THOMAS O'CONNELL

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SKILLS SUMMARY

ILS: Virtua; Millennium; Voyager; OPAC/Discovery; Profiler; VITAL DAM; MozGo Mobile App
Technical: OverDrive; NoveList; OCLC Connexion; EBSCO Discovery Service; Drupal; Oracle Client; SugarCRM; Crystal Reports; SQL; 3M Cloud; Microsoft Word, PowerPoint, Excel; Prezi Presentation
Library: integrated library systems; library automation; library classification systems (LC, Dewey, NLM), FRBR/RDA; database searching; electronic resources; web-based services; mobile library apps
Customer Support: instruction, presentation, writing/documentation, trouble shooting, help desk

EXPERIENCE

VTLS, Inc., Blacksburg, VA
User Interface Librarian   **2012-Present**

- Manage new feature requirements for ILS/LSP emerging technologies: OPAC/Discovery, mobile library apps, and digital asset management.
- Provide training, support, and demos on user interface products for library customers.
- Serve as project manager for Drupal strategies and design for library websites.
- Respond to customer inquiries and provide resolution to software issues.
- Work cooperatively with third-party vendors to determine product compatibility with ILS platforms.
- Maintain supportive and effective working relationships with staff, management, and libraries.
- Coordinate, schedule, and track detailed information on ILS/LSP product lifecycle.
- Collaborate with Sales & Marketing team, review literature, and monitor industry trends.
- Conduct market research to identify functional requirements for software and design direction.
- Assist Quality Control in testing feature performance capabilities with ILS.
- Attend professional conferences as company liaison to third-party product vendors.

Lead Customer Support Librarian   **2007-2012**
Customer Support Librarian   **2003-2007**

- Worked as principal instructor for ILS products/services and library software applications: cataloging, FRBR/RDA, circulation, OPAC, serials, and consortium management.
- Identified, troubleshot, and resolved software problems through help desk; provided support to library customers and remote staff via email, telephone, chat, and online webinars.
- Collaborated with libraries to schedule and implement ILS software upgrades.
- Supervised, mentored, and trained staff librarians on ILS software applications.
- Performed original and copy cataloging using shared resources for library databases.
- Organized and taught train-the-trainer instruction programs for ILS implementation in large-scale public libraries; coached and tutored new instructors.
- Assigned technical service requests to staff librarians to monitor customer problems.
- Created and promoted instructional videos, tutorials, and product presentations.
- Developed and implemented print and web-based training manuals and documentation.
- Prepared department metrics/statistics and reports to evaluate staff productivity.
- Served as assistant product manager for development of Web 2.0 social OPAC.
- Provided consultation and assisted customers in developing optimal library workflows.
- Facilitated and led weekly departmental staff meetings; provided leadership to team.

OWENSBORO COMMUNITY COLLEGE, Owensboro, KY
Public Services Librarian   **2001-2002**

- Provided reference and access services to students, staff, and college community.
- Trained and supervised staff and student workers in circulation procedures and reference, print, and electronic resources.
- Served as primary developer / instructor for undergraduate information literacy program.
- Developed lesson plans; administered, evaluated and graded in-class assignments.
- Evaluated and maintained electronic reference databases.
- Created research and library instruction guides.
- Supervised and managed circulation, course reserves, and patron notifications.
- Participated in collection development for reference and circulating collections.
- Managed reference services and gathered patron usage statistics.
- Assisted Library Director with administrative services and library policies.

EASTERN CONNECTICUT STATE UNIVERSITY, Willimantic, CT
Reference Librarian   **2000-2001**

- Provided reference and research services to students, staff, and university community.
- Responsible for evening supervision of reference desk services.
- Assisted and instructed patrons with electronic database searching.
- Participated in collection development for reference and circulating collections.
- Collaborated on development of print and web-based library instruction guides.
- Organized and maintained Ready Reference collection.

MURRAY STATE UNIVERSITY, Murray, KY
Reference/Instruction Librarian   **1998-1999**

- Provided reference and research services to students, staff, and university community.
- Assisted patrons in locating and utilizing print and electronic library resources.
- Taught undergraduate library skills and research course; developed course curriculum; evaluated and graded student assignments.
- Conducted library tours and bibliographic instruction sessions.
- Collaborated with university faculty to develop a copyright compliance workshop.
- Created print and web-based instructional aides.
- Participated in collection development for reference department.

EDUCATION

Master of Library Science, August 1998
SOUTHERN CONNECTICUT STATE UNIVERSITY, New Haven, CT

Bachelor of Arts in Geography, May 1992
SOUTHERN CONNECTICUT STATE UNIVERSITY, New Haven, CT