

James W Wallace Jr.

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Objective

I am actively seeking a leadership position with a public, private or academic library that will allow me to utilize my MLS degree and other managerial experience to provide valuable library services to local patrons

Skills

Knowledge of computers, the internet, and commercially available library software
Employs management techniques effectively in directing, planning, organizing, staffing, coordinating, budgeting, and evaluating a programs operation
Ability to prepare comprehensive reports and present ideas clearly and concisely in written and oral form
Ability to think analytically and to develop new or revised systems, procedures, and work flow
Excellent customer service and people management skills

Work Experience

- 11/2010 - Lake County Public Library, Merrillville, Indiana
06/2011 *Reference Desk Intern/Volunteer*
Participated in an internship designed to increase experience level in a public library setting
Assisted patrons at the reference and circulation desk
Assisted genealogy room manager with an ongoing vertical file indexing project
Assisted staff members with information literacy instruction
Currently serving as a volunteer with the indexing project
- 08/2008 - Indiana University Northwest, Gary, Indiana
06/2011 *Program Coordinator/ Library IT Consultant*
Campus retention initiative called the New Student Success Program
Team of peer mentors charged with guiding freshmen through their 1st
Year
Worked with administrators, faculty, and support staff to provide campus activities for the students
Managed budgeting funds totaling \$110,000 and managed all budget expenditures
Assisted with computer and informational needs in the library's information

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Analyzed academic and retention data; presented information to senior administration members

08/2006 -
01/2008

Ensemble Chimes Global, Niles, Illinois

Quality Manager

Supervised a staff of 130 plus people responsible for processing between 6,500 and 9,000 orders nightly in an assembly line order processing facility

Coached and trained new hires on proper order processing techniques
Performed weekly and monthly follow-up reviews on temporary agency employees

Processed weekly payroll on a windows based web platform

Collaborated daily with six (6) different HR recruiting agencies relating attendance and release information

02/2003 -
04/2006

Home Depot, Evanston, Illinois

Coordinator

Supervised a seven (7) person team responsible for assembling and delivering retail merchandise to customers

Scheduled deliveries and coordinated shipments with trucking companies through phone and email correspondence

Ordered supplies and kept track of daily inventory fluctuations

Prepared weekly audits of Pro Sales operations and reported on delivery activities at weekly staff meetings

02/1999 -
08/2002

Enesco Group Incorporated, Itasca, Illinois

Team Leader, Customer Service Center

Supervised call center with twelve (12) employees who received 350-500 customer service calls daily

Placed and tracked orders shipped throughout the United States

Handled confidential accounts receivable questions and made collection calls for the finance department

Established new accounts with prospective clients

Education

2010 - 2011

Indiana University Purdue University Indianapolis, Indianapolis, Indiana
M.L.S. in Library Science GPA: 3.7

2010 Indiana's Libraries Leading in Diversity Scholar

2008 - 2009

Indiana University Northwest, Gary, Indiana

B.G.S. in General Studies GPA: 3.96

2009 Chancellor's List Scholar

2008-2009 Dean's List Scholar

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2008-2009 Student African American Brotherhood Scholarship Recipient
2008-2009 Special Retention Scholarship Recipient
2009-2010 Francis Meyer/Bank Calumet Scholarship Recipient

Affiliations

American Library Association (ALA)
Black Caucus of the American Library Association (BCALA)
Indiana Black Librarians Network (IBLN)
Association of College and Research Libraries (ACRL)
Public Library Association (PLA)

Honors and Awards

Boys and Girls Club of America Mentor, 2010-2011
ALA Calloway Spectrum Scholarship Award Recipient, 2010-2011
Committee Member, IU Northwest Chancellor Selection Committee, 2009-2010
President, Student African American Brotherhood, IU Northwest/Ivy Tech Chapter, Spring 2009-Spring 2010
Student African American Brotherhood, Summer Bridge Student Leadership Award 2008
S.A.A.B. Achiever recognition from the Indiana House of Representatives (Rep. Dr. Vernon Smith), 2008
Recipient of the Indiana University Northwest, Special Contributor to Student Life Certificate of Appreciation, 2008-2009
Recipient of the Francis Meyer/Bank Calumet Scholarship, 2009/2010
Recipient of the GFWC Women's Club Scholarship, Fall 2008
Home Depot Employee of the Month, August 2003, January 2004 and September 2005
Enesco Customer Service Representative of the Year, 2000
Recipient of the Lincoln University Presidential Scholarship, Fall 1989-Spring 1993