Robert M. Benson

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People are my passion: developing, teaching, training, connecting. I am a bridge between groups, departments and organizations. I help teams solve problems by uncovering opportunities and connecting effort to higher purpose. The right information, well-delivered, opens possibility. I love to write, research, analyze and present.

PROFESSIONAL EXPERIENCE

Oak Ridge National Laboratory, Neutron Sciences Directorate | Oak Ridge, TN
Research Proposal Coordinator (May 2020 to present)

Coordinate and oversee biannual user proposal call process (> 800 proposal requests per call) including advertising, submission, review, beam time allocation, user notifications, proposal confirmation and data maintenance and reporting. **Provide support** for internal and rapid access proposal submissions and reviews. **Drive continuous improvement of software systems and processes** by working with customers and focus groups to identify changes and improvements needed to the proposal tracking system (IPTS) and related scientific systems; by interacting with internal software development team to develop requirements documents and wireframes, track issue requests, perform software Q&A testing and plan software update timetables; and by working with facility users, scientists and other staff to identify opportunities for improvement in the proposal process, implement solutions, and ensure closure of outstanding actions. **Apply UX design principles and processes** including information architecture and usability testing. **Prepare and conduct information sessions and presentations** for customer groups including instrument teams, user office staff, and targeted workshops. **Write communications**, web content, user guides, procedures, and reference materials.

- Supported implementation of remote instrument control modes of experimentation in close partnership across science and operational support sections. Authored system requirements and led QA testing for multiple software systems (IPTS, EXPRESS, ITEMS) for significant changes to proposal submission process, user readiness tracking, participation notices, user onboarding, training sample container shipment/tracking, experiment scheduling, experiment safety sheet signature and user counting. Efforts ongoing as remote instrument control protocols continue to evolve.
- Implemented and maintain use of Vimeo for cloud-hosting required remote instrument training
- Partnered with User Assistants to develop significant, ongoing improvements to Team Member Access Planning records, PAS Tracking tool and Update Person table. Automated key user notices. Developed calendar view for user onboarding tracking.
- Developed Carryover/Cleanup Tool for staff to self-manage their experimental carry over days and expire unneeded experiments.
- Implemented HTML-enabled email templates.
- Oversee software releases (8 to date) for IPTS (6.4.1 – 6.5.6)

Roane State Community College | Harriman, TN
Director of Library Services (2006 – April 2020)
Associate Professor (2012 to present)

Promoted to lead team of 8 full-time and 15+ part-time employees delivering academic library services across 9 campuses + online. Administered $230,000+ annual operating budget and reviewed resource utilization to optimize cost efficiency. Led strategic planning and assessment activities for continuous improvement. Partnered extensively across internal departments and external organizations to develop scalable solutions to persistent, shared challenges.

- Authored sections of major institutional reports providing data analysis and documentation for successful reaffirmation of college accreditation as well as ongoing academic program-level accreditations

- Served as peer-reviewer for colleges going through accreditation reaffirmation process. Formulated recommendations based on analysis of technical reports and evidence of compliance and wrote peer-review reports to synthesize and summarize findings

- Coordinated significant multi-day professional development events, such as Educational Technology Academy, regional mobile-learning mini-conference, and ACRL Assessment in Action workshop (hosted), to support ongoing college faculty development

- Appointed by TN Board of Regents and college administrators to help develop and support mobile learning initiatives across state college system and within Roane State. Initiative provided 100+ iPads to Roane State faculty for use as teaching tools, exploring potential for enhanced formative assessment of instruction and greater student engagement

- Developed state-wide structure supporting efficient collection, evaluation and review of WCAG 2.0 accessibility documentation required for ongoing procurement of 100+ online resources and services shared across 19 colleges and universities. Task Force allows colleges and universities to coordinate and streamline communication with publishers for benefit of all

- Increased use of library resources more than 400% across college service area by expanding digital access through strategic assessment and allocation of available funds

- Managed three remodels of campus library facilities to support changing user needs and service delivery models

Roane State Community College | Harriman, TN
User Services Librarian (2000 - 2006)

Recruited by college to develop and deliver library instruction, provide research consultation services to students (enrollment 6000), faculty and local community. Managed website, online databases and eBook collections. Focused on understanding user experience of physical/virtual library spaces to customize services and resource collections to meet needs of library clients.

- Customized and delivered classroom instruction and library training to students, faculty and community. Delivered 500+ training/instruction sessions to groups ranging in size from 2 to 150 people across 9 campus locations plus online

- Redesigned and maintained library website using Dreamweaver and Springshare CMS

- Established course embedded librarian program, leveraging learning management system (Desire2Learn) to increase library presence and engagement with online courses. Program now supports nearly 50 course sections each semester

- Established chat-based customer service, library research guides, and web forms

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CERTIFICATIONS and MEMBERSHIPS

Project Management Professional (PMP) certified (2020)

Project Management Institute (2020 to present)

Project Management Institute, East Tennessee Chapter (2020 to present)

EDUCATION

Master of Science in Information Sciences (2000)
University of Tennessee, Knoxville | Knoxville, TN

Bachelor of Arts in English (honors) with concentration in Literature (1996)
Second major in History; Minor in Secondary Education
University of Tennessee, Knoxville | Knoxville, TN

LEADERSHIP EXPERIENCE AND TRAINING

Chair, Tennessee Board of Regents Libraries Deans/Directors Sub-council (2019)

Founder and Chair, Tennessee Board of Regents Libraries Accessibility Task Force (2016-present)

Interim Dean for Student Academic Support Services, Roane State (11/2012–6/2013)

Vice-President, Tenn-Share Resource Sharing Consortium (2012)

Appointed by college President to chair national search for Roane State Vice-President for Student Learning (2009)

Fellow, Tennessee Board of Regents Academic Leadership Institute (2009-10)

Fellow, Roane State Community College Leadership Academy (2007-08)

TECHNICAL SKILLS

Microsoft Suite; Adobe Dreamweaver; Adobe Fireworks; WordPress; D2L Learning Management System; Springshare CMS; HTML; LucidChart