
Nicole L. Forst

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<http://nlforst.wix.com/nicole-forst>

SKILLS

Polaris ILS, Simply Reports, AccessPa, Working understanding of HTML and Wordpress, MARC Report, Marc Edit, SkyRiver, Bookwhere, Voice talent, Blogging, Social media, ABC financial software (DataTrak & Ignite), Microsoft: Word, Excel, Powerpoint, Google Docs, Basic library programming skills, Research knowledge, Canva, Passport acceptance agent, Mandated Reporter, CPR/AED certified, Professional Librarian designation from the state of PA

PROFESSIONAL EXPERIENCE

POTTSTOWN REGIONAL PUBLIC LIBRARY, POTTSTOWN, PA

Head of Processing, March 2020 - June 2024

Cataloger, February 2018 - March 2020

Passport Acceptance Agent, June 2017- June 2024

Circulation Assistant, February 2017 - February 2018

- ◊ Provided efficient, knowledgeable, and friendly customer service to patrons, including locating materials, basic reference assistance, and scheduling/reservations (room use & test proctoring)
- ◊ Completed patron registrations with Polaris ILS & LEAP
- ◊ Checked Materials In & Out
- ◊ Processed materials from delivery through cataloging & processing to patron check out
- ◊ Cataloged items using SkyRiver and MARC Report
- ◊ Maintained library website using a wordpress interface
- ◊ Attend meetings and outreach as necessary reporting back to Executive Director, Assistant Director, and staff about any policy or software/hardware changes
- ◊ Make sure the library functions smoothly on a daily basis
- ◊ Processed Inter-Library Loans using AccessPa
- ◊ Facilitated technology assistance and troubleshooting for the Executive Director, Assistant Director, and patrons
- ◊ Trained co-workers on processing, cataloging, and statistics collecting. Created tutorials to facilitate these matters
- ◊ Involved with creating policies & procedures and Employee Handbook review
- ◊ Collected monthly statistics using SimplyReports and other data collecting methods
- ◊ Facilitated the passport application process with applicants
- ◊ Took passport photos
- ◊ Reviewed applications for any inconsistencies between applicant and application

PLANET FITNESS, POTTSTOWN, PA

Member Services Representative, July 2013 - present

- ◊ Provided efficient, knowledgeable, and friendly customer service to members including app set up
- ◊ Scanned key tags in and addressed issues with member accounts
- ◊ Processed memberships and cancellations using ABC Financials software
- ◊ Answered the phones in a timely manner
- ◊ Cleaned gym equipment daily
- ◊ Gave tours and rate presentations to prospective members
- ◊ Proficient in ABC Financial software (DataTrak & Ignite)
- ◊ Completed daily stats for the club for the manager

INFOLOGIX/STANLEY HEALTHCARE, HATBORO, PA

Instructional Designer, May 2006 - December 2012

- ◊ Created WBT for hospitals across the country.
- ◊ Used ADDIE model to create timelines and deliverables
- ◊ Completed knowledge transfers with Subject Matter Experts from hospitals
- ◊ Completed sign-offs on deliverables
- ◊ Created interactive tutorials using Infologix software ELCAP and Adobe Captivate
- ◊ Learned software such as Cerner, EPIC, Siemens, and MediTech.

EDUCATION

DREXEL UNIVERSITY, Philadelphia, PA

Master of Science in Library and Information Science

- ◊ Web design class
- ◊ Young Adult Resources class (made a Young Adult Book Review blog for the quarter, made book talk videos)
- ◊ Basic archival knowledge
- ◊ Basic cataloging skills using MARC 21 and RDA
- ◊ Library programming class and public library service class showing how a public library system works

BLOOMSBURG UNIVERSITY, Bloomsburg, PA

Master of Science in Instructional Technology

- ◊ Created an RFP for a fictional company and gave a group presentation on the RFP to potential peers as culmination class before graduation
- ◊ Learned the basics of instructional design by creating a self-paced learning document
- ◊ Opinion writer for the school newspaper "The Voice"

BLOOMSBURG UNIVERSITY, Bloomsburg, PA

Bachelor of Arts in Music: Audio Recording and Mass Communications

- ◊ Completed internships every summer for both majors. (1 tv station, 2 recording studios, 2 class movie projects where movies were filmed on 16mm film and edited together)
- ◊ Participated in the Maroon and Gold Band, University Community Orchestra, Women's Choral Ensemble, and Concert Choir
- ◊ Was an officer or music librarian most semesters for all ensembles
- ◊ Opinion and Features writer for the school newspaper "The Voice"
- ◊ Recording musical performances on campus as part of the audio recording degree. Used ProTools and SoundForge to mix down the performances onto CD

ADDITIONAL SKILLS

- ◊ Lead library in helping with the reprofiling of our ILS
- ◊ Onboarded consultants for Infologix/Stanley Healthcare to ensure that consultants were using proper terminology, branding, and wording styles for all coursework in a one-on-one manner
- ◊ Created "how-to" guides for gym staff when we switched to new computer software
- ◊ Helped make sure staff members needs were being met during transition periods at the gym
- ◊ Adapt to learning new computer software quickly

PERSONAL REFERENCES

- ◊ Fran Mulvihill, Retired
 - o 610-308-8021 | leo4life@live.com
- ◊ Laura Ather, Accountant (Catholic Charities USA)
 - o 410-419-3270 | laurieather2@gmail.com

PROFESSIONAL REFERENCES

- ◊ Rick Moatz, Former Assistant Manager, Planet Fitness
 - o 484-507-3349 | rickmoatz@gmail.com
- ◊ Tiffany Cafolla, Club Manager, Planet Fitness
 - o 267-401-4531 | tiffanylauren29@gmail.com
- ◊ James Carraghan, Former Assistant Director, Pottstown Regional Public Library
 - o 610-554-9504 | jamescarr760@gmail.com
- ◊ Mindy Lipsky, Former Executive Director, Pottstown Regional Public Library
 - o 610-334-2409 | mindylipskympls@gmail.com