

# Margaret Heller

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## Education

<b>University of Illinois at Urbana- Champaign</b>	<b>Spring 2008</b>
<i>Master of Science, Library and Information Science</i>	
<b>College of Wooster, Wooster, Ohio</b>	<b>Spring 2006</b>
<i>Bachelor of Arts, magna cum laude, Classical Studies (minor Philosophy)</i>	
<b>College Year in Athens, Athens, Greece</b>	<b>Fall 2004</b>

## Work Experience

### Digital Services Librarian

*Loyola University Chicago, Chicago, IL*

**2013-present**

- Manage institutional repository, eCommons, including project management, automation, rights clearing, and administrative oversight. Supervise one graduate student assistant.
- Manage front-end of web services, including development, content strategy, and user experience for public website, intranet, and digital collection content management systems.
- Manage implementation and on-going customization of Primo web-scale discovery layer.
- Provide technical assistance and reporting for all library departments as needed.
- Serve on library committees and task forces.
- Staff reference desk as needed.

### Web Services Librarian

*Dominican University, River Forest, IL*

**2010-2013**

### Instructor

*Dominican University, River Forest, IL*

**2011-2012**

Instructor for junior year seminar “Gutenberg to Gigabytes” in the Liberal Arts Seminars program.

### Part-time Reference Librarian

*Dominican University, River Forest, IL*

**2009-2010**

### Assistant Director

*Read/Write Library Chicago, Chicago, IL*

**2009-2014**

### Graduate Assistant, Central Reference

*University of Illinois Library, Urbana, IL*

**2006-2008**

### Library Supervisor

*Residence Hall Library System, University of Illinois, Champaign, IL*

**2007-2008**

### Graduate Student Hourly Assistant, Modern Languages and Linguistics Library

*University of Illinois at Urbana-Champaign Library, Urbana, IL*

**Fall 2006**

## Publications

### Book Chapters

M. Heller and H. Ma (2016). “Collaborative Growth Towards Discovery: Becoming Stronger Through Change”. In: *Exploring Discovery*. ALA Editions.

### Articles

M. Heller and F. Gaede (2016). “Measuring Altruistic Impact: A Model for Understanding the Social Justice of Open Access.” *Journal of Librarianship and Scholarly Communication*. 4(General Issue), eP2132.

<http://dx.doi.org/10.7710/2162-3309.2132>

Bedoya, J., M. Heller, C. Salazar, and M. Yan. “How to Hack It as a Working Parent.” *The Code4Lib Journal*, no. 28 (April 15, 2015). <http://journal.code4lib.org/articles/10409>.

Heller, M., & Brooks, M. (2013). Library Labs. *Reference & User Services Quarterly*, 52(3), 186–190.

## Book Reviews

2009-present: Over 30 book reviews for *Library Journal* on subjects including ecologically sustainable gardening, Roman and Greek history, and Judaism.

Heller, M. (2013). A Review of “Digital Curation Bibliography: Preservation and Stewardship of Scholarly Works”. *Journal of Electronic Resources Librarianship*, 25(1).

Heller, M. (2013). A Review of “Digital Libraries and Information Access: Research Perspectives.” *Journal of Electronic Resources Librarianship*, 25(2).

Heller, M. (2012). A Review of “Strategic Planning for Social Media in Libraries”. *Journal of Electronic Resources Librarianship*, 24(4).

Heller, M. (2012). Don't Make Me Think: a Common Sense Approach to Web Usability (New Riders) by Steve Krug; Information Ecologies: Using Technology With Heart by Bonnie A. Nardi and Vicki L. O'Day. *Journal of Electronic Resources Librarianship*, 24 (1), 69-69.

## Web Publications

Regular contributor to ACRL TechConnect blog, see <http://acrl.ala.org/techconnect/post/author/margaret-heller>.

## Presentations

Heller, M. and F. Gaede. (2015) *Open Access Institutional Repositories and Social Justice: What Kind of Impact Are We Having?* DLF Forum, Vancouver, B.C., Canada.

Heller, M. (2015) *All You Want to Know About LibGuides v.2*. LIBRAS Public Service SIG, Chicago, Illinois.

Heller, M., K. Hill & J. Samples. (2015) *Post-Conference Workshop 1: Cleaning Up the Metadata Mess with OpenRefine: A Hands-on Approach* Electronic Resources and Libraries, Austin, Texas.

Bedoya, J., M. Heller, and M. Yan. (2015) *Libraries and Family: Is the Academic Library Community Supporting You?* Electronic Resources and Libraries, Austin, Texas.

Bedoya, J., M. Heller, C. Salazar, and M. Yan. (2015) *How to Hack it as a Working Parent*. Code4Lib Conference, Portland, Oregon.

Heller, M. (2015) *G is for Gorey—D is for Digital Humanities*. ACRL Digital Humanities Interest Group, ALA Annual Conference, Chicago, Illinois.

Heller, M. (2014) *What Does Your Repository Do?: Calculating and Measuring Impact*. LITA Forum, Albuquerque, New Mexico.

Heller, M. (2014) *What Does Your Repository Do?: Understanding and Calculating Impact*. Digital Commons Great Lakes User Group. Valparaiso, Indiana.

Heller, M., P. Go & A. Strohm. (2014) *Web Analytics for Digital Collections: Appraising Collections and Assessing Impact*. Assessment in a Day: IACRL Preconference, Oak Brook, IL.

Heller, M., K. Hill & J. Samples. (2014) *Cleaning the Metadata Mess: Using OpenRefine to Transform and Share your Library's Data*. Electronic Resources and Libraries, Austin, TX.

Heller, M. (2013). Panelist, *The Road to Open Access*. Chicago Area Theological Libraries Association Fall Conference, Deerfield, Illinois.

Heller, M. (2013) *Automating Your Way to Easy Faculty Scholarship Collection Development*. Digital Commons Great Lakes User Group. Bloomington, Illinois.

Heller, M. (2012) *Creating Web Applications for Data Collection Easily and With the User in Mind*. LITA Forum. Columbus, Ohio.

Heller, M. & Brooks, M. (2012). *Building a Library Lab for Emerging Technology--No Research Programmers Required*. American Library Association Annual Conference, Anaheim, California.

- Heller, M. (2012). *Social Networking the Catalog: A Community Based Approach to Building Your Catalog and Collection*. LITA Webinar, Virtual.
- Heller, M., Orlov, A., & Orenic, K. (2012). *Creating Pedagogically Meaningful Experiences for Student Workers*. Illinois Association of College and Research Libraries, Oak Brook, Illinois.
- Sietmann, C., Hill, J., Wroblewski, J., & Heller, M. (2012). *Say You Want an Institutional Repository*. Illinois Association of College and Research Libraries, Oak Brook, Illinois.
- Heller, M. (2011.) *Model for Building Community Collections*. Internet Librarian, Monterey, California.
- Gerster, M., Heller, M., Rhoades, K., Sietmann, C., & Zou, N. (2011). The Wider View: The Role of the Library in Accessing Information. *2011 Caritas Veritas Symposium*. River Forest, IL.
- Heller, M. (2011). *Social Networking the Catalog: A Community Based Approach to Building Your Catalog and Collection*. LITA National Forum, St. Louis, Missouri.
- Heller, M. & Gerlich, B. K. (2011, March). *Using the READ Scale to Track the Effort of Assessing Electronic Resource Access Issues*. Electronic Resources and Libraries, Austin, Texas.
- Heller, M. & Taylor, N. (2011, February). *Chicago Underground Library's Community-Based Cataloging System*. Code4Lib, Bloomington, Indiana.
- Heller, M. & Taylor, N. (2011, May). *The library catalog as social glue: Using local data to establish relevance, visibility and transparency in communities*. Media in Transition 7, Cambridge, Massachusetts.
- Heller, M. (2010, June). *Research on the Go: Reference in 140 Characters*. American Library Association Annual Conference, Washington, District of Columbia.
- Taylor, N. & Heller, M. (2010, November). *Chicago Underground Library's Community-Based Cataloging System*. Chicago Colloquium on Digital Humanities and Computer Science, Chicago, Illinois.
- Heller, M. (2008, February). *Is the World Getting Any Smaller? Library 2.0 and International Library Communication*. BOBCATSSS, Zadar, Croatia.

## Service

### *Service to the Profession*

#### **American Library Association**

Member, America's Libraries in the 21st Century Subcommittee (Office for Information Technology Policy Advisory Committee) (2013-2016)

Member, Election Committee (2015-present)

#### **Consortium of Academic and Research Libraries in Illinois**

Member, Created Content Committee (2013-present).

Chair, Created Content Committee (2016-present)

#### **Catholic Research Resource Alliance**

Liaison for Dominican University (2012-2013)

#### **Code4Lib**

Member, Code4Lib Conference 2013 Planning Committee (2012-2013)

#### **Chicago Collections Consortium**

Member, Controlled Vocabulary Working Group (2014-present)

#### **Chicagoland Drupal in Libraries**

Member, Planning Committee (2012-2013)

#### **Library Information Technology Association**

Chair, Web Coordinating Committee (2013-2015)

Member Guide, 2016 ALA Emerging Leaders Program (2016-present)

Member, Communications and Marketing Committee (2016-present)

Member, Education Committee, Library Information Technology Association (2011-2014)

Member, LITA Forum 2013 Planning Committee (2011-2013)

#### **New Media Consortium**

Member, 2017 Horizon Project Academic & Research Library Panel of Experts (2016-present)

*Service to Loyola University Chicago Libraries*

Member, Alma/Primo Implementation Working Group (2015-present)  
Co-Chair, Scholarly Communications Committee (2014-present)  
Chair, Web Team (2013-present)  
Chair, Digital Preservation Committee (2013-present)  
Member, Undergraduate Research Paper Award Committee (2013)  
Member, Head of Systems Search Committee (2013)  
Member, Social Media Working Group (2013-2014)

*Service to the Community*

Secretary, Read/Write Library Chicago Board of Directors (2009-2014)

*Professional Affiliations*

**American Library Association**

*Library Information Technology Association*  
*Association of College and Research Libraries*

**Code4Lib**

*Awards & Honors*

2013: Participated in American Library Association's Emerging Leaders program, sponsored by LITA.  
2011: 'Social Networking the Catalog' presentation winner of the 'Risky Business' award for experimental and risk-taking projects. Library and Information Technology Association National Forum.  
2011: Awarded an ACRL 2011 Librarian scholarship to defray costs of attending ACRL 2011 conference. Association of College and Research Libraries.