

# Erin R. White

Web Systems Librarian (Instructor), VCU Libraries

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Seasoned web team leader with eight years of web development work in higher education, focusing on standards-based, user-centered, accessible application design and development. Enthusiastic learner with a keen interest in the complexities, emerging issues, and trends in library, web, and mobile technologies.

## Education

### **2009 MS, Information Science: The University of North Carolina—Chapel Hill**

**Master's Paper:** "Are you LS or IS? Students' perceptions of the two programs at SILS"

**Concentrations:** Systems analysis and design, web development, library systems

**Awards and Honors:** Outstanding Service to the School Award, Chatman award for best Master's Paper proposal, Kalp Memorial Fellowship, Burmeister Fellowship.

### **2007 BA/ABJ, Sociology and Journalism: The University of Georgia**

**Concentrations:** Publication Management, Sociology and Women's Studies.

**Awards and Honors:** Summa cum laude (First Honor Graduate - GPA 4.0); Hawkins Scholarship for Print Journalism; UGA Charter Scholarship; Outstanding Senior Leader; Phi Beta Kappa.

## Professional Experience

### **2009-present Web Systems Librarian (Instructor)**

Virginia Commonwealth University Libraries

**Web design and development:** Design, develop, maintain, and provide support for library Web applications for main Web site, digital library, and institutional repository. Promote and develop coding standards and development frameworks, understand and use available APIs, write documentation for new or modified programs and production/operations procedures, and develop in-house tools to boost staff productivity.

**Management:** Oversee work of one full-time programmer and one hourly designer; project planning and management; and communication with stakeholders.

**Systems analysis:** Generate innovative solutions, trying creative and active ways to deal with organizational problems. Work to continuously improve business processes by identifying, supporting, and using new technologies and other appropriate techniques.

**Emerging technologies:** Collaborate with team members, library users, and professional colleagues to identify and determine integration strategies for library 2.0 technologies. Contribute to and participate in open source and other academic library Web development communities.

**Scholarship:** Demonstrate continuing scholarship and professional growth. Perform service responsibilities to the VCU Libraries, the University, the profession, and the broader community.

## **2007-2009 Information Technology Lab Manager**

School of Information and Library Science (SILS), UNC—Chapel Hill

**Help desk:** Diagnosed and resolved faculty, staff and student technology issues.

**Management:** Scheduled, trained and directed five graduate lab assistants.

**IT projects:** Initiated and collaborated on web, hardware, and systems analysis projects.

**Systems administration:** Served as secondary systems administrator for web, database, and file servers; and administered lab PCs and Macs.

## **2008-2009 Student Organizations Leader**

School of Information and Library Science (SILS), UNC—Chapel Hill

Vice President, UNC - ASIS&T; Co-Organizer, checkedOUT (SILS GLBTQ organization); Community Development Coordinator and Webmaster, SILS Student Association

## **Summer 2008 Web Design Intern**

webslingerz, inc., Carrboro, NC

Worked with a small team to develop promotional web graphics and clean up web markup for large corporate and non-profit clients.

## **2005-2007 Part-time Web Designer**

Application Support Group, University of Georgia

Worked with a team to define specifications, design, build, test, and implement web applications.

## **2006 General Manager**

WUOG 90.5fm, Athens, GA

*WUOG is the University of Georgia's all-student, all-volunteer, non-commercial, 26,000-watt radio station.*

**Management:** Coordinated a staff of 200+ volunteers and 12 executives on the executive board and oversaw day-to-day activities and operations at the station.

**Liaison work:** Facilitated intra-station; acted as liaison between WUOG, the University, and the community; facilitated contact with and encouraged outreach to WUOG alumni.

**Budgeting:** Prepared and presented annual budget of \$60,000. Represented WUOG on a college radio conference panel about navigating university bureaucracies to secure funding.

## **2004-2007 Webmaster and 2005 Publications Director**

WUOG 90.5fm, Athens, GA

Managed WUOG's print/digital "image"; developed web applications to streamline workflows.

## **Publications**

White, E. "Nimble Project Management for the Time- and Budget-Challenged" and "Tame Your E-mail." In *Time Organization for Librarians: Beating Budget and Staff Cuts*, edited by Carol Smallwood, Jason Kuhl and Lisa Fraser. Lanham, MD: Scarecrow Press (forthcoming).

Gariepy, L.W., Mazure, E., McDaniel, J., and White, E.R. "Developing LibGuides Training: A Blended Learning Approach." In *LibGuides: making dynamic web design and management simple for non web designers: A LITA Guide*, edited by Aaron Dobbs, Ryan Sittler, and Doug Cook. New York, NY: Neal-Schuman (forthcoming).

Doherty, M., and White, E. "Room reservations at VCU Libraries: or, how we coped with rapid growth and overwhelming demand for student study space." *College & Research Libraries News* 73, no. 3 (2012): 142-146.

Ghaphery, J., and White, E.. "Library Use of Web-based Research Guides." *Information Technology and Libraries* 31, no. 1 (2012): 21-31.

## Presentations

White, E., Ghaphery, J., and Gilbert, J. "Data-driven design decisions for discovery interfaces." Library Information Technology Association (LITA) Forum 2012 Columbus, OH. (Forthcoming).

White, E. "Single search discovery: the first month." Richmond Academic Library Consortium Web Group. Richmond, VA. 2012.

White, E., and McNulty, T. "Making Waves: Library IT as a Disruptive Force" with Thomas McNulty. Library Information Technology Association (LITA) Forum. St. Louis, MO. 2011.

White, E. "Mobile 2.0 at VCU Libraries." Richmond Academic Library Consortium Web Group. Richmond, VA. 2011.

White, E. "Design Fundamentals for Better Web User Experience." edUI Conference. Charlottesville, VA. 2010.

White, E., and Jones, S. "Social Media and Virginia Libraries Panel Discussion." Virginia Library Association Annual Conference. Portsmouth, VA. 2010.

White, E. "It's the end of the database URL as we know it." Lightning talks, Library Information Technology Association (LITA) Forum. Atlanta, GA. 2010.

White, E. "Mobilizing your library website." Richmond Academic Library Consortium Lightning Round. Richmond, VA. 2010.

Bishoff, J., Houston, A., Michel, J.P., and White, E. "Taking Mobile to the Next Level." American Library Association Annual Conference: RUSA "Hot Topics" Roundtable. Washington, DC. 2010.

White, E., and Teague-Rector, S. "User Research on a Shoestring." American Library Association Annual Conference: LITA Bigwig Showcase. Washington, DC. 2010.

White, E., and Teague-Rector, S. "User Research on a Shoestring: Knowing Your Users Without Spending a Bundle". Richmond User Experience Group. Richmond, VA. 2010.

## Posters

Doherty, M., and White, E. "From chaos to control: Facilitating access to group study rooms at a busy academic library." Poster session, Virginia Library Association. Portsmouth, VA. 2011.

White, E. "Leveraging the cloud for nimble web project management." Poster session, Library Information Technology Association (LITA) Forum. St. Louis, MO. 2011.

White, E., and Teague-Rector, S. "Chats, Docs, Standups and 2.0: Collaboration Tools

for Virtual Teams" with Susan Teague-Rector. Poster session, Library Information Technology Association (LITA) Forum. Atlanta, GA. 2010.

White, E., and Teague-Rector, S., "TTYL IRL :) : Strategies and Tools for Remote Library Teams." Poster session, American Library Association Annual Conference. Washington, DC. 2010.

## **Library Committee Work**

VCU Libraries Faculty Organization Secretary. 2011-2012.

VCU Libraries Primo Implementation Task Force. 2011-2012.

VCU Libraries Online Volunteering Task Force. Chair. 2011.

VCU Libraries Web Environment Manager Screening Committee. 2010.

VCU Libraries Professional Development Committee; Member, 2009. Chair, 2010.

VCU Libraries Two Millionth Volume Celebration Planning Committee. 2009.

## **University Committee Work**

VCU Equity and Diversity Committee; LGBT Subcommittee. 2010-.

VCU Southern Film Festival Planning Committee. Member, Webmaster. 2010-.

VCU Faculty Senate. Honorary Faculty Senator; Webmaster. 2009-.

## **External Committee Work**

edUi Conference Executive Planning Committee. 2011-.

edUi Conference Program Committee. 2011-.

Refresh Richmond Organizing Committee. 2011-.

Richmond Academic Library Consortium Web User Group. Founder; member. 2010-.

Richmond User Experience Group (RUX). 2009-. Co-organizer 2011-.

## **Professional Organizations**

American Library Association (LITA, GLBT Roundtable). 2007-.

American Society for Information Science and Technology (ASIS&T). 2007-.

Richmond Academic Library Consortium Web User Group. Founder; member. 2010-.

Richmond User Experience Group (RUX). 2009-. Co-organizer 2011-.

Refresh Richmond (Web professional community). 2010-. Co-organizer 2011-.