

Curriculum vitae

Caitlin Keenan, M.A., M.I.St.

EDUCATION

Master of Information Studies (M.I.St.), McGill University, 2016

M.A. in Linguistics, Harvard University, 2013

B.A. in Linguistics (Hons.) / Greek & Latin Language & Literature, University of Victoria, 2009

ADDITIONAL TRAINING

Assessment for Online Information Literacy Instruction, ALA, 2021

Web Accessibility Training Course, W3C (via EdX), 2019

User Experience Design Certification, Akendi, 2017

WORK EXPERIENCE

Web Integration Librarian, August 2023] present

University of Victoria Libraries (Victoria, B.C.)

- Provide user- and stakeholder-centred leadership for UVic Libraries' digital presence, with primary responsibility for the main website.
- Lead and coordinate user experience research & design in support of a useful, usable, satisfying online experience for students and researchers.
- Establish a web content strategy, governance mechanisms, maintenance routines, and structures to support ongoing iterative improvement within the Libraries' digital presence.

Librarian, User Experience, Outreach, & Assessment, July 2020] August 2023

Royal Roads University Library (Victoria, B.C.)

- Coordinate content strategy, information architecture, visual design, and governance for all Library web properties (especially Drupal, LibGuides, and LibAnswers), ensuring a consistent look & feel and easy access to tools and resources for research and learning.
- Track usage data and lead user behavior research; synthesize findings to inform strategic decision making in multiple areas including web design, user journey mapping, collections development, and point-of-need service provision.
- Ensure consistency of design and usability across Library platforms; provide training and guidance to web content authors on platform technicalities and on usability and accessibility.
- Establish and socialize governance structures, content models, and maintenance schedules for content in Drupal, LibGuides, and LibAnswers.

- Work collaboratively with university Communications and IT departments to ensure

Information literacy librarian (practicum), 2016

Champlain College – George Wallace Library, St. Lambert, QC

- Conducted review of existing library webpages for FAQs, research help, and video tutorials
- Developed a student research FAQ, including metadata, based on reference services records
- Developed interactive information literacy tutorials

Library and computer centre public liaison (volunteer), 2015-2016

Atwater Library & Computer Centre, Montreal, QC

- Helped patrons troubleshoot technology

Bell, T., and Keenan, C. "Letting go to disrupt the status quo: Reconciling Indigenist and Western approaches to learning, knowing, and being on a writing centre website." Canadian Writing Centres Association Annual Conference. May 2023, virtual.

Keenan, C. "Growing faculty relationships through proactive communication." Vancouver Island Library Staff Conference. May 2023, University of Victoria, Victoria.

Coordinator, Harvard Linguistics Circle Colloquium Series (2011–2012)

Secretary, Harvard Graduate Students in Linguistics Association (2011–2013)

SELECT AWARDS, GRANTS, AND FELLOWSHIPS

Research and Professional Development grant, Royal Roads University (2023)

Margaret Downey Prize (highest standing, MSt I), McGill University (2015)

Centenary Prize, School of Information Studies, McGill University (2014–2015)

Bok Centre Certificate of Distinction in Teaching, Harvard University (2013)

Sosland Family Fellowship, Harvard University (2011–2012)

Douglas Dillon Fellowship, Harvard University (2011–2012)

UVic Excellence Scholarship, University of Victoria (2004–2008)