

**Margaret Heller**  
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<http://www.gloriousgeneralist.com/portfolio/>

## *Education*

<b>University of Illinois at Urbana- Champaign</b>	<b>Spring 2008</b>
<i>Master of Science, Library and Information Science</i>	
<b>College of Wooster, Wooster, Ohio</b>	<b>Spring 2006</b>
<i>Bachelor of Arts, magna cum laude, Classical Studies (minor Philosophy)</i>	
<b>College Year in Athens, Athens, Greece</b>	<b>Fall 2004</b>

## *Experience*

### **Part-time Reference Librarian**

*Dominican University, River Forest, IL* **2009-present**

- Answer questions from patrons via telephone, email, and chat at the reference desk of a university serving 3500 faculty, students, and staff.
- Collect and analyze reference and database use statistics.
- Teach course-integrated instruction sessions.
- Coordinate the development of research guides using LibGuides.
- Assist with collection development and technical services projects.
- Work with a team to gather and analyze data for collection assessment.

### **Assistant Director**

*Chicago Underground Library, Chicago, IL* **2009-present**

- Plan, lead, and assist with a variety of activities associated with setting up a library consisting mainly of small press and independent works.
- Develop innovative library catalog using Drupal.

### **Graduate Assistant, Central Reference**

**2006-2008**

*University of Illinois Library, Urbana, IL*

- Answered diverse types of questions from patrons via telephone, email, and chat at the reference desk of major research library serving over 53,000 students, faculty, and staff.
- Taught instructional sessions to graduate and undergraduate students.
- Led student tours and library orientation sessions.
- Curated and publicized permanent Audubon folio display.
- Assisted with the production of graduate assistant training materials.

### **Library Supervisor**

**2007-2008**

*Residence Hall Library System, University of Illinois, Champaign, IL*

- Managed library in residence halls area with nearly 3,000 visitors a semester.
- Supervised and trained five undergraduate student workers.
- Under my management, patron visits to the library increased 48% and items circulated increased 24%.
- Promoted library to students in the residence halls as well as campus at large through outreach tables, displays, social networking groups, and blogging.
- Developed collection, particularly in the areas of popular non-fiction and literary fiction.
- Designed and implemented at least one educational program per semester.
- Cataloged (copy and original) new materials in OCLC Connexion and Voyager.
- Assisted with Interlibrary Loan functions.

**Graduate Student Hourly Assistant, Modern Languages and Linguistics Library** **Fall 2006**  
*University of Illinois at Urbana-Champaign Library, Urbana, IL*

- Assisted French subject area librarian with collection development and other projects related to the Proust Archive.
- Updated library webpage content and design and standardized to XHTML 1.0.
- Created display to publicize Francophone North African fiction collection.
- Tracked funds for French Canadian fiction collection as part of a successful grant application.

**Student Supervisor** **2002-2006**  
*Timken Science Library, College of Wooster, Wooster, OH*

- Supervised one student worker and served as manager nights and weekends.
- Provided assistance with databases in science subject areas and the library catalog.
- Maintained collection and assisted with collection development and serials processing.

**Intern, Prints and Photographs Department** **Summer 2005**  
*Chicago Historical Society (currently Chicago History Museum), Chicago, IL*

- Assisted with collection acquisitions and processing.

**Volunteer Student Assistant** **Fall 2004**  
*Blegen Library of the American School of Classical Studies, Athens, Greece*

- Filed, processed, and maintained collection for major research library.

**Research Intern** **Summer 2004**  
*Archive of Performances of Greek and Roman Drama, Oxford University, Oxford, England*

- Researched modern productions of ancient drama and corresponded with theater companies to secure archival material. Archived evidence of productions.
- Organized and helped catalog small library of research materials.

**Intern** **Summer 2003**  
*Oak Park Public Library, Oak Park, IL*

- Wrote and formatted job descriptions for all library positions, converted these into HTML for web publishing
- Assisted Human Resources and Finance departments with filing.
- Participated in major security tagging project.

*Presentations*

- “Is the World Getting Any Smaller? Library 2.0 and International Library Communication,” poster presentation at BOBCATSSS 2008 in Zadar, Croatia
- “Web 2.0/3.0” panel presentation at BOBCATSSS 2008 in Zadar, Croatia
- “Use and Users of Social Networking” virtual presentation at WiLS Virtual Reference Best Practices meeting, January 16, 2008.

*Publications*

- Review of “A Weed by Any Other Name.” *Library Journal* 134, no. 5 (March 15, 2009): 118-118.
- Review of “Blood in the Forum.” *Library Journal* 134, no. 8 (May 1, 2009): 89-89.
- Review of “Roman Passions.” *Library Journal* 134, no. 9 (May 15, 2009): 86-86.
- Review of “Waterwise Gardening.” *Library Journal* 134, no. 13 (August 1, 2009): 100-100.
- Review of “The Poison King.” *Library Journal* 134, no. 14 (September 1, 2009): 113-113.
- In press: Review of “The American Meadow Garden.” *Library Journal*.

## *Awards and Honors*

**Honor Societies:** Phi Beta Kappa, Eta Sigma Phi (Classics), Phi Sigma Iota (Foreign Languages), Phi Sigma Tau (Philosophy)

## *Organizations*

### **American Library Association**

**2006-present**

*Member, New Members Round Table*

- Assisted with NMRT President's Program at 2009 Annual Conference in Chicago.
- Participating in NMRT Career Mentoring Program.

*Member, ACRL*

## *Computer Skills*

**Library Systems Software:** LibGuides, ILLiad, Voyager, Millennium, OCLC Connexion, QuestionPoint, Docutek.

Familiar with a wide variety of interfaces, including: CSA, Dialog, EBSCO, Engineering Village, Factiva, First Search, Infotrac, LexisNexis, Ovid, PubMed, Proquest, WilsonWeb.

**Web Software and Skills:** HTML, XHTML, CSS, PHP, XML, Javascript, Dreamweaver, Drupal, OpenCMS, WordPress, Blogger, Facebook, Google applications, web design.

**General Software and Skills:** Ethernet network setup, Windows XP, Macintosh OS 10, Word, Excel, PowerPoint, Access, Publisher, Moodle, graphic editing software.

## *Language Skills*

- Reading, writing and speaking of German.
- Reading and writing of French, Ancient Greek, Latin, Hebrew, and Sanskrit.