

## **Larissa Horbanczuk**

336 Winter Street, #2, Somerville, MA 02144

617 275-4421

horbanzcikl@simmons.edu

### **EDUCATION**

**Simmons College, Boston, MA**

*Master of Science in Library and Information Science, anticipated May 2012*

**Colorado State University, Fort Collins, CO**

*Bachelor of Arts in Sociology, 2002*

### **LIBRARY EXPERIENCE**

**Colorado State University Morgan Library, Access Services, Fort Collins, CO**

1998 - 2002

*Assistant to Library Technician II, 2000 - 2002*

- Completed unique project of reorganizing and reclassifying stored documents for U.S. Government Documents Department in Summer 2000
- Based on excellent job performance, only student employee selected to be trained as substitute for three Library Technician I positions
- Processed book recalls in accurate and timely manner
- Provided requested articles to branch libraries via fax, Ariel, and daily storage warehouse pickup.
- Recognized frequently for quality of service provided to branch libraries and for troubleshooting capabilities
- Processed reserve items in high volume environment, including rush orders for professors

*Circulation Student Supervisor, 1998 - 1999*

- Managed daily running of Circulation Desk
- Collaborated with department head to improve monitor and student training system that involved updating training procedures and creating more efficient work-flow policies
- Selected as one of five students to communicate library's procedures and needs to patrons during library closure due to disastrous flood in July 1999
- Trained and supervised up to 10 part-time student staff members
- Instructed new student monitors in management skills and department procedures

### **CUSTOMER SERVICE EXPERIENCE**

**Morgan Braille Press, Inc., Boston, MA**

2005 - Present

*Customer Service Representative*

- Establish and maintain relationships with customers, acting as a resource on Braille materials at National Braille Press, as well as other Braille publishers. Advise customers on new and emerging adaptive technology and make referrals to other agencies
- Recognized by supervisors for high level of commitment to excellence and ability to create and implement systems to organize work flow
- Initiated and spearheaded reorganization of book depository that markedly improved the efficiency of order fulfillment
- Chosen to select 12 books per year for Children's Braille Book Club
- Organized and supervised 14 volunteer events that involved directing groups of 15 to 30 volunteers in assembling Braille books
- Serve as contributing editor of Braille newspaper, The Syndicated Columnists Weekly
- Lead student volunteer tours of the plant to educate on issues of blindness and Braille literacy

**Larissa Horbanzcik**

Page 2

**ADDITIONAL EXPERIENCE**

**Fund For Private Interest Research**, New York, NY

2002 - 2005

*Field Information Coordinator, 2004 - 2005*

- Maintained and updated membership information for 27 nonprofit organizations
- Organized and implemented information systems for newly created Major Donor Program
- Established new and more efficient ways for submission of membership information via mail and new electronic database
- Hired, trained, and supervised up to 10 data entry staff
- Established and maintained relationships with outside vendors and managed shipping operations

*Canvass Director, 2002 - 2003*

- Directed grassroots political canvass office
- Led the New Jersey Canvass Office to its most successful winter season, ranking number one nationally for money raised per canvasser; raised \$13,000 independently in door-to-door canvassing
- Hired, trained, and supervised 20 political canvassers for the environmental groups The Sierra Club and State Public Interest Research Group (PIRG)
- Led recruitment drives at five universities that entailed delivering group information sessions and conducting interviews

**SKILLS**

**Technical:** Dialog, Dreamweaver, Factiva, Hoovers, LexisNexis, Mac OS, Moodle, MS Office Suite, Innovative Millennium, RefWorks, WebCT, Web 2.0 Technologies (blogs, Delicious, wikis, RSS), Social Medias (Facebook, Flickr, LinkedIn, Twitter)

**Languages and Standards:** MARC, LC, Dewey, working knowledge of HTML

**PROFESSIONAL AFFILIATIONS**

American Library Association, Student Member, 2010 - Present

Massachusetts Library Association, Student Member, 2010 - Present

Association of College and Research Libraries, Student Member, 2011 - Present