

# Shannon M. Staley: Curriculum Vitae

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## Education

- MLIS (Library & Information Science) San José State University  
2005, Summa Cum Laude
- BA (English Literature) University of California, Berkeley  
1993, Honors

## Professional Experience

### October 2010 – Present: University Library, San José State University

- 2010 – Present: *Education & Web Services Librarian*  
Provide instruction, collection development, and research services for Child & Adolescent Development, Elementary Education, Secondary Education, and Special Education departments in the College of Education. Additionally, serve as the LRDC Coordinator. Oversee the design of user-centered, web-based applications in support of the San José State University educational mission.

### June 2009 – Present: University Library, San José State University

- 2009 – Present: *Education Librarian*  
Provide instruction, collection development, and research services for Child & Adolescent Development, Elementary Education, Secondary Education, and Special Education departments in the College of Education. Additionally, serve as the LRDC Coordinator.

### March 2007 – June 2009: University Library, San José State University

- 2007 – June 2009: *Digital Technology & Social Sciences Librarian*  
Provide instruction, collection development, and research services for the Psychology and Geography departments in the College of Social Sciences. Oversee the design of user-centered, web-based applications in support of the San José State University educational mission.

### 1998 – March 2007: University Library, San José State University

- 2000 – 2007: *Web Coordinator / Web Technology Services Lead*  
Oversee development and maintenance of library online resources—including web sites, the library catalog and SJSU information literacy tutorials—in support of student and faculty research needs. Apply technology to facilitate reference, library instruction and collection management services for a diverse clientele. Investigate emerging technologies for optimizing library services. Conduct usability testing with library patrons to ensure usable and accessible design in accordance with CSU, city, state and federal guidelines. Develop policies and procedures for web technology services.

- 1998 – 2000: *Course Reserves Evening Supervisor*  
Manage the Course Reserves Unit. Train and supervise student assistants in processing print and electronic course reserves. Set public service priorities, troubleshoot software / access problems, and make recommendations for technological improvements.

### **1991 – 1997: Doe Research Library, University of California, Berkeley**

- 1994 – 1997: *Billing Supervisor, Interlibrary Services*  
Ensure charges and payments for customer accounts were accurately recorded. Oversee special library access for Bay Area non-profit organizations and corporations, utilizing knowledge of online resources and over 40 campus library collections to research and locate request material.
- 1991 – 1994: *Circulation Assistant, Doe Research Library*  
Hire, train and supervise student library employees in circulation and collection maintenance job duties.

## **Relevant Experience**

- 2005: *Proposed and Implemented Research Project for MLIS Thesis*  
Developed methodology for assessing subject guide use on the SJLibrary.org web site. Utilized research methods skills to collect and interpret statistical data in order to recommend service improvements.
- 2000 – 2002: *Usability Consultant, Alison J. Head & Associates*  
Conducted interface design audits and formal web site usability testing for various companies and organizations in the Bay Area. Investigated the usability of seven corporate research intranets to determine whether they support the information needs of employees [published report, 2002, Special Libraries Association].

## **Publications and Presentations**

### **Publications**

- “Standardised Library Instruction Assessment: An Institution-specific Approach,” *Information Research*, September 2010, v.15:3 (<http://informationr.net/ir/15-3/paper436.html>) [refereed article]
- “Collaborative Strategic Planning: A Wiki Application,” *Journal of Web Librarianship*, February 2008, v.2:1, pp. 3-23. [refereed article]
- “Academic Subject Guides: A Case Study of Use at San José State University,” *College and Research Libraries*, March 2007, v.68:2, pp. 119-139. [refereed article]
- *On the Job Research: How Usable are Corporate Research Intranets?* by Alison J. Head with Shannon Staley, Alison J. Head & Associates, Washington DC: Special Libraries Association, 2002. [SLA special report]

## Professional Conference Presentations

- "SharePoint for Libraries: Streamlining Your Intranet Management," *Internet Librarian*, October 24, 2008. [presentation with co-presenter, Sarah Houghton-Jan]
- "Using a Wiki in Collaborative Strategic Planning," *American Library Association Conference*, June 28, 2008, ACRL University Libraries Section. [refereed poster session]
- "Student Expectations for Library Web Site Organization." *Science & Technology Section, ALA Annual Conference*: Toronto, June 19-25, 2003. [presentation with research partner, Charity Hope]
- "On the Job Research: How Usable are Corporate Research Intranets?" *Intranets 2002 Conference*, October 29-31, 2002, Santa Clara, CA. [presentation with co-author, Alison J. Head]

## Local SJSU Conference Presentations

- "A Standardized Approach to Assessment: Results from a Pilot Study of Library Instruction Sessions at San José State University," *2009 SJSU Librarians' Research Forum*, June 12, 2009, Dr. Martin Luther King, Jr. Library, San José State University.
- "Customizing Subject Guide Content for Different Disciplines: A User-centered Approach," *2007 SJSU Librarians' Research Forum*, December 14, 2007, Dr. Martin Luther King, Jr. Library, San José State University.
- "Academic Subject Guides: A Case Study of Use at San José State University," *4th SJSU Librarians' Research Forum*, May 19, 2006, Dr. Martin Luther King, Jr. Library, San José State University.

## Grant Funding

- 2010 - *CSU Mini Grant*, California State University. Awarded \$4200 to improve the usability of an information literacy assessment tool. Also to build in automated statistical reports.
- 2010 - *CARL Research Award*, California Academic and Research Libraries Association. Awarded \$1971 to continue assessment of student information literacy skills.
- 2008-2009 - *Junior Faculty Career Development Grant*, San José State University. Awarded \$2000 to support a project measuring the impact of library instruction on student information literacy skills.

## Technical Skills

- Microsoft Office Suite (Word, Excel, Access, PowerPoint), Microsoft SharePoint
- Knowledge of Web 2.0 Technologies such as blogs, wikis, image hosting, mashups, etc.
- Web Languages (HTML, JavaScript, Cascading Style Sheets, PHP, CFML)

- Web HTML editors such as Dreamweaver
- Programming (JAVA)
- Database Applications (MS SQL Server, ColdFusion, SQL, Oracle)
- Graphic Design Applications (Adobe PhotoShop Creative Suite, Flash)
- Statistical Analysis Software (SPSS)

## **Other Relevant Skills**

- Excellent communication and teaching skills; experience conveying complex and/or technical concepts to library patrons and staff
- Strong interpersonal and team-oriented skills
- Excellent problem-solving skills; ability to envision effective, innovative solutions to gaps in service

## **Professional / Scholarly Organizations**

- Association of College and Research Libraries
  - Instruction
  - University Libraries
- Library and Information Technology Association
- Reference and User Services Association
  - Collection Development and Evaluation
  - History
  - Machine Assisted Reference Services
  - Reference Services Section
  - RUSA Sharing and Transforming Access to Resource Section