

Olivia Sparkman

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Profile

Change agent working to increase equity in society through information literacy. Able to work within a collaborative team or independently, experience providing excellent customer service.

Education

2019 **Master of Library Information Science**, *University North Carolina at Greensboro*
2016 **BA Human Service** *Anderson University, Anderson University*

Library Experience

2019 – 2020 **Library Information Corrdinator**, *Forrest College*
Provide reference services; Conduct information literacy instruction; Supervise GED program, lesson planning; Manage database access; Implemented OPAC; Create subject guides; Advised faculty use of OER resources

2018 **Student Practicum**, *Thrift Library Anderson University*
Improved library web-based FAQ resources; Created research guide for Human Services students; Added content for ECM DDA; Assisted with inventory in preparation for migration to Ex-Libris; Located and added content for catalog book river and display pertinent to themes; Oversaw student worker in digitization efforts

Other Experience

2009 – present **Provision Manager**, *OneTone Telecom*
Customer Service; Training & documentation; IT troubleshooting & hardware programming; Design, build, & deploy VoIP systems/ Auto Attendants; Data Analysis; Implement Govt. Lifeline Certification program; Complete state & federal reporting; map census data in QGIS

Professional Affiliations

- SCLA
- NCLA

Certificates

- CITI IRB
- ICS-100