Thomas Greer

SENIOR LIBRARY ASSISTANT

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SUMMARY

Senior library assistant with 8 years in academic access services, running evening and weekend operations for a college library open 100 hours a week. Supervises 20 student workers, manages course reserves and interlibrary loan in Alma, and keeps the building safe and welcoming. Trusted by faculty for fast reserve and research support.

EXPERIENCE

Senior Library Assistant

06/2021 - Present

Back Bay College Library — Boston, MA

Access services lead at a 7,500-student private college library.

- Lead evening and weekend operations, opening and closing the building for 35+ hours a week with 2 part-time staff.
- Hire and train 20 student workers each year, keeping desk coverage at 100% through midterms and finals.
- Manage course reserves for 300 classes a semester, posting **4,000** print and electronic items in Alma.
- Coordinate reserve lists with faculty and answer 25+ reference services questions per shift at the access services desk.

Library Assistant

09/2018 - 05/2021

Charles River Community College — Cambridge, MA

Circulation and interlibrary loan role at a 2-campus community college library.

- Processed **400+** circulation transactions a day and resolved fine and billing disputes.
- Filled 120 interlibrary loan requests a month for faculty and students.
- Moved the reserve desk to electronic reserves in 2020, scanning 1,500 chapters within copyright limits.
- Updated circulation policies and desk manuals in Microsoft Office for 3 new staff each year.

SKILLS

Access Services | Circulation | Course Reserves | Interlibrary Loan | Alma | Student Supervision | Reference Services | Microsoft Office | Customer Service | Organizational Skills

EDUCATION

Bachelor of Arts

05/2018

University of Massachusetts Boston — Boston, MA

English