

Mary Mallow

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27 years of information service using excellent interpersonal and communication skills in answering questions and meeting information needs in areas of mental health, manufacturing, law, nursing, and working with the public.

WORK EXPERIENCES

- Answered thousands of reference questions for diverse populations – engineers, company presidents, factory workers, students, general public
- Provided information support for the education, marketing, and editorial departments within company
- Handled multiple technical research projects meeting customers' deadlines
- Extensive use of telephone interviews for gathering information (13 years)
- Strong interpersonal skills developed by interacting with thousands of customers and meeting their information needs (27 years)
- Experience in understanding, assessing and selecting information focusing on the customers' needs in manufacturing, medicine, and law (15 years)
- Developed customer service guidelines while serving on the Customer Service Committee
- Worked with customers of diverse backgrounds, educational levels, and reading levels

COMPANIES

- **Rockford Public Library**, Adult Services (February 2006 to January 2010)
- **Winnebago County Law Library** (October 2005 to November 2007)
- **Anthology, Inc.** (July and August 2005, freelance research/writing assignment)
- **Media Play** (November and December 2004, book sales, seasonal employment)
- **OSF St. Anthony College of Nursing** (August and September 2004, Learning Resource Center, temporary position to cover medical leave)

- **Fabricators and Manufacturers Association** (January 1991 to December 2003, Technical Information Center)
- **Northern Illinois Library System** (June 1982 to March 1991, H. Douglas Singer Mental Health Center, Patient Library, Automation Department, Interlibrary Loan Department)

EDUCATION

- Master of Arts in Teaching – English, Rockford College, Rockford, IL
- Bachelor of Arts – English, Augustana College, Rock Island, IL