

## Heather Braum

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### EDUCATION

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- 2011-2013\*      **Boise State University** Boise, ID  
**MET:** Educational Technology
- 2011-2013\*      **Boise State University** Boise, ID  
**Graduate Certificate:** Online Teaching (Adult Learners)
- 2010              **Elluminate Moderator Certification Program**  
Certified Elluminate Moderator
- 2006-2008      **Emporia State University** Emporia, KS  
**MLS:** Technology Librarianship
- 2001-2005      **Oklahoma Baptist University** Shawnee, OK  
**BA:** Political Science, *Summa Cum Laude*

*\*Expected graduation*

### PROFESSIONAL EXPERIENCE

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- 2009-              **Technology Librarian**  
Northeast Kansas Library System (NEKLS)
- Delivered numerous remote technology training sessions via phone, remote login software, and webinar platforms
  - Assisted in the planning and organization of workshops and webinars on technology-related topics
  - Created the website for 23 Things Kansas online program used by 600 participants, created lessons for the program, served as a participant mentor, and assisted with many of the program's administrative tasks
  - Collaborated with NEKLS staff to provide training at events, including continuing education for school librarians
  - Redesigned the NEKLS web site in 2010
  - Maintained the NEKLS web site
  - Maintained and monitored the NEKLS online social media accounts

- Assisted the Kansas Libraries on the Web project team by providing training and support on library Wordpress websites
- Facilitated the Google Apps transition, training and support for over 20 NEKLS libraries
- Researched and reported on technology trends
- Delivered ILL (interlibrary-loan) systems support and training
- Provided cataloging training and support for the NExpress Shared Catalog consortia
- Managed the data extraction of library data during NExpress Shared Catalog migrations
- Updated and managed the NEKLS professional collection, including weeding, ordering, and cataloging materials
- Managed the software and hardware ordering for NEKLS libraries
- Presented at numerous conferences and workshops
- Provided remote technology support for member librarians and their patrons when technology support specialist was unavailable

2007-2008

**Technology Support Specialist**  
Northeast Kansas Library System

- Provided phone, chat, email, remote, and on-site technology support to small- to medium-sized public libraries in the NEKLS service area (14 counties), including hardware, network, and software
- Delivered technology training as needed to NEKLS staff and member librarians
- Worked with other NEKLS staff in maintaining the NEKLS website and other web presences
- Supported the technology systems in the NEKLS office
- Assisted in troubleshooting integrated library systems, including Follett, Winnebago, and Koha
- Provided purchasing guidance for software and hardware
- Managed the selection, purchase, ordering, installation, and evaluation of hardware and software for 2008 and 2009 Gates library grant recipients

2006-2007

**Network Analyst I**  
Shawnee Mission School District

- Supported computer equipment at three elementary schools and a technical center
- Installed software, diagnosed and resolved problems with stations and printers, installed printers, maintained wireless laptop carts, and worked with the Windows XP and Mac OS X operating systems
- Utilized department ticket-tracking system, software-tracking system, and inventory system
- Answered technical questions from administrators, teachers, and staff
- Worked with Information Services team members to identify solutions to various problems

2003-2005

**Student Computer Technician**

Oklahoma Baptist University

- Repaired faculty and staff computers campus wide
- Maintained records of repair work
- Answered office phones
- Served as the primary Macintosh resource person on staff
- Assisted students with dorm network connections and virus problems

**TEACHING EXPERIENCE**

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2007-

**Technology Trainer**

Northeast Kansas Library System

Delivered numerous technology, cataloging, and interlibrary loan software training sessions for librarians and school librarians, in-person, asynchronously, and online

2010

**23 Things Kansas Mentor**

23 Things Kansas statewide online technology continuing education for librarians

Designed the lessons for Online Communities and Microblogging, as well as the lesson interface (a web site)

2009

**Adjunct Instructor**

Emporia State University, School of Library and Information Management

LI815 - Information Technology for Library and Information Professionals

2005-2006

**Graduate Teaching Assistant**  
University of Oklahoma

Assisted professors teaching large sections of American Government, including running classroom technology, grading, and holding office hours

## **RESEARCH INTERESTS**

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- The changing nature of technology and its impact on adult learners
- Social media impact on the dissemination of information
- Open source impact on the explosion of the web
- Libraries' role in education and lifelong learning

## **SOFTWARE KNOWLEDGE**

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### **Desktop Software**

Microsoft Office, Word, Excel, and PowerPoint

iWork suite, Keynote and Pages

Elluminate, Adobe Connect, and Wimba webinar platforms

Mac, Windows, and iOS operating systems

Familiar with Adobe Creative products, including Dreamweaver, Photoshop, and Flash

### **Web-Based Systems**

Google Apps platform

Wordpress platform

PBwiki and Wetpaint wiki platforms

Koha Integrated Library Systems

Autographics Agent ILL platform

Familiar with Blackboard, Moodle, and D2L LMS platforms

## **PUBLICATIONS**

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### **Conference Proceedings**

Braum, Heather, Jan Brooks, Rebecca Brown, and Diana Weaver. "23 Things x 600 People = Building an Online Library Learning Experience in Kansas." *Brick and Click Libraries: Proceedings of an Academic Library Symposium* 10 (2010): 51-60.

## **PRESENTATIONS**

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### **Invited Presentations**

Braum, Heather. "Technology Toy Box." Summer Institute for Kansas School Librarians, Emporia State University, June 2011.

Braum, Heather. "Technology Toy Box." Santa Fe Trail School District teachers, June 2011.

Braum, Heather, Sharon Moreland, and Liz Rea. "Living in the Cloud: How Using Online Services Can Let You Soar." Nebraska Library Commission Tech Talk webinar, May 2011.

Braum, Heather. "Technology Toy Box." Lawrence School District librarians and technology staff, May 2011.

Braum, Heather. "Technology Toy Box." Silver Lake Public Library Staff Day, March 2011.

Braum, Heather. "Finding Pictures for Your Library's Website." Southwest Kansas Library System Technology Day, September 2010.

Braum, Heather and Liz Rea. "Google Apps Introduction." Southwest Kansas Library System Technology Day, September 2010.

Braum, Heather. "Google Apps Introduction and Training." State Library of Kansas, August 2010.

Braum, Heather. "Koha ILS Overview." Future of Technical Services Preconference at the Oklahoma Library Association/Mountain Plains Library Association conference, April 2010.

Braum, Heather. "Social Media Introduction." Downtown Lawrence, Inc. February 2010.

Braum, Heather. "Social Media Introduction." Lawrence Arts Roundtable, December 2009.

Andrews, Steve, Heather Braum, Brenda Hough, Charlene McGuire, and Janelle Mercer. "30 Tech Tips in 30 Minutes." Southwest Kansas Library System Technology Day, September 2009.

Braum, Heather. "Social Media and Libraries." Southwest Kansas Library System Technology Day, September 2009.

Braum, Heather. "Google Apps Introduction and Training." Atchison Public Library Staff Day, August 2009.

Boardman, Candace and Heather Braum. "Interview with Heather Braum: 'A Case Study.'" Emporia State University School of Library and Information Management (SLIM) Student Orientation, January 2009.

Braum, Heather, Lori Franklin, and Eric Gustafson. "SLIM's Guide to Anticipating (and Managing) Change Preconference." Speaker on the Technology Panel, Kansas Library Association Conference, April 2008.

Braum, Heather. "Gadget Garage." Atchison Public Library Teen Technology Week event, March 2008.

Braum, Heather. "Introducing Office 2007." Olathe Public Library Staff Day, November 2007.

### **National Conference Presentations**

Alcorn, Louise, Heather Braum, Christ Burns, and Cindi Hickey. "Learning Virtually: 23 Things & Counting." Computers in Libraries Conference, March 2011.

Braum, Heather, Jan Brooks, Rebecca Brown, and Diana Weaver. "23 Things x 600 People = Building an Online Library Learning Experience in Kansas." Brick and Click Symposium, November 2010.

Braum, Heather, Brenda Hough, and Jessamyn West. "Tiny Libraries, Tiny Tech, Innovative Services." Computers in Libraries Conference, March 2009.

## **Local and Regional Conference Presentations**

Braum, Heather and Liz Rea. "Naked in the Library: Keeping Your Private Information Private, Online." Northeast Kansas Library Association Technology Day, August 2011.

Braum, Heather. "Technology Toy Box Overview." Northeast Kansas Library Association Technology Day, August 2011.

Braum, Heather and Liz Rea. "Naked in the Library: Keeping Your Private Information Private, Online." Kansas Library Association Conference, April 2011.

Bartlett, Gwen, Heather Braum, and Gwen Lehman. "23 Things Kansas." Kansas Association of School Librarians Conference, October 2010.

Braum, Heather and Cindi Hickey. "Virtual Learning: A World of Opportunity" with Cindi Hickey. Northeast Kansas Library Association Technology Day, August 2010.

Braum, Heather, Carla Kaiser, and Sarah Walker-Hitt. "Desktop Tower (and Windows) Optional: Alternative Hardware Solutions for Your Library." Kansas Library Association Conference, April 2010.

Braum, Heather and Janelle Mercer. "Preconference: Connecting with Fellow Librarians, Patrons, and the World: A Hands-on, Best Practices Preconference on Social Media Tools." Kansas Library Association Conference, April 2010.

Braum, Heather, Liz Rea, and Diana Weaver. "Googols of Uses: Collaborate and Communicate using Google Apps in your Library." Kansas Library Association Conference, April 2010.

Braum, Heather, Charlene McGuire, Janelle Mercer, Liz Rea, and Stacey Strickland. "45 Tech Tips in 45 Minutes." Kansas Library Association Conference, April 2010.

Ballester, Yvonne, Gemma Blackburn, Sue Blechl, Heather Braum, and Eric Gustafson. "Necessary Technology Competencies for LIS Professionals: Practitioners' Viewpoints." Kansas Library Association Conference, April 2010.

Braum, Heather and Sarah Walker-Hitt. "NetBoxes in the Library." Northeast Kansas Library System Technology Day, August 2009.

Braum, Heather and Sharon Moreland. "Cloud Computing: How Using Online Services Can Let You Soar." Northeast Kansas Library System Technology Day, August 2009.

Blackburn, Heidi, Heather Braum, and Alysia Starkey. "Keeping Up with Big Daddy: Meeting 2.0 User Expectations on a 1.0 Budget." Kansas Library Association/ Mountain Plains Library Association Conference, April 2009.

Braum, Heather, Sharon Moreland, and Liz Rea. "Living in the Cloud: How Using Online Services Can Let You Soar." Kansas Library Association/Mountain Plains Library Association Conference, April 2009.

Braum, Heather. "Maintenance Musts." Northeast Kansas Library System Technology Day, August 2008.

Braum, Heather. "Introducing Windows Vista and Office 2007." Northeast Kansas Library System Technology Day, August 2007.

### **Workshop Presentations**

Braum, Heather. "Technology Toybox Overview." Northeast Kansas Library System School Librarian Workshop, July 2011.

Braum, Heather. "Tools for Managing Professional Information Overload." Northeast Kansas Library System School Librarian Workshop, July 2011.

Braum, Heather. "Tools for Managing Professional Information Overload." Kansas Association of School Librarians District I Workshop, March 2011.

Braum, Heather. "Free Technology Tools for the Library and Classroom." Kansas Association of School Librarians District I Workshop, February 2010.

Braum, Heather. "Learning Express Overview." Northeast System Training Retreat, September 2010.

Braum, Heather and Liz Rea. "Free Web Tools Hands-on Session: Jing, Wordle, Google Docs, Google LitTrips, and Delicious." Northeast Kansas Library System School Librarian Workshop, July 2009.

Braum, Heather and Sharon Moreland. "Casting the Net: Hands-on with the NEKLS Tech Staff." Northeast System Training Retreat, September 2008.

Braum, Heather. "Free and Fun! (Mostly) Web-Based Library Tech Tools." Northeast Kansas Library System School Librarian Workshop, July 2008.

Braum, Heather and Liz Rea. "Gadget Garage." Northeast System Training Retreat, September 2007.

Braum, Heather, Brenda Hough, and Liz Rea. "Blogs and Wikis Session." Emporia State University's Summer Institute for School Librarians, June 2007.



## **HONORS AND PROFESSIONAL SERVICE**

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### **Honors**

2010 Kansas Library Association Presidential Award, New Professional

### **Memberships**

Kansas Library Association (KLA), 2007-present

American Library Association (ALA), 2008-present

ALA Learning Roundtable, 2009-present

Kansas Association of School Librarians, 2009-present

KLA Information Access and Technology Roundtable, 2009-present

KLA Interlibrary Loan Roundtable, 2009-present

KLA Public Libraries Section, 2009-present

### **State Association Committee Membership**

KLA Virtual Conference Planning Committee, 2010-2011

KLA Membership Committee, 2010-2011

KLA Governmental Affairs Committee, 2009-2010

### **Institutional Committee Membership**

NExpress Shared Catalog Cataloging Committee, 2009-present

### **Other Professional Service**

KLA Virtual Conference session moderator, 2011

Kansas Library Camp Unconference planning committee, 2011

Kansas Libraries (statewide) webinar platform selection committee, 2010

KLA Information Access and Technology Roundtable nominating committee, 2010

23 Things Kansas website administrator, 2009-present

23 Things Kansas planning committee, 2009-2010

23 Things Kansas mentor, 2009-2010