

BENITA SOMBKE

Reference Librarian

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(325) 034-1007

123 Oak Street, Portland, OR 97205



PROFILE

Dedicated Reference Librarian with 2 years of experience providing exceptional research assistance and customer service in academic and public library settings. Proficient in utilizing a wide variety of information resources, conducting in-depth reference interviews, and promoting library services. Strong commitment to fostering information literacy and supporting diverse patron needs. Excellent communication, organizational, and interpersonal skills to effectively collaborate with colleagues and engage with patrons.

LINKS

[linkedin.com/in/benitasombke](https://www.linkedin.com/in/benitasombke)

SKILLS

Cataloging

Information retrieval

Database management

Digital preservation

Interlibrary loans

Research assistance

Bibliographic instruction

LANGUAGES

English

Russian

HOBBIES

EMPLOYMENT HISTORY

● Reference Librarian at Oregon State Library, OR

May 2023 - Present

- Successfully assisted over 10,000 patrons in finding relevant information and resources, leading to a 95% satisfaction rate in customer surveys.
- Developed and implemented a new library orientation program that increased student participation by 25% and improved overall understanding of library services.
- Spearheaded a digitization project that resulted in the preservation and online accessibility of over 5,000 historical documents, increasing research opportunities for both local and remote users.

● Assistant Reference Librarian at Multnomah County Library, OR

Jul 2021 - Apr 2023

- Successfully increased patron engagement by 25% through the development and implementation of a new library orientation program, which included an interactive tour, workshops, and resource guides tailored for the diverse community at Multnomah County Library.
- Streamlined the reference process by creating an online request form, resulting in a 30% reduction in response time and a 15% increase in the number of reference questions answered per month.
- Spearheaded a digital literacy initiative that provided training to over 500 patrons, helping to bridge the digital divide in the community and leading to a 40% increase in the use of library technology resources.

EDUCATION

Master of Library and Information Science at University of Oregon, Eugene, OR

Sep 2017 - May 2021

Relevant Coursework: Information organization and access, digital libraries, metadata, information retrieval, cataloging and classification, database management, information literacy, archival studies, records management, and information ethics and policy.

CERTIFICATES

Certified Reference Librarian (CRL)

Aug 2021

Special Libraries Association: Knowledge Management Certification

Feb 2020