

Teresa K. Hebron

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University of Utah - J. Willard Marriott Library, Office 5150H

Education

Rutgers University

Digital Asset Management Certificate

University of Michigan, Ann Arbor, MI

Master of Science in Information – Library & Information Science

Indiana University, Bloomington, IN

Bachelor of Arts in Germanic Studies; Minors in Linguistics & Dutch

Experience

2023-

Program Director, Mountain West Digital Library, University of Utah. Salt Lake City, UT.

- Senior manager for operations including financial management, member relationship development, program services delivery and student worker management.

April - December 2022

Interim Program Director, Mountain West Digital Library, University of Utah. Salt Lake City, UT.

January 2018 - December 2022

Digital Metadata Librarian, Mountain West Digital Library, University of Utah. Salt Lake City, UT.

- Facilitate ingestion of new digital collections into MWDL via ExLibris Primo, including metadata audits of collections to ensure published standards are met.
- Improve metadata standards, data normalization rules, enhancements, transformations to promote better user search experience and findability.
- Support quarterly harvests of MWDL records into the Digital Public Library of America.
- Create, audit and enhance metadata for Utah Department of Cultural & Community Engagement's digital collections in Marriott Digital Library (25% appointment).
- Promote network content and events via social media, blogging, webinars, and tabling events.

Selected accomplishments:

- Created metadata for new digital collections: Eugene Jelesnik Videos; Utah Postcards Collection 1880s-1924; Sanborn Fire Insurance Maps, Division of State History.
- Completed major metadata remediations for Governor's Olympic Collection, Civilian Conservation Corps, Clifton Bray Film Negatives and Shipler Collection Negative Preservation Project.

- Investigated and resolved interoperability issues following repository migrations to add substantial content to MWDL from Oregon Digital Library; University of Nevada, Reno; University of Nevada, Las Vegas; Brigham Young University Finding Aid Repository; and Utah Government Digital Library.
- Updated MWDL search portal to current Primo skin, adding mobile-friendly search capability.
- Research, customize, and test new data integrations as Discovery Tools Subcommittee member for Mellon Foundation grant project, "Landscape, Land Art, and the American West: A Joint Research and Engagement Initiative of the Utah Museum of Fine Arts and the J. Willard Marriott Library." (10% appointment, 2018-22).

2017

Customer Success Support Analyst, Propertybase. Salt Lake City, UT.

- Provided extensive software support for real estate customers globally.
- Audited, formatted and imported customer metadata into Propertybase systems using Salesforce Dataloader.io.
- Produced, maintained and edited customer-facing knowledgebase articles.
- Onboarded new customers: demonstrated platform features and usage, imported metadata, oriented users to Services & Support resources to ensure successful platform adoption.

2014-2016

Project Manager, Innovative Interfaces. Emeryville, CA.

- Oversaw complex ILS migration projects for all types of libraries (academic, public, special, etc.).
- Served as primary point of contact for customer questions, platform orientation, and issue resolution pre- and post-migration.
- Managed teams of remote staff to deliver a diverse slate of projects on time and in scope.

2013-2014

Sales Operations Manager, bepress. Berkeley, CA.

- Managed sales support functions for leading vendor of institutional repository and open-access scholarly publishing software (Digital Commons) to academic libraries.
- Analyzed viability of new product offering based on historical sales data.
- Built database of FAQ's to improve efficiency in answering sales inquiries.

2013

Library Relations Manager (Western region), Innovative Interfaces. Emeryville, CA.

- Responsible for outreach to Innovative customer libraries in Western United States and Canada.
- Advocated for libraries to resolve complex software and support issues while identifying areas for improvement in internal processes and products.
- Initiated contact with libraries following implementations and upgrades to ensure success, including onsite meetings with key stakeholders at customer libraries.
- Cultivated open channel for feedback about product, service, and support issues.
- Participated in national and regional Innovative Users Group meetings and other library-sponsored meetings.

2007-2013

Systems Librarian, Innovative Interfaces, Emeryville, CA.

- Provided extensive software support for integrated library system (ILS) web catalog/discovery products to diverse, global customer base in libraries.
- Worked on software implementation teams to achieve successful, timely delivery of products and advised new customers on ideal configurations to meet user needs in libraries.
- Harvested digital collection metadata from various sources into Encore, including Content Pro, Digital Commons, HathiTrust, CONTENTdm, etc.
- Tested reported software issues on internal servers to more accurately report bugs to Software Engineering.
- Served on Customer Services Cross-Training Committee to identify, develop and promote instructional sessions for staff.
- Mentored newly-hired systems librarians in Co-Pilot program.

2006-2007

Graduate Reference Assistant, Bentley Historical Library. University of Michigan. Ann Arbor, MI.

- Delivered reference services to archival researchers; researched and designed library exhibit on local area 1960's counterculture; and processed archival collections including selective image digitization and creation of EAD finding aids.

2005-2007

Access Services Student Supervisor, Kresge Business Library, University of Michigan. Ann Arbor, MI.

- Supervised undergraduate Access Services Assistants while providing reference service to Ross School of Business faculty and students.

2001-2005

International Swaps & Derivatives Association (ISDA) Master Agreement Negotiator & Financial Derivatives Contract Specialist, BP. Warrenville, IL.

Publications

“Understanding linked data and the potential for enhanced discoverability.” Neatrou, A. and Hebron, T. Invited chapter in: *Discoverability in Digital Repositories: Systems, Perspectives, and User Studies*. Edited by Ali Shiri and Liz Woolcott. April 2023.

<https://doi.org/10.4324/9781003216438>

“Analytics for Everybody: A Literature Review of Analytics Practices in Multi-Organization Digital Collections.” With Mowry, A. *College & Undergraduate Libraries*. Volume 27, Issue 2-4: February 2021. Peer-reviewed.

“Extending and Adapting Metadata Audit Tools for Mountain West Digital Library Members.”
Code4Lib Journal. Issue 41: August 2018. <https://journal.code4lib.org/articles/13632>

Presentations

National/International:

“Changing the Landscape: Integrating Art Museum Objects in University of Utah’s Usearch.”
Breiman, J., Hebron, T. and Ryder, A. ALA CORE Forum. Salt Lake City, UT. 10/14/2022.

“Changing the Landscape: Integrating Art Museum Content in University of Utah’s Usearch.”
Hebron, T., Medley, T. Zhu, B., and Breiman, J. International Group of ExLibris Users (IGeLU)
Annual Conference. Cardiff, Wales. 9/13/2022.

“Changing the Landscape: Integrating Art Museum Content in University of Utah’s Usearch.”
Hebron, T., Medley, T. Zhu, B., and Breiman, J. International Group of ExLibris Users (IGeLU)
Developer’s Day. Cardiff, Wales. 9/12/2022.

“Mountain West Digital Library Metadata Application Profile.” Accepted as panelist for Ohio
Digital Interest Group Annual Meeting at State Library of Ohio, Columbus OH. 4/28/2020.
[Cancelled due to pandemic]

“The metadata-changing magic of tidying up: Assessing for metadata quality at DPLA hubs.”
Finnegan, L., Hebron, T., Mowry, A., Shumaker, P. DPLAFest 2019. Chicago, IL 04/2019

“Aggregation without Aggravation: Auditing Metadata at Scale.” Code4Lib Conference. San Jose,
CA. 02/2019

“Metadata Assessment Workshop.” Carlson, S., Flynn, K., Gueguen, G., Hebron, T., Neatrou, A.,
Rudersdorf, A. Digital Library Federation Forum. Las Vegas, NV. 10/2018.

“Bumper Crop: New Approaches for Harvesting Cultural Content at Scale.” Bartczak, J., Hebron,
T., Hukill, G., and McKinley, M. Digital Library Federation Forum. Las Vegas, NV. 10/2018.

Regional:

“Documenting Ourselves: Writing Procedural Manuals.” Utah Library Association Conference,
05/2022.

“MWDL Metadata & Systems Update.” Mountain West Digital Library Virtual Spring Conference.
04/2021.

“MWDL Metadata & Systems Update.” Mountain West Digital Library Virtual Summer
Conference. 06/2020.

“Introduction to the Mountain West Digital Library.” Hebron, T., Masood, K. Presentation
planned to visiting international scholars hosted by US Department of State International Visitor

Leadership Program & Utah Council for Citizen Diplomacy at J. Willard Marriott Library. 03/12/20. [Cancelled due to pandemic]

“MWDL Metadata & Systems Update.” Mountain West Digital Library Summer Conference. Salt Lake City, UT. 06/2019.

“MWDL Metadata & Systems Update.” Mountain West Digital Library Summer Conference. Salt Lake City, UT. 07/2018.

“Introduction to the Mountain West Digital Library.” Hebron, T. Neatrou, A. Presented to visiting Belorussian scholars hosted by US State Department International Visitor Leadership Program & Utah Council for Citizen Diplomacy at J. Willard Marriott Library. 03/13/18.

“Success in Saskatchewan: SILS Consortium Sierra Migration.” Marmot Library Network Users Group Meeting. Grand Junction, CO. 09/2013

“Introduction to Library Relations Management Team.” Western Canada Innovative Users Group Meeting. Vancouver, BC. 05/08/2013.

Posters

“Mountain West Digital Library”. National Council for History Education National Conference. Salt Lake City, UT. March 23-25, 2023.

Metadata Documentation

Digital Public Library of America Metadata Quality Guidelines (Revised June 1, 2022). With Bahnemann, G., Boudreau, E., Lawrence, N., Mowry, A., Murrain, S., Seymore, S., Shumaker, P., Williams, S.

Statement on Potentially Harmful Content (2021), Digital Public Library of America. With Bahnemann, G., Bartczak, J., Finngan, L., Lawrence, N., Mowry, A., Murrain, S., Seymore, S., Shumaker, P., Williams, S.

Black Women’s Suffrage Portal - Harmful Language Statement (2020), Digital Public Library of America. With Altman, A., Bahnemann, G., Bartczak, J., Finngan, L., Lawrence, N., Mowry, A., Murrain, S., Seymore, S., Shumaker, P., Williams, S.

Mountain West Digital Library, Metadata Application Profile Version 3 (2019). With Boss, E., Chaufy, L., Georgieva, M., McKown, B., Melvin, D., Neatrou, A., Newbold, C., Nimer, C., Payant, A., Strack, G., Wittmann, R., Woolcott, L.

Metadata Dictionary, Marriott Library, University of Utah (2019). With Neatrou, A., Rockwell, K., Shekaforoosh, N., Wittmann, R.

Other Writing

“The Sourdough Roundup”. J. Willard Marriott Library Blog. With Wittmann, R. September 9, 2022. <https://blog.lib.utah.edu/the-sourdough-roundup/>

“DPLA Metadata Working Group introduces expanded Statement on Potentially Harmful Content.” DPLA News Blog. With Murrain, S., Shumaker, P. January 12, 2021. <https://dp.la/news/dpla-metadata-working-group-introduces-expanded-statement-on-potentially-harmful-content>

“Analytics: Users find MWDL in all sorts of ways!” MWDL Publishing Blog. September 22, 2020. <https://mwdl-epublishing.org/2020/09/22/analytics-users-find-mwdl-in-all-sorts-of-ways/>

“Introduction to MWDL Metadata Application Profile V3 (2019).” MWDL Publishing Blog. January 2020. <https://mwdl-epublishing.org/2020/01/28/introduction-to-mwdl-metadata-application-profile-v3-2019/>

“Updates & New Address for MWDL Metadata Audit Tool.” MWDL News Blog. May 2018. <http://mwdlnews.blogspot.com/2018/05/updates-new-address-for-mwdl-metadata.html>

Exhibits

“Our History.” Mountain West Digital Library, 20th Anniversary Digital Exhibit, August 2021: <https://mwdl.org/about.php>

“Cowboys of All Kinds.” Unrequired Reading Group book display at Marriott Library, September 2018.

Programming Projects

Mountain West Digital Library Metadata Audit Tool: Version 3.0. March 2018.

Teaching & Instructional

“Data Crafting: Visualizing and Visceralizing Data”. Digital Matters workshop (with Neatrou, A., Slater, N., Wittmann, R., and Cummings, R.) 11/10/2022.

“Diving into Databases: Mountain West Digital Library & Marriott Digital Library Rare Books”. With McCormack, A. 6/26/2022.

“DCCE Metadata Bootcamp”. Small group instruction to Utah Department of Cultural & Community Engagement staff. 10/04/2021.

University of Utah Honors College Thesis Awards. Thesis reviewer, April 2020.

“Introduction to MWDL Metadata Application Profile V3 (2019).” MWDL Webinar (w/ Woolcott, L.). 3/12/2020.

“GitHub for Libraries.” MWDL Webinar (w/ Boss, E., Neatrour, A.). 2/4/2020.

“DHA Metadata Bootcamp”. Small group instruction to Utah Department of Heritage & Arts staff (w/ Neatrour, A.). 04/04/2019.

“How to Search Mountain West Digital Library”. Small group instruction to Utah Valley University students. 02/15/2019.

University of Michigan School of Information, SI-699 – Digital Curation. Supervise graduate student fieldwork project to analyze MWDL administrative metadata and propose management solutions. 01/15/2019-05/15/2019.

“Metadata Assessment Workshop.” Carlson, S., Flynn, K., Gueguen, G., Hebron, T., Neatrour, A., Rudersdorf, A. Digital Library Federation Forum. Las Vegas, NV. 10/2018.

Service

National:

Digital Public Library of America: Outreach & Assessment Working Group member & co-chair. 01/01/2023- .

Digital Public Library of America: Metadata Working Group member. 06/01/2018 – 10/31/2021; Co-chair October 2020-October 2021.

Digital Public Library of America: Network Council Hub Representative. 01/01/2018 – present.

University of Michigan, School of Information Mentorship Program: Mentor. 02/01/2018 – present.

Digital Library Federation: Metadata Clearinghouse/Legacy Projects Subgroup member. 02/01/2018 – 12/31/2019.

Digital Library Federation: Metadata Assessment Working Group member. 01/01/2018 – present

Regional:

MWDL: Metadata Application Profile Taskforce- Co-chair. 08/01/2018 – 12/31/2019.

MWDL: Event Planning Taskforce member. 01/01/2018 – present.

University of Utah:

University Career-Line Faculty Reappointment Committee: Member. AY 2020-23.

Academic Senate: Libraries Career-Line Representative. AY 2020-21.

Celebrate U! Taskforce member. AY 2019-20.

Local:

Unidad Inmigrante – Salt Lake City, UT. Board member, 08/2018 – 12/2020

Continuing Education & Professional Development

National Council for History Education Conference. March 2023.

ALA CORE Forum. October 2022.

International Group of ExLibris Users (IGeLU) Annual Conference. September 2022.

Incorporating Digital Preservation into Your DAM Program. Webinar series, March 2022.

DLF Forum. Virtual. November 2021.

Minnesota Digital Library: Enhancing DEIA in Digital Collections Symposium. August 2021.

Digital Public Library of America, Members Meeting. May 2021.

Lyrasis/ORCID US Community Showcase. April 2021.

Mountain West Digital Library Spring Virtual Conference. April 2021.

Introduction to Computational Linguistics. University of Utah LING 5300. Spring 2021.

DAM and Museums Virtual Conference. February 2021.

ALA CORE Forum Digital Conference. November 2020.

JSTOR. Consult with User Research Team on Digital Collections workflows. August 2020.

Mountain West Digital Library Summer Virtual Conference. June 2020.

How Hollywood Studios Manage Security with Metadata at Scale. Webinar, March 18, 2020.

Metadata and Taxonomies: You Don't Have to Start from Scratch with Yonah Levenson, HBO. Webinar. March 2020.

Ancestry.com. User experience testing subject for new genealogy research product. January-February 2020.

Mountain West Digital Library Winter Meeting. December 2019.

Mountain West Digital Library Summer Conference. June 2019.

DPLAFest. Chicago, IL. April 2019.

Code4Lib Conference. San Jose, CA. February 2019.

University of Utah Institutional Review Board Certification, October-November 2018.

Mountain West Digital Library Winter Meeting. December 2018.

Linked Data for Beginners. University of Wisconsin-Milwaukee: School of Information Course.
Fall 2018.

DLF Forum. Las Vegas, NV. October 2018.

Text Mining Using Voyant. University of Utah- Digital Matters Lab Workshop. October 2018.

Samvera Connect Conference. Salt Lake City, UT. October 2018.

Mountain West Digital Library Summer Conference. July 2018.

Introduction to R for Libraries. ALCTS Webinar. May 2018.