

Susan Kelsch

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Professional interests

- electronic publishing
- retrieval methods for electronic information
- subject indexing and controlled vocabularies

Education history

Master's degree: University of Illinois, Champaign-Urbana, IL. Graduate School of Library and Information Science. M.S., August 2003.

U.S. Department of Agriculture Graduate School, *Basic Indexing* course. Completed November 2002.

Bachelor's degree: Indiana University, Bloomington, IN. 1989-1992. B.A., English, December 1992. Minor: Mathematics.

Employment history

Cengage Learning, formerly known as *The Gale Group*, a division of *Thomson Learning*, Belmont, CA. (one company, several names)

- Manager, Metadata Automation and Management, March 2006 - present. (Previous title: Manager, Machine-Aided Indexing, March 2006 - October 2008.)
 - Manage team of six machine-aided indexing analysts and two database analysts.
 - Develop and implement machine-indexing techniques on periodical, reference, and textbook content. Focus on data primarily in two formats: Oracle databases and XML structured documents. Make decisions that consider data stability and scalability.
 - Assess machine indexing tools in the industry and serve as a center of excellence for Cengage Learning. Document our processes and philosophies as needed.
 - Participate in metadata system development projects, starting with requirements gathering and concluding with testing and implementation.
 - Participate in teams designing Cengage products, improving search options to a database of over 150 million journal articles and thousands of other assets.
 - Provide database reporting and loading services for production system.
- Senior Machine-Aided Indexing Analyst, May 2005 - March 2006.

Self-employed indexer and vocabulary editor, January 2003 - May 2005. Traditional back-of-book indexing as well as electronic database indexing and proofreading. Project history available: www.kelschindexing.com

Sousa Archives for Band Research, University of Illinois, Champaign, IL. August 2002 - August 2003.
Graduate assistant.

- Lead tours of archive as requested.
- Fulfill research requests from public, with guidance from Archivist.

Information Access Company, Foster City, CA, later *The Gale Group*, 1993 - 2002. Relocated to Farmington Hills, MI, June 1999.

- Indexing Manager, Editorial Standards Department, June 2000 - July 2002.
 - Manage a team of four indexers who work in two types of indexing: back-of-book print indexing and electronic indexing for online reference products using the Gale controlled vocabularies.
 - Complete unusual indexing projects as needed, often managing free-lance indexers. Complete classification projects, usually classification of persons for biography-focused products.
 - Develop and maintain company-wide indexing standards. Provide outreach and instruction to Gale editorial teams about indexing and vocabulary.
 - Contribute to all Gale controlled vocabularies, topical terms and name authorities, and a major vocabulary re-engineering project.
- Indexing Specialist, Editorial Standards Department, May 1999 - June 2000.
- Vocabulary Specialist and Editor, CPD Group/Vocabulary Management Group/Editorial Standards Department. December 1994 - May 1999.
- Abstractor/Indexer/Editor, Computer Publications Database Group, August 1994 - December 1994.
- Abstractor/Indexer, Computer Publications Database Group, August 1993 - August 1994.

Software skills

Excellent experience: Online database searching, especially Cengage products. CINDEX indexing software. Microsoft Outlook, Access, Excel, Word.

Some experience: XML DTDs and markup, HTML and Web design, SQL, Microsoft PowerPoint.

Professional organizations

Member, *American Society for Indexing*; *American Library Association*.

Language skills

English fluent. Some experience with Spanish and Italian. I also read music.