

**JACLYN MCKEWAN**

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**PROFESSIONAL EXPERIENCE:**

**Western New York Library Resources Council, Cheektowaga, NY  
Digital Services Coordinator, May 2008 – October 2017**

Chat Reference (May 2008-October 2017):

- Managed the statewide Ask Us 24/7 cooperative chat reference program.
- Provided reference services to users through online chat, using QuestionPoint software.
- Maintained schedule of over 50 participating libraries, coordinating arrangements for substitute coverage and shift makeups when needed.
- Promoted the service to library users and the media within New York State.
- Maintained the service's social media presence with Facebook and Twitter.
- Created marketing materials as needed using Adobe Photoshop and Adobe InDesign.
- Trained new librarians in use of chat software and best practices.
- Provided continuing guidance in best practices via email reminders and online videos.
- Maintained the project's website using HTML and PHP: <http://www.askus247.org>
- Monitored usage statistics and user survey results.
- Reviewed transcripts for quality control purposes.

Digitization Services (January 2015-October 2017):

- Served as Regional Manager for New York Heritage: <http://www.nyheritage.org>
- Trained participants in the use of CONTENTdm software.
- Advised on best practices for digitization procedures and metadata entry.
- Marketed the program to the general public.

Emerging Technologies (July 2013-October 2017):

- Contributed articles to the organization's blog.
- Kept staff apprised of current technology through email updates and presentations at staff meetings.
- Taught technology workshops for the organization's members.

Information Technology Systems (November 2013-October 2017):

- Assisted with on-site technical support for staff.
- Assisted with managing the organization's web servers, email servers, listservs and firewall.

Professional Development Program (July 2009-February 2014):

- Planned training workshops based on member suggestions and current trends.
- Contacted potential speakers, scheduled workshops, and promoted to librarians in New York State.

- Hosted webinars run via WebEx web-conferencing software, featuring a variety of presenters.
- Coordinated conferences and other full-day events at off-site locations.

**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 allowed users to submit interlibrary loan requests online.

Other:

- Participated in faculty/college governance by attending faculty council meetings and college assemblies.
- Staffed library booth at 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:**

**Interpersonal Skills:**

- Over 10 years of practical experience giving presentations.
  - Conference talks as well as workshops ranging from 1 hour to a full day
  - Webinars using Adobe GoLive, Cisco Webex, Skype and Google Hangouts
  - Able to teach a new concept to a novice audience, or advanced concepts to an experienced audience
  - Gives dynamic presentations with no (or limited) PowerPoint slides
- Providing library reference services through email, phone, chat, and in-person transactions.
- Ability to take initiative in starting new projects.
- Project management involving participants from multiple institutions and locations.

**Technical Skills:**

- Web design, with over 15 years of practical experience.
  - Proficient: HTML, CSS, with text editors, as well as WYSIWYG editing programs such as Dreamweaver.
  - Competent: Drupal, WordPress and Joomla.
  - Basic familiarity: JavaScript, PHP, and ASP.
- Social networking tools including Facebook, Twitter, and Pinterest.
- Video creation and editing with Camtasia and Corel VisualStudio.
- Advanced online research through Web searching and electronic databases.
- Image and document editing in Adobe InDesign, Adobe Illustrator, and Adobe Photoshop.
- Word Processing using Microsoft Word and Google Docs

**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