Elizabeth Wolpert

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Academic Librarian, 2.0

Intelligent, erudite individual seeking dynamic role as an academic librarian. Formidable energy and enthusiasm to invest, awaiting opportunity to utilize skills acquired through four years of academic library experience, completion of my M.L.S. degree, and dozen-plus years of service industry work. Articulate speaker, eloquent writer, gifted at interpersonal relations - individual and group dynamics. Leads organically, comfortable speaking publicly. Teaches effectively, with patience. Natural multi tasker, yet pays strict attention to detail. Thrives on intense concentration and solving complex problems with original, solutions - persisting until the ideal is found.

Core Competencies:

- Search Expertise
- Emerging Technologies
- Website Construction
- Content Management Systems
- Blogging
- Social Media
- Mobile Apps
- Data Management
- Workflows
- Reference
- Electronic Resources
- Online Instruction
- Research
- Digitization
- Metadata
- Resource Sharing/ILL/DocDel
- Access Services
- Adobe Flash CS4, CS5
- OS X, IOS
- Content DM
- Windows

Additional Expertise:

Academic Library Consortia & Collaboration
Management and Supervision
U.S. Copyright Law
Library Systems Software and Applications
Biomedical Resources Expertise
Vendor-Imposed Restrictions on E-Resources

Education

Master of Library Science (MLS) February, 2013
Queens College - CUNY, Queens, NY

MA in Urban Affairs Expected May, 2014
Queens College - CUNY, Queens, NY

BA in Sociology September, 1998
Fordham University, Bronx, NY

Professional Experience

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Interlibrary Loan Assistant, Fordham University, Bronx, NY May, 2011 - Present

▪ Point-person for locating and delivering articles requested through ILL to institutions worldwide
▪ Expertly identified citation errors preventing the discovery of materials
▪ Corrected citations, located and delivered materials in various formats and through various methods of delivery
▪ Adroitly navigated cataloging errors and problematic URL resolvers in order to access and deliver content requested, quickly and efficiently
▪ Worked with multiple systems simultaneously, while searching vast library of electronic resources, databases, and other digital content to process high volume of lending requests each day

Notable Accomplishments:

• Successfully implemented Odyssey Helper, thus completing transition from Ariel
  Resolved issues after breakdown of joint effort between IT department and departmental administration
  Re-wrote path in ILLiad's Customization Manager
  Established "images" folder in the correct location
• Incorporated early version of OCLC's Article Exchange (AE) into workflow
  Solved the problem of delivering articles to libraries not using Odyssey
• Amended workflows with each change in technology, including
  Availability of AE-ILLiad integration
  Changes in delivery capabilities after each new version of ILLiad
  New scanning equipment/software
• Devised method of discriminating between libraries with old versions of ILLiad/Odyssey in order to determine appropriate delivery method
• Continually researched emerging resource sharing technologies and systems and presented to departmental administration, including:
    RapidILL
    WorldCat Knowledge Base with Pubget
      (Further research on KBART format)
    OCLC WorldShare Interlibrary Loan
    ScannX AE-enabled scanners
    WorldShare ILL
• Presented resource sharing benefits afforded to members of various Consortia
  Foster departmental administration's support in push for Fordham to attain memberships
• Kept log of cataloging issues that prevent successful resource sharing (at departmental administration's request) to bolster argument for the implementation of WorldCat Knowledge Base with PubGet
• Maintained log of scanner imaging issues to bolster argument for purchase AE-enabled

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scanner
Presented issues to relevant party
Purchase was approved
Scanner was obtained

- Assisted IVina/ScannX Tech with installation of new scanner
- Designed new workflows to incorporate beneficial functions of new ScannX Article Exchange enabled scanner
- Trained Student Workers in use of new ScannX Article Exchange enabled scanner, and new workflows
- Suggested implementation of ILLiad hosting to foster continued technological progress and success in department
  Departmental administration declined to pursue, resulting in lags in the progression of technological infrastructure of department due to necessity of server upgrades and local client-based installation performed by the IT department with each newly released upgraded version of ILLiad
- Designed and implemented entirely new scanning workflow for student workers upon the discontinuation of Ariel
- Trained student workers on new scanners
- Trained student workers in use of new scanning interface
- Developed new article delivery routing system upon discontinuation of Ariel and amended system as methods of delivery evolved
- Trained co-workers and administration in use of new systems and processes
- Created presentations of all processes involved in the provision of electronic articles
  Provided presentations physically and electronically to co-workers and departmental administration for easy reference in the event of an absence

Other Accomplishments

- Immediately after beginning full-time employment, temporarily assumed nearly all day-to-day tasks involved in the operation of the Interlibrary Loan Department due to overlapping summer vacation scheduling and the temporary leave of departmental administration
  Submitted borrowing requests and performed borrowing tasks
  Fulfilled lending requests and performed lending tasks
  Managed and supervised student workers
  Worked with faculty members requests for hard to locate items
  Provided customer service to patrons in person, by phone, and by email
- Upon return of regular staff and administration, fulfilled assigned “clean-up” duties
  List of lender messages – returned and not received items
  Reduced list by 78 items by resolving problems/finding items
  Once manageable, returned duty to lending clerk

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Amended/updated email addresses of borrowing libraries to reduce number of "not received" articles

Amended/updated system information of borrowing libraries to reduce "not received" articles

Created working file of frequently requested journal titles and their copyright status as pertaining to specific restrictions/specifications for ILL use

Began working intensively with electronic resources to learn the structure and function of vast array of databases, nature of link resolvers, and catalog interface

• Once department was sufficiently in order

Performed new role as the designated digital and analog article provider in the department

• Performed additional roles as assigned to assist departmental administration

Temporary ILL Clerk, Fordham University, Bronx, NY Academic Year, 2010-2011

• Performed lending and borrowing tasks as needed
• Provided coverage for and performed tasks required for the interlibrary lending and borrowing of materials, and processed article copies in the absence of the lending and borrowing clerks
• Worked with ILLiad system, Ariel system, First Search in OCLC
• Worked with SIRSI circulation system
• Communicated with other Fordham libraries to access materials from their stacks
• Provided stacks search materials for student workers to retrieve items
• Provided shipping materials to student workers for packing
• Resolved and re-directed mishandled materials
• Received and process incoming materials for Fordham patrons
• Provided in-office patron service
• Provided patron service over the phone
• Provided service to patrons via email and ILLiad communications
• Performed student worker duties in their absence
• Logged ILL transactions for monthly statistics
• Scanned articles
• Worked with UPS, USPS, and Metro delivery systems when and where indicated

Saturday Evening Supervisor, Fordham University, Bronx, NY Fall Semester, 2010

• Provided Managerial Coverage for the Saturday evening shift
• Supervised student workers in Circulation, Reserves, and Microform departments
• Ran reports in Sirsi Workflows
• Performed all closing duties for the department at the end of the shift
• Provided varied aspects of in-person patron service
• Executed patron service functions within SIRSI software at patron's request:

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placing holds for materials, issuing recalls of materials, resolving accounts, receiving fines, restoring privileges, and the checking in/out of library materials

ILL Intern, Fordham University, Bronx, NY Spring Semester, 2010

Duties mirror those of Temporary ILL Clerk

ILL Volunteer, Fordham University, Bronx, NY Summer/Fall Semester, 2009

Duties similar to those of Temporary ILL Clerk (on a smaller scale)

Other Work Experience (Prior to MLS Study)

Wait staff/Server, 10+ years' experience 1995 through 2008

Positano of Williston Park, NY
The Bryant Park Grill/Garden of NY, NY
Pomodorino of New Hyde Park and Hauppauge, NY

Designated Sales Associate, Neiman Marcus, White Plains, NY 2000

· Performed merchandising of inventory for seven selected designers
· Coached fellow sales associates in sales techniques
· Ran contests to motivate and improve employee sales of Prêt-à-Porter/Ready to Wear women's designer clothing
· Awarded bonus pay for achievement of sales targets set by management

Management & Sales, Nordstrom, Garden City, NY 1999

· Hired as sales associate
· Promoted to Interim Manager of "Collectors, Couture, and Armani" upon abrupt departure of department manager
· Upon hiring of new permanent manager, awarded with management position in Personal Shopping Department

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Research and Interests

Master's Thesis

- Original research on academic library services and university rankings
- Currently reformatting this work with intent to publish in book form
- Future research interests include the replication of Dr. Sharon Weiner's findings (2009) in a large scale, longitudinal study of the effects of increased funding for library services on universities' Peer Assessment Scores (PAS)

References

Jude T. Hayes, MLS
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Manager, Consortia Sales
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25 Warwick Estate Drive
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