

James Patrick Williams, MSIS

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<http://www.ischool.utexas.edu/~jpwms/>

Professional Experience

Currently:

Assistant Instructor, INF 312, Information in Cyberspace, School of Information, The University of Texas at Austin. Information in Cyberspace (i312) is an introductory course for undergraduate students providing an overview of the history of Internet and Web technologies and their social impact, with an emphasis on technology self-sufficiency and information literacy. Instructor since Fall 2004. Course website: <http://echo.ischool.utexas.edu/~i312>

- Responsible for developing content, providing instruction, and supervising undergraduates and support staff in this 200+ student online course.
- Maintain interactive course website ensuring standards compliance, usability, and accessibility.
- Hire and manage support staff of 8 Graduate and Undergraduate assistants.
- Conduct bi-weekly webcasts utilizing streaming video and online collaborative discussion tools delivered synchronously to 100+ users.

Consultant, Metropolitan Area Interactive Network/Telecommunity Resource Center. Working with the Bastrop Public Library and the Bastrop office of the Texas Workforce commission, I am conducting a study of public Information and Communication Technology access sites and their ability to support community information reference requests.

- Investigate, observe, and document access support for community information resources.
- Create a database of available online community information resources
- Identify opportunities for promotion of community information services to raise awareness in the public and create linkages between community organizations and businesses.
- Construct a model for community information literacy outreach and support in Bastrop.

Freelance Usability, Information Design, and Web Development Projects

- Currently building *Texas Storysearch* website, through which young creative writers compete for a full publishing package from BookPros Literary Agency, benefiting the Make-A-Wish foundation.
- Gathered system-wide requirements, evaluated current technology, and provided recommendations for a new enterprise-wide document management initiative at the Texas Department of Health and Human Services.
- Working with Austin software design firm Handwire, completed a large-scale usability and information architecture project dealing with Shell's global People Services intranet.
- Designed and built a Science & Engineering Consultancy's initial web presence.
- Built HIPAA training modules in Flash for a hospital network.

January 2004 to August 2005:

Graduate Research Assistant, Video Exploration of the Soil Animal World, School of Information & Section of Integrative Biology, The University of Texas at Austin.

- Developed a website for the initial presentation of a digital library of microscopic documentaries to Dr. Dick Richardson's Biology students.
- Organized, prepared, and post-produced video, ensured accessibility of both web and multimedia presentations.
- Worked with producers to streamline and optimize hardware and software workflows for future productions.

January 2004 to August 2004:

Graduate Research Assistant, For Dr. Randolph Bias, Associate Professor School of Information, The University of Texas at Austin.

- Performed research on the usability of Microsoft ClearType font-rendering among programmers.

Graduate Assistant, School of Information IT Lab University of Texas at Austin.

- Assisted students in using the multi-platform IT Lab at the School of Information.
- Taught courses on Photoshop, Illustrator, and website management.
- Developed online tutorials and documentation to support the use of technology inside and outside of School.
- Set up and operated audio-visual equipment, including multimedia carts, video equipment, and digital projectors, for School of Information professors and speakers.
- Assisted faculty, staff, and students with technology questions.

Teaching Assistant, for INF 312, Information in Cyberspace.

- Assisted students in all aspects of this web-based course, including online chat support, evaluating work, developing online tutorials, and supervising examinations.
- Redesigned 200+ page website using standards-compliant CSS.

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October 2003 to March 2004:

Volunteer Docent, Harry Ransom Humanities Research Center, The University of Texas at Austin.

- Attended bi-weekly docent learning sessions for *Make It New: The Rise of Modernism*.
- Led tours and presented a personal interpretation of the collection to HRHRC patrons.

August 2003 to May 2004:

Graphic Designer, CrystaTech, Inc.

- Rebuilt and updated illustrations of CrystaTech's *CrystaSulf* clean natural gas refining process.
- Redesigned and further developed the firm's marketing and exhibition materials.
- Developed workflow for creating, editing, and maintaining Materials Safety Data Sheets.

January 2003 to December 2003:

Teaching Assistant, School of Information, The University of Texas at Austin.

- Performed TA duties for Dr. Oliver Chen's *Human Information Interaction* and *Digital Media Design* courses, including managing email listservs and assisting students with multimedia software and equipment.
- Performed TA duties for Dr. Bias's *Software Usability Engineering* and *Introduction to Research In Library & Information Science* courses, including developing and maintaining course websites, managing email listservs, supporting Dr. Bias with classroom materials and readings, setting up and operating audio-visual equipment for class presentations, and otherwise assisting students and answering questions.

January 2003 to May 2003:

Information Desk Volunteer, Perry Castaneda Library (PCL) The University of Texas at Austin.

- Selected for special graduate student volunteer position. Staffed the PCL Information & Reference Services Desk, helping patrons use the online catalogue, locate books and other materials, use the computers, and navigate the building and the campus.

May 2000 to August 2002:

Associate, Materials Production, Jay Gaines & Company New York, New York.

- Charged with the maintenance and further development of the firm's document and presentation standards.
- Responsibilities included writing, editing, and supervision on all communications projects for the executive search firm. Projects involved new business proposals, biographical profiles of candidates, client reports, marketing materials, press releases, business correspondence, and illustrations and graphics.

Education

Doctoral Student (coursework requirements to be completed May 2006)
School of Information, The University of Texas at Austin

M.S. in Information Science, May 2004

School of Information, The University of Texas at Austin
GPA: 4.0

Bachelor of Arts in English, Studio Art Minor, 1999

University of North Carolina at Greensboro
GPA: 3.45 cumulative; 3.81 in major

Publications and Conference Presentations

Burns, S., Stewart, Q., and Williams, J. (2005). "Information In Cyberspace: Introducing Undergraduates to Information Studies in a Large-Scale Online Course." Information School Essentials, I-Conference, Penn State University, State College, PA, September 2005.

Stewart, Q., Burns, S., Eichelberger, L., Jackson, K., Ovalle, Williams, and P. (2005). "Beyond Blackboard: Scaling online instruction to meet student demand." University of Texas System TeleCampus Innovations in Online Learning, 2005.

Bias, R., Williams, J., Chung, D., and Burns, S. (2005). "An experimental study of the effects of Microsoft's ClearType on programmer productivity." Annual meeting of the Human Factors and Ergonomics Society, Orlando, September.

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Williams, J., Stewart, S., Eichelberger, L., Ovalle, C., Jackson, K., Burns, S., & Robertson, H. (2005). "Scaling Information in Cyberspace: A framework for developing online instruction to meet the demands of large classes." Educause Southwest, Austin, Texas, February 2005.

Williams, J. (2004). "Mixed numbers: the hidden meanings of everyday digits." (digital kiosk presentation) Internet, Culture, and Society: French and American Perspectives. Harry Ransom Center, the University of Texas at Austin. November 18-20, 2004.

Burns, S. and Williams, J. (2004). "How do we perform usability testing when the tasks are so novel that users don't even know they want to perform them?" Idea Markets Session, Usability Professionals' Association Annual Conference 2004, Minneapolis, MN.

Chang, M., Leggett, J., Furuta, R., Kerne, A., Williams, J., Burns, S., and Bias, R. (2004). "Collection Understanding," Proceedings of the 2004 ACM Joint Conference on Digital Libraries, Tucson, pp. 334-342.

Technical skills

Web Design: XHTML, CSS, PHP, MySQL, Macromedia Dreamweaver MX, Nvu.

Graphics: Adobe Photoshop, ImageReady, Illustrator; Macromedia Studio MX.

Digital Audio and Video: Camtasia, Final Cut Pro, Audacity, Ableton Live, Glifos Media, iMovie, SMIL, MAGpie, NiceCast.

Content/Course Management: Blackboard, TeachNet, Drupal, Wordpress, Moveable Type, Tiki Wiki.

Communication: Skype, Elluminate, iChatAV, Trillian, Fire, GAIM, AIM, OCLC QuestionPoint.

Miscellaneous: ABBYY FineReader OCR, SPSS Statistical Analysis, Greenstone Digital Library Software, TechSmith Morae usability data collection software, QuickTime Broadcaster, Real Media Producer.

Memberships and Affiliations

- Member, Beta Phi Mu Library and Information Science Honor Society
- Member, American Library Association
- Member, Computer Professionals for Social Responsibility
- Member, E-Society Working Group, Science, Technology, and Society Dept., The University of Texas at Austin
- Member, American Society for Information Science & Technology
- Member, Austin Museum of Digital Art
- Student Member, Usability Professionals Association
- Student Member, Association for Computing Machinery SIG in Computer Human Interaction

Honors & Awards

- Texas Exes Teaching Award, School of Information Assistant Instructor, 2006.
- Third prize, Digital Kiosk presentation "Mixed Numbers: the hidden meanings of everyday digits." *Internet, Culture, and Society: French and American Perspectives Conference*. Harry Ransom Center, 2004.
- H.W. Wilson Endowed Presidential Scholarship, UT School of Information, 2005.
- Eugene Garfield Student Travel Award for the ASIS&T Meeting in Long Beach, CA, 2003.
- Benonine Muse Scholarship, UT School of Information, 2003.
- First Prize winner, UNCG Collaboration Competition, resulting in a personal workshop with North Carolina Poet Laureate Fred Chappell, November 1999.
- Patricia D. Cornwell Commendation for Excellence in Creative Writing Davidson College, 1995.
- Youngest reporter to receive a byline in Dallas Observer history, Fall 1994.

Research Interests

- Computer mediated communication, collaboration, instruction, and learning
- Creation, use, and visualization of multimedia collections and digital libraries
- Information and Technology Literacy
- Community Informatics and ICT Outreach and Support
- Information aesthetics, interaction design, and generative art