

ERICA RICE

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EDUCATION

Master of Science in Information and Library Science (2017)

Concentration in Archival Studies

Drexel University - Philadelphia, PA

Bachelor of Arts in Anthropology and Medieval Studies (2010)

Rutgers University – New Brunswick, NJ

PROFESSIONAL EXPERIENCE

Senior Government Information Analyst | Texas State Library & Archives Commission

April 2019 – present

Austin, TX (40 hours per week)

- Develop and conduct virtual and in-person interactive training classes for state and local government employees on diverse topics: compliance, disposition, email management, inventory, storage, digital preservation, information security, and business continuity
- Consult with government officials via email and teleconference on information management issues, state records laws and rules, and the development of compliant records management programs
- Appraise state agency records retention schedules and recommend revisions based on industry best practices and federal, state, and judicial rules and guidelines
- Research, analyze, and develop state legislation and administrative rules on new records series, minimum records retention periods, paper and electronic records storage rules, and compliance requirements
- Utilize WordPress and photo editing software to write and design original articles for *The Texas Record* blog

Records Management Coordinator | First Hawaiian Bank

October 2017 – February 2019

Honolulu, HI (40 hours per week)

- Updated and revised corporate retention schedule as needed to ensure compliance with county, state, and federal regulations; managed complete overhaul of corporate records schedule to consolidate records series into “big buckets” and simplify retention policies
- Utilized OmniRIM database to keep track of record transfers and retrieve records from offsite storage facilities
- Advised executive management on preservation standards and digitization requirements for efficient electronic records management and access (including electronic mail, scanned documents, and born-digital records)
- Protected confidential and personally-identifiable information by maintaining records destruction program for all bank departments and bank branches
- Conducted annual inspections of bank branches, offsite storage facilities, and destruction facilities to ensure compliance with regulations and NAID/PRISM industry standards
- Drafted new standard operating procedures and updated outdated procedures for responding to records requests from external agencies

Records Management Facilitator (Internship) | U.S. Fish & Wildlife Service

May 2017 – October 2017

Honolulu, HI (40 hours per week)

- Developed folder-level inventory to serve as a finding aid for all permanent and temporary records in organization
- Utilized records disposition schedule to file records by code and to follow disposal guidelines according to records life cycle requirements
- Digitized legacy paper records, maps, disks, and slides by generating appropriate archival metadata and creating digital files in accordance with NARA file format directives
- Organized and linked record references in ServCat online digital repository to increase discoverability and retrieval of information

- Conducted training seminars to guide employees on compliance with records management policies and best recordkeeping practices

Library Aide | Camp Lejeune Main Library
Jacksonville, NC (39 hours per week)

November 2016 – January 2017

- Provided reference assistance and superior customer service to an average of 500 patrons daily
- Provided one-on-one research instruction to patrons of all ages using OPAC stations, the EBSCOHost database, and World Book Online
- Aided computer users in troubleshooting word processing software, online courses, and email access; assisted in the proper use of computer hardware, scanners, and fax machines
- Utilized SIRSI software to identify, locate, charge, discharge, and place holds on library materials
- Collaborated with reference team to create interactive displays which catered to community subject interests and integrated marketing for library programs

Library Aide | Naval Air Station Library
Pensacola, FL (28 hours per week)

April 2015 – July 2016

- Managed and organized the children's Summer Reading Program, meeting Department of Defense reading program guidelines in acquiring early literacy in children and advocating the importance of setting goals and meeting benchmarks
- Handled Summer Reading Program website administration and created user tutorials for participants
- Supervised groups of 5-20 volunteer sailors during children's reading programs and during regular library hours
- Utilized EOS Web software to perform routine circulation functions and maintain patron accounts
- Assisted supervisory librarian with processing new materials and using EOS Web cataloging software to copy catalog and edit MARC entries as needed

Accounts Receivable | Tallen Technology Rentals, Inc.
Iselin, NJ (40 hours per week)

January 2012 – October 2014

- Utilized QuickBooks and Exact Globe software to make and receive efficient, timely, and accurate payments
- Acted as company purchase agent: purchased approved office supplies, conducted weekly inventory, entered office supply workflows in Exact Synergy software
- Advised executive management and sales teams on past due accounts and collections strategies

Office Manager | Citadel Information Services
East Brunswick, NJ (40 hours per week)

June 2010 – January 2012

- Collected and processed employee timesheets and reported bi-weekly payroll for 40 off-site employees
- Utilized QuickBooks software to receive and pay bills, create and send invoices, reconcile monthly bank statements, generate financial reports, prepare tax forms, and manage receivables
- Developed new filing system, created standardized HR forms and procedures, and maintained personnel files

Legal Assistant | Richard D. Millet & Associates
Bridgewater, NJ (30 hours per week)

August 2009 – June 2010

- Prepared and filed legal motions, orders, stipulations, confidential memos and pre-trial reports
- Drafted recurring correspondence using form letters and attorney dictations to modify content
- Scheduled depositions and maintained attorney calendars

PROFESSIONAL ASSOCIATIONS, PRESENTATIONS & CERTIFICATIONS

- Certified Records Manager (CRM): Institute of Certified Records Managers (2021)
- Certified Archivist (CA): Academy of Certified Archivists (2018)
- Professional Leadership Certificate: ARMA International (2018)
- Presentation: *Interstate Correspondence - Roadmap to Retention* at NAGARA 2020 Summer Online Forum
- Publicity Chair: ARMA International - Austin Chapter (June 2020 to present)
- Vice President: ARMA International - Hawaii Chapter (May 2018 to February 2019)
- Member: Beta Phi Mu, International Honor Society for Library and Information Sciences (June 2018 to present)