

Thomas McMahon

6230 North Kenmore Avenue, #503 Chicago, IL 60660 (773) 308-5963 t-mcmahon@northwestern.edu

Education	<u>Northwestern University</u> Evanston, IL	Master of Arts, Liberal Studies, (in progress)
	<u>Dominican University</u> River Forest, IL	Master of Library and Information Science, May 2010 (with honors)
	<u>University of Illinois</u> Urbana-Champaign, IL	Bachelor of Arts, Classics, December 2006

General Skills

- Extensive experience in public services and user assessment
- Advanced use of databases and online resources in research and reference settings
- Strong interpersonal communication, presentation, and instruction skills
- Implementation of multimedia and distance education technology
- Proficiency with Voyager, ILLiad, Odyssey, XHTML, CSS, MS Office, and Adobe software
- Facility with organizing and providing access to information

Work Experience	<u>Northwestern University – Main Library</u> Evanston, IL	May 2011 – Present Position: Document Delivery Assistant
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- Coordinate on-demand digitization services for materials in Northwestern collections
- Place loan and scan requests for materials not owned by Northwestern
- Conduct reference interviews with patrons to verify citations
- Analyze statistics to assess and improve Document Delivery services
- Supervise and train student assistants in Document Delivery procedures
- Staff Interlibrary Loan and Circulation Desks at Main Library as necessary
- Assist in connecting Distance Education and Qatar campus patrons with scholarly resources

September 2010 – May 2011
Position: Circulation Assistant / Fines Specialist

- Supervised student workers at Circulation Desk
- Filled patron book requests taken in person, online, and via telephone
- Provided basic reference services and assisted patrons in navigating a complex facility
- Managed library fines and return / replacement of overdue and lost library items
- Collected and analyzed usage statistics pertaining to patron book requests
- Staffed Circulation, Information Commons, Library Privileges, and Exit Desks as necessary

May 2009 – September 2010
Position: Entrance / Exit Clerk

- Acted as the library's initial point of contact with the public
- Provided directional reference and explained library policy to patrons
- Monitored and analyzed patron usage of the Exit Desk
- Staffed the Exit, Circulation, and Information Commons Desks as necessary

<u>Loyola University Chicago – Cudahy Library</u> Chicago, IL	January 2010 – April 2010 Position: Practicum Intern
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- Provided reference services in the Klarchek InfoCommons
- Performed maintenance on the library's reference collection
- Tracked usage of online library resources
- Created subject guides and online learning modules for patron use
- Designed and delivered instruction sessions for faculty, students, and library staff

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Volunteer Experience	<u>Albany Park Community Center</u> Chicago, IL	November 2009 – April 2010 Position: Adult ESL Instructor
	<ul style="list-style-type: none">▪ Conducted one-on-one instruction sessions with non-English speakers▪ Worked to build students' basic literacy skills in preparation for more advanced ESL classes	
	<u>Arcos Milwaukee</u> Milwaukee, WI	December 2010 – September 2011 Position: Research Consultant
	<ul style="list-style-type: none">▪ Compiled literature reviews in support of an international adolescent peer mentorship project▪ Served as consultant on a project aimed at establishing libraries in support of non-profit outreach activities in rural Kenya	
	<u>The National EEOC ADA Research Project</u> Richmond, VA	September 2009 – Present Position: Research Consultant
	<ul style="list-style-type: none">▪ Compile literature reviews on disability and employment research for academic researchers nationwide▪ Conduct citation analyses of publications issued by the Project to assess impact in scholarly literature	
Committees Served	<u>Northwestern University Library Staff Association</u> Evanston, IL	August 2011 – Present: President May 2011 – August 2011: Acting Vice President
	<ul style="list-style-type: none">▪ Coordinate and preside at regular meetings with other Staff Association officers▪ Serve as an advocate for staff regarding workplace issues▪ Manage annual budget of \$6,500+ for staff enrichment activities▪ Organize fundraising activities to support staff appreciation events▪ Participate in onboarding activities for new library staff	
Awards & Recognitions	Member, Beta Phi Mu International Honor Society - July, 2010 Honor Cord Recipient, Dominican University GSLIS Graduation - May, 2010 Dominican University GSLIS Scholarship Recipient - January, 2010 Dean's List, 7 Semesters, University of Illinois - August, 2002 – December, 2006	
Professional Affiliations	American Library Association Illinois Library Association Freedom to Read Foundation	