

Steven A. Ely

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EDUCATION

MLIS, August 2007; University of Pittsburgh, Pittsburgh, PA
Arabic Basic Course, 2002-2003; Defense Language Institute, Monterey, CA
B.A. in History, May 1998; Grove City College, Grove City, PA

EXPERIENCE

Technical Librarian 2007—2008
The Morrow Group Houston, TX

- Performed literature searching, document delivery, and acquisitions to support exploration and production research at a global independent oil and gas company.
- Ensured effective customer access to electronic resources, with maintenance of online services, frequent trainings, and coordination with vendors.
- Improved the organization of print materials, through enhanced descriptive cataloging and an initiative to apply LC classification to book collection, previously unordered.

Reference Intern 2006—2007
Hillman Library, University of Pittsburgh Pittsburgh, PA

- Provided reference service at a major academic library, assisting members of a diverse academic community with research tasks using a wide array of print and online resources.
- Participated in an in-depth, on-the-job training program dealing with reference techniques and resources, library instruction, collection development, and familiarization with many other departments in a major academic library.
- Provided assistance to patrons with retrieval and use of depository government documents, including U.S., U.N., and E.U. materials.
- Delivered library instruction sessions to colleagues, addressing the effective use of specific research databases, including MEDLINE in three of its manifestations.
- Performed library outreach through “HelpHub” station, bringing personal reference service to students in classroom buildings.

Law Library Intern 2007
Eckert Seamans Cherin & Mellott, LLC Pittsburgh, PA

- Performed legal research using Lexis, Westlaw, print, and government sources to retrieve cases by citation, party, and subject and to search patents and public records information.
- Developed detailed background information on corporations using Lexis, Dialog, Dun & Bradstreet, Llesiant Legal Advantage, 10K Wizard, and Martindale Hubbell.

Electronic Theses & Dissertations Support 2006—2007
University of Pittsburgh Pittsburgh, PA

- Instructed diverse clientele personally and via e-mail on advanced uses of MS Word and Adobe Acrobat Professional to publish theses as fully linked PDF documents.
- Analyzed and resolved problems clients encountered in the ETD process.

Research and Media Monitoring

2006—2007

Euro RSCG Magnet

Pittsburgh, PA

- Demonstrated initiative and analytical judgment that led a short-term temporary assignment to become an ongoing role with notably increased responsibility.
- Monitor amount and nature of client and competitor coverage in various publications, tracking and analyzing resultant information through database records and queries.
- Researched diverse business questions in support of major public relations accounts.

Cryptologic Linguist

2002—2006

U.S. Air Force, 31st Intelligence Squadron

TX, CA, GA

- Transcribed, translated, and reported on foreign Arabic audio communications.
- Used software including site-developed digital storage and reporting programs to track and retrieve information and issue time-sensitive reports.

Customer Support Analyst

2000—2001

Blackbaud, Inc.

Charleston, SC

- Educated clients through telephone, e-mail, and Internet in the effective use of The Raiser's Edge fundraising database software.
- Devised creative solutions to various complex customer goals and technical obstacles.

PROFESSIONAL MEMBERSHIPS AND ACTIVITIES

American Library Association

- Association of College and Research Libraries
- Reference and User Services Association

Special Libraries Association

Western Pennsylvania Law Library Association

President, SLA Pitt Student Group

2007

- Coordinated with varied library professionals, university staff, and students to arrange activities and events enhancing student networking and knowledge of special libraries.
- Publicized SLA chapter and student group activities and relevant school issues through blog, e-mail, posted fliers, and newsletter articles.
- Led meetings and activities, both managing practical details and moderating discussion.

TECHNICAL SKILLS

- Proficient with MS Word, Excel, Access, Outlook, Power Point, and Publisher, as well as Adobe Acrobat Professional.
- Experienced with basic web design and various Web 2.0 features and applications such as RSS, Blogger, wikis, Flickr, and del.icio.us.
- Familiar with Voyager, WordPress, PHP, MySQL, Lotus Notes, and FileMaker Pro.
- Experienced with a wide array of research databases, including Lexis-Nexis, Factiva, WorldCat, and many products from such vendors as EBSCO, Ovid, and ProQuest