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EXPERIENCE

Technology Specialist | Coordinator: Consortium of Ohio Libraries **2016 - Present**
OhioNET Columbus, Ohio

Project Coordinator: Consortium of Ohio Libraries (COOL)

Primary project coordinator for the Consortium of Ohio Libraries, 12 independent public libraries with a annual budget of \$125,000+, a bibliographic database of 525,000+ records, and a patron community of over 100,000 active members; Focus on open source solutions (Evergreen ILS, Hugo, Hemlock) in day-to-day library operations; Identify, investigate, report, and present on emerging library technology solutions; Key third-party technical liaison between vendor and client for all consortial projects; Established SIP2 integrations with Evergreen for Hoopla, Kanopy, OverDrive (Ohio Digital Library), and in partnership with OPLIN - the statewide deployment of Lynda.com to all Ohio public libraries; Maintain authority record quality control processes in partnership with Backstage Library Works; Implemented the OPAC redesign for the Arcanum Public Library and the Marvin Memorial Public Library; Coordinated all development, beta testing, and the release of an open source mobile app to replace the deprecated Boopsie product; Integrated NoveList Select catalog enrichment and On The Shelf (OTS) processing, including required customizations to Evergreen internals, automated record export scripts, remote FTP to EBSCO, and email file update notifications; Deeply instrumental in the initial data collection and grant writing to secure funding to migrate the Galion Public Library and the Bucyrus Public Library into the consortium; In partnership with Equinox Open Library Initiative, represented the consortium through two data migrations from TLC, and another from Polaris, into Evergreen; Jointly managed budget creation and service contract approvals/renewal for the consortium.

Network/Systems Administration

Built, configured, and administered a PureFTP server on AWS EC2 instance for the State Library of Ohio's (SLO) Ohio Digital Library, OhioLINK's MARC record exchange, and Ohio Private Academic Library's (OPAL) Sierra data exchange, including processes for record backup via API to S3 buckets and server snapshot automation; DNS zone administration for the Consortium of Ohio Libraries (COOL), Private Academic Library Network of Indiana (PALNI) consortium, Ohio Private Academic Libraries (OPAL) consortium, Academic Library Association of Ohio (ALAO), and OhioNET; Created custom shell scripts, enabled cron jobs, and utilized APIs for file system backups, server snapshot automation, log monitoring and alerting, and daily server administration tasks ensure data integrity, security standards, and privacy (HIPPA: encryption-in-transport, encryption-at-rest); Scheduled and implemented routine OS and firmware upgrades, including package updates and reconfiguration on physical servers and virtual machines running several Linux distributions; Built, configured, and administered an Elasticsearch, Logstash, and Kibana stack on the Microsoft Azure platform for the monitoring and analysis of EZproxy logs for security, proactive issue resolution, and overall service improvements; Develop, maintain, and archive technical documentation, solutions, and workflows for internal purposes and to meet compliance and regulatory requirements.

Library Systems/ILS Administration

Primary Evergreen ILS technical and administrative support: operation questions, initial troubleshooting, new feature implementation, system configuration, policy creation, batch record loading, and minor hardware/peripheral support for barcode scanners, receipt and label printers; Customize local library catalogs, self-check stations, and self-registration interfaces using HTML5, CSS3, jQuery, Perl Template Toolkit and various other web development technologies; Utilize SQL, Python, and Bash scripts to automate database clean-up processes; Established bulk record

processing and ingestion scripts to more fully utilize compute resources during off-peak times; Write MarcEdit tasks to transform and enrich catalog records in batch; Create custom reports for consortium member libraries; Interface with Evergreen APIs to develop OPAC enhancements; Install, configure, monitor, backup, and upgrade over 60+ EZproxy installations – including SSL renewal via Let's Encrypt DNS-01 challenges – for multiple types of libraries throughout Ohio and Indiana; Translated numerous WAM (Web Access Management) forwarding tables to EZproxy configuration to facilitate remote access platform migration; Integrated a variety of authentication methods for proxy access, including: III Patron API, LDAP, Shibboleth, Azure Active Directory, CAS, and text files; Provided basic client & character-based Millennium administration; Project lead for the migration of OhioNET-hosted multi-tenant Millennium server to Innovative-hosted standalone Sierra instances.

Librarian, Reference & Instruction
Columbus State Community College

2010 – 2016
Columbus, Ohio

Phase 3: Stratum 3 (2013 – 2016), Digital Projects

Administrator for Springshare products, including LibGuides, LibCal, and LibAnalytics; Design, build, update, and maintain library website, including project management for a phased migration onto the LibGuides platform; Implemented the use of iPads for tabletop displays, interactive student orientations, and augmented reality exhibitions; Internal consultant for EBSCOadmin profile maintenance; holdings management; proxy issues, and additional eResources tasks; Collaborate with management or development teams to prioritize digital environment needs, resolve conflicts, develop content criteria, resolve usability issues, and recommend solutions; Develop, implement, and document style guidelines, revision procedures, and communication practices for web site content; Implemented feedback script that sits between EZproxy instance and electronic resources librarian to identify previously undiscoverable domain issues with our electronic resources.; Lead rebranding efforts within the library's digital environment, including: EBSCOhost profiles, OPAC, Facebook, Research Guides (LibGuides platform), and website.

Phase 2: Stratum 2 (2012 – 2013), Instruction & Teaching

Developed and implemented a library learning module in the freshman seminar course; Authored instructional materials, including a well-received and highly utilized series of business research tutorials; Pioneered the use of WebEx to reach business students in the online environment; Directed and trained student technical assistants; Lead Research Guides Team in building a collection of 100+ course-related guides; Evaluated Social Sciences 300s physical and electronic materials to determine outdated or unused items to be discarded in accordance with curriculum and accreditation needs; Represented library or institution on internal and external committees; Participated in hiring process, training, and mentoring of part-time reference librarians.

Phase 1: Stratum 1 (2010 - 2012), Foundations

Analyzed patrons' requests to determine needed information, and instruct patrons on how to locate needed information via subscription databases, library catalogs, digital repositories, archives, interlibrary loan, and consortial systems; Planned, taught, and evaluated classes and workshops on various information literacy topics, library use/services, MLA & APA citation, research methods, search strategies, and basic computer technology; Engaged in professional activities, including continuing education classes, attending or presenting at conferences, workshops, professional meetings, and associations; Opened and closed library during specified hours and secured library equipment.

Visiting Practicum Student, Teaching & Learning Division
The Ohio State University

2010
Columbus, Ohio

Assisted in the analysis of the Science & Engineering Library's periodical collection (title-level, print vs. electronic holdings) to provide physical space scenarios in preparation for the movement of print periodicals prior to the renovations for the Billy Ireland Cartoon Library and Museum; Created learning modules on web searching for freshman information literacy course to include discipline specific search engines, metasearch, semantic search, and open archival collections; Defined instructional and performance objectives and developed instructional materials, such as lesson plans, handouts, or examinations to support these objectives; Implemented self-grading instructional lessons on web tools and search methods using the Desire2Learn platform.

Telecommunications Classroom Monitor
Kent State University

2010
Columbus, Ohio

Operated and maintained teleconferencing equipment in the classroom and assisted students with the proper use of communications hardware; Monitored distance sites to ensure proper viewing of live and recorded course transmissions; Created weekly reports regarding the use and troubleshooting of teleconference and other classroom technology; Supervised students and enforced administrative policies in the classroom.

Library Assistant, Periodicals
Columbus State Community College

2009 – 2010
Columbus, Ohio

Processed incoming journals, magazines, newspapers, and microformats; Maintained accurate electronic check-in records for a collection of 400+ titles; Sustained an organized physical collection, including weeding and recovery of missing issues; Collected usage statistics and prepared reports; Provided assistance to library users with photocopiers, scanners, computers, microformat readers, and digitization equipment; Created event driven displays to showcase materials in the periodicals collection; Took action to deal with disruptive patrons to ensure a safe and comfortable environment.

Library Assistant, Circulation
Columbus State Community College

2008 – 2009
Columbus, Ohio

Provided generalized customer services: answer telephones, collect fees, circulate library materials; Processed inbound and outbound OhioLINK shipments and maintain manifest sheets and mailing labels; Provided upkeep of the stacks: shelf reading, shelf blocking, shelf dusting, making sure that damaged materials are forwarded to technical services for repair; Registered and updated records of new students and faculty to permit borrowing privileges; Sorted books, publications, and other items according to established procedure and returned them to shelves, files, or other designated storage areas.

Editor, Transcription and Markup
The Ohio State University

2007
Columbus, Ohio

Collaborated with a team of editors to transcribe digitized pages of Samuel Sullivan Cox's 1851 journal into XML code to be included in an electronic multi-modal edition of a handwritten travelogue; researched and embedded historically contextualized annotations to the digital edition of Samuel Sullivan Cox's travel journal.

EDUCATION

Masters of Library & Information Science
Kent State University
3.91 GPA

Dec. 2010
Kent, Ohio

Bachelor of Arts, Cultural Studies & Critical Theory
The Ohio State University
3.94 GPA, summa cum laude

June 2008
Columbus, Ohio

Associate of Arts, Humanities
Columbus State Community College

June 2006
Columbus, Ohio

SKILLS

- **Office Applications:** Microsoft Office 365, LibreOffice, iWork Suite, Adobe Acrobat
- **Archival/Library Metadata Standards:** Encoded Archival Description (EAD), MARC21/MARCXML, DACS, Dublin Core, AACR2, Text Encoding Initiative (TEI), Metadata Encoding and transmission Standard (METS), Metadata Object Description Schema (MODS)
- **Bibliographic Utilities:** OCLC Connexion, Classification Web, Cataloger's Desktop, MarcEdit, openURL resolvers
- **Browsers:** Edge, Firefox, Chrome, Safari, Brave, Vivaldi, Tor
- **Classification Standards & Thesauri:** LCSH, DDC, LC Classification, AAT, TGM, MeSH
- **Content/Learning Management Systems:** Springshare, Blackboard, Desire2Learn, WordPress, Wild Apricot, CONTENTdm
- **Database Systems:** Postgres, MySQL, MariaDB, SQL, PgAdmin
- **Graphic Development Tools:** GIMP, Adobe Photoshop, InkScape
- **Hardware/Maker:** Zoom H4N field recorder, iMovie, Audacity, Raspberry Pi
- **IaaS Platforms:** Amazon AWS EC2, Digital Ocean, VMware vSphere, Microsoft Azure, GCP
- **Integrated Library Systems:** Evergreen, Innovative Interfaces (Millennium & Sierra)
- **Operating Systems:** Windows, MacOS, iOS, Ubuntu, Debian, CentOS, RHEL, Raspbian
- **Natural Languages:** Spoken and written English
- **Programming/Scripting Languages:** Python, PHP, JavaScript, jQuery, Unix shell scripts, git
- **Reference Products:** EBSCOhost, OCLC, LexisNexis, Web of Knowledge, ProQuest
- **Search/Harvesting:** Z39.50 (YAZ), OAI-PMH
- **System Administration/Development Tools:** Notepad++, SFTP Clients (FileZilla, PuTTY), iTerm2, PyCharm, VirtualBox, Atom, PgAdmin, Etcher, oXygen, VPN clients (Pulse Secure, SonicWall Mobile Connect), Fail2Ban, Logwatch
- **Web Frameworks/Libraries/Static:** Bootstrap, Skeleton, Hugo, jQuery, Font Awesome
- **Web/Markup Languages:** XML, XSLT, HTML, CSS, TEI, JSON, Markdown, {{mustache}}

PUBLICATIONS

- McIntosh, J. C., Krumsee, K., Zaveloff, J. E., & Zoladz, D. C. (2015) Know the Lingo: how ILEAD Ohio influenced library collaboration and discovery for patrons. *Library Hi Tech News*, 32(5), 16 - 18. doi: 10.1108/LHTN-01-2015-0008

PRESENTATIONS

- 2017 Beam me up, Scotty: Migrating into an Evergreen Consortium. RightClick2017, The Library IT Idea Exchange. State Library of Ohio: Columbus, Ohio.
- 2015 Reducing the Friction: Streamlining Access to Ohio Library Electronic Resources All for Un: Ohio's Interlibrary Unconference. State Library of Ohio: Columbus, Ohio
- 2015 Opposing Viewpoints: Emerging Technologies in Libraries. Columbus State Library, Colloquium. Columbus State Community College: Columbus, Ohio. (w/ Lorena Popelka)
- 2014 Newcomer Views on Information Literacy & Assessment (ACRL Framework Discussion), OhioLINK, Science Librarians [OhioLINK Webinar]. (w/ Craig Gibson)
- 2014 Liberate Your LibGuides: Creative Uses and Simple Suggestions. OhioNET, Technical Services and Technology [OhioNET Webinar]. Columbus, Ohio. (w/ David Green)
- 2014 Flickr & iPads: Gamification of the F-1 International Student Orientation. Academic Library Association of Ohio, Instruction Interest Group [Lightening Talk]. Stark State College: Canton, Ohio. (w/ James Castrillo)
- 2014 Cite it Right. Student Success Series, BLUEprint [Workshop]. Columbus State Community College: Columbus, Ohio.
- 2013 In Transition: Our Electronic Resources Environment. Columbus State Library, Colloquium. Columbus State Community College: Columbus, Ohio. (w/ Ryan D. Scott)
- 2013 Lingo: How ILEAD Ohio Influenced Team Collaboration and Discovery for Patrons. Academic Library Association of Ohio, Annual Conference [Conference Session]. Kent State University, Stark Campus: Canton, Ohio. (w/ Julie Zaveloff, Jessica Crossfield-McIntosh, Kirstin Krumsee, David Green)
- 2013 Lingo: The App of Help You Navigate Your Library. Presentation to the State Library Board of Ohio & OhioNET [Presentation]. Deer Creek State Park, Conference Center: Mount Sterling, Ohio.
- 2013 What Google Can't Tell You. Student Success Series, BLUEprint [Invited Speaker]. Columbus State Community College: Columbus, Ohio.
- 2013 YouTube for Research. Columbus State Library, Colloquium. Columbus State Community College: Columbus, Ohio.
- 2013 Evaluating Information Using the CRAP Test. 4 sections of 12th grade students [Invited Speaker]. Reynoldsburg High School: Reynoldsburg, Ohio.
- 2013 Transitioning to College-Level Research. 6 sections of 11-12th grade students [Invited Speaker]. Reynoldsburg High School: Reynoldsburg, Ohio. (w/ Kim Leggett)

- 2012 Library: Find It Fast! Student Success Series, BLUEprint [Invited Speaker]. Columbus State Community College: Columbus, Ohio.
- 2012 Building Library Search Widgets for Blackboard. Teaching, Learning, Technology Roundtable [Invited Speaker]. Columbus State Community College: Columbus, Ohio.
- 2012 Library Resources for STEM. Choose Ohio First/Future Scientists of Ohio [Invited Speaker]. Columbus State Community College. Columbus, Ohio.
- 2012 eBook Collections and eReader Devices. Columbus State Library, Colloquium. Columbus State Community College: Columbus, Ohio.
- 2011 Library & Research-related Mobile Apps. Columbus State Library, Colloquium. Columbus State Community College: Columbus, Ohio.

SERVICE

Columbus State Library Committees

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| Print Periodicals Review Committee | 2013 |
| Lincoln, The Constitution and The Civil War, Opening Reception Exhibit Guide. Traveling exhibit organized by the National Constitution Center and the American Library Association. Columbus State Library. Columbus, Ohio. | 2013 |
| Research Guides Team (System Administrator) | 2010 – 2016 |
| Video Tutorials Team | 2010 – 2016 |

Columbus State College Committees

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| Search Committee, Chair of English Department | 2014 |
| Campus LMS Evaluation Group 1 | 2013 |
| Reviewer, PSEO/Dual Enrollment System (K-12) book collection | 2012 |
| Master Planning Focus Group | 2011 |

Statewide Committees

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| Ohio Digital Network, Technology Working Group | 2017 – 2018 |
| (Chair) AMS Platform Migration, Working Group, ALAO | 2016 |
| Central Catalog Research Group, OhioLINK | 2015 |
| College and Career Readiness P20 Task Force, INFOhio | 2015 – 2018 |
| (Co-chair) Discovery, Digital Resources, UX Design: INFOhio | 2015 |
| Technical Infrastructure Working Group: DPLA/Ohio | 2015 – 2016 |

PROFESSIONAL AFFILIATIONS & MEMBERSHIPS

American Library Association (ALA), lifetime member	2008 –
Columbus - Associated Library Science Students of Ohio (C-ALSSO)	
• Website Administrator	2009 – 2010
• Member	2009
Academic Library Association of Ohio (ALAO)	2009 –
• Board Member, Appointed	2016 – 2018
• Conference Planning Committee, 2018 Annual Conference	2017 – 2018
• Web Representative, Communications Committee	2016 – 2018
• System Administrator: AMS software, Google GSuite, DNS	2016 – 2018
Association for Information Science & Technology (ASIS&T)	2009 –

AWARDS & HONORS

2016	<i>CQI President's Award, Gold Distinction</i> , Columbus State Community College, in recognition of the augmented reality exhibit <i>Thurgood Marshal & the Supreme Court</i> .
2015	<i>John Cotton Dana, Library Public Relations Award</i> in recognition for the Banned Books Week project <i>Exhibit the Right to Read</i> : \$10,000.
2011	<i>August Alpers Award</i> , Kent State University, School of Library & Information Science

SCHOLARSHIPS & GRANTS

2019	<i>Public Library Automation Grant</i> , awarded by State Library of Ohio for the migration of the Bucyrus Public Library into the Consortium of Ohio Libraries: \$20,142.
2017	<i>Public Library Automation Grant</i> , awarded by State Library of Ohio for the migration of the Galion Public Library into the Consortium of Ohio Libraries: \$20,584.
2014	<i>Student Success Innovation Grant</i> , awarded by Columbus State Community College for the implementation of a series of student success workshops within Blackboard: \$3000.
2013	<i>ILEAD USA</i> , awarded by the State Library of Ohio for project team <i>Lost in Translation</i> : \$3000.
2008	<i>Phi Alpha Theta</i> , The Ohio State University: <i>Zeta</i> . American honor society for scholarship in History.
2008	<i>Board of Trustees Scholarship</i> , The Ohio State University: \$4000.
2008	<i>Scarlet & Grey Scholarship</i> for tuition, The Ohio State University.
2007	<i>Board of Trustees Scholarship</i> , The Ohio State University: \$4000.
2007	<i>Scarlet & Grey Scholarship</i> for tuition, The Ohio State University.
2006	Travel Grant (Stanford), Columbus State Community College, Humanities: \$750.

2006 *Phi Theta Kappa*, Columbus State Community College: *Alpha Rho Epsilon*.

VOLUNTEERING & COMMUNITY SERVICE

2018 PyOhio, Conference Committee, Proposal Reviewer
 2016 PyOhio, Conference Committee, Proposal Reviewer
 2014 Delaware County District Library, Orange Branch
 2013 Columbus State Day, Book Drive
 2012 First Lego League, Timetable, Columbus State Community College, Regional Competition
 2012 Ronald McDonald House, “Weeded and re-organized the library”
 2011 World Books Night, Book Distributor, Columbus, Ohio
 2009 Academic Library Association of Ohio (ALAO), Annual Conference [Wilmington, Ohio]

CONTINUING EDUCATION & CONFERENCES

2018 Academic Library Association of Ohio (ALAO), Annual. “Take Action! Conveying Value, Cultivating Success”, Nationwide Conference Center: Lewis Center, Ohio.
 2018 Processing MARC and MARC-Adjacent Record Data, DEVCONNECT, OCLC [Webinar]
 2018 OCLC APIs for Developers, DEVCONNECT, OCLC [Webinar]
 2018 FOLIO Meetup. State Library of Ohio. Columbus, Ohio.
 2018 PyOhio Conference. Ohio Union, The Ohio State University. Columbus, Ohio.
 2018 Ohio LinuxFest. Hyatt Regency: Columbus, Ohio.
 2018 Code4Lib Midwest, Miami University: Oxford, Ohio.
 2018 Evergreen International Conference – “Show Me Evergreen”, St. Charles Convention Center: St. Charles, Missouri.
 2017 Academic Library Association of Ohio (ALAO), Annual. “Libraries Act, Respond, Transform”, Nationwide Conference Center: Lewis Center, Ohio.
 2017 PyOhio Conference. Ohio Union, The Ohio State University: Columbus, Ohio.
 2017 Dive Into Data 2, Fawcett Center, The Ohio State University. Columbus, Ohio.
 2017 Linked Data & BIBFRAME, OhioNET [Webinar]

- 2017 Evergreen International Conference – “Open & Unbridled”, Marriott RiverCenter: Covington, Kentucky.
- 2016 Cataloging with RDA, OhioNET [Webinar]
- 2016 PyOhio Conference. Ohio Union, The Ohio State University: Columbus, Ohio.
- 2016 Evergreen International Conference – “A New Decade Takes Flight”, Conference Center: Raleigh, North Carolina.
- 2016 Ohio LinuxFest. Hyatt Regency: Columbus, Ohio.
- 2016 Academic Library Association of Ohio (ALAO), Annual Conference. “User Experience: Exceeding Expectations By Design”, Roberts Centre: Wilmington, Ohio.
- 2015 Association of College and Research Libraries (ACRL), Annual Conference: Portland, Oregon.
- 2015 How Numbers Can Bring the Past to Life: Finding and Using Historical Census Data, OHIONET, Reference Skills and Resources [Webinar]
- 2014 Innovate {Create}, The Ohio State University: Columbus, Ohio.
- 2014 Digitization of Content – Dual Enrollment, Adult Learning, Learning Objects and Blended Learning Initiatives, Columbus State Community College: Columbus, Ohio.
- 2014 Classy Pickles: The Role of Customer Service in Company Culture: Webinar.
- 2013 SpringyCamp, “One for All and All for One: Product Integration and Uses”: Virtual Conference.
- 2013 Academic Library Association of Ohio (ALAO), Annual Conference. “The Changing Faces of Academic Libraries: Transforming, Reorganizing, Re-imagining”, Kent State University, Stark Campus: Canton, Ohio.
- 2013 WebEx Certification: Getting Started with Meeting Center; Foundations: Organizing Meetings; Foundations: Conducting Collaborative Meetings: Webinar.
- 2013 Cultivating a Culture of Innovation: Webinar.
- 2013 Tactical Communications, City of Columbus, Police Department: Columbus, Ohio.
- 2013 EBSCO A-Z/LinkSource Training for OhioLINK Institutions, State Library of Ohio: Columbus, Ohio.
- 2013 What the Best College Teachers Do. Columbus State Learning Community: Columbus, Ohio.
- 2013 COLS 1100 Freshman Seminar, Instructor Training: Columbus, Ohio.
- 2013 Pedagogy of PowerPoint, State Library of Ohio: Webinar.
- 2012 Academic Library Association of Ohio (ALAO), “Impact Factor: The Value of Academic Libraries”: Wilmington, Ohio.
- 2012 SpringyCamp: “Focusing on UX (User Experience): Understanding & Meeting User Needs” [Virtual Conference]

- 2012 Library Orientation Exchange (LOEX), Annual Conference: Columbus, Ohio.
- 2012 Power Searching with Google [MOOC Course, Google Inc.]
- 2012 Social Network Analysis [MOOC Course, Coursera]
- 2012 Librarians are Wikipedians Too: OCLC Wikipedian in Residence [Webinar]
- 2012 Leveraging iPad Technology in the Classroom. [Workshop: Columbus, Ohio]
- 2011 Academic Library Association of Ohio (ALAO), Annual Conference. University of Toledo, Health Science Campus [Toledo, Ohio]
- 2009 Ohio Linux Conference. Greater Columbus Convention Center: Columbus, Ohio.
- 2009 Camtasia II. Instructional Technologies Institute. Columbus State Community College: Columbus, Ohio.
- 2009 Camtasia I. Instructional Technologies Institute. Columbus State Community College: Columbus, Ohio.
- 2009 Fair Use in the Classroom. Instructional Technologies Institute. Columbus State Community College: Columbus, Ohio.
- 2009 Quality and Standards in Digital Imaging Projects. OCLC – Kilgour Auditorium: Dublin, Ohio.
- 2009 Effective Intercultural Competency and Communication. ALAO Diversity Committee Workshop, Kent State University: Kent, Ohio.
- 2008 Linux and Open Source Conference
Greater Columbus Convention Center: Columbus, Ohio.
- 2008 Educational Applications of Second Life Workshop. Advanced Computing Center for the Arts and Design (ACCAD), The Ohio State University: Columbus, Ohio.

REFERENCES

Tracy J. Kemp

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David Green

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State Library of Ohio
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James Castrillo

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University of Wisconsin-Whitewater
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