

Mark J. Hoban

Tel: 816.607.8299 ♦ Cell: 703.899.6198 ♦ hobanmarkj@gmail.com ♦ mark@mjhoban.com

PROFESSIONAL PROFILE

- More than nineteen years of experience in government, academia, and the private sector.
 - Well-developed analytical & problem-solving skills, providing business and technical perspectives to actively develop workable solutions.
 - Aptitude for accurate and detail oriented work. Solid organizational skills, including managing competing priorities, meeting deadlines, and exercising sound judgment. Ability to remain calm, negotiate fairly, and exercise rational judgment under pressure.
 - Effective interpersonal and communication skills, both written and oral, in a diverse environment. Adept at working both independently and as part of a team in a fast-paced, production-and service oriented environment.
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PROFESSIONAL EXPERIENCE

Access Services Specialist, Research & Education Division/ George Mason University/ Fairfax, VA
2015-Present

- Responsible for the fiscal activities of the department, including bookkeeping, preparing monetary intake reports, managing departmental records.
- Project manager for the relocation of large quantities of tangible library materials at the Fenwick Library including consulting with Access Services Department staff about space problems and needs, assessing options and recommending solutions, and coordinating each phase of the physical move.
- Supervise full time and student staff which includes full responsibility for the training of all student workers, scheduling of daily and weekly tasks as well as longer term library team projects of the Gateway Library.
- Manager of the Fenwick Library stacks; responsible for managing shelf space at the library while maximizing ease of access for faculty, students and staff.
- Support the research and information procurement needs of students, faculty, and staff users in research processes and information gathering disciplines. Provide reference, circulation, interlibrary loan, intercampus lending, and reserve services to library patrons.
- Serve on library staff hiring committees, task forces, and special departmental projects.

Intercampus and Consortium Loan Services Coordinator/ George Mason University/ Fairfax, VA
2014-2015

- Responsible for managing day-to-day operations of George Mason University (GMU) Libraries' Consortium Loan Service (CLS) and the intercampus delivery service.
- Provided distance education document delivery service to GMU patrons.
- Managed work assignments for Library Specialists in the University Libraries with their supervisors to make sure that requests are promptly filled, and coordinated with document fulfillment staff at the other GMU libraries.
- Effectively and efficiently worked with staff at other Washington Research Library Consortium's (WRLC) institutions, as well as the WRLC storage center to expedite requests.
- Supervised the circulation desk and student workers on assigned shifts.

Consortium Loan Services Coordinator/ George Mason University/ Fairfax, VA

2008-2014

- Created standards for the management of WRLC Consortium Loan Service (CLS) requests across all GMU libraries.
- Wrote the complete GMU CLS/WRLC training manual for the GMU university libraries, which includes a separate step by step training presentation for new staff.
- Established the process for lending electronic articles to WRLC partner institutions.
- Worked with library staff, University Network Engineers, and WRLC to upgrade the Mercer Library from a passive to an active connection with WRLC servers.
- Completed the Search Committee Training for GMU staff.
- Reduced printing and copy costs while speeding up the delivery process.

Bargain Lead Bookseller/ Barnes and Noble Booksellers/ Alexandria, Virginia

2002-2008

- Managed the Bargain Department, including display, design, and merchandising.
- Responsible for keeping all bargain departmental records updated daily; including sales reports, lists of new displays, product procurement, and maintenance of departmental stock, identifying high demand products and local trends
- Supervised promotions and oversaw personnel assigned to the Department.

Research and Production Assistant/ EP&P Consulting, Inc. / Washington, DC

2001

- Performed data examination and cost analysis of state funded homeless shelters, treatments and services for Medicaid rate settings applied by the State of New Jersey.
- Provided statistical data, based on county services, utilized in obtaining Congressional waivers for Medicaid and rate settings for State of Arizona.
- Provided analytical data that was utilized in the formulation of review processes ultimately incorporated into a managed dental program through the University of Nevada, Las Vegas.
- Responsible for the re-program, design, and overhaul of the in-house database catalogue.

Constituent Representative & Computer Specialist/ Office of the Vice President of the United States/ Washington, DC

1999-2001

- Served as a liaison between the Vice President's office and Executive Branch agencies.
- Assisted senior staff with research projects with the Congressional Research Service.
- Drafted official correspondence on behalf of the Vice President.
- Answered citizen inquiries regarding Executive Branch activities and policies.

EDUCATION

Bachelor of Arts in Political Science

Saint John Fisher College, Rochester, NY

May 1998

AWARDS & COMMENDATIONS

- Two time recipient of the George Mason University Individual Impact Award.