

**JACLYN MCKEWAN**  
jaclyn.mckewan@gmail.com  
<http://www.jmckewan.com>

**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 when needed.
- Train new librarians in use of chat software and best practices.
- Maintain the project's website.
- Monitor usage statistics and user survey results.
- Review transcripts for quality control purposes.
- Promote the service to library users and the media within New York State.
- Planned, coordinated and promoted a statewide conference in virtual reference, held in September 2009.

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 a series of webinars titled "Lunchtime Learning," with speakers presenting via web-conferencing software.

**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.
- Selected materials for the library collection in assigned subject areas.
- 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 inter-library loan requests for books and periodical articles.
- Compiled data used to monitor copyright compliance.
- Assisted in the development of new policies and procedures for interlibrary loan, including online request submission and e-mail notification of item arrival.
- Created four PHP forms for the library website (later converted to ASP), which allow 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 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 one-session Bibliographic Instruction lessons to undergraduate students.

**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.
- Researched product testing standards, American and foreign government regulations, and queries related to specific consumer products. Online research was supplemented by 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.
- Revised and updated intranet information on international toy standards and regulations. Coordinated the colors with those of the company's logo and Web site, using Cascading Style Sheets.
- Assisted with a client-specific research project, researching international requirements for exporting and selling a number of specific consumer products.
- Contributed to a department project by assessing the United States market for apparel and identifying competitor laboratories.

## **SKILLS:**

### Technical Skills

- Over twelve years of practical experience in Web design.
  - Proficient in HTML, XHTML, and CSS.
  - Familiar with JavaScript, PHP, ASP, XML and Drupal.
  - Able to code by hand or use HTML editors, such as Macromedia Dreamweaver and Microsoft FrontPage.
- Web 2.0: Social networking, blogs, wikis, social bookmarks, microblogging
- Advanced online research via Web searching and electronic databases
- Presenting/Education: WebEx, Camtasia
- 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:**

Special Libraries Association, Upstate New York Chapter, 2002-2008

- Web Content Committee, 2003-2004
- Webmaster, 2004-2008

New York Library Association, 2002-Present

- Web Committee, 2003-Present

Member: American Library Association, Library and Information Technology 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