

JESSICA K. BAUMGART

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Since I tend to be a private person online, I removed some dates and other personal information from this resume. Please contact me for a more complete or tailored version.

WORK EXPERIENCE:

Expert Information Organizer

18 months

ITA Software by Google

- Spearhead customer support
- Curate datasets in the software Needlebase detailing restaurants, tours, and events
- Showcase features and attract customers by building collections with Needlebase
- Evaluate Needlebase for usability and users' experiences
- Investigate and log issues in Bugzilla
- Aid quality assurance efforts
- Create and enhance internal and client-facing documentation
- Increase customer base by reaching out to potential users
- Alter the role to meet the needs of a dynamic team

Enumerator

2 months

United States Census Bureau

- Survey people for the 2010 population census
- Research phone numbers and addresses of property owners and landlords
- Follow detailed procedures to complete questionnaires
- Attend daily meetings for updates and turning in completed questionnaires

Quality Assurance Engineer

almost 3 years permanent full-time

Renesys

one year as a part-time contractor

- Assure the quality of products based on global Internet router data and the discussion site
Babbledog
- Formulate and execute test plans and scripts
- Examine performance in browsers on Windows XP and Vista and Mac OSX
- Recommend usability, design, and functionality changes
- Use Selenium and other tools for script creation and test automation
- Report issues in the tracking system RT
- Determine the priority of tickets and changes
- Coordinate with engineers to develop quality assurance and testing best practices
- Respond to customer support requests
- Write documentation, including customer-facing help pages and product text
- Care for a testing lab with several operating systems and browser configurations

WORK EXPERIENCE (Continued):

Quality Assurance Engineer (Continued)

Renesys

- Participate in all aspects of BabbleDog's existence from drawing board through launch
- Manage one full-time colleague and a temporary team hired to prepare BabbleDog for release
- Market BabbleDog
- Observe user tests
- Gather and analyze feedback from clients and tests
- Guide the BabbleDog production process
- Approve each BabbleDog release
- Create and contribute to a weblog and Twitter account for BabbleDog
- Garden the corporate wiki

Information Resources Specialist

six years and 8 months

Office of News and Public Affairs, Harvard University

- As a solo librarian, provide research support and reference services to news office staff, the media, the Harvard community, and the public
- Maintain the office's Web sites, including the Harvard Homepage
- Expand the Harvard Homepage help pages and site index
- Design, implement, and manage databases for knowledge management
- Run the ISDN booth for radio interviews
- Develop publicly-accessible indexes for the MySQL and FileMaker-backed website Research Matters and categorize articles with them
- Contribute to the office's publications
- Assist with the collection of important newspaper and magazine clippings and other ephemera for the news office's files
- Caption, index, and integrate digital photos into the photo archive

Chief Bug Tester

18 months

Frassle

- Find and report problems with the blog platform Frassle, including bugs and server outages
- Log problems on SourceForge
- Work with the developers to resolve issues
- Focus on bugs related to Macs running OS 8, 9, and X
- Suggest interface, design, and functionality changes
- Edit and write documentation
- Provide technical support to Frassle users

WORK EXPERIENCE (Continued):

Librarian (Project Assistantship) almost 3 years

University Communications Library, University of Wisconsin-Madison

- Manage the library, its collection, and its use
- Maintain thousands of files of newspaper and magazine clippings
- Collect additional resources, including books, periodicals, clipsheets, and news releases
- Provide research support and reference services to coworkers, the press, faculty, students, and the public via e-mail, mail, fax, and the telephone
- Design, implement, and maintain databases and a Web site for collection management and access
- Follow retention guidelines to move older materials to the university's archives
- Use external resources and collections to research queries from staff, including the Internet, Lexis/Nexis, and databases available on campus
- Research information and photographs for university publications
- Develop and institute library policies, such as periodical collection guidelines
- Prepare guide materials for use of the collection, such as help guides and pathfinders
- Manage student assistants working in the library
- Solve copier and computer problems
- Solo librarian position

Web Page Editor more than a year

Memorial Library, University of Wisconsin-Madison

- Redesign and be Webmaster for the Southeast Asia Guide and South Asia Guide, two Web sites created by South and Southeast Asian bibliographer Carol Mitchell
- Update the Web site for European Union resources for European bibliographer Vicki Hill
- Update and revise Web pages for reference librarian Susan Barribeau
- Contribute to additional Web pages and sites as directed
- Use Memorial Library's Web page guidelines and file server, Aardvark, Dreamweaver, Photoshop, and FTP software
- Create and apply cascading style sheets

Reference Practicum Student about four months

Memorial Library Reference Department, University of Wisconsin-Madison

(In conjunction with the course LIS 825: Reference and Information Service)

- Attend 25 hours of training and orientation to the library, the Reference Department and its policies, customers, and electronic resources, including databases and indexes, the Internet, and MadCat (UW-Madison's online catalog)
- Staff the reference desk for 4 hours per week (48 total hours) during the semester
- Aid customers using the library
- Provide one-on-one assistance to students using databases, indexes, the Internet, and MadCat through instruction, demonstration, and search strategy planning
- Assist students with computer and printer problems
- Complete a paper and presentation about the practicum for presentation in the course LIS 825: Reference and Information Service

WORK EXPERIENCE (Continued):

Project Volunteer one semester

Wildlife Health Research Center Library

- Assist with a project of indexing old journal reprints
- Improve the keywords thesaurus and list of journals
- Add indexed articles to and revise a ProCite database

German Translator one document

History of Cartography Project, University of Wisconsin-Madison

- Check passages in 3 German texts for footnote references, including one passage from old German

Notetaker one semester

McBurney Disability Resource Center, University of Wisconsin-Madison

- Take notes for and distribute notes to one student in LIS 651: Cataloging and Classification
- Coordinate with this student to develop an understandable notetaking style
- Attend every class and lab session

Assistant to the Administrative Assistant as needed during a two year period

The Ellefson Companies

- Type leases
- Verify home repair parts shipments' contents against packing lists
- Ensure shipped light fixtures and bulbs arrived without breaking

Student Worker five months

Memorial Library Circulation Department, University of Wisconsin-Madison

- Reshelve books
- Adjust books within sections to make room for other collections
- Aid library customers

Bookseller seven months

Two Waldenbooks locations

- Assist customers with purchases, ordering, questions, and finding materials
- Shelve and stock books
- Organize and clean the store
- Run the cash register
- Perform store closing duties, such as balancing the register drawers and vacuuming

WORK EXPERIENCE (Continued):

Wait and Cooking Staff

three months

Rococo's German Restaurant

- Work with customers, chefs, and other wait staff to take and prepare food and drink orders
- Run the cash register
- Balance the cash register for the morning shift
- Purchase food for the restaurant
- Provide a clean and pleasant atmosphere for eating
- Train other wait staff
- Speak German to customers

Student Assistant

three academic years

Wessels Library, Newberry College

- Work with patrons, student workers, and librarians
- Use and demonstrate CD-Newsbank and the Internet
- Perform circulation duties
- Solve minor computer and copier problems
- Assist with an inventory of the collection, based on the card catalog
- Complete technical services duties, such as filing card catalog cards

Editor

two academic years

Kinnikinnick (student literary magazine), Newberry College

- Coordinate and lead a student staff
- Create publicity for fundraising and submissions
- Design, lay-out, and edit the publication
- Use Adobe Pagemaker 5.0 and Photo Plus for layout and training staff
- Choose and work with a printing company

German Tutor

three academic years and one semester

Academic Skills Center, Newberry College

- Aid students with oral, writing, reading, and study skills
- Answer questions about grammar and pronunciation
- Encourage the study and use of the language

Sacristan

two years

Wiles Chapel, Newberry College

- Prepare Wiles Chapel for weekly worship services and special events
- Coordinate the use of the facility with wedding parties and special events
- Assist the chaplain with additional duties
- Prepare and lead worship services during the semester when the chaplain position was vacant

WORK EXPERIENCE (Continued):

Resident Assistant

one academic year

Kinard Residence Hall, Newberry College

- Maintain a safe and stable living environment
- Counsel students
- Organize programs and activities for the students
- Report to other housing staff and the Resident Director

In-House Employee

four months

Papa John's Pizza

- Take orders from customers in the restaurant and over the telephone
- Coordinate the preparation of these orders with delivery drivers
- Prepare orders
- Distribute coupons

Assistant to the Administrator

four months

Premier Marketing

- Research and write reports for newsletters, articles, and the book Property Lines
- Create and prepare mass mailings
- Compose lists of names based on property values from sales in New Hanover County, NC
- Complete secretarial duties

Student Volunteer

four academic years

Summerville High School - Gregg Campus and Summerville High School

- Run the circulation desk
- Check-in, -out, and reshelve books
- Assist students using Infotrac and the online computer catalog
- Scan barcodes on books for inventory
- Select materials for display in the libraries
- Volunteer before school, during lunch, and free-time

EDUCATION:

Master of Arts in Library and Information Studies

School of Library and Information Studies

University of Wisconsin-Madison, Madison, Wisconsin

Bachelor of Arts, double-major in German and Religion and Philosophy,

Newberry College, Newberry, South Carolina, Magna Cum Laude

DAAD Summer Study Abroad Program Participant,

University of Regensburg, Regensburg, Germany

ACTIVITIES AND PROFESSIONAL ORGANIZATIONS:

American Library Association (former member)
Intellectual Freedom Roundtable
Library and Information Technology Association
American Society for Information Science and Technology (former member)
NEASIST Student Travel Award Jury, 2005
Tried to reestablish a student chapter at the University of Wisconsin-Madison
American Society of Indexers (former member)
BarCamp Boston Organizing Committee, 2006-
BostonCHI, 2009-
Boston Wikipedia Meetup Group Co-leader, 2005
Harvard University's Berkman Center for Internet & Society Blog Group
Co-moderator and Scribe
MIT Gilbert and Sullivan Players Lighting Crew, 2005-
MIT Mystery Hunt, Co-Coordinator for Codex, 2005-
New England News Librarians Association
Software Quality Group of New England, 2009-
Somerville Public Library Mystery Book Group participant
Special Libraries Association
Boston Chapter
Bulletin contributor, 2001-
Day on the Job Host, 2001-
Logistics Committee, 2000-,2005 Co-chair or chair, 2001-2005
Professional Development Committee, 2000-2002
Cuba Delegation, 2011
Division of Information Technology
News Division
Awards Committee, 2010
Conference Mentor, 2001-2004, 2006-
Conference Planning Committee, 2002-03
Director of Education/Professional Development, 2008-2009
NewsliBlog contributor, 2003-
News Library News contributor, 2000-
Nominating Committee, 2003-04
Vormelker-Thomas Student Award Committee, 2000-2003, 2008, Chair 2002-03
Webmaster, 2002-2006
Solo Division
Mentoring Committee, 2000-01
Usability Professionals Association, 2010-
Wikimania 2006 host committee member

PRESENTATIONS:

- “Women in the Software Industry.” National Center for Women & Information Technology (NCWIT) panel at ITA Software by Google. September 29, 2011. With Laura Bagnall, Nichole Foley, Michele Morelock, Payal Patel, and Onalie Sotak.
- “Doing More with Less.” Special Libraries Association Annual Conference. June 14, 2009. Moderator and course designer. With Maureen Clements, Sandi Fox, Linda Henderson, Anne Holcomb, and Derek Willis.
- “Technological Tools and Tricks.” Special Libraries Association Rhode Island Chapter. November 8, 2008.
- “Sites Worth a Glance.” Special Libraries Association Boston Chapter. August 22, 2008.
- “Technology Free-for-All.” Special Libraries Association Annual Conference. June 16, 2008. With Derek Willis.
- “Building a Blog.” Boston Center for Adult Education. December 1 and 8, 2007.
- “Blogs, Wikis, and RSS Feeds in Your Organization.” Hudson Valley Chapter of the Special Libraries Association. November 13, 2007.
- “Corporate Blogs and Wikis.” American Society for Information Science and Technology Annual Meeting. October 24, 2007.
- “Introduction to Web 2.0 for Scholarship and Networking.” Open Society Institute Conference at Harvard University. April 18, 2007.
- “Blog Spam.” MIT Spam Conference. March 30, 2007.
- Discussion about Wikipedia. Cyberlaw: Internet Points of Control. Harvard Law School. January 2 and 4, 2007. With Samuel Klein and Kim Bruning.
- “In the Know: Defogging the Blog.” Boston Center for Adult Education. November 14, 2006.
- “Blogging and University Communication Offices.” Harvard University Public Information Officer’s Meeting. September 19, 2006.
- “Wikis.” BWIN. September 15, 2006.
- “Librariansque birds of a feather session.” Wikimania 2006. August 5, 2006.
- “Tips for conducting research and evaluating information.” Wikimania 2006. August 4, 2006. With Gary Price.
- “Leveraging Blogs, Feeds, and Wikis.” Organizers Collaborative: Grassroots Use of Technology. June 17, 2006.
- “Wikis Wiki Wiki.” Special Libraries Association 2006 Annual Conference, June 12, 2006.
- “How and why librarians and tech people should collaborate.” BarCamp Boston, June 3, 2006.
- “Wikis 101: An Introduction to Wikis in 15 Minutes.” Blog and Social Technology Group, June 1, 2006.
- “Research Tips.” JOUR E-137 Feature Writing, March 21, 2006.
- “Blogs, Feeds, and Knowledge Management.” ACRL ITIG, December 9, 2005.
- “Blogging and Work.” Harvard University Libraries Professional Development Committee, November 14, 2005.
- “The Magic and Power of Feeds.” NELINET, November 4, 2005.
- “A Lively Presentation on Blogging in Special Libraries.” Special Libraries Association Rhode Island Chapter and the University of Rhode Island. October 25, 2005.

PRESENTATIONS (Continued):

- “Advocating for New Technology.” N-Ten 2005 Boston Regional Conference: Enabling Technology Funding: Issues for Grantmakers and Grantseekers, October 21, 2005. With Steve Backman, Deborah Finn, Naava Frank, and Eric Segal.
- “RSS/XML Feeding Frenzy.” Special Libraries Association Wisconsin Chapter. October 19, 2005.
- “Introduction to Blogs and Feeds Featuring Hands-on Blogging!” MAHSLIN. September 12, 2005. [http://blogs.law.harvard.edu/jkbaumga/stories/storyReader\\$3926](http://blogs.law.harvard.edu/jkbaumga/stories/storyReader$3926)
- “Introduction to Blogs and Feeds.” MAHSLIN. September 9, 2005. With Garrett Eastman. [http://blogs.law.harvard.edu/jkbaumga/stories/storyReader\\$3925](http://blogs.law.harvard.edu/jkbaumga/stories/storyReader$3925)
- “Blogging for News: Creating and managing weblogs and newsfeeds.” Special Libraries Association 2005 Continuing Education Course. June 5, 2005. With Liz Donovan. [http://blogs.law.harvard.edu/jkbaumga/stories/storyReader\\$3640](http://blogs.law.harvard.edu/jkbaumga/stories/storyReader$3640)
- “Where do I go to find what I need?” Harvard Extension School journalism class. March 9, 2005 <http://pws.prserve.net/usinet.jkbaumg/presentations/>
- “Blogs for Information Dissemination and Knowledge Management.” ASIST Annual Meeting 2004. November 16, 2004. With Garrett Eastman, Christina Pikas, and Kris Liberman. [http://blogs.law.harvard.edu/jkbaumga/stories/storyReader\\$2425](http://blogs.law.harvard.edu/jkbaumga/stories/storyReader$2425)
- “Blogs and Knowledge Management.” Berkman Thursdays Blog Group. November 4, 2004. With Garrett Eastman and Christina Pikas.
- “Blogging and Feeds: What Every Information Professional Needs to Know.” Special Libraries Association Boston Chapter. October 30, 2004. With Garrett Eastman, Josh Ain, and Shimon Rura. [http://blogs.law.harvard.edu/jkbaumga/stories/storyReader\\$1871](http://blogs.law.harvard.edu/jkbaumga/stories/storyReader$1871)
- ABCD World Wide Web Working Group. With Bill Ives, Wendy Koslow, Rebecca MacKinnon, and David Weinberger. October 13, 2004.
- “A Look into the World of Blogging.” Special Libraries Association Wisconsin Chapter. September 17, 2004. [http://blogs.law.harvard.edu/jkbaumga/stories/storyReader\\$1635](http://blogs.law.harvard.edu/jkbaumga/stories/storyReader$1635)
- “Everything I Need to Know I Learned in Library School.” University of Wisconsin-Madison School of Library and Information Studies. LIS 551: Organization of Information. September 14, 2004. [http://blogs.law.harvard.edu/jkbaumga/stories/storyReader\\$1652](http://blogs.law.harvard.edu/jkbaumga/stories/storyReader$1652)
- “Friday Exchange: Weblogs.” Harvard Business School’s Baker Library, June 26, 2004. [http://blogs.law.harvard.edu/jkbaumga/stories/storyReader\\$1305](http://blogs.law.harvard.edu/jkbaumga/stories/storyReader$1305)
- “Librarianesque Session,” BloggerCon. April 17, 2004. Moderator and organizer. [http://blogs.law.harvard.edu/jkbaumga/stories/storyReader\\$1027](http://blogs.law.harvard.edu/jkbaumga/stories/storyReader$1027)
- “Where do I go to find what I need?” Harvard Extension School journalism class, February 11, 2004 <http://pws.prserve.net/usinet.jkbaumg/presentations/>
- “Getting Started with Weblogs.” Independent Activities Period at the Massachusetts Institute of Technology. Organized by Andrew Grumet, taught with Michael Feldman and Bob Stepno. January 15, January 23, and January 28, 2004. <http://grumet.net/teaching/weblogs-3>
- “Where do I go to find what I need?” Harvard Extension School journalism class. February 26, 2003 <http://pws.prserve.net/usinet.jkbaumg/presentations/>

PRESENTATIONS (Continued):

- “Where do I go to find what I need?” Harvard Extension School journalism class.
October 7, 2002. <http://pws.prserv.net/usinet.jkbaumg/presentations/>
- “Copyright for Information Professionals.” Special Libraries Association Boston Chapter.
November 15, 2001.
- “Harvard News Office Image Collection.” Special Libraries Association Annual
Conference. June 13, 2001. <http://pws.prserv.net/usinet.jkbaumg/presentations/photo/>
- “Keeping Current on the Net.” Special Libraries Association Annual Conference. June 13, 2001
<http://pws.prserv.net/usinet.jkbaumg/presentations/solonet/>

PUBLICATIONS:

- Baumgart, Jessica. “Blogging among News Librarians.” *The Reference Librarian*:
forthcoming.
- Baumgart, Jessica. “The Scourge of Blog Spam.” *Virus Bulletin*: June 2007.
<http://www.virusbntn.com/spambulletin/archive/2007/06/index>
- Baumgart, Jessica and Max Daniels. “That was the year that was: A timeline of 2005-06.”
Harvard University Gazette Vol. CI No. 6, June 8, 2006.
<http://www.news.harvard.edu/gazette/2006/06.08/53-timeline.html>
- Baumgart, Jessica. “The Increasing Utility of XML Feeds” *News Library News*
v. 28, No. 3 (Spring 2006): 13, 16.
<http://www.ibiblio.org/slanews/nln/nln06/nln283.pdf>
- Baumgart, Jessica. “An Olympian turnout at ‘Champion’ evening.” *Harvard University Gazette*
Vol. CI No. 6, October 20, 2005.
<http://www.news.harvard.edu/gazette/2005/10.20/08-champs.html>
- Baumgart, Jessica. “Bring Harvard University Gazette headlines to your desktop via RSS.”
Harvard University Gazette Vol. CI No. 3, September 29, 2005.
<http://www.news.harvard.edu/gazette/2005/09.29/02-rss.html>
- Baumgart, Jessica. “A year of action, achievement, discovery.” *Harvard University Gazette*
Vol. C No. 31, June 9, 2005.
<http://www.news.harvard.edu/gazette/2005/06.09/53-timeline.html>
- Baumgart, Jessica. “Conference Highlights: A Summary of The Accidental Archivist.”
News Library News v. 26, no 4 (Summer 2004): 5.
<http://www.ibiblio.org/slanews/nln/nln04/nln264.pdf>
- Baumgart, Jessica. “Significant steps taken in forward-looking year.” *Harvard University*
Gazette Vol. XCIX No. 34., June 10, 2004, special pullout.
<http://www.news.harvard.edu/gazette/2004/06.10/99-timeline.html>
- Baumgart, Jessica. “Introduction to RSS Feeds.” *News Library News* v. 26, no 2
(Winter 2004): 1, 14-16. <http://www.ibiblio.org/slanews/nln/nln04/nln262.pdf>
- Baumgart, Jessica. “Skating the light fantastic: Celebrities take to the ice, and the air, for a
good cause.” *Harvard University Gazette* Vol. XCIX No. 5, October 16, 2003. p.
16. <http://www.news.harvard.edu/gazette/2003/10.16/16-champs.html>

PUBLICATIONS (Continued):

- Baumgart, Jessica. "Results of the Vote to Change the Association's Name." *News Library News* v. 25, no 4 (Summer 2003): p. 11: .
<http://www.ibiblio.org/slanews/nln/nln03/summer/vote.htm>
- Baumgart, Jessica. "Association Name Change Fails in Close Vote" *Boston Chapter Bulletin* Fall 2003 Volume 68, Number 3
<http://www.sla.org/chapter/cbos/pub/v68no3.htm#Association%20Name%20Change%20Fails%20in%20Close%20Vote>
- Powell, Alvin and Jessica Baumgart. "The year in review: It was a year unto itself" *Harvard University Gazette* Vol. XCVIII No. 33, June 5, 2003, special pullout.
<http://www.news.harvard.edu/gazette/2003/06.05/01-yearinreview.html>
- Baumgart, Jessica. "Delving into the Association's Name Change with Stephen Abram." *Boston Chapter Bulletin* Vol. 68, No. 2 (Summer 2003): p. 3-5.
http://www.sla.org/chapter/cbos/pub/v68_no2.pdf
- Baumgart, Jessica. "Vormelker-Thomas Student Award Winner Named." *News Library News* v. 25, no 3 (Spring 2003): p. 11.
<http://www.ibiblio.org/slanews/nln/nln03/spring/vormelker.htm>
- Baumgart, Jessica. "Lighting up the ice" *Harvard University Gazette* Vol. XCVIII No. 5, October 17, 2002. p. 32.
<http://www.news.harvard.edu/gazette/2002/10.17/32-champions.html>
- Frydryck, Teresa and Jessica Baumgart. "Bylaws Update and Report of the Bylaws Discussion at the Annual Business Meeting." *Boston Chapter Bulletin* Vol. 67, No. 3 (Fall 2002): p. 9-10. http://www.sla.org/chapter/cbos/pub/v67_no3.pdf
- Frydryck, Teresa and Jessica Baumgart. "Selective Program Summaries from the SLA Annual Conference, Los Angeles, June 8-13, 2002" *Boston Chapter Bulletin* Vol. 67, No. 3 (Fall 2002): p. 5-8. http://www.sla.org/chapter/cbos/pub/v67_no3.pdf
- Baumgart, Jessica. "Librarianship within a News Office." *Boston Chapter Bulletin* Vol. 66, No. 3 (Fall 2001): p. 5 http://www.sla.org/chapter/cbos/pub/v66_no3.pdf
- Baumgart, Jessica. "Student's 1st Time." *News Library News* v. 22, no 4 (Summer 2000). p. 3. <http://www.ibiblio.org/slanews/nln/nln00/summer/baumgart.htm>

AWARDS AND SPECIAL RECOGNITION:

- Agnes Henebry Roll of Honor Award, Special Libraries Association News Division, 2007
Chapter Achievement Award, Special Libraries Association Boston Chapter, 2005
Delegate on a Special Libraries Association trip to Cuba, 2011
Harvard University's Berkman Center for Internet & Society Affiliate, 2005
Marquis Who's Who in America, 2005
Special Libraries Association President's Club, 2005
Feedster Developers Contest, RSS Tutorial for a Newbie and Feedster Search Documentation, 2004
Vormelker-Thomas Student Award, Special Libraries Association News Division, 2000

QUOTES:

- “Many contributors, common cause: Wikipedia volunteers share conviction of doing good for society.” David Mehegan. *The Boston Globe*. February 13, 2006. http://www.boston.com/news/local/massachusetts/articles/2006/02/13/many_contributors_common_cause/.
- “Rewriting History: Snared in the Web of a Wikipedia Liar.” Katharine Seelye. *The New York Times*. December 4, 2005.
- “New librarian action figure gets flak for shushing motion.” Helen Jung. The Associated Press. September 5, 2003.
- “Librarian's job more complex.” Claude Salhani and Martin Sieff. United Press International. June 12, 2001

PROFILES:

- “A High School Library Volunteer Follows Her Dream.” Forrest Glenn Spencer. *Information Outlook*. February 2006.
<http://site.ebrary.com/lib/sla/Top?channelName=sla&cpage=1&id=10104988&layout=document>.
- “Harvard’s Somerville ‘Commish.’” Steven Thorpe. Special Libraries Association Boston Chapter Bulletin. Summer 2002. http://www.sla.org/chapter/cbos/pub/v67_no2.pdf