

## Heather Willever-Farr

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### Education

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Drexel University, College of Computing and Informatics  
Doctor of Philosophy, Information Studies  
Research interests: digital archives, user experience and information systems, online information-seeking behaviors, data curation

University of Wisconsin-Madison  
Graduate study, History of Science, Medicine and Technology

The American University  
Master of Arts, American History

McDaniel College  
Bachelor of Arts, History  
Magna Cum Laude, Phi Beta Kappa

### Work Experience

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#### **Drexel University, College of Computing and Informatics, Philadelphia, PA**

*Adjunct Professor/Instructor*

9/2012–9/2013, 9/2015–present

- Developed course content and taught courses on the fundamentals of information science theory and practice, including:
  - Archival Access Systems (INFO 750)
  - Archival Appraisal (INFO 751)
  - Data Curation (INFO 202, Lanzhou University)
  - Digital Preservation (INFO 756)
  - Electronic Records Management (INFO 755)
  - Foundations of Data and Information (INFO 590)
  - Information Science Capstone (INFO 890)
  - Introduction to Archives (INFO 560)
  - Nursing Informatics (NUR 203)
  - Social Aspects of Information Systems (INFO 215)
- Completed Drexel's Online Accessibility and Inclusivity course and the Quality Matters course, "Applying the QM Rubric to Online Courses"
- Developed "Successful Student Group Work in Online Courses" session for the iSchool Teaching Excellence Program, Drexel University, January 2012

**La Salle University, Philadelphia, PA**

*Special Collections Librarian & Interim University Archivist*

8/2019–present

- Lead Special Collections and University Archives departments, including supervising two part-time staff and student workers
- Serve on the board of the university's learning and pedagogical institute; organize pedagogical learning sessions for faculty
- Design and facilitate in-person experiential learning experiences for a wide range of courses
- Teach instructional in-person sessions on how to leverage the university's information resources for research papers and projects
- Develop and implement preservation and access plans for the university's digital assets
- Implement metadata standards for digital collections and manage metadata integration across systems and discovery tools
- Serve on the library's LSP migration team and manage metadata harvesting for new discovery layer
- Improve usability of library's website and discovery tools
- Promote and increase access to collections through reference services, web-based guides, exhibits, metadata enhancement, and digital access partnerships
- Serve as co-PI for a grant-funded project on Black activism in North Philadelphia
- Fundraise through grant writing

**Abington Township Public Library, Abington, PA**

*Head of Technical Services*

5/2017–8/2019

- Managed technical services for the library, including supervising five staff and volunteers
- Oversaw cataloging services and ensured quality and uniformity of records in ILS
- Improved patron experience with ILS and discovery tools through usability testing
- Managed interlibrary loan services
- Served on library's information desk, providing reference assistance and digital literacy support
- Managed library's archives and digitization of historical material, and increased accessibility of materials through web portals such as the DPLA
- Provided leadership on consortium-wide committees, including database, collections, and cataloging advisory committees

**Historical Society of Pennsylvania, Philadelphia, PA**

*Manager, Digital Services*

5/2015–5/2017

- Led digital services department, including supervising two staff and interns
- Managed internal and inter-institutional digitization and digital history projects,

- including serving as a co-PI for a \$37,235 grant-funded project and serving on a grant-writing team that landed a \$496,170 digitization grant
- Oversaw digitization services and associated research services
  - Managed digital asset management system (DAMS) and digital library
  - Implemented metadata standards for digital collections and managed metadata integration across systems and discovery tools
  - Developed and implemented strategic planning for acquisition and management of digital collections
  - Created digitization guidelines and procedures
  - Formed digital-access partnerships

**Drexel University, College of Computing and Informatics, Philadelphia, PA**

*Research Assistant*

9/2009–6/2010, 5/2013–4/2015

- Designed data-collection instrument
- Collected and analyzed data
- Assisted with writing and editing research papers for peer-reviewed journals and conference proceedings
- Grant writing

**Historical Society of Pennsylvania, Philadelphia, PA**

*Project Archivist (12-month appointment)*

10/2008–10/2009

- Standardized collection metadata, using DACS, for migration to Archivists' Toolkit
- Processed historical collections and developed finding aids
- Answered reference questions

**American College of Physicians, Philadelphia, PA**

*Manager, Archives and Records Management & Information Analyst*

8/1997–9/2001

- Led Archives and Records Management department and supervised four staff
- Established comprehensive records-management program, including digital records
- Created online and physical exhibits on the history of medicine
- Managed digitization projects
- Developed organizational structure for college's intranet
- Built relational databases

**Indiana Commission on Public Records/Indiana State Archives, Indianapolis, IN**

*Director of Records Management and State Electronic Records Archivist*

7/1995–7/1997

- Directed records management and electronic records programs for State of Indiana

- Responsible for budget planning and operational oversight of department and eight staff
- Served as chair of the State Internet Quality Working Group
- Developed educational guidebooks and taught classes on records management
- Designed database for collection information and managed digitization projects
- Developed and managed state archives website, including providing online reference services

### **Science Library, Butler University, Indianapolis, IN**

*Project Manager (Six-month appointment)*

5/1995–7/1995

- Supervised conversion of science library from Dewey Decimal to LoC classification
- Performed original and copy cataloging

### **University of Wisconsin Archives, Madison, WI**

*Project Manager (nine-month appointment)*

9/1993–5/1994

- Appraised and processed records spanning the 90-year history of Family Resources and Consumer Science School
- Developed exhibits and digital finding aids

### **Reserve Officer, Army Quartermaster Corps**

*1<sup>st</sup> Lieutenant, 1992-1998*

## **Publications**

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Duff, W. & **Willever-Farr, H.** (2015). User behavior. In L. Duranti & P. Franks (eds.), *Encyclopedia of Archival Concepts, Principles and Practices*. Lanham, Maryland: Rowman & Littlefield.

**Willever-Farr, H.** & Forte, A. (2014). Family matters: Control and conflict in online family history production. In *Proceedings of Computer-Supported Cooperative Work and Social Computing (CSCW)*. New York, NY: ACM.

Forte, A., Andalibi, N., Park, T., & **Willever-Farr, H.** (2014). Designing information savvy societies: An introduction to assessability [sic]. In *Proceedings of Conference on Human Factors in Computing Systems (CHI) 2014*, Toronto, Canada.

Green, M. K., Dalrymple, P. W., Turner, K. H., Rogers, M. L., **Willever-Farr, H.**, & Zach, L. (2013). An enhanced Text4Baby program: Capturing teachable moments throughout pregnancy. *Journal of Pediatric Nursing*, 28(1), 92-94.

**Willever-Farr, H.**, Zach, L., & Forte, A. (2012). Tell me about my family: A study of cooperative research on Ancestry.com. In *Proceedings of iConference 2012*. New York, NY: ACM.

**Willever-Farr, H.** (2011). Who are we? Family history peer production on the Web. In *Proceedings of Wikisym 2011*. New York, NY: ACM.

Zach, L., Dalrymple, P., Rogers, M., & **Willever-Farr, H.** (2011). Assessing Internet access and use in a medically underserved population: Implications for providing enhanced health information services. *Health Information and Libraries Journal*, 29, 61-71.

**Willever, H.** (1994). *Enlist in a proud profession! Join the U.S. Cadet Nurse Corps: History of the Cadet Nurse Corps*. Washington, D.C.: American Nurses Association.

**Willever, H.** & Parascadola, J. (1994). The Cadet Nurse Corps, 1943-1948. *Public Health Reports*, 109 (3), 455.

## **Presentations/Posters**

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**Willever-Farr, H.** (2022, December). Can you hear me now: New strategies for finding and using primary sources in the classroom, *National Council for the Social Studies Annual Conference 2022, Philadelphia*.

**Willever-Farr, H.** (2021, August). Bringing history into the classroom to support anti-racist pedagogy, *Summer Institute for Learning, La Salle University*.

**Willever-Farr, H.** (2020, August). Remote teaching and learning with special collections, *Summer Institute for Learning, La Salle University*.

**Willever-Farr, H.** (2020, January). Active learning with special collections, *Winter Institute for Learning, La Salle University*.

**Willever-Farr, H.** & Force, D. (2013, August). Archival science job announcements project: An overview and quantitative analysis. *Society of American Archivists Annual Meeting 2013, New Orleans, LA*.

**Willever-Farr, H.** (2013, April). Crowdsourcing history: New challenges and opportunities for memory institutions. *Curate Thyself: Defining and Cultivating an Academic Trajectory in Digital Curation, Chapel Hill, NC*.

Choquette, M. E. (convener), Lavender, K., Ramdeen, S., & **Willever-Farr, H.** (2013, January). The AERI experience: Support, structure, and sociality of inquiry within the archival research and education field. *ALISE 2013, Seattle, WA*.

**Willever-Farr, H.** (2012, July). Tell me about my ancestors: A study of collaborative information production on Ancestry.com. *AERI 2012, Los Angeles, CA*.

**Willever-Farr, H.**, Forte, A., & Zach, L. (2012, May). Cashing in on family: Online family history construction as a commercial enterprise. *Heritage Matters: Designing for Current and Future Values Through Digital and Social Technologies Workshop, CHI 2012, Austin, TX*.

**Willever-Farr, H.**, Forte, A., & Zach, L. (2012). A Hodgepodge of answering styles: Reference behaviors on Ancestry.com message boards. Presented at *Drexel University Research Day 2012, Philadelphia, PA*.

**Willever-Farr, H.** (2010, October). Information-sharing in online genealogy forums. Paper presented at *Library Research Seminar V, College Park, MD*.

**Willever-Farr, H.** (2000, May). Taking the digital plunge: Strategies for a successful landing. Paper presented at *Annual Meeting of Mid-Atlantic Regional Archives Conference*, New Brunswick, NJ.

**Willever-Farr, H.** (1999, May). Finding aids for the 21<sup>st</sup> century. Paper presented at *Annual Meeting of Mid- Atlantic Regional Archives Conference*, State College, PA.

**Willever-Farr, H.** (1997, May). Finding aids in the electronic age. Paper presented at *Annual Meeting of the Society of Indiana Archivists*, Indianapolis, IN.

**Willever-Farr, H.** (1997, May). Virtual archives. Paper presented at *Symposium on the Future of History in the Electronic Age*, Cincinnati, OH.

**Willever, H.** (1994, April). Home economists at the University of Wisconsin, 1907-1970. Paper presented at *Women's History Conference: Digging, Doing, Disseminating*, Madison, WI.

## **Professional Service**

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Philadelphia Consortium of Special Collections Libraries, board member and co-chair of the Program and Membership Engagement Committee, 2020-present.

Co-Principal Investigator, "In Her Own Right: Women Asserting their Civil Rights, 1820-1920s," National Endowment for the Humanities grant-funded digital portal project (\$37,235), Philadelphia Area Consortium of Special Collections Libraries.

<https://drexel.edu/ccj/news/2016/August/information-studies-student-heather-willever-farr-uncovers-women-s-political-history/>

[https://www.inquirer.com/philly/education/20160724\\_The\\_women\\_who\\_paved\\_the\\_way\\_for\\_Hilary\\_Clinton.html](https://www.inquirer.com/philly/education/20160724_The_women_who_paved_the_way_for_Hilary_Clinton.html)

<http://inherownright.org/spotlight/about/feature/project-participants>

Co-wrote winning grant proposal, "In Her Own Right: Women Asserting their Civil Rights, 1820-1920s," CLIR grant-funded digitization project (\$496,170), Philadelphia Area Consortium of Special Collections Libraries.

Peer reviewer and editor for American Society of Information Science and Technology Conference, 2014-2015.

Peer reviewer and editor for the Computer Supported Cooperative Work Conference, 2013.

Peer reviewer and editor for the Conference on Human Factors in Computing Systems (CHI), 2013.

"Successful Student Group Work in Online Courses," iSchool Teaching Excellence Program, Drexel University, January 2012 (developed and coordinated the session).

Assistant editor, *Crossroads: Electronic Records Quarterly*, National Association of Government Archivists and Records Administrators, 1996-1998.

## **Technical Skills and Knowledge**

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- HTML, XML, CSS
- General Refine Expression Language (GREL)
- DACS, Dublin Core, EAD, MARC, METS, RDF
- Adobe Acrobat Pro, Dreamweaver, Photoshop
- Springshare LibGuides and LibAnswers
- EBSCO EDS
- VuFind
- Polaris
- Sierra
- Folio
- ArchivesSpace
- Collective Access
- CONTENTdm
- BePress Digital Commons
- Drupal
- OpenRefine
- SPSS Statistics
- QDA Miner