

Ray Laura Henry

rayh@uoregon.edu

EDUCATION

- Master of Library and Information Science, University of Washington
- Bachelor of Arts, English/Women's Studies, Portland State University, *summa cum laude*

EXPERIENCE

Director, Applications Development and Integration; Digital Technologies Development Librarian, University of Oregon. Eugene, OR. 2/2021 - present.

- Provide high level technical leadership, project management, and direction in planning, developing and maintaining the Libraries' software applications/services.
- Lead or co-lead significant application development projects as a project manager, including Oregon Digital (in partnership with Oregon State University), a cultural heritage institutional repository.
- Supervise career non-tenure-track faculty and application developers in a unionized environment.
- Coordinate needs assessment, design, testing, maintenance and support of library applications, including digital exhibits (Spotlight, Omeka S) and digital repositories (Samvera, DSpace).
- Ensure applications and services are in compliance with accessibility standards.

Assistant Director, Library Technology Services; Digital Technologies Development Librarian, University of Oregon. Eugene, OR. 3/2020 - present.

- Provide high level technical leadership, project management, and direction in planning, developing and maintaining the Libraries' software applications/services.
- Lead or co-lead significant application development projects as a project manager, including Oregon Digital (in partnership with Oregon State University), a cultural heritage institutional repository.
- Supervise four direct reports on the Application Development & Integration team (ADI), including career non-tenure-track faculty and application developers in a unionized environment.
- Coordinate needs assessment, design, testing, maintenance and support of library applications, including digital exhibits (Spotlight, Omeka S) and digital repositories (Samvera, DSpace).
- Ensure applications and services are in compliance with accessibility standards.

Supervisor, Library Applications Programming, University of Oregon. Eugene, OR. 10/2018 – 3/2020.

- Provide high level technical leadership, project management, and direction in planning, developing and maintaining the Libraries' web environment and applications/services.
- Supervise application developers in a unionized environment as the lead of the UO Libraries' Application Development & Integration team (ADI).
- Directly manage and maintain UO Libraries' websites as the pro tem Web Services Librarian in coordination with developers, including accessibility auditing and testing.
- Coordinate needs assessment, design, testing, maintenance and support of library applications, including digital exhibits (Spotlight, Omeka S) and digital repositories (Samvera, DSpace).
- Move existing applications into compliance with accessibility guidelines and standards, and ensure new work meets or exceeds those standards.
- Promote and advocate for positive, engaging, user-centered interfaces and application implementations.

Program Manager, Resource Sharing and Fulfillment (was Discovery and Delivery), Orbis Cascade Alliance. Eugene, OR. 1/2016 – 10/2018.

- Recruit and develop member staff for multiple functional groups performing consortium-wide work in program areas (more than 40 individual members annually).
- Develop and support event programming for multiple events each year, with attendance ranging from 10 to 100 attendees, including identifying membership needs, delivering training, and recruiting and coordinating trainers/presenters.
- Create, monitor and escalate issues with the integrated library system (ILS) vendor.
- Create, collect, review, share, and ensure the accuracy of training documentation in the program area.
- Lead, manage, and monitor the libraries' courier program for 38 consortium libraries and more than 40 other sites across Oregon, Washington, and Idaho, with an annual budget of more than \$450,000.
- Perform Alliance-wide configuration changes to support the Summit resource sharing program in the Alma library management product.
- Support SILS analytics reporting, including developing SQL queries in the Oracle Business Intelligence tool.
- As the Discovery and Delivery Program Manager, cooperatively manage and coordinate consortium-wide administration of Ex Libris' Primo discovery product, including release testing, issue reporting, and scheduling maintenance. Partner with consortium member library staff to perform user testing, accessibility, and user experience (UX) work for patron-facing interfaces.

Contractor, Pearson Education. Remote work. 11/2009 – 6/2010; 7/2011 – 7/2012; 7/2016 – 9/2017.

- Seventh edition revision author for *Fluency with Information Technology*, an introductory information technology textbook.
- Script, narrate, and produce more than forty web-based streaming video tutorials using Camtasia, including video and audio pre- and post-production.
- Create more than twenty original web-based labs, including web page creation and JavaScript programming.

Web Services Librarian, Washington State University Libraries. Pullman, WA. 2/2013 – 1/2016.

- Create original content for and reorganize the structure of the Libraries' Drupal 7 site.
- Chair the Libraries' Web Working Group; includes developing web services usability test plans and leading user testing, creating standards/best practices documentation, and collaborating with library faculty and staff content creators.
- Train and supervise student employees working on the Libraries' website.
- Co-lead WSU Libraries' migration to a shared consortium-wide web-scale discovery product (Ex Libris' Primo), including localization efforts, training, troubleshooting, and building feedback structures for all platform end users.
- Use analytics tools to analyze and report user interactions with the WSU Libraries institutional website as well as the Primo discovery tool.
- Serve the Libraries through faculty search committee membership, strategic planning committee membership, and as a faculty senator.

Digital Resources Specialist, Portland Community College Library. Portland, OR. 1/2011 – 1/2013.

- Lead the library's district-wide user experience team; includes developing website usability test plans and testing stakeholders.
- Create original content for and reorganize the structure of institutional website pages; migrate site from static templated pages to Drupal 7.
- Create and maintain technical documentation; includes workflows and standards documents.
- Procure, license, and manage free and fee-based electronic resources in partnership with institutional IT, vendors, and faculty librarian selectors.
- Develop and implement outreach initiatives to college-wide faculty.
- Serve on library hiring committees for faculty and management positions.

- Serve on the Orbis Cascade Alliance Digital Services Team (DST); includes investigating, developing, and providing advice, feedback, and recommendations for collaborative digital services and technologies across the consortium.

Metadata Librarian/Implementation Specialist, Serials Solutions. Seattle, WA. 6/2010 – 12/2010.

- Provide direct implementation support and issue resolution to client libraries and librarians for the Summon web-scale discovery layer product.
- Collaborate with development team members to standardize metadata mapping processes.

Web Services Librarian, Chemeketa Cooperative Regional Library Service (CCRLS). Salem, OR. 10/2008 – 1/2010.

- Develop and maintain the institutional website at ccrlls.org.
- Manage the online public access catalog (OPAC) interface and related issues, including: developing a usability study; creating a migration plan incorporating the study results and performing the migration; maintaining all customized web pages; researching, testing, and deploying new products; integrating Russian and Spanish language OPACs into the existing English-language site; working with database vendors to resolve database rights and connectivity issues; managing proxy connections.
- Actively build positive, collaborative relationships with staff and directors at the 18 member libraries, including site visits.
- Serve on the Chemeketa Community College President’s Advisory Council, a 19-member inter-college committee advising the President on topics that affect the direction and overall effectiveness of the college.

SELECTED PRESENTATIONS

Transformational Change: A Newly Hybrid Workforce, with Nancy Cunningham, Genifer Snipes, and Rayne Vieger. ALA Core Webinars (2021), online.

Developing and Designing (D²): Building an Integrated Technology Team, with Mary Galvin. Designing for Digital (2019), Austin, TX.

Usability and User Testing. Supporting Vision-Impaired Students Using Library Databases: Sharing User Testing Strategies, WSU Vancouver (2016). Vancouver, WA.

Using CasperJS and Nagios to Gather Real World (and Real Time) Primo Performance Data, with Alex Merrill. Ex Libris Users Group of North America (ELUNA) Conference (2015), Minneapolis, MN.

Archives and Special Collections in Discovery Environments, with Greg Matthews and Alex Merrill. Northwest Archivists Conference (2014), Spokane, WA.

SELECTED PUBLICATIONS

Public ORCID profile: <http://orcid.org/0000-0001-8558-5201>

Articles

"Library Software Vendors: Improving Relationships," *The Journal of Academic Librarianship* (2016), <http://dx.doi.org/10.1016/j.acalib.2016.07.004>

"Library Technologies and the Ethics of Care," *The Journal of Academic Librarianship* (2016), <http://dx.doi.org/10.1016/j.acalib.2016.03.013>

"Creating a Culture of Documentation," *The Journal of Academic Librarianship* (2016), <http://dx.doi.org/10.1016/j.acalib.2016.02.009>

"The Core and More: Improving on Baseline Technology Competencies," *The Journal of Academic Librarianship* (2015), <http://dx.doi.org/10.1016/j.acalib.2015.10.002>

"Fostering Collaborative Communities: More Than Technology-based Tools," *The Journal of Academic Librarianship* (2015), <http://dx.doi.org/10.1016/j.acalib.2015.08.002>

"Moving from Theory to Practice: Incorporating Feminist Approaches into Search and Discovery Tool Development," *The Journal of Academic Librarianship* (2015), <http://dx.doi.org/10.1016/j.acalib.2015.06.020>

"Institutional Citizenship: Supporting Successful Technology Initiatives," *The Journal of Academic Librarianship* (2015), <http://dx.doi.org/10.1016/j.acalib.2015.02.015>

Monographs

Fluency with Information Technology, 7th Edition, with Lawrence Snyder (2018).

PROFESSIONAL SERVICE

Institutional: University of Oregon and UO Libraries

ICT Accessibility Committee, June 2020 - present
Library Council, March 2020-present
Library Applications Developer Search Committee, chair, 2020
Web Services Librarian Search Committee, 2020
Search Advocacy Training, 2021

Institutional: Washington State University and WSU Libraries

Faculty Senate, 2015-2016
WSU Access Center (disability services), Libraries liaison, 2014-2016
Libraries Web Working Group, Chair, 2013-2016
Digital Applications Librarian Search Committee, 2015
Digital Services Librarian Search Committee, 2015
WSU Regents Scholars Program, Scholarship reader, 2014
Libraries Strategic Planning Committee, 2013-2014
Primo Technical Implementation Team, chair, 2013
Instruction Librarian Search Committee, 2013

National: American Library Association – New Members Round Table

Shirley Olofson Memorial Scholarship Committee, 2013-2014
Web Committee, 2013-2014

Regional: Orbis Cascade Alliance (while at WSU)

Discovery and Delivery Team, institutional representative, 2015
Primo Hackfest organizer, 2015
Discovery Working Group, 2013-2015
Normalization Rules Working Group, chair, 2014-2015
Digital Services Team, 2011-2013

Community

Moscow (Idaho) Friends of the Library, Board Member, 2014-2016