

Christian Sheehy

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EDUCATION

MS Library and Information Science

2007 – 2008 | Philadelphia, PA

Drexel University

BA English, Minor: Educational Studies

2000 – 2004 | Highland Heights, KY

Northern Kentucky University

LEADERSHIP

Head of Digital Scholarship and Communication Services, Assistant Professor

08/2021 – 02/2023 | Highland Heights, KY

Northern Kentucky University

Responsible for cultivating and mentoring a team of professional librarians and support staff, developing and implementing a comprehensive suite of digital services, and serving Steely Library and its community as part of the Leadership Team.

- Oversaw the campus-wide Open Educational Resources (OERs) initiative that ensures equitable student access to high quality textbooks and ancillaries in every discipline.
- Co-led the reenvisioning and implementation of a dynamic, updated research help service for both in-person and remote researchers. Co-managed this service (includes scheduling, training, and assessment) staffed by 13 professional librarians.
- Supported the copyright and intellectual property needs of the university and surrounding communities by serving as the USPTO's Patent and Trademark Resource Center (PTRC) representative for the Commonwealth of Kentucky.
- Managed the University's Institutional Repository which provides global access to NKU digital archives and special collections.

Digital Initiatives Librarian

08/2015 – 07/2021 | Cincinnati, OH

Xavier University

Responsible for creating and managing a new makerspace, maintaining the University's institutional repository, digital humanities initiatives across disciplines, and information literacy instruction.

- Created the first academic library makerspace in Cincinnati. Responsible for hiring, training, and mentoring a staff of 12 student employees. Supported cross-curricular education by facilitating workshops, tours, and hands-on making projects for hundreds of students each semester.
- Library liaison to 100 faculty members across the College of Nursing and the Occupational Therapy and Sport Studies departments.
- Managed the University's Institutional Repository that houses over 28,000 digital artifacts encompassing faculty and student scholarship, archives, and special collections. Responsible for digitizing and creating metadata (Dublin Core) for new collections and additions.
- Supported the rapid transition to a remote learning schedule by facilitating Zoom training for the entire university and instructional design support for the College of Nursing (Summer 2020).

Branch Manager, Community Technology Center

03/2013 – 08/2015 | Hamilton, OH

The Lane Libraries

Designed and managed the Technology Center, a state of the art branch in historic Hamilton, Ohio. Responsible for community outreach, curriculum development, and customer service.

- Implemented the first public library 3D printing program in the region.
- Developed scope of branch services and hired and trained staff. Created an extensive curriculum of technology classes and workshops facilitated throughout the community.
- Cultivated relationships with a wide variety of community organizations thus increased the quality and audience of technology-focused library resources among patrons of all ages and comfort levels.

TechCenter Manager

01/2009 – 12/2012 | Cincinnati, OH

Public Library of Cincinnati and Hamilton County

Managed the operations and personnel of the TechCenter which fulfills 250,000 annual patron computer reservations in one of the busiest library locations in the country.

- Quadrupled the number of computer classes and workshops during the first year of tenure, thus provided over 20 training sessions a month for 1,350 total patrons a year.
- Envisioned, proposed, budgeted, and implemented a new computer training room for customer and staff use.
- Contributed to the technical training of staff system-wide.

TEACHING

Client Relationship Center Trainer

02/2023 – present | Cincinnati, OH

Western & Southern Financial Group

Responsible for training and upskilling new and existing contact center associates for a Fortune 500 company.

- Plans, schedules, and facilitates training for all new Life Insurance Service associates, both at the home office (Cincinnati), and other remote sites.
- Using Cornerstone LMS, Articulate, Salesforce, and other tools, develops new curricula, courses, and ancillaries based on business needs.
- Member of the Talent Development Community of Practice Leadership Team that is responsible for planning and facilitating enterprise-wide professional development workshops for all training professionals.
- Awarded the Special Merit Award for Exemplary Performance, 2023 and 2024.

Reference Librarian

08/2022 – present | Covington, KY

Gateway Community & Technical College

- Provides embedded research help and support for over 20 online courses each semester.

Adjunct Instructor

08/2018 – 07/2021 | Cincinnati, OH

Xavier University

- First Year Seminar, Non-Linear Storytelling (CORE 100)
- GOA First Year Journey (CORE 101)
- GOA First Year Journey (CORE 102)

Adult Basic Literacy Education Instructor (ABLE), English

08/2014 – 08/2015 | Hamilton, OH

Butler Tech

- Co-facilitated weekly writing, reading, and grammar classes for ESOL students.

Adjunct Instructor, Business and IT

08/2012 – 03/2013 | Cincinnati, OH

Antonelli College

- Sales, Persuasion, and Customer Service (BM204)
- Introduction to Computer Technology (BT101)
- Advanced Computer Applications (BT201)

Conversion Manager and National Client Trainer

01/2006 – 01/2008 | Cincinnati, OH

Fifth Third Processing Solutions

- Managed up to 12 concurrent debit card and ATM conversions for both domestic and international banks and credit unions.
- Responsible for on-site conversion support and customer training.

TECHNOLOGY

Skilled in a wide variety of hardware and software applications that include:

- Operating Systems: Linux, Windows, OSX
- Languages: XHTML, CSS, LaTeX
- LMS: Canvas, Blackboard, Engrade, Moodle
- Web: Springshare Suite (e.g. LibGuides, LibCal, LibInsight), Wordpress, Pressbooks, bepress Digital Commons, DSPACE
- Productivity: MS Office, LibreOffice
- Rapid Prototyping: 3D printers, 3D scanners, laser cutters/etchers

CERTIFICATIONS

- Associate, Life Management Institute (ALMI), LOMA, 2023
- Associate, Customer Service (ACS), LOMA, 2023
- Province Ignatian Educator of Distinction, Jesuits Midwest, 2019
- Six Sigma Green Belt, Aveta Business Solutions, 2008