

SHAYERA HOL

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PROFILE

Resourceful and detail-oriented **Library and Information Technician** student with strong academic knowledge and practical training in all aspects of library systems, programming and records management. Client services focused professional with a desire to assist and teach clients in finding and using a variety of information resources. Demonstrates an aptitude to adapt to shifting priorities and timelines while delivering high quality results.

SUMMARY OF QUALIFICATIONS

- Familiar with manual and automated operations in collecting, processing and organizing material
- Maintains book, serial and online collections, using procedures for bibliographic verification
- Catalogues records using internationally accepted cataloguing rules with MARC coding
- Understands how to analyze information requests in a variety of topic areas, provide instructional assistance, and perform accurate searches
- Recognizes the importance of freedom of information, censorship and copyright
- Competent in preparing promotional materials, library programming, bibliographies and reports
- Demonstrates strong interpersonal skills when assessing client needs and provides effective client service to distinct groups in various information management settings

Advanced skills in Microsoft Office Suite (Word, Excel, PowerPoint, Outlook), Adobe Creative Suite (Illustrator, Photoshop) and various social media platforms (Instagram, Facebook, Twitter)

EDUCATION

Library and Information Technician Diploma

Algonquin College, Ottawa, ON

Sept 2021 – Present

Ontario Secondary School Diploma

Nepean High School, Ottawa, ON

June 2021

RELATED EXPERIENCE

Library Technician Field Placement

Ottawa Public Library, Ottawa, ON

March 2022

- Provided diversified information services and research assistance to the general public
- Assisted 30+ patrons daily in locating a broad selection of books, periodicals and materials
- Catalogued library materials, prepared bibliographies and referenced guides
- Educated users on research techniques and how to utilize online scholarly databases

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- Checked in and out items using the Integrated Library Software system
- Shelved 100 + books per shift, pulled holds and reorganized and relocated stacks

RELATED EXPERIENCE CONTINUED

Museum Guide

May – Aug 2021

Bank of Canada, Ottawa, ON

- Met and greeted 50 + visitors at the front desk each shift, answered questions and gathered data
- Raised public awareness of the roles and responsibilities of the Central Bank
- Interpreted history and themes of the Museum through dialogue with visitors
- Facilitated guided tours, family activities at special events and school programs
- Assisted with processing transactions and stocking of inventory in the Museum boutique

OTHER WORK EXPERIENCE

Laundry and Housekeeping Aide

June 2019 – May 2021

Revera Living, Ottawa, ON

- Assisted in the collection and sorting of soiled personal clothing and linens
- Loaded and unloaded washers and dryers, ensured that proper settings were used and that chemical supplies were at an appropriate level
- Folded, sorted and stacked linens and residents' clothing and ironed items as required
- Adhered to established facility policies and procedures and completed documentation as required
- Participated in the Quality Improvement Program on a weekly basis

VOLUNTEER EXPERIENCE

Library Volunteer

Aug 2019 – Present

Ottawa-Carleton District School Board, Ottawa, ON

- Schedule classes, organize small groups of 10+ and prioritize concurrent tasks and deadlines
- Assist staff and students with the use of the library and demonstrated how to conduct research
- Provide information, respond to inquiries, interpret library policies and monitor and ensure appropriate behaviour in the library at all times
- Wrote correspondence and reports on an as needed basis

MEMBERSHIPS

Student Member

Nov 2021 – Present

Ontario Library Association

REFERENCES AVAILABLE UPON REQUEST