

Resumé

Lisa deGruyter
701 Milford Street
Clarksburg, West Virginia 26301
l-degruyter-5@alumni.uchicago.edu
304-931-4895

Experience

Texas Comptroller of Public Accounts. 1998-2008. Lead team supporting hardware, OS, application software on AIX p570s. 35 virtual servers, including PeopleSoft, Oracle, Lotus Notes, Sendmail, Apache web servers. Administer organization LDAP directory service, spam and virus filtering, application performance management system (Symantec i3), enterprise FTP server, in an agency of 2,800+ staff which collects taxes, manages investments, and provides accounting, payroll, and purchasing for Texas government. Coordinate AIX system interaction with a multi-platform computing environment, including AIX, Linux, Microsoft, mainframe. Responsible for managing team work assignments, developing policy and procedure, writing and maintaining web documentation, developing maintenance and administrative software and reports using Perl and Korn shell, performance measurement, capacity planning.

- Planned and deployed monitoring system for all AIX servers and critical Windows application servers.
- Developed directory system, including working with security, telephone support, and mainframe staff database support to reconcile and coordinate staff data.
- Managed Websphere on Windows support team during deployment of agency's first on-line tax payment system.
- Managed procurement and migration from capitalized standalone AIX servers to leased virtual servers and SAN storage
- Participated in procurement teams for IVR, security logging, application performance management systems.
- Administered Sendmail/IMAP email system for 8 years.
- Planned and deployed mail-filtering system including grey-listing which eliminates 75% of unwanted mail at the periphery.
- Analyzed historical help tickets and devised new ticket categorizations during deployment of new help desk software.
- Deployed and manage application performance management system for public web and application servers and their development environments.

Texas State Library, Austin, Texas. 1993-1998. Manager, Electronic Library Services (Project Link). Developed and maintained a statewide electronic network and information server for Texas libraries and library users; planned statewide network services, developed procedures, and recommended policy; coordinated networked information provision by all divisions; worked with other state agencies to make their information resources available through the statewide library network and coordinated electronic information provision statewide; encouraged and assisted libraries to use the statewide library network. Responsibilities also included supervising and assisting in configuring and maintaining SCO Unix operating system, installing and maintaining application software, mainly in C (gopher, GN server, Apache web server, listproc, MMDF mail, DNS), Bourne shell scripting, Perl scripts for web server cgi applications, and html coding.

Projects included:

- Texas State Electronic Library. Led a team of three (eventually 6) to plan and execute the TSEL, which originated as a gopher server; then migrated to an Apache web server, serving over 7 million files in 1997. State and national recognition included the Lycos Top 5% of all Internet web sites, four star rating from Magellan, and Texas Monthly's Top 100 Web sites in Texas.
- Library Catalog of Texas State Agency Libraries WWW Interface. Installed and customized the Stanford WWW to Z39.50 Gateway to use existing Z39.50 server
- Texas Union Catalog. Customized the Stanford Stanford WWW to Z39.50 Gateway and wrote additional Perl scripts to build a simultaneous search of Texas library catalogs. Software was also implemented by Broward Co. Florida regional library system.
- Internet Assistance Grant Program, a program to connect public libraries to the Internet, train public library staff to use the Internet, and provide electronic materials to public libraries. 95% of Texas public libraries were connected to the Internet in two years.
- Texas Records and Information Locator. TRAIL, a depository and index for Texas State electronic government electronic documents. Designed web directory to organize information from and about all Texas state agencies and universities, including a desktop database and page generator to allow quick and easy updating and format changes.
- Telecommunications Policy. Served as agency liaison to Public Utility Commission and Telecommunications Infrastructure Fund Board regarding policy, planning, and implementation of library programs and discounts under FCC and PUC Universal Service, Telecommunications Infrastructure, and other programs, and as chair of Texas Library Association Telecommunications and Networked Information Policy Committee.
- Electronic Information Policy. Served as staff for the state Records Management Coordination Council. Drafted electronic records retention and electronic document depository rules.

Metropolitan Austin Interactive Network (MAIN). 1994-1996. Volunteer. Founding board member of a community-access computer network.

Unitarian Universalist Association. 1996. Volunteer. Installed original web server software (now updated) and content, including the original Beacon Press web catalog. Worked remotely with nation-wide team.

Texas State Library, Austin, Texas. 1988-1993. Manager, Library Systems and Networks, Library Development Division. Managed statewide long-range planning process for library development, statewide interlibrary loan network of 10 centers handling over 285,000 requests yearly and a budget of \$1.8 million; statewide public library system with ten regional systems serving over 500 member libraries and a budget of over \$7.8 million; competitive grant programs totaling over \$1 million; and accreditation of public libraries.

- Served as state Library Services and Construction Act coordinator. Planned and led a three-year (1989-91) statewide planning process for Library Development Division, involving over 70 people representing client institutions and library users serving on six task forces which developed goals and priorities for library and information services statewide, including networked information services.
- Wrote scripts in FRED (Framework programming language) for automated telephone logging and a small expert system to assign population served to public libraries based on multiple decision rules.

- Developed desktop systems for aggregating budget priorities and for using complex decision rules to calculate criteria for qualification and funding.

Austin Public Library, Austin, Texas. 1986-87. Head of 28,000-volume branch with a staff of six and annual circulation of 120,000. Responsible for collection development, reference, program development, and general management. 1985-86. Fiction Librarian in main library of system serving a city of 400,000. Responsible for maintenance and development of 50,000 volume fiction collection, reader's advisory, and supervision of senior administrative clerk and five circulation clerks. Provided reference and reader's advisory in recordings and children's collections.

Blue Grass Regional Library, Columbia, Tennessee. 1981-85. Director of nine-county public library system, 16 libraries and branches, 80+ bookmobile deposits, serving a population of 232,000, two-thirds rural. Instituted monthly selection lists and acquisitions budget allocations. Reorganized bookmobile service to increase visits from quarterly to bimonthly at reduced cost; circulation increased for first time in over five years. Developed encumbering system for book orders. Replaced quarterly bookmobile visits to libraries with van service, a 200% increase in service at only 75% increase in cost. Streamlined technical processing to reduce time from ordering to availability in libraries from over 3 months to 1 month and reduce costs 50%. Started annual local artists exhibit from which works are purchased for circulating collection; circulating videocassette collection; formal continuing education program in cooperation with local community college.

American Library Association, Chicago, Illinois. 1980. Administrative secretary, Public Library Association. Maintained PLA Office information and communication systems. Reorganized filing system. Drafted office procedure manual. Dealt daily with membership, officers, and committee members. Responsible for PLA office area at annual and midwinter conferences.

Alpha Regional Library, Spencer, West Virginia. 1977-78. Extension librarian for six-county rural public library system. Advised county librarians on planning services and daily operations. Assisted in regional planning and continuing education workshops. Planned, obtained grant funding for, and supervised a region-wide catalog revision project and a local history project, resulting in publication of two county histories. Successfully applied for \$50,000 National Endowment for the Humanities grant to continue and expand local history project. Planned region-wide books-by-mail program.

Roane County Library, Spencer, West Virginia. 1975-76. Library technical assistant in 15,000 volume rural library serving a county of 15,000. Worked in all areas, including circulation, reference, technical services, and children's services.

Cabell County Public Library, Huntington, West Virginia. 1975. Clerk, Junior Services. Reference, reader's advisory, and programming in children's department. 1974-75. Bookmobile clerk. Reference, reader's advisory, and circulation on urban and rural bookmobile.

Academic and Research Experience

Northern Illinois University, DeKalb, Illinois. Fall 1980. Lecturer in Department of Library Science. Taught required course, Foundations of Library Science, from own syllabus.

University of Chicago Graduate Library School, Chicago, Illinois. 1979. Research assistant. Assisted faculty with research and class materials.

University of Chicago, Harper Memorial Library, Chicago, Illinois. 1978-79. Intern, Library Management Information Project. Conducted circulation and missing book studies at the

University's undergraduate library.

Louisiana State University Graduate School of Library Science. 1977. Graduate Assistant. Assisted faculty with preparation of class materials, grading, and bibliographic searching. Revised bibliographies for basic and humanities reference courses. Planned and directed cataloging of GSLS audiovisuals collection.

Education

University of Chicago Graduate Library School, Ph.D. 1982. Dissertation: "Patterns of Rural Adult Public Library Use," an empirical study of the types of use made of the public library in a rural area, and of public library use in general. Studies included survey research, statistics (including computer data analysis), sociology, psychology, linguistics, and classification theory.

Louisiana State University, M.L.S. 1977. Emphasized public librarianship and technical services.

Marshall University, B.A. English, chemistry minor, 1973.

Publications

"The Texas State Electronic Library", *Texas Library Journal* (Spring 1995)

Editor. *System orientation manual : Texas library system*. (Texas State Library, 1990)

"Who Uses Your Library and What Do They Want?", *Public Libraries* (Winter 1983)

"Rural Library Use" in *Rural Libraries: Research and Reality* (Public Library Association, 1982)

"History and Development of Rural Public Library Service", *Library Trends* (Spring 1980)

"William Torrey Harris" in *Dictionary of American Library Biography* (Libraries Unlimited, 1977) with Francis L. Miksa

Professional Activities

Member, American Library Association, 1977-1993. Secretary, Public Library Association Small and Medium Sized Libraries Section, 1985-86; Vice-President, 1986-87; President, 1987-88; Past President and Planning Committee Chair, 1988-89. Member, PLA Organization Committee, 1980-83; PLA/SMLS Rural Library Service, 1980-85, Planning Task Force Chair, 1982, Research Subcommittee, 1982-87, Chair, 1982-85; PLA Delinquencies, Theft and Vandalism Task Force, 1982-83; PLA Planning Process for Small Libraries Program Chair (PLA National Conference 1983); Program Subcommittee, PLA National Conference 1986; Chair, Library Research Roundtable Research Forums, 1987-88.

Member, Texas Library Association, 1985-present. Member, Ad Hoc Committee on Statewide Telecommunications Policy, 1993-present. Chair, James L. Love Award Committee, 1988-1993. Co-Chair, Legislative Day 1993 Local Arrangements Committee, 1992-93. Co-Chair, Legislative Day 1991 Local Arrangements Committee, 1990-91.

Member, Tennessee Library Association, 1981-85, Long Range Planning Committee, 1982-83; Staff Development and Recruitment Committee, 1982-84, Chair, 1983-84.