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Shelby Moore

Professional Summary

Service-oriented Library Resource Management Assistant and Archive Research Assistant with proven success helping collective members, patrons, and librarians with routine needs and special projects. Dependable in managing library materials, training others, and curating archive materials. Self-motivated and committed to fostering superior guest service through efficient operations.

Work History

Toppled Monuments Archive - Research Assistant

New York City , NY

06/2020 - Current

- Researching monuments that have been toppled, removed, or defaced.
- Working within a document system to add multimedia information to the archive including videos, photos, written descriptions, times, dates, etc.
- Creating, collaborating on, and formatting our quarterly newsletter.
- Planned, modified and executed research techniques, procedures and tests.
- Demonstrated strong writing skills to generate original correspondence and reports.
- Cataloged data and research into databases.
- Worked both independently and collaboratively in fast-paced digital environment.
- Validated incoming data to check information accuracy and integrity while independently locating and correcting concerns.
- Worked alongside our founder to edit grant submissions, create a framework for the digital archive, and research audiovisual media for an art installation representing Toppled Monuments Archive.

Kennesaw State University Library System - Resource Management Assistant

Kennesaw, GA

06/2018 - 05/2021

- Received and distributed serials and monographs.
- Cataloged items from new or donated books to in-house, professional development items.

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📍 Villa Rica, GA 30180

Skills

- Microsoft Office, specifically Excel
- ExLibris Voyager
- ExLibris Alma
- OCLC WorldCat
- Adobe Photoshop Suite
- SharePoint
- EBSCO Claiming Service
- Selecting monographs for purchase with library funds
- MailChimp and other newsletter creation and distribution programs
- Training faculty and staff on complex functions in library service platforms
- Data entry
- Communicating effectively via telephone, email, or in person
- Library of Congress Classification System
- Dewey Decimal System
- Customer service
- Creation and modification of policies and procedures
- Research and Analysis
- Digital file formatting
- Collaboration
- Multitasking abilities
- Reference Assistance
- Supervision of student assistants
- Student assistant training
- Operating a multi-line telephone at a front desk
- Shelving and shelf-reading

- Repaired items and engaged in book conservation including spine replacement, end sheet replacement, page tip in, etc.
- Fixed item issues within ExLibris Alma, a library service platform.
- Compiled and maintained department policies and procedures on SharePoint as well as updating the homepage with web and graphic design skills.
- Answered student research questions on the web-based reference chat.
- Supervised and trained Technical Services' student assistants.
- Coordinated with head of student assistant services to schedule work times.
- Trained all newly hired employees in Technical Services in Research Management duties.
- Prepared and charted data and metrics for detailed annual status reports for each fiscal year.
- Delivered top-notch administrative support to office staff, promoting excellence in office operations.
- Offered office-wide software support and training regarding work orders in ExLibris Alma, troubleshooting issues and optimizing usage.
- Facilitated communication between internal and external project stakeholders to keep all parties well-informed.
- Sorted, opened and routed incoming correspondence and deliveries to help senior leaders respond quickly to university and vendor requirements.
- Increased library faculty and staff participation in special events by creating monthly newsletters with detailed calendars and other office updates.
- Interacted with vendors to receive orders.
- Maintained daily reports and advised executive leaders in decision-making processes.
- Volunteered to help with special projects of varying degrees of complexity.

Kennesaw State University Library System - Student Assistant

Kennesaw, GA

04/2017 - 06/2018

- Checked items in and out as well as explained library policy to patrons.
- Received, processed, and distributed newspapers for patron use.
- Mitigated librarian workload by independently managing basic patron requests and locating materials.
- Showed patrons where to find library resources and collected equipment, reference pieces and other items.
- Assisted staff with completing special projects such as shelf reading and relocating monographs, serials, and other library materials.
- Assisted library staff with clerical duties to help lighten workload.
- Organized returned books and materials and assisted with shelving.
- Helped with weeding of book and reference collections by sorting heavily worn items.
- Monitored patrons at library entrances and public areas and enforced library policies to maintain peaceful atmosphere.
- Assisted patrons with operation of library photocopiers, microfiche and

- SpringShare Suite
- Creation of LibGuides
- Research
- Fully vaccinated as of April 2020

Education

05/2022

North Carolina Central University

Durham, NC

Masters: Library And Information Science

05/2018

Kennesaw State University

Kennesaw, GA

Bachelor of Arts: English

Service

- Member of the KSU Library Professional Development Day Committee
- Member of the KSU Library Social Committee
- Member of the KSU Library Strategic Marketing Committee
- Chair of the KSU Library Display Committee
- Member of the ALA (2019-2020)
- Member of the GLA (2019-2020)

Scholarship

- GLC poster presentation: All Hands on Deck: Developing a Job Shadowing Program in Collection Development (October 2020)
- GUGM live presentation: Inter-Library Partnerships: Simplifying Alma Work Orders (May 2021)

audio/visual equipment.

- Managed multiple tasks and met time-sensitive deadlines.
- Managed multi-line phone system directing individuals to desired personnel and providing general information about operations.
- Resolved customer problems and complaints.
- Greeted incoming visitors and customers professionally and provided friendly, knowledgeable assistance.
- Kept reception area clean and neat to give visitors positive first impression.

Vineyard Real Estate Group - Realtor Assistant

Woodstock, GA

06/2011 - 04/2017

- Developed and maintained list of available properties suited to different needs and budgets for clients.
- Maintained efficient office operations by handling errands and administrative functions.
- Ordered and distributed office supplies while adhering to fixed office budget.
- Opened and properly distributed incoming mail to promote quicker response to client inquiries.
- Confirmed appointments, communicated with clients and updated client records.
- Troubleshoot and diagnosed problems to accurately resolve wide range of technical issues.
- Explained technical information in clear terms to non-technical individuals to promote better understanding.

Certifications

- First Aid/CPR/AED Certified
- Trained in fire safety
- Trained in active shooter safety
- Leading from the Middle Certification