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Manager, Library Operations

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JESSI HURD

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SKILLS

- Experienced Supervisor
- Project Management
- Customer Service
- Strong Communication
- Organized
- Detail Oriented
- Creative
- Library Management Systems
- Microsoft Office
- Time Management

RELATED EXPERIENCE

2019- CURRENT

OPERATIONS MANAGER, QUALITY CONTROL, UNIVERSITY OF SOUTH FLORIDA

- Plan and coordinate catalog maintenance projects for the library. Determine clean-up projects needed in the library catalog and develop a plan and procedure for completing the project. Implement the clean-up plan and supervise any staff and student workers assisting in the project.
- Develop and implement catalog Clean-up projects to improve the quality of metadata in the library catalog thereby improving the libraries efficiency and productivity while enhancing the access and discoverability of library collections. This includes updating and enhancing catalog records and participation in state wide metadata quality control projects.
- Implement catalog maintenance in support of stacks maintenance to improve the quality of metadata in the library catalog thereby improving the libraries efficiency and productivity while enhancing the access and discoverability of library collections. This includes updating and enhancing catalog records and participation in state wide metadata quality control projects.
- Provide metadata support for digital collections to establish and maintain research level library collections in support of faculty and student research. This will be accomplished by providing enhanced metadata support; and increasing access and discoverability to digital collections. Thus, improving the library's impact and visibility to the USF community.

2015 – 2019**OPERATIONS MANAGER, STACKS MAINTENANCE, UNIVERSITY OF SOUTH FLORIDA**

- Manage stacks maintenance operations for library collection of approximately 2 million volumes. Supervise team of 12-15 student employees and 2-3 full time staff members. Responsible for making sure library materials are shelved correctly and making sure the collection is neat orderly and accessible to patrons.
- Responsible for overseeing the library wide relocation and weeding project. The scope of the project includes shifting entire collection across floors, creating an entirely new collection, relocating material to different collections within the greater library collection, and weeding approximately half a million volumes from the library's collection.
- Overhauled stacks Maintenance department, creating a more organized and efficient unit. Broadened scope of unit to work more in coordination with preservation needs. Developed training and operations manual for Stacks Maintenance.

2010 – 2015**OPERATIONS MANAGER, ACADEMIC RESOURCES, UNIVERSITY OF SOUTH FLORIDA**

- Manage and oversee the operations of the Academic Resources Department with 20-30 employees, volunteers and fieldwork students; directly supervising 10-12 full time staff members and 3-5 part time employees. The Academic Resources Department includes the following units: Acquisitions, Cataloging, Electronic Resources, Collection Development, Scholarly Communications, Data Management, GIS, and Preservation.
- Contribute to and develop department and library policies procedures and workflows. Organized a team of staff members that developed an acquisitions manual that describes in detail the workflows and procedures staff members should follow when acquiring material for the library. Headed a team of managers and staff members in multiple departments that reworked the policies procedures and workflow for acquiring material requested by faculty to be placed on course reserves for a semester
- Member of the Core Competencies and Performance Indicators Taskforce, which redefined the library's annual evaluation system; including detailed descriptions and definitions of competencies and rating system used for evaluations. Additionally, the taskforce created a library wide skills database that pulls together the necessary skills needed in the work force of the 21st century academic library. The database allows supervisors and trainers to pull training plans for new employees or a staff member whose job responsibilities change.
- Project manager for the integration of a regional library's collection, 40,000 volumes and 1,500 journal titles, in to the main library collection, weeding duplicates and material not meeting collection development criteria of the main library. Some of the project's components include, weeding, packing up the collection, transporting the material, updating the catalog, relabeling and integrating the material, requiring several collection shifts.

2007 – 2010**LIBRARY SPECIALIST, ACADEMIC SERVICES, UNIVERSITY OF SOUTH FLORIDA**

- Coordinator and scheduler for two library service desks, overseeing 24 staff members, and student assistants. Trained staff members and student assistants to work at service desks. Developed a resource notebook for desk staff. Set operating hours and determined needed coverage based on statistics.
- Hire, train, and schedule up to 50 student assistants. Established, implemented and carried out new policies and procedures regarding student assistants. Successfully implemented new call out, attendance and leave policies; requiring students to notify their supervisor prior to the start of their shift. Developed orientation and training manual for student assistants.
- Collection Manager for 1.5 million volumes of print material. Identified areas of the print collection in need of maintenance. Planned organized and implemented projects to perform necessary maintenance; including shelving, shifting of material, space analysis and collection re-locations.
- Identified and transferred to storage over 1000 linear feet of bound periodicals now available in perpetual access databases, such as JSTOR and Project Muse.
- Coordinated and planned collection relocation project that brought together a collection previously located in three separate locations within the library.
- Provided reference service and taught library instruction sessions; examples of topics covered include, library orientation, searching the library catalog and other databases, citing sources, citation management tools.

2004 – 2007**VISUAL RESOURCE CENTER AID, UNIVERSITY OF SOUTH FLORIDA**

- Received and processed image requests for faculty
- Part of team, which converted 35mm slide library to a digital library, used in teaching and research
- Researched and cataloged art images for use in faculty research and teaching

CERTIFICATES & AWARDS

- University of South Florida Management Certificate • Spring 2013
- Staff Senate Quiet Quality Award • 2009
- Library Staff Scholarship • 2009
- Staff Senate Scholarship • 2009

PUBLICATIONS

- Jessi Hurd, LeEtta Schmidt, & Dennis Smith, “Developing Core Competencies for Library Staff: How University of South Florida Re-evaluated its work force” College and Research Libraries News 74. (2013): 14-35.

COMMITTEES & ASSOCIATIONS

- Library Staff Committee • 2009-2010
 - Purpose of committee is to address concerns of staff members to upper management and facilitate communication within the library
- Continuity of Operations Committee • 2016-2017
 - Purpose of committee, oversight, development of procedures, inventory of emergency supplies and communication of emergency processes

WORK EXPERIENCE

1994 – 2003, SEASONAL

ENTERTAINMENT TECHNICIAN, WALT DISNEY WORLD

- Set up equipment for live shows
- Prepared and fired proximate pyrotechnics for live shows

1997 – 2001, SEASONAL

PYRO-TECHNICIAN, STONE MOUNTAIN LASERS

- Kept detailed inventory of pyrotechnics
- Tracked and received shipments of pyrotechnics
- Loaded and fired pyrotechnics for nightly live shows
- Licensed Pyro-Technician state of Ohio 1997/98

1996 – 1998, SEASONAL

ASSISTANT ELECTRICIAN, JESUS CHRIST SUPERSTAR & SECRET GARDEN

- Supervised team of eight to ten local crew members
- Daily set up and tear down of equipment for nightly show
- Travelled extensively throughout the United States and Canada

EDUCATION

DECEMBER 2009

MASTER OF ARTS, LIBRARY SCIENCE, UNIVERSITY OF SOUTH FLORIDA

MAY 2006

BACHELOR OF ARTS, ART HISTORY, UNIVERSITY OF SOUTH FLORIDA

REFERENCES AVAILABLE UPON REQUEST