

**Marsha Miles**  
**Cleveland State University**  
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## EDUCATION

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**Master of Library and Information Science**, Kent State University

**Bachelor of Science in Photo-Illustration**, Kent State University

- Graduated Summa Cum Laude in Honors Program

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## EXPERIENCE

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**Cleveland State University**

February 2018-present

***Head, Collections and Digital Initiatives***

- Provides leadership for creation and maintenance of digital initiatives for the Library's digital collections
- Oversees the Special Collections unit
- Provides overall management of collection development and contributes to library decision making
- Supervises assigned personnel
- Interacts professionally with all internal and external customers using strong interpersonal skills

**Cleveland State University**

November 2012-February 2018

***Digital Initiatives Librarian***

- Contributed to the creation and maintenance of the library's digital initiatives
- Coordinated the integration of metadata creation, use and practices throughout the library
- Provided project management for the library's digital projects
- Worked with metadata in the context of regional and national digital projects
- Created cross-walks to move metadata between the library digital collections and the catalog
- Trained and supervised staff and student workers in the creation and use of systems and metadata
- Provided leadership in marketing and coordinating a program of scholarly information management and retrieval for faculty and students in the Art Department

**The College of Wooster**

January 2011-November 2012

***Visual Resources Curator and Digital Services Associate***

- Developed and maintained the Visual Resources Library collections to ensure timely availability, increased accessibility, and preservation of resources
- Directed digital imaging processes, such as scanning, copy photography, image manipulation, color management, quality control, metadata creation, file management, and archival storage
- Conducted research and created customization for metadata sets for DSpace collections
- Implemented metadata standards (e.g. Dublin Core, VRA Core 4.0, Cataloging Cultural Objects)
- Developed intellectual property and copyright law resources
- Directed special projects, such as the slide collection digitization project
- Provided instruction for faculty, staff, and students on digital asset management and retrieval tools, presentation tools, and digitization equipment
- Trained and supervised student workers

**Oberlin College Archives and Special Collections**

January 2009-December 2010

***Digital Projects Assistant***

- scanned and photographed museum objects, photographs, manuscripts, and maps
- created and managed metadata
- processed, rehoused, and encapsulated materials
- trained and supervised students
- assisted with patron requests

- assisted with the creation of online collections and exhibits
- recommended digitization equipment and software

**Interlibrary Loan, Kent State University Library**

June 2007-December 2008

***Interlibrary Loan Assistant***

- searched KentLINK and OCLC holdings using ILLiad
- circulated materials using the Millennium Circulation module
- searched WorldCat and other databases
- assisted with copyright compliance and document scanning
- supervised students

**June F. Mohler Fashion Library, Kent State University**

June 2008-August 2008

***Archives Intern***

Processed the Bill Pappas collection (a fashion photographer from the Cleveland area)

- rehoused prints and approximately 4,000 negatives
- scanned 60 images
- designed and applied a metadata schema based on VRA Core
- created a DACS-compliant finding aid

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**ADDITIONAL EXPERIENCE**

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**Overhead Door/The Genie Company**

Alliance, Ohio

October 2006-June 2007

***Customer Service Representative***

- successfully resolved up to 80 customer complaints per day through active listening
- troubleshooting product errors and installation issues over the phone

**Portrait Innovations**

Solon, Ohio

June 2005-August 2006

***Photographer***

- photographed children, families, and large groups
- sold packages
- processed photographic orders
- maintained equipment
- supervised studio operations

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**TECHNICAL SKILLS**

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**Software (PC and Mac)**

**Library-Related**

- Sierra ILS
- III Millennium circulation module
- ILLiad
- Odyssey

**Web**

- basic HTML, XML, XSLT CSS
- KompoZer
- Wordpress
- Omeka
- Pachyderm

**Digital Asset Management Tools**

- Bepress Digital Commons
- DSpace
- Madison Digital Image Database
- OCLC CONTENTdm
- FileMaker Pro

**Adobe**

- Acrobat Reader and Professional
- Captivate
- Dreamweaver
- Photoshop

**Microsoft Office**

## PUBLICATIONS AND PRESENTATIONS

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- Goodsett M., Miles M., & Nawalaniec T. (2020). Reimagining Research Guidance: Using a Comprehensive Literature Review to Establish Best Practices for Developing LibGuides. *Evidence Based Library and Information Practice*, 15(1), 218-225. <https://doi.org/10.18438/eblip29679>
- Wisneski, R., & Miles, M. (2019). Using Institutional Repositories to Make Purchasing Decisions In M. Flinchbaugh (Ed.), *Transforming Acquisitions and Collection Services : Perspectives on Collaboration Within and Across Libraries*. (pp.291-306). West Lafayette, IN: Purdue University Press.
- “Recasting Research Guidance: Using a Comprehensive Literature Review to Establish Best Practices for Developing LibGuides” poster with Mandi Goodsett and Theresa Nawalaniec at Association of College & Research Libraries 2019 Conference, Cleveland, OH, April 12, 2019
- Invited by Springshare to present “Recasting Research Guidance: Using a Comprehensive Literature Review to Establish Best Practices for Developing LibGuides” with Mandi Goodsett and Theresa Nawalaniec at Association of College & Research Libraries 2019 Conference, Cleveland, OH, April 12, 2019
- “OER Programming @ Your Library” at OpenCon Pre-Conference, Cleveland, OH, March 7, 2019
- “Can We Post It? Streamlining the Permissions Workflow” at Digital Commons + Great Lakes User Group Meeting, Granville, OH, July 28, 2018
- Sherpa/RoMEO Permissions [Google Apps script]. GitHub repository: [https://github.com/marshamiles/SherpaRoMEO\\_Permissions](https://github.com/marshamiles/SherpaRoMEO_Permissions) forked from [https://github.com/NGuernse/SherpaRomeo\\_GoogleScript](https://github.com/NGuernse/SherpaRomeo_GoogleScript), 2018
- “Meeting the Accessibility Standards for Digital Content at CSU” with Barb Loomis at Ohio Digitization Interest Group meeting, Bowling Green, OH, May 10, 2018
- “Digital Resources for Research & Pedagogy: Metadata” at Digital CSU meeting, Cleveland, OH, March 27, 2018
- “Digital Resources for Research & Pedagogy: Cleveland Memory Project” at Digital CSU meeting, Cleveland, OH, March 27, 2018
- “Streamlining Digital Project Management” at Ohio Digitization Interest Group meeting, Columbus, OH, November 17, 2017
- Book review: “Adding Value to Libraries, Archives, and Museums: Harnessing the Force That Drives Your Organization's Future,” by Joseph R. Matthews for *Technical Services Quarterly*, 34:1, pages 124-125, 2017
- “Promoting Your IR + Celebrating Open Access Week” at Digital Commons + Northern Ohio User Group meeting, Kent, OH, November 18, 2016
- “Opening Up Open Access: Exceeding Users’ Needs” presented with Ben Richards at ALAO Conference, Wilmington, OH, October 28, 2016
- "The More We Work Together: Leading Campus OER Initiatives through Library-Faculty Collaboration" co-authored with Mandi Goodsett and Barbara Loomis in *College & Undergraduate Libraries*, 23:3 pages 335 – 342, 2016
- “Digital Commons + Open Educational Resources” at Digital Commons + Northern Ohio User Group meeting, Cleveland, OH, April 25, 2016
- “Creative Collaboration: Streamlining Digital Project Management and Workflow at Cleveland State University” with Justin Myers as part of a session with presentations by Janet Carleton and Damon DeBorde from Ohio University Libraries at OLC Technical Services Retreat, Lewis Center, OH, April 1, 2016
- “Developing an Open Educational Resource: Leading Campus OER Initiatives through Library-Faculty Collaboration,” with Mandi Goodsett and Barb Loomis at ALAO Conference, Lewis Center, OH, November 20, 2015
- “Cleveland State Taps into Faculty and Campus Needs,” bepress webinar with Barbara Loomis and Theresa Nawalaniec, March 19, 2015

- “Automating Steps in the Institutional Repository Workflow,” presented at Ohio IR Day, Columbus, OH, October 24, 2014
- “Automating Workflow: From a Trickle to a Stream” with Barbara Strauss at Digital Commons + Great Lakes User Group meeting, Valparaiso, IN, July 31, 2014
- GetURLs [Google Apps script]. GitHub repository: [https://github.com/marshamiles/getURLs\\_Apps\\_Script](https://github.com/marshamiles/getURLs_Apps_Script), 2014
- Book review: “Information Resource Description: Creating and Managing Metadata,” by Philip Hider for *Technical Services Quarterly*, 31:1, pages 94-95, 2014
- Presented on Digital Commons and CONTENTdm at Cleveland State at Digital Resource Management Committee (DRMC) meeting, Columbus, OH, November 19, 2013
- Book review: “Jump-Start Your Career as a Digital Librarian: A Lita Guide” by Jane Monson for *Technical Services Quarterly*, Volume 30, Issue 03, pages 355-357, June 2013
- “Using XSLT and Google Scripts to Streamline Populating an Institutional Repository” co-authored with Stephen X. Flynn and Catalina Oyler in *Code4Lib Journal*, Issue 19, January 15, 2013. <http://journal.code4lib.org/articles/7825> (web)
- Presented on workflows and standards for born-digital content at Next Generation Library Summer Institute, Gambier, OH, June 20, 2011
- Presented on digital cameras and photo editing at Next Generation Library Summer Institute, Oberlin, OH, October 28, 2010

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## CONTINUING EDUCATION AND CONFERENCES

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- COVID-19 and Collections Care, webinar, June 2, 2020
- Accessibility in Online Library Instruction, webinar, June 4, 2020
- Automatically populate your IR: Harvesting Scopus data into Digital Commons, webinar, May 27, 2020
- Best Practices Exchange, virtual, May 18-20, 2020
- Opening Doors: Outreach with Archives and Special Collections, Spring 2020 SOA/ALAO SCAIG Workshop, virtual, May 14, 2020
- Managing remote library teams, webinar, May 1, 2020
- Ask the Experts: OCLC CONTENTdm's Catcher web service, webinar seminar, April 30, 2020
- Copyright and Online Learning, webinar, April 30, 2020
- ACRL Leadership DG: What Degree Is Needed to Lead? A Virtual Forum, April 28, 2020
- Saving the cancelled conference: Supporting conferences, events, and online learning with your institutional repository, webinar, April 22, 2020
- ARLIS/NA OV Spring Chapter Meeting, virtual, April 21, 2020
- Maintaining Employee Wellbeing Through the COVID-19 Disruption, webinar, April 10, 2020
- Working from home for the first time: navigating your new home office, webinar, April 2, 2020
- Managing E-Resources during COVID-19, webinar, March 26, 2020
- CIRM & ERIT Knowledge Sharing: Managing Free Vendor Resources, virtual meeting, March 25, 2020
- Jamye Jamison’s Workshop, Cleveland, OH, March 10, 2020
- OpenCon Cleveland 2020, Cleveland, OH, February 28, 2020
- Monte Ahuja Leadership Excellence Certificate, Cleveland State University, 2019
- Metadata Crosswalking Course, Cleveland, OH, September 5, 2019
- Springy Camp, webinar, July 31, 2019
- KSU Scholarly Publishing Forum Kent, OH, July 30, 2019
- DC+GLUG Meeting, Kalamazoo, MI, July 29, 2019
- Ohio IR Day Spring Meeting, Columbus, OH, June 11, 2019
- Northern Ohio Technical Services (NOTSL) Spring Meeting, Parma, OH, May 23, 2019
- Association of College & Research Libraries (ACRL) 2019 Conference, Cleveland, OH, April 10-13, 2019
- Best Practices Exchange (BPE) 2019, Columbus, OH, April 29 – May 1, 2019
- OpenCon Cleveland 2019, Cleveland, OH, March 8, 2019

- OpenCon Cleveland 2019 Pre-Conference, Cleveland, OH, March 7, 2019
- Digital Commons + Ohio User Group Fall meeting, Cleveland, OH, November 9, 2018
- Academic Library Association of Ohio (ALAO) Annual Meeting, Lewis Center, OH, November 2, 2018
- Ohio IR Day Fall Meeting, Columbus, OH, October 30, 2018
- Art Libraries Society of North America (ARLIS/NA) Ohio Valley Chapter Fall Meeting, Columbus, OH, October 12, 2018
- Ohio Digitization Interest Group meeting, Columbus, OH, September 12, 2018
- CONTENTdm User Group (CDMUG) Meeting, Columbus, OH, August 1-2, 2018
- Digital Commons + Great Lakes User Group (DC+GLUG) Meeting, Granville, OH, July 28, 2018
- Ohio Digitization Interest Group meeting, Kent, OH, July 11, 2018
- Digital Commons + Ohio User Group Spring meeting, Toledo, OH, May 18, 2018
- Ohio Digitization Interest Group meeting, Bowling Green, OH, May 10, 2018
- Digital Initiatives Symposium, San Diego, CA, April 23-24, 2018
- “Faculty Profiles without Tears: Announcing bepress’s New Harvesting Tool,” bepress webinar, April 19, 2018
- Ohio IR Day Spring meeting, Columbus, OH, April 18, 2018
- OpenCon 2018 Cleveland, Cleveland, OH, March 5, 2018
- Center for Faculty Excellence workshop: Digital Methods in Research and Teaching, Cleveland, OH, February 20, 2018
- OhioLINK Summit, Columbus, OH, February 13, 2018
- Ohio Digitization Interest Group meeting, January 24, 2018
- NOTSL Fall meeting, Parma, OH, December 11, 2017
- Ohio Digitization Interest Group meeting, November 15, 2017
- Ohio IR Day Fall Meeting, Research Data Services, November 14, 2017
- Digital Commons + Northern Ohio User Group Meeting, Delaware, OH, November 03, 2017
- Academic Library Association of Ohio Annual Meeting, Lewis Center, OH, October 27, 2017
- OhioLINK OER Summit, Columbus, OH, July 24, 2017
- Digital Commons + Great Lakes User Group Meeting, Cleveland, OH, July 28, 2017
- Law Library Lunch and Learn, Cleveland, OH, June 28, 2017
- Special Collections Conservation Care Workshop, Columbus, OH, June 22, 2017
- “Supporting Student Success with Open Educational Resources,” webinar, May 9, 2017
- “Discovery and Assessment of OER, NISO virtual training,” April 27, 2017
- “New Strategies to Embed Library Initiatives into Campus Culture,” webinar, April 25, 2017
- “Open Access: Advocating for Change,” webinar, April 25, 2017
- Digital Commons + Northern Ohio User Group meeting, Bowling Green, OH, April 21, 2017
- “Opening Up Education: Textbooks, Resources, Courseware & More,” NISO virtual conference, April 19, 2017
- Ohio IR Day, Columbus, OH, April 5, 2017
- Ohio Digitization Interest Group (OhioDIG) meeting, Columbus, OH, March 22, 2017
- “Open Access: How to Support Researchers,” webinar, March 21, 2017
- “Supporting Digital Scholarship: OSUL’s Research Commons,” webinar, March 8, 2017
- “Mainstreaming Open Access Monographs,” webinar, January 31, 2017
- Academic Library Association Midwinter Meeting, Atlanta, GA, January 20-24, 2017
- “How to Get from Here to BIBFRAME,” webinar, November 2, 2016
- Digital Commons + Northern Ohio User Group meeting, Kent, OH, November 18, 2016
- ARLIS/NA OV Fall meeting, Kent, OH, November 4, 2016
- Academic Library Association of Ohio (ALAO) Conference, Wilmington, OH, October 28, 2016
- “Digital Collection Policy Development and Content,” webinar, October 13, 2016
- Ohio IR Day, Columbus, OH, October 5, 2016
- ALAO Technical, Electronic, and Digital Services Interest Group Meeting, Akron, OH, August 12, 2016
- International Federation of Library Associations and Institutions (IFLA) Information Technology Section and DCMI meeting, Dublin, OH, August 19, 2016

- Digital Commons + Great Lakes User Group and New York IR Day, Brockport, NY, July 29, 2016
- Ohio Digitization Interest Group Meeting, Cleveland, OH, July 7, 2016
- Ohio IR Day, Columbus, OH, May 13, 2016
- “RightsStatements.org: Why We Need It, What It Is (and Isn’t) and What Does It Mean for the DPLA Network and Beyond?” webinar series, May 10 and May 17, 2016
- Digital Commons + Northern Ohio User Group meeting, Cleveland, OH, April 25, 2016
- Ohio Library Council (OLC) Technical Services Retreat, Lewis Center, OH, March 31-April 1, 2016
- DPLA Ohio Symposium, Columbus, OH, December 3, 2015
- Academic Library Association of Ohio (ALAO) Conference, Lewis Center, OH, November 20, 2015
- ALAO Pre-Conference, Lewis Center, OH, November 19, 2015
- Northern Ohio Technical Services Librarians (NOTSL) Fall Meeting, Parma, OH, October 30, 2015
- Ohio IR Day, Columbus, OH, October 23, 2015
- Repository Manager Certification Course at bepress, Berkeley California, October 6-8, 2015
- ARLIS/NA OV Fall meeting, Columbus, OH, October 2, 2015
- “How Putting Art into STEM Benefits Students,” webinar, September 15, 2015
- “Harnessing the Lifecycle: Planning and Implementing a Strategic Digital Collections Infrastructure at the OSU Libraries”, Ohio Digitization Interest Group meeting, Columbus, OH, September 9, 2015
- Digital Commons + Great Lakes User Group Annual Meeting, Detroit, MI, July 30-31, 2015
- “How am I Doing? Framework for Repository Benchmarking,” webinar, July 9, 2015
- Ohio IR Day, Columbus, OH, April 17, 2015
- Library Data [R]evolution: Applying Linked Data Concepts, virtual conference, February 10, 2015
- Northern Ohio Technical Services Librarians (NOTSL) Fall Meeting, Parma, OH, November 21, 2014
- Academic Library Association of Ohio (ALAO) Annual Conference, Sandusky, OH, November 14, 2014
- Who Gives? Advocacy & Outreach That Make Things Matter, ALAO Pre-Conference, Sandusky, OH, November 13, 2014
- Digital Scholarship Colloquium 2014: Pedagogy & Practices, Cleveland, OH, November 6-7, 2014
- ARLIS/NA OV Fall Meeting, Pittsburgh, PA, October 31, 2014
- Ohio IR Day, Columbus, OH, October 24, 2014
- If You Love Your Scholarship, Set It Free: Embracing Open Access at CSU, CSU/Wright State University Joint Open Access Symposium, Cleveland, OH, October 22, 2014
- Open Textbooks workshop, Cleveland, OH, September 16, 2014
- Digital Commons + Great Lakes User Group (DC + GLUG) Annual Meeting, Valparaiso, IN, July 31-August 1, 2014
- Transforming with XSLT, Association of Research Libraries (ARL) and Digital Library Federation (DLF) workshop, Washington, DC, May 14-16, 2014
- Ohio Library Council Technical Services Retreat, Lewis Center, OH, April 21-22, 2014
- An Introduction to XML and XML Applications, ARL and DLF workshop, Washington, DC, February 26-28, 2014
- CONTENTdm Virtual Conference, December, 5, 2013
- Copy Cataloging of Digital Resources Using RDA workshop, Midwest Collaborative for Library Services online training, December 4-5, 2013
- NOTSL Fall Meeting, Kent, OH, November 22, 2013
- Ohio Name Authority Cooperative (NACO) Funnel Training, Kent, OH, November 6, 2013
- ALAO Annual Conference, North Canton, OH, October 25, 2013
- The Digital Shift: Reinventing Libraries, virtual conference, October 16, 2013
- The Metadata [R]evolution: Transformation Opportunities, virtual conference, September 18, 2013
- American Library Association (ALA) Virtual Conference, July 24-25, 2013
- ALAO Technical, Electronic, and Digital Services Interest Group Spring Meeting, Columbus, OH, May 21, 2013
- Freedman Center Colloquium: Exploring Collaboration in Digital Scholarship, Cleveland, OH, April 8-9, 2013
- NOTSL Spring Meeting, Cleveland, OH, April 5, 2013

- Scholar's Dashboard, Columbus, OH, February 7-8 and May 9-10, 2013
- NOTSL Fall Meeting, Kent, OH, November 30, 2013
- Visual Resources Association Annual Conference, Albuquerque, NM, April 18-21, 2012
- Forever is a Long Time: Preservation Planning for Digital Collections, Columbus, OH, October 24, 2011
- Digital Humanities Connections: a conversation about the future of digital humanities, The Center for Public History and Digital Humanities and the Baker-Nord Center for the Humanities, Cleveland, OH, May 6, 2011
- Technical Assistant for Basics of Archival Arrangement, Description, and Cataloging workshop, Kent, OH, April 9-10, 2010
- ALAO Annual Conference, Wilmington, OH, October 29, 2009
- 25th Anniversary Ohio Preservation Council Symposium, Columbus, OH, September 17, 2009
- Managing and Preserving Archival Collections, Conservation Center for Art and Historic Artifacts, Pittsburgh, PA, June 4-5, 2009
- Represented Oberlin College Library at Midwest CONTENTdm User Group Meeting, OCLC, West Lafayette, IN, March 18-19, 2009

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## UNIVERSITY AND LIBRARY COMMITTEES

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- Library Personnel Action Committee for Peer Review, 2019
- Search committee for Systems and Knowledge-bases Librarian, 2019
- Search committee for Collection Management and Acquisitions Librarian, 2017-18
- Library Personnel Action Committee for Peer Review, 2016
- Search committee for Nursing and Health Sciences Librarian (chair), 2016
- Library Personnel Action Committee for Peer Review, 2015
- Search Committee for Assistant Director, Digital Resources and Discovery Support Services, 2014
- Library Personnel Action Committee for Promotion in Rank (chair), 2014
- Library Personnel Action Committee for Peer Review, 2014
- Search Committee for Performing Arts and Humanities Librarian, 2014
- Faculty Senate Library Committee, 2013-2017
- Library Faculty Secretary, 2013-2014
- Search Committee for Library Systems Specialist (chair), 2013

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## PROFESSIONAL ORGANIZATION MEMBERSHIPS AND COMMITTEES

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- Academic Library Association of Ohio member, 2010-present
  - Conference Planning Committee, 2014-2016, 2019-2020
- American Library Association, 2016-present
  - Association of College & Research Libraries member, 2018-present
  - Association for Library Collections and Technical Services member, 2019-present
  - Library Information Technology Association (LITA), 2016-2019
- Art Libraries Society of North America (ARLIS/NA), 2013-present
  - *Art Documentation: Journal of the Art Libraries Society of North America* peer reviewer
- ARLIS Ohio Valley Chapter member, 2013-present
  - Executive Board member: Web Editor, 2016-present
- Best Practices Exchange 2019 planning committee member
- 2018 CONTENTdm User Group Meeting planning committee member
- Digital Commons + Great Lakes User Group meeting selection committee member, 2016
- Digital Commons + Northern Ohio User Group (now Digital Commons + Ohio User Group) co-founder, 2016
- Ohio IR Day planning committee, 2014-2016
- Visual Resources Association (VRA) member, 2011-2014
  - VRA Great Lakes Regional Chapter member, 2011-2014

## **COMMUNITY SERVICE**

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- Cuyahoga Valley National Park volunteer, 2013-present
- Cuyahoga Valley National Park Adopt-a-Trail Leader for Pine Grove trail, 2015-present
- Cuyahoga Valley Trails Council Board member, 2015-present
  - Publications Committee chair, 2015-present