

Christine Kreger

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Profile

- Dedicated trainer and public speaker on a variety of technology and professional development topics.
- Professional development evangelist, especially interested in the use of technology and web 2.0 tools for professional development and the creation of Personal Learning Environments.
- Devoted customer service expert.

Skills Summary

- ♦ Professional Development
- ♦ Conference Planning
- ♦ Customer Service
- ♦ Project Management
- ♦ Communications
- ♦ Professional Presentations
- ♦ Leadership Development
- ♦ Social Media/Social learning
- ♦ Reference Skills
- ♦ Technology Consultant

Career Highlights:

- Recently collaborated with library staff across 5 states as part of the ILEAD USA immersive leadership and technology initiative in order to provide a cohesive and powerful year long program. (<http://ileadusa.cvlites.org>)
- Instrumental in drafting content for the recently released Getting Started with Customer Service self-paced learning modules. (<http://create.coloradovirtuallibrary.org/getting-started-library-customer-service>).
- Active participant the Colorado Association of Libraries Leadership Development Committee that coordinates the CAL Leadership Institute.
- Continuously researching emerging technologies and how they can be utilized to augment professional development.

Professional Experience:

Colorado State Library:

Professional Development Senior Consultant

10/2013-

Present

Responsible for developing, coordinating, and facilitating statewide professional development for Colorado library staff. Designing and maintaining online learning resources on key topics and issues. Collaborating and partnering with other relevant organizations to provide access to local, state, and national professional development initiatives. Evaluate emerging technologies that could be used to improve staff training and learning opportunities.

Colorado State Library:

Digital services Coordinator

10/2012-

10/2013

Responsible for collaborating with diverse groups of library staff, library organizations, and other stakeholders to coordinate key State Library technology services. Designing, planning, and evaluating project plans for core State Library technology services. Planning, coordinating, and designing professional development opportunities for library staff including in person, online and major conferences.

Colorado State Library:

Technology and Digital Initiatives Consultant

11/2008-

10/2012

Responsible for coordinating Plinkit, the website creation and hosting service offered to public libraries by the Colorado State Library including marketing, website creation, training, and maintenance for participating libraries and active involvement in the multi-state Plinkit collaborative. Ongoing research in technology trends, and topics relevant to Colorado libraries, in order to provide workshops, training, and published materials as

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needed. Advised libraries in the development of, and approve library technology plans submitted for E-rate funding.

Arapahoe Library District:

8/2003-

Internet Librarian

11/2008

In charge of developing and delivering content for the Arapahoe Library District's public website. In charge of researching new products, services, and technology for the website. Responsible for Customer relations for questions and concerns the public may have in regard to the www.arapahoelibraries.org. Provided online reference help to patrons statewide via AskColorado, including acting as the District's coordinator and representative to the state for the Arapahoe library District's participation in AskColorado. Researched, planned, and implemented the reorganization of the Arapahoe Library District's public website in conjunction with our Webmaster launched in January 2006, as well as our Children's website in November 2006. Co-chair of the AskColorado Steering Committee and Policies and Procedures Committee, as well as an active member of the Quality and Assurance Committee.

Arapahoe Library District:

10/2001-

Web librarian:

8/2003

In charge of curriculum development and organization of the patron computer classes given at the Koelbel Public Library. The classes offered to seniors and the general public covered Basic Computer Skills, Mouse Skills, Beginning and Advanced Internet Searching, Microsoft Word, and Genealogy Online. Responsible for adult programming related to computers and technology; bibliographic instruction to staff and patrons. Developed and presented a Power Point presentation regarding Safety on the Internet at the annual Colorado Juvenile Council. Member of the Arapahoe Library District's Virtual Reference Committee, and the Technology Trainers Committee. Provided reference and reader's advisory service for patrons of all ages.

Arapahoe Library District:

05/2000-

AV Information Service Assistant:

10/2001

Customer service; adult reference; readers advisory; children's; coordinated Audio Visual materials, Bibliographic instruction to staff and patrons; created bibliographies; delivered a series of book talks at the Arapahoe County Jail.

Arapahoe Library District:

02/1997-

Telephone Renewal Assistant:

05/2000

Responsible for renewing patron's books from the District's renewal line: listened to voice mail and entered the information into computer system; entered patron cards; deleted lost items.

Arapahoe Library District:

06/1990-

Circulation assistant:

05/2000

Staffed the circulation desk for ten years dealing directly with the public providing, books, information, and other services as needed.

Education

Emporia State University	Master of Library Science	Fall 2000-Spring 2003
University of Colorado Denver	Graduate work in Clinical Psychology	Fall 1994-Spring 1997
Metropolitan State College of Denver	BA Psychology and History	Summer 1989- Spring 1991
Arapahoe Community College	Psychology	Spring 1989-Summer 1989
Colorado College	History	Fall 1987-Spring 1989
Arapahoe High School	College Prep	Fall 1984-Spring 1987