# Coral Sheldon-Hess

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## Education:

**University of Pittsburgh** – Master of Library and Information Science, 2009

**Carnegie Mellon University** – MS, Electrical and Computer Engineering, 2005

**University of Virginia** – BS, Electrical & Computer Engineering - *With Highest Distinction*, 2003
  Minors: Computer Science, Chinese Language & Culture

## Professional Experience:

*Developer,* September - December 2014
**Center for Open Science**
- Developed harvesters to fetch and normalize metadata from institutional and discipline repositories for the SHared Access Research Ecosystem (SHARE) notification service.
- Contributed expertise about metadata and library culture to the development of the SHARE system architecture and discussions of COS positioning/marketing to SHARE stakeholders.
- Contributed to the Open Science Framework with front-end (JavaScript, CSS, HTML5) and back-end (Python) improvements, including unit tests.

*Web Services Librarian/Assistant Professor*, October 2009 - September 2014
**University of Alaska Anchorage/Alaska Pacific University Consortium Library**
- Designed, maintained, and improved library websites and web services.
- Installed and customized open-source web applications (e.g. LibStats, phpScheduleIt, Omeka - all in PHP/MySQL) and led the acquisition and implementation of web applications purchased from vendors (e.g. LibGuides CMS, LibAnswers), including coordinating policy development around their use.
- Wrote a plan for development of the library's web presence and follow-up documents, including Best Practices for Topic Guides and Library Social Media Marketing Plan.
- Trained and supported colleagues in the use of web-based technologies.
- Managed multiple content management systems, including MODX, WordPress, LibGuides, and Open Atrium (a constrained form of Drupal).
- Chaired Web Development Team and Social Media Team.
- Served as Acting Head of Systems in department head's absence (approximately 14 weeks).
- Provided in person, phone, and online reference service.
- Served as liaison to/collection developer for School of Engineering.

*Information Assistant*, December 2008 - August 2009
**Carnegie Mellon University - Institutional Repository** (Field Placement, Spring 2009)
- Utilized SHERPA/RoMEO database and web to research publishers' copyright policies.
- Uploaded documents into Digital Commons institutional repository software and assigned Dublin Core metadata.

*Information Assistant*, August 2008 - August 2009
**Carnegie Mellon University - Engineering & Science Libraries**
- Answered reference questions in person and remotely, utilizing engineering and science e-journals, databases, and print resources.
- Created an engineering library blog and assisted colleagues in redesigning sections of the library website.

*Intern*, October 2008 - August 2009
**National Aviary**
- Inventoried, organized, and cataloged the National Aviary's journal and book collections in preparation for Association of Zoos and Aquariums (AZA) accreditation process.
- Trained library students to assist in and continue the cataloging effort.

*Summer Library Assistant*, April 2008 - August 2008
**Brentwood Public Library**
- Answered patrons' reference and circulation questions and assisted with computers.
- Checked materials into and out of the library, shelved materials, repaired damaged materials, and processed new materials.
- Assisted with adult programming, including an "Intro to Blogging" class.

*Senior Consultant*, June 2006 - February 2008
**Booz Allen Hamilton**
- Supported US DOT's Vehicle Infrastructure Integration (VII, now Intellidrive) program as a wireless systems engineer, software requirements analyst, and project manager.
- Wrote sections of, managed subcontractors' input to, and coordinated/edited 60+ team members' contributions to the VII System Requirements Specifications.
- Refined document creation workflows, increasing documents' accuracy and decreasing creation time significantly.
- Analyzed/edited requirements for VII subsystems and applications, maintaining and updating requirements in Rational Requisite Pro.
- Contributed to several proposal teams, writing a key technical section of a $93M proposal and writing as well as editing/coordinating authors' contributions to a $6M proposal.
- Recruited and interviewed candidates for hire.

*RF Engineer*, September 2005 - May 2006
**i5 Wireless, LLC**
- Led the company's research and development initiatives, designing and testing antennas for use in waveguides within novel in-building wireless installations.
- Monitored and performed maintenance on existing systems inside government buildings in Washington, D.C., including the Securities and Exchange Commission building and three Library of Congress buildings.
- Provided information about new wireless trends and emerging technologies to management.
- Interfaced with vendors, both in coordinating the setup of the company's new office and in procuring wireless test equipment.

*Research Assistant*, June 2003 - August 2005
**Carnegie Mellon University - Electrical & Computer Engineering Department**
- Performed research as part of the Antenna and Radio Communication (ARC) group and Center for Wireless and Broadband Networking.
- Designed and implemented experiments that created large data sets; analyzed data in MATLAB.
- Provided engineering expertise to Penn DOT's Tunnel Radio project, helping to design and build a system to retransmit AM and FM radio into two of Pittsburgh's tunnels.
- Maintained the ARC's website.

## Honors and Awards:

- Code4Lib 2014 Conference Diversity Scholarship Recipient
- ALA 2012 Emerging Leader, sponsored by the ACRL Science & Technology Section
- Pacific Northwest Library Association "LEADS" Leadership Institute, October 2010
- UCLA student scholarship to attend Electronic Resources & Libraries 2009
- High 5 Award (Booz Allen Hamilton), 2007 - In recognition of dedication to fostering a collaborative community across ITI Home Team 1 through participation in the Communications Focus Group.
- Performance Recognition Award (Booz Allen Hamilton), 2006 – For outstanding support and dedication in developing the subsystem specifications and interface requirements for the Vehicle Infrastructure Integration Project.
- Rodman Scholar (University of Virginia), 2000-2003
- William L. Everitt Student Award for Excellence (2003)
- Eta Kappa Nu - Electrical Engineering Honors Society
- Tau Beta Pi - Engineering Honors Society

## Professional Involvement:

- American Library Association (2008-present)
  - ALA Councilor-at-Large (2013-14)
  - New Members Round Table (2008-14)
    - Member Services Director (2011-13)
    - Student and Student Chapter Outreach Committee (2008-10), Chair (2009-10)
    - Web Committee (2009-10), Chair (2013-14)
  - Library Information Technology Association (LITA) (2009-present)
- In the Library with the Lead Pipe, Tech Lead (2013-present)
- Anchorage Programming Workshop (2013-2015)
  - Co-founder and co-host
  - Teacher/trainer
- Alaska Hackathon participant and organizing committee (2013-14)
- Alaska Library Association (2009-14)
  - Anchorage Chapter – President (2011), Past-President (2012-13)
  - New Members Roundtable – Chair (2011-12)
  - AkLA Annual Conference – Technology Coordinator (2010), Website Chair (2014)
  - Social Media Committee (2010-present), Chair (2013-14)
  - Web Team (2012-14)
  - Alaska Library Snapshot Day Committee (2011, 2012)
- Joint Library Catalog OPAC Workgroup (2009-14)

## Conference Presentations and Panels:

- "Level Up Your Coding with Code Club (yes, you can talk about it)," Code4Lib, 2/10/2015.
- "Open source could save libraries! Maybe!," Open Source Bridge, 6/24/2014.
- "Technology, Librarianship, and Gender: Moving the conversation forward" (full day pre-conference, co-moderator) – "Codes of Conduct" (mini-session moderator), Code4Lib. 3/24/2014.
- "Battledecks!," (deck builder/MC), Alaska Library Association Annual Conference, 2014.

- "Tune in, Turn on, and Get Social," Panel Member, Alaska Library Association Annual Conference, 3/2/2014.
- "Getting buy-in on user centricity," LITA National Forum, 11/10/2013.
- "Anchorage Programming Workshop," Anchorage Mini-Maker Faire, 7/27/2013.
- "Back in the Stacks, Bringing Professional Organization into Professional Life," ACRL New Members Discussion Group Panel Discussion at ALA Midwinter, 1/27/2013.
- "Librarians Build Communities: Advocacy Through Volunteerism," Pacific Northwest Library Association Annual Conference, 8/3/2012.
- "Emerging Leaders Team Seeking States to Host Librarians Build Communities," ALA Advocacy Corner, American Library Association Annual Conference, 6/24/2012.
- "Alaskan Librarians Build Communities," Alaska Library Association Annual Conference – Lightning Talks, 2/25/2012.
- "Social Media Starter Kit," Alaska Library Association Annual Conference, 2/18/2011.
- "Implementing New Tech Tools," DirLead (Alaska Public Library Directors' Leadership Group) Annual Meeting, 10/15/2010.
- "ALA Conference for Students and Introduction to NMRT," Chapter Meeting, Virginia/West Virginia branch of the University of North Texas's Library and Information Sciences Student Association (LISSA), 6/21/10.

## Workshops and Training Sessions:

- "Getting buy-in on user-centricity." Guest lecture for LIS 861, UW-Madison School of Library and Information Science. 5/5/14.
- "Intro to the Command Line." Anchorage Programming Workshop. 2/19/14.
- "WordPress Basics." Anchorage Programming Workshop. 10/16/13.
- "Technology Training for Part-Time Librarians." UAA/APU Consortium Library. 8/19/13.
- "LibChat Training." Training for Instruction & Reference Department, UAA/APU Consortium Library. 8/6/13.
- "Introduction to GitHub." Anchorage Programming Workshop. 7/31/13.
- "LibCal Training (Using Calendars)." Training for UAA/APU Consortium Library faculty and staff. 5/23/13, 5/28/13, and 6/11/13.
- "Web Fundamentals." Anchorage Programming Workshop. 5/22/13.
- "Twenty-Minute Training: Blogging Best Practices." UAA/APU Consortium Library's Library, Reference, and Information Technology Training Series. 4/9/13.
- "Using QuickSearch for Library Research." Faculty ETech Fair, presented by UAA eLearning Workgroup. 2/15/13
- "LibAnswers Policies & How-to." Training for Instruction & Reference Department, UAA/APU Consortium Library. 11/27/12.
- "LibCal Training (Moderating Room Booking)." Training for Circulation staff, UAA/APU Consortium Library. 11/8/12 and 11/9/12.
- "Twenty-Minute Training: LibAnswers QuerySpy: Answering Questions Our Users Wanted to Ask." UAA/APU Consortium Library's Library, Reference, and Information Technology Training Series. 11/6/12.
- "Twenty-Minute Training: LibAnswers." UAA/APU Consortium Library's Library, Reference, and Information Technology Training Series. 8/28/12.
- "Using LibAnswers." Training for Instruction & Reference Department, UAA/APU Consortium Library. 8/14/2012.
- "Adding FAQs to the LibAnswers Knowledge Base." Training for Instruction & Reference Department, UAA/APU Consortium Library. 8/7/2012.

- "Writing to the Reference Blog." Training for Instruction & Reference Department, UAA/APU Consortium Library. 7/31/2012.
- "Using LibCal Room Booking." Training for Circulation staff, UAA/APU Consortium Library. 7/9/2012 and 7/13/2012.
- "Google+." Faculty ETech Fair, presented by UAA ELearning Working Group. 2/17/12.
- "Twenty-Minute Training: Google Plus." UAA/APU Consortium Library's Library, Reference, and Information Technology Training Series. 2/14/2012.
- "LibGuides Open Work Session." Training for UAA/APU Consortium Library faculty and staff. 12/14/11, 1/11/12, 7/16/13, 7/30/13, 8/12/13, 8/15/13, 8/21/13, 8/23/13.
- "Twenty-Minute Training: RSS and Google Reader." UAA/APU Consortium Library's Library, Reference, and Information Technology Training Series. 7/26/2011.
- "Twenty-Minute Training: Facebook Privacy." UAA/APU Consortium Library's Library, Reference, and Information Technology Training Series. 10/26/2010.
- "Twitter in the Classroom," UAA CAFE Cloud Computing in the Classroom Workshop. 3/26/2010.

## Faculty Service:

**UAA/APU Consortium Library**
- Engineering Librarian Search Committee (Spring & Summer 2013)
- Banned Books Week Planning Committee Member (2012)
- Display contributor: National Poetry Month (2012 & 2013)
- Staff Development Committee (2010-12)
- English Librarian Search Committee (Summer 2011)
- Exhibit contributor, two pieces: Library Art Show, ARC Gallery (March 2011)
- Electronic Resources Librarian Search Committee (Spring & Summer 2011)
- Exhibit contributor: Eye of the Beholder 3: One Image, Many Perspectives (October 2010)

**University of Alaska Anchorage**
- Commencement – Hooding Ceremony (2010 and 2011)
- Faculty Senator (2013-14)
  - Academic Computing, Distance Learning, Information Technology and eLearning (ACDLITe) Committee
  - eLearning Working Group (2009-14), subcommittees: UA Google Apps
    - Social Media in Education
    - Mobile Use Survey (Chair, 2013)
    - Cloud Computing
    - SafeAssign
    - Blackboard Shell
    - Sharepoint

**Community**
- Alaska Hackathon participant, organizing committee member (2013-14)
- American Diabetes Association Tour de Cure - Team Captain (2011-2013)
- Anchorage Citywide Cleanup - organizer, AkLA-Anchorage (2011, 2012, 2013)

## Professional Development:

- The Data Scientist's Toolbox, Johns Hopkins University (2015)
- Code4Lib Conference (2014, 2015)
- Open Source Bridge (2014)

- AdaCamp (2014)
- Admin: Setting Up LibGuides v2 (5/6/14)
- Anchorage Programming Workshop - SQL (4/7/14)
- LibGuides 2: Next Generation Sneak-Peeks (11/19/13)
- Library Information Technology Association Forum (2013)
- Developing a Web Analytics Strategy for Your Library: Using Data to Measure Success - ALA LITA Preconference (1/25/13)
- Getting to Wow: Customer Service Training (1/9/13)
- Springshare Springy Widgets & APIs: Get Your Content Out There (1/8/13) Best Practices for Building Guides (12/4/12)
- Demonstration of BiblioCore OPAC (11/20/12)
- Demonstration of Enterprise OPAC (11/20/12)
- Computers in Libraries Roundup (10/30/12)
- Consortium Library Reference Training Series (2009-present)
- UAA Faculty Technology Center TechCamp: InDesign (8/10/12)
- Pacific Northwest Library Association Annual Conference (2012)
- Alaska Library Association Annual Conference (2009-14)
- American Library Association Annual Conference (2008-12)
- American Library Association Midwinter Conference (2010, 2012-14)
- ALA Emerging Leaders program (2012)
- The Future of Libraries (5/3/12)
- How to Deliver Great Customer Service (4/19/12)
- Springshare LibCal Training - Room Bookings & System Settings (3/6/12)
- Springshare LibCal Training - Calendars & My Scheduler (3/5/12)
- Springshare Reference Analytics (2/28/12)
- Springshare LibGuides Best Practices (2/9/12)
- Springshare LibAnswers Basics (2/6/12)
- LITA Preconference: User Experience Design for Websites (6/24/11)
- ASIST&T Introduction to Information Architecture Webinar (1/14/11)
- CIOS A152 - Digital Imaging Concepts & Applications: Photoshop (spring 2011)
- Trendy Topics: Social Media: Twitter, Facebook, and More, an Online Conference (arranged for colleagues and attended) (4/20/11)
- PNLA Leads Leadership Institute (10/2010)
- WorldCat Local Basic Customization (11/10/09)
- WorldCat Local Special Features Customization (11/11/09)
- Serials Solutions Training (11/23/09)
- UAA Faculty Technology Center Training Series: Second Life: Getting Started (2/17/10)
- UAA Faculty Technology Center Training Series: Second Life: Building Basics (2/24/10)
- GOBI Webinar (12/11/09)
- OCLC Demonstration (3/8/10)