

Gaelan Cormier

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Professional Summary

Master of Library and Information Science (MLIS) graduate with 3 years of university equipment library lending experience and more than 5 years of customer service experience as a business owner. Skilled at helping people identify resources, explaining technology, maintaining accurate records, and resolving questions with patience and care. A curious, adaptable learner who has independently learned new digital systems and brings practical experience with circulation, collections, and digital content. Collaborative, independent and committed to inclusive, equitable public service.

Education

Master of Library and Information Science (MLIS) | Western University, London, ON | August 2026

Relevant coursework: Public Libraries, Reader Services in Libraries, Services for Children & Young Adults, Children's Materials, Information Sources & Services, Collection Management, Records Management, Web Design & Architecture, Digital Humanities and LIS

Bachelor of Fine Arts, Photography | Toronto Metropolitan University, Toronto, ON | May 2008

Library and Archives Experience

Equipment Library Technician | Toronto Metropolitan University, Toronto, ON

September 2005 - May 2008

- Provided frontline customer service to students, staff and faculty in a busy university equipment lending library
- Handled circulation: loans, returns, lending records and inventory control
- Assisted users with technology, devices and equipment use, troubleshooting and resolving problems
- Maintained and organized the lending collection through inspections and repairs so items were accessible and accounted for
- Helped train new staff and wrote operational documentation

Assistant Digital Archivist | University of Toronto, School of Dentistry, Toronto, ON

January 2009 - April 2011

- Digitized, organized and preserved archival materials including research documents, dental X-rays and patient records
- Organized digital information to support access, retrieval and long-term preservation
- Enhanced digital documents for legibility and accessibility
- Handled sensitive materials with confidentiality, accuracy and attention to detail

Professional Experience

AI Data Auditor & Trainer | Freelance/Contract, Remote

January 2024 to Present

- Evaluated digital information for quality, consistency and accuracy
- Edited model outputs to improve usefulness and reliability
- Labelled, categorized and tagged data with close attention to detail
- Worked independently to meet quality standards

Owner & Operator | Mulberry & MacNab Fine Fabrics, Moncton, NB

April 2018 to December 2023

- Delivered proactive, customer-centred service online and in person, anticipating needs and creating positive experiences
- Resolved customer concerns using empathy, active listening and solution-focused communication
- Managed inventory, merchandising and displays, customer databases and digital catalogues with accurate, accessible records
- Created website content, promotional materials and product descriptions using content management systems to improve engagement and discoverability
- Built long-term customer relationships through knowledgeable service and personalized recommendations
- Created a free, comprehensive library of information resources for online customers to access based on customer feedback and frequently asked questions

Blog Editor and Web Content Producer | Self-Employed, Hamilton, ON

May 2011 to January 2018

- Organized and managed digital image collections and online content databases
- Created and maintained web content using content management systems (CMS) and HTML
- Edited and formatted digital content for clarity, accessibility and consistency
- Applied SEO and metadata practices to improve discoverability of online content

Technology and Systems Learning Skills

- Self-directed practice with Koha and Evergreen integrated library systems (ILS), exploring system navigation and common workflows
- Proficient in Microsoft Office, content-management systems, Shopify, HTML, digital catalogues and image archives
- Experienced in learning unfamiliar platforms independently and applying new technology to practical service and information tasks