



Chrystal Seager

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Objective

To obtain a position as circulation supervisor in an academic library setting.

Qualifications

- Two years as a law library assistant with the Washington County Law Library;
- One year as a reference assistant with the Beaverton City Library;
- One year as a library assistant for the Oregon Historical Society, including a two-month internship for credit towards MLIS degree focusing on both the development of reference interview skills and familiarization with special library resources;
- Thirteen years total as a circulation assistant/clerk in libraries; three years in a academic library and ten years in a public library; also, one year as an interlibrary loan clerk;
- Three years of public library experience in a unique kiosk library called Books-by-Rail serving Tri-Met commuters, requiring reader's advisory and technical service skills;
- Extensive experience and education in customer service skills;
- Extensive experience serving diverse populations;
- Thorough knowledge of library automation systems, especially Polaris and LibraryWorld, office-related computer applications, and general office equipment;
- Knowledge of XHTML/CSS and web design principles;
- Familiarity with Web 2.0 and social media technologies.

Education

University of Washington

Master's in Library and Information Science, 2011

Course highlights:

*Management of Information Organizations
Information Resources, Services, and Collections
Government Documents
Legal Research Independent Study
Intellectual Freedom
Information Literacy for Teachers and Learners
Web Design for Information Professionals*

University of Portland

B.A., Psychology; Minor, French; 1997

Graduated Cum Laude; Outstanding Senior in French

Recent Job-related Education and Conferences

Certificates: Microsoft Access and Publisher; Notary.

Other training: Oregon L-net services; LexisNexis legal databases; Oregon Digital Newspaper Program

*2011 conferences and meetings: Oregon Library Association Conference & Legal Research Round Table meeting;
Oregon Council of County Law Libraries meeting; Oregon Library Association Support Services Division Conference;
Oregon Virtual Reference Summit*

Relevant Experience

Washington County Law Library – Law Library Assistant

September 2009 to present

Provide law library reference services in person, over the telephone, and online; assist patrons in locating and using both print and online legal research resources; purchase, process, catalog, maintain, and circulate collection materials, especially continuing legal education materials; create and update resource referral cards and other reference tools; compile monthly personal injury statistics and share with interested parties; provide training resources and presentations for law library users, especially public librarians; development and maintenance of law library website using the county's content management system CommonSpot; coordinate with other county departments to optimize library services, especially county public library services; contribute to the Oregon Legal Research Blog; coordinate external binding of library materials; create library signage; organize and maintain free resource literature display; track purchasing card expenditures; maintain office equipment; order office and library supplies as necessary.

Beaverton Public Library – Reference Assistant

October 2007 to March 2008

Performed quick reference and readers advisory duties at the adult, children's, telephone reference and young adult reference desks; applied appropriate reference techniques; utilized the Polaris library system to perform catalog searches, placed hold requests on materials, and other reference related tasks; assisted patrons in use of library materials, library computers (including the OPACs and Internet), electronic media and databases; referred more complex and difficult questions to librarians; completed various departmental tasks as requested.

Oregon Historical Society Research Library – Volunteer and Intern

October 2007 to December 2008

Provided reference assistance to patrons at reference desk; instructed patrons in use of the catalog, microfiche/microfilm readers, and other bibliographic tools; developed search guides for frequently requested topics; assisted head reference librarian in researching answers to received patron questions; retrieved stored library materials for patrons using call slips; utilized shelflist databases in material retrieval; photocopied text and photographic materials at patron request; described contents of vertical file materials in preparation for online cataloging; accepted payment for photocopies made and processed paperwork for photograph reproduction orders..

Hillsboro Public Libraries (Books-by-Rail, Tanasbourne, and Shute Park branches) – Library Clerk

May 1998 – April 2010

Circulated and renewed library materials; issued library cards; updated patron records; accepted fines, fees, lost and collections payments; processed hold requests; provided basic reference and technical services at Books-by-Rail location, including daily creation, labeling, barcoding, and deletion of magazine and video item records, educating users in online catalog usage (searches, holds, accessing records), and recommending titles; also at Books-by-Rail location, counted and recorded incoming monies daily in Excel spreadsheet; created signs, labels and nametags for public, staff, and volunteers; trained new employees and volunteers; operated and troubleshooted a variety of office and audiovisual equipment; answered/distributed telephone calls; updated and maintained office supply shelves; processed and invoiced damaged items; maintained photocopies of forms; performed shelf checks, shelf reading, and shelving functions.

ADC Kentrox – Customer Service Assistant

April – August 1996; August 1997 – May 1998

Assisted in all customer service administrative functions; maintained customer billing/shipping address master; distributed customer service calls; modified purchase orders; entered credit memo, zero dollar, and billing only orders; balanced daily bookings report; maintained customer service office equipment; provided focal point to help desk for departmental computer systems issues; coordinated EDI processes; proofed and filed purchase orders.

Wilson W. Clark Memorial Library (University of Portland) – Interlibrary Loan Clerk

August 1996 – May 1997

Located and filled ILL requests via mail, fax, and Ariel; prepared loan materials for mailing; updated OCLC records; notified patrons of received requests; maintained ILL filing systems; assisted in processing of overdue ILL material.

Wilson W. Clark Memorial Library (University of Portland) – Circulation Assistant

October 1994 – May 1997

Circulated and renewed library materials; provided patrons with general information and assistance with online catalog; aided in processing overdue notices; shelved books; performed shelf reading; updated patron records; accepted fines and fees; answered and distributed telephone calls; maintained reserve files.

Other Experience

Sweet Adelines International 1990-1999

Member, nine years; baritone section leader/music team member, four years; music librarian, four years

VOA Family Shelter 1996-1998

Volunteer, Children's Group facilitator at domestic violence/family shelter

References Available Upon Request