

**JACLYN MCKEWAN**  
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## **OBJECTIVE:**

Enthusiastic and highly motivated librarian seeks a rewarding position with a library in the Western New York area, which requires creativity, communication skills and technological expertise.

## **SKILLS:**

- Online searching, using Lexis-Nexis, Ovid, EBSCOhost, WorldCat, and a variety of Web directories and search engines.
- Experienced in conducting reference interviews to clarify user needs.
- Experienced in selecting print materials for library collections.
- Proficient in using Boolean operators and nested searches.
- Skilled in creating subject-specific pathfinders, using a diverse selection of resources.
- Proficient in using Windows operating systems. Familiar with Linux and Mac operating systems.
- Experienced in using scanners and printers from a variety of brands.
- Relational database development: SQL, rules of normal forms, ASP, Microsoft Access.
- Ten years of practical experience with Web design. Proficient in using HTML, XHTML, CSS and FTP. Familiar with JavaScript, XML, PHP and ASP.
- Web 2.0: Experienced in the use of social networking sites, weblogs and wikis.

## **EXPERIENCE:**

### **Montante Family Library, D'Youville College, Buffalo, NY Part-time Reference Librarian, February 2006 - Present**

#### Reference:

- Answer reference questions from students, faculty and community members via phone, e-mail, and in-person requests.
- Assist patrons with finding materials within the library.
- Select items for the library collection in the areas of exercise and sports studies, pre-med, and physician assisting.
- Initiated a project to create a "Frequently Asked Questions" section for the library website, by selecting software and presenting it to the other librarians. Populated the program with questions and answers: <http://dclweb.dyc.edu/faq/faq.php>
- Created layout and template for subject listing of databases on library website: <http://library.dyc.edu/databases.html>
- Revised paper subject handouts to reflect new subject listing of databases.
- Created paper handouts to assist library patrons in locating North American nursing articles, and understanding campus accounts and passwords.

#### Instruction:

- Teach scheduled Bibliographic Instruction lessons to groups of up to thirty students, graduate and undergraduate

- Assisted Head of Reference in redesigning Bibliographic Instruction training checklists, guides, and librarian evaluation forms.

Interlibrary Loan:

- Process interlibrary loan requests for books, periodical articles and dissertations.
- Use SirsiDynix Horizon ILS to verify student account status.
- Compile data used to monitor copyright compliance.
- Served on an Interlibrary Loan Enhancement Committee and assisted developing new policies and procedures, including online request submission and e-mail.
- Created PHP forms for the library website, which allows users to submit interlibrary loan requests online, and presented finished product to library staff: <http://library.dyc.edu/ill.html>

Other:

- Participate in faculty/college governance by attending faculty council meetings and college assemblies.
- Staffed library booth at college open house, May 12, 2007.

**Alfred C. O'Connell Library, Genesee Community College, Batavia, NY**

**Part-time Reference Librarian, August 2005 – February 2006**

- Answered reference questions from students, faculty and community members via phone, e-mail, web chat, and in-person requests.
- Assisted patrons with finding materials within the library.
- Taught scheduled Bibliographic Instruction lessons to a variety of classes.
- Compiled/monitored web links for subject guides on the library website, in the humanities and social sciences.

**Information Resources Center, Bureau Veritas Consumer Product Services, Amherst, NY**

**Temporary Assistant Information Specialist, July 2004 – January 2005**

**Intern, July 2003 – August 2003**

- Answered patron questions by phone, e-mail and in person, while staffing the reference desk. Conducted reference interviews as needed.
- Researched product testing standards, American and foreign government regulations, and queries related to specific consumer products.
- Utilized a variety of resources during research, including the World Wide Web, online databases, print publications, and telephone calls to knowledgeable agencies.
- Selected stories from daily news feed about key clients, for inclusion in company intranet.
- Compiled Internet links and created summaries of news stories for weekly newsletter about consumer products.
- Created an intranet page of links to relevant European regulations.
- Revised and updated intranet information on international toy standards and regulations.

**Cleveland Hill Elementary School, Cheektowaga, NY**

**Teacher Assistant, September 2001 – June 2004**

- Provided instruction and remediation to individual students and small groups as needed.
- Assisted classroom teachers with classroom management and instruction.

**PROFESSIONAL AFFILIATIONS:**

Special Libraries Association

- Web Content Committee, Upstate New York Chapter, 2003-2004
- Membership Committee, Upstate New York Chapter, 2003-2004
- Webmaster, Upstate New York Chapter, 2004-Present

New York Library Association

- Web Committee, 2003-Present

Member: American Library Association, Library and Information Technology Association, Reference and User Services Association

## **PUBLICATIONS:**

*Encyclopedia of Time*, ed. H. James Birx (Sage: 2008) “Duration,” “Finitude,” “Infinity,” “Historic Time,” “Perspectives of Time,” “Predeterminism.” (Pending)

*Upstate Update* (Volume 59, number 2, Spring 2005) “XHTML.”  
[http://www.sla.org/chapter/cuny/bulletin/UNYBulletin2005\\_Spring.pdf](http://www.sla.org/chapter/cuny/bulletin/UNYBulletin2005_Spring.pdf)

## **PRESENTATIONS:**

*Enhancing ILL with Online Submission Forms and E-mail Notification (Poster Session)* – October 20, 2007 - New York Library Association Conference, Buffalo, NY (Pending)

## **TRAINING AND WORKSHOPS:**

*Search and the 'Net in 2005: Trends, Challenges and Cutting-Edge Developments* – April 14, 2005 – Western New York Library Resources Council, Cheektowaga, NY.

*Hands-On XML* – November 1, 2004 – Western New York Library Resources Council, Cheektowaga, NY.

*Effective Presentations and Effective PowerPoint* – April 28, 2004 – Western New York Library Resources Council, Cheektowaga, NY.

*Branding Master Class: Fine-tuning Information Service Brands* – September 24, 2003 – Upstate New York Chapter, Special Libraries Association, Buffalo, NY.

## **CONFERENCES:**

*Social Libraries: The 2.0 Phenomenon: An Interactive Workshop* – April 27, 2007 – Upstate New York Chapter, Special Libraries Association, Rochester, NY.

*Web 2.0: Libraries Meeting the Challenge* - March 28, 2007 – Western New York Library Resources Council, Amherst, NY.

*Library Adaptation: Evolution of a New Species* – October 19, 2006 – Western New York Library Resources Council, Amherst, NY.

New York Library Association Conference – October 27-29, 2005 – Buffalo, NY.

*Technology Tools for the Savvy Librarian* – April 29, 2005 – Upstate New York Chapter, Special Libraries Association, Binghamton, NY.

*Crisis: Publishing, Serials, Access & Money* – April 21, 2005 – Western New York Library Resources Council, Buffalo, NY.

New York Library Association Conference – (Saturday only; October 23, 2004) – Rochester, NY

*Adapting to the Evolving Library Culture: Effective Resource Management* – October 1, 2004 – Upstate New York Chapter, Special Libraries Association, Canandaigua, NY.

**EDUCATION:**

University at Buffalo, The State University of New York  
Master of Library Science, May 2004  
GPA: 3.9/4.0

State University College at Buffalo, New York  
Bachelor of Science in Elementary Education, May 2000  
GPA: 3.5/4.0