

## STATEMENT: LIBRARIANSHIP AND TEACHING

My appointment as Web Applications Developer in 2009 was my first professional position and my first faculty librarian appointment. Though it has been only a short time since I began at VCU, I have been able to establish a strong base in the practice of librarianship, furthering my goal to work across the organization in order to build a more robust, user-friendly, and secure web environment.

When I first began work at VCU, my primary focus was web design. I dove into the already-in-progress VCU Libraries web redesign project and had substantial influence on the final website design. I have since designed a variety of library microsites and second-level pages on the public web; redesigned the staff intranet homepage; customized the LibGuides research guides system; and designed or maintained other websites at VCU, including the Office of Diversity, the Faculty Senate, and the Southern Film Festival.

My former supervisor left VCU Libraries in January 2010, at which time I assumed responsibility for directing the strategy and implementation of all dynamic web applications at VCU Libraries. The web team has completed several long-term, large-scale web development projects during this time, including updating all web applications to use the modern PHP programming language and moving web application databases to central VCU servers. These projects have helped to make our web environment more secure, robust, and reliable. I have also led several successful redesign projects in consultation with librarians on both campuses, including the homepage for Tompkins-McCaw Library, the Community Health Education Center website, the First Novelist Award website, and others.

In early 2010 I created and launched VCU Libraries Mobile, the university's first mobile website. It contained only rudimentary information about library facilities. Since then, thanks to the work of the entire web team, the site has grown to include study room reservations for students on both campuses and mobile-enabled access to VCU Libraries' new search tool. VCU Libraries Mobile has been incorporated into the VCU Mobile app and was used to help VCU Technology Services create guidelines for all mobile websites at VCU. The web team continues to support and plan for the future of mobile for VCU Libraries.

Later in 2010 I also led a small cross-campus team comprising reference librarians on both campuses to field and implement the third-party hosted LibGuides research guide software. During this 6-month implementation, the team was responsible for getting buy-in from faculty and staff on both campuses, planning the implementation, developing guidelines and web documentation, training staff, and ensuring compliance with guidelines. Since then our LibGuides site has been featured as a "Best of" example by the LibGuides vendor and has drawn attention from institutions across the U.S. Librarians at other academic and public libraries, as well as the LibGuides vendor, contact me regularly about our customizations.

By working closely with our talented web team, I have learned a great deal about web technologies, best practices in programming, server administration, and database modeling. I have also grown my skills in XHTML, CSS and jQuery, and have learned more about content management systems such as OpenText, Movable Type, and Wordpress.

More importantly, I have been able to build my skills as a supervisor and project manager. I have overseen the work of several talented hourly programmers and designers, and successfully recruited a full-time programmer in 2011. My work managing the web team also includes communicating and collaborating with colleagues across the library to promote awareness, gain consensus, and get buy-in on web projects. With every web project, I have made an effort to communicate openly with stakeholders the reasoning for the project, its implications, and the technical steps that must be taken. I regularly post materials to the web team's blog to inform library staff of ongoing projects or overall trends in librarianship and the web. I also create and maintain web-based documentation and guidelines for library web users.

In summary, I feel that my increasing responsibilities in leadership of the web team and management of VCU Libraries web projects has positioned me for future growth and contribution to VCU Libraries, the University, and the profession.

#### DOSSIER MATERIALS

- **Web portfolio:** This document contains samples of some of the high-profile web projects I have led during my time at VCU Libraries, including websites for University organizations.
- **Sample communications and project plans:** Included in this section are postings to the web team's blog or other documents I have created to communicate changes or additions to VCU Libraries websites.
- **Project highlight: VCU Libraries Mobile:** This section of the dossier includes communications about VCU Libraries mobile; correspondence from colleagues at VCU and other institutions who were interested in learning more about VCU Libraries' mobile website; as well as future plans for mobile web development.
- **Project highlight: LibGuides:** This section of the dossier includes the original project plans for LibGuides, web documentation, and subsequent communications from colleagues at other institutions and the LibGuides vendor.
- **Correspondence:** This section contains kudos and thank-you's from colleagues.

## STATEMENT: SCHOLARSHIP

Since I arrived at VCU I have pursued numerous fruitful scholarly collaborations with talented colleagues at VCU Libraries and beyond. Themes of my research have included user experience research, emerging technologies, and other innovations in library IT. I have presented numerous times at local, regional, and national conferences; given posters at regional and national conferences; and published two refereed articles and three chapters in anthologies (pending publication).

My earliest collaborations were with my then-supervisor, Susan Teague-Rector, with whom I created several presentations and posters for national and local conferences, centering on themes of user research and remote collaboration tools. My interest in user experience (UX) research continues to this day.

In October 2010 I gave my first solo national presentation, an overview of the basic principles of design, at the edUi Conference, a national web development conference for higher education and cultural institutions.

Most recently my presentations have focused on emerging technologies and project management. In 2011 I delivered a concurrent session for the LITA conference, coauthored with my colleague Tom McNulty, on the topic of innovation in library IT. The LITA presentation earned VCU Libraries and me a mention in both *Library Journal's* wrap-up of the conference and a Wake Forest colleague's blog post.

Beginning in 2011 I pursued several publishing opportunities. Teresa Doherty and I collaborated on a refereed journal article in *College & Research Libraries News* and a poster session at the Virginia Library Association conference based on the success of VCU Libraries' study room reservation software. The article has since garnered us attention from other libraries across the U.S. VCU Libraries' adoption of LibGuides also proved fruitful for publications. I worked with the other members of the VCU Libraries LibGuides implementation team to co-author a chapter in a forthcoming LITA Guide, and coauthored a peer-reviewed article with Jimmy Ghaphery for *Information Technology and Libraries*. I also wrote two brief chapters in response to a call for papers for an anthology on time organization for librarians, which will be published in the coming year.

Later this year I will be co-presenting at the LITA Forum about data-driven refinements to cloud-based library search tools with Jimmy Ghaphery and a colleague at UVA. I plan to continue my scholarship in the areas of user experience research, cloud computing, library IT, and innovation in libraries.

## STATEMENT: SERVICE

### SERVICE TO VCU LIBRARIES

I have had several opportunities to serve the VCU Libraries Faculty Organization. Shortly after I began working at VCU, I was appointed to the Professional Development Committee of the Faculty Organization. I served for two years on this committee, acting as chair the second year. During this time I worked with other committee members to organize several field trips to area libraries; hold regular brownbag lunches to promote discussion about scholarship within the libraries; and create a blog to publicize committee activities. The next year I served as secretary of the Faculty Organization, working with executive committee members to re-shape the organization's meeting structure.

In addition to my service to the Faculty Organization, I have been a member of several task forces and work groups, including the 2 Millionth Volume celebration planning group in 2009 and the Primo Implementation Task Force from 2011-12. Most notably in the fall of 2011 I chaired a task force that examined online volunteering initiatives, which gave me substantial experience in directing the work of a small cross-campus group and compiling a comprehensive final report.

### SERVICE TO THE UNIVERSITY

My service contributions at the university level have included work as a committee member and webmaster in several capacities. Since 2009 I have been webmaster and honorary senator for the VCU Faculty Senate, collaborating with Dan Ream and Senate leadership to keep web materials up to date, redesign the Faculty Senate website, and migrate the site's contents to the Wordpress platform. I have also served as a member on the LGBT Subcommittee of the Equity and Diversity Committee. Unrelated to my work on that committee, since 2010 I have provided web maintenance and updates for the Office of Diversity during its reorganization. More recently, I have begun to serve on the Identity Management workgroup of the VCU Technical Advisory Committee, representing VCU Libraries. Finally, per the suggestion of Nell Chenault, I have thoroughly enjoyed serving on the VCU Southern Film Festival planning committee, where I am both a committee member and webmaster.

### SERVICE TO THE PROFESSION

Since 2011 I have been honored to serve on the executive planning team and programming committee for the edUi Conference, which is based in Charlottesville. I have helped to plan, program, and carry out the edUi Conference in October 2011 and again in September 2012. This work has included selecting speakers and topics, meeting with conference venues, promoting the conference online and to local web groups, making local accommodations, and organizing ground volunteers to keep the event running smoothly.

Sharing my work with librarians at other institutions has also energized me. In 2010 I worked with web professionals from seven Richmond-area libraries to form the RALC Web User Group. This group has met quarterly or bimonthly for two years with a mission to share technical information, conference updates, and technical projects at our institutions.

In addition to attending and presenting regularly at local, regional and national library conferences, I have maintained an active presence on library listservs, the Libraries StackExchange website, and Twitter, in an attempt to help and learn from other librarians. Librarians frequently contact me about the work I've described in presentations or publications, or reached out to me based on what they have seen on our library website or LibGuides. I have also shared code including the open-source CONTENTdm2Flickr upload tool, several javascript bookmarklets, customized code for LibGuides, and other scripts.

Finally, beyond work with libraries, I have been actively involved in Richmond-area web user groups. I have joined the planning committees for both Richmond User Experience (RUX) and Refresh Richmond, which meet regularly and provide educational and social programming to web professionals in the area. I have made a particular effort to stay in the know and attend non-library-specific user experience bar camps and day conferences in the region.