

**JODY CONDIT FAGAN, PHD**  
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## EDUCATION

**Doctorate of Philosophy in Strategic Leadership Studies (2014)**, James Madison University, Harrisonburg, Virginia. Postsecondary analysis & leadership concentration. Dissertation: [\*The Effects of Academic Libraries' Resource, Expenditure, and Service Decisions on Library Use: An Analysis of ACRL and NCES Data.\*](#)

**Master of Arts in History (2004)**, Southern Illinois University, Carbondale, Illinois. Areas of focus: Medieval and Early Modern Europe. Thesis: *Freedom of the Press in Civil War England: Publication Strategies of Leveller Men and Women, 1640–1655.*

**Master of Library Science (1999)**, University of Maryland, College Park, Maryland. Graduate fellowship 1997–1998.

**Bachelor of Science in Architectural Design and Drafting, magna cum laude (1997)**, Missouri State University, Springfield, Missouri. Presidential Scholar 1993–1997; National Merit Scholar.

## PROFESSIONAL EXPERIENCE

**Libraries & Educational Technologies, James Madison University (2004–present)**

**Director of Technology and Professor (June 2016–present)**

- Provide strategic and operational leadership for a newly reorganized, 20-person department in collaboration with a co-director and assistant director.
- Conduct planning, reporting, and evaluation activities to inform strategic recommendations to LET Leadership and Dean's Executive Council.
- Supervise staff (2016, 6 direct reports; 2017, 2 direct reports).
- Participate on LET Leadership and Scholarly Resources & Technology leadership teams.
- Serve on the Blue Implementation Team.
- Build and maintain relationships across LET and JMU.
- Engage in an active program of scholarly research and publication, professional service, continuing education, and professional development.
- Manage multiple, simultaneous projects in collaboration with others. Examples include:
  - Migration and retirement of Madison Digital Image Database (with Jon Short).
  - Implementation of NJVID Digital Media Repository and retirement of JMUTube (with David Gaines and Jon Short).
  - Implementation of LET-wide Omeka and WordPress environments (with Greg Brown).

**Adjunct Faculty, Honors College (Fall 2017)**

- HON300, "From Habermas to *Hamilton*: Translating Scholarship into the Digital Public Sphere." 3 credits.

**Director of Scholarly Content Systems** (Professor, 2014–June 2016; Associate Professor, June 2011–2014)

- Provided strategic leadership to enhance discovery of and reliable access to JMU’s collections. Collaborated with colleagues to identify, define, and prioritize projects. Assessed the effectiveness of scholarly content systems and tools.
- Led a team of 3 full-time staff; hired student workers and interns as needed to manage the ILS servers, and software and web interfaces for LET content systems, such as Sierra, EBSCO Discovery, Serials Solutions 360 suite, LOCKSS, Digital Commons, and related integrations.
- Served on L&ET Management Council and on the Collections & Technical Services leadership team.
- Until spring 2016, when L&ET reorganized, I also served as a liaison librarian to computer science, with responsibilities for information literacy instruction, collection building, information service, outreach, and assessment.
- Examples of major project leadership as part of this role:
  - Technology Task Force (2015–2016). As part of library-wide reorganization, reviewed LET’s three technology units and made recommendations regarding new alignment and reporting lines.
  - Library Resources in Canvas Task Force (2014–2016). Led cross-unit working group.
  - Link Resolver Evaluation Project (2014–2016). Led cross-unit working group.
  - Digital Repositories / Digital Initiative Roadmap Group (2015). Convener of cross-unit working group to recommend strategic options.
  - Virtual Space Working Group (2014–2015). Coordinated and convened group for collaborating across technology units; maintained documentation and intranet site.
  - Quick Search Embeddable Widget (2014–2015). Created and launched widget for inclusion in Canvas and other third-party sites; used Scrum methodology.
  - Off Campus Access Team (2014–2015). Led working group to review strategy; created new instructional page and three instructional videos; liaison with JMU Information Technology.
  - Oversaw implementation of Sierra SQL Direct Access methods and web application development (2014–2015).
  - ILS Review Team (Fall 2012–Spring 2013). ILS RFP Committee (Spring 2013–December 2013); With ILS administrator, ILS migration and implementation; launch of Decision Center, hosted training server, and local production server (2014).
  - Digital Commons Implementation Team (Summer–Fall 2013).
  - Virtual Space Master Plan working group (Fall 2012–Fall 2013). Led to formation of Virtual Space Working Group.
  - JMU Library Catalog interface redesign (Spring 2012–Fall 2013).
  - Library Systems Vision & Direction Team (FY2012). Reviewed and clarified the vision, mission, and purposes of library systems, including the discovery tool, catalog, e-journal locator, and link resolver. Created and implemented a uniform branding and navigation scheme for these systems.

**Content Interfaces Coordinator** (Associate Professor, April 2008–June 2011)

- Led initiatives to improve user access to collections, including systems such as EBSCO Discovery Service, the library catalog, journal portal, and electronic resources portal. Managed projects, communicated with users, developed specifications, implemented solutions.
- Prioritized and responded to day-to-day input on public web interfaces of tools that access collections.
- Supervised one classified staff member, one intern/student worker, and one volunteer.
- Led usability testing and other user feedback initiatives.
- Liaison to academic department (Communication Studies 2004–2009, Computer Science 2009–2016). Administered budgets \$9,830–\$16,000.
- Major project and committee work as part of this role:
  - Research Roadmap Task Force (2010–2012), Chair.
  - Discovery Interface Group (August 2008–December 2009), Chair.

**Digital Services Librarian** (Assistant Professor, August 2004–April 2008)

- Primary responsibility for the evaluation, selection, training, and marketing of online database collections. Coordinated library liaison activities related to online databases. Served on the Collection Development Committee and recommended actions related to online collections. During FY2005–FY2007, 124 new databases were added.
- Served on the Web Projects Team. Coordinated usability testing, evaluation, and assessment for web site projects. Administered proxy server. Conducted five formal usability tests in three years, including the library homepage, catalog, research databases site, federated search, and EBSCO basic and visual search interface.
- Liaison to the School of Communication Studies, including instruction, reference, and collection development (administer budget of about \$16,000).
- Provided e-mail and face-to-face reference service.

**Morris Library, Southern Illinois University Carbondale (1999–2004)**

**Associate Professor and Business Librarian, Information Services** (July 2003–August 2004)

- Coordinated chat reference service and maintained Morris Messenger instant messaging reference software.
- Developed collections for the School of Business and for the discipline of library science (administered budget of about \$30,000 in FY03).
- Taught bibliographic instruction classes for Morris Library, Lesar Law Library, and University of Illinois Extension Service; course topics included advertising, agribusiness economics, health care management, government resources, marketing, and mass communications.
- Provided e-mail, chat, telephone, and face-to-face reference service.

**Assistant Professor and Social Sciences Librarian, Social Sciences Division** (January 2000–July 2003)

- Played a leading role in overhauling Morris Library’s web site, in cohort with the Library Web Team (Fall 2000). Implemented library web site search, text-only conversion program, and other web pages and tools.
- Developed Morris Messenger instant messaging reference software; identified and trained staff; maintained and evaluated service (2001). Supervised one grant-funded online reference graduate assistant (2002–2003).
- Taught web technology seminars, including introductory, intermediate, and advanced HTML classes; tables and forms with HTML; introduction to CGI programming; server-side includes; web development strategies; and Netscape Composer.
- Taught CI 199, The Library as an Information Source, 1 credit hour (Spring 2000, Fall 2000, Fall 2001).
- Developed library collections for five departments in the College of Business.
- Taught business and social science bibliographic instruction classes.
- Provided e-mail, chat, telephone, and face-to-face reference service.

**Visiting Assistant Professor, Social Sciences Division** (October 1999–January 2000)

**Temporary Assistant Librarian, Social Sciences Division** (August–October 1999)

- Developed library collections for five departments in the College of Business.
- Taught business and social science bibliographic instruction classes.
- Provided e-mail, chat, telephone, and face-to-face reference service.

**University of Maryland, College Park (1999)**

**Web Graphics Specialist and Information Technology Specialist**, Office of Information Technology (August 1998–August 1999)

- Created web graphics and web sites for Maryland’s campus-wide information system.
- Taught workshops in HTML, JavaScript, server-side includes, and web graphics.

**Distance Learning Reference Internship, University of Maryland University College** (January–May 1999)

- Answered e-mail and telephone reference questions.
- Created business web bibliography.

**PUBLICATIONS – MONOGRAPHS**

Eden, Bradford Lee, and Jody Condit Fagan, editors. 2014. *Leadership in Academic Libraries Today: Connecting Theory to Practice*. Lanham, MD: Scarecrow Press.

Fagan, Bryan D., and Jody Condit Fagan. 2011. *Comic Book Collections for Libraries*. Santa Barbara: Libraries Unlimited.

Fagan, Jody Condit, and Jennifer A. Keach. 2009. *Web Project Management in Academic Libraries*. Oxford: Chandos Press.

## **PUBLICATIONS – ARTICLES AND CHAPTERS**

**(selected; \* signifies a peer reviewed publication)**

- \*Chisare, Cyndy, Jody Condit Fagan, David Gaines, and Michael Trocchia. 2017. "Selecting Link Resolver and Knowledge Base Software: Implications of Interoperability," *Journal of Electronic Resources Librarianship*, 29(2):93-106. <https://doi.org/10.1080/1941126X.2017.1304765> [OA version]
- \*Fagan, Jody Condit. 2017. "An Evidence-Based Review of Academic Web Search Engines, 2014-2016: Implications for Librarians' Practice and Research Agenda." *Information Technology and Libraries* 36(2). <https://doi.org/10.6017/ital.v36i2.9718>
- Fagan, Jody Condit. 2017. "Introduction" *Journal of Web Librarianship Special Issue: International Voices*, 10(4). <https://doi.org/10.1080/19322909.2016.1228997>
- \*Gaines, David J., and Jody Condit Fagan. 2015. "OAIster on EBSCO Discovery Service, FirstSearch, and OAIster.worldcat.org." *The Charleston Advisor* 16(4): 5-12. <https://doi.org/10.5260/chara.16.4.5> [OA version]
- Fagan, Jody Condit. 2014. "Researching Library Terminology: An Interview with John Kupersmith." *The Journal of Web Librarianship* 8:231-234. <https://doi.org/10.1080/19322909.2014.902190>
- \* Fagan, Jody Condit. 2014. "The Effects of Reference, Instruction, Database Searches, and Ongoing Expenditures on Full-Text Article Requests: An Exploratory Analysis." *The Journal of Academic Librarianship* 40(3-4):264-274. <https://doi.org/10.1016/j.acalib.2014.04.002>
- \* Fagan, Jody Condit. 2014. "The Dimensions of Library Service Quality: A Confirmatory Factor Analysis of the LibQUAL+ Instrument." *Library & Information Science Research* 36(1): 36-48. <https://doi.org/10.1016/j.lisr.2013.10.003>
- Fagan, Jody Condit, and Meris A. Mandernach. 2014. "Rethinking Access to Collections in the Discovery Age." In: *Rethinking Collection Development and Management*. Edited by Becky Albitz, Christine Avery, and Diane Zabel. Santa Barbara, CA: Libraries Unlimited.
- \* Fagan, Jody Condit. 2014. "The Suitability of Web Analytics Key Performance Indicators in the Academic Library Environment." *Journal of Academic Librarianship* 40(1):25-34. <https://doi.org/10.1016/j.acalib.2013.06.005>
- Fagan, Jody Condit. 2012. "Editorial: Connecting the Dots Between Good Data and Good Decisions." *Journal of Web Librarianship* 6(2):87-93. <https://doi.org/10.1080/19322909.2012.680333>
- Fagan, Jody Condit. 2012. "The Effectiveness of Academic Library Deans and Directors: A Literature Review." *Library Leadership & Management* 26(1). <http://commons.lib.jmu.edu/letfspubs/15/>
- Fagan, Jody Condit. 2012. "Top 10 Discovery Tool Myths." *Journal of Web Librarianship* 6(1): 1-4. <https://doi.org/10.1080/19322909.2012.651417>
- Fagan, Jody, Condit. 2012. "Search Engines for Tomorrow's Scholars, Part Two." *Journal of Web Librarianship* 6(1): 69-76. <https://doi.org/10.1080/19322909.2011.623486>
- \* Fagan, Jody Condit, Meris A. Mandernach, Carl S. Nelson, Jonathan R. Paulo, and Grover Saunders. 2012. "Usability Test Results for a Discovery Tool in an Academic Library." *Information Technology and Libraries* 31(1). <https://doi.org/10.6017/ital.v31i1.1855>
- Mandernach, Meris A., and Jody Condit Fagan. 2012. "Creating Organizational Buy-In: Overcoming Challenges to a Library-Wide Discovery Tool Implementation." In: *Planning and Implementing*

- Resource Discovery Tools in Academic Libraries*, edited by Mary Pagliero Popp and Diane Dallis, 423-441. Hershey, PA: IGI-Global. <https://works.bepress.com/jodyfagan/12/>
- Fagan, Jody Condit. 2011. "Discovery Tools and Information Literacy." *Journal of Web Librarianship* 5(3): 171-178. <https://doi.org/10.1080/19322909.2011.598332>
- Fagan, Jody Condit. 2011. "Federated Search is Dead—and Good Riddance!" *Journal of Web Librarianship* 5(2): 77-79. <https://doi.org/10.1080/19322909.2011.573533>
- Fagan, Jody Condit. 2011. "Search Engines for Tomorrow's Scholars." *Journal of Web Librarianship* 5(4): 327-333. <https://doi.org/10.1080/19322909.2012.650897>
- \* Fagan, Jody Condit, and David Gaines. 2011. "EBSCO Computers and Applied Sciences Complete and ProQuest Computer Science Collection," *The Charleston Advisor* 13(1):14-17. <https://doi.org/10.2560/chara.13.1.14> [OA version]
- Fagan, Jody Condit, and Jennifer A. Keach. 2011. "Managing Web Projects in Academic Libraries," *Library Leadership & Management*, 25(3). <http://journals.tdl.org/llm/article/view/2159/2951>
- \* Dixon, Lydia, Cheri Duncan, Jody Condit Fagan, Meris Mandernach, and Stefanie E. Warlick. 2010. "Finding Articles and Journals via Google Scholar, Journal Portals, and Link Resolvers: Usability Study Results," *Reference & User Services Quarterly* 50(2): 170-181. <https://journals.ala.org/rusq/article/download/3197/3334>
- \* Fagan, Jody Condit. 2010. "Usability Studies of Faceted Browsing: A Literature Review." *Information Technology & Libraries* 29(2): 55-68. <https://doi.org/10.6017/ital.v29i2.3144>
- \* Fagan, Jody Condit. 2010. "VuFind." *The Charleston Advisor* 11(3): 53-56.
- Fagan, Jody Condit, and Meris A. Mandernach. 2010. "Digital Visibility: Creating Usable Interfaces So Users Can Find Resources" In: *Reference Reborn: Breathing New Life into Public Services Librarianship*, edited by Diane Zabel, 237-256. Santa Barbara, CA: Libraries Unlimited.
- Fagan, Jody Condit. 2009. "Marketing the Virtual Library." *Computers in Libraries* 29(7): 49-55. [OA version]
- \* Fagan, Jody Condit, and Emily Conroy. 2008. "Points of View Reference Center and Opposing Viewpoints Resource Center." *The Charleston Advisor* 9(3): 5-9.
- \* Mandernach, Meris A., and Jody Condit Fagan. 2008. "ProQuest / CSA Illustrata: Natural Sciences," *The Charleston Advisor* 10(1): 26-29.
- \* Fagan, Jody Condit. 2007. "COS Scholar Universe." *The Charleston Advisor* 9(2): 10-14.
- Fagan, Jody Condit. 2007. "Mashing up Multiple Web Feeds Using Yahoo! Pipes." *Computers in Libraries* 27(10): 10-17.
- \* Fagan, Jody Condit. 2007. "Periodicals Index Online and Periodicals Archive Online." *The Charleston Advisor* 8(3): 40-43.
- \* Fagan, Jody Condit. 2006. "Usability Testing of a Large, Multidisciplinary Library Database: Basic Search and Visual Search." *Information Technology and Libraries* 25(3): 140-150. <http://commons.lib.jmu.edu/letfspubs/48/>
- Fagan, Jody Condit. 2005. "Text-only Web Techniques." In: *Encyclopedia of Distance Learning*. Caroline Howard et al., ed., 1833-1837. Hershey: Idea Group Reference.
- \* Fagan, Jody Condit. 2005. "Times Digital Archive." *The Charleston Advisor* 6(4): 54-59.
- \* Fagan, Jody Condit. 2005. "Virtual Reference Software Comparative Review." *The Charleston Advisor* 6(4):16-36.

- \* Fagan, Jody Condit, and Bryan David Fagan. 2004. "An Accessibility Study of State Legislative Web Sites." *Government Information Quarterly* 21(1): 65-85.  
<https://doi.org/10.1016/j.giq.2003.12.010>
- \* Fagan, Jody Condit. 2003. "Comparative Review of the MLA International Bibliography on EBSCO, InfoTrac, and OVID." *The Charleston Advisor* 5(1): 12-17.
- Fagan, Jody Condit. 2003. "Text-Only Alternatives: Are They Right for Your Site?" In *Design and Implementation of Web-Enabled Teaching Tools*, edited by M. K. Hricko, 61-82. Hershey, PA: Idea Group Publishing.
- \* Fagan, Jody Condit, and Christina Desai. (2003). "Site Search and Instant Messaging Reference: A Comparative Study." *Internet Reference Services Quarterly* 8(1/2): 167-182.  
[https://dx.doi.org/10.1300/J136v08n01\\_14](https://dx.doi.org/10.1300/J136v08n01_14)
- \* Fagan, Jody Condit, and Christina Desai. (2002/2003). "Communication Strategies for Instant Messaging and Chat Reference Services." *The Reference Librarian* 79/80: 121-156.  
[https://dx.doi.org/10.1300/J120v38n79\\_09](https://dx.doi.org/10.1300/J120v38n79_09)
- \* Fagan, Jody Condit. 2002. "Server-Side Include Codes Made Simple." *The Electronic Library* 20(5): 382-389. <https://doi.org/10.1108/02640470210447801>
- \* Fagan, Jody Condit. 2002. "Use of an Academic Library Web Site Search Engine." *Reference and User Services Quarterly* 41(3): 244-252. [[OA version](#)]
- \* Fagan, Jody Condit. 2002. "Students' Perceptions of Academic Librarians." *The Reference Librarian* 78: 131-148. [https://doi.org/10.1300/J120v37n78\\_09](https://doi.org/10.1300/J120v37n78_09)
- \* Ruppel, Margie, and Jody Condit Fagan. 2002. "Instant Messaging Reference: Users' Evaluation of Library Chat." *Reference Services Review* 30(3): 183-197.  
<https://doi.org/10.1108/00907320210435464>
- \* Fagan, Jody Condit. 2001. "Comparative Review of Information Science Abstracts, Library and Information Science Abstracts, and Library Literature via Silver Platter." *The Charleston Advisor* 3(2): 5-11.
- \* Fagan, Jody Condit, and Michele Calloway. (2001). "Creating an Instant Messaging Reference System." *Information Technology and Libraries* 20(4): 202-212.  
<http://commons.lib.jmu.edu/letfspubs/17/>
- \* Fagan, Jody Condit. 2001. "How to Know What You Want Them to Know: Rediscovering Objectives by Reviewing Evaluative Materials." *Research Strategies* 18(1): 75-83.  
[https://doi.org/10.1016/S0734-3310\(01\)00066-0](https://doi.org/10.1016/S0734-3310(01)00066-0)
- Fagan, Jody Condit. 2001. "Selecting Test Item Types to Evaluate Library Skills." *Research Strategies* 18(2): 121-132. [https://doi.org/10.1016/S0734-3310\(02\)00069-1](https://doi.org/10.1016/S0734-3310(02)00069-1)
- Fagan, Jody Condit. 2001. "Documents Digitization Task Force: Planning and Working Together." *NMRT Footnotes* 30(3): 11.
- \* Fagan, Jody Condit. 2001. "Searching for E-Business Information in Online Databases." *Behavioral and Social Science Librarian* 20(1): 45-54. [http://dx.doi.org/10.1300/J103v20n01\\_03](http://dx.doi.org/10.1300/J103v20n01_03)
- \* Fagan, Jody Condit. 2001. "Transition to a Unified System: Using Perl to Drive Library Databases and Enhance Web Site Functionality." *The Electronic Library* 19(3): 168-179.  
<https://doi.org/10.1108/02640470110395026>

- \* Fagan, Jody Condit, and Bryan David Fagan. 2001. "Citizens' Access to Online State Legislative Documents." *Government Information Quarterly* 18(2): 105-21. [https://doi.org/10.1016/S0740-624X\(01\)00064-8](https://doi.org/10.1016/S0740-624X(01)00064-8) [OA version]
- \* Fagan, Jody Condit. 2000. "ABI/Inform Global Full Text on New First Search, ProQuest, and SilverPlatter (WebSpirs)." *The Charleston Advisor* 2(1): 5-11.
- \* Fagan, Jody Condit. 2000. "Guidelines for Creating a Self-Directed Training Program for the New Reference Librarian: A Framework and Checklist of Activities." *The Reference Librarian* 71: 79-98. [https://doi.org/10.1300/J120v34n71\\_05](https://doi.org/10.1300/J120v34n71_05)

## PAPERS AND PRESENTATIONS

### National, State, and Regional

- Gaines, David J., and Fagan, Jody Condit. 2016. "Take Charge of EDS: Vet Your Content!" EBSCO User Group, Boston, MA, May 10–11.  
<http://www.lib.jmu.edu/documents/discovery/EUG/default.aspx>
- Fagan, Jody Condit, and Meris Mandernach. 2011. "Discovery by the Numbers: An Examination of the Impact of a Discovery Tool through Usage Statistics," Paper presented at The Charleston Conference, November 2–5. <https://works.bepress.com/jodyfagan/1/>
- Fagan, Jody Condit, and Meris A. Mandernach. 2011. "A Roadmap for Discovery Service Implementation at an Academic Library." Poster session at the Association for College & Research Libraries National Conference, Philadelphia, PA, March 30–April 2.  
<http://www.lib.jmu.edu/documents/discovery/roadmap.aspx>
- Fagan, Jody Condit. 2011. "Discovery Services Ignite Staff Collaboration and Empower End Users." Invited panel presentation at The Future of the Academic Library Symposium: Bridging the Gap. Sponsored by Library Journal and Temple University Libraries, Philadelphia, PA, November 11.
- Keach, Jennifer A., and Jody Condit Fagan. 2011. "No More Design by Committee: Strategies for Building Lean Mean Web Project Teams." Paper contributed to the Association for College & Research Libraries National Conference, Philadelphia, PA, March 30–April 2.  
<http://commons.lib.jmu.edu/letfspubs/42/>
- Fagan, Jody Condit, and Jennifer A. Keach. 2010. "Web Project Management for Educational Environments." Presentation to edUi 2010 Conference, Charlottesville, VA November 8–9.
- Fagan, Jody Condit. 2009. "Life 2.0: The Ultimate Mashup." Invited keynote presentation to the Susquehanna Library Cooperative, "WEB 2.0 Untangled: Sharing Innovations and Ideas," Lycoming College, Williamsport, PA. October 31st.
- Fagan, Jody Condit, Lesley Moyo, and Candice Benjes-Small. 2009. "Making the Peer Review Process Work for You." Panel presentation to the Virginia chapter of the Association for College and Research Libraries, Harrisonburg, VA, July 29.
- Fagan, Jody Condit. 2010. "Metadata in EBSCO Discovery Service." Panel presentation at the American Library Association Annual Conference, Washington, DC, June 24–29.
- Keach, Jennifer, and Jody Condit Fagan. 2009. "Web Project Management for Academic Libraries," Post-conference workshop at Computers in Libraries, Arlington, VA, April 2.
- Gorrell, Michael, and Jody Condit Fagan. 2008. "Learning from the User: The Influence of Usability Testing and Focus Groups." Presentation at The Charleston Conference, Charleston, SC. November 7th.

- Fagan, Jody Condit. 2008. "Mashups for the Non-Techies." Presentation at Computers in Libraries, Arlington, VA, April 7–9.
- Fagan, Jody Condit. 2007. "The Next Evolution in OPACs and Search Engines." MARS Hot Topics Panel Presentation, American Library Association Midwinter Meeting, Seattle, WA, January 20.
- Fagan, Jody Condit. 2006. "EBSCOhost Visual Search: Usability Test Results." Electronic Resources & Libraries Conference, Atlanta, GA, March 22–25.
- Fagan, Jody Condit. 2004. "Digital Reference Software Update." Virtual Reference Desk Conference, Cincinnati, OH, November 7.
- Fagan, Jody Condit. 2002. "Open Source Instant Messaging Software." Presentation at the Annual Meeting of the American Society for Information Science and Technology. Philadelphia, PA, November 18–21.
- Stewart, Crit, Faye Backie, Jody Condit Fagan, and Pat Stenstrom. 2002. "Minding The Generation Gap: Learn How to Communicate and Work Together Across Generations." Invited panel session at the American Library Association Annual Conference, Atlanta, GA, June 13–19.
- Fagan, Jody Condit. 2002. "System Administration for Web Voyage." Presentation to the Illinois Library Consortium Systems Organization, Urbana, IL.
- Fagan, Jody, and Chris Desai. 2002. "Instant Messaging Reference." Presentation at Computers in Libraries, Arlington, VA, March 13–15.
- Fagan, Jody Condit. 2002. "Citizen's Access to State Legislative Web Sites Revisited." Paper presented to the Government Documents Round Table at the American Library Association Midwinter Meeting, New Orleans, LA, January 18–23.
- Fagan, Jody Condit. 2001. "OPAC: A New Game for Playstation 2?" Poster session presented at the Annual Meeting of the American Society for Information Science and Technology, Washington, DC, November 2–8.
- Fagan, Jody Condit. 2001. "Server Side Includes: Power for Webmasters." Presentation to the Library and Information Technology Association National Forum, Milwaukee, WI, October 11–14.
- Fagan, Jody Condit, Christina Desai, and Mary Taylor. 2001. "No Results Found: A Library Web Site Search Engine Is No Substitute for Expert Help." Paper presentation to the Library and Information Technology Association National Forum, Milwaukee, WI, October 11–14.

### **Local (selected)**

- Fagan, Jody Condit. 2017. "An Evidence-Based Review of Academic Web Search Engines, 2014-2016: Implications for Librarians' Practice and Research Agenda." Presentation to Libraries & Educational Technologies, April 18.
- Fagan, Jody Condit, Bill Hartman, Kevin J. Hegg, and Jon Short. 2016. "Reimagining Technology within the LET Ecosystem." Presentation to LET Management Council, March 17.
- Fagan, Jody Condit, Titus Fox, and David Gaines. 2015. "Quick Search and JMU Library Catalog Training." Training presentations to Libraries & Educational Technologies, James Madison University, November 16 and 20.
- Fagan, Jody Condit, Carolyn Schubert, and Liz Thompson. 2015. "Integrating Library Resources (and Librarians) Into Your Course: Ideas, Nuts, and Bolts" Presentation to the Teaching and Learning with Technology Conference, Center for Instructional Technology, October 26.

- Davis, Laura, Jody Condit Fagan, Kevin J. Hegg, and Steven W. Holloway. 2015. "Digital Roadmap Informational Presentation." Presentation to LET Management Council, September 17.
- Fagan, Jody Condit. 2015. "Quick Search / Discovery Update." Presentation to the Library Faculty Assembly, August 13.
- Fagan, Jody Condit. 2015. "The Effects of Academic Libraries' Resource, Expenditure, and Service Decisions on Library Use: An Analysis of ACRL and NCES Data" Presentation to the School of Leadership Studies Research Forum, James Madison University, February 20.
- Fagan, Jody Condit, and Jennifer Short. 2015. "SQL and Sierra SQL Training: Examples." Training presentation to Access Services and Technical Services, James Madison University, April 8.
- Fagan, Jody Condit. 2015. "Moneyball for Libraries." Presentation to Libraries & Educational Technologies, James Madison University, April 6 (adaptation of dissertation). <https://works.bepress.com/jodyfagan/82/download/>
- Fagan, Jody Condit. 2015. "Dr. SharePoint: Or How I Learned to Stop Worrying and Love the Hub." Presentation to the L&ET Hub Open Forum, James Madison University, July 28.
- Fagan, Jody Condit, and Jennifer Short. 2014. "SQL and Sierra SQL Training: The Basics." Training presentation to Access Services and Technical Services, James Madison University, October 29.
- Fagan, Jody Condit. 2013. "Library Systems and Web Analytics: What Can We Learn?" Presentation to Libraries & Educational Technologies, James Madison University, January 16 (summer leave presentation). <https://works.bepress.com/jodyfagan/81/download/>
- Fagan, Jody Condit. 2013. "ILS Review Team Recommendation," Presentation to Libraries & Educational Technologies, James Madison University, February 19; Library Management Council, February 21.
- Fagan, Jody Condit, and Jenne Klotz. 2013. "Information Literacy in the Age of Discovery." Facilitated discussion, Libraries & Educational Technologies, James Madison University, April 10th.
- Fox, Titus, and Jody Condit Fagan. 2012. "SCS Workshop, 2012." Presentation to Libraries & Educational Technologies, James Madison University, October 10 and 11.
- Fagan, Jody Condit. 2012. "Principles and Long Term Directions" and "Project: Library Catalog Update and Purpose Statement." Presentations to Libraries & Educational Technologies, James Madison University, March 13 and 14.
- Fagan, Jody Condit. 2011. "Library Systems Review." Public Services Open Forum and Technical Services Open Forums at Libraries & Educational Technologies, James Madison University, November 8 and 15, 2011.
- Brown, Greg, and Jody Condit Fagan. 2011. "Usability Test Presentations: Library Web Site Benchmarking and Quick Search." Presentation to Libraries & Educational Technologies, February 11.
- Nelson, Carl, and Jody Condit Fagan. 2011. "Quick Search Usability Test Results." Presentation to L&ET Showcase, James Madison University, January 4.
- Fagan, Jody Condit, and Carl Nelson. 2010. "EDS Demonstration Hands-On Exercise." Libraries & Educational Technologies, James Madison University, August 11.
- Fagan, Jody Condit. 2010. "EBSCO Discovery Service: the Good Parts Version." Presentation to Libraries & Educational Technologies, James Madison University, July 7.

- Fagan, Jody Condit. 2010. "Encore, EBSCO, Quick Search: User and Staff Feedback." Presentation to Library Faculty, James Madison University, April 1.
- Dixon, Lydia, and Jody Condit Fagan. 2010. "EBSCO and Encore staff demonstrations." Presentation to Libraries & Educational Technologies, James Madison University, February 11, March 2 & 5.
- Fagan, Jody Condit, et al. 2009. "JMUFind: A First Look." Presentations to Libraries & Educational Technologies, James Madison University, July 27 and 28.
- Fagan, Jody Condit, Discovery Interface Group, and Digital Services. 2009. "Search Widget Forums." Presentation to Libraries & Educational Technologies, James Madison University, May 27 and 28.
- Fagan, Jody Condit, Discovery Interface Group, and Digital Services. 2009. "Carrier Home Page Federated Search Widget Project." Presentation to L&ET Faculty, James Madison University, April 23.
- Fagan, Jody Condit and Discovery Interface Group. 2009. "Discovery Interface Group Event: Discussing the Draft Recommendation." Presentation to Libraries & Educational Technologies, James Madison University, March 5th.
- Fagan, Jody Condit and Discovery Interface Group. 2009. "DIG Presents: Next-Generation Catalog Interfaces." Presentation to Libraries & Educational Technologies, James Madison University, January 28th and 30th.
- Fagan, Jody Condit. 2008. "User Studies of Faceted Browsing." Presentation to Libraries & Educational Technologies, James Madison University, November 20th.
- Fagan, Jody Condit. 2007. "Library Databases for the College of Arts and Letters." Presented to the College of Arts & Letters, James Madison University, April 12.
- Fagan, Jody Condit. 2007. "Library Databases with Faculty Information." Presentation to the Academic Council, James Madison University, March 21.
- Fagan, Jody Condit. 2006. "Database Showcase 2006." Presentation to Libraries & Educational Technologies, James Madison University, January 6.
- Fagan, Jody Condit. 2006. "Usability Testing at JMU Libraries." Presentation to the Libraries & Educational Technologies Showcase, James Madison University, January 4.
- Fagan, Jody Condit. 2006. "Using Research Databases to Enhance your Scholarly Endeavors." Center for Faculty Innovation, James Madison University, November 30 and December 1.
- Fagan, Jody Condit. 2005. "Database Show and Tell: New Databases at JMU." Presentation to Libraries & Educational Technologies, James Madison University, May 19.
- Fagan, Jody Condit. 2005. "Integrating Digital Library Resources into Blackboard." Center for Instructional Technology Summer Institute, James Madison University, May 12.
- Keach, Jennifer A., Jody Condit Fagan, and Johlene Hess. 2005. "The Digital Library is HERE!" Information Technology Fair, James Madison University, October 18.
- Fagan, Jody Condit. 2005. "Database Showcase." Presentation to Libraries & Educational Technologies, James Madison University, October 12.
- Fagan, Jody Condit. 2002. "Introduction to WebVoyage." Presentation to Morris Library, Carbondale, IL, July 24.
- Fagan, Jody Condit. 2000. "Introduction to the New Library Home Page." Presentation to Morris Library, Carbondale, IL, August 16 and 18.

## GRANTS AND AWARDS (selected)

Proposal: \$365,562. Jansen, Jim, and Jody Condit Fagan. 2011. "Making Web Analytics Meaningful for Libraries." National Leadership Grant, Institute of Museum and Library Services (**not awarded**).

Proposal: \$630,342. Jansen, Jim, and Jody Condit Fagan. 2010. "Visualizing the Virtual User." National Leadership Grant, Institute of Museum and Library Services (**not awarded**).

Award: \$3,000. "Research Databases & Resources." 2009. Gale Cengage Learning Award for Excellence in Reference and Adult Services. Reference and User Services Association, a division of the American Library Association.

Proposal: \$180,073. "Usability Testing Center." 2006. Request for private fundraising assistance. James Madison University Office of Development (**no decision**).

Award: \$14,641. "Instant Messaging Reference." 2002–2003. Faculty Research/Creative Grant. Office of Research Development and Administration, Southern Illinois University Carbondale.

Award: \$1000. "Searching for E-Business Information in Online Databases." May 15–August 15, 2000. Pontikes Center for the Management of Information, Southern Illinois University Carbondale.

## PROFESSIONAL SERVICE

### National

Special Issue Editor (2016). *Journal of Web Librarianship*: "International Voices." 10(4).  
<http://www.tandfonline.com/toc/wjwl20/10/4?nav=tocList>

Created [Wikipedia page for ALADN](#) (12/20/16).

Editor, *Journal of Web Librarianship*. (2006–2014). Charter editor; grew journal to 236 subscriptions (plus 1,743 subscriptions via aggregator services) in 27 countries as of 2012. Supervised editorial assistants (2010–2013).

Peer Reviewer for *International Information & Library Review* (2015–present), *Journal of Information Science* (2013–2015), *Library & Information Science Research* (2014), *Journal of Computer Engineering and Information Technology* (2014), *Government Information Quarterly* (2013), *Behavioral and Social Sciences Librarian* (2011).

Library & Information Science Editors Group (2010–2012; Convener, 2011–2012). Supported by the Association for Research Libraries. <http://www.lis-editors.org/>

EBSCO Software Advisory Council, 2004–2010.

Institute of Museum and Library Services Grant Proposal Reviewer (2008).

American Library Association (1999–present).

- ALA Poster Session Committee (2001–2013). Co-Chair, 2009–2010; Chair, 2006–2009. Review Panel Chair, 2003–2006. Webmaster, 2006–2013; Database administrator, 2001–2012). ALA Poster Session Reviewer (2014).
- New Members Round Table (1999–2003). Membership and Promotion Committee (Chair, 2001–2002; Member, 2000–2003). Documents Digitization Task Force (Chair, 2001). Liaison to ALA Membership Promotion Task Force (2001–2002). Resume reviewer, ALA Midwinter (2001). Winner, NMRT Logo Contest (2000).

- Library and Information Technology Association (1999–2017).
- Reference and User Services Association (1999–2009). MARS Education, Training, and Support Committee (Chair, 2002–2003; Webmaster, 2001–2003; Member, 2000–present). Liaison to RUSA/MOUSS (2001–2002).

American Society for Information Science and Technology (1998–2004; 2006–2010). Special Interest Group for Library Science Education (1999–2004; Chair, 2001–2002; Chair Elect, 2000–2001). Planned seven concurrent sessions for the 2002 Annual Meeting.

### **State and Regional**

Expert Reviewer, 2005 RFP Process, VIVA: The Virtual Library of Virginia (PsycINFO).

ILCSO Integrated Library System Selection Committee and Voyager Implementation Steering Committee, OPAC Task Force (2001–2003). As part of the ILCSO statewide library consortium, reviewed integrated library systems for purchase. Worked with a state committee and local library committee to customize the Voyager OPAC interface.

### **James Madison University**

Volunteer, FIRST LEGO League Robotics Tournament (2012, 2015, 2017; Judge, 2017).

Honor Council panel member (2004–2016).

James Madison University Service Learning. Supervised student worker (Spring 2016, 30 hours; 2008–2009, 60 hours).

Madison Library Associates (2015). Created online course content and assignments: “Introduction to Project Management in Academic Libraries,” “Defining Project Management,” and “Project Management Tools: Project Overview and Timelines.”

Madison Institute on Academic Rigor (2011).

*Preface* facilitator, Freshman Orientation (Fall 2010).

Faculty Discussant, Annual Communication Studies Conference (2007, 2008, 2009).

Judge, Madison Cup Debates (2008, 2009).

Madison Symposium Planning Committee, James Madison University (2004–2005).

### **Libraries & Educational Technologies, James Madison University**

LET Leadership (2016–present).

Digital Preservation Librarian Search Committee (Chair, 2017).

Systems Developer and Administrator Search Committee (2017).

Assistant Director of Technology Search Committee (Chair, 2016).

Management Council (2011–2016).

Personnel Advisory Committee (2014–2016; 2008–2009).

Libraries & Educational Technologies Dean Search Committee (Summer–Fall 2014).

Faculty / Staff Meeting Committee (July 2013–June 2014).

CIT Senior Software Developer & Systems Engineer Search Committee (Spring 2014).

Metadata Librarian Search Committee (Summer 2013).

Library Faculty Meeting Planning Group (Spring 2012).

Systems and Applications Specialist Search Committee (Spring 2012).

1787 Resource Fair volunteer (2011).  
Content Systems Manager Search Committee, Technical Services (Summer 2011).  
Psychology Librarian Search Committee (Fall 2010).  
Library Applications Specialist Search Committee, Technical Services (Spring 2010).  
Personnel Advisory Committee (2008–2009).  
Web Specialist Search Committee, Digital Services (Fall 2007).  
Collection Development Committee, (2004–2008). Allocation Task Force (2004–2005).  
Strategic Planning Steering Committee (March 2006–Summer 2007).  
Web Projects Team (2004–2007).  
Reference Retreat Planning Committee (Spring 2004).  
Staff Development Committee (2004–2006).  
Applications Specialist Search Committee, (Fall 2004).

### **Morris Library, Southern Illinois University Carbondale**

Strategic Planning Steering Committee (2003–2004). Chair. Involved the entire library staff in drafting a five-year strategic plan; supervised work of four seven-member subcommittees; Served as liaison between library constituency groups, management team, and steering committee.

Special Collections Cataloger Search Committee (2004).  
Electronic Resources Librarian Search Committee (2004).  
Virtual Library Group (2003–2004). SIUCat (Voyager) customization team; Serials management evaluation team; Serials Solutions implementation team.  
Web Team Committee (1999–2003). Overhauled Morris Library web site into an integrated, database-driven design; Implemented library web site search and text-only conversion tool.  
Library Training and Development Committee (2002–present).  
Faculty Executive Board (2000–2002, Chair, 2001–2002).  
Faculty Research and Publications Committee (2000–2002). Chair, 2000–2001.  
Morris Library Organizational Models Task Force (2001).  
Integrated Library System Selection Committee (2001).  
Architect Selection Committee (2001).  
Instructional Support Services Manager and Web Coordinator Search Committee (2000).  
Associate Dean for Library Support Services Search Committee (2000).  
Government Documents Librarian Search Committee (2000).  
Acquisitions Librarian Search Committee (2000).

### **OTHER SERVICE**

Editor, Wikipedia (January 2015–present). As of October 2017, created 13 new Wikipedia pages, four Wikidata entries, and completed over six hundred edits.

Webmaster, Central Valley Habitat for Humanity, <http://www.centralvalleyhabitat.org/> (August 2015–present).

Mentor / supervisor to Elisa Alexander, LIS field experience student (Fall 2011).  
Judge, Virginia Junior Academy of Science. May 20, 2010, James Madison University.

Volunteer, Habitat for Humanity, Southern Illinois University Carbondale Chapter (Builder, 2000–2004; Web editor, 2000–2003).

Illinois History Fair Judge, Southern Illinois University Carbondale (Spring 2002, Spring 2003).

History Department Undergraduate Mentor, Southern Illinois University Carbondale (Fall 2002).

## **CONTINUING EDUCATION**

### **Major Professional Development**

“Agile Library Operations,” Library Juice Academy, May 1-28, 2017, 1.5 CEU.

Leading Change Institute, Council on Library and Information Resources and EDUCAUSE, Washington, DC, June 12–17, 2016.

“Introduction to the Semantic Web.” 2015. Library Juice Academy, April 6–April 30, 1.5 CEU.

“The Use of Library Systems Logs and Web Analytics for Assessment Purposes,” May–August, 2012, Research leave, James Madison University.

“Seven Habits for Highly Effective People.” 2008. Human Resources, James Madison University, September 16–23.

Sharon Hogan Management Symposium, with Anne Beaubien and Peter Hepburn. 2007. Pre-conference presented at the Association of College and Research Libraries (ACRL) National Conference, Baltimore MD, March 29.

“Learning C#, SQL Server, and ASP.NET,” May–August, 2007. Educational leave, James Madison University.

### **Non-Degree Courses**

CS 221, Principles of Programming, James Madison University, Fall 2006, 3 credits.

PSYC 605, Research and Inferential Statistics, James Madison University, Spring 2006, 3 credits.

SCOM 231, Signs, Symbols, and Social Interaction, James Madison University, Fall 2005, 3 credits.

SCOM 245, Introduction to Alternative Dispute Resolution, James Madison University, Fall 2005, 3 credits.

SCOM 240, Process of Human Communication, James Madison University, Spring 2005, 3 credits.

### **Workshops and Short Courses (Recent and Selected)**

#### *Librarianship & Technologies*

“Cherwell Information Technology Service Management.” 2017. JMU Information Technology, May 1 and 17.

“LibraryLink with VIVA/Zepheira and LinkedData @ LET.” 2017. VIVA/Zepheira webinar, February 7 and 22.

Regular attendance at Computer Science department lectures, including topics such as fuzzy matching, python & content analysis, Google Earth, 2011–2016.

“Introduction to JMU Networking.” 2016. Wes Davis, JMU Networking, April 12 and June 22.

“School of Strategic Leadership Studies 2016 Research Forum.” 2016. James Madison University School of Strategic Leadership Studies, February 19.

“Finding Time: From Industrial Mythology to Chronemic Literacy.” 2016. Electronic Resources & Libraries Conference streaming, April 4.

“Getting Ready for Human JavaScript.” 2015. Henrik Joretteg at EdUI, November 10.

“NVDA Screen Reader Training.” 2015. Virginia Department for the Blind and Vision Impaired, July 16.

“From 0 to 60 on SPARQL queries in 50 minutes.” 2015. DCMI, May 13.

“Library Value Communication: Conceptualizing Impact, Centering on Stakeholders, Crafting Messages, and Conveying the Story.” 2015. Association of College & Research Libraries Workshop, March 27.

“Working with Research Methods Classes.” 2014. Libraries & Educational Technologies, James Madison University, May 21.

“Using WordPress to Create and Deliver Documentation for Events Management Planning.” 2013. CIT Blended Learning Institute, James Madison University, October 21.

“Teaching from the Back of the Room.” 2013. Jonathan Paulo. Library Instruction Brown Bag, Libraries & Educational Technologies, March 27.

“Dspace / @mire.” 2013. Libraries & Educational Technologies, February 26.

“An Invitation to your Discipline: Natural Critical Learning Environments in Entry Level STEM” and “Deep, Surface and Strategic Learners: A STEM Workshop.” 2011. East Campus Library, Dr. Ken Bain, February 24.

“Programming Python.” 2012. Center for Instructional Technology workshops.

“iPad Sandbox.” 2012. JMU Libraries & Educational Technologies, June 2011 – April, 2012.

“E-books Bonanza.” 2012. JMU Libraries & Educational Technologies, April 13.

“Library Workflows Transformed.” 2012. OCLC Webinar, February 29.

“Involving Students in Research,” Center for Faculty Innovation, James Madison University, February 16, 2007.

“Discussion Board Design.” Center for Instructional Technology, James Madison University, Harrisonburg, IL, March 2005.

“Fostering Autonomous Learning.” Faculty Development Workshop at James Madison University, March 4, 2005.

“CLIR: Collaborative Library Instruction Repository.” With Jennifer Keach and Jennifer McCabe. Carrier Library, James Madison University, February 4, 2005.

“Open Access: Implications and Cost Models.” 2005. With David Stern, Director of Science Libraries and Information Services at Yale University. Special Libraries Association Virtual Learning Seminar, December 1.

“WebSurveyor Training: Create Online Surveys.” 2005. Center for Instructional Technology, James Madison University, Harrisonburg, IL.

“Usability Testing that Gets Results.” 2005. With Cari Wolfson, Focus on U. Usability University, General Services Administration, Washington, DC, December 8–9.

“Create Lists.” 2004. Millennium Training Session, James Madison University, August 11.

“User Interface Update.” 2004. Usability University, General Services Administration, Washington, DC, October 27–28.

Faculty Summer Institute. Illinois Online Network and the University of Illinois. Urbana, IL, Summer 2001.

“Documents To Go Legislative Workshop.” 2000. School of Information & Library Studies, University at Buffalo, Spring.

### *Workplace / Communication / Management*

- “Creating Team Collaboration.” 2017. JMU Training & Development, April 20.
- “Working at the Speed of Trust.” 2017, LET workshop and activities, Spring.
- “Myers-Briggs Type Indicator.” 2015. JMU Training & Development, February 4.
- “Strengths Deployment Inventory: Conflict.” 2015. JMU Training & Development, May 21.
- “A Practical Approach to Appreciative Inquiry in Action.” 2015. Association of College & Research Libraries Workshop, March 26.
- “DISC I and III.” 2013. JMU Training & Development with Technical Services, Fall.
- “Strengths Deployment Inventory.” 2013. JMU Training & Development with library faculty, December 10.
- “Working at the Speed of Trust.” 2012. JMU Training & Development, August 2 and 9.
- “Five Modes of Conflict.” 2012. JMU Training & Development, September 5.
- “Negotiation Skills.” 2012. JMU Training & Development, September 26.
- “Lessons from Penn State.” 2012. JMU Training & Development, December 13.
- “Meetings that Make a Difference.” 2012. Judy Rannow, JMU Training & Development for Library Faculty and L&ET Management Council.
- “I’m Your Leader: The Fundamentals of Effective Leadership” by Adam Goodman and “Leadership: What it Means for the Library Middle Managers.” 2012. ALCTS Virtual Midwinter Symposium, January 9-13.
- “Delegation and Feedback.” 2010. James Madison University. June 24.
- “Qualitative Research Institute.” 2010. Center for Faculty Innovation, James Madison University, January 6-7.
- DISC I-III. 2009–2010. Human Resources, James Madison University, December 7, 2009, and February 23 and March 9, 2010.
- “An Overview of Mature Project Management.” 2009. Brad Malone, certified PMI instructor, at Five by Five Communications, Fairfax, VA, June 5.
- “JMU Human Subjects Training.” Office of Sponsored Programs, James Madison University, January 7, 2005.

### **Conference Attendance**

- Association for College & Research Libraries (2011, 2015, 2017).
- EdUI (Richmond, VA 2010; Charlottesville, VA, 2015, 2016).
- EBSCO User Group (2016).
- Innovative Users Group Conference, Washington, DC; Chicago, IL (2008, 2012).
- The Charleston Conference, Charleston, SC (2011, 2012).
- American Library Association Annual Conference (2000–2008, 2010); Midwinter Meeting (2001–2003; 2007).
- Computers in Libraries (2002, 2008, 2009).
- Electronic Resources & Libraries Conference (2006)
- Virtual Reference Desk (2004).
- American Society for Information Science and Technology Annual Meeting (2001, 2002).
- Library and Information Technology Association Forum (2001, 2002).

## **SKILLS**

### **Data and Analytical Tools**

Statistical software (SAS, LISREL, SPSS) and related methods.  
Manipulation and statistical analysis of large data files in MS Access and Excel.  
Fluency in Perl and JavaScript.  
Database design and SQL.  
Survey software (WebSurveyor, Qualtrics).  
Usability testing software (TechSmith Morae, Bailey's Usability Testing Environment).

### **Library Technology**

Experience with LTI (Learning Tools Interoperability) application development for learning management system integrations.  
Extensive experience with Sierra and Millennium integrated library system and related hardware.  
Extensive experience with link resolver software, including OpenURL structure and troubleshooting.  
Extensive experience with challenges and solutions to remote access in the library environment such as proxy servers, firewalls, and browser compatibility issues. Experience with proxy servers, VPN software, and federated identity solutions.  
Mastery of library search platforms and vendor administrative and customization interfaces such as EBSCO, First Search, ABC-CLIO, Gale, OVID, ProQuest, and ScienceDirect.

### **General Technology**

Fluency with Web development technologies (e.g., HTML, CSS, JavaScript, DOM).  
Experience with UNIX/Apache and Windows/IIS server environments.  
Basic experience with ASP.NET web programming, including C# and Visual Basic.  
Knowledge of graphics software and formats, especially for the Web, including Adobe Photoshop.  
Knowledge of web standards, including accessibility guidelines, W3C recommendations, and browser compatibility requirements.  
Experience with Macromedia Contribute, Dreamweaver, IssueTracker, WebTrends, Google Analytics, Fiddler, and other web-related software and tools.  
Experience with a wide variety of third-party tools, including document sharing, blog, wiki, web hosting, collaboration, and content management software such as WordPress, Weebly, Google Docs, PBWorks, Trello, etc.  
Extensive knowledge of SharePoint (front-end architecture and design).