



EDUCATION

Ph.D. Information Science and Learning Technologies, University of Missouri (expected 2024)

Concentration: UX research and inclusive design (accessibility, usability, diverse human factors)

M.S. User Experience Design, Kent State University

Harvard Leadership Certificate, Graduate School of Education, Leadership in the Digital Age

Advanced Graduate Certificate, University of South Carolina

Concentration: *Emerging Technologies and Digital Humanities*

M.L.I.S. Masters in Library and Information Science, University of South Carolina

Concentration: Digital Information Management, Digital Publishing; Dean's Award for Excellence in Leadership

ACADEMIC EXPERIENCE (POSITIONS)

Middle Tennessee State University, Walker Library

2014-Present

Professor 2023-

Associate Professor (tenured) 2019-2023

Promoted to Graduate Faculty Status 2015-2020

Assistant Professor and Digital Scholarship Librarian 2014-2019

Kent State University, College of Communication and Information, School of Information

2016-2019

Instructor, online graduate courses

- *Information Technology*: PC hardware/software, information systems, HTML, web apps, and digital platforms
- *Information Organization*: information organization/retrieval, metadata, information design, data ethics, human computer interaction

ACADEMIC EXPERIENCE (DETAILS)

Middle Tennessee State University, Walker Library

Leadership / College Administration / Human Resources Activities:

- Contribute to library-wide planning and policy making as appointed member of the Leadership Team (2021-23).
- Support and advance the library's strategic plan with direct participation in the library-wide redesign efforts.
- Advance and set the standard for equitable policies and practices for human resource management.
 - Lead efforts and consult on inclusive strategies for recruitment, hiring, and on-boarding.
 - Recognized for setting a new standard for inclusive hiring practices which is replicated within and outside the college.

- First faculty member at the university to attend Search Advocate Training, a 16-hour workshop series focused on unconscious bias training and inclusive search committee strategies.
- Communicate with campus offices: HR, Equity & Compliance, Provost's Office, Graduate School.
- Draft, review, and edit job descriptions for library-wide positions, including salary justifications.

Founding and Managing Director, MT Open Press

- Direct press operations for book publishing including author agreements, operational MOUs, editorial and design editing, indexing, SEO, marketing, digital and print layouts.
- Coordinate external review process and staff, consultant, and proofreader assignments.
- Production lead including cover design, interior design, print layout, digital layout, and distribution.
- Oversee copyediting, intellectual property, plagiarism, accessibility, and inclusive language checks.
- Developed the press with strategic planning and business plan development phases.
- Published two books in 2023 that have had over 3,000 downloads (open access), plus print-on-demand purchases: *Privacy and Safety in Online Learning*; *Intercultural Engagement Through Short-Term Faculty-Led Study Abroad: A Multidisciplinary Perspective from a Public University*

Digital Humanities & Scholarship / Scholarly Communication / Research Life-cycle Activities:

- Direct *Digital Scholarship Initiatives* (DSI unit)—Program Portfolio & Digital Scholarship Lab—
 - Design, develop, and implement best practices and workflows for program; conduct strategic and annual planning; define program/service portfolio; and assess technology, staffing, budgets, grant funding and future needs.
 - Lead operations for DSI and the Digital Scholarship Lab (policies, hardware, software, systems, budgets, staffing, workflows, marketing, workshops) dedicated to collaborative projects that focus on reproducible methods and producing open resources (access, data, education).
 - Builds interdisciplinary relationships with faculty, staff, and students, and identifies opportunities, and collaborates with researchers and stakeholders to develop and implement services and infrastructure that supports research. Uses lens of accessibility and inclusion for developing programs, projects, and services.
 - Designs digital humanities and digital scholarship projects and infrastructure. Examples include the Digital Seed Grant program, "*Trials, Triumphs, and Transformations*" (grant-funded DH research project), mapping and data visualizations, and text-mining projects.
 - Administrator of institutional repository, journal hosting, digital exhibit, and publishing platforms.
 - Emphasis on iterative development through *physical/digital space and service design with focus groups, card sorting, surveys, storyboards, personas, wireframes, prototyping, & usability testing*.
 - Consult on matters involving scholarly communication, technical communication, digital humanities, information design, GIS, data management, preservation, and user experience (UX) design.
 - Understand, consult on and/or use research methods including digitization, text analysis, spatial analysis, usability, and UX analysis; expertise and/or familiarity with research tools.
 - Provide leadership and guidance on the full-cycle development of digital projects, including project design, information architecture, interaction design, metadata, indexing, SEO, accessibility, publishing and preservation of digital objects, websites, and research projects.

PUBLICATIONS (SELECTION)

Peer-Reviewed Articles / Refereed Book Chapters / OER

- (Under review, fall 2023). "Human Computer Interaction and Inclusive Design Implications for Ticket Kiosks: A Pilot Study of Task Analysis and Usability." *Design Science*.
- (Under review, fall 2023). "Wayfinding and the User Experience of Space Selection in Learning Spaces: Systematic Review and Guide for Next Steps." *Interdisciplinary Journal of Signage and Wayfinding*.
- (In Press). "Inclusive Design: A Method and Craft of Transforming DH with UX," In *Digital Humanities in the Library: Challenges and Opportunities for Subject Specialists -- Revised Second Edition*, Eds. Arianne Hartsell-Gundy, Laura Braunstein, and Liorah Golomb. Association of College & Research Libraries.
- (2021). "Appetizing Starters: Journal Proposal Templates," In *The Scholarly Communications Cookbook*, Eds. B. Buljung and E. Bonogiovanni, Association of College & Research Libraries (ACRL).
- (2021). "Menu of Indexing: A Guide to Basic Discovery Strategies," In *The Scholarly Communications Cookbook*, Eds. B. Buljung and E. Bonogiovanni, Association of College & Research Libraries (ACRL).
- (2021). "Supporting Research Workflows with Accessibility," In *The Scholarly Communications Cookbook*, Eds. B. Buljung and E. Bonogiovanni, Association of College & Research Libraries (ACRL).
- (2021). "Engaging Campus with Competition and Opportunity: A Lighting Round Showcase," In *The Scholarly Communications Cookbook*, Eds. B. Buljung and E. Bonogiovanni, Association of College & Research Libraries. <https://www.alastore.ala.org/content/scholarly-communications-cookbook>
- (2021). "Minimal, Creative Coding, Prototyping, and Playtesting: A Novice Design Thinking Approach to Gamifying the User Experience." *Weave: Journal of Library User Experience*. Co-author. **[1 Citation]**
- (2020). "Cost-Effective Infographic Options," In *The Library Outreach Cookbook*. Ed. R. Sittler & T. Rogerson. Chicago: Association of College & Research Libraries (ACRL).
- (2020). "Applying Gamification to the Library Orientation: A Study of User Experience and Engagement Preferences." *Information Technology and Libraries*, (39)3. Co-author. **[10+ Citations]**
- (2020). "Digital Humanities Preservation: A Conversation for Developing Sustainable Digital Projects." In *Transformative Digital Humanities: Challenges and Opportunities*, Eds. M. Deyrup and M. Balkun, Routledge. Co-author. **[2 Citations]**
- (2019). "Data Visualization as Participatory Research: A Library Model for Inspiring User-Driven Research Interests." *Journal of Web Librarianship*, 13(2). **[5 Citations]**
- (2019). Digital Project Preservation Plan: A Guide for Preserving Digital Humanities / Scholarship Projects. An OER companion to the Routledge book chapter on DH preservation. [Externally reviewed and copy-edited]. OER Commons Indexed. **[3 Citations]**
- (2018). "Text Mining Digital Humanities Projects: Assessing Content Analysis Capabilities of Voyant Tools." *Journal of Web Librarianship*, 12(3): 169-197. **[80+ Citations]**

- (2018). "An Examination of Instructional Intervention on Doctoral Student Perceptions of Scholarly Communication." *Practical Academic Librarianship*, 8(1): 54-80. Co-author.
- (2018). "Classroom-Produced Journals: Integrating Undergraduate Research into the Curriculum and Publishing Scholarship through the Institutional Repository." *Journal of Teaching and Learning with Technology*, 7(1), 157-161.
- (2018). "Effective Technology Management Practices: The Importance of Policies and User Agreements to Advance and Sustain Emerging Technology Use in Libraries," In *Applying Library Values to Emerging Technology: Tips and Techniques for Advancing within Your Mission*, Ch. 16 (241-263), Eds. P. Fernandez and K. Tilton. Chicago: Association of College & Research Libraries (ACRL).
- (2018). "Innovative Management Strategies and Techniques for Building and Sustaining a Digital Initiatives Department with Limited Resources." *Digital Library Perspectives*, 34(2): 117-136. **[3 Citations]**
- (2017). "Chicken Soup for Digital Scholarship: Assessing Your Next Steps." In *The Library Assessment Cookbook*. Ed. A. Dobbs. Chicago: ACRL.
- (2017). "Follow the Data, Find the Story: Discovery of Multidirectional Stories in the Digital Archive." *Archive Journal*. Featured Note (September).
- (2017). "Visualization Praxis: Data Visualizations with an Interdisciplinary Advantage." *The Journal of Interactive Technology and Pedagogy*. **[1 Citation]**
- (2017). "A Case Study in Institutional Repository Content Curation: A Collaborative Partner Approach to Preserving and Sustaining Digital Scholarship." *Digital Library Perspectives*, 33 (1): 63-76. **[14 Citations]**
- (2017) "Mapping the Difference, Part 2: Library Workshops for Mapping Education and a Guide to Preparing Location Coordinates." *Tennessee Libraries*, 67(3).
- (2017). "Mapping the Difference, Part 1: Library Workshops for Mapping Education and a Guide to Preparing Location Coordinates." *Tennessee Libraries*, 67(2).
- (2016). "DS/DH Start-Ups: A Library Model for Advancing Scholarship through Collaboration." *Journal of Web Librarianship*, 10(2): 83-100. **[20+ Citations]**

Digital Projects / Digital Resources Developed

TAT Archive. (2022). A student-led project (a Digital Seed Grant recipient of the grant program I manage), which focused on linguistic analysis of Thematic Apperception Test narratives. **Role:** Grant Reviewer / Adviser / Curator. The author / researcher is a graduate student in psychology.

LibGO. (2018). An interactive 'choose your own adventure' orientation activity with focus on educational learning and engagement. Developed in Twine, an open-source tool for telling non-linear stories with adaptations for gamification assessment as it relates to educational objectives and user engagement. **Role:** Developer / Information Architect / Interaction Designer / IRB research study and case study co-author.

Historic Clothing Collection (2018). This MTSU Textiles, Merchandising and Design project was selected as a Digital Seed Grant recipient for the grant program I manage. **Role:** Supervised students creating the digital inventory and photography of the 750+ historic apparel collection (1790-1990); **Technical Role:** Curator and expert for metadata, discoverability, and preservation within the CONTENTdm-based infrastructure.

Trials, Triumphs, and Transformations (2017). A grant funded digital humanities research collection that includes interpretative layers: scholarly essays, maps, interactive visualizations, and descriptive metadata of rare archival findings. **Role:** Primary Investigator, Project Director including accessibility / usability.

- “Trials, Triumphs, and Transformations.” Scholarly Digital Project. A commissioned peer review by *American Quarterly* (December 2018). **Role:** Co-Curator/Editor.
- Awarded the 2018 American Studies Association Garfinkel Prize in Digital Humanities, Honorable Mention
- Citations / Media / Recognition
 - Collection featured in African American Projects and Research by the Tennessee Civil War National Heritage Area <https://www.tncivilwar.org/african-american-sites>
 - Collection featured at East Tennessee Historical Society Guest Lecture Series 2016 <http://www.easttnhistory.org/events/archives-finding-east-tennessees-marble-story-brown-bag-lecture-dr-susan-w-knowles>
 - Citation in *Next Exit History* for entry on Bijou Theatre in Nashville <http://www.nextexithistory.com/explore/historical-sites/bijou-theatre-nashville-municipal-auditorium/>
 - Citation in *State Gazette*, August 9, 2015, for entry on Dyer county schools <http://www.stategazette.com/story/2220204.html>
 - Citation in *Wikipedia* for entry on James Carroll Napier, https://en.wikipedia.org/wiki/James_Carroll_Napier
 - Citation in *A Great Moral and Social Force: A History of Black Banks* (2022), a book published by the Federal Reserve Bank (Kansas City).
 - *Select images requested for inclusion in a Northern Lights Production produced film and interactive exhibit about the music legacy of Tennessee (exhibited at the Tennessee State Museum since 2018).*
- **Personal Contributions**
 - Primary investigator and administrator of the grant project redesign.
 - Database record curation/maintenance; website quality control; technology purchases/maintenance.
 - Researched, curated, and designed data visualizations based on archival findings.

SELECT PRESENTATIONS

(Under review, 2023). “A Study on User Retention for a Language Learning App by Using Persuasive Technology Framework: A Pilot Study.” Co-authored presentation proposal for the AECT Conference.

“Scholarly Publishing with Impact: Inclusive Practices that Launched a New Open Access Press”. Presentation accepted for IFLA 2023 (Library Publishing SIG).

“Use of Interactive Storytelling Software to Conduct the Library Orientation.” American Library Association (ALA) Annual Conference 2019. Co-presenter. June 2019. [National/Peer-Reviewed].

"Driving with Data: A Look at Digital Scholarship Program Development and the Impact Data Tools have on the Decision Making Process." Digital Initiatives Symposium 2017, University of San Diego, May 1-2, 2017. [National, Peer-Reviewed].

"Creating Digital Partnerships for Cross Campus Collaboration: Connecting Independent Libraries and Archives through the Digital Scholarship Hub at the Library." Digital Library Federation (DLF) Forum Annual Conference, Vancouver, Canada. October 2015. [International, Peer-Reviewed].

"The Trials and Triumphs of CONTENTdm as a Dual Purpose Database and Exhibit." OCLC's CONTENTdm User Group Conference, Nashville, TN, August 2015. [National, Peer-Reviewed].

"DSaaS: Digital Scholarship as a Service, the Changing Nature of Humanities Research and Scholarship." Humanities, Arts, Science & Technology Alliance & Collaboratory (HASTAC) Conference, May 2015. [International, Peer-Reviewed]

Co-Presenter, "Instructional Technologist or Librarian?" The Collective Conference, University of Tennessee, February 20, 2015. [National/Peer-Reviewed]

GRANTS (SELECTION)

Co-Primary Investigator, MT Engage Program Funding (\$1,000), *Awarded* September 2018. [LibGO UX/Event].

Primary Investigator, Tennessee Civil War National Heritage Area Grant (\$56,460), National Park Service, *Awarded* 2016-2017. [Digital Humanities Interpretation; Scholarly/Multimedia Resource]

Primary Investigator, Faculty Development Grant (\$500), Office of the University Provost, Middle Tennessee State University, *Awarded* 2014.

SERVICE (SELECTION)

Professional / Publishing

Member, Editorial Curriculum Board, Library Publishing Coalition, 2023-2025

Rotating Chair and Member, *Diversity, Equity, and Inclusion Committee*, Library Publishing Coalition, 2021-2023

Institutional Representative and voting member, Coalition for Networked Information (CNI) 2021-Present

Institutional Representative and voting member, Library Publishing Coalition, 2021-Present

Section Editor, *Open Library of Humanities Journal*, Ubiquity Press, 2014-Present

Invited Peer Reviewer, *Digital Library Perspectives*, 2020, 2021

Peer Reviewer, *KULA: Knowledge Creation, Dissemination and Preservation Studies*, 2020-Present

Peer Reviewer, *Library Leadership and Management*, 2017-Present

Invited Peer Reviewer, *Journal of Web Librarianship*, 2017

Peer Reviewer, *Digital Humanities Quarterly*, 2014-Present

Editor-At-Large, ACRL's DH + Lib Review, 2014-2016

University (MTSU)

Chair, Digital Seed Grant Committee, MTSU 2016-Present

Member, Library Leadership Team, MTSU 2021-2023

Member, Strategic Planning Group, College Library, MTSU 2021-Present

Chair, Search Committee for Chair of User Services, MTSU 2021-2022

Graduate Faculty Member, College of Graduate Studies, 2015-2020

Member, Search Committee for Digital History faculty, Department of History, College of Liberal Arts, 2015-2016

Curriculum Reviewer, MLS Program/ALA Accreditation Review, College of Education & Graduate Studies, 2015

PROFESSIONAL DEVELOPMENT

Certificate Programs & Courses Through Library Juice Academy

Certificate in User Experience (UX) [6 courses] Completed April 30, 2020

- Developing a Website Content Strategy, 4-week course, April 2020
- Research Methods Beyond Usability Testing, 4-week course, March 2020
- User Experience Research and Design, 4-week course, January 2020
- Design Thinking, 4-week course, February 2020
- Service Design Tools, 4-week course, February 2020
- Accessibility and Universal Design, 4-week course, February 2019

Certificate in Digital Curation [6 courses] Completed May 30, 2020

- Ethics and Sustainability for Digital Curation, 4-week course, May 2020
- Introduction to Digital Preservation, 4-week course, April 2020
- Digital Repository Fundamentals and Design, 4-week course, April 2020
- Fundamentals of Digital Curation in Libraries, Archives and Museums, 4-week course, March 2020
- Metadata and Description for Digital Special Collections, 4-week course, March 2020
- Appraisal and Collection Development of Digital Special Collections, 4-week course, February 2020

Other LJA courses

Library Resources and Services for Patrons on Autism Spectrum, 4-week course, May 2022

Assisting Patrons with Mental Disorders Across Library Settings, 4-week course, June 2022

Introduction to XML, 4-week course, Spring 2020

GIS & GeoWeb Apps, 4-week course, Fall 2016

Research Data Management, 6-week course, Fall 2016

Conference, Institute, Seminar, Webinar, and Workshop Learning (Select)

Attendee, Digital Humanities Summer Institute 2022, 2023

Attendee, Search Advocate Foundations, Oregon State University, June 2022 (16-hour training)

Attendee, Coalition for Networked Information, Annual Meetings 2021, 2022, 2023

Library Publishing Coalition (LPC) Forum Annual Conference, 2021, 2022, 2023

Anti-Racism Community Call, LPC, 2021

Designing for Digital Annual Conference, 2020, 2021

TECHNICAL AND SOFTWARE COMPETENCIES / EXPERIENCE

Systems / Software / Services / Schemas

CONTENTdm, DSpace, Open Journal Systems, Open Monograph Press, Drupal, Blackboard, Moodle, Canvas, D2L, Wordpress, Omeka, Digital Commons, PubPub, Springshare (LibGuides, LibCal), Kaltura, Sierra, oXygen/TEI, OAI-PMH, Dublin Core, LCC, DDC, MODS, XML

Hardware / OS Familiarity

Digitization scanners, Bookeye, MicroText, 3D printer, digital camera, PC/Mac/Linux/Chrome

Data Visualizations / Mapping / Data Management / Web Technologies & Languages

ArcGIS Online, StoryMaps, TimelineJS, Batchgeo, Tableau, Palladio, Viewshare, Easel.ly, Social Explorer, Voyant Tools, DMP Tool, Open Refine, Omeka, PiktoChart, Twine, ThingLink, Google Earth, Tour Builder, Fusion Tables; Intermediate (Authoring): HTML, CSS, XML, Twee; Novice (Editing): Javascript, PHP

Design + UX Tools/ Multimedia / Productivity

Adobe Creative Suite (Photoshop, Dreamweaver, Illustrator, InDesign, Acrobat Pro), LucidChart, Draw.io, Proto.io, Figma, InVision, Treejack, Optimal, Mural, Gimp, Publisher, CamStudio, Jing, Camtasia, Google Suite, Google Analytics, Access, Sharepoint, Trello, Zoom, Wix, Windows/Apple/Chrome OS standard software.

Graphic Design / Web Design Experience

Brochures, newsletters, flyers, book covers, guidebooks, manuals, journals, comment cards, surveys, announcements, logos, wikis, webpages, news feeds, calendar events, sitemaps, infographics, statistics, year-end reports & org charts