

Education

Master of Library and Information Science - Archives Management
Simmons University, Boston MA

Master of Science in Information Science
University of Pittsburgh, Pittsburgh PA
Completed 21 credits towards MSIS

Bachelor of Science, Information Science (Summa Cum Laude)
University of Pittsburgh, Pittsburgh PA

Bachelor of Arts, History (Magna Cum Laude)
Minor: Religious Studies
University of Pittsburgh, Pittsburgh PA

Employment

Colby College Libraries

July 2022 - October 2024

Resources Sharing Coordinator
Colby College Libraries

March 2024 to October 2024

- ❖ Process Lending, Borrowing, and Document Delivery requests, and maintains consistent and timely communication with patrons, and resource sharing partners.
- ❖ Manage circulation of materials on loan; monitors overdue notices, responds to renewal requests, and prepares invoices for lost materials.
- ❖ Track and report electronic Rapid holdings errors.
- ❖ Maintain ILLiad client's system alerts such as resolve Connection and Odyssey Manager errors, and clearing users for ILLiad.
- ❖ Interpret fair use guidelines and adhere to copyright.
- ❖ Supervise between 35-40 desk student workers as part of the Public Services Staff Supervisor group which entails hiring, monitoring, evaluating, and scheduling student workers.
- ❖ Supervise ILL student workers to ensure the physical processing of ILL material is completed correctly.
- ❖ Revise and update library training manuals and guidelines as needed.
- ❖ Work the service desk to assist patrons such as answering general questions regarding the libraries and its resources.

Resources Sharing Specialist/Library Assistant
Colby College Libraries

Jan 2023 to March 2024

- ❖ Process ILL Lending and Document Delivery requests.
- ❖ Primary point of contact for internal and external ILL communication related to lending. Fostering a good working relationship with our resource sharing partners.
- ❖ Manage circulation of materials on loan and monitor overdue notices, renewal requests, and prepare invoices for lost materials.
- ❖ Evaluate and make decisions on special ILL Lending requests from other library institutions.
- ❖ Maintain ILLiad client's system alerts such as resolve Connection and Odyssey Manager errors, and clearing users for ILLiad.
- ❖ Track and report electronic Rapid holdings errors.
- ❖ Train to support cross-training colleagues to assist with resource sharing, specifically INNReach (MaineCat and CBB).
- ❖ Supervise between 35-40 desk student workers as part of the Public Services Staff Supervisor group which entails hiring, monitoring, evaluating, and scheduling student workers.
- ❖ Supervise ILL student workers to ensure the physical processing of ILL material is completed correctly.
- ❖ Revise and update library training manuals and guidelines as needed.
- ❖ Work the service desk to assist patrons such as answering general questions regarding the libraries and its resources.

Resources Specialist/Library Assistant
Colby College Libraries

July 2022 to Jan 2023

- ❖ Responsible for local resource sharing through Sierra's INN-Reach borrowing and lending system. Such as daily printing of requests, processing lending and borrowing items, coordinating shipping and receiving daily INN-Reach items, interacting with patrons regarding their INN-Reach loans, and other logistics.
- ❖ Creating, monitoring, and updating Miller and Bixler library desk schedules
- ❖ Supervising around 40 desk student workers as part of the Public Services Staff Supervisor Group which entails hiring, monitoring, evaluating, and scheduling student workers.
- ❖ Worked the service desk regularly to assist patrons such as answering general questions regarding the libraries and its resources.

Collection Site Clerk (COVID Testing Center)
Colby College

January 2022 to May 2022

- ❖ Input individual information into a designated database, print labels for specimen collection kits, properly label collection kits and conduct onsite sample processing.
- ❖ Responsible for ensuring proper tester identification and observing testing individuals for proper technique and execution of tests.
- ❖ Provided excellent customer service to ensure great testing experience for students, staff, and faculty.

University of Pittsburgh

December 2017 - April 2021

Research Coordinator (Qualitative Core Team)
University of Pittsburgh, Critical Care Medicine Dept.

December 2020 to April 2021

- ❖ Responsible for providing support for numerous ongoing research projects related to critical care, post-acute care delivery.
- ❖ Provide logistical support and coordinated projects such as participant recruitment and outreach administration, and data management and tracking.
- ❖ Transcription for studies as well as codebook development with PIs and annotations of transcriptions.

Web Developer

December 2017 to April 2020

University of Pittsburgh, KATZ Graduate School

- ❖ Provide system analysis and programming to develop, maintain, and support web-based applications in use by Pitt Business
- ❖ Work directly with internal customers to identify problems and develop tools to support school activities
- ❖ Create ad hoc reports to support KATZ staff and faculty
- ❖ Migrating legacy system to Salesforce lightning

Service and Activities

- ❖ Co-Chair of Libraries' Events and Exhibition Committee (September 2023 – July 2024)
 - Lead and organize committee activities and act as a main contact person for the E&E committee
 - Write and revise the Co-sponsored Programs Policy for Colby College Libraries
 - Create and manage the Co-sponsored Events and Exhibitions Proposal form to increase engagement with internal and external organizations
 - Organizing and handling logistics of the student displays in the libraries
 - Collaborated with various departments across campus such as The Office of Civic Engagement, International Club, and Colby College Museum of Art
 - Collaborate with Diversity, Equality, and Inclusion committee and Social Media committee
 - Produce promotional materials and outreach strategies
- ❖ Member of staff/faculty group that supports FLI@Colby Program and the International Students
 - Attending events sponsored by FLI@Colby and International programs and being a resource that students from both groups can reach out to on campus
- ❖ Participant as a voice in a Colby oral history project, *Voices from the Peninsula: Oral Histories of Korea*, devoted to memories of food and its role in Korean historical experiences. A project sponsored by the Colby Center for the Arts and Humanities as part of the 2022-2023 theme, "Food for Thought."
- ❖ CBB (Colby, Bates, and Bowdoin) Access Group (July 2022 – June 2023)
 - Represented as the INN-Reach Colby personnel for the CBB Access Group meetings.

- ☐ Collaborated with Bowdoin and Bates colleagues to test and verify Alma functionality and create new workflows in the new system during our system migration.
 - ☐ Maintained the meeting notes on the CBB site.
- ❖ Libraries' Social Media Committee (July 2022 – September 2023)
 - ☐ Created and did outreach for the Whatcha Reading Series that highlighted books Colby community were reading
 - ☐ In charge of Library Staff Introduction Series
- ❖ Libraries' Diversity, Equality, and Inclusion Committee (September 2023 – July 2024)
- ❖ Strategic Action Team for Colby College Libraries (September 2023 – July 2024)
- ❖ Orientation Volunteer work done start of each school year
 - ☐ Resources Fair
 - ☐ First Year Engagement Fair
 - ☐ Printer Parties
 - ☐ Alma Drop in Hour for Faculty
- ❖ Host of Colby College Radio WMHB Waterville show (October 2022 - present)
 - ☐ Weekly talk and music show on Wednesdays that delve into indie music scene from 1960s to current.
- ❖ Past Community Volunteer Work
 - ☐ Book'em: program providing educational and quality reading to prisoners
 - ☐ Pittsburgh Lawrenceville Carnegie Library in the Children's section

Skills & Awards

- ❖ Eli Lilly IT Scholarship Award 2016
- ❖ Undergraduate and Graduate Honors
- ❖ Fluent in Korean

Professional Development

- ❖ Maine Library Association Annual Conference 2024
- ❖ Maine Academic Libraries Day Conference 2023
- ❖ Northwest Interlibrary Loan and Resource Sharing Conference 2023
- ❖ ILL 101: Copyright, ILL 101: Borrowing & ILL 101: Lending
- ❖ ALA Certification Course: Inside Interlibrary Loan: Basics for a New Millennium 2023
- ❖ Notice and Connect Training
- ❖ Bias-Related Bystander Intervention Training
- ❖ Trans and Gender Diverse Inclusion for Libraries & Trans 101

Computer Skills

Computer Programming Languages:

- ❖ Java, Python, JavaScript, HTML/CSS, XML, jquery, MySQL, PHP, Oracle PL/SQL

Computer Software and Tools:

- ❖ Linux (Ubuntu, Red Hat), Mac OSX, Oracle/MySQL, Microsoft Office Suite, Eclipse, Salesforce, Drupal, Git, Docker, Sierra, Alma, ILLiad client

References

References Available Upon Request