

## SUMMARY OF QUALIFICATIONS

Experienced fully bilingual (English/Spanish) professional librarian with over 20 years of customer service experience. Six years of experience in academic libraries with extensive and successful library personnel management of both students and professionals. Additional skills include budget management, policy implementation, project oversight, training student workers, reference services, library instruction, interlibrary loan, course reserves, copy and original cataloging of books, scores, DVDs and CDs, and knowledge of various information technologies. Attentive to detail and teamwork oriented with excellent interpersonal communication and organizational skills.

## EDUCATION

### SIMMONS COLLEGE Boston, MA

Master of Science in Library and Information Science, 2009

### BERKLEE COLLEGE OF MUSIC Boston, MA

Bachelor of Music in Contemporary Writing and Production, 2004

## EXPERIENCE

### HOWARD B WALTZ MUSIC LIBRARY, Boulder, CO

08/2012 – 09/2015

The Waltz Music Library is one of five specialty libraries on the University of Colorado Boulder campus and serves faculty, staff, and students of the College of Music, the campus, and Boulder community as well as visiting researchers and scholars.

#### Branch Manager

02/2013 – 09/2015

Supervised the daily services of the Waltz Music Library by ensuring proper staffing, scheduling, training, work assignments, procedure setting, performance evaluation, payroll preparation, and building and facilities operations.

- Provided circulation and reference services to meet patron research needs.
- Balanced and maintained student payroll budget.
- Evaluated and improved policies and procedures to better meet patron needs.
- Collected and analyzed data to design a plan for reconfiguring library space.
- Secured funding for digital tools to improve patron experiences.
- Designed and led additional special projects and initiatives.

### Public Services Library Technician II

08/2012 – 02/2013

Placed materials, physical and electronic, on course reserve each semester using Innovative Interfaces' Sierra software and Kaltura (streaming media service).

- Followed guidelines approved by Legal Counsel to determine which materials could be placed on course reserve, explained these guidelines to faculty, and obtained faculty sign-offs regarding copyright.
- Ripped files for streaming audio using Windows Media Player (including materials owned by the library as well as faculty-owned personal reserves).
- Labeled books, scores, and other physical items for reserves (around 1,000 items during a typical semester were placed on reserve for students taking music and related classes).

### AURARIA LIBRARY, Denver, CO

03/2012 – 08/2012

The Auraria Library is the only tri-institutional academic library in the nation. The library serves the faculty and staff of the University of Colorado Denver, Metropolitan State College of Denver, and Community College of Denver.

#### Information Delivery Services Specialist

Provided customer service and management at the circulation desk and lead initiatives to improve current Reserves practices as Head of Reserves.

- Responsible for circulation desk weekday mornings including direct assistance to patrons.
- Weekend supervisor. Responsible for opening and closing the library, addressing, reporting, and resolving facility problems and emergencies, patron incidents, building security issues, and computer troubleshooting occurring throughout the library, as well as generating Prospector patron correspondence and weekend patron notices.

**STAN GETZ LIBRARY AND MEDIA CENTER**, Boston, MA

01/2008 – 07/2010

The holdings of the Berklee College of Music Stan Getz Media Center and Library include more than 32,000 recordings, 26,000 books, 22,000 musical scores, 23,000 lead sheets, and 5,000 videos/DVDs.

Assistant Catalog Librarian

11/2009 – 07/2010

Handled the processing of all library materials from receipt to shelving. Processed all copy, basic, and full level cataloging and classification assignment. Oversaw all aspect of materials end-processing, local indexing, and authority work.

- Applied knowledge of established library standards including Library of Congress (LC) classification, Anglo- American Cataloging Rules 2nd Edition (AACR2), and MARC formats.
- Utilized knowledge of Connexion, OCLC's cataloging service, to create bibliographic and authority records.
- Supported and updated reserve holdings in local integrated library system (ILS).

Library Assistant, Circulation Supervisor

01/2008 – 11/2009

Assisted all library patrons, faculty, students, staff, and alumni with any and all needs. Assisted in hiring and training of student workers.

- Supervised and managed all aspects of circulation, including the work of 25 student employees, and interlibrary loan requests.
- Assisted librarians with collection development tasks.
- Assisted with the copying of catalog records.
- Streamlined process for copy machine maintenance and management.

**PILGRIM TELEPHONE INC.**, Lexington, MA

02/1999 – 01/2008

A pioneer in the telecommunications revolution with nearly twenty years of innovation, and successful communications programs.

Receptionist

Provided general office support through greeting visitors, handling incoming calls, word processing, data entry, and preparing large mailings.

**CITIBANK**, The Lakes, NV

12/1991 – 06/1997

Citibank is a major international bank, founded in 1812 as the City Bank of New York. Citibank is now the consumer banking arm of financial services giant Citigroup, one of the largest companies in the world. As of March 2007, it is the largest bank in the United States by holdings.

Customer Service Representative

12/1993 – 06/1997

Answered incoming calls and customer questions regarding credit cards in both English and Spanish. Promoted to Question Gate position to provide assistance to other Citibank customer service representatives in finding answers to customer questions and concerns. Initiated and created two newsletters (distributed biweekly and monthly) describing changes in policies, frequently asked questions, and "Did you know?" tidbits for all customer service representatives.

Account Maintenance Representative

12/1991 – 12/1993

Provided customer support through researching, resolving and following up on written customer inquiries. Acted as sole support for communications in Spanish.

**ADDITIONAL TECHNOLOGY SKILLS**

Adobe Acrobat – Share Point – HTML – ILL – MediaWiki – Audio Recording & Editing

**ORGANIZATIONS**

Member of the American Library Association

Member of Boston Athenaeum