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## EDUCATION

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### Western Washington University; Bellingham, Washington

Master's degree in History, Archives and Records Management certificate program (2008-2011)

Thesis: [Unruly men, improper patriarchs: male witches in colonial New England](#)

### Oregon State University; Corvallis, Oregon

Bachelor's degree in History; post-baccalaureate degree in Anthropology (1997-2001)

## SKILLS

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Over five years' experience:

- using Alma-Primo to: serve internal and external stakeholders and researchers, update and create patron records, create paging slips, run reports, update collection records, create and update staff and Student Archivist profiles and add roles, and troubleshoot errors
- using Archon to: research and respond to remote reference inquiries, add and update subject headings and creators, export shelf lists, import collection content from Excel CSV files, create and update user profiles, "hand encode" collection content and DACs elements, add digital components to finding aids, and update and create locations

Over ten years' experience:

- providing patron service in an archives and/or library setting, both in person and remotely
- training and supervising student employees, interns, and volunteers, including but not limited to: onboarding and orientation; training in collection management systems, productivity software, and in-house procedures and policies; updating existing training materials and creating additional training documentation as needed; creating project work plans and reviewing project work; providing empathetic, timely, and constructive feedback to ensure confidence and success; and assisting in hiring and setting schedules
- processing, arranging, describing, and cataloging collections of various sizes and formats using accepted archival standards and practices, and constructing DACS-compliant finding aids using various software programs (e.g. Archon, Archivist Toolkit, Oxygen, XMetaL, Word, Excel, etc.)
- creating, maintaining, and updating archival collection management databases, using a variety of software applications, including Archon and Archivist's Toolkit
- gathering and reporting on a variety of collection and collection use data for a variety of audiences

Over fifteen years' experience:

- responding to questions about a program or service, both in person and by phone and email
- working with Microsoft Office programs (e.g. Word, Excel, Outlook, Access, PowerPoint), and standard office equipment (e.g. flatbed and overhead scanners, copiers, fax machines, etc.)
- drafting, proofing, and editing various types of documents (e.g. reports, memos and mailings, procedural and best practices manuals), and reviewing complex documents for accuracy and completeness

## RELEVANT PROFESSIONAL EXPERIENCE

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**Oregon State University, Special Collections and Archives Research Center; Corvallis, OR || August 2021 –**

**Present: Public Services Unit Supervisor.** Supervisor: Julie Judkins, 541.737.2083.

Public Services Management duties include:

- Managing the SCARC Reading Room and its operations, including in-person reference services, research assistance, materials paging and delivery, materials circulation, safe handling, facilities, security, and statistics gathering.
- Developing a desk staffing model that delivers highest quality service with available resources; serve on reference desk daily.
- Managing remote reference operations in LibAnswers, including assigning queries to appropriate staff and student assistants, coordinating reproduction requests, ensuring reasonable turnaround times, checking response accuracy and completeness.
- Creating and maintaining training materials and manuals for desk staff and student assistants and providing adequate training for consistent, courteous, and efficient patron service.
- Communicating with patrons requesting permission for publication and use.
- Coordinating, maintaining, and analyzing circulation, reference, and other use statistics; preparing quarterly and annual reports on public service operations.
- Setting and maintaining department schedules for reading room and classroom use, reference coverage, and events.
- Coordinating collection management tasks related to public services, including stacks maintenance and security, materials flow, and hold areas.
- In consultation with other staff, developing, maintaining, and enforcing informed and progressive policies related to materials usage and access to collections.
- Creating an inclusive physical and intellectual environment in which anti-racist principles inform interactions, and in which equity of access and equality of opportunity are emphasized.
- Building and maintaining personal knowledge of SCARC collections to facilitate research.
- Ensuring excellent service, friendly reception, and positive research interactions for researchers of all skill levels using SCARC collections.
- Building and fostering collaborative relationships with OSULP departments and relevant campus units.

Supervision duties include:

- Supervising one classified position with public services and collection management duties (Public Services Archivist).
- Supervising a rotation of undergraduate and graduate student assistants with public service duties.

Technical duties include:

- Working daily in Archon to: research and respond to remote reference inquiries, add and update subject headings and creators, export shelf lists, import collection contents from Excel CSV files, create and update user profiles, encode collection contents and enter DACs elements, add digital components to finding aids, and update and create locations.
- Working daily in Alma-Primo to: update and create patron records, create paging slips, run reports, update collection records, create and update Student Archivist profiles and add roles, and troubleshoot errors.

Service duties include:

- Serving on search committees, and various Library committees, project teams, and task forces.
- Demonstrating collegiality by actively participating in the governance and decision-making undertaken by library faculty by participating in the Library Faculty Association.
- Participating in professional archival and library organizations and in collaborative activities within the OSU Libraries, in Oregon, the region, and nationally.

**Oregon State University, Special Collections and Archives Research Center; Corvallis, OR || January 2020 – August 2021: Public Service Archivist. Supervisor: Anne Bahde, 541.737.2083.**

Public Services duties included:

- Providing front-line, in-person service to researchers by: conducting reference interviews, assisting patrons with in-person and remote reference transactions by introducing SCARC collection and resource portals, training in Reading Room technologies, advising on research plans on an as-needed basis, paging requested materials and discussing handling best practices, and creating a welcoming atmosphere in the Reading Room.
- Providing service to researchers remotely via LibAnswers, making use of a wide variety of internal and external resources (e.g. Oregon Digital, ScholarsArchive@OSU, Archives West, Archives Grid).
- Assisting in daily management of the LibAnswers queue and SCARC's Outlook account.
- Tracking, gathering, and reporting relevant data using a wide variety of applications and software (e.g. LibAnswers, Analytics, Excel).
- Assisting with logistics for class sessions and events.
- Managing department's public calendar and Reading Room closures.
- Managing, prioritizing, and communicating weekly tasks to students and staff (e.g. via weekly Public Service Announcement emails).
- Exploring tools to manage and improve public services workflows (e.g. DocuSign, fillable PDF forms, Zoom).
- Contributing to policy revision or development through weekly Public Service, department, and other team meetings.
- Assisting Senior Faculty Research Assistant in hiring Student Archivists for public services tasks.
- Working with the Senior Faculty Research Assistant and the Lead Student Archivist to schedule Student Archivist public service shifts.
- Working with the Public Services Manager, Senior Faculty Research Assistant, University Archivist, and others in the department to determine policies and procedures for access to confidential material, both in the reading room and as part of remote requests.
- Leading the Public Service team in regular report writing.
- Preparing LibGuides to holdings in relevant topics.
- Assisting in the research, design, and installation of exhibits.

Supervisory duties included:

- Supervising Student Archivists in all aspects of public service work, including: orientation and onboarding for new students; ongoing training in the policies, procedures, and workflows associated with public services work; training students in reading room technologies and the "soft skills" required for successful researchers service; working with each student's supervisor of record to ensure their public services duties and project duties are managed effectively and equitably; providing on-going, constructive feedback; and scheduling and providing oversight for daily collection management tasks.
- Designing and supervising collection management projects to improve efficiency of retrieval and access to collections.
- In consultation with the University Archivist and other departmental stakeholders, designing and supervising processing projects for one to two direct reports.
- Creating and revising training materials and workflow documents.

Technical duties included:

- Working daily in Archon to: research and respond to remote reference inquiries, add and update subject headings and creators, export shelf lists, import collection contents from Excel CSV files, create and update user profiles, encode collection contents and enter DACs elements, add digital components to finding aids, and update and create locations.
- Working daily in Alma-Primo to: update and create patron records, create paging slips, run reports, update collection records, create and update Student Archivist profiles and add roles, and troubleshoot errors.

Management / Leadership / Service duties included:

- Leading weekly Public Service Team meetings, seeking consensus and encouraging engagement of all members.
- Actively and collaboratively contributing to the work of library-wide and departmental committees to advance goals and values.

Other duties included:

- Processing, arranging, and describing archival collections of varying complexity and type, according to priorities set by the department.
- Contributing to policy revision or development of processing priorities on an on-going basis.
- Inventorying, managing, and ordering archival and general office supplies for department.

**Oregon State University, Special Collections and Archives Research Center; Corvallis, OR || April 2017 – December 2019: Public Service Assistant. Supervisor: Supervisor: Anne Bahde, 541.737.2083.**

Public Service duties included:

- Providing front-line, in-person service to researchers by: conducting reference interviews, assisting patrons with in-person and remote reference transactions by introducing SCARC collection and resource portals, training in Reading Room technologies, advising on research plans on an as-needed basis, paging requested materials and discussing handling best practices, creating a welcoming atmosphere in the Reading Room.
- Providing service to researchers remotely, making use of a wide variety of internal and external sources (e.g. Oregon Digital, ScholarsArchive@OSU, Archives West, Archives Grid).
- Tracking, gathering, and reporting relevant data using a wide variety of applications and software (e.g. LibAnswers, Analytics, Excel).
- Assisting with logistics for class sessions and events.
- Managing, prioritizing, and communicating weekly tasks for students and staff (e.g. via weekly Public Service Announcement emails).
- Managing the LibAnswers and SCARC Outlook queue in the Senior Faculty Research Assistant's absence.
- Actively and collaboratively contributed to policy revision or development through weekly public services meetings, departmental meetings, and committee work.
- Preparing LibGuides to holdings in relevant topics.
- Assisting in the research, design, and installation of exhibits.
- Working with the Public Services Manager, Senior Faculty Research Assistant, University Archivist, and others in the department to determine policies and procedures for access to confidential material, both in the reading room and as part of remote requests.

Supervisory duties included:

- Supervising Student Archivists in all aspects of public services work, including: orientation and onboarding for new students; ongoing training in the policies, procedures, and workflows associated with public services work; training students in reading room technologies and the "soft skills" required for successful researchers service; working with each student's supervisor of record to ensure their public services duties and project duties are managed effectively and equitably; providing on-going, constructive feedback; and scheduling and providing oversight for daily collection management tasks.
- Creating work plans for direct report(s), and reviewing project work.
- Instituting and managing performance review and exit interview processes.
- Maintaining Public Services manual, including adding screenshots of relevant forms, fields, and locations to clarify processes, and additional sections as needed (e.g. personnel matters).

Technical duties included:

- Working daily in Archon to: respond to remote reference inquiries, add and update subject headings and creators, export shelf lists, import collection contents from Excel CSV files, create

and update user profiles, encode collection contents and enter DACs elements, and update and create locations.

- Working daily in Alma-Primo to: update and create patron records, create paging slips, run reports, update collection records, create and update Student Archivist profiles and add roles, and troubleshoot errors.

Other duties included:

- Contributing to policy revision or development of processing priorities on an on-going basis.
- Processing, arranging, and describing archival collections of varying complexity and type, according to priorities set by the department.
- Inventorying, managing, and ordering archival and general office supplies for department.

**University of Oregon, Special Collections & University Archives; Eugene, OR || September 2014 – April 2017: Assistant Processing and Public Services Archivist. (Supervisor: David de Lorenzo, 541.346.1904)**

Public Service duties included:

- Responding to a wide variety of reference inquiries from a diverse group of patrons, by phone, email, and during public reference shifts.
- Assisting users in devising research plans, and answering questions about policies and procedures.
- Designing and delivering orientation/instruction sessions.
- Managing remote reference queue in absence of the Reference Librarian.

Supervisory duties included:

- Assisting in the hiring and supervision of 6 to 8 Desk Assistants, to include: coordinating with Library HR to hire selected candidates, onboarding and orientation, collection management systems training, collection handling best practices, interpersonal reading room skills (e.g. how to answer the phone, and interact with and effectively assist researchers), and on-desk projects (e.g. rehousing projects, location updates in AT, and remote reference assistance).
- Serving as immediate supervisor for 1 to 2 Processing Assistants, to include: training students in processing best practices and professional standards, designing processing projects in accordance with departmental and curatorial priorities, writing work plans for processing projects, and reviewing student work.

Technical duties included:

- Entering and updating data regarding newly donated and newly processed collections into Archivists' Toolkit.
- Ingesting collection finding aids into Archivists' Toolkit.

Other duties included:

- Processing, arranging, and describing large and/or complex manuscript and archive collections.
- Drafting and uploading blog posts on a variety of topics using Drupal.
- Monitoring gift fund and endowment budgets, adjusting Processing Students indexes according to remaining fund balances.
- Reviewing and submitting student timesheets.

**Montana Historical Society; Helena, MT || September 2011 – November 2013: Government Records Archivist (grant funded; September 2011 – October 2012); Archivist/Oral Historian (October 2012 – November 2013). Supervisor: Jodie Foley, 406.444.7482.**

Public Service duties included:

- Responding to a wide variety of reference inquiries from a diverse group of patrons, by phone, email, and during public reference shifts in the MHS Research Center Library.
- Initiating, designing, and writing an organization-wide newsletter to inform MHS staff of new and/or newly accessible collections.

Supervisory duties included:

- Training and supervising oral history transcriptionists, introducing them to in-house templates and professional best practices, writing work plans and other necessary documentation, and reviewing their work.
- Designing, documenting, and supervising the project work of student interns.
- Assisting in the supervision and training of additional archives and library volunteers.

Technical duties included:

- Entering descriptive data on new collections, and updating existing collection data, in in-house database (Excel).
- Providing intellectual access to processed collections by creating DACS-compliant finding aids and original MARC records.
- Producing EAD records in accordance with national standards using Oxygen encoding software.
- Monitoring environmental conditions using PEM 2 dataloggers, and entering data into corresponding Climate Notebook software.
- Utilizing AudioForge editing software to digitize and edit oral history audio files.

Other duties included:

- Appraising, arranging, processing, and describing government records utilizing MPLP benchmarks and methodologies.
- Playing an active and collaborative role in reviewing and updating appraisal, processing, and cataloging processes to identify pinch points in existing in-house procedures.
- Reviewing and assessing potential manuscript donations to determine condition and historical value.
- Designing and implementing oral history projects, and conducting oral histories (e.g. "[From the Ground Up](#)" oral history project).
- Providing pro bono consulting assistance to community groups, locally and statewide.
- Participating in outreach activities such as Montana History Day and National Archives Month.

**Washington State Historical Society; Olympia, WA 98501 || January 2005 – October 2007: Assistant Coordinator, Washington History Day / Museum Operations Assistant** (Please contact Hannah Tofte, 360.725.6320)

Management duties included:

- Assisting with coordination, planning, and implementation of the National History Day program in Washington State.
- Creating, maintaining, and updating participation filing systems and databases.
- Responding to inquiries regarding program policies and procedures, in person, over the phone, and via email.
- Establishing and maintaining contact with current program sponsors and donors, and scouting potential donors.
- Compiling statistics on participation, and reporting information to State Coordinator and History Day Advisory Board.
- Managing State and National History Day contest travel logistics for History Day Coordinator and other assisting staff.
- Opening and closing Capital Museum gift shop (counting tills, readying deposits, etc.).

Supervisory duties included:

- Training and supervising volunteer and student work in the museum and gift shop.
- Coordinating paid student and volunteer Gift Shop schedules.

## **VOLUNTEERISM**

**Eugene Police Department, Albany, OR**

September 2015

Contact: Lieutenant Scott Fellman; 541.682.5114

Acted as consulting archivist on the topics of storage, processing, and cataloging best practices, standards, and work flows.

**Scio Historical Society, Scio, OR**

May 2014 – August 2014

Contact: Anne Galloway, [galllcmb@comcast.net](mailto:galllcmb@comcast.net)

Acted as consulting archivist on the topics of storage, processing, and cataloging best practices, standards, and work flows. Assisted in brainstorming possible grant options, and archives-specific software, including testing PastPerfect software.

**Albany Public Library, Albany, OR**

April 2014 – August 2014

Contact: LaRee Dominguez, 541.791.0112

Sorted, filed, and shelved materials according to in-house classification system. Conducted shelf reads and general shelf maintenance in assigned area. Answered basic patron questions regarding library materials and policies.

**Albany Regional Museum, Albany, OR**

January 2014 – August 2014

Contact: Judie Weissert, 541.967.7122

Served on the Exhibits and Events Committee. Designed and implemented monthly, region-focused lecture series, *History Bites*, including selecting topics and speakers, contacting and scheduling speakers, and assigning volunteers.

**LIBRARY SERVICE**

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• **Oregon State University**

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| ○ Shared Integrated Library Systems (SILS) Working Group     | Spring 2021 - Present |
| ○ Lundeen Award Committee                                    | 2022 – 2024           |
| ○ Bring Them Back campaign Task Force                        | Summer 2022           |
| ○ Quiet Week Planning Committee                              | Summer 2022           |
| ○ Library Awards Committee                                   | Spring 2022           |
| ○ LEAD Search Committee                                      | Spring 2021           |
| ○ Archon/ASET Subcommittee                                   | Spring 2021           |
| ○ SCARC Anti-racist Actions Task Force                       | Spring 2021           |
| ○ Reopening Planning Task Force, Communications Subcommittee | Spring – Fall 2020    |
| ○ Reopening Planning Task Force, Safe Spaces Committee       | Spring – Fall 2020    |
| ○ Library Staff Association Co-Chair                         | 2019-2020             |

• **University of Oregon Libraries**

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|--------------------------------|-------------|
| ○ Strategic Planning Committee | 2017        |
| ○ Diversity Committee          | 2015 – 2017 |
| ○ Safety Committee             | 2014 – 2015 |

**SELECTED PRESENTATIONS, PUBLICATIONS, AND EVENTS**

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- “Moving Beyond Just Talk: Diversity Programming at an Academic Library,” in [\*Social Justice and Activism in Libraries: Essays on Diversity and Change\*](#), 2019
- [Collection Spotlight: The Jacqueline Moreau papers](#), University of Oregon Special Collections and University Archives, Unbound blog, December 2016
- [Check\(out\) Your Privilege](#) event, University of Oregon Knight Library, November 2016
- [New Collection: Wartime Posters collection](#), University of Oregon Special Collections and University Archives, Unbound blog, May 2016
- *Collections Care Workshop: Photographs* (Presenter, History Bites Lecture Series), Albany Regional Museum, 2014

- *Life on the Homestead: Montana's Pioneering Women*, Montana Farm and Ranch Show presentation, May 2013
- *Letters Home*, Memorial Day presentation, Montana Historical Society, November 2012
- *Speaking of Montana: A Guide to Conducting Oral Histories*, From the Ground Up: Montana Women and Agriculture Oral History project trainings (in-kind match with DNRC), Montana Historical Society, Summer and Fall 2012

## **PUBLIC SERVICES-RELATED OUTREACH**

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### LibGuides:

- [Guide to Historical Maps in the Special Collections and Archives Research Center](#), Summer 2022
- [Guide to Local History in the Special Collections and Archives Research Center](#), Summer 2021
- [Special Collections and Archives Research Center Anti-Racist Actions](#), Spring 2021
- [Guide to Travel and Tourism in the Special Collections and Archives Research Center](#), Spring 2021
- [Guide to Special Collections and Archives Research Center Services during COVID 19](#), Fall 2020
- [Guide to Early Photographic Formats and Processes in the Special Collections and Archives Research Center](#), Spring 2019
- [Guide to OSU Women's History in the Special Collections and Archives Research Center](#), Fall 2018
- [Guide to Women's Words, Women's Work: Spaces of community, change, tradition, and resistance at Oregon State University](#) (exhibit companion), Summer 2018

### Exhibits:

- Oregon State University Special Collections and Archives Research Center: *Our Favorite Things*, October 2021 (contributor)
- Oregon State University Special Collections and Archives Research Center: *Passionately curious: SCARC Student Archivists*, October 2019 (designer / installer)
- Oregon State University Special Collections and Archives Research Center: *"Exceptional Opportunities for Ambitious Young Women:" Secretarial Science at Oregon State University*, August 2018 (designer / installer)
- Oregon State University Special Collections and Archives Research Center: *Women's Words, Women's Work: Spaces of Community, Change, Tradition, Resistance at Oregon State University*, June 2018 (assistant)
- Oregon State University Special Collections and Archives Research Center: *More than Words: Love Letters of the 19th and 20th Century*, February 2018 (designer / installer)
- University of Oregon Special Collections and University Archives: *Staff Picks*, September 2016 (contributor)
- Center for Pacific Northwest Studies: *LGBTQ Communities in Bellingham and Whatcom County*, March 2011 (designer / installer)

## **PROFESSIONAL DEVELOPMENT**

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- Northwest Archivists': Annual Conference May 2022
- Conference on Academic Library Management (CALM) Conference April 2022
- DeEtta Jones: Cultural Competency May – October 2021
- Oregon State University: FYI Friday, "Introduction to Process Mapping" November 2020
- Oregon State University: DocuSign Designer Training (self-guided) October 2020
- Library Juice Academy: [Introduction to Public Services in Special Collections](#) August 2020
- Ashlee Weitlauf: Book Enclosures Workshop January 2018
- Library Juice Academy: [Caring for Collections](#) November – December 2018