

Veronica Ramshaw

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SUMMARY

Technology-focused library professional with background and experience in public & academic librarianship, and media.

LANGUAGES

Fluent: English • French
Beginner: Italian • Spanish • Japanese

EDUCATION

Master of Library and Information Studies

McGill University, Montreal, Quebec, Canada

September 2011-April 2013

Bachelor of Fine Arts with Honours: Film Production

York University, Toronto, Ontario, Canada

September 2007-April 2011

- Renewable Entrance Scholarship
- Dean's Honour List

- Letter of Recognition – International Experience

Ontario Secondary School Diploma: French Immersion

John F. Ross C.V.I., Guelph, Ontario, Canada

September 2002-June 2006

- Honour Roll (5 years)
- Ontario Scholar

- Excellence in Technology Award
- Student's Council Technology Award

TECHNOLOGICAL SKILLS

Windows • Macintosh OS • Microsoft 365 • Large Language Models (LLMs)
Google Apps • Filemaker Pro • Dialog • Dynix Horizons • Alma Primo • Aleph Systems • iii Millennium • OCLC WMS
Wordpress • GitHub • ssh, vi, and mysql • Joomla • Cascade • LibGuides • DSpace • HTML, xml and CSS •
Adobe Creative Cloud • Final Cut Pro • GIMP • Inkscape • Canva •

CAREER-RELATED EXPERIENCE

Digital Services and Liaison Librarian for French and Film

September 2019 – Present

University of Regina, Regina, Saskatchewan, Canada

Managed online presence, resources and access for the University Library.

- Created and launched a new library website using LibGuides CMS.
- Customized, managed, updated, and upgraded library web services; including LibGuides, LibWizard, LibCal, the institutional repository, and online digitized archives of the University.
- Served on several working groups, councils, and committees within the library, the campus community, and the broader library community of Saskatchewan and Canada more generally.
- Piloted AI literacy sessions on campus to address the 2023 ChatGPT academic misconduct crisis; this has developed into cross-campus collaboration to offer support at every level.
- Taught Information Literacy (IL) sessions to the campus community as well as sessions in French for students in Nursing, French culture, and French language courses including the creation and translation of French language ancillary documents.
- Assisted Francophone faculty in the citation of articles, retrieval of appropriate resources, and creation of literature reviews for French language research.
- Provided collection development for the Film department, research and grant preparation assistance for faculty, and assisted with managing access to their videos and streaming media through course reserves.

Interim Systems Librarian

August 2021 – August 2022

University of Regina, Regina, Saskatchewan, Canada

In addition to the responsibilities listed above for my Digital Services and Liaison Librarian position, I took on the role of interim Systems Librarian after the retirement of the previous systems librarian while a replacement was being hired.

- Administered Alma, Primo and Leganto systems including customizing settings, updating letters, and troubleshooting problems in the three systems.
- Managed EZProxy stanzas and resolved access issues in collaboration with IS.

Web Services Librarian

September 2014 – September 2019

American University of Sharjah, Sharjah, United Arab Emirates

Managed online presence, resources and access for the University Library.

- Customized, managed, updated, and upgraded library web services and associated interfaces through command line (ssh) and graphical interfaces; including the library's website, LibGuides, institutional repository, interlibrary loan system, databases, and discovery tools.
- Created and maintained library social media presences.
- Helped select and transition to a new ILS, OCLC's WMS, including establishing and maintaining circulation parameters and notification policies.
- Identified and fixed issues on web services and discovery interfaces.
- Analysed statistics, identified trends, and prepared data for annual reports and accreditation documentation.
- As School of Business Administration (SBA) Liaison Librarian, worked with faculty and built LibGuides, taught information literacy sessions, and further developed our collection to meet faculty's teaching and research needs.
- Regular shifts on the Research Help Desk, and weekend reference by email.

Special Project Media Librarian

October 2013 – March 2014

CBC/Radio-Canada, Toronto, Ontario, Canada

Completed multiple special projects to enable better access to program and news archives. Learned about library operations and resources, the video library and visual resources workflow.

- Used command line searching to navigate the databases and find incomplete records.
- Created and executed macros to modify large batches of records when appropriate.
- Restored all missing holdings information to records in program archives.
- Found and resolved miscatalogued news specials archives.

Project Librarian

June 2013 – September 2013

Dublin Street United Church, Guelph, Ontario, Canada

Implemented a LibraryThing catalogue for the church's library and maintained the collection.

- Created and verified catalogue records for books, CDs, DVDs, VHSes and cassette tapes.
- Created and applied controlled vocabulary.
- Selected and deselected materials to improve the collection.
- Trained others on the use and maintenance of the collection.

Graduate Student Assistant

April 2012 – May 2013

Neuro-Patient Resource Centre, Montreal Neurological Hospital, Montreal, Quebec, Canada

Assistant librarian, and vacation replacement for the head librarian, at a consumer health library.

- Managed website including updating News & Events and maintaining the health info database.
- Created and helped maintain a social media presence.
- Proposed and implemented a new OPAC system for the library collection.
- Conducted reference interviews and formulated responses using relevant databases.

Library Practicum Student

May 2012 - July 2012

Moment Factory, Montreal, Quebec, Canada

Planned and executed the cataloguing and reorganization of the organization's collection.

- Reorganized the library's classification scheme and moved the library to a more accessible location.
- Catalogued the collection and created promotional materials to encourage the collection's use.

Student Navigator

August 2011 - April 2012

Life Sciences Library, McGill University, Montreal, Quebec, Canada

Performed various functions necessary to the smooth operation of the library.

- Manned the circulation desk, checking books in & out, managing holds and reserve materials.
- Shelved materials, shelf read and otherwise maintained the organisation of the library.
- Retrieved materials and assisted with reference questions.
- Prepared materials for circulation, including applying "tattle-tape".

Member of Communications Committee

2011-2013

McGill ACA Student Chapter, McGill University, Montreal, Quebec, Canada

Assisted in the running of the student chapter and helped plan events as a member of the executive.

Shadow Communications Officer

2011-2012

ABQLA McGill Student Chapter, McGill University, Montreal, Quebec, Canada

Assisted in the running of the student chapter and helped plan events as a member of the executive.

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October 2005-August 2007

Guelph Public Library, Guelph, Ontario, Canada

Maintained organization of the library. Provided friendly customer service to patrons.

- Created and maintained patron files and checked materials in and out using Dynix Horizons.
- Handled payment for fines and library services (i.e. printing).
- Shelved and organized books, magazines and audio-visual material.
- Retrieved and sorted holds destined for other branches and phoned out holds for branch.
- Assisted patrons with computers and in locating materials.

Member of Library Committee

2006

Dublin Street United Church, Guelph, Ontario, Canada

In the absence of a professional librarian for the church library, the committee made decisions regarding the direction, collection and organisation of the library in order to make it more accessible to community members.

GENERAL EMPLOYMENT EXPERIENCE

Cashier

August – December 2013

Zehrs Markets Hartsland, Guelph, Ontario, Canada

Worked the till and customer service desk, providing prompt and courteous service in English, French or ASL as needed. Achieved Silver-level customer service training.

- Scanned items and processed orders quickly and efficiently.
- Provided returns, refunds, lottery, photolab, propane and rental services.
- Handled payment transactions using cash, credit, debit, gift card, and loyalty points rewards

Intervenante Communautaire en Santé Mentale

July - August 2011

Association Bénévole Amitié, Montreal, Quebec, Canada

Worked with individuals with mental health problems in a fully bilingual environment, helping to improve their quality of life, in the community and at a drop-in centre.

- Contacted businesses to request donations for the association's member Christmas party.
- Met with members in the community to break social isolation, help them and provide advice.
- Answered the phone at the office and drop-in centre, assisting clients, and taking messages.
- Organised and ran events to occupy and entertain members.
- Maintained, organised, and created data-sheets for tracking statistics.

Brand Ambassador

August 2009-June 2011

Mosaic Experiential Marketing, Mississauga, Ontario, Canada

Worked in various retail locations promoting specific campaigns and products to consumers.

- Transported booth and supplies purchased product for sampling and maintained cost report.
- Communicated with in-store managers as a liaison between them and the organisers.
- Approached and interacted with customers, providing information and/or samples.
- Completed sales reports and customer response data.

Deputy Returning Officer

May 2011

Elections Canada, Guelph Ontario, Canada

Supervised a poll station, and maintained the integrity and secrecy of the vote, over the course of the full Election Day. Counted the ballots, made a report of results and returned everything to the election office.

Media Intern**April 2010-July 2010**

Centre for International Exchange and Development, Keele University, Newcastle-under-Lyme, UK

Created promotional videos for international programs to be used on the organisation's website in order to encourage participation. Gathered and organised footage and photographs for future promotional use.

- Planned, organised and executed multiple promotional videos.
- Created and maintained contact lists of past and present participants.
- Arranged, held and videotaped on-camera interviews with past and present participants.
- Filmed, mixed sound and edited videos using Final Cut Pro.
- Collected photographs from participants and gathered B-roll footage of campus and events.
- Created and maintained media file directory for future use.

Night Porter**October 2007-April 2010**

Vanier Residence, York University, Toronto, Ontario, Canada

Maintained security of residence through enforcement of housing policy, supervision and control of building entrance.

- Signed guests in and out using computer database.
- Managed interaction with residents and guests to avoid conflicts.
- Loaned materials to residents and took the initiative to create a comprehensive list of all materials.
- Enforced housing rules, regulations and policy throughout building on, and off, duty.
- Acted as a liaison between official security channels to maintain security of the building.

Line Worker**July-August 2008**

W.C. Woods, Guelph Ontario, Canada

Produced commercial and consumer refrigerators and freezers on an assembly line.

- Applied large vinyl decals to Nestle Blue Freezers.
- Wired and tested cooling fans, switches and heated glass.
- Assembled fridge doors and freezer lids.

Co-op Student**Fall Semester 2006**

Co-op TV, The Co-operators Insurance, Guelph, Ontario, Canada

Learned about media in the corporate environment. Helped in creation and distribution of promotional videos, public service announcements and informational videos.

- Filed and organized video archives.
- Assisted on photo shoots and film sets.
- Logged and organized video footage and created detailed records of new materials and their contents.
- Created French translation of corporate footage for dubbing.
- Scanned, cropped and cleaned hard copy photographs using Photoshop for use in videos.
- Created and completed video projects using the Avid system.
- Procured set items and props, including antiques.

Data Input Manager**June-August 2003**

CAMESE, Markham, Ontario, Canada

Maintained an internet-based electronic database of members of Canadian Association of Mining Equipment and Services for Export (now MSTA Canada) for display on the association's website and use in their annual publication.

VOLUNTEER EXPERIENCE

Gate Crew Coordinator

2022-Present

Hillside Music Festival, Guelph, Ontario, Canada

Took on coordination and supervision responsibilities to run a crew of volunteers at a large music festival

- Planned and liaised with other crews to ensure the gate would be adequately provisioned and supported.
- Helped lead, as well as plan, crew training prior to the start of the festival.
- Set up the gate and ensured the return of resources after the festival.
- Supervised crew, ensuring they were present and engaged in their tasks on shift.
- Troubleshoot computer and database issues at a remote site.
- Managed flow of tickets, parking passes, volunteer/vendor/guest passes and kits, ensuring consistency, preventing loss and maintaining a smooth experience for patrons.

Admissions Volunteer

September 2023

Sask Expo Regina, Regina, Saskatchewan, Canada

Volunteered to help with the gate at a comic-con/fan expo style event

- Took payments via square for tickets and provided wristbands to attendees

Event Patrol

August 2023

Regina Folk Festival, Regina, Saskatchewan, Canada

Volunteered to help keep the festival a respectful and safe environment

- Patrolled event grounds to ensure rules were followed and fire lanes were respected.
- Provided entry control for the backstage area.

Gate Crew Chief

2018-2019

Hillside Music Festival, Guelph, Ontario, Canada

Took on supervisory responsibilities to run a crew of volunteers at a large music festival

- Ensured shifts were fully-staffed and managed personnel allocation throughout shifts with varying levels of activity.
- Kept morale up through slow periods and crushes alike.
- Troubleshoot computer and database issues at a remote site.
- Managed flow of tickets, parking passes, volunteer/vendor/guest passes and kits; ensuring consistency, preventing loss and maintaining a smooth experience for patrons.

Various Positions

July 2003, 2005-2007, 2009, 2017

Hillside Music Festival, Guelph, Ontario, Canada

Volunteered to help run a large music festival in various capacities.

- Executed ticket sales, managed till and float.
- Managed workshop, musician, vendor and guest sign-in.
- Prepared and served free meals and refreshments to extensive volunteer crew.

Security and Camp Staff

2007, 2010-2014

Scouts Canada, Various Locations

Attended camps for lower levels of Scouts Canada such as Cubs, Beavers, and Scouts, in a support capacity.

- Supervised and helped run games and events and patrolled the campgrounds for safety.

Sunday School (K-1) Helper

2004-2006

Dublin Street United Church, Guelph, Ontario, Canada

Assisted teachers in the production and execution of classroom curriculum and activities.

- Planned and supervised activities with children.
- Assisted with reading time, crafts and teaching and provided supervision as needed.

Junior Leader

September 2003-July 2004

3^d Harcourt Girl Guides, Guelph, Ontario, Canada

Assisted leaders in various capacities to support Guiding activities

- Organised and supervised games, activities and crafts.
- Actively supervised overnight camps and activities therein.
- Mentored the girls in achieving merit badges and awards.

Leader in Training

July 2002

Sunrise Recreation & Equestrian Centre for the Mentally & Physically Challenged, Guelph, Ontario, Canada

Assisted counsellors and camp staff in duties relating to the smooth operation of the camp.

- Planned and supervised activities with campers.
- Helped care for the horses and riding equipment.
- Assisted and accompanied campers on trail- and indoor-rides.

CERTIFICATES

TCPS 2 Course On Research Ethics (CORE)

PANEL ON RESEARCH ETHICS

Issued May 2023

Credential ID 0000925683

Alma Certified Administrator

Ex Libris

Issued Sep 2021

Primo Certified Administrator

Ex Libris

Issued Sep 2021

Reconciliation Education: Indigenous Awareness

First Nations University of Canada

Issued Aug 2020

Faculty Teaching Development Certificate

American University of Sharjah

Issued May 2016

PUBLICATIONS

Hoeber, O., Islam, M.N., Boon, M., Storie, D., Ramshaw, V. (2026). Search Timelines: visualizing search history to enable cross-session exploratory search. *International Journal on Digital Libraries* 27, 4
<https://doi.org/10.1007/s00799-026-00439-x>

Hoeber, O., Storie, D., Ramshaw, V., Zylstra, R., & Barber, J. (2025, April 29). Studying exploratory search in public digital libraries: Collaboration & partnerships. *Information Matters*.
<https://informationmatters.org/2025/04/studying-exploratory-search-in-public-digital-libraries-collaboration-partnerships/>

Boon, M., Hoeber, O., Hoeber, L., Storie, D., & Ramshaw, V. (2024). Exploratory Search and Beyond: A Study of Complex Search Scenarios within a Public Digital Library. *Proceedings of the Association for Information Science and Technology*, 61(1), 44–55. <https://doi.org/10.1002/pr2.1007>

Payandeh, M. H., Hoeber, O., Boon, M., Storie, D., & Ramshaw, V. (2024). A study of drag-and-drop query refinement and query history visualization for mobile exploratory search. *Journal of the Association for Information Science and Technology*. <https://doi.org/10.1002/asi.24977>

Payandeh, M. H., Boon, M., Storie, D., Ramshaw, V., & Hoeber, O. (2023). Drag-and-Drop Query Refinement and Query History Visualization for Mobile Exploratory Search. In *Proceedings of the 2023 Conference on Human Information Interaction and Retrieval*. CHIIR '23: ACM SIGIR Conference on Human Information Interaction and Retrieval. ACM. <https://doi.org/10.1145/3576840.3578282>

Ramshaw, V., Lecat, V., & Hodge, T. (2018). WMS, APIs and LibGuides: Building a Better Database AZ List. *Code4Lib Journal*, (41). <https://journal.code4lib.org/articles/13688>

CONFERENCE PRESENTATIONS

- “WMS, APIs and LibGuides: Building a Better A-Z List” Presented at *EMEA WMS Users Group* meeting in Edinburgh, Scotland on February 22, 2018
- “Building a Better Database List with APIs” Presented at *Code4Lib 2019* in San Jose, California, USA on February 20, 2019
- “Library Instructional Videos: Multi-Faceted Video Design for All Users” accepted for the *2020 SLA Conference*, cancelled due to COVID pandemic
- “Establishing Video Accessibility Guidelines for Library Tutorials” Presented remotely with Kaetlyn Phillips at *2021 MLA-SLA Joint Conference* on June 16, 2021
- “Implementing Elastic App Search for Digital Collections” Presented remotely with Dale Storie at *Access 2021* on October 22, 2021
- “Supporting Complex Search Behaviour in Public Library Search Interfaces: A Research Partnership between University of Regina, Saskatchewan Information and Library Services Consortium and Regina Public Library” Presented with Dale Storie at *Saskatchewan Libraries Conference 2024* in Regina, SK on May 2, 2024
- “AI, Bias, and Libraries” Presented at *Saskatchewan Libraries Conference 2024* in Regina, SK on May 2, 2024
- “Bridging the gap: Supporting high school teachers in introducing information literacy to our future students” Presented with Kaetlyn Phillips at *Workshop for Instruction in Library Use 2024 (WILU)* in Richmond, BC on May 16, 2024
- “AI, Bias, and Nursing” Presented remotely with Michelle Dalidowicz at *Canadian Doctoral Nursing Network Conference 2024* on June 4, 2024 [invited talk]
- “AI, Bias, and Libraries: Expanded Edition” Webinar. Presented for *Saskatchewan Library Association* on January 15, 2025 [Invited talk]
- “Bridging the first-year gap: Strategies for early library engagement at the University of Regina” Presented with Kate Cushon, Michael Shires, Gillian van der Ven, Brad Doerksen and Kaetlyn Phillips at *Ontario Library Association Superconference 2025* in Toronto, ON on January 30, 2025
- “Developing an AI Assessment Approach Using the Primo Research Assistant” Presented with Caitlin Bakker, Dean Mulhall, Dale Storie, and Jim Tait at *ELUNA Conference 2025* in Atlanta, GA on June 19, 2025
- “Developing an AI Assessment Strategy: A Case Study using the Primo Research Assistant” Presented with Caitlin Bakker, Dean Mulhall, Dale Storie, and Jim Tait at *IGeLU 2025* in Siena, IT on September 16, 2025
- “Getting the Deets on DOIs” Presented remotely at *Student Journal Forum 2026* on February 17, 2026 [invited skill-share]