

Miriam L. Heard

Key Skills

Integrated Library Systems | Ex Libris Voyager | Ex Libris Alma | Koha | Adobe InDesign | Adobe Photoshop | Adobe Illustrator | Microsoft Office Word, PowerPoint, Outlook, Excel, Access, Publisher | HTML5 & CSS Web Design | Collection Development | Archives Management | Copy Cataloging | Reference Services | Project Management | LibAnalytics | LibCal | LibGuides | Interlibrary Loan | Book Preservation | Metadata Design | Manage/Train Employees | Library Instruction | Course Reserve Management

Employment History

Lake Forest College Lake Forest, IL

July 2017 - Present

Head of Access Services

Key Achievements:

- Implemented progress log for student employees
- Increased evaluation meetings with student employees
- Designed a knowledge quiz for student employees
- Implemented lost and found policy
- Revised attendance policy for student employees
- Introduced two-way radios for student employees for off-the-desk work
- Activated faculty hold request functionality in Voyager
- Activated proxy patron functionality in Voyager
- Introduced new Course Reserve management procedures
- Assisted in the migration from ILLiad to Tipasa in July 2019
- Assisted in the migration from Voyager to Alma in June 2020
- Active member of several committees in library and across campus

Primary Responsibilities:

- Hire, train, supervise FTE/PTE/student employees
- Design Circulation Desk schedule and approve timecards for student employees
- Assist patrons and staff with library technology
- Provide statistical usage data for annual reports
- Manage patron billing
- Stacks management
- Book repair
- Course reserve management
- Assist with new student orientation
- Resolve patron account issues
- Manage patron data
- Maintain documentation of damaged I-Share returns
- Record library room use
- Assist student employees and patrons at the Circulation Desk
- Troubleshoot library technology hardware and software issues
- Alma ILS knowledge and use
- Coordinate document delivery services for digitization requests

Employment History Continued

Northwestern University, Pritzker School of Law Chicago, IL

January 2013 - June 2017

Print & Electronic Support Assistant, Library Specialist II

Key Achievements:

- Installed label printing software for Alma ILS on all applicable work stations
- Trouble shot label settings for our branch's needs
- Trained support staff and Catalog Librarian on how to use label printing software and developed training aid
- Developed training tutorial for Houchen ABLE bindery client
- Updated Bindery Assistant manual to correspond with Alma ILS

Primary Responsibilities:

- Print material repair/preservation
- Access services duties
- Use LibAnalytics to track patron inquiries
- Assist patrons and staff with library technology
- Process material for bindery
- Inspect returned bindery material and process for circulation
- Maintain reports and statistical data relating to resource use
- Ensure access to state, federal, and international government publications
- Records management
- Voyager ILS knowledge and use (Circulation, Call Slip, Acquisitions, Reporter, and Cataloging modules)
- Alma ILS knowledge and use in Acquisitions, Resource Management, Fulfillment, and Administration functions
- Retrieve and process material for off-site storage
- Holdings and Items records clean-up
- Serve as back-up opening procedure assistant
- Serials receiving/check-in as needed

DePaul University Chicago, IL

September 2011 - June 2014

Weekend Access Services Supervisor, Library Specialist I

Key Achievements:

- Eliminated paper-waste with laminated library route forms
- Identified bound periodicals with inaccurate barcodes
- Helped use surplus of budget funds to replace chalkboards with whiteboards in study rooms and purchase A-frame mobile whiteboards

Primary Responsibilities:

- Access services duties
- Use LibAnalytics to track patron inquiries
- Study room scheduling via LibCal
- Assist patrons with library technology
- Train and supervise student employees
- Stacks maintenance
- Voyager ILS knowledge and use (Circulation and Call Slip modules)
- Hold/pick-up shelf housekeeping
- Perform opening and closing procedures

Employment History Continued

Illinois Institute of Technology, Chicago-Kent College of Law

Chicago, IL

August 2010 - January 2013

Law Library Specialist I

Key Achievements:

- Designed training guide for microfilm reader
- Designed training guide for multifunction printer
- Digitized paper document request forms

Primary Responsibilities:

- Access services duties
- Fulfillment/Document Delivery/Interlibrary Loan
- Course reserve management
- Voyager ILS knowledge and use (Circulation, Call Slip, Acquisitions, and Cataloging modules)
- Marketing
- Study room scheduling
- Patron account maintenance
- Library experience enhancement
- Assist with collection management projects
- Perform library closing procedures

Supplemental Experience

Museum of Contemporary Art Chicago

Chicago, IL

January 2016 - March 2016

Library & Archives Internship

Under the direct supervision of the director, Mary Richardson, and the librarian and archivist, Erin Matson, I undertook a series of projects that allowed for further exposure to procedures conducted by information professionals in a special library and archives setting. This internship lasted the duration of the Winter 2016 quarter of my graduate studies.

Library Projects

- Collection management and assessment—Assessment of donated material based on scope and collection development policies in place by the institution
- Copy cataloging—Followed procedures to import bibliographic records provided by other institutions via Koha's import software
- Original cataloging—Created bibliographic records from scratch
- Bibliographic record corrections—Located and replaced corrupted bibliographic and item records through copy cataloging methods
- Reference requests—Assisted patrons via email with research inquiries

Archives Projects

- Publication archives management—sorted and filed ephemera based on finding aids and updated finding aids as needed
- Poster collection inventory—Described and inventoried posters from 1996 and 2002 accessions
- Video collection inventory—Described, processed, and inventoried VHS tapes from 2013 accession
- Digitized video collection management—Provided descriptions for digitized video productions

Education

University of Washington, Information School Seattle, WA
Master of Library and Information Science June 2017

Wright College Chicago, IL
Library Technical Assistant Certificate May 2013

American Academy of Art Chicago, IL
Bachelor of Fine Arts in Illustration August 2010

Network & Committee Involvement

iSTAMP Mentor: Currently participating in the pilot iteration of University of Washington iSchool mentorship program for MLIS students. iSTAMP (Student-To-Alumni Mentorship) was developed to connect students with alumni for a 7-month mentorship. Students are matched with a mentor based on their identities and areas of interest in the field. The program runs November 2020 through May 31st, 2021.

Advisor to Black Women United: Serving as advisor to the Lake Forest College student-lead organization, Black Women United for the 2020-2021 academic year. Oversee and provide guidance to students as they develop and organize programming and events.

Class Instruction: Co-Instructor for First Year Studies 150 research lesson on 10/27/2020—Provided guidance to Freshmen students on how to navigate library tools to request a research appointment, find citation resources, and understand the importance of relevant materials when developing an annotated bibliography.

Choose Antiracism Video Series: Provided brief 5-minute video review of chapter 6 of *How To Be An Antiracist* by Dr. Ibram Kendi <https://www.lakeforest.edu/diversity-equity-and-inclusion-initiatives/choose-antiracism-video-series>

Library Reopening Committee: Serving on committee to safely plan for the reopening of the Donnelley and Lee Library amidst COVID-19 (on-going).

LIBRAS Member Spotlight: Nominated as the October 2020 member of LIBRAS to be recognized for my work in the field.

LIBRAS Executive Committee: Secretary July 2018-July 2020 terms (elected position)—LIBRAS is a consortium of 19 college libraries in the Chicagoland area. For more information, see www.libras.org.

LIBRAS Knowledge Exchange 12/18/2018: Visited Concordia University and North Park University to learn of the libraries' operations.

Conduct Board: Serving as committee member on Lake Forest College's Student Conduct Board—attend hearings and provide rulings based on evidence (on-going).

WMXM Radio Host: Volunteers as a radio program DJ for Lake Forest College student run station, WMXM 88.9 FM. DJ from fall 2019 to present.

Network & Committee Involvement Continued

Student Employee Task Force: Participated in planning and coordination of intensive summer training (inaugural event summer 2019) of student employees to better outline expectations and instill the importance of teamwork among students. Facilitated confidence-building activities to encourage students to use critical thinking to solve problems at the service desk. Revised student handbook policies and job descriptions.

Access Services Conference: Attended the 10th annual conference held in Atlanta, GA November 14-16, 2018. Attended the annual conference November 20-22, 2019.

Illinois Library Association Reaching Forward Conference: Attended ILA Reaching Forward Conferences in 2015 and 2016.

Law School Staff Advisory Council: Served from 2015-2017 on LSSAC at Northwestern Pritzker School of Law. Coordinated programming and events for staff.

Additional Employment History

American Academy of Art Chicago, IL

December 2008 - August 2010

Library Assistant

- Access services duties
- Clean and process donated and new materials
- Basic reference services
- Troubleshoot printer and computers
- Ensure website usability
- Collection development
- Open and close library

911 Driving School Lakewood, WA

June 2008 - July 2008

Seasonal Administrative Assistant

- Data entry via FileMaker software
- Invoice and receipt generation with QuickBooks
- Prepare classroom for lectures
- Customer service
- Answer queries about programs via email and telephone interaction
- Schedule appointments for driving lessons
- Follow Washington State protocol to legally issue driving certificates and vouchers
- Close business