

Jean E. Madsen

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SUMMARY OF QUALIFICATIONS:

Extensive public reference experience and reader's advisory in large and small public libraries, including a children's department. Well versed in Interlibrary Loan activity statewide. Ten years training and presentation experience working with library automation systems, the Internet, and commercial database products. Effectively handled the implementation, training, documentation, and technical support for library software and Integrated Library Systems (ILS). Systems background encompasses administering Innovative Interfaces, Inc., CARL and Fretwell Downing's VDX ILL software. Knowledgeable using a variety of operating systems, including Macintosh, DOS, UNIX, Tandem, and Microsoft 95, 98, 2000, XP. Highly skilled using the following applications: HTML, Microsoft Word, Excel, Access, PowerPoint, and WordPerfect.

EDUCATION:

- Emporia State University, Colorado II program, Emporia, Kansas, Master's Degree in Library Science and Information Management, 1993.
- Southern Illinois University, Carbondale, Illinois, Bachelor of Music, Flute Performance, 1985.

EXPERIENCE AND SKILLS:**Reference librarian**

- Reference librarian at Denver Public Library for 6 years
- Interlibrary Loan 800# Reference service, Social Sciences, Genealogy, Western History.
- Arapahoe Library District – temporary librarian position at Southglenn, 2000, including working reference and reader's advisory in the Children's department.
- Well versed in using online commercial databases and Internet assisting customers.

Trainer/Teacher

- Trained teachers and librarians to effectively use Integrated Library Systems and online commercial databases
- Trained general public on using Internet and Microsoft Word
- Train librarians all over the state to use SWIFT
- Presentations at library conferences and statewide meetings for SWIFT
- Create documentation as needed
- Currently a flute teacher and music class instructor

Project manager/ Coordinator

- Responsible for Adult programming for Arapahoe Library District's Southglenn branch
- Leader in organizing new software projects for library automation systems
- Coordinate training and assistance from vendors
- Managed library system for large school district
- Statewide management of new electronic Interlibrary Loan system
- Recommend documentation changes and create on demand

Software implementation-Automation specialist

- Brought up Innovative Interfaces system at Denver Public Schools
- Input parameters for building MARC-based indexes, PAC parameters, Circulation parameters,
- Branch and Item codes
- Input parameters for bringing up new libraries on SWIFT – Statewide Interlibrary Loan Fast Track
- Test new software for bug fixes, enhancement requests, and software integrity
- Maintain parameters for all modules on an automated library system
- Provide technical support for librarians using a module

WORK EXPERIENCE:

Flute Instruction and Performance. November 2002 through present.

Private instruction as Rockley Music Inc and at my home. Self-employed music teacher for flute players in Littleton, South suburban and Lakewood areas. I work with students on all aspects of playing band, flute choir, solo and technical literature for the flute. Focus on classical literature as a basis for playing any kind of music. Perform large and small ensemble gigs, both volunteer and professionally.

Resource Sharing System SWIFT Coordinator, Colorado State Library. October 2000 – October 2003.

Contract position working with the ACLIN team. Responsible for bringing up the new statewide Interlibrary Loan system called SWIFT, using the Fretwell Downing, Inc VDX software. Work includes: system administration and entering new parameters for implementation; organizing training for new sign-ups; providing detailed technical support; keeping track of new and old bugs, enhancement requests, promises made but not delivered by vendor, new software releases, testing, and what they are to include; organize local programmer and system administrator for software integrity and upgrades; moving the project forward. Also created and maintain a website to provide information and documentation for SWIFT users.

Reference Librarian, Arapahoe Library District, April 2000 - October 2000.

This was a temporary librarian position filling in for a librarian on maternity leave, working 20 hours at the Southglenn library. Duties included providing detailed reference to children and patrons using the printed and online collection, reader's advisory, placing holds using QUEST for customers wanting holds or materials from another branch. Worked with audio-visual materials, including ordering, fixing, and weeding the Video collection. Responsible for Adult programming, and the Adult summer reading program. Created training materials and conducted classes for beginning Internet and Microsoft Word for the general public.

Library Automation System Coordinator, Denver Public Schools, January 1998 - September 1999.

Maintained the library automation systems, CARL and Innovative Interfaces, Inc. (III). Led the district in choosing a new vendor, writing the Request for Proposal (RFP), setting up meetings, preparing contract deliverables, and migrated the library from CARL to Innovative, called LION. Input all the implementation parameters for Branch tables, Item tables, and setting up the Circulation rules. Provided technical support to librarians in the system. Trained all new librarians on system, and kept up on-going training of commercial databases for teachers. Participated in contract negotiations with vendors of databases and Innovative. Liaison between the ILS vendor and district personnel for implementation and support information, and tracking software fixes. Attended meetings and annual conferences with the vendor. Maintained budget for automation system.

Application Support Specialist, CARL Corporation, January 1995 - November 1996.

Provided detailed technical support as Client Consultant for the PAC and WEB GUI product ECAT for CARL. Managed in-depth technical support for Commercial Databases, including spec writing /data conversions for new databases provided by CARL. Used the tandem access language mainframe operating system (TAL) to get into the system processes, code, tables, and provided parameter maintenance for problem fixes. Interfaced with client representatives of CARL to give the customers what they needed. Provided support for all applications in the Online Support Center, including the circulation, PAC, GUI, CIRC, Serials, Acquisition, and Report modules.

Reference Librarian, Denver Public Library – Social Sciences, Genealogy, and Western History, May 1993 - December 1995.

These three departments combined into one when the new central library building was constructed. Provided sophisticated reference service using printed and online materials, and outside professional sources at busy public reference desk. Skilled using reference materials in the Social Sciences, Genealogy collection, and the extensive archives at the Western History department. Specifically responsible for managing the Serials and the Grant library collections. Provided general reference at Central Information desk. Also trained staff on the use of Internet services and CARL.

Interlibrary Loan Librarian, Denver Public Library, January 1989 – May 1993.

Responsible for the Colorado Resource Center 800# reference service available to libraries around the state that exhausted their resources. Researched and processed a broad range of reference questions using entire library collection. This service available to all Colorado public, academic, and school libraries. Backed up all lending and borrowing procedures. Performed daily operations on the OCLC ILL subsystem.

