

William P. Helman Jr.

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VALUE

I bring a strong background in training and instruction, along with a passion for learning new technologies that I can share in order to meet my users information needs.

EXPERIENCE

MIT, Rotch Library of Architecture and Planning

Circulation Assistant, Stacks Manager

Cambridge, MA

September 2007 to present

- Lead instruction and reference support for patents and patent searching
- Implement and deliver instruction sessions on web based library search tools
- Deliver library-wide training on user service, focused on non-traditional users such as tourists and campus visitors
- Act as instruction assistant in system-wide information literacy sessions
- Member of Research and Instruction Support Group and Freshman Orientation Committees
- Serve on system wide task forces, including Core Competencies, Reference Statistics, Knowledge Base, Reference Vision, and Patents Search Review; convener for Reference Public Service Documentation Group
- Administer usability tests for, and heuristic evaluation of, Vera Multi-Search site
- Provide excellent service in circulation, basic reference, and referrals
- Effectively coordinate student circulation/stacks staff
- Successfully train student staff to exceed patron expectations
- Partner with other student coordinators to develop unified policy and training for student staff

Borders Books, Music and Café

Operations Supervisor

Boston, MA and San Francisco, CA

May 2005 to September 2007

- Coordinate daily schedules to effectively handle high sales volume
- Responsible for addressing schedule needs for 78 employees
- In-store auditor to ensure compliance with company best practices
- Develop a successful Loss Prevention plan and train the LP staff and booksellers to effectively prevent internal loss and theft
- Responsible for store physical operations
- Maintain company standards and best practices

EDUCATION

Simmons College	Boston, MA
MS Library and Information Science	May 2010
University of Notre Dame, and Indiana University South Bend	South Bend, IN August 1999 to May 2001
Graduate Studies, Non-Degree Seeking	
University of Notre Dame	Notre Dame, IN
BA Majors: Philosophy and CAP Minor: Gender Studies	December 1999

PROFESSIONAL SERVICE

American Society for Information Science and Technology

- New England Chapter Chair-Elect, 2011
- Program Committee Chair, January 2010 to present
 - Coordinate successful events of up to 160 attendees
 - Develop and maintain the chapter presence on Twitter, @neassist
 - Maintain chapter public website, FaceBook and internal wiki
- Student Liaison to NEASIS&T, ASIS&T at Simmons College, August 2008 to May 2010
 - Coordinate efforts between the student and regional chapters to organize, promote, and implement successful events in the Boston area
- Member, ASIS&T, August 2008 to present
 - Develop and contribute to national presence on Twitter, @asist_org
 - Administrator for ASIS&T blog, *Bits*
 - Contributor to ASIS&T blog, *Bits*

AWARDS

NEASIS&T Chapter Member of the Year, Student, 2009
Simmons College Outstanding Information Science Student Award, 2010

SKILLS

Windows, Ubuntu and Macintosh environments, Google apps including Mail, Calendar and Docs, Microsoft Office, Open Office, Aleph Integrated Library System, LibGuides, W3C standards based HTML5, XHTML and CSS, PHP, XML, MySQL, phpMyAdmin, Wordpress CMS, DrupalGardens, Photoshop, GIMP, Twitter