

STEVE PULLEN
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Education

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| Spring, 2002 | KENT STATE UNIVERSITY
• Master of Library and Information Science. | KENT, OH |
| Fall, 1997 | THE OHIO STATE UNIVERSITY
• Bachelor of Arts degree in International Studies. | COLUMBUS, OH |
| 1995-1996 | UNIVERSITY OF IOWA
• Asian Studies Major, Honors Program. | IOWA CITY, IA |
| Spring, 1995 | SOUTHEASTERN COMMUNITY COLLEGE
• Associate of Arts degree, focus on business law. | BURLINGTON, IA |

Experience

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| April 2014 -
Present | FRANKLINTON AREA COMMISSION
Commissioner
• Appointed position based on current Commission Chair recommendation.
• Routinely attend Commission meetings and participate in discussions.
• Responsible for addressing community concerns, zoning variances, and making recommendations to City of Columbus offices.
• Chair of the Election Committee and member of the Executive Committee.
• Maintain connections with a variety of local/City of Columbus contacts and other commissioners.
• Maintain awareness of development and current events in the Franklinton Area and in other areas of the city that may impact Franklinton. | COLUMBUS, OH |
| December 2013 -
Present | COLUMBUS METROPOLITAN LIBRARY (CML)
FRANKLINTON BRANCH
Branch Manager
• Manage YS Manager, Customer Service Manager, and lead branch team of 11 staff.
• Lead 2 security officers. Manage volunteers as needed.
• Conduct interviews / Hire for open positions. Responsible for training, coaching, resolving performance issues, and writing evaluations.
• Manage fiscally responsible budget usage; review p-card orders for all purchases.
• Set clear goals, objectives, and expectations relating to a variety of services from front desk to programming. | COLUMBUS, OH |

- Schedule and plan for optimum usage of available staff to meet customer needs.
- Maintain oversight of collection development and all assigned areas.
- Resolve customer account issues and manage security issues on a routine basis.
- Cover all positions as needed, information, circulation, and HHC.
- Maintain connections with a variety of contacts, from long term customers and community contacts to other managers throughout the system.
- Involvement in a variety of system projects such as extended Wi-Fi, Staffing Workgroup, Expanded Services Group, new copier rollout, credit card terminal replacement, and card access control review.
- Represent the library at occasional community events and through position on the Franklinton Area Commission.
- Also served interim Branch Manager roles of 3 to 5 months at Gahanna (2016), Marion-Franklin (2019), Whetstone (2020), and at Driving Park (2017 and 2021).

November 2008 -
December 2013

**COLUMBUS METROPOLITAN LIBRARY (CML) COLUMBUS, OH
NORTHSIDE BRANCH**

Customer Service and Information Manager (formerly Team Lead II)

- Managed circulation staff and adult info staff. With service area manager only being in building two days a week, daily operations involved leading all staff and YS Supervisor, managing building needs, and responding to Northside specific emails and community contacts.
- Managed a team of 11 circ staff and 1 adult ISS; advised YS Supervisor and assisted with managing 4 YS info / HHC staff. Led 2 security officers. Led volunteers as needed.
- Conducted interviews / Hired for open positions. Had responsibility for training, coaching, resolving performance issues, and writing evaluations.
- Managed fiscally responsible budget usage; reviewed p-card orders.
- Set clear goals, objectives, and expectations relating to a variety of services from front desk to programming.
- Scheduled and planned for optimum usage of available staff.
- Maintained oversight of collection development and all assigned areas.
- Resolved customer account issues and managed security issues on a routine basis.
- Covered all positions as needed, information, circulation, JHC, and HHC.
- Maintained connections with a variety of contacts, from long term customers and community contacts to other managers throughout the system.
- Involved in a variety of system projects such as PCI, SMM, Self Payment, and Scheduling.
- Represented the library at occasional community events and recruiting fairs.

December 2007 -
November 2008

**COLUMBUS METROPOLITAN LIBRARY (CML) COLUMBUS, OH
NORTHSIDE BRANCH**

Team Lead I (Circ)

- Managed circulation staff and circ related tasks.
- During period when Northside did not have a TL II, had responsibility for all staff, collection, program needs, and building.
- Managed for a team of 11 circ staff; while TL II position vacant, also had responsibility for 4 info staff positions. Led volunteers as needed.
- Conducted interviews / Hired for open positions. Had responsibility for training, coaching, resolving performance issues, and writing evaluations.
- Managed fiscally responsible budget usage; reviewed p-card orders, supplies, and purchase orders.
- Set clear goals, objectives, and expectations relating to a variety of services from front desk to programming.
- Scheduled and planned for optimum usage of available staff.
- Resolved customer account issues and security issues on a routine basis.
- Covered all positions as needed, information, circulation, and HHC.
- Maintained connections with a variety of contacts, from long term customers to other managers throughout the system.

April 2000 -
Present

**G-SQUARED COLLECTIBLES & HOBBIES COLUMBUS, OH
Small Business Owner / Partner (Passive)**

- Currently passive partner with no substantial daily operational involvement.
- Assists with administration of website (site maintenance, database, development, security, and feeds) and eBay store site.
- Assists on irregular basis with inventory control, ordering, advertising, customer service communications, accounting, product photography and description writing.
- Maintain connections with a variety of distributors / manufacturers.
- Maintain awareness of market trends and new product opportunities.
- Ensure compliance with Federal and Ohio laws and regulations (sales tax reporting, partnership rules, GAAP, partnership taxation).

December 1999 -
December 2007

**COLUMBUS METROPOLITAN LIBRARY (CML) COLUMBUS, OH
WHETSTONE BRANCH**

Customer Service Specialist

- Conducted transactions in person, by email, and telephone; built and maintained relationships with customers; handled materials check out and returns; collected fines; resolved disputes and negotiations; taught library related technology; interpreted policy and procedure; and answered customer questions and concerns.
- Aided in training new Customer Service Specialists, Customer Service Associates, and Library Service Associates.
- As senior staff, when manager was not available, set and ensured daily goals and objectives of the circulation department were completed. Supported staff with answers to policy and procedure questions and in resolving non-routine customer situations.

- Had responsibility for ordering and maintaining supplies, the budgets associated with supplies at the branch, and for processing all order paperwork to accounting.
- Had responsibility for money team at branch, training staff to handle daily money counting and machine procedures. Reported weekly cash summary to finance.

November 1996 - **COLUMBUS METROPOLITAN LIBRARY** **COLUMBUS, OH**
 November 1999 **WHETSTONE BRANCH**

Page

- Sorted returned materials.
- Shelved materials, maintained the appearance of stacks and shelf read sections.
- Trained new pages when they joined the team.
- Assisted with the writing of the new manual for Pages.

June 1996 - **LONGS BOOK STORE** **COLUMBUS, OH**
 Oct 1996 **Clerk**

- Trained new cashiers.
- Conducted customer transactions as a cashier.

April 1991 - **STEAMBOAT SOUTHEAST** **FORT MADISON, IA**
 July 1992 **Emerald Lady Riverboat Casino**

Purchaser

- Managed a crew of four receiving agents.
- Maintained inventory control (ordering, receiving, stocking, rotation).
- Had responsibility for ensuring the upkeep of all store rooms, freezers.
- Processed invoices for food and supply shipments, submitted to accounting.
- Iowa Food Service Sanitation Certificate and Class A Gaming License.

References available upon request