# Emily Summer Singley

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## Education

**Master of Library Science,** Simmons College, Boston, MA, 2011

**Master of Music,** University of Minnesota, Minneapolis, MN, 2001

**Bachelor of Music,** Northwestern University, Evanston, IL, 1996

## Library Experience

**Head Librarian, Systems & Applications**
O'Neill Library, Boston College, Boston, MA
September 2015-present

- Manage the library Systems department; supervise professional staff, oversee planning and implementation of library technologies
- Serve on library committees

**Systems Librarian II**
Library Technology Services, Harvard University, Cambridge, MA
June 2013-August 2015

- Worked collaboratively with library staff from across Harvard to implement, support, and enhance library systems, including Aleph, Primo, ILLiad, and SFX.
- Served on the Discovery Platform Investigation working group to evaluate discovery systems; performed a Harvard-wide survey to gather user input on search behaviors and needs.
- Served on the Search & Discovery Initiative Education Committee; presented to Harvard Library staff on library technologies, led forums and round table discussions on the topic of library usability.
- Worked collaboratively on the usability lab proposal; gathered input from other academic institutions to determine what was needed to staff and stock an effective usability lab.

**Systems/Reference Librarian**
Southern New Hampshire University, Manchester, NH
January 2012-June 2013

- Provided broad support for library systems including the library's website, LibGuides, integrated library system (Millennium), discovery system (Summon), ILL management software, and link resolver (360Link).
- Collaborated with librarians to redesign both external and internal library web sites.

- Developed a remote usability study of the library website designed to measure the usability of online library services for distance students.
- Created customized web screens for ILLiad interlibrary loan system; trained staff in new system.
- Developed an online troubleshooting guide to provide 24/7 support for patron access to electronic resources.
- Enabled Google Analytics reporting for library applications.
- Developed a user-friendly link generator to enable patrons to easily create proxied URLs.
- Served on working group for implementation of Canvas LMS; provided library instruction through Canvas.
- Provided reference and instruction services at a small, traditional liberal arts university.

**Technical Services Supervisor**

Curry College, Milton, MA
2008-2012

- Supported library applications including library website, internal web portal, and ILL software.
- Led re-design of library web site; developed internal library portal site; coded and maintained web content using HTML, CSS, and JavaScript.
- Implemented, upgraded, and customized library tools, including the library catalog, ILL system, and electronic resource management system.
- Trained librarians and staff in use of library applications; created training documentation.
- Supervised student workers and library interns in interlibrary loan and copy cataloging.

**Branch Clerk**

Cheyenne Mountain Public Library, Pikes Peak Library District, Colorado Springs, CO
2001-2002
*Worked circulation and information desks in a busy public library.*

**Library Assistant II**

MINITEX, University of Minnesota, Minneapolis, MN
1999-2001
*Supervised the lending of interlibrary loan requests at a major research library.*

**Technical Services Assistant**

Evanston Public Library, Evanston, IL
1994-1996

- As part of a team, designed, created, and maintained the first website for the Evanston Public Library. Coded HTML via a UNIX shell environment.

**Library Aide**

Northwestern University Music Library, Evanston, IL
1993-1994
*Worked in music acquisitions at a large academic music library; Created original descriptive bibliographic records for scores and sound recordings.*

## Other Professional Experience

**Associate Principal Clarinet,** Colorado Springs Philharmonic Orchestra,
Colorado Springs, CO, 2001-2008
*Played clarinet in a professional regional orchestra.*

**Principal Clarinet and Clarinet faculty,** Cedar Rapids Symphony, Cedar Rapids, IA, 1998-1999
*Member of a professional orchestra and faculty at the Symphony School.*

**Adjunct Clarinet Professor,** Cornell College, Mount Vernon, IA, 1998-1999.
*Taught clarinet performance at a liberal arts college.*

## Technological Fluency

- Highly proficient in HTML, CSS, and JavaScript; experience scripting in PHP.
- Use of Morae software for usability testing; use of Adobe Connect and Join.me for remote user testing.
- Created web content in content management systems including Drupal, Microsoft SharePoint, Ingeniux, and WordPress.
- Experience reporting on library use through Cognos and Google Analytics.
- Experience teaching with Canvas and Blackboard learning management systems.

## Professional Engagement

- Moderated *Website Usability in Libraries*, a panel discussion with local usability experts for an audience of Harvard Librarians, March, 2014.
- Presented at Ex Libris Users of North America conference, April, 2014.
- Presented *Websites that work: an exploration of user-centered website design* at the New England Genealogical Society, March, 2013.
- Consultant to Smyth Public Library in Candia, NH on library website design. May, 2013.
- Featured speaker at the Merri-Hill-Rock Co-op library consortium meeting in Hooksett, NH; presented on library website usability. October, 2012.
- Author of *Usable Libraries*, a blog on library website usability.