

### **Professional Goals:**

I graduated with my Master's in Library and Information Sciences from Wayne State University in December 2011, with a dual concentration in academic and public libraries (children and youth services). I am deeply interested in promoting community literacy, and volunteer with Ready to Read, the Late Show and the Kalamazoo Literacy Council.

### **Strengths:**

My many years of experience working with developing software in widely varied operating environments have made me a skilled technical troubleshooter. I enjoy helping patrons resolve computer or software issues, and am a patient, calming and knowledgeable problem solver.

### **Professional Publications:**

In Press, "Collection Development Policies in Juvenile Detention Centers"  
May/June 2012 Issue of [Library Media Connection](#)

### **Professional Experience:**

I have been employed as a substitute librarian for the adult and children's reference desks at the Portage District Library since September of 2010. From January to March of 2011, I also worked regular weekday shifts at the adult reference desk to fill in for a reference librarian who had recently retired.

In my current freelance work, I use both Dreamweaver and content management systems to produce search engine optimized content for multiple websites, including bi-monthly blog posts.

#### **Adult and Children's Reference Desk Substitute Librarian**

Portage District Library • 300 Library Lane, Portage, MI 49002 [www.pdl.lib.mi.us](http://www.pdl.lib.mi.us) 269-324-4544

September 2010 – December 2011

Duties: Provide reference desk services at adult and children's reference desks, including computer assistance and reader's advisory.

#### **Research Assistant—Western Michigan University**

Education Library, Sangren Hall, 1903 West Michigan Ave, Kalamazoo, MI 49008 269-387-5223

June 2011—December 2011

Duties: Provide research to support citation analysis study, investigate best practices to acquire data, enter data. Provide tours and brief information literacy instruction to first year experience students at Waldo Library.

#### **Freelance Writer**

Infinity Dental Web • 2111 E. Baseline Rd. Suite C-1, Tempe, AZ 85283 [www.infinitydentalweb.com](http://www.infinitydentalweb.com) 480-273-8888

March 2009 – present (ongoing)

Duties: Produce optimized content for client web sites and optimization of previously existing content, design changes and maintenance to existing web sites using Dreamweaver, blog setup and maintenance using WordPress.

#### **Freelance Technical Writer**

CooperTech, LLC • 8135 Cox's Drive, Portage, MI 49002 [www.coopertech.us](http://www.coopertech.us) 269-327-1574

September 2004 – present (ongoing, as needed)

Duties: Complete technical documentation and online help revisions on a wide variety of equipment and software.

#### **Freelance Writer**

WATT Publications • 303 N. Main St., Suite 500, Rockford, IL 61101 [www.wattnet.com](http://www.wattnet.com) 1-815-966-5418

March 2009 – present (ongoing, as needed)

Duties: Conduct interviews and complete articles for trade publications; upcoming articles in *Sideroads* (June 2009 issue, Dealer Spotlight feature) and *Merial Selections* (January 2010 issue, Leaders and Legends feature).

#### **Freelance Writer**

United Digital Integrators, Inc. • 13463 State Road 23, Granger, IN 46530 [www.1UControl.com](http://www.1UControl.com) (574) 273-9039

March 2006 – November 2006

Duties: Marketing fliers and classroom user's guide for 1UControl product.

**E-Rate Specialist** (Independent Contractor)

System Concepts, Inc. • 6585 N. Avondale, Chicago, IL 60631

Note: This company has become part of Interactive Campus Technologies.

October 2004 to January 2005

Duties: Produce and maintain all support and marketing documentation related to E-Rate sales; provide support for any E-Rate applicants throughout process; maintain thorough knowledge of E-Rate program.

**Technical Writer/E-Rate Specialist**

SAFARI Technologies, Inc • 63855 M-40 Highway, Lawton, MI 49065 [www.safaripathways.com](http://www.safaripathways.com) 269-624-7123

August 2001 to September 2004

Duties: Produce documentation for new hardware and software and maintain legacy documents; edit text for press releases and website; produce and maintain all support documentation related to E-Rate sales.

**Technical Writer**

SPX Corporation • 8001 Angling Road, Portage, MI 49024 269-329-7600

September 1997 (through contract to Media1) to August 2001

Duties: Document software procedures; edit graphics; document design; documentation of departmental procedures.

**Education:**

- Wayne State University, Detroit, MI,  
**Master of Library and Information Science**, 2011, (Public/Academic Concentration)  
ePortfolio: <http://portfolio.slis.wayne.edu/eg9930/index.html>
- Western Michigan University, Kalamazoo, MI  
Graduate study in Speech and Language Pathology Fall Semester, 1995
- Michigan State University, East Lansing, MI  
**Bachelor of Arts, Audiology and Speech Sciences**, 1995, High Honors
- Grand Valley State University, Allendale, MI  
Course of Study: Special Education/Psychology, Focus on Hearing Impaired Education, 1987-90

**Volunteering and Interests:**

- Kalamazoo Literacy Council, Marketing Committee Chair  
As a board member of the Kalamazoo Literacy Council, I submitted a successful grant application to the Ladies Library Association, assisted in a redesign of their website, collaborated in producing scripts for public service announcements, and initiated a movement to acquire an appropriate collection of books to lend to our students.
- Reader, Kalamazoo Public Library Ready to Read Program
- Reader, The Late Show (Kalamazoo County Juvenile Home)
- Chairperson of 4th Grade Junior Great Books at Amberly Elementary
- Coach for Girls on the Run, Spring 2011
- Editor for the Amberly Elementary APT Newsletter September 2009 to present
- Volunteer at Portage District Library with PCC at-risk junior high group, Summer 2010

**Affiliations and Organizations:**

- American Library Association, March 2010 to present
- Michigan Library Association, March 2010 to present
- Association of College and Research Libraries, March 2011 to present
- Association for Library Service to Children, March 2011 to present
- Public Library Association March, 2011 to present
- Association of Specialized and Cooperative Library Agencies, October 2011 to present
- Young Adult Library Services Association, March 2010 to present
  - Protégé in YALSA Mentor Program, January 2011
- Member of Society of Children's Book Writers and Illustrators, February 2008 to present

**Summary:**

My greatest strengths as a worker are my enthusiasm and positive attitude. I relish a challenge. Because my work history and interests are eclectic, I am comfortable working with people from all walks of life, and my communication skills are superb. I am versatile, organized, creative and conscientious.