A Miller

EDUCATION

Ph.D. Information Science and Learning Technologies, University of Missouri (ABD)
  Concentration: HCD/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

ADDITONAL EDUCATION

Enterprise Design Thinking Practitioner, IBM, 2023
Harvard Leadership Certificate, Graduate School of Education, Leadership in the Digital Age, 2019

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 / Digital Libraries / 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 in 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 archives, 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 archives, objects, websites, and research projects.

PUBLICATIONS (SELECTION)

Peer-Reviewed Articles / Refereed Book Chapters / OER

(Under review, 2024). Disabilities and User Experience: An Exploratory Case Study of Survey and Website Accessibility.

(Under review, 2024). "Human Computer Interaction and Inclusive Design Implications for Ticket Kiosks: A Pilot Study of Task Analysis and Usability."

(Under review, 2024). "Wayfinding and the User Experience of Space Selection in Learning Spaces: Systematic Review and Guide for Next Steps."

(2024). "Inclusive Design: A Method and Craft of Transforming Digital Humanities with User Experience," 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.* **[2 Citations]**

(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.* **[29+ 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. **[3 Citations]**

(2019): "Data Visualization as Participatory Research: A Library Model for Inspiring User-Driven Research Interests." *Journal of Web Librarianship*, 13(2). **[14 Citations]**

(2018). "Text Mining Digital Humanities Projects: Assessing Content Analysis Capabilities of Voyant Tools." *Journal of Web Librarianship,* 12(3): 169-197. **[99+ 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. **[11 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. **[21 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]**

Published Open Educational Resources (OER), Guidebooks, Manuals, and/or Teaching Materials
(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. **[5 Citations]**

DIGITAL PROJECTS / EXHIBITIONS

Digital Exhibitions and Games—Solo / Group
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 adaptions for gamification

assessment as it relates to educational objectives and user engagement. **Role**: Graphic Designer / Developer / Information Architect / Interaction Designer / IRB research study and case study co-author.

Trials, Triumphs, and Transformations (2017). A grant funded digital humanities research exhibition that includes interpretative layers: scholarly essays, maps, interactive visualizations and descriptive metadata of rare archival findings. http://dsi.mtsu.edu/trials. **Role**: Primary Investigator, Project Director, and Designer of Visualizations.

- "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.

Digital Exhibitions—Advisor / Curator

African American Material Culture of Death. (2023). A digital seed grant project awarded to faculty from the history department that focuses on the burial practices and culture of dying among African American communities in the mid-state. Research and fieldwork were conducted by the grantee who worked with local communities, photographed cultural objects, and authored essays for this thematic image collection. **Role**: Developer / Information Architect / Copyright.

MTSU Campus Trees. (in-progress). Digitization of physical walking tour of native Tennessee trees on campus, includes developing a digital exhibit with GIS coordinates, descriptive metadata, images and resource guides. **Role**: Developer / Information Architect (in collaboration with content owner, a biology professor and students).

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.

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. http://dsi.mtsu.edu/clothing.

PROGRAM DEVELOPMENT AND TEACHING

At Middle Tennessee State University (MTSU)

MT Open Press Director, 2022-Present
> Inaugural director with two books in published in 2023; annually thereafter publishing 2-3 books (estimated)

Unit Lead, Digital Scholarship Initiatives (DSI) / Digital Exhibits, Walker Library, 2014-Present
> DSI website showcases projects, services, workshops, publications, and exhibits. **Role**: Director and Editor.

Program Developer, Digital Scholarship Initiatives Department, 2014-Present
> MT Open Press Publishing, 2022-Present
> Digital Projects Showcase, 2017-Present
> Digital Seed Grant, 2016-Present
> Digital Workshops Series and Showcase, 2016-2020 (Covid impact)
> Digital Lab Fee Schedule, 2016-Present
> Digital Humanities (DH) Seminar Series, 2015-2020 (Covid impact)
> Open Access Journal Hosting, 2015-Present

Policies / Agreements /Job Descriptions Drafted, 2014-Present
> Digital Collection Hosting/Publication Agreement
> Author Publishing Agreement (Books)
> Editor Publishing Agreement (Books)
> External Review Agreement (Books)
> Independent Contractor Agreement
> Image Permission Request Policy
> Institutional Repository Guidelines / Agreement
> Journal Hosting Agreement
> Author Agreement (Journals)
> Research and Data Librarian, job description
> Digital Publishing Manager, job description
> Graduate Assistant (Administration), job description

Seminar Organizer and Co-Presenter, Digital Humanities Seminar Series
> Mapping the Republic of Letters, April 7, 2017
> Defining Digital Humanities, November 11, 2016
> Virtual and Augmented Reality and New Media Communication, October 14, 2016
> Archaeology through a Geospatial Lens, September 16, 2016
> PhD Student Showcase, April 1, 2016
> Podcasting, March 4, 2016
> The Intersection of Digital and Public History, September 25, 2016

Workshop Organizer, Digital Workshop Series

Spring 2020 Workshops: Historical Newspapers, Scholarly Publishing and Open Access, Introduction to Nvivo, Sanborn Maps

Spring 2019 Workshop: Exploring Wikipedia

Fall 2018 Workshops: Introduction to Social Explorer, Getting Started with NVivo 11, Introduction to Scholarly Publishing, Introduction to StoryMaps, Getting Started with SPSS

Spring 2018 Workshops: Introduction to StoryMaps, Sanborn and Other Historical Maps, Getting Started with NVivo, Getting Started with SPSS

Fall 2017 Digital Projects Showcase, November 8, 2017 / F*all 2017 Workshops:* Sanborn Fire Insurance Maps, How to Setup a Podcast, Getting Started with NVivo 11, StoryMaps Introduction/Intermediate

Spring 2017 Workshops: Network Mapping with Palladio, Designing Conference Posters with Adobe Illustrator, Sanborn Maps and USGS Historical Topographic Maps

Fall 2016 StoryMaps Showcase, October 26, 2016 / *Fall 2016 Workshops*: Introduction to StoryMaps

Grant Developer, Administrator and Review Committee Chair, Digital Seed Grant
Inaugural grant awarded January 2017; and annually thereafter each spring. Awards to date: (15)

At Kent State University (KSU)
School of Information, College of Communication and Information
Teaching: Graduate Courses (for-credit)

LIS 60020 Information Organization: Introduction to the theory and practice of information organization and retrieval in various information environments. Familiarity with principles, standards, tools and current systems relating to organizing and retrieving information. Topics include knowledge organization, metadata, personal information management, data ethics, human computer interaction and assessment.

LIS 60003 Information Technology for Information Professionals: This course provides basic information, technology concepts, and skills necessary for information professionals. Topics include computer hardware and software basics; operating systems; file management; software installation, configuration; information systems concepts, development, and evaluation; search and analysis skills; Internet and Web concepts, HTML, web applications; and emerging technologies, digital platforms and tools.

SELECT PRESENTATIONS AND COMPETITIONS

Designer, Competition, 50 Books | 50 Covers of 2023, AIGA, 2024

Designer, Competition, Branding category: Inclusive Design Brand Guidelines with Community Impact, Council for Advancement and Support of Education (CASE), 2024

(Accepted). "UX and Web Design Best Practices for Capstones, Portfolios, and Student Website Creation Assignments." Society for Information Technology & Teacher Education (SITE) Conference 2024. [Peer-Reviewed].

(Submitted). "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 2023.

"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 AND AWARDS (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.

Awards / Honors / Recognition
PRXchange Award (ALA) for best in category (digital exhibit), 2024

Acknowledgment "Kudos" from the Board of Directors for updating the *Roadmap for Anti-Racist Practice* and
    organizing the Anti-Racism Community Call, Library Publishing Coalition, 2022

Promoted to professor, Middle Tennessee State University, 2023

Promoted with Library Leadership Team appointment, Walker Library, Middle Tennessee State University, 2021

Tenure and promotion to associate professor, Middle Tennessee State University, 2019

Harvard Graduate School of Education [Leadership Institute] Library Leadership in the Digital Age, March 2019

Honorable Mention, Garfinkel Prize in Digital Humanities, American Studies Association, 2018

Graduate Faculty appointment, College of Graduate Studies, Middle Tennessee State University, 2015

Dean's Award for Excellence in Leadership, Graduate School, University of South Carolina, 2014

Chesterfield Manufacturing Scholar, University of South Carolina, 2014

H.W. Wilson Foundation Scholar, University of South Carolina, 2013

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, Case Studies in Library Publishing, 2023
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
Appointed Member, University Committee for Community Engagement and Inclusion (UCCEI), 2023-Present
Appointed Member, UCCEI's Campus Workforce Subcommittee, 2023-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

Public
Consultant, Digital Library Federation, 2017, where my design research was sought to educate other
    organizations on how to conduct service and program design.

Advisor/Consultant for student resume, portfolios, interviews, and graduate school applications (on-going)
    for students in the design, media, humanities, education, business, and applied sciences fields.

Interview requests for curriculum assignments where my research is used as assigned reading at the University of Missouri, University of Alabama, and Indiana University (on-going)

PROFESSIONAL DEVELOPMENT

Ph.D in Information Science and Learning Technologies, University of Missouri. An interdisciplinary degree with a focus on human-centered and inclusive design methodologies, including accessibility and usability of information organizations, systems, and technologies.

Masters in User Experience Design, School of Information, Kent State University. Human-centered design with a focus on agile / iterative methodologies, design thinking, UX research methods, HCI / interaction design, usability, and information architecture.

Masters in Library and Information Science, School of Library and Information Science, University of South Carolina. Concentration in digital information management and retrieval, and academic, special, and digital libraries.

Advanced Certificate in Emerging Technologies and Digital Humanities, Awarded 2014-2016, College of Communication and Information, University of South Carolina.

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, Accessibility Testing Series (screen magnifier, visible focus, accessibility), International Association of Accessibility Professionals. 10/26/23, 10/31/23, 11/2/23

Attendee, 13th GW Ethics in Publishing Conference, George Washington University, October 12-13, 2023; 2021

Attendee, Intersection between Cognitive Disabilities and the User Experience, ASERL, June 20, 2023

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

PORTFOLIO + HUMAN-CENTERED / UX PROJECTS + DESIGN TYPES

PhD Portfolio: https://am267.github.io/phd

UX Portfolio: https://amuxdesign.wixsite.com/portfolio
—user experience, information architecture, and interaction design of websites, apps, and products.

Graphic / Visual Design Portfolio: https://inxdesign.webnode.page
—branding, typography, promotional materials, data visualizations, infographics, book design, personas, and logos.

HCD + UX Projects (these links go to projects in the UX Portfolio listed above)

Healthcare UX. Conducted user research and conceptual design flows for a reminder app that focuses on multiple uses for lists, tasks, or reminders. This includes medical reminders, appointment scheduling, calendars, and shopping lists). **Role**: UX Researcher.

Space UX. Utilized a mixed-methods approach to understand user perception and reasoning for "spot" or seat selection. The results suggest new metrics for assessing and designing learning spaces through a literature review, research protocols, data collection, journey mapping, and analysis. **Role**: UX Researcher, Moderator, Mentor to junior colleagues.

Website Architecture. (Live: DSI). Website navigation, taxonomy and card sort testing of content categories for an educational institution. **Role**: Information Architect, UX/UI Researcher.

Gamified Orientation. (LibGO). Applied five phases of human-centered design: empathy, define, ideate, prototype, and test. Conducted user research, personas, data flow, wireframes, prototypes and testing. **Role**: Project Manager, UX Researcher, Content Strategist, Interaction Designer, Information Architect, Moderator, Usability, and Developer.

Digital Image Collection. (Live: Historic Clothing Collection). Planned for upgrade of a digital asset management system (DAMS) with custom landing page wireframe sketches as demo for templates. **Role**: UX/UI Designer, Front-End, Taxonomist.

Thematic Website/Repository. (Live: Trials, Triumphs, and Transformations). Redesign and usability testing of a thematic research website/repository for historical records, images, audio and cultural heritage materials. Awarded Honorable Mention for the Garfinkel Prize. **Role**: Grant PI, Project Manager, UX Designer, Usability, User testing.

State of Tennessee Four-Year Institutions. (Interactive StoryMap, ArcGIS Online). **Role**: UX Designer, Author.

Library Website Redesign. Designed a new information architecture based on user research and assessment. Produced project proposal, user research protocol (personas, task priorities, research synthesis), content analysis (audit, classification scheme, sitemap), and taxonomy validation. **Role**: UX Researcher/Designer, Information Architect.

Distribution Company Responsive Website. In order to increase site traffic, redesigned the homepage to be more organized, accessible and usable. User research and zoning of content enabled the design to respond to content shifting depending on three viewport sizes: desktop, tablet, mobile. **Role**: Strategist, UX Designer.

10 Foot UI. Addressed user-centered navigation needs of streaming device interface with annotated wireframes for the Single Column View, Grid View, and a low-fi paper Controller prototype. **Role**: Strategist, UX Designer, Information Architect.

Scholar Archive. Designed a responsive repository by focusing on the mobile design, user research, information architecture, wireframes and an interactive prototype to test with users (similar to DSpace). **Role**: UX Researcher, Interaction Designer.

Design Types

Book Design
Creates layouts for front/back covers and interior/exterior pages for digital/print books thru organization, typography, color, images, graphics, text, and icons. Designs book promotional material. Experience as publisher—full-cycle services from developmental and copyediting, to design, and operations (as contracts, external review, payments, SEO, and marketing).

Brand + Identity Design
Genuinely reflects organizational goals with a brand that is expressed as a visual identity through products and services an organization offers. Consistent application of names and symbols to differentiate products, spaces, and services.

Design Management
Manages a design practice to further an organization's mission by focusing on process and structures that create solutions to product or service challenges or goals. Evaluates operational, financial, social, and sustainable workflows.

Design Research / Design Thinking
Conducts research on how people discover, use, and experience messages, products, spaces, and services. Uses empathy and design thinking for designing solutions through observations and interactions with people to understand user behavior.

Exhibition or Digital Collection Design
Design exhibits for a specific audience or a thematic compilation that gives users an opportunity to explore cultural heritage or topical ideas through the use of visuals, objects, media, text, and historical artifacts.

Game Design
Uses storytelling, programming, and visual communication to design game rules and challenges for digital gamification. With entertainment and educational approaches, creates architectural and visual sketches and digital simulation.

Inclusive Design
A mindset on designing for a full range of human abilities and cultural differences. Uses human-centered design to improve products, services, and spaces, including attention to gender, race, ethnicity, language, culture, and disabilities.

Information Design + Infographics
Conducts research and simplifies complex data for the intended audience using visual hierarchy, grouping, headings, type, color, icons, graphs, and text. Static or interactive design elements are used to orient users to information.

Interaction Design (IX)
Investigates environment and product conditions to create positive relationships between people and products. Looks at the perceived and actual behavior of a product and challenges of an interaction—a call to action, alerts, onboarding, etc.

Signage + Wayfinding + Information Architecture (IA)

Identifies ways to deliver directional and informational messages to help people navigate physical/digital environments. Uses information architecture, taxonomy design, and visual continuity to identify components needed to create effective systems and end user navigation.

Interface Design (UI)

Creates visually appealing and effective interfaces for applications, computer systems, and electronic devices. Graphics and icons are used to create the user interface—visual (e.g. icons) and gestural (e.g. pinch to re-size photos).

User Experience Design (UX) + Human-Centered Design

Involves understanding the entire user journey for products and services, from discovery to use. A service, book, app, or space design can benefit from UX practices (design thinking, journey mapping, storyboards, user flows, card sorting).

Web Design

Creates and maintains websites through hand-coded methods or website building tools using images, text, animations, videos, HTML, CSS, and JavaScript. Designs the information architecture: navigation, organization, taxonomy, and sitemap.