

Teresa A. MacGregor

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EDUCATION & ACADEMIC HONORS

Attended July 2013

Association of College and Research Libraries' Immersion Teacher Track

Seattle, Washington, USA

Intensive weeklong program concentrating on information literacy classroom techniques, learning theory, leadership and assessment.

Earned August 1993

Library Science, M.S.L.S.

University of Kentucky, Lexington, Kentucky, USA

Inducted 1993

Beta Phi Mu Library and Information Science Honor Society

University of Kentucky, Lexington, Kentucky, USA

Earned June 1992

English Literature, B.A.

Summa cum laude

University of Cincinnati, Cincinnati, Ohio, USA

Professional and Technical Writing Certificate

University of Cincinnati, Cincinnati, Ohio, USA

Awarded 1992

Edward Miles Brown Prize for Outstanding Graduating Senior in English

University of Cincinnati, Cincinnati, Ohio, USA

Inducted 1991

Phi Beta Kappa National Honor Society

University of Cincinnati, Cincinnati, Ohio, USA

EMPLOYMENT EXPERIENCE

May 2012-Present

Director of the Library (interim May 2012-January 2013)

Carnegie Mellon University in Qatar

P.O. Box 24866, Doha, Qatar

- Manage one full-time Reference & Instruction Librarian; three full-time Library Associates; two part-time Library Assistants; and Student Assistants (as applicable). Complete performance reviews for full-time Library Associates. Created job description for, posted, interviewed and hired new Library Assistant. Instituted regular staff meetings and 1:1 meetings. Encourage cross-training and

information sharing, including development of a department SharePoint site and creation of policy and procedure documentation.

- Oversee ~ \$725,000 operating budget, including submission of subscription renewals and lump-sum purchases in time for fiscal year end. Work directly with Finance team, Chief Operating Officer and counterparts in Pittsburgh to plan for and execute contract agreements and purchase orders.
- Deliver Library services to faculty, students and staff, as well as to the Education City/Qatar Foundation community. Includes purchase of hard copy and digital materials; investigation and initiation of new subscription services; management of existing subscriptions; troubleshooting access issues; purchase and maintenance of devices (such as iPads, Kindles and scientific calculators). Oversee and update circulation policies and procedures. Deliver ad hoc and by appointment reference services, as well as Library orientation for new faculty, students and staff. Consult with student government to understand student needs for collections, services and facilities.
- Maintain the Library facility, including the installation of new signage throughout the Library and the reinstatement of a central information desk. Redesigned the Tepper Business Resource Center with a focus on digital resources for Business Administration students and faculty, including the installation of Bloomberg Professional and Thomson Reuters Eikon terminals. Redesigned the Library courtyard into a "Poetry Garden.". Work closely with IT and Facilities departments to ensure that the facility is operational, safe and secure.
- With Reference & Instruction Librarian, teach a semester-long course in Information Literacy to all incoming freshmen (99-104 Carnegie Skills Workshop). In 2012, taught three sections with ~ 55 students; in 2013, taught two sections with ~ 40 students; in 2014, taught two sections with ~ 32 students.
- Manage the textbook operation for the Qatar campus. Includes soliciting textbook adoptions from faculty; placing orders with the Pittsburgh campus bookstore, eTextbook supplier or other vendors as applicable; tracking and organizing shipped items; distributing textbooks to all 400+ students; and managing surplus inventory.
- Perform daily operational duties with an eye toward long-term strategic goals. Participate on the Dean's Senior Staff Council. Regularly meet with Education City library directors to understand policies and trends in the local context. Serving as Vice President/President Elect of the Education City Library Directors Council.

February 2012-May 2012

Reference and Instruction Librarian

Carnegie Mellon University in Qatar

P.O. Box 24866, Doha, Qatar

- Delivered Library services to faculty, students and staff at Carnegie Mellon University in Qatar, as well as to the Education City/Qatar Foundation community.
- Purchased hard copy and digital materials as needed/requested.
- Provided ad hoc and by appointment reference services.

October 2011-February 2012

Writing Center Instructor
Virginia Commonwealth University in Qatar
P.O. Box 8095, Doha, Qatar

- Consulted one-on-one with students about their writing assignments including correction of mechanical issues (grammar, punctuation and word choice), as well as higher-order concerns (thesis statements, transitions, overall organization).
- Delivered in-class presentations on writing-related topics, such as note-taking skills and source citation formats.
- Created and updated documentation for students on writing-related topics, such as common grammatical errors, source citation formats and methods for successful self-editing.
- Collaborated with colleagues on short-term and strategic plans for the Writing Center.

March 2010–September 2011

Taxonomy Architect (Home-based)
New Lexis Taxonomies & Semantic Enrichment; Global Architecture & Research
LexisNexis
9555 Springboro Pike, Miamisburg, Ohio, USA

- 17-year veteran with LexisNexis who was widely known throughout the company as an expert on classification and taxonomies. Promoted the value of metadata both internally and externally by addressing ad hoc requests and delivering formal presentations to LexisNexis personnel, customers and colleagues in the industry.
- Managed a cross-departmental project team in the implementation of technologies for automated topic discovery, taxonomy management and document classification. Deliverables included creating and updating documentation; maintaining the project's SharePoint site; scheduling and chairing meetings both on-site and virtually; negotiating with consultants and vendors; and ensuring the on-time delivery of project objectives.
- Reported project status and liaised with senior management, project sponsors, project stakeholders, business unit representatives, product developers, engineers, researchers and customers.

October 2009–February 2010

Product Consultant (Home-based)
New Lexis Topics, Entities & Taxonomies; Global Architecture & Research
LexisNexis
9555 Springboro Pike, Miamisburg, Ohio, USA

- Evaluated third-party and proprietary technologies for automated topic discovery, taxonomy management and document classification. Deliverables included launching proof of concept tests; creating and updating documentation; meeting with colleagues and vendors; and delivering recommendations to senior management.
- Communicated requirements and testing status to management and other interested internal departments.
- Provided training and consultation on classification and taxonomies to LexisNexis personnel, customers and colleagues in the industry via teleconferences, webinars and on-site presentations.

June 2006–September 2009

Product Consultant, US Markets (Home-based)

Taxonomies & Indexing; Global Electronic Product Development

LexisNexis

9555 Springboro Pike, Miamisburg, Ohio, USA

- Provided expert support for LexisNexis personnel and customers on classification and taxonomies.
- Created and maintained a SharePoint-based inventory of LexisNexis classification and taxonomies technologies, processes and product implementations as a knowledge repository and marketing tool for the Taxonomies & Indexing team.
- Presented at professional conferences, including the annual meetings of both the Special Libraries Association and the American Library Association.
- Delivered a web-based seminar on automated classification technologies to fellow Special Libraries Association members as part of the Click University Live! program. Session title – Taxonomy Technologies and Successes: Techniques and Systems for Automated Classification.
- Continued duties as Taxonomy Solutions Product Manager.

June 2004–May 2006

Product Manager, Taxonomy Solutions (Home-based)

Taxonomies & Languages; Global Electronic Product Development

LexisNexis

9555 Springboro Pike, Miamisburg, Ohio, USA

- Launched a cross-departmental project dedicated to licensing LexisNexis proprietary classification technology (called SmartIndexing Technology) to customers for internal use (called Taxonomy Solutions). Developed documentation; maintained the project's SharePoint site; chaired and wrote minutes for weekly status meetings; drafted requirements and created prototype screen faces for customer-facing classification tools; and delivered training to LexisNexis sales representatives.
- Presented Taxonomy Solutions to numerous customers via teleconferences, webinars, on-site presentations and conferences. This included a speaking engagement at the Special Libraries Association 2005 annual meeting in Toronto, Canada.
- Conducted proof of concept tests for customers, including taxonomy mapping exercises; detailed analysis of classified documents; and on-site taxonomy consulting.
- Maintained responsibilities on the Taxonomies & Languages team, including reviewing taxonomies; liaising with the Dutch business unit; and compiling competitive analyses.

May 2002–May 2004

Manager, Multi-Language Indexing

Taxonomies & Languages; Global Electronic Product Development

LexisNexis

Halsbury House, 35 Chancery Lane, London, England

- Created a multi-cultural, multi-national, multi-language editorial team in response to new global platform requirements for language-specific document classification. Recruited, hired, trained and promoted 20 employees to implement German, French and Spanish language classification.
- Exceeded objectives for the delivery of subject, industry and geographic taxonomies for the first release of the global product. Deliverables included developing thousands of classification rules; building complex hierarchies; generating and maintaining topic metadata; and supervising production releases.

- Liaised with US-based taxonomy team, as well as product developers and engineers in London, England; Frankfurt, Germany; and Paris, France. Deliverables included writing, reviewing and implementing editorial and product requirements.

October 1998–April 2002

Product Manager, SmartIndexing Technology

Global Electronic Product Development

LexisNexis

9555 Springboro Pike, Miamisburg, Ohio, USA

- Participated in the LexisNexis Global Product & Content Council. Researched competitors and industry standards, and recommended strategies for classification and taxonomies in the global marketplace.
- Wrote product requirements and was product manager for the initial release of a proprietary editorial tool for creating and maintaining topical classification rules and metadata. This tool is still widely used at LexisNexis today.
- Created and maintained the SmartIndexing Technology pages on the LexisNexis InfoPro website for librarian and information professional customers.
- Served as the SmartIndexing Technology representative to the nexis.com project. Implemented classification and taxonomy related requirements. Orchestrated the testing and release of classification on news, business and legislative content.
- Presented SmartIndexing Technology to LexisNexis personnel and customers and at professional conferences. Provided day-to-day support for sales and customer service representatives.
- Wrote and updated training manuals for new editors. Conducted training for more than 20 employees on proprietary classification technology. Provided feedback and continuing training for editors.

August 1997–September 1998

Product Specialist, Topical Indexing

Electronic Product Development

LexisNexis

9555 Springboro Pike, Miamisburg, Ohio, USA

- Wrote and tested classification rules behind hundreds of subject and industry topics using a proprietary classification technology.
- Developed taxonomies for the Travel, Leisure & Hospitality; Banking & Finance; Insurance; Food & Beverage; and Transportation & Shipping industries.
- Conducted extensive research on the LexisNexis system and the World Wide Web.

April 1994–July 1997

Customer Service Representative / Consultant

LexisNexis

9555 Springboro Pike, Miamisburg, Ohio, USA

- Served as Dedicated Trainer from September 1996–February 1997. Developed, updated and delivered product training to more than 100 new customer service representatives. Standardized training formats and created an archive of training materials for news, business and legislative content and products.

- Updated materials and trained new employees on competitor's products, including Dialog, Dow Jones/News Retrieval and Westlaw.
- Provided telephonic support to customers and less-experienced customer service representatives regarding news, finance, legislative and public records content on the LexisNexis system.

August 1992–August 1993

Graduate Assistant, Reference Department

Margaret I. King Library

University of Kentucky, Lexington, Kentucky, USA

- Answered in-person and over-the-phone reference questions.
- Organized computer-based reference materials and updates.

PRESENTATIONS

MacGregor, Teresa A., and Alicia Salaz. "Combating a Zombie Apocalypse through Subject-Specific Research: A Topic Selection Practice." LOEX Annual Conference. Amway Grand Plaza Hotel. Grand Rapids, Michigan, U.S.A. 8-10 May 2014. Presentation.

MacGregor, Teresa A., and Elena Athwal. "The Power of Me/The Power of We: Harnessing Narratives of Personal and Cultural Identity in English Writing Instruction." Middle East North Africa Writing Centers Association (MENAWCA) Annual Conference. College of the North Atlantic, Doha, Qatar. 16-17 November 2012. Poster.

UNIVERSITY & PROFESSIONAL SERVICE

2014-Present

Vice President/Chair Elect of the Education City Library Directors Council

2012-Present

Member of the General Education Faculty Group, Carnegie Mellon University

2013-2014

Member of the Library Assessment Committee, Carnegie Mellon University

2012-2013

Member of the Library Instruction Committee, Carnegie Mellon University

2009-Present

SLA Taxonomy Division Bulletin Committee Co-Chair and Co-Editor of *Taxonomy Times*

- Collaborate with co-editors on overall design and subject coverage for each issue.
- Solicit authors for articles; communicate with authors about submission criteria and deadlines.
- Write copy.
- Upload and copyedit text on the Division's Wiki.
- Represent the Bulletin Committee at Division board meetings, including the annual meeting.

PROFESSIONAL AFFILIATIONS

2012-Present

Member of the Education City Library Directors Council

2012–Present

Information Literacy Network of the Gulf Region

1993–Present

Special Libraries Association

Arabian Gulf Chapter (since 2011)

Taxonomy Division (since 2009, founding member)

1993–Present

American Library Association

Association of College & Research Libraries

COMMUNITY SERVICE

July 2005–July 2011

Board Member & Book Sale Committee Co-Chair

Friends of the Saint Joseph Public Library, Saint Joseph, Missouri, USA

- Organized and executed annual used book sale, raising more than \$14,000 each year to support library services and programs, such as the Summer Reading Program.
- Implemented ad hoc book sales throughout the year to supplement FSJPL revenue.
- Coordinated library staff and community volunteers. Authored a manual on book sorting for use in training new volunteers.
- Assessed, categorized and boxed book donations.

July 2008–July 2010

President

Friends of the Saint Joseph Public Library, Saint Joseph, Missouri, USA

- Led regular board meetings and annual membership meeting, including scheduling entertainment for the annual meeting. Chartered committees and appointed committee members.
- Liaised with library staff and the local community.

GLOBAL EXPERIENCE

- Currently living and working in Doha, Qatar, July 2011-Present
- Lived and worked in London, England, 2002-2004
 - Recruited, hired, trained and promoted 20 employees to form a multi-cultural, multi-national, multi-language editorial team.