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.