

PROFESSIONAL SUMMARY

I am a dedicated, innovative and versatile Information Professional with a proven ability to learn quickly and adapt to a fast-paced, diverse environment. I have a passion for archives, libraries, special collections, bookbinding, and history and seek to make a lasting impact in a cultural or academic institution. I am committed to the preservation of our history and culture and am an advocate for outreach, education, and accessibility of information.

EDUCATION

M.L.I.S. Master of Library and Information Science

University of Western Ontario (London, Ontario)

January 2013 – April 2014

Certificate Archives and Records Management

Algonquin College (Ottawa, Ontario)

Graduated with Honours 2012

B.A. Honours History, Minor in Classical Studies

University of Ottawa (Ottawa, Ontario)

Graduated *cum laude* 2011

Diploma Liberal Arts

Heritage College (Gatineau, Quebec)

Graduated 2007

PROFESSIONAL EXPERIENCE

Student Library Assistant

Graduate Resource Centre (GRC) – Faculty of Information and Media Studies (FIMS) – UWO (London, Ontario)

January 2014 – present

- Taught two practical, hands-on workshops on the history of books and bookbinding techniques;
- Used the Omeka web application to create a digital exhibit of the GRC's rare books and special materials collection in order to promote accessibility to the community;
- Updated and maintained social media accounts (Facebook, Twitter, blog, email) about upcoming GRC events and activities as well as current LIS-related issues (news items, professional development, blogs);
- Everyday duties included managing the circulation desk, providing reference services to students and faculty members, loaning out materials and equipment, maintaining the collection, booking meeting and study rooms, providing computer support services, and giving tours to new students.

Knowledge Management Coordinator (Co-op)

BlackBerry (Waterloo, Ontario)

September 2013 – December 2013

- Interviewed Network Operations Centre (NOC) administrators regarding their information seeking behaviours and needs, analyzed and coded the results, identified gaps and made recommendations to NOC management on how to improve the information and tools they use;
- Used Confluence to develop a wiki tool which mapped out the DRI Canadian Business Continuity Standard to audit questions and ensured BlackBerry's disaster recovery strategies are compliant when being audited;
- Helped create a standardized list of artifact types and deliverables used throughout project lifecycles that included a definition, scope notes and corresponding retention periods and classification numbers;
- Updated disaster recovery strategy documents, Service Verifications (SVs) for updates and new services, disaster recovery testing schedules, wikis and webpages;
- Helped facilitate NOC-to-NOC failover procedure tests, monitored and recorded the events and provided feedback on the success of the test to employees.

Archives and Records Assistant

May 2012 – December 2012

Canadian Nurses Association (Ottawa, Ontario)

- Assisted with the revision and update of the outdated records retention and disposal schedule and helped develop and implement a new function-based classification system for all CNA records;
- Created an inventory and catalogued all dormant and archival materials for retention and disposal;
- Assisted in coordinating a time capsule project for September 2012 celebrating 45 years of the CNA House being built, created a special slideshow/booklet of CNA's Coat of Arms, and created a display of historical nursing artifacts found in the archives and the time capsule;
- Digitized archival photographs and paper records and managed all electronic records in the EDRM system;
- Worked with the IT department to do a mass migration of all files from the Foremost database to the newly implemented SharePoint system;
- Processed incoming paper records under the proper classification system, responded to reference requests from colleagues, and managed the filing system and library materials.

Health Records Clerk

October 2009 – December 2012

The Ottawa Hospital (Ottawa, Ontario)

- Coordinated a records disposal project in which I prepared inactive charts for offsite storage or destruction ensuring that retention policies were continually met;
- Digitizing thousands of medical records over three years for inputting into the electronic database, with tasks including scanning, data entry and quality control of documents;
- Knowledge of chart management operations including record creation, retention, merging, record retrieval and distribution, tracking, filing reports, and purging;
- Experience navigating several tools for Health Information Management including Nightingale, Winrecs, Oacis, Solcom and SMS.

Barista and Learning Coach

April 2007 to October 2009

Starbucks Coffee (Ottawa, Ontario)

- Assembled food and beverage orders in a high-stress, fast-paced work environment while providing customers with legendary service;
- Trained new hires in Starbucks policies, recipes and customer service standards.

VOLUNTEER WORK

Student Volunteer

February 1, 2014

Ontario Library Association (OLA) Super Conference (Toronto, Ontario)

- Assisted with the setup and takedown of the OLA Career Centre and worked at the registration table to schedule participants for mock interviews, resume/cover letter reviews, and career counseling.

Peer Mentor

January 2014 – present

Canadian Library Association UWO Student Chapter (London, Ontario)

- Provided mentorship to incoming MLIS students on becoming familiarized with the program, course selection, the co-op applications process, professional development and resume building, and the LIS profession in general.

Communications Liaison

January 2014 – present

MLIS Student Council – UWO (London, Ontario)

- Updated and maintained social media accounts (Facebook, Twitter, blog, email) and generally promoted the MLIS Student Council to the student body;
- Inform students of social events and other academic activities including beginning and end of term mixers, fundraising events, special lectures, and sweater sale.

Archives Volunteer

May 2013 – August 2013

Sisters of St. Joseph Archives (London, Ontario)

- Assisted with conducting an archives inventory and creation of new, updated finding aids;
- Assisted the archivist with a presentation on archival preservation;
- Created a bookbinding display with examples of my work, and the tools and materials used in bookmaking;
- Basic preservation duties to stabilize and maintain the collection such removal of acidic materials and metal paperclips, properly housing photographs and newspaper clippings in acid-free storage containers, polishing silver and storing in hand sewn silver cloth bags.

CLA Vice-Chair

March 2013 – August 2013

Canadian Library Association UWO Student Chapter (London, Ontario)

- Assisted the Chair to help resurrect the CLA student chapter at UWO and help promote CLA and the library profession within the student body through fundraisers, advertising and weekly meetings;
- Helped organize a Professional Development Conference for MLIS students and graduates with guest speaker Ulla de Stricker in June 2013 by researching venues and catering options and selecting workshops;
- Wrote an article on library preservation and bookbinding for the student-published CLA Zine in Fall 2013.

Archives Intern

May 2012 – August 2012

City of Ottawa Archives (Ottawa, Ontario)

- Special projects included helping to develop an Ottawa Rough Riders exhibit for the CFL and designing educational kits on local geography for the Ottawa Catholic School Board;
- Worked in the reference room helping patrons with historical and genealogical research, located materials using Minisis, signed in researchers and answered all general inquiries about the archives
- Performed historical research on a variety of archival materials in order to provide them with the proper historical context.

Site Assistant for the Apollonia Pontica Excavation Project

August 2011 – September 2011

Balkan Heritage Foundation (Sozopol, Bulgaria)

- 100 hours of archaeological fieldwork including excavating, filling context sheets and finds labels, drawing of vertical profiles and horizontal ground plans, maintaining a daily field journal, taking 3D coordinates and levels by using a theodolite and a dumpy level;
- 50 hours of workshops for finds processing, pottery washing, documentation (both photographic and hand drawn), and the conservation and restoration of ceramic artifacts, coins and other items.

Student Museum Volunteer

September 2010 – April 2011

University of Ottawa's Museum of Classical Antiquities (Ottawa, Ontario)

- Assisted the curator with designing a new layout for the exhibits on ancient ceramics, glassware, coins, and metal objects and created new artifact labels for the collection;
- Data entry to enter artifact information into the online database for improved classification and retrieval;
- Assisted students with assignments and educated them about the collection by giving tours.

ADDITIONAL EDUCATION/TRAINING

Archives Association of Ontario (AAO) – Paper Conservation Workshop (March 2014)

Montefiascone Conservation Project – Completed the Early Gothic (late 13th century) Binding course in Montefiascone, Italy (August 2013)

Canadian Bookbinders & Book Arts Guild (CBBAG) – Completed three of the foundation courses Bookbinding I, II and III as well as a leather workshop in London, Ontario (January 2013 – July 2013)

Royal Heraldry Society of Canada (RHSC) – Level 1 Heraldry Proficiency Program self-directed study (presently on hold as I complete my MLIS degree)

SKILLS PROFILE

Archives

- Experience with archival arrangement and description, acquisition policies, appraisal guidelines, and registration and accessioning procedures for archival collections;
- Understanding of key archival concepts including provenance, original order and respect des fonds;
- Practical and theoretical knowledge of preservation techniques for records, archives and other artifacts including conservation, basic restoration, risk assessments, disaster planning and recovery, artifact assessments, integrated pest management, and general agents of deterioration;
- Experience handling delicate artifacts and preparing and arranging exhibits for display.

Library

- Knowledge of library classification standards including DDC, LCC, LCSH, AACR2, MARC and RDA;
- Experience with providing a range of information services including reference interviews, reader's advisory and information seeking behaviour;
- Knowledge of indexing and abstracting, thesauri construction, controlled vocabularies, online retrieval systems, bibliographic and non-bibliographic databases, social tagging and metadata (Dublin Core);
- Advanced bookbinding techniques and knowledge including pamphlet sewing, Japanese stab-stitch sewing, cloth and leather bindings, various sewing variations, making endpapers and end bands, and knowledge of basic bookbinding concepts of grain, joints, warp and pull and book preservation.

Records and Information Management

- Experience executing records management functions including creation of record classification systems, retrieval, records inventory, retention schedules, basic information security, business continuity planning and knowledge of general policies and procedures governing a records management environment;
- Knowledge of Records Management concepts including record life cycles, disposition, and vital records;
- Experience working with Knowledge Management functions including knowledge transfers, content management, knowledge mapping and collaborative technologies;
- Knowledge of the federal and provincial legislation governing the management of archives and records including the ATIP Acts, PIPEDA, FIPPA, Security of Information Act, Copyright Act, the Library and Archives Canada Act, and the Cultural Property Imports & Exports Act.

Technical Expertise

- Extensive experience using Windows Operating System and MS Office Suite programs including Word, PowerPoint, Excel, Outlook, and SharePoint;
- Experience using automated document and content management systems including Livelink, Foremost, Knova, Confluence, Minisis, and Omeka.
- Experience using a variety of social media tools including Facebook, Twitter, LinkedIn, WordPress, YouTube, Pinterest, Instagram, and wikis;
- Basic knowledge of HTML coding and ability to update content on websites and wikis.

Work Style

- Critical reasoning and analytical skills with a capacity for creative thinking;
- Extensive experience in conducting research using a variety of sources and methodologies;
- Strong attention to detail with the ability to extract and synthesize crucial information;
- Strong collaborative skills including the ability to work efficiently within a team environment to complete projects as well as the ability to work independently without direct supervision;
- Strong project management skills with a focus on collaborative strategies and adaptability to shifting priorities and timelines;
- Comfortable with public speaking, delivering presentations and workshops, and individual coaching.

PRESENTATIONS

“A Human-Based Approach to Archives and Special Collections in Academic Libraries,” Humans of New Librarianship: CLA & SLA One-day Conference, London, Ontario, March 22, 2014.

“History of Books and Bookbinding Techniques,” The GRC Presents... Workshop Series, London, Ontario, February 27 and March 27, 2014.

CONFERENCES ATTENDED

- January 2014 - Ontario Library Association (OLA) Super Conference (Toronto, Ontario)
- October 2013 - FIMS Graduate Student Conference (London, Ontario)
- June 2013 – UWO-CLA Professional Development Day (London, Ontario)
- April 2013 – Wayzgoose 35th Annual Book Arts Fair (Grimsby, Ontario)

PROFESSIONAL ASSOCIATIONS

- Canadian Bookbinders and Book Arts Guild (CBBAG)
- Royal Heraldry Society of Canada (RHSC)
- Archives Association of Ontario (AAO)
- Association of Canadian Archivists (ACA)
- Ontario Library Association (OLA)
- Canadian Library Association (CLA)
- ARMA International

LANGUAGES

- English – mother tongue
- French – intermediate level in oral communication, written expression and reading comprehension