

## EDUCATION

**Ph.D. Information Science and Learning Technologies**, University of Missouri (in progress)

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

**Middle Tennessee State University**

2014-Present

*Professor, 2023-*

*Associate Professor (tenured) 2019-2023*

*Promoted to Graduate Faculty Status 2015-2020*

*Assistant Professor, 2014-2019*

- Direct the DSI unit--*Press Director, Program Portfolio and 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).
  - Evaluate the role and products of project contributors; identify needs; provide encouragement for experimentation, risk-taking projects, and results-based initiatives; and coordinate with IT units.
  - 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 scholarship, information design, GIS, data management, and user experience (UX) design.
  - Manage Open Press operations for book productions and faculty or student led open access journals: MOUs, editorial and design editing, indexing, SEO, marketing, digital and print layouts, etc.
  - Administrator of systems: CONTENTdm, Drupal, OJS, OPM, Pressbooks, Dspace, Omeka.

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

2016-2019

*Instructor, online graduate courses*

*Information Technology for Information Professionals (2 sections)*

*Information Organization (7 sections)*

## PUBLICATIONS (SELECTION)

### Peer-Reviewed Articles / Refereed Book Chapters / OER

- (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*. **[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. **[8 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. **[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. **[47 Citations]**
- (2018). "An Examination of Instructional Intervention on Doctoral Student Perceptions of Scholarly Communication." *Practical Academic Librarianship*, 8(1): 54-80.
- (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. **[17 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](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.

## 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