

Experience

Chief Technology Officer, University System of Georgia | Georgia Public Library Service 2019 - 2020

- Responsible for setting a strategic direction for the deployment of technology-related systems across 63 Public Library systems in Georgia as well as for internal support for the State Library of Georgia.

Director, IT, University System of Georgia | Georgia Public Library Service 2010 - 2019

- Managed a restructuring and upgrade of the statewide broadband network of Georgia's public libraries, including conducting vendor assessments & brokering new provider partnerships, resulting in 100-1,000% higher broadband speed with no budget increase.
- Managed statewide move to a Cloud network of over 3,000 employees to G-Suite, leveraging the consortium of 406 libraries in order to adopt a secure, reliable and scalable solution for productivity and public access computing.
- Managed statewide installation and integration of over 3,000 Google Chrome computers in local libraries, computer labs and makerspaces, allowing for a doubling of the computing footprint for public access machines.
- Responsible for managing an annual budget of between \$10-11 million in IT-related projects, services and support. Manage a team of program managers, project managers, desktop support specialists, and system administrators.
- Author of 5 Year Strategic Plan for Technology in Georgia's Libraries, including identifying efficient, scalable programs and services, funding sources and a metrics reporting infrastructure.

Software Development Project Manager

University System of Georgia | Georgia Public Library Service 2008 - 2010

- Provided project management for the software development project and product life cycles for the Evergreen Open-ILS software for the PINES consortium of Georgia.
- Managed development of Acquisitions module for Evergreen version upgrade, and subsequent integration with Cataloging module and workflow.

Project Manager, Digital Initiatives, Atlanta Journal-Constitution | ajc.com

2007 - 2008

- Managed a cross-departmental Content Management System adoption in which the team merged the print and online publishing interfaces.
- Managed a re-organization of the newspaper and ajc.com wherein I performed end-to-end journey mapping in order to identify opportunities to leverage both roles and content to better maximize both sides of the newsroom.

Archive Manager, Atlanta Journal-Constitution | ajc.com 2006 - 2007

- Responsible for managing team of archivists in digitizing AJC content in order to be available for ajc.com, the web archive, commercial databases and the internal SCC archive.
- Responsible for acquisition, licensing and renewal of electronic resources and databases.

IT Manager, Emory University Woodruff Library 2001 - 2006

- Responsible for coordinating the daily operations of the Information Commons, an integrated learning and makerspace.
- Served on electronic resources working group, where we analyzed license agreements, acquisitions workflows and life cycles, resulting in a proposal to integrate 3 aggregate subscription groups in order to be more efficient across libraries.
- Managed the Sirsi Unicorn Workflows software implementations and upgrades and conducted training classes, in addition to working with the vendor on enhancement requests and technical support.

Information Wrangler, CNN 1998 - 2001

- Provided reference on overnight news desk for International affiliates and satellite locations.
- Applied local metadata schemas to digital and taped news footage.

Honors, Awards, Accomplishments

- 2016. Invited to attend "Google Women's Leadership Summit," Atlanta, GA.
- 2015. Finalist for the WIT (Women in Technology) Women of the Year Award, Medium/Mid-Size Category & Educational Institution.
- 2014. Invited Panelist. FCC (Federal Communications Commission) E-Rate Modernization Workshop, representing the interests of all libraries in federal funding changes and growth.
- 2014. Harvard Graduate School of Continuing Education Program: Library Leadership in a Digital Age (LLDA.)
- 2009. Green Belt. Lean Six Sigma Project Management Training. Georgia Board of Regents/Southern Polytechnic University.

Education**Florida State University** 2007

Master of Science in Information Studies
Concentration in Information Architecture

Kennesaw State University 1994

Bachelor of Science, Communications
Journalism track, Minor in Creative Writing

Professional Activities

- 2019. Invited Speaker. NTCA/CVTMA (The Rural Broadband Association/Carolina-Virginia Telephone Membership Association). "Keeping Georgia Connected: How Georgia's Libraries Have Partnered with Local Providers to Bridge the Digital Divide."
- 2017. Panelist. ALA (American Library Association) Annual Conference. LITA (Library Information Technology Association) Top Tech Trends.
- 2016. Invited Speaker. PLA (Public Library Association). "Building for the Future Today: Broadband Planning."
- 2016. Webinar. TechSoup. "Broadband Planning: Enough is Never Enough."
- 2016. Invited Speaker. AFPL (Atlanta Fulton County Public Library). "Tech Trends in Libraries: What Do We Adopt? How Do We Adapt?"
- 2015. Speaker. ARSL (Association of Rural and Small Libraries). "Business Models and Strategic Considerations: Creating a Realistic Gigabit Network Business Plan."
- 2015. Speaker. Georgia COMO (Council of Media Organizations). "Tech Trends in Libraries: What Do We Adopt? How Do We Adapt?"
- 2015. Invited Panelist. SHLB (Schools, Health and Libraries Broadband Coalition). "Better Together: Aggregating Demand and Building Consortia for Broadband Services."
- 2015. Panelist, Gigabit Cities Live. "Business Models & Strategic Considerations: Creating a Realistic Gigabit Network Business Plan."
- 2014. Panelist. PAT-C (Public Access Technology Community) webinar. "Planning Guide for Library Broadband Connectivity."
- 2014. Webinar. GLA (Georgia Library Association) Carterette Series. "Net Neutrality: Recent Changes in Legislation."
- 2014. Workshop and Tech Demo Lab. Cobb County Library System GEMS (Girls in Engineering, Math and Science) Summer program: "Challenges and Rewards of a Career in Technology."
- 2014. Presenter. Atlanta Emerging Librarians. "The Future of Librarianship. A Librarian By Any Other Name."
- 2013. Presenter. Internet Librarian. "Google Chrome & Virtualized Workstations as alternatives for Public Access Computers."
- 2013. Blog post on Georgia's Network Project on District Dispatch – News for Friends of Libraries from the ALA Washington Office.
- 2012. Speaker. Georgia COMO (Council of Media Organizations). "Project Management 101 – What Works & What Really Really Doesn't."

- 2012. Speaker. International Conference on Information Literacy. "Dialogue in the Dark: Bridging the Digital Divide for Blind and Physically Handicapped Patrons" with Julie Walker, Deputy State Librarian, GPLS.
- 2012. Workshop. ALA Annual. LITA (Library Information Technology Association). "Project Management 101 – What Works & What Really Really Doesn't"
- 2011. Webinar. GLA (Georgia Library Association) Carterette Series. "Project Management 101: How to apply the principles of PM in libraries without alienating everyone you work with."
- 2010. Presenter. SELA Annual (Southeast Library Association). "Open Source ILS: The Perils, Pitfalls and Success of PINES and Evergreen."
- 2010. Presenter. ALA Annual. LITA (Library Information Technology Association). "With Great Power Comes Great Responsibility: Building a Support Infrastructure for an Open Source ILS."
- 2009. Presenter. Evergreen International Conference. "You're Live. Now What? Building a Support Infrastructure to Maximize Your Investment in Evergreen."

Professional Development

- 2015. FCC (Federal Communications Commission) E-Rate Funded Fiber Build Projects Workshop
- 2014. SCSLA (Southern Council of State Library Agencies) Consultant Development Forum
- 2012. ALA Pre-Conference - Bold Visions & Collective Capacity | Gates Foundation and COSLA (Chief Officers of State Library Agencies)
- 2012. National Conference of Librarians Serving Blind and Physically Handicapped Individuals
- 2011. Digital Directors Summit, Internet Librarian
- 2011. Evergreen International Conference
- 2011. SCSLA (Southern Council of State Library Agencies) Consultant Development Forum
- 2011. IMLS (Institute of Museum and Library Services) WebWise Conference on Libraries & Museums in the Digital World
- 2011. Indiana State Library Broadband Summit
- 2011. ALA Workshop: Library Analytics: Inspiring Positive Action through Web User Data
- 2010. Kualu Days/Kuali Foundation Conference
- 2009. Kualu OLE (Open Library Environment) Regional Design Workshop
- 2008. Project Management Tricks of the Trade©. RMC Project Management, Inc.
- 2007. Presenting Data & Information: Information Architecture Workshop - Edward Tufte
- 2006. Civil Treatment for Managers. AJC Training & Development

- 2006. Four Pillars of Excellence. Cox Academy Training
- 2002 – present. American Library Association Annual
- 2002, 2003. Virtual Reference Desk Conference
- 2003, 2008 – present. GOLD/Galileo Users Group Conference
- 2002 – 2004. Annual Sirsi/Unicorn Users Group International Conference
- 2001. AMIA – Association of Moving Image Archivists