Erik Christiansen

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Digital Portfolio: erikchristiansen.net/portfolio.html
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Demonstrated Strengths:
- ❖ Excellent technology skills and strong understanding of industry trends from experience with web-based technologies and services, mobile computing, computer programming, computer hardware, and multimedia development
- ❖ Organization and project management skills and experience in both leading and working as a member of a team on a variety of collaborative projects
- ❖ Provides excellent customer service from experience in libraries and higher education
- ❖ Experience developing and delivering a wide variety of programming and training sessions in digital literacy and technology
- ❖ Skilled public speaker with strong leadership qualities and communication skills, and instruction and teaching expertise from working with a variety of populations

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Education:
- ❖ **Master of Library and Information Studies**
  University of Alberta – Class of 2014
- ❖ **Bachelor of Arts, Major in International Relations**
  University of British Columbia Okanagan – Class of 2011

Record of Employment & Experience:

University of Alberta (2 years 5 months):

Learning Facilitator, Technologies in Education, University of Alberta: May 2014 – Present.
- ❖ Provide instructional services to students and faculty, including training in information literacy, technology, and multimedia
- ❖ Support faculty and student research and provide reference support while working in the RISE (Research Innovation Space in Education) Centre
- ❖ Conduct research investigating the success of blended learning projects, student technology competencies, online learning pedagogy, open educational resources, augmented reality, 3D printing, and IT services
- ❖ Lead and collaborate on a variety of initiatives including the construction and implementation of conference and association websites, the implementation of a multimedia streaming server, and information process and design work for Undergraduate Student Services
- ❖ Provide departmental guidance on technology implementation to enhance teaching and learning and continuously monitor the latest web technologies and trends that will impact the future of education

Graduate Technology Coordinator, University of Alberta School of Library and Information Studies: September 2013 – April 2014 (Student Position).

- ❖ Worked with Library School faculty and staff regarding the utilization of technology for instructional purposes, and provided troubleshooting expertise during classes and conferences
- ❖ Created instructional materials (guides and walkthroughs) for installing digital library software and using web applications
- ❖ Provided instruction sessions to students and faculty on a wide variety of technological needs, including computer hardware and software troubleshooting, HTML and CSS web design, Google apps, web hosting and domain registration, content management systems, and academic database/discover tool usage

(Left to do a summer placement at the City of Edmonton and complete my Masters practicum.)

Education Technology Mentor, University of Alberta: September 2012 – April 2013 (Student Position).
- ❖ Provided services within the Learning Commons, Faculty of Education
- ❖ Provided front desk support, greeted students, faculty, and staff and helped them solve a variety of computer hardware and software issues
- ❖ Created online technology tutorials, guides, and screencasts for students and conduct SMART Board training sessions
- ❖ Regularly collaborated with Ed Tech management to improve the study space and service processes

City of Edmonton (4 months – Summer Student Placement):

Web Information Architect, Web Office: April – August 2013.
- ❖ Collaborated with graphic designers, communication specialists and web developers/usability experts on a variety of website improvement projects for *edmonton.ca* and the City's intranet
- ❖ Played an integral role in restructuring sections of each website, which included the creation of new template concepts and iconography, evaluating taxonomy and hierarchy of menus, and correcting web content and metadata
- ❖ Coordinated strong involvement with employees from other City departments to design and create institutional procedures and determine website section responsibilities

Alberta Government Library (4 weeks – Practicum Placement):

Practicum Student: March – April 2013.
- ❖ Answered a large variety of reference questions from government employees and the public
- ❖ Worked with a variety of government and legal documents and databases to assist clients with their research
- ❖ Used video editing expertise to create promotional videos demonstrating the various databases and resources offered by the library

University of British Columbia (3 years – Student Positions):

Research Assistant, School of Arts and Sciences, UBC Okanagan: September 2009 – September 2011.
- ❖ Conducted exhaustive literature searches and performed advanced search techniques using many academic and government databases
- ❖ Created in-depth annotated bibliographic lists on the subjects of history, political science, economics, and sociology for a professor's research

Library Page, UBC Okanagan Library: September 2008 – December 2010.
- ❖ Executed a wide variety of library duties including circulation assistance, answering reference questions, organizing materials, and providing computer support

❖ Worked hand-in-hand with librarians to create promotional displays and improve the library space

Statistics Canada (4 months – Summer Contract):

Census Enumerator: May – August 2011.
❖ Conducted in-person and phone interviews with residents of the Qualicum-Beach/Parksville area of British Columbia to collect case-sensitive information for the 2011 census
❖ Coordinated with other census workers to plan routes and follow up with citizens

Stapes Business Depot (1 year 2 months):

Computer and Technology Associate, Vernon & Kelowna, British Columbia: July 2007 – September 2008.
❖ Provided technical support for the computer department sales floor
❖ Repaired computers and prepared invoices for customers

Publications:
❖ Christiansen, E. (2015). Don't Make Me Type: A Study of Students' Perception of Library Catalogues on Tablet Computers. Partnership: The Canadian Journal of Library of Information Practice and Research 10*(1).*

Conference Presentations:
❖ International Student Orientation Workshop on Digital Literacy, University of Alberta, Edmonton – " Internet Safety and Security in an Academic Environment" – July 2014
❖ Alberta Library Conference, Jasper – "Don't Make Me Type: A Study of Students' Perceptions of Library Catalogues on Tablet Computers" – April 2014
❖ Forum for Information Professionals, Edmonton – "Students' Perceptions of Library Catalogues on Tablet Computers" – February 2014
❖ Multidisciplinary Undergraduate Research Conference, UBC Vancouver – "Italian Immigration to the Okanagan and West Kootenays Between 1880 and 1920" – March 2010
❖ Undergraduate Research Conference, UBC Kelowna – "Italian Immigration to the Okanagan and West Kootenays Between 1880 and 1920" – November 2009

Awards and Accomplishments:
❖ Beta Phi Mu International Library & Informatics Studies Honor Society Member, 2014 – Present
❖ Canadian Library Association Award, School of Library and Information, 2014
❖ University of Alberta Queen Elizabeth II Scholarship, 2013
❖ Prize for Original Presentation and Research Excellence, Multidisciplinary Undergraduate Research Conference, 2010, Vancouver British Columbia
❖ University of British Columbia Irving K. Barber Undergraduate Research Grant**,** 2009

Professional Affiliations:

- ❖ Special Libraries Association, 2012 – Present
- ❖ Library Association of Alberta, 2012 – Present
- ❖ Progressive Librarians Guild Edmonton Chapter, 2012 – Present
- ❖ Code4Lib Edmonton, 2013 – Present

Professional and Academic References:
Available on request.