

Larissa Horbanczuk

Somerville, MA

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EDUCATION

Simmons University, Boston, MA

Master of Science in Library and Information Science, anticipated May 2XXX

Colorado State University, Fort Collins, CO

Bachelor of Arts in Sociology, 2002

LIBRARY EXPERIENCE

Colorado State University Morgan Library, Access Services, Fort Collins, CO

Year - Year

Assistant to Library Technician II, 2000 - 2002

- Completed unique project of reorganizing and reclassifying stored documents for U.S. Government Documents Department in Summer 2000
- Based on excellent job performance, only student employee selected to be trained as substitute for three Library Technician I positions
- Processed book recalls in accurate and timely manner
- Provided requested articles to branch libraries via fax, Ariel, and daily storage warehouse pickup.
- Recognized frequently for quality of service provided to branch libraries and for troubleshooting capabilities
- Processed reserve items in high volume environment, including rush orders for professors

Circulation Student Supervisor, Year - Year

- Managed daily running of Circulation Desk
- Collaborated with department head to improve monitor and student training system that involved updating training procedures and creating more efficient work-flow policies
- Selected as one of five students to communicate library's procedures and needs to patrons during library closure due to disastrous flood in July 1999
- Trained and supervised up to 10 part-time student staff members
- Instructed new student monitors in management skills and department procedures

CUSTOMER SERVICE EXPERIENCE

Morgan Braille Press, Inc., Boston, MA

Year - Present

Customer Service Representative

- Establish and maintain relationships with customers, acting as a resource on Braille materials at National Braille Press, as well as other Braille publishers. Advise customers on new and emerging adaptive technology and make referrals to other agencies
- Recognized by supervisors for high level of commitment to excellence and ability to create and implement systems to organize work flow
- Initiated and spearheaded reorganization of book depository that markedly improved the efficiency of order fulfillment
- Chosen to select 12 books per year for Children's Braille Book Club
- Organized and supervised 14 volunteer events that involved directing groups of 15 to 30 volunteers in assembling Braille books
- Serve as contributing editor of Braille newspaper, The Syndicated Columnists Weekly
- Lead student volunteer tours of the plant to educate on issues of blindness and Braille literacy

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ADDITIONAL EXPERIENCE

Fund For Private Interest Research, New York, NY

Year - Year

Field Information Coordinator, Year - Year

- Maintained and updated membership information for 27 nonprofit organizations
- Organized and implemented information systems for newly created Major Donor Program
- Established new and more efficient ways for submission of membership information via mail and new electronic database
- Hired, trained, and supervised up to 10 data entry staff
- Established and maintained relationships with outside vendors and managed shipping operations

Canvass Director, Year - Year

- Directed grassroots political canvass office
- Led the New Jersey Canvass Office to its most successful winter season, ranking number one nationally for money raised per canvasser; raised \$13,000 independently in door-to-door canvassing
- Hired, trained, and supervised 20 political canvassers for the environmental groups The Sierra Club and State Public Interest Research Group (PIRG)
- Led recruitment drives at five universities that entailed delivering group information sessions and conducting interviews

SKILLS

Technical: Dialog, Dreamweaver, Factiva, Hoovers, LexisNexis, Mac OS, Moodle, MS Office Suite, Innovative Millennium, RefWorks, WebCT, Web 2.0 Technologies (blogs, Delicious, wikis, RSS), Social Medias (Facebook, Flickr, LinkedIn, Twitter)

Languages and Standards: MARC, LC, Dewey, working knowledge of HTML

PROFESSIONAL AFFILIATIONS

American Library Association, Student Member, 2010 - Present

Massachusetts Library Association, Student Member, 2010 - Present

Association of College and Research Libraries, Student Member, 2011 - Present