

Candice Ann Kail

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Education

Master of Fine Arts, Creative Nonfiction Writing (2019)

Graduate School of Arts & Sciences, Columbia University

Master of Library and Information Science (2005)

School of Information Sciences, University of Pittsburgh

Graduate Research Assistant

Bachelor of Arts, Sociology and Women's Studies Certificate (1993)

University of Pittsburgh

Magna Cum Laude, Phi Beta Kappa

Study Abroad, Semester At Sea (September – December 1988)

Arts Experience

Abstract Artist (2019 – present)

- Commissioned body of work for another choreographed performance piece scheduled for December 2026
- Commissioned body of work for All In Your Head, a multimedia dance performance performed at Arts on Site, 12 St. Marks Place, NYC, 6 and 7 November 2025. From more than 30 paintings created, 20 were included in the performance.
- Paintings held in private collections.

Candice Kail Studios, (2023 – present)

- Coach and consult with artists, dancers, musicians, and writers to support their work on artist statements, grant and residency applications, book projects, websites, and nurture sequences.
- Freelance editing and writing projects for clients working on Ph.D. dissertations and Masters projects in Arts and Art History, as well as for tenure packages and other academically focused projects including journal articles and presentations.
- Example projects include musician bios for performances, course websites for artists, coaching for and editing a novel by an artist bookmaker, visual artists bios and artist statements, and fellowship and grant applications.

Experience

Columbia University Libraries, Digital Library & Scholarly Technologies

Head, Web Services (Aug 2018 – present)

Web Services Librarian (Jan 2008 – Jul 2018)

Selected Management & General Duties

- Develop the Web Services team, create team goals, and manage the variety of libraries and digital scholarship projects in the team portfolio.
- Ongoing management, planning, and content contributor training for the Libraries Website, which uses Adobe Experience Manager as its underlying content management system.
- Develop, implement, and maintain a user-centered approach to the Libraries online presence, conducting usability studies and focus groups to help identify user needs. Create, develop, and promote internal communications about user-centered design, usability, Accessibility and the Libraries web presence.

- Present usability study findings to key stakeholders, and lead discussions about how to effectively incorporate those results with stakeholder needs to improve the content, the application, and the design.
- Develop and facilitate a series of Design Thinking stakeholder workshops in collaboration with the Office of Communications & Public Affairs and Columbia University Information Technology during which we engaged students, faculty, administrators, and deans to help us clarify how we might build a better University homepage.
- Coordinate, manage, and provide content contributor support for multiple websites and content management systems (primarily AEM and WordPress) that together include over 100 content contributors in support of ten websites.
- Analyze site usage data, reference question logs, and site search logs to better understand our users' needs.
- Teach research sessions for the University Writing Program, for graduate seminars, and as part of student orientation programs.

Contributor and User Support, Training, & Documentation

- Contribute content and manage content contribution for the Libraries' websites.
- Develop and lead *Content as UX: Creating Content & Writing for the Web*, a workshop series for Libraries and University staff that explores how to develop content that facilitates user engagement and creates a frictionless user experience.
- Create online and print documentation for content management systems.

Guidelines, Procedures, and Policy Development

- Craft and continue to revise Visual Identity & Website Guidelines in collaboration with the Communications team and the Executive Team.
- Develop and support ongoing work to implement the University's Accessibility Policy.
- Define and articulate best practices for content contributors to follow when creating content for the libraries' websites.

Selected Committees & Working Groups

- UX Community of Practice, convened and continue to co-lead with Office of Communications & Public Affairs, Columbia College, and Columbia University Information Technology (2019 – present)
- User Engagement Committee (January 2019 – present)
- FORCE11 Communications Committee (2019 – 2022)
- Co-host CUL Reading Group co-sponsored by the Diversity & Inclusion Committee, the Social Justice Interest Group, and Columbia Committee of Library and Information Professionals (2018 – 2021)
- Commit to Inclusion Strategic Direction and Initiative Working Groups (2016 – 2017)
- Social Justice Interest Group (2015 – 2021, Co-Convener)

University Senate

- Elected Senate Representative (2014 – 2016)
- Senate Committees:
 - The Rules Committee (2014 – present)
 - The Commission on the Status of Women (2014 – 2018; 2024 –present)
 - The Committee on Education (2014 – 2016, 2018 – 2024)

Columbia University English & Comparative Literature Department

Associate, University Writing Center (Jan 2015 – May 2016; Jan 2023 – present)

- Consult with undergraduate, graduate, and Ph.D. students in 45-minute one-on-one sessions regarding dissertations, thesis projects, application statements, class assignments, fiction, screenplays, and other projects.
- Collaborate with writers to determine short-term goals for the consultation with a focus on writing process and practice.
- Provide strategies writers can use outside our consultations to improve their writing and adjust pedagogical methods to match writers' learning styles and goals.
- Develop and teach workshops.
- Participate in and lead professional development meetings and workshops.

Journal of Web Librarianship

Editorial Board (2007 – present), *Columnist* (2007 – 2012)

- Serve as a member of the editorial board to review articles for this international, peer-reviewed, quarterly journal published by Taylor & Francis.
- Researched and wrote quarterly *Global Connections* column covering international library-related, digital projects.

Carnegie Mellon University, Software Engineering Institute (SEI)

Senior Writer and Editor (Jun 2007 – Dec 2007)

- Collaborate with researchers at the SEI to produce technical reports, technical notes, books, general publications, and scientific articles.
- Write and develop articles and other publications as needed for News@SEI, as well as marketing materials for SEI courses and other products.
- Develop strategies to improve use of online communications, particularly Web 2.0 and other collaborative tools, to increase external awareness of and access to the SEI's extensive library of technical documents and publications.
- Assist in development of a wiki and blogs.
- Serve on the Web Modernization Team to revise and re-envision the SEI website, working to conform to current Web standards, move to a content management system, and develop a site taxonomy.

Carnegie Library of Pittsburgh, Main Library Reference Services

Reference Librarian (2005 – 2007)

Dual Internship in Reference & Reader's Advisory (Jan – Apr 2005)

- Provided in person and virtual reference service to a variety of patrons.
- Provided teen reference service, and teen and adult reader's advisory service in the New & Featured Resources department.
- Taught library instruction classes for middle and high school students, as well as for local undergraduate and graduate classes.
- Analyzed patron and reference needs, and collection usage statistics, to develop and refine the library's circulating and reference collections.
- Selected as a fellow in the Jewish Healthcare Foundation/Carnegie Library of Pittsburgh Health Librarian Fellowship program.

University of Pittsburgh, School of Information Sciences

Graduate Research Assistant (2003 – 2004)

- Teaching Assistant for the fall 2004 Reference Resources course.

- Created documentation for Blackboard course management software
- Organized the submissions and assisted in the initial selection of nominations for the *Best Books for Babies Award*.

New York University, Information Technology Services

***Technical Writer/Editor* (2001 – 2003)**

- Conceptualized, researched, wrote, edited, and designed publications, including technical and support documentation, student and faculty guides, instructional materials, network and computer security guides, and marketing materials.
- Assistant editor of *Connect: Information Technology at NYU*, a quarterly magazine.
- Collaboratively managed the work of a large-scale site redesign process.
- Project manager, writer, and editor for concurrent documentation and multimedia projects, including the annual NYU-NET CD, a CDROM with software, documentation, and connectivity information.

Aspen Publishers, Inc., Marketing/Creative Services Department

***Production Coordinator* (1998-2000)**

- Responsible for proofreading and editing all of Aspen's direct mail pieces (approximately 870 campaigns per year).
- Wrote marketing materials and direct mail pieces as needed.
- Managed outside designers and worked with in-house designers, assisting in selection of design elements and direction, as well as negotiating contracts for outside work.
- Project manager for the trafficking, printing, and mailing of a portion of the direct mail pieces; handled invoices and budget-to-actual cost information.
- Produced print and online editions of the annual catalog.

Selected Presentations, Invited Lectures, & Professional Development

- Selected to participate in the **DeEtta Jones Inclusive Managers Toolkit**, 10-Week Development Course, Completed 2020.
- Host of **The One-Person UX Team** Panel Discussion, a virtual event sponsored by the UX Community of Practice at Columbia University, July 2020.
- **Leadership Institute for Academic Librarians**, Harvard Graduate School of Education, August 2017.
- Invited Speaker for the New York City **2015 World IA Day** (Information Architecture), 21 February 2015.
- **UX and Usability Strategies & Website Assessments** poster session at the Columbia University Libraries Assessment Forum, 18 June 2015.
- ALA Poster Session, **Mining Web 2.0's Research Potential**, 23 June 2007.

Selected Publications

- Book Reviews for *Library Journal* (2007 – 2020)
 - Books reviewed range from popular neuroscience, technology, and social sciences to library and information science titles
- Kail, Candice Gruver. "Collection Development | Race, Diversity, & Society: #ownvoices." *Library Journal* 142.10 (1 June 2017)
- Kail, Candice Gruver. "Collection Development | Traumatic Brain Injury: With Healing in Mind." *Library Journal* 138.16 (1 October 2013)
- Kail, C. "Global Connections: Ireland." *Journal of Web Librarianship*. 4.1 (January 2010)

- Kail, C. "Global Connections: Aussies and Kiwis." *Journal of Web Librarianship*. 3.3 (July 2009)
- Kail, C. and Beasley, S. "Global Connections: Eternal Egypt." *Journal of Web Librarianship*. 2.1 (October 2008)
- Kail, C. and Beasley, S. "Global Connections: South African Ensemble." *Journal of Web Librarianship*. 1.4 (April 2008)
- Kail, C. and Beasley, S. "Global Connections: A Scottish Suite: Accessing Scotland's Culture and History Online." *Journal of Web Librarianship*. 1.3 (Fall 2007)
- Kail, C. and Beasley, S. "Global Connections: National Library of Jamaica's NLJ Digital Project." *Journal of Web Librarianship*. 1.2 (August 2007)
- Kail, C. and Beasley, S. "Global Connections: The International Dunhuang Project." *Journal of Web Librarianship*. 1.1 (June 2007)
- Contributions and research for *Black Authors and Illustrators of Books for Children and Young Adults*, 4th Ed. by Dr. Barbara Thrash Murphy (2005 – 2006)
- ACH/ALLC 2001, The Association for Computers and the Humanities (ACH) / The Association for Literary and Linguistic Computing (ALLC), *The 2001 Joint Conference: Conference Abstracts, Posters, and Demonstrations*, Abstracts and Design Editor

Language Proficiencies

- French, moderate reading and writing proficiency
- Portuguese, basic reading proficiency