



Chrystal Seager

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## Objective

To obtain a position as a reference librarian in a law, academic, or other specialized research library.

## Qualifications

- Currently a law library assistant with the Washington County Law Library;
- One year as a reference assistant with the Beaverton City Library;
- One year as a library assistant for the Oregon Historical Society, including a two-month internship for credit towards MLIS degree focusing on both the development of reference interview skills and familiarization with special library resources;
- Thirteen years as a circulation assistant/clerk in libraries; three years in a academic library and ten years in a public library; also one year as an interlibrary loan clerk;
- Three years of public library experience were primarily in a unique kiosk library called Books-by-Rail serving Tri-Met commuters, requiring reader's advisory and technical service skills;
- Extensive experience and education in customer service skills;
- Extensive experience serving diverse populations (ethnic, socioeconomic, etc.);
- Thorough knowledge of library automation systems (especially Polaris and LibraryWorld), office-related computer applications, and general office equipment;
- Knowledge of XHTML/CSS and web design principles;
- Familiarity with Web 2.0 and social media technologies.

## Education

University of Washington

*Master's in Library and Information Science, 2011*

*Elective course highlights:*

*Government Documents*

*Legal Research Independent Study*

*Information Literacy for Learners*

*Intellectual Freedom*

*Web Design for Information Professionals*

University of Portland

*B.A., Psychology; Minor, French; 1997*

*Graduated Cum Laude; Outstanding Senior in French*

Recent Job-related Education and Conferences

*Certificates: Microsoft Access and Publisher. Notary.*

*Other training: Oregon L-net services, LexisNexis legal databases*

*Oregon Library Association Conference 2011: attended sessions on government transparency, eBooks, and social media library policies*

*Spring 2011 Oregon Council of County Law Libraries meeting*

## Relevant Experience

Washington County Law Library – Law Library Assistant  
September 2009 to present

*Provide law library reference services in person, over the telephone, and online; assist patrons in locating and using both print and online legal research resources; purchase, process, catalog, maintain, and circulate collection materials, especially continuing legal education materials; create and update resource referral cards and other reference tools; compile monthly personal injury statistics and share with interested parties; provide training resources and presentations for law library users, especially public librarians; development and maintenance of law library website using the county's content management system CommonSpot; coordinate with other county departments to optimize library services, especially county public library services; contribute to the Oregon Legal Research Blog; coordinate external binding of library materials; create library signage; organize and maintain free resource literature display; track purchasing card expenditures; maintain office equipment; order office and library supplies as necessary.*

Beaverton Public Library – Reference Assistant  
October 2007 to March 2008

*Perform quick reference and readers advisory duties at the adult, children's, telephone reference and young adult reference desks; apply appropriate reference techniques; utilize the Polaris library system to perform catalog searches, place hold requests on materials, and other reference related tasks; assist patrons in use of library materials, library computers (including the OPACs and Internet), electronic media and databases; refer more complex and difficult questions to librarians; complete various departmental tasks as requested.*

Oregon Historical Society Research Library – Volunteer and Intern  
October 2007 to December 2008

*Provide reference assistance to patrons at reference desk; instruct patrons in use of the catalog, microfiche, microfilm readers, and other bibliographic tools; develop search guides for frequently requested topics; assist head reference librarian in researching answers to received patron questions; retrieve stored library materials for patrons using call slips; utilize shelflist databases in material retrieval; photocopy text and photographic materials at patron request; describe contents of vertical file materials in preparation for online cataloging; accept payment and process paperwork for photocopies made and photograph reproduction orders..*

Hillsboro Public Libraries (Books-by-Rail, Tanasbourne, and Shute Park branches) – Library Clerk  
May 1998 – present

*Circulate and renew library materials; issue library cards; update patron records; accept fines, fees, lost and collections payments; process hold requests; provide basic reference and technical services at Books-by-Rail location, including daily creation, labeling, barcoding, and deletion of magazine and video item records, educating users in online catalog usage (searches, holds, accessing records), and recommending titles; also at Books-by-Rail location, count and record incoming monies daily in Excel spreadsheet; create signs, labels and nametags for public, staff, and volunteers; operate and troubleshoot a variety of office and audiovisual equipment; answer/distribute telephone calls; update and maintain office supply shelves; process and invoice damaged items; maintain photocopies of forms; perform shelf checks, shelf reading, and shelving functions.*

ADC Kentrox – Customer Service Assistant  
April – August 1996; August 1997 – May 1998

*Assisted in all customer service administrative functions; maintained customer billing/shipping address master; distributed customer service calls; maintained purchase orders; entered credit memo, zero dollar, and billing only orders; balanced daily bookings report; maintained customer service office equipment; provided focal point to help desk for departmental computer systems issues; coordinated EDI processes; proofed and filed purchase orders.*

Wilson W. Clark Memorial Library (University of Portland) – Interlibrary Loan Clerk  
August 1996 – May 1997

*Located and filled ILL requests via mail, fax, and Ariel; prepared loan materials for mailing; updated OCLC records; notified patrons of received requests; maintained ILL filing systems; assisted in processing of overdue ILL material.*

Wilson W. Clark Memorial Library (University of Portland) – Circulation Assistant  
October 1994 – May 1997

*Circulated and renewed library materials; provided patrons with general information and assistance with online*

*catalog; aided in processing overdue notices; shelved books; performed shelf reading; updated patron records; accepted fines and fees; answered and distributed telephone calls; maintained reserve files.*

## *Other Experience*

Sweet Adelines International 1990-1999

*Member, nine years; baritone section leader/music team member, four years; music librarian, four years*

VOA Family Shelter 1996-1998

*Volunteer, Children's Group facilitator at domestic violence/family shelter*

*References Available Upon Request*