



# Robyn Elizabeth Rebollo

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## Career Objective

To secure competitive consultancy work for information based centres and departments, concurrent with my academic achievements, notable work experience and professional capacity in the information management field.

## Work History

April 2009 to Present  
Griffith University  
Kessels Road, Nathan

### **eResearch Specialist –(Information Management Analyst)**

Consult with clients to analyze, develop and implement solutions to support Griffith researchers across all campuses. Design and develop tools to assist researchers with integration, federation, searching and presentation of digital objects and research data. Provide specialist expertise and advice in all aspects of data and information management, planning for systems and infrastructure with the Division of Scholarly Information and Research. Produce clear and concise specifications and reports, and communicate effectively with a variety of audiences. Educating researchers on information life cycle management for long-term projects (e.g. capturing metadata, archival systems, large data sets), online collaboration by teams spread across multiple sites (e.g. distributed authorship and analysis) and advising researchers on emerging publication methods.

April 2008 to February 2010  
Clayton Utz  
Eagle Street, Brisbane

### **Senior Knowledge Management Specialist** Queensland, Australia

Nationally developed and coordinated knowledge systems utilizing WorkSite, a dynamic document management application, and TeamSite, a web based content management product. Liaised with Practice Group Knowledge Management lawyers and implemented efficient workflows for capturing and exposing the firm's most relevant knowledge assets. Developed a modern approach to training all staff on knowledge systems, which included web-based training, online tutorials, and a collaborative intranet Q&A space to post enquiries pertaining to knowledge systems. Identified and resolved technical problems associated with the firm's knowledge systems through interaction with the firm's document management systems business analyst and Interwoven. Prepared business case reports for practice group knowledge initiatives supported by the Clayton Utz Knowledge Management Projects Team. Established and lead project teams, monitored and reported on progress through to completion. Provided expertise in the area of taxonomies and the organisation of information in an online environment to Knowledge Management Lawyers. [Contract position]



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August 2006 to Dec. 2007  
Brisbane Catholic Education Centre  
Dutton Park, Brisbane  
**Senior Information Management Officer, ICT Services**  
Queensland, Australia

Project management assignments include the selection, design, metadata structure and successful implementation of the Brisbane Catholic Education Centre's knowledge-based electronic repository, supported by DB Textworks (InMagic) and DT Search technology. Duties for the e-repository involve the identification of business requirements for both the administrative and end user search functions of a new database, the supervision and evaluation of the repository's proof of concept and the creation of publishing policies that coincide with database submission. Second key area of responsibility for fiscal year 2007 was co-managing the upgrade of the B.C.E.C. current intranet into a Share Point 3.0 portal platform. Duties for the Share Point project include establishing taxonomy structures for B.C.E.C. portal spaces and communities, creating organizational standards for department portals and document management libraries (versioning control, expiration policies, and metadata requirements) and authoring guidelines for wikis, blogs and RSS aggregators for both BCEC employees and supported schools.

April 2004 to July 2006:  
Ross, Dixon & Bell, LLP, K Street N.W.,  
**Manager, Library & Information Services**  
*Washington, DC*

Responsible for all library operations and information brokerage of a 140 attorney-based firm, including expenditures, annual budget allocation (\$250,000.00+), supervision of library staff, development of library collections, use and development of research and reference delivery services, monitoring library programs and services, and technology applications. Successfully developed and promoted continuing education training programs for attorneys and support staff. Successfully negotiated enterprise wide contracts for Westlaw, Lexis, Hoovers and the Copyright Clearance Center, resulting in additional content libraries at discounted costs and significant savings per user from previous contracts. Effectively implemented LookUp Precision, an online cost recovery tool for all fee-based web services used in the firm, which resulted in significant cost savings. Developed a strategic plan firm wide for efficient delivery of online information and specialised research services and followed through on implementation. Produced the firm's first library intranet portal, making valuable research applications available for attorneys, paralegals and staff. Detailed experience in both legal and non-legal research, specializing in corporate and competitive intelligence analysis. Knowledgeable in all cataloging procedures related to InMagic's, DB Texts, web-based information management resource application. Editing experience in all Microsoft based applications (Excel, MS Access, Power Point, Visio, MS Project, Word) basic web design, Microsoft Front Page, and Adobe 6.0 Standard.



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June 2001 to June 2006:  
Catholic University of America,  
School of Library and Information Science  
**Lecturer, Adjunct Faculty**  
Washington, DC

Lecturer for Library Science Course 825: Law Librarianship-  
Introduction to information brokerage, law libraries, organizational  
structures, collections, and services. Developed a hybrid course which  
included both an online distance learning program using BlackBoard Learning  
technology and in class lecture curriculum.

April 2003 - May 2004:  
Thomson West (Westlaw)  
**Manager, Librarian Relations - U.S. Southern Region**  
Washington, DC

Successfully developed and implemented Thomson's first Librarian Relations  
program for law librarians in the Mid-Atlantic region (Florida, North Carolina,  
West Virginia, Virginia Maryland, and Washington, D.C.) Participated in the  
development and teaching of legal and non-legal curriculum especially  
designed for legal professionals. Hosted and conducted continuing education  
seminars for law librarians. Consulted with large law firms to define  
requirements for products that complement Westlaw. Worked with West  
Sales and Account Management to support legal information professionals'  
needs and market products and education to law librarians. Served as a West  
key-customer contact by representing West at librarian professional  
associations, West-sponsored librarian events, and library schools.  
Coordinated presentation of professional development courses for legal  
information professionals. Participated in and provided educational programs  
for the American Association of Law Libraries, Special Libraries Association  
and Law Librarians' Society of D.C. Served as West contact with local library  
schools and interacted with faculty and students. Supported law librarians  
through direct interaction with West customer service, technology and  
content departments.

January 1999 - April 2003:  
Greenberg Traurig LLP  
**Library and Information Manager,**  
*Washington, DC & Tysons Corner, Virginia, USA*

Responsible for the management of the DC & Tysons libraries, including all  
library support staff. Supervised two full time assistants and two loose-leaf  
filing clerks, who worked a combined total of 25 hours per week. Maintained  
current bibliographic records of all DC & VA library holdings (electronic &  
print). Coordinated the processing of all library related invoices and  
statements. Served as primary office and reference librarian in DC & VA,  
with firm wide support via email. Performed both billable and non-billable  
research firm wide, maintaining a \$140.00 hourly billing rate. Made  
recommendations regarding collection development, the annual DC & VA



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library budgets, and the ever-changing library space requirements. Assisted with the evaluation and implementation of new library technologies. Prepared outlines and educational training aids for presentations on the Internet and electronic resources. Responsible for in-house continuing education regarding research for attorneys, legal assistants and staff. Knowledgeable in all cataloging procedures related to Inmagic's BiblioTech Pro, an online information management resource application. Editing experience in Microsoft based applications (Excel, Word, Power Point, MS Access) and basic web design, using Microsoft Front Page.

1997 - 1999:  
McGuire, Woods, Battle & Boothe, LLP  
**Head Librarian**  
McLean, Virginia, USA

Provided complex and non-legal reference services for clients, attorneys and staff. Responsible for updating and adding exceptional resources to the firm's Intranet & Internet sites. Monitored expenditures for the Tysons Corner library and made recommendations on budget initiatives to the Information Services Director. Reviewed acquisition requests and exercised independent judgment in acquisition decisions. Prepared outlines and educational training aids for presentations on the Internet and electronic resources.

### Education

#### ***Masters of Science in Library Science***

Catholic University of America  
Washington, DC

#### ***Bachelor of Arts (English)***

Catholic University of America  
Washington, DC

### Strengths

- Excellent practice processes in information service development, delivery and operations within a team environment based on industry standards and methods.
- Highly skilled in the development and implementation of methods, standards, guiding principles and architectures that support both current and future needs of legal information centres.

### Affiliations

- *Special Libraries Association*, Legal Division and Australian Chapters.
- International Legal Technology Association
- Queensland Knowledge Management Forum



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### Achievements and Qualifications

- KT Problem Solving & Decision Making, November 2009
- Lead presenter at the eResearch Australasia Conference, November 2009
- Certification in PRINCE2 (Projects IN Controlled Environments2) Foundation from TPMG Academy, December 2008.
- Guest lecturer on *US Legal Research* and *Web 2.0 in the Legal Environment* for the Queensland University of Technology's School of Information Systems, July 2007.
- Lead presenter for the *Special Libraries Association's* Annual Conference, Continuing Education Series: 2004, 2005, and 2006. Course topic: "*Basic Legal Research in the United States.*"
- *Catholic University of America*, School of Library & Information Science, Alumni Board Secretary, 2004-2006.

### Published Works

- Accidental Aussie Blog- <http://accidentalaussie.blogspot.com/>
- "[A Data Laboratory for Health Services and Population Health Research](#)" (2009); eResearch Australasia
- "It Takes 2.0 to Tango." [Online Currents](#), Vol. 22, No. 1, September 2007
- "Dockets Update," May 21, 2005. Law Library Resource Xchange <http://www.llrx.com/features/docketsupdate.htm>
- "Reaching the Masses: how you can improve participation at your library training events." *Law Librarians in the New Millennium*, Jan/Feb, 2004. <http://west.thomson.com/pdf/llnm/40271618.pdf>
- "Tracking Resources for the Sarbanes-Oxley Act of 2002" *Legal Information Alert*, Vol. 22, No. 3, March 2003 .
- "So Many Products..." *Legal Times*, Special Supplement on Librarians and Information Management, 07-15-02 issue, p. 30

-References available upon request-