**Lorraine Charnock-Thomas**

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**Experience**

EBSCO Information Services – Ipswich, MA

*Content Integration Team Lead, Journals Content Acquisition, 03/2017 - Present*

* Oversee the onshore and offshore content ingestion teams.
* Support onshore and offshore teams with any escalated content ingestion inquiries and exceptions.
* Collaborate with stakeholders to manage vendor relationships, processes, and workloads.
* Proactively identify problems and initiate prevention plans across teams.
* Identify improvements to the onshore and offshore operation workflows.
* Implement and communicate progress on strategies to improve the ingestion process.
* Identify opportunities to retire legacy systems and create retirement plans.
* Pinpoint onshore and offshore team training needs and opportunities.
* Lead daily and semi-weekly scrums.
* Participate in value stream mapping exercises for acquisition workflows.

*eBook Production Specialist, 05/2016 – 03/2017*

* Processed eBook content (EPUB, PDF) and metadata (XML, ONIX, MDSS) at a high level of quality, while meeting or exceeding production goals.
* Contributed to continuous improvement by providing feedback that could be used to improve the eBook Production process.
* Queried eBook Production Databases using SQL and/or MS Access.
* Corrected PDF content issues using Adobe Acrobat DC and EPUB content issues using Oxygen XML Editor (XML, HTML).
* Generated reporting for 3rd party vendor (NES) and answered vendor questions about PDF assessment process.
* Created and updated documentation about processes and procedures within SharePoint and Confluence.
* Efficiently and effectively processed customer facing Service Issues using NetSuite CRM and JIRA.
* Eagerly learned new tasks and took on projects as needed.

Tableau – Seattle, WA

*Technical Support Specialist, 09/2015 - 05/2016*

* Researched, reproduced and resolved customer technical inquiries.
* Rapidly diagnosed and routed incoming cases to appropriate teams.
* Created knowledgebase articles for internal and external stakeholders.
* Collaborated with engineering and sales to resolve issues.
* Maintained appropriate case and customer related records in the CRM.
* Routinely recognized by customers for providing excellent support.

ProQuest – Seattle, WA

*Metadata Librarian: Summon Web-scale Discovery Service, 09/2009 – 5/2015*

*Senior Library Support Analyst: MARC, 07/2007 - 09/2009*

* Taxonomy/Metadata Organization
  + Produced facets to assist in Summon search.
  + Helped in the creation and maintenance of the Summon schema.
  + Assisted in the selection of fields to be exposed to end users within Summon.
  + Mapped metadata to be meaningfully utilized within Summon.
* Project Management/Leadership
  + Orchestrated metadata acquisition and ingestion workflow to provide stakeholders with increased visibility while shortening the overall implementation timeframe. Process was employed by Metadata Librarians to successfully ingest metadata from over 500 sources.
  + Managed the creation of templates to streamline the processing of metadata.
  + Worked with developers and publishers to create internal tools to acquire metadata via an API and/or FTP.
  + Ran daily scrum to answer outstanding questions and address workflow roadblocks.
  + Maintained documentation and provided training as needed.
* Development
  + Generated customized MARC catalog records using XSL.
  + Mapped publisher and library (MARC, MARCXML, LibGuide, Institutional Repository) metadata to the Summon schema using XPath, XQuery and Regular Expressions.
  + Transformed metadata to XML from MARC, Dublin Core, MODS, EAD, and other standards.
  + Performed quality assurance testing on transformed data.
* Technical Support
  + Advocated and provided support for publishers, external (library clients) and internal (support, implementation and sales) stakeholders.
  + Generated monthly reports on the status of data acquisition.

University of Washington – Seattle, WA

*UW Music/Media (Directed Fieldwork), 4/2007-9/2007*

*UW Data Management Services, 06/2006 - 07/2007*

*UW Libraries Special Collections, 06/2005 - 07/2006*

* Cataloged audio/visual materials, images and Government Publications for inclusion within the UW library catalog, UW Digital Collections and OCLC WorldCat.

**Education**

Library Juice Academy- Online Professional Development

* *Certificate in XML and RDF-Based Systems, July 2016 - Present*

University of Washington – Seattle, WA

* *Master of Library and Information Science, 2005 – 2007*
* *Bachelor of Arts in Humanities, 1997 – 2000*

Green River Community College – Auburn, WA

* *Associate in Arts Degree, Fall 1995*

**Volunteer**

Kitsap Regional Library – Bainbridge Island, WA

* *Technology Tutor, 02/2013-05/2014*
  + Tutored library patrons on Apple (OS), Windows and Android based devices.

Seattle Public Library – Seattle, WA

* *Book Mending/Training, 2005-2007*
  + Created book-mending video used by Seattle Public Library to train staff.
* *Assistant Event Producer, 2004-2007*
  + Facilitated new library branch openings