

Amber Watson

Sierra Vista, AZ

Phone: 865-291-7556 | Email:

watson.amber.denise@gmail.com

LinkedIn: www.linkedin.com/in/amber-denise-watson

SUMMARY

As a librarian and web developer, I utilize precision detail to complete tasks. My complex work experience demonstrates a capacity for problem solving. My passion is to build front end experiences tailored to the end use, and I anticipate putting my combined experience of customer service and analytical reason to work in academic settings.

TECHNICAL SKILLS

Softwares/Platforms: Microsoft Office Suite (Access, Excel, Word);
xRM/CRM; CMS (WordPress; Drupal)

Programming & Scripting Languages: Advanced CSS, JavaScript, SQL

RELEVANT EXPERIENCE

Librarian

Cochise College · Full-time

Oct 2021 - Sep 2023 · 2 yrs

Greater Sierra Vista-Douglas Area · On-site

- Led Douglas Branch Operations by directing all aspects of operations at the Douglas branch, overseeing instruction, outreach, and circulation.
- Supervised Staff and Supported Front-Facing Duties by managing a dynamic team, providing guidance and support for front-facing tasks as necessary.
- Expertly Curated Collections by carefully curating the library's collection, meticulously cataloging new items according to Library of Congress classification standards..
- Delivered Comprehensive Reference Services offering expert reference assistance through diverse channels including phone, email, chat, and in-person interactions.
- Maximized Library Engagement by amplifying awareness of library resources and services by leveraging social media platforms, strategically promoting community engagement and fostering connections with patrons.

Library Services Specialist

Pima Community College · Full-time

Jun 2019 - Sep 2021 · 2 yrs 4 mos

Tucson, Arizona, United States · On-site

- Cataloged an average of 50 new library materials per week, enhancing accessibility and organization of resources.
- Maintained and updated procedural documents with accuracy to ensure operational efficiency.
- Proactively performed administrative duties as needed to support daily operations and achieve departmental goals.
- Successfully cross-trained 2 staff members in technical library tasks, optimizing team proficiency and flexibility.
- Provided timely assistance to patrons through remote reference services, handling an average of 2 inquiries per day via phone, email, and chat channels.

Reference Librarian

Grand Canyon University · Full-time

Feb 2018 - Apr 2019 · 1 yr 3 mos

Phoenix, Arizona, United States · On-site

- Supported undergraduate and graduate learners, utilizing remote and in-person reference.
- Prepared learning materials such as Libguides and webinars to improve learning outcomes.
- Supervised and assisted student workers to provide ready reference and support operations in our shared workspace.
- Assisted circulation and interlibrary loan processes.

Information Science Specialist

IIA (Information International Associates, Inc.) · Full-time

Feb 2015 - Jan 2018 · 3 yrs

Oak Ridge, Tennessee, United States · On-site

- Managed R&D materials for long-term preservation.
- Assisted federal customers with reference and analytics.
- Created quality assurance guides for metadata descriptions, to improve discovery.
- Partnered with the IT department to test the quality of their discovery tools.

EDUCATION

Program Certificate: University of Texas, Austin, TX - graduation, March 2024

Technologies: HTML, JavaScript, CSS, API, Node.js, SQL, NoSQL, Express.js, React.

Master of Science, Information Science: University of Tennessee, Knoxville, TN

IS 590: Problems in Information Sciences: Scholarly E-Publishing

This course will introduce students to the international scholarly e-publishing industry, including journals and books publishing, and the relationship of libraries to e-scholarship. The centerpiece of the course will be a two-week intensive London experience. Planned in conjunction with King's College London (KCL), the CIBER research group, and Pratt (NY) School of Information and Library Science, this course will allow students to benefit from lectures by publishing experts, visits to scholarly organizations, and attendance at The Strand Symposium on Digital Scholarship and ePublishing.

Bachelor of Science, Chemistry & Bachelor of Arts, English: East Tennessee State University, Johnson City, TN

PUBLICATIONS & PRESENTATIONS

A Person-Centered Approach to Library Instruction. (May 30, 2023). National Institute for Staff and Organizational Development (NISOD) 2023 Annual Conference:

This session discusses the challenges associated with instruction in a post-COVID era and in the context of libraries. The profession has coined a phrase that describes it perfectly: Library anxiety. With the insight of an educator operating at the intersection of service, we reason through scenarios to help participants meet uncertainty head-on. This "person centered" approach explores simple methods to compassionate and responsive care in the classroom.

Volentine, R., Owens, A., Tenopir, C., & Frame, M. (2017). Usability Testing to Improve Research Data Services. Qualitative & Quantitative Methods in Libraries, 4(1), 59-68.