

Steven D. Shelton

UTC Library, Dept. 6456
600 Douglas Street
Chattanooga, TN 37403
Steven-Shelton@UTC.edu

Employment

University of Tennessee at Chattanooga Library / Chattanooga, TN

Digital Development Librarian / May 2018 – present

- Build (investigate, design, test, implement) and maintain (document, support, troubleshoot, assess) library systems and technologies.
- Enhance cross-platform integration of online resources and services.
- Develop according to contemporary design, coding and accessibility standards.
- Participate in the acquisition, development, and support of digital collections, tools, services, and applications that facilitate teaching, learning, and research.
- Develop and maintain information technology services in an effective student-learning environment.
- Provide consultation, support and problem resolution to ensure library software and hardware is functional, interoperable, and serves the ongoing goal of supporting research and teaching.
- Guide students, faculty, and staff in use of technology resources.
- Partner with campus faculty, staff, and students as a technology leader, facilitator, trainer, designer, and developer of information technology initiatives and projects.
- Identify, evaluate, and recommend technologies and resources for campus and library needs.
- Maintain computers, hardware, and software delivery and production platforms.
- Promote student success and retention through advocacy of use of library services and resources.
- Serve as backup to other members of the library's Information Technology Services Team.

Web Services Librarian / May 2015 – May 2018

- Develop and maintain public-facing web interfaces.
- Develop consistent processes for documenting, storing, and maintaining

the library's servers and custom code bases.

- Work with Library IT to cross-train on systems that the department supports.
- Develop framework and procedures for regular UX testing of interfaces.
- Explore opportunities to enhance website for internal and external users.
- Assist the Accessible Technology Initiative in determining accessibility of library software and Content Management Systems.

Georgia Regents University – Greenblatt Library / Augusta, GA

Systems Librarian / May 2014 – May 2015

- Lead role in maintenance of library systems including Voyager ILS, Illiad ILL, EZproxy and SFX link resolver.
- Customize public-facing interfaces for all systems.
- Design and maintain content for digital sign utilizing Tightrope Media Systems Carousel.
- Lead role in maintaining and enhancing combined University Libraries web pages utilizing the OUCampus CMS system.
- Liaison to Information Technology Services.

Richland Library / Columbia, SC

User Experience Specialist / November 2012 – April 2014

- Conduct usability testing on existing interfaces to isolate opportunities to enhance user experience.
- Manage focus groups targeted to defined personas.
- Oversee task-driven UX sessions on existing and proposed interfaces.
- Department contact for all feedback and issues.
- Utilize wire-framing and rapid prototypes to develop/improve interfaces focused on user experience.
- Collaborate with team members, consultants and vendors utilizing Basecamp.
- Assist in enhancing Drupal site as needed and committing code with GitHub.
- Lead role as liaison to content contributors.
- Plan and execute frequent 'road shows' to update staff on new features and to gather feedback.
- Project manager for institutional long-term goal of creating community groups.

University of Arkansas Fort Smith / Fort Smith, AR

Web Services Librarian / March 2010 – July 2012

- Manage all public-facing interfaces including: library website, Innovative Interfaces OPAC, LibGuides, Serial Solutions link resolver, vendor database customizations, ContentDM and other custom discovery interfaces / repositories.
- Update all interfaces to match a campus website redesign.
- Implemented a cron script to update the main navigational menu on these interfaces when changes occur on the campus site.
- Troubleshoot and resolve technical issues with electronic resources.
- Liaison to College of Languages and Communications.
- Provide instruction as needed including lead role in Zotero instruction.
- Perform introductory sessions for new students and faculty as needed.
- Train staff and create documentation as necessary.
- Provide reference service as needed.
- Manage digital sign using open-source Xibo software.
- Supervise student workers on select digitization projects.
- Manage two Windows servers hosting web pages and web applications.
- 'Mobilized' library web interfaces with unified theme including our main site, journal locator, Libguides and OPAC.
- Implemented open source LibStats software to record reference transactions.
- Utilizing feedback from a survey built on the open-source LimeSurvey software, redesigned databases page into a discovery interface that consumes data from our Libguides system.
(Created custom tutorial overlay for this database page built with jQuery.)
- Created custom discovery interface for unique digital collection.
(utilizing PHP, MySQL and jQuery)
- Completed digitization of yearbook collection. This project was less than 50% complete after two years but under my direction the balance was completed in six months.
- Collaborated with Student Support Services to facilitate instructional sessions for students enrolled in this program.
- Collaborated with Coordinator, Office of Non-Traditional Student Support to provide instruction sessions.
- Lead role in facilitating Academic Research in the Electronic Library faculty training in conjunction with Center for Excellence in Teaching and Learning.

- Serve on campus web redesign committee.
- Serve on Council of University of Arkansas Research Libraries Digital Initiatives Committee.
- Participate in UAFS Culture Net as a 'conversation partner' with ESL students and visiting scholars.
- Completed initial investigation and testing for a permanent repository by installing and testing Omeka, DSpace and Fedora Commons/Islandora.

Kansas State University Libraries / Manhattan, KS

Digital Learning Special Projects Resident / August 2008 - March 2010

- Work with Instructional Design Librarian to maintain and develop learning objects.
- Work with Digital Initiatives Department and others within the K-State Libraries to explore and create online solutions.
- Work with Usability Team to test user interfaces.
- Teach in-person instructional sessions offered by the Instruction Unit.
- Provide reference service through the library help desk and instant messaging.
- Utilized open source software to create Cite-It citation tool.
- Modified existing custom PHP/MySQL class scheduling software to improve data entry and management on the back end and improve user experience on the front end.
- In collaboration with committee, created discovery interface for a unique aerial map collection. Discovery interface utilized dynamically generated pages via PHP scripting, MySQL and XML data. <http://bit.ly/kapi-sds>

Eastern Oklahoma District Library System - Tahlequah Public Library Branch / Tahlequah, OK

Interim Manager - Library Technology Specialist / November 2003 - July 2008

- Maintained websites for two branches and implemented a website redesign.
- Interim Manager from January 2008 to July 2009.
- Supervised staff of approximately 12 librarians at two branches
- Responsible for installation, maintenance and troubleshooting IT.
- Design and instruct public computer classes and train staff as needed.
- Research and recommend equipment, databases, and books.

Service

University Service

University of Tennessee at Chattanooga

- UTC Web Services Committee, member, 2015 – 2018
- UTC Sustainability Committee, member, 2016 – 2017
- UTC Academic Standards Committee, member, 2017-2018
- UTC Course Learning Evaluations Committee, member, 2018-2019
- UTC Faculty Rating of Administration Committee, member, 2019-2020

University of Arkansas - Fort Smith

- UAFS Website Redesign Task Force, member, 2010-2011

Library Service

University of Tennessee at Chattanooga Library

- Outreach Committee, member, 2015 – 2016
- Library Electronic Resources Committee (LERC), member, 2016 – 2018
- Guide Migration Task Force (GMTF), Chair 2016 - 2017

Other Service to the Profession

- Council of University of Arkansas Research Libraries (CUARL) Digital Initiatives Committee, member, 2010-2012
- ACRL – Literatures in English Section, Website Editor, 2016-2018
- Code4Lib 2017 Website Working Group, volunteer, 2016-2017
- Tennessee Library Association Audio Visual Committee, co-chair, 2016 – 2018
- Digital Library of Tennessee Committee, member, 2017 – 2018
- UXPA Conference Review Committee, reviewer, 2017-2018

Education

- M.L.I.S. University of Oklahoma Tulsa, OK 2008
- B.A. cum laude English, Mass Communications 2001
Northeastern State University - Tahlequah, OK

Honors

- Beta Phi Mu - Lambda Chapter / University of Oklahoma
- Theta Sigma Honor Society
- The 2019 Dr. Joseph A. Jackson Library Faculty Development Award

Publications

- Shelton, S. Robots Stole My Job: AI and Robots in Libraries. Computers in Libraries, Jan./Feb. 2019, V.39 #1
- Haber, N., Shelton, S., & Chassaing, W. (2018) UX and Your Library: A Scalable Model, Journal of Library & Information Services in Distance Learning, DOI: 10.1080/1533290X.2018.1498636

Presentations

- AI, Robots, Machine Learning and Libraries. The Library Innovation Conference (ILI 2018). London, UK. October 16, 2018
- Robots Took My Job! AI, Automation, and Impacts on Libraries, Netspeed 2017, Edmonton, Alberta, Canada, October 4, 2017
- Is This Better? Google Optimize Primer, edUi 2017, Charlottesville Virginia, September 26, 2017
- UX for Less BUX: Five Tools for UX on the Cheap, 2016 LITA Forum, Fort Worth, Texas, November 19, 2016.
- Tag and Release: Google Tag Manager in the Wild, (poster). 2016 LITA Forum. Fort Worth, Texas, November 19, 2016
- Something for Nothing: Free UX Tools, edUi 2016. Charlottesville, Virginia, October 24, 2016
- Tag and Release: Using Google Tag Manager, Tennessee Library Association Annual Conference 2016. Kingsport, Tennessee, April 8, 2016.
- Contract for Impact – how a statewide system created a Request for Proposal (RFP) for a next-generation integrated library system, (with R. Bustos, P. Shipman, and W. Clayton) Southern Chapter of the Medical Library Association Annual Meeting. Mobile, Alabama, October 30, 2014
- Using Web 2.0 Social Technology to Build a Cyber-infrastructure for an Interdisciplinary Biomedical Research Community of Practice, (collaborator) Poster session - CDC National Conference on Health Communication, Marketing, and Media. August 7-9, 2010.
- Teach your browser new tricks: Web-based instruction tools at K-State, Kansas Library Association Conference. Wichita, Kansas, April 2, 2009.
- OSS Onramp: Five innovative projects by library school students using open source software, Oklahoma Library Association Conference, Oklahoma City, Oklahoma, April 23, 2008.

Affiliations

- Tennessee Library Association
- American Library Association
- Association of College and Research Libraries
- Oklahoma Library Association
- Kansas Library Association
- Georgia Library Association
- Southern Chapter / Medical Library Association