

# Steven J. Oberg

## SUMMARY

Accomplished information science professional with a strong track record of leading forward-thinking teams and satisfying user needs through innovation.

## QUALIFICATIONS

- Extensive management and leadership experience
- Knowledge organization, metadata management, and information architecture background
- Thorough knowledge of SharePoint 2007 and 2010, as well as IBM WebSphere Portal and Web Content Management environments
- Experience with XML, SQL, HTML, UNIX
- In-depth facility with Windows-based PCs and Apple Macintosh PC hardware and software, as well as BlackBerry and iOS (iPhone/iPad) mobile devices
- In-person and online teaching and training expertise
- Excellent writing, verbal, and organizational skills

## WORK EXPERIENCE

### 2010 - Current

#### *Project Manager - Information Solutions*

**Global Healthcare Company**

Chicago metro area, IL

Team lead responsible for management of the Library Information Resources (LIR) web portal, its companion mobile-optimized website application, and LIR's Sharepoint-based internal collaboration site; author and/or review requirements for development work; direct internal and external (outsourced) developer resources, and assign priorities and tasks for projects; ensure software development lifecycle (SDLC) compliance; lead governance around supported sites/applications; manage all aspects of service requests including local help desk ticketing system; serve as liaison between LIR and IT organizations to provide technical solutions to meet client needs; represent LIR on corporate-wide teams to ensure that investments by LIR in content and delivery solutions are leveraged throughout the global company.

- Received Administrative Services Excellence (ASE) individual award for Integrity in June 2011

### 2003 - Current

#### *Visiting Lecturer*

**University of Illinois at Urbana-Champaign**

Urbana, IL

Design and teach online, graduate-level course on technical services functions (acquisitions, cataloging, serials, preservation, and systems) in libraries and information centers.

- Received Leadership award from the University of Illinois Graduate School of Library and Information Science Library School Alumni Association

### 2008 - 2010

#### *Senior Information Scientist - Knowledge Management*

**Global Healthcare Company**

Chicago metro area, IL

Lead information architecture investigation, design, planning and execution of best in class information architecture solutions; coordinate management of clients; assist leadership in management of information architecture related budget, including reporting, planning and spending management; collaborate with internal clients to understand information needs, and apply knowledge management principles to implement information architecture solutions that address business objectives; represent enterprise information architecture and knowledge management business interests in vendor relationships; advocate enterprise information architecture and knowledge management interests across business efforts, ensuring that investment in enterprise search and taxonomy solutions are appropriately leveraged.

- Received Silver Award for Excellence for troubleshooting Key Opinion Leader (KOL) application in June 2010
- Received Administrative Services Excellence (ASE) team award for work on Chicago 2016 Olympic bid in June 2009
- Received Finance & Administration (F&A) STAR Award in February 2009

### 2006 - 2008

#### *Information Scientist - Library Systems*

**Global Healthcare Company**

Chicago metro area, IL

Oversee all aspects of the integrated library system (Ex Libris Voyager), OpenURL service (Ex Libris SFX), and supporting software including the development, maintenance, and enhancement of these systems; serve as liaison to professional organizations for management of industry standards, system specifications and optimization of systems; manage systems-related projects as assigned; supervise staff responsible for providing and maintaining lifecycle information about online and print collections including metadata, fiscal information, and collection analysis; provide technical and customer support for collections users; serve as primary contact with vendors providing library systems software; actively monitor industry trends and collaborate with other information-related groups within and outside of the library.

- Received Finance & Administration (F&A) STAR Award in October 2007
- Received Finance & Administration (F&A) Spot Award in September 2007
- Received Finance & Administration (F&A) Spot Award in December 2006

### 2005 - 2006

#### *Business Analyst*

**Endeavor Information Systems, Inc.**

Des Plaines, IL

Research and determine system requirements for entire software suite developed for academic research libraries, including Voyager, Meridian, and ENCompass; maintain detailed understanding of current functionality; write specifications for database, interface, and application functionality; document current and intended functionality and design decisions for internal use; write and proofread various scripts as needed; maintain and update data dictionary and ER diagrams; assist other areas of company including Documentation, Quality Assurance, Product Management, and Customer Support in trouble-shooting software functionality and library processes; interface with programmers and other staff; participate in user task forces and customer development projects; maintain awareness of industry trends.

### 2002 - 2005

#### *Electronic Resources Librarian*

**Taylor University**

Upland, IN

Responsible for electronic resources management for the Zondervan Library, including budget, access, maintenance, and user instruction; manage technical issues and design regarding websites for the Zondervan and Calvin H. English (Ft. Wayne campus) libraries; oversee web application development including locally developed Electronic Resource Management system; develop and implement problem-solving for systems hardware and software applications throughout the Library, including the integrated library system (Ex Libris Aleph 500), OpenURL service (Ex Libris SFX), and its library portal implementation (Ex Libris MetaLib); serve as main contact for consortial system administration and electronic resource purchases; manage all aspects of serials including budget, vendor selection, check-in, and access; assist with in-person reference; engage in collection development work as liaison to various academic departments.

### 1999 - 2002

#### *Business Analyst*

**Endeavor Information Systems, Inc.**

Des Plaines, IL

Research and determine system requirements for entire software suite developed for academic research libraries, including Voyager, Meridian, and ENCompass; maintain detailed understanding of current functionality; write specifications for database, interface, and application functionality; document current and intended functionality and design decisions for internal use; write and proofread various scripts as needed; maintain and update data dictionary and ER diagrams; assist other areas of company including Documentation, Quality Assurance, Product Management, and Customer Support in trouble-shooting software functionality and library processes; interface with programmers and other staff; participate in user task forces and customer development projects; maintain awareness of industry trends.

- Promoted to Business Analyst II in 2001

### 1998 - 1999

#### *Head of Copy Cataloging and Electronic Resources Coordinator*

**The University of Chicago**

Chicago, IL

For 40% time perform same duties and responsibilities as Head, Bibliographic Control (described below); for 60% time, coordinate implementation and managed day-to-day operations of department's systems hardware and software, including desktop PCs and network applications; lead development and management of metadata initiatives in department; develop policies and guidelines for monographic electronic resources cataloging; manage several technical services-related nodes on Library's web server; investigate and implement electronic cataloging software tools; serve as Technical Services Division representative in Library-wide digital library initiatives; investigate and implement vendor-supplied electronic services for monographic cataloging; coordinate OCLC operations.

### 1995 - 1997

#### *Head, Bibliographic Control*

**The University of Chicago**

Chicago, IL

Manage section of the Cataloging Department responsible for monographic copy cataloging activities; supervise paraprofessional staff of 10 FTE; serve as authority on bibliographic control issues for monographs; responsible for interviewing, hiring, and training staff; establish priorities for the section, as well as evaluate and manage workflow and copy cataloging standards; resolve complex copy cataloging issues as they arise; assist with planning and policy development for the department; perform original cataloging duties as time permitted, including contributions to national cooperative cataloging activities such as NACO.

1992 - 1995

*Serials Cataloger*

Catalog and classify serial publications in all formats and in all languages except Chinese, Japanese, and Korean according to CONSER standards for full level cataloging; utilize AACR2R, LCRIs, CONSER Editing Guide, CONSER Cataloging Manual, and other pertinent sources as needed to solve complex cataloging problems; also utilize resource files such as locally mounted LC MARC tapes and the LC Name Authority File, OCLC, and local paper files as needed; perform all relevant authority work including contribution of name and series authority records to NACO; serve as team leader responsible for managing work of paraprofessional copy cataloger, involving hiring, training, evaluating, and revising team member's work.

The University of Chicago  
Chicago, IL

## PROFESSIONAL SOCIETY ACTIVITIES

American Society for Information Science & Technology (ASIS&T), 2002-2003; 2010 - Current.

Special Libraries Association (SLA), 2007-2008.

- Member, Information Technology Division, Blogging Section

North American Serials Interest Group (NASIG), 1991-2009.

- Library School Outreach Committee, 2007-2009.
- Continuing Education Committee, 2007-2009.
- Program Planning Committee, 2003/04.
- Nominations and Elections Committee, 2001/02.
- Chair, Bilingual Focus Group, 2000.
- Vice-President/President-Elect, 1997/98, President, 1998/99, Past President, 1999/00.
- Co-chair, Catalogers' Discussion Group, 1996-1997.
- NASIG Listowner and Moderator of NASIG-L, 1995-1997.
- Electronic Communications Committee, 1994; co-chair, 1995-1997.
- Task Force on Electronic Access, 1995-1996.

Lexis-Nexis Academic Universe Content Advisory Committee, 2002-2005.

Association of Christian Librarians (ACL), 2002-2003.

Association of Library Collections and Technical Services (ALCTS)

- Serials Section and Cataloging and Classification Section, 1994-2001.
- Cataloging & Classification Section Policy & Research Committee, 1999-2001.
- Serials Section Nominating Committee, 1999.
- Serials Section Policy & Research Committee, 1995-1998.
- Creator and maintainer of web-version of bibliography on research topics in serials.

Library and Information Technology Association (LITA), 1995-2001.

- Chair, LITA/ALCTS Technical Services Workstation Interest Group, 1997-1998.
- Member, LITA Deputy Executive Director Search Committee, 1998.

Serials Review, Editor, "Bits & Bytes" column, 2002-2005.

Library Collections, Acquisitions, and Technical Services, Editorial Board, 1999-2000.

Advisory Group, CONSER Serials Cooperative Cataloging Training Program, 1999-2000.

Program for Cooperative Cataloging, Standing Committee on Automation, 2000-2001.

## SELECT PUBLICATIONS

"Lessons in Leadership: Practical Ideas for Growing Your Library Career." April 2002.

"Open Source Software: An Introduction from a Serialist's Perspective." *Serials Review* 29, no. 1 (2003): 36-39.

Thoughts on the future of e-journal management and access. In *E-journals access and management*, ed. Wayne Jones, 319-326. New York: Routledge, 2009.

"Which Route Do I Take? A Viewpoint on Locally Developed versus Commercially Available Journal Management Solutions." *Serials Review* 30, no. 2 (2004): 122-126.

## EDUCATION

1991 University of Illinois at Urbana-Champaign  
*M.S. in Library and Information Science*

Urbana, IL

1990 University of Illinois at Urbana-Champaign  
*A.B. in Liberal Arts and Sciences (History Major/German Minor)*

Urbana, IL