

# Olivia Sparkman

✉ o.sparkman7@gmail.com ☎ 864-209-1868 📍 Westminster, SC

## Profile

---

Change agent working to increase equity in society through information literacy. Able to work within a collaborative team or independently, experience providing excellent customer service.

## Education

---

2019 **Master of Library Information Science**, *University North Carolina at Greensboro*

2016 **BA Human Service Anderson University**, *Anderson University*

## Library Experience

---

2019 – 2020 **Library Information Corrdinator**, *Forrest College*  
Provide reference services; Conduct information literacy instruction; Supervise GED program, lesson planning; Manage database access; Implemented OPAC; Create WCAG subject guides; Advised faculty use of OER resources

2018 **Student Practicum**, *Thrift Library Anderson University*  
Improved library web-based FAQ resources; Created research guide for Human Services students; Added content for ECM DDA; Assisted with inventory in preparation for migration to Ex-Libris; Located and added content for catalog book river and display pertinent to themes; Oversaw student worker in digitization efforts

## Other Experience

---

2009 – present **Provision Manager**, *OneTone Telecom*  
Customer Service; Training & documentation; IT troubleshooting & hardware programming; Design, build, & deploy VoIP systems/ Auto Attendants; Data Analysis; Implement Govt. Lifeline Certification program; Complete state & federal reporting; map census data in QGIS

## Professional Affiliations

---

- SCLA
- NCLA

## Certificates

---

- CITI IRB
- ICS-100