

JACLYN MCKEWAN
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PROFESSIONAL EXPERIENCE:

Western New York Library Resources Council, Cheektowaga, NY Virtual Services & Training Librarian, May 2008 - Present

Manage the Ask Us 24/7 Virtual Reference Project:

- Provide reference services to users through online chat, using QuestionPoint software.
- Maintain schedule of over 40 participating libraries, coordinating arrangements for substitute coverage and shift makeups when needed.
- Promote the service to library users and the media within New York State.
- Maintain the service's social media presence with Facebook and Twitter.
- Train new librarians in use of chat software and best practices.
- Provide continuing guidance in best practices via email reminders and online videos.
- Maintain the project's website using HTML and ASP: <http://www.askus247.org>
- Monitor usage statistics and user survey results.
- Review transcripts for quality control purposes.

Assist with managing the Training Center:

- Plan training workshops based on member suggestions and current trends.
- Contact potential speakers, schedule workshops, and promote to librarians in New York State.
- Occasionally teach workshops.
- Started (and currently coordinate) a series of webinars titled "Lunchtime Learning," with speakers presenting via WebEx web-conferencing software.
- Serve as staff liaison to the Continuing Education Committee.

Plan, coordinate and promote conferences:

- Revved Up For Reference: Virtual Reference – Ithaca, New York – September 23-24, 2009
- Gadgets and Gear: A Tech Gathering – Amherst, NY – May 7, 2010
- Library Innovation: Thinking Outside the Book – Buffalo, NY – March 18, 2011

Other:

- Created a Drupal website for the WNYLRC Advocacy Task Group:
<http://www.librarybrigade.org>.
- Maintain the Facebook pages for WNYLRC and the Journal of Library Innovation.
- Contribute articles to the organization's blog.

**Montante Family Library, D'Youville College, Buffalo, NY
Part-time Reference Librarian, February 2006 – June 2008**

Reference:

- Answered reference questions from students, faculty and community members via phone, e-mail, and in-person requests.
- Assisted patrons with finding materials within the library.
- Selected 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.
- Created layout and template for subject listing of databases on library website.
- Created 3 new handouts to assist patrons with online resources, and revised some existing handouts.
- Created a Facebook profile for the library, and designed a Facebook application allowing users to search the catalog, databases and FAQ.

Instruction:

- Taught scheduled Bibliographic Instruction lessons to groups of up to thirty students, graduate and undergraduate.
- Assisted head of Reference department in redesigning Bibliographic Instruction training checklists, guides, and librarian evaluation forms.

Interlibrary Loan:

- Processed interlibrary loan requests for books, periodical articles and dissertations.
- Used SirsiDynix Horizon ILS to verify student account status.
- Compiled 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 four PHP forms for the library website (later converted to ASP), which allow users to submit interlibrary loan requests online, and presented finished product to library staff: <http://library.dyc.edu/ill.html>.

Other:

- Participated in faculty/college governance by attending faculty council meetings and college assemblies.
- Staffed library booth at two college open houses.

**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.

SKILLS:

Technical Skills

- Over thirteen years of practical experience in Web design.
 - Proficient in HTML and CSS.
 - Competent in Drupal and WordPress.
 - Basic familiarity with JavaScript, PHP, and ASP.
- Web 2.0 tools: social networking, blogs, wikis, social bookmarks, microblogging, video creation.
- Advanced online research via Web searching and electronic databases.
- Presenting/Education: WebEx, Camtasia, Corel VisualStudio
- Design: Adobe InDesign, Adobe Illustrator, Adobe Photoshop CS3

Interpersonal Skills

- Providing reference services to patrons through email, phone, chat, and in-person transactions.
- Conducting software training.
- Presenting at continuing education workshops, webinars and professional conferences, with or without slide presentation software.
- Able to take initiative in starting new projects.

PROFESSIONAL AFFILIATIONS:

New York Library Association
American Library Association
Reference and User Services Association

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