

### CONSUMER HEALTH RESOURCES - CO-PRESENTER

*Tampa General Hospital & USF's OLLI Program // 2019-2020*

### COVID-19 RESOURCES (SURVEILLANCE TOOLS) - CO-PRESENTER

*FHSLA & TBLC Education Series Collaboration // 2020*

### SAFETY MONTH (PET SAFETY) - CO-PRESENTER

*FHSLA & TBLC Education Series Collaboration // 2020*

### HEART HEALTH RESOURCES (FOR ADULTS) - CO-PRESENTER

*FHSLA & TBLC Education Series Collaboration // 2021*