

Olivia Kays

1842 NE Knollbrook Pl
Lee's Summit, MO 64086
(660) 631-0686
oliviarkays@gmail.com

EDUCATION

M.A. Library & Information Science | MU, Columbia

ANTICIPATED MAY 2025

ALA Accredited

B.S. in Physics, Astronomy Emphasis | UMKC, Kansas City

MAY 2022

Cum Laude

Member of Society of Physics Students

B.A. in Languages and Literature, Spanish Emphasis | UMKC, Kansas City

MAY 2022

Cum Laude

Member of Foreign Languages & Literatures Group

PROFESSIONAL EXPERIENCE

LIBRARY & ACADEMIC EXPERIENCE

Academic Library Fellow | UMKC, Kansas City

APRIL 2023 - PRESENT

- ❖ Provide reference and research service from the service desk, on call desk, and via remote service options, e.g. chat, text, email, and phone
- ❖ Plan and teach information literacy instruction sessions for general education courses
- ❖ Develop and implement lesson plan and presentation updates for information literacy instructional materials
- ❖ Develop and manage online instructional content and technology
- ❖ Develop and carry out various projects in collaboration with departments throughout the library

Key Projects

- ❖ Conducted instruction survey assessment and submitted report of finding to head of instruction
- ❖ Selected content and wrote captions for social media
- ❖ Developed mini-exhibits to highlight events and resources
- ❖ Updated, developed, and maintained LibGuides

- ❖ Researched Green and Gold OA publishing routes and publication contract language, developed publishing infographics and a LibGuide to guide researchers through the publishing process
- ❖ Assisted with item selection and creative design for monthly physical book displays, developed and maintained corresponding virtual book displays
- ❖ Assisted with book purchase selection for book displays
- ❖ Assisted in the evaluation of items gifted by the UMKC Women's Center
- ❖ Co-designed AI for Research library curriculum

Tutor | UMKC, Kansas City

MARCH 2022 - MAY 2022

- ❖ Led one-on-one tutoring sessions in College Algebra

Grader | UMKC, Kansas City

MARCH 2022 - MAY 2022

- ❖ Graded physics exams according to a key
- ❖ Provided meaningful feedback on problem-solving questions

OTHER EXPERIENCE

Project Manager I | Velociti, Kansas City

JULY 2022 - MARCH 2023

- ❖ Scheduled and managed day-to-day activities/schedules of field techs
- ❖ Communicated daily to field techs, customer service reps, upper project managers, and fellow account team members
- ❖ Planned, executed, and finalized schedules according to strict deadlines and within budget
- ❖ Interfaced with clients/customers on a regular basis, providing project status updates and problem resolution
- ❖ Provided technical guidance and direction for field techs
- ❖ Ensured that services are provided within set time frame, and that the quality and completeness of the work meets or exceeds customer expectations
- ❖ Accurately completed and submitted required service documentation in a timely manner

Gen. Clerk I, Pulls Dept. | Brilliant, Lee's Summit

JUNE 2022 - JULY 2022

- ❖ Located and pulled files listed in selected batch
- ❖ Sorted stickers into alphanumerical order
- ❖ Stickered and sorted each file to be merged or mailed out
- ❖ Placed matching temporary files inside of permanent files to be merged
- ❖ Loaded boxes of files onto cart, transport to mail room
- ❖ Sorted boxes of files by mailing location
- ❖ Rebatched the list if any remaining to be pulled
- ❖ Logged all activities and time to complete using online application

SKILLS

Customer Service

Detail Oriented

Communication

Canvas

EDS

Coassemble

Confluence

JIRA

Voyant

Excel Pivot Tables

Salesforce

Languages

English | Native

Spanish | Intermediate

SERVICE

LIBRARY SERVICE

Library Staff Forum Liaison to Librarians' Council | *UMKC, Kansas City*

MARCH 2024 - PRESENT

Jumpstart Your Thesis or Dissertation conference | *UMKC, Kansas City*

JUNE 2023

PROFESSIONAL SERVICE

2024 Missouri Library Association Conference | *Kansas City*

SEPTEMBER 2024

PROFESSIONAL MEMBERSHIPS

Missouri Library Association

2023 - PRESENT

American Library Association

2023 - PRESENT

PROFESSIONAL DEVELOPMENT

CONFERENCES

2024 Amigos Member conference. Virtual, May 15, 2024.

23rd Annual Brick & Click Library Conference. Virtual, November 3, 2023.

EBSS 2023 Virtual Research Forum. Presented by Association of College & Research Libraries, May 3, 2023.

2023 Online Library Research Forum. Presented by Concordia University, April 25, 2023.

TRAINING/BREAKOUT SESSIONS

Safe Space Training. July 18, 2023.

Anti-Oppressive Interactions: Facilitation. July 5, 2023.

WORKSHOPS

“Introduction to Text Data Mining.” Presented by Spencer Keralis, Head of Digital Scholarship Services at UMKC Library, March 8, 2024.

“AI Prompt Writing Workshop.” Presented by Tom Roedel and Ying-Hsiu Liun, Missouri Online, March 15, 2024.

“How do we teach writing and reading in the ChatGPT era?” Presented by UMKC Center for Advancing Faculty Excellence, May 1, 2023.

WEBINARS

“Cover to Cover: Profiling Predatory Publishing.” Presented by Choice-ACRL, April 30, 2024.

“The Emerging Discipline of Information Literacy: A conversation.” Presented by American Library Association, April 5, 2024.

“Anxiety in Academia: Librarians' Guide to Recognizing, Responding, and Collaborating for Student Well-Being.” Presented by Niche Academy Webinars, March 27, 2024.

“Types and Uses of Generative AI.” Presented by Guy Wilson, Missouri Online, August 8, 2023.

“Preparing for Program Challenges at Your Public Library.” Presented by ALA Public Programs Office, May 31, 2023.

“LibGuides Basics: Building Your First LibGuide – Side Nav.” Presented by Springshare, May 24, 2023.

“LibGuides Basics: Building Your First LibGuide – Top Nav.” Presented by Springshare, May 18, 2023.

“AI in Higher Education.” Presented by Missouri Association of College and Research Libraries, May 17, 2023.

“Artificial Intelligence (AI) in Libraries.” Presented by Amigos Library Services, May 1, 2023.