

DAVID C. PROVOST

WWW.DAVEPROVO.ST

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(774) 232-8522

733 Leatherstone Lane
Fuquay Varina, NC 27526

QUALIFICATIONS

Advanced library paraprofessional and customer service specialist, with skill sets including ILL and document delivery, customer service, supervision of student workers and full-time employees, project management, basic reference, and library instruction duties. Broad experience across multiple fields, spanning an expanding range of duties and responsibilities, including demonstrated ability to manage individuals and generate results. Significant exposure to veterinary medicine and information technology. Able to interact at all levels of an organization.

CURRENT POSITION

NC State University Libraries
University Library Technician

Raleigh, NC
2016 – Present

Operations management

- Oversee all interlibrary loans, including document delivery, ILL, DOCLINE, etc.
- Manage circulation, including tech lending, fines & appeals, and missing items
- Facility & security liaison responsible for all maintenance requests and library opening schedule

Collections development

- Member of VML Collections Committee, with focus on materials for veterinary technicians, assistants, and other paraprofessionals
- Manage VML course reserves in ReservesDirect and SIRSI Workflows
- Analyze serials collection with respect to balancing electronic and print access

Personnel management

- All student worker budgeting, hiring, training, and scheduling
- Hire, train and manage VML's journey level University Library Technician

Instruction, Consultation & Reference

- Deliver student and house officer orientation sessions and develop orientation materials
- Provide tech lending consultations and information and instruction about other library services
- Provide basic reference services, referring to and coordinating with librarians
- Assist with reference management and search strategies instructional sessions

Project management

- Shift bound journals for Visualization Area and 5-year growth plan
- Develop and maintain reading lists for all Veterinary Technician Specialist disciplines
- Developed and implemented new training procedures for student workers, including development and creation of web-based VML Dashboard as a hub for relevant information, links, files and more

ADDITIONAL EXPERIENCE

NC State University Veterinary Hospital

Business Office Specialist

Raleigh, NC

2014 – 2016

Responsible for wide range of administrative duties within NC State Veterinary Hospital Business Office. Work in multiple specialty and emergency services with doctors, technicians, clients and referring veterinarians to ensure correct billing and excellent client service. Designed and implemented new procedures, using Lean Healthcare methodologies, to increase efficiency and improve faculty, staff, and student experiences.

NC State University Veterinary Hospital Pharmacy

Inventory Manager

Raleigh, NC

2010 – 2014

Provided inventory management services for world-class veterinary teaching hospital pharmacy. Completed Lean Healthcare projects to streamline procedures and provide cost savings throughout the hospital.

Cape Animal Referral and Emergency Center

Interim Hospital Manager/Client Service Manager

South Dennis, MA

2007 – 2008

Client Service Representative

2006 – 2007

Promoted to senior management position at Cape Cod's only 24-hour emergency and referral veterinary hospital. Developed and implemented hospital-wide policies and procedures.

Google, Inc. (via WorkforceLogic)

Quality Rater

Remote

2006 – 2007

Self-motivated, part-time quality rater for Google search properties. Review and assess search results for accuracy and usefulness.

Bank of America

Teller Coordinator

Chatham, MA

2005 – 2006

Managed all teller operations for busy full-service bank branch. Provide industry-leading customer service. Responsible for meeting all security, safety, and loss prevention requirements.

NH Land and Community Heritage Investment Program

Historic Resource Grant Administrator

Concord, NH

2002 – 2004

Administered over 60 grants to historic rehabilitation projects from pre-application to close-out. Collaborated with awardees, building professionals, local, state, and federal officials to ensure adherence to project standards and requirements. Developed application materials and evaluation system for grant rounds.

Vermont Division for Historic Preservation

Downtown Reinvestment Fund Assistant

Montpelier, VT

2000 – 2002

Administered Downtown Reinvestment Fund grant program (\$1 million in FY2000). Ensured that projects adhered to all applicable requirements and standards by working with applicants, awardees, and state officials.

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EDUCATION

University of North Carolina at Greensboro, Greensboro, NC

Part-time MLIS candidate. Expected graduation in 2022.

Simmons University, Boston, MA

MLIS coursework taken in 2007 at Graduate School of Library and Information Sciences.

University of Vermont, Burlington, VT

Graduated in 2001 with Master of Science degree in Historic Preservation. GPA 4.00

Tufts University, Medford, MA

Graduated Magna Cum Laude in 1998 with Bachelor of Arts degree in Art History. GPA 3.77

Additional post-graduate classwork and training

Accounting and Economics at University of Massachusetts, Boston

Lean Healthcare 100H and 200H through NCSU Industrial Extension Service

INTERESTS & ACHIEVEMENTS

Member, NC State CVM Academy of Educators	2018-Present
Volunteer; NC State University Libraries Student Appreciation Program Committee	2018-Present
Winner, NC State Pride of the Wolfpack Award	2018
Quizmaster; GWD, LLC	2017-Present
Volunteer; Dillard Drive Elementary School and Moore Square Middle School Libraries	2010-2015
Trustee; The Laurel School (Brewster MA)	2007-2009
Presenter; Vermont Historic Preservation Conference, "Accessibility for Historic Buildings: A Field Guide"	2001
Winner; Tufts University History of Art Prize	1998

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