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Education

MLIS, Pratt Institute, 2006

At Pratt I was a PULSE (Public Urban Library Service Education) participant. PULSE was a collaboration between Brooklyn Public Library and Pratt Institute supported by the Institute of Museum and Library Services (IMLS). It gave students an opportunity to gain experience in library management while earning their degrees.

BA Studio Art, Skidmore College, 1997

Studied painting, printmaking, sculpture and graphic design, all of which inform my work as an interaction and user experience designer at San Jose Public Library.

Experience

Web Librarian, San Jose Public Library (SJPL), current

The SJPL website is a unique public library website; all library employees are content-creators that engage patrons as bloggers and designers of digital media. We currently have almost 300 library staff with content-creator accounts. When I joined the team at SJPL I proposed a new design strategy that simplified the architecture and layout, then collaboratively wrote the code to implement the design.

Currently, I'm working on a draft of a revised and updated version of sjpl.org based on user feedback and a new customer interaction strategy.

Also, as part of an LSTA grant through the California State Library, I developed a mobile web application called 'Scan Jose.' The app features walking tours of downtown San Jose that link digitized local history materials in the SJPL collection to location-specific data. Users can take the tour and browse the artifacts with their phones, tablets, or other web-enabled GPS devices. By designing interactions that link digital media to the physical world, we engage new audiences with library materials.

Public Library Association Blog Manager, current

PLA is a division of the American Library Association (ALA). As their blog manager, I've had a few different roles in the organization. I create blog content, I've developed functional and design components of the site itself, and I coordinate blogging for others at national conferences.

Influx/One-Pager, current

In conjunction with Influx, a library user experience consultancy, I helped create the 'One-Pager,' a website template for libraries of all types that seeks to bring a simplified user interface to library websites. The cross-browser and cross-device code is freely available for modification. This is an effort on our part to help solve a problem we see in many libraries: typically library websites are bloated, redundant, and underdesigned. By

constraining the options in the user interface, we hope to give libraries a new starting point, particularly as mobile devices and smaller screens draw more users.

Library Branch Manager, Brooklyn Public Library, 2008-2009

At the Greenpoint Branch Library, I supervised a staff of three full-time librarians, five clerks, a security guard, and a custodian. During FY2010, the Greenpoint library circulated more than a quarter million items, had a door count of over 290,000, and had a program attendance of 2,510.

Special Projects, Brooklyn Public Library, 2006-2008

From 2000-2010 I worked for BPL in a variety of capacities. Most notably, I developed a unique library service model called the Outpost. The Outpost is a storefront library with a dramatically different program from a traditional library: the only books that would be housed on the library's shelves are books that are requested online. It offers no browsing collection, it requires that browsing occurs as an online activity. The Outpost recognizes that libraries are content management systems, it deconstructs the traditional library and distributes services by delivery method rather than equally distributing all services across a geographic region. This project was never fully realized, but has (or is) serving as inspiration for other flexible library facilities in Boston, Pittsburgh, Palm Springs, and suburban Chicago.

Brooklyn Public Library, 2000-2010

Above I highlighted the Special Projects work I did at BPL; following are some of my other roles and accomplishments at the same institution.

- Led programs and developed curriculum for young adults in locations across Brooklyn focusing on media literacy and learning. I offered both formal and informal classes on internet safety and social media etiquette.
- Organized and produced the 'Think Tank,' an all-staff unconference event encouraging innovative thinking and risk-taking in the workplace for the benefit of end users.
- At the Bushwick Branch Library, I partnered with Chez Bushwick, recipient of a Rockefeller New York City Cultural Innovation Fund award, with the goal of launching 'CAPITAL B: Coalition of Art & Performance Initiatives Towards A Livable Bushwick.'

Technical Knowledge

HTML, CSS, Javascript and Js libraries, Apache, PHP, MySQL, Drupal, Wordpress

Selected Workshops, Presentations, and Memberships

Current

- Convening member of the Digital Public Library of America 'Audience and Participation' workstream

Upcoming

- *Making Stories: Libraries and Community Publishing*, SXSW Interactive, March 2012

- *Designing and Building a Social Library Website*, PLA National Conference, March 2012

Past

- *What a National Digital Library Means For Public Libraries*, DLF / CLIR Forum 2011
- *Library Service Models in the Digital Transition: From Read to Read/Write*, Library Journal eBook Summit 2011
- *Designing Mobile Experiences*, Internet Librarian 2011
- *Designing Digital Spaces for Positive User Experiences: UX4Lib*, Computers in Libraries 2011
- *Augmented Reality 101*, Handheld Librarian 2011
- *The Library Outpost*, NextLibrary 2009, Aarhus DK