

QUALIFICATIONS

- 10+ years of experience creating and maintaining the information architecture of research, databases, and learning tools to support education.
- Ability to work cross functionally with other departments and teams to prioritize tasks and meet goals.
- Knowledge of UX principles to decrease cognitive load of students and increase engagement and completion of learning goals.
- Proficiency utilizing SMART metrics from a variety of sources to visualize trends in data and identify areas opportunity.
- Excellent written, verbal, and visual communication skills
- Commitment to diversity, equity, inclusion, anti-racism, and accessibility.

SKILLS

Survey Design	Empathy	Wireframing	HTML, CSS, JavaScript
Information Architecture	Humor	Prototyping	Adobe Creative Suite
Data Analysis	Collaboration	Research	Authoring Tools
Quantitative & Qualitative Research	Critical Thinking	User Modeling	Analytics
Customer Service	Open Mind	Usability Testing	Visual Communication

EXPERIENCE

Communications Manager *July 2025 – Current*
Council of Chief Librarians, California Community Colleges (CCL,CCC), Sacramento, CA

Information Architecture, Web Design, and User Experience

- Management of the CCL,CCC online presence.
- Responsible for designing the information architecture and user experience for the CCL,CCC's new website through Springshare Libguides Content Management System.
- Manager, editor, and coordinator of communications and publications for *CCL Outlook*.
- Function as technology lead to scale and identify new and emerging technology to streamline workflows.
- Provide support and a point of contact for services for members.
- Integrate various online tools to manage content and support the work of CCL,CCC. Including but not limited to: Springshare suite of products, and Google Workspace (e.g. Apps,, Listervs, superuser administrator of product).

UX / Web Consultant *November 2024 – June 2025*
Council of Chief Librarians, California Community Colleges, (CCL,CCC) Sacramento, CA

Information Architecture, Web Design, and User Experience

- Responsible for designing the information architecture and user experience for the Council of Chief Librarians' new Springshare website CMS.
- Integrate various online tools to manage content of the CCL website and support the work of the Council of Chief Librarians. Including but not limited to: Springshare products (e.g. Libguides CMS, LibWizard, LibConnect), and Google Applications (e.g. Drive, Docs, Forms, Sheets).
- Represent CCL and partner with Springshare and the Senior Director of Library and Technology Programs to relocate content to new site and identify areas of opportunity, buy-in, and execution of innovation.

Cross Functional Collaboration, and Project & Product Management

- Supported access to electronic resources for research and education with district and campus Information Technology Departments and 3rd party vendors.
- Primary responsibilities include the planning, organization, management, and implementation of library resources as they pertain to the selection, acquisition, and management of electronic resources or online tools.
- Served as the San Diego & Imperial County representative at the state through the CCL Electronic & Access Resources Committee from 2017-2025, providing reviews of research products, other learning tools, addressing concerns from the field and advising community college librarians of insights to better support their programs.
- Project Lead for the successful implementation of core library systems to a large-scale Library Services Platform (LSP) adoption for the college: scheduled milestones, served as main point of contact between the state funding entities and the library, met with stakeholders to address needs, and provided technical training and documentation for the library department and auxiliary services utilizing the LSP platform.

Research, Instruction, Assessment, and Outcomes

- Responsible for shared librarian duties such as library research skills and information literacy sessions and in-person and online reference.
- Coordinated across departments to generate user research through formative and summative assessments, systems data, and surveys.
- Collaborated with Institutional Effectiveness (Analytics Department) to connect institutional data and program data to visualize library department impact on student success:
 - All students benefited from library services and doubled student retention, completion, and success of students from underserved and underrepresented communities.
 - Communication of findings to administration led to an increased library budget allocation by 300% with a commitment of annual 4% increases.

*Systems and Technologies Librarian
Santa Barbara City College, Santa Barbara, CA*

August 2015 – September 2016

Website and Systems

- Administrator for library website, applied tools and techniques using UI design patterns to reduce the cognitive load of users.
- Database and systems administrator, surfacing relevant content to users through service configurations rankings, integrations with 3rd party content providers, and updates to the search discovery system filters and metadata.

Accessibility

- Liaison between library and Academic Technology Support Division and Disability Support Services to identify, document, resolve, and communicate technology updates to address needs of staff and students adopt accessibility practices and products to service the varied needs of the community.

*Web / Digital Design Librarian, Public Technology Services
San Diego Central Library @ Joan Irwin A Jacobs Common, San Diego, CA*

March 2014 – July 2015

Project Development and Communications

- Project Lead for augmented reality project grant through Qualcomm's WirelessReach initiative.
 - Agile project environment with Qualcomm, private tech businesses, e3 High School and the Central Library to deliver innovative methods of incorporating local history with emerging technology to develop an interactive augmented reality student learning application.

- Provided research, interviews, and digital assets for developers, coordinated with faculty to develop learning assessments, and successfully launched application.
- Developed jQuery mobile optimized web application as a joint venture with the San Diego Metropolitan System (MTS) to market electronic resources for the *Read and Ride* program to transit riders.
- Set-up Summer Reading program auxiliary website and conducted staff training and guidance to capture data and obtain custom statistical reports for reporting success of program to stakeholders.
- Worked with the library Public Information Officer to market programs to the public via electronic press kits, or other composites of content using Adobe Photoshop, Illustrator, and Camtasia.

EDUCATION

- User Experience Design Certificate, University of California Extension (2024)
- Master of Library and Information Science (MLIS), San Jose State University (2011)
 - Accredited by the American Library Association (ALA).
- Bachelor of Science (BS), Business Administration, University of California, Riverside (2005)
- Using Infographics for Big Impact (2015)
- SJSU iSchool/ALA Advanced Certificate: Web Design and Development (2014)

AWARDS

- Walter A. Henry Prize for Business Ethics and Humor in Advertising (2004)

PROFESSIONAL MEMBERSHIPS

- Ex Libris Users of North America – ELUNAA
- ELUNA California User Group – eCAUG
- American Library Association – ALA
 - Association of College and Research Libraries – ACRL
 - California Academic and Research Libraries Association - CARL
 - Community and Junior College Libraries Section - ACRL CJCLS
 - Library and Information Technology Association - LITA
- Council of Chief Librarians, California Community Colleges (CCL,CCC), Board Member
- San Diego and Imperial Counties Community Colleges Learning Resources Cooperative (SDICCLRC), Community College Media Committee (CCMC).
- Library Services Platform (LSP) Governance Committee, Large Member Representative
- Library Services Platform, Lead for San Diego Mesa College
- San Diego and Imperial County Regional Representative for the Electronic Access & Resources Committee of the California Community Colleges Council of Chief Librarians – CCL-EAR

PUBLICATIONS

- *Streaming Video Comparison* by Sean A. Flores, Megan Kinney, and Selene Pineda. CCL Outlook, 2023.
- *Open Access Collections in the Ex Libris Central Discovery Index*, by Mary McMillan and Sean A. Flores. CCL Outlook, 2021.
- Contributor, *Career Transitions for Librarians: Proven Strategies for Moving to Another Type of Library*, edited by Davis Erin Anderson and Raymond Pun. Rowman and Littlefield, 2016.

PRESENTATIONS

- Academic Librarians in Transition: Stories, Narratives and Job Strategies on Moving into Different Library Careers, panel with Raymond Pun (First Year Student Success Librarian, Fresno State), Sandy Hirsh (Director/Professor, School of Information, San Jose State University), Gary Shaffer (MLIS Director, University of Southern California), and Andrew Carlos (STEM/Web Librarian, CSU East Bay, California Academic and Research Library Association Conference (2018))
- STEAM: It's Getting Hot in Here, So Turn on All Your Nodes, with Catherine E. Hong, San Diego Public Library, California Library Association Conference (2016)
- Librarians in Transition: Stories and Job Strategies on Different Library Careers, with Raymond Pun, California State University, Fresno; Kara West and Holland Kessinger, San Diego Public Library; and Sandy Hirsh, San Jose State University, Library Association Conference (2016)
- Ignite Session: Augmenting Reality, California Library Association Conference (2015)