ROBIN NAUGHTON

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EDUCATION

PhD, Information Studies | 2012 | *College of Computing & Informatics, Drexel University*
Dissertation: Designing Public Library Websites for Teens: A Conceptual Model

MA, English Literature | 2002 | *Brooklyn College, City University of New York (CUNY)*
Thesis: A Textual Analysis of *Incidents in the Life of a Slave Girl*

BFA (Cum Laude), Creative Writing, | 1999 | *Brooklyn College, City University of New York (CUNY)*

FELLOWSHIPS & AWARDS

Appreciation Awards | 2013 | *Special Libraries Association – Philadelphia Chapter*
For service migrating the 2012 website and assisting with the hospitality site for 2011 SLA Annual Conference

Phoebe W. Haas Endowed Fellowship for Women Doctoral Students | 2012 | *iSchool, Drexel University*
The Haas Fellowship (~$6000) is based on academic merit and financial need

The Beverly M. Knower Award | 2011 | *Special Libraries Association – Philadelphia Chapter*
The award covered conference registration to attend the Annual SLA Conference in Philadelphia.

Laura Bush 21st Century Librarian Fellowship | 2008 – 2011 | *Institute of Museum & Library Services (IMLS)*
The IMLS Fellowship covers tuition, living expenses in the form of a stipend and research-related conference travel while pursuing a PhD in Information Studies at Drexel University College of Information Science and Technology.

Computer-Human Interaction Mentoring Workshop (CHIMe) Scholarship | 2010
The CHIMe Scholarship (~$1200) covered travel and accommodations for CHIMe workshop, and registration at the CHI 2010 Conference in Atlanta, GA.

PROFESSIONAL & RESEARCH EXPERIENCES

Digital Systems Manager | June 2015 – Present | *New York Academy of Medicine – Library*
- Develop and manage the digital program for the Library at New York Academy of Medicine (NYAM), including current and future digitization projects.
- Lead the working group on digitization.
- Provide strategies, processes and systems to support digitization growth.
- Manage and develop the Library's ILS and CMS to better support cataloging and development of the Grey Literature database.
- Collaborate with internal and external library, museums and archival communities.

Digital Project Manager (Consultant) | December 2013 – Present | *Oxford University Press – English Language Teaching*
- Managed multiple digital projects from conception to launch, including eBooks, mobile applications, and teacher presentation tools (interactive whiteboard) with a user-centered research and design focus
- Managed budgets, multiple vendor relationships and freelancers for product development and quality assurance testing throughout the software development lifecycle
- Conducted online data analysis of top mobile devices used across products and geographic location
- Managed prototype development of mobile app for language specific product streams
- Researched and wrote strategic solutions for mobile application development of English Language Teaching
- Lead weekly meetings with editorial, digital media, design, and key stakeholders for products
- Analyzed content management system (Desire2Learn) and developed question import templates for production

Digital Project Manager (Consultant) | March 2014 – June 2015 | *LearningExpress LLC*
- Managed the update to product user reports website and wrote reports user guide
- Managed the development of a new corporate website from conception to launch
- Functioned as Agile project manager and Scrum lead
- Analyzed and wrote product documentation, including user stories, workflows, wireframes, & technical requirements
- Managed and conducted quality assurance testing

- Collaborated with developers, project managers, marketing, and product owners

QA Tester (Consultant) | August 2013 – March 2014 | *LearningExpress LLC*
- Conducted quality assurance (QA) on products prior to launch, including single-sign-on
- Designed and performed usability evaluation of LearningExpress Library products
- Mapped O*NET Spanish language data for product development of new Job and Career Accelerator
- Analyzed product hierarchies and modified information architecture
- Wrote test cases for products and participated in daily technology and content scrums

Researcher (Consultant) | January – April 2013| *Vestar Consulting*
- Conducted competitive market research in education and publishing
- Developed company profiles based on business intelligence and analysis

myMETRO Researcher | 2013 | *Metropolitan New York Library Council (METRO)*
- Conducted research on the Harsimus Branch Embankment as part of the Landmark Preservation research group
- Worked collaboratively with the Embankment Preservation Coalition to identify project impact in the community
- Wrote an annotated bibliography with resources relating to the preservation and use of historic landmarks
- Developed visual timeline of Embankment Preservation activities
- Presented research at METRO conference

IMLS Fellow/Research Assistant | 2008 – 2012 | *College of Information Science & Technology, Drexel University*
- Conduced user-centered research on teen's mental models of public library websites for teens
- Conducted stratified sampling of public and school libraries in the United States using NCES and 2012 Census data for national survey on social technologies in libraries for Youth Online research group as part of IMLS Grant
- Designed and built three websites: 1) iSchool PhD Portal, 2) digital collections repository, and 3) PAKM conference
- Managed HTML content migration and design for Internet Public Library (http://ipl.org/) redesign

User Experience (UX) Intern | Summer 2010 | *Infragistics*
- Conducted user interviews regarding UX/UI roles and documented the process for product development
- Identified areas of need and proposed possible solutions

Web/Intranet Project Manager | 2005 – 2008 | *Kaplan Test Prep & Admissions*
- Managed the intranet (KapNet) for Kaplan Test Prep & Admissions companies (~24,000 active users) worldwide, including communication strategy, site design and development, and daily system, security, and server administration
- Utilized web analytics software to develop and analyze site usage and content metrics
- Trained editors and system administrators to manage content implementation through the CMS
- Wrote user guide, how-to quick reference sheets, and overall site help

Distance Learning Web Producer/Technical Lead | 2004 – 2005 | *Kaplan Test Prep & Admissions*
- Produced online educational websites from concept to launch, including instructional design and information architecture
- Developed metadata standards, workflows, project plans, and quality assurance (QA) guidelines for product delivery
- Managed weekly product pushes to 2 staging and 3 web servers to launch and update live products
- Worked with team to develop a new Flash user interface for instructional content
- Ensured integrity of content team's product request through regular meetings and analysis
- Conducted product analysis, wrote technical documentation and user guide for Jasper platform, XML authoring, and content entry

Online HTML Developer | 1999 – 2004 | *Kaplan Test Prep & Admissions*
- Built online educational websites, lead product development, and developed multimedia online courses
- Installed and tested document type definitions (DTD); converted schemas to DTDs; wrote technical documentation
- Trained coders/developers, content teams, and freelancers; formatted content from vendors for Palm PDA instruction
- Negotiated with Real Networks to develop Real 10 for MAC OS X to better support products

TEACHING EXPERIENCE

Adjunct Faculty – Resources for Young Adults | 2013 | *College of Computing & Informatics, Drexel University*
- Taught online graduate course in resources for young adults to future librarians
- Taught students how to create websites, online pathfinders and blogs, to attract and educated teens

Guest Lecturer – Library Management | Summer 2013 | *The Murphy Center*
- Guest lecturer for course on Library Management at the Murphy Center in New York City.

- Presented on the history of library websites and how library managers can respond to current and future needs of libraries.
- Focused on the intersection of library management and user experience.

Teaching Assistant –Nursing Informatics | Fall 2011 | *College of Computing & Informatics, Drexel University*
- Taught two graduate lab sections of Nursing Informatics to future nurses
- Taught students database search techniques, use of iTouch devices for nursing, and evidence-based inquiry

Online Instructor – Effective Writing II | 2006 – 2007 | *Kaplan University*
- Used the eCollege platform to teach online effective writing course to AA & BA degree students
- Managed online student discussions, live seminars and overall web presence

Instructor – Graduate Tools & Tips Workshop | Winter 2007 | *Brooklyn College, CUNY*
- Designed course to teach students how technology can help with daily graduate studies
- Taught students online research, grammar and MS Office for writing graduate papers

Research Assistant & Instructor – Graduate Technology & Writing | 2003 – 2004 | *Brooklyn College, CUNY*
- Designed and created Graduate Writing & Technology course for first generation graduate students
- Instructed students on the use of technology to enhance graduate writing, online research, and Microsoft Office software

Adjunct Lecturer – English Composition | 2002 – 2003 | *Brooklyn College, CUNY*
- Designed and taught English Composition course to first year college students
- Used Blackboard for online class work and assignments

SERVICE

Web Team Leader | 2013 - Present | *ASIS&T Special Interest Group - Information Needs, Seeking & Use (SIGUSE)*
- Elected in 2013 at the Web Team leader beginning term after ASIS&T Annual Conference in November.
- Manage, design and develop website to support the SIGs needs and goals for the year.

Webmaster| 2013 - Present | *ASIS&T New Jersey Chapter*
- Took a leadership role in the rejuvenation of the ASIS&T New Jersey Chapter website.
- Managed and implemented a WordPress website as a sub-directory of the national association's web domain.
- Worked with other volunteers to develop and enhance the chapter's web presence.

Webmaster & Consultant | 2012 - 2013 | *Special Libraries Association - Philadelphia Chapter*
- Migrated chapter website to new national WordPress standard and wrote web manager user guide.
- Managed content and social networking presence, including Twitter, Facebook, LinkedIn and FeedBurner
- Consulted on website throughout 2013 on Job Manager plugin and other website developments.
- Trained new Webmaster on implementing WordPress multi-site functionality.

Webmaster | 2009 – 2011 | *Drexel University Special Library Association Student Chapter (DUSLA)*
- Managed the transition from the old website to a new website, including the addition of Web 2.0 features
- Worked on the SLA Philadelphia Chapter 2011 Annual Conference Hospitality website and the Annual Holiday Party and Silent Auction websites.

Conference Volunteer | 2010, 2012 | *National Federation of Advanced Information Services Conference (NFAIS)*
- Assisted with conference registration and assisted participates during conference sessions

Reviewer | 2010 | *Conference on Practical Aspects of Knowledge Management (PAKM)*
- Reviewed submitted papers for inclusion in the conference.

Game Host | 2010 | *Drexel iSchool Girl Scouts (6th – 10th grade) Event*
- Helped with the development of an information science and technology game version of "Who wants to be a millionaire"
- Co-host "Who wants to be a millionaire" girl scouts activity

Panelist | 2010 | *A Guide to Success for Ethnic Minority Graduate Students, Drexel University*
- One of five panelists in a graduate orientation session for Ethnic Minority graduate students at Drexel University
- Discussed how to navigate graduate school at Drexel as a minority student

Interviewee | 2009 | *ipl2 Website Launch Video (12/2009), Drexel University*
- Interviewed about role in ipl2 redesign for ipl2 website launch video

Presenter | 2009 | *PHD Student Orientation, Drexel University*
- Presented on PhD program diversity at Fall 2009 PhD Orientation

PUBLICATIONS & PRESENTATIONS

REFEREED PAPERS
- **Naughton, R.** (2015). Teen Library Website Models: Identifying Design Models of Public Library Websites for Teens. *Journal of Research on Libraries & Young Adults, 6.* Web.
- **Naughton, R.**, & Agosto, D. (2012). Favorite Websites: Understanding Prior Knowledge of Teens' Mental Models of Public Library Websites for Teens. *American Society for Information Science and Technology (ASIS&T) conference*, October 26-30, 2012, Baltimore, MD.
- Agosto, D. E., Abbas, J., & **Naughton, R.** (2011). Relationships and social rules: Teen's social network and other ICT selection practices. *Journal of the American Society for Information Science & Technology.*
- Hall, C., & **Naughton, R**. (2010). Aggregating Digital Collections: Towards a Social Community for Identification, Organizations, and Evaluation. *Library Research Seminar V: Integrating Practice and Research.* October 6 – 9, 2010, College Park, Maryland.
- **Naughton, R**., & Lin, X. (2010). Recommender Systems: Investigating the Impact of Recommendations on User Choices and Behavior. *Proceedings of the ACM Recommender Systems Conference 2010 Workshop on User-Centric Evaluation of Recommender Systems and Their Interfaces (UCERSTI)*, September 30, 2010, Barcelona, Spain.

REFEREED POSTERS
- **Naughton, R.** (2012). A Conceptual Model: Designing Public Library Websites for Teens. ALISE Jean Tague Stucliffe Doctoral Student Competition. *Association for Library and Information Science Annual Conference (ALISE)*, January 17 – 20, 2012, Dallas, TX..
- **Naughton, R.**, Hall, C., Zhao, H., & Lin, X. (2010). PhD Portal: Developing an Online iSchool Doctoral Student Community. *iConference 2010*, February 3 – 6, 2010, Champaign, Illinois.
- Hall, C., **Naughton, R**., & Lin, X. (2009). Three Rs of Digital Collections. *iConference 2009*, February 8 – 11, 2009, Chapel Hill, North Carolina.
- Hall, C., **Naughton, R**., Lin, X. (2009). Identifying, evaluating and recommending digital collections: a social community approach *American Society for Information Science and Technology* (ASIS&T) conference, November 6-11, 2009, Vancouver, British Columbia, Canada.

PRESENTATIONS
- **Historical Preservation & Adaptive Reuse (2013)** – myMETRO Researchers
- **User-Centered Instructional Design (2013) -** ACRL/NY Distance Learning Discussion Group
- **Favorite Websites (2012)** - *ASIS&T Conference*, October 26-30, 2012
- **Recommender Systems (2011) - myMETRO Presents: An Evening of Presentations by myMETRO Student Members**
- **PHD Portal Website (2009) -** Presented the PhD Portal website to incoming PhD students**.**

SKILLS

User-centered research, Qualitative & Quantitative methods, Usability, Mental & Conceptual Models, Information Architecture, Wireframes, Workflows, Prototypes, Documentation, Instructional Design, NVivo, SPSS, Nettracker, Google Analytics, WebTrends, Survey Monkey, EndNote, CINAL, PUBMED, Camtasia, Axure, Adobe Creative Suite (Dreamweaver, Flash, Photoshop, Illustrator, InDesign, Fireworks, Acrobat), MS Office Suite, Project, Visio, Google Docs, Genesys, WebEx, Adobe Connect, Drupal, Joomla, WordPress, XML, HTML, SGML, JavaScript, MySQL, CSS, PBWorks, MediaWiki, WikiSpaces, Blogspot, Facebook, Twitter

PROFESSIONAL AFFILIATIONS

- Association of Information Science and Technology (ASIS&T); ASIS&T SIG USE; ASIS&T NJ Chapter
- Association of Library and Information Science Education (ALISE); Youth Services SIG
- Association for Computing Machinery (ACM); Computer Human Interaction (SIGCHI); PhillyCHI, NYCHI
- Special Libraries Association (SLA); Philadelphia Chapter; New York Chapter
- Metropolitan New York Library Council (METRO)