

KINERET BEN KNAAN

8955 SW 125th Terrace, Miami, FL 33176 | +1 954-864-7056 | kbenknaan@miami.edu

EDUCATION

Bar-Ilan University, Israel 2013

Master of Arts, Information Science, Information Technology Track

Tel Aviv University, Israel 2008

Master of Arts, Art History

Tel Aviv University, Israel 2004

Bachelor of Arts, Art History

CERTIFICATE

Cornell University 2019

Business Analytics Certificate

LANGUAGES

Native proficiency: Hebrew

Full professional proficiency: English

EMPLOYMENT

University of Miami

7/17/2017-Present

Research and Assessment Librarian

- Provide leadership and support for the achievement of the University of Miami Libraries' strategic goals through the development of assessment plans and data-driven assessment activities related to services, collections, technology, and physical spaces.
- Work collaboratively with members of the administrative leadership and management teams to understand, predict, and accommodate user needs as well as improve organizational effectiveness.
- Promote a culture of assessment and encourage broad engagement by all personnel in assessment projects.
- Analyze and report quantitative and qualitative data gathered from various sources, including library systems, vendor statistics, observations, surveys, web analytics, interviews, and focus groups. Then facilitate the use of this data to support strategic planning and overall library assessment initiatives.
- Respond to statistical requests; provide, and analyze data from library systems, the library's website, and other data sources.

- Administer usability tests, surveys, focus groups, and other user-centered assessments in collaboration with the User Experience Team.
- Coordinate the library statistics required for both internal and external bodies. Serve as the University of Miami Libraries liaison to any data requests from the office of Planning, Institutional Research, and Assessment (PIRA) at the University of Miami.
- Provide assessment support to the Learning Commons program, including responding to requests from the Learning Commons partners and Steering Committee for research and assessment reports.
- Prepare and deliver internal training and documentation on analytical tools, data analysis, and assessment methodologies.
- Prepare and provide data analysis-related consultations and teach classes as part of the Libraries' Data Services program.
- Conduct research and scholarship in the area of data analytics, Business Intelligence (BI), and visualization software to support evidence-based decision making in academic libraries.
- Represent the University of Miami Libraries in the local, national, and international library assessment communities.

University of Miami

6/1/2019-Present

Subject Liaison for Judaic Studies

- Provide resource discovery assistance and research support to the Judaic Studies program.
- Provide expert advice and consultation on the development of Judaic Studies' collections and resources.
- Teach course-related research skills to students in Judaic Studies classes and develop online resources and research guides to support course curriculum.
- Cultivate partnerships between the Libraries, Judaic Studies Department, Sue, and Leonard Miller Center, and local Jewish organizations.
- Develop and curate programs and exhibitions in collaboration with and support of the Judaic Studies Program.

Ben-Gurion University, Israel

1/1/2012-11/1/2016

Acquisition Librarian

- Managed all aspects of electronic resources and periodical acquisitions, including trials, ordering, receipt/activation, access, maintenance, assessment, and renewals/cancellations.
- Managed the licensing agreements of electronic resources, including reviewing, evaluating, and negotiating licenses for new and continuing electronic content.
- Negotiated with vendors and publishers. Served as a liaison between the library, vendors, publishers, and consortia.

- Managed usage statistics: gathered and maintained usage statistics data for monitoring electronic resources activities and calculated cost-benefit of electronic subscriptions.
- Managed and prepared financial reports based on allocations, encumbrances, and expenditures. Maintained accurate acquisition records and utilized these for future budget planning.

Ben Gurion University, Israel

2/1/2008-7/1/2012

Project Coordinator, Kidumatica Youth Math Club

- Planned, organized, and managed all club activities, operations, and logistics, including student recruitment, orientation, and curriculum.
- Contributed to a successful proposal for the Ted Arison Family Foundation, which resulted in \$300,000 of grant support to the Ben Gurion University Kidumatica project.
- Managed research funds and grants and oversaw their usage.
- Organized events and put together budget reports for club donors and sponsors.
- Designed, developed, and maintained the "Kidumatica" project website.

Tel Aviv University, Israel

4/1/2004-12/31/2007

Research Assistant, Prof. Eshel Jacob's research group

- Managed research budgets and administered grant proposals for Israeli foundations and international agencies, including the The Israel Science Foundation and Bikura Research for "High Risk" projects.
- Administered patent registration processes.
- Provided complete administration and logistics operation support.
- Coordinated between relevant researchers from various academic institutions, nationally as well as internationally.
- Designed and maintained a website for the research group.
- Initiated the Petri Dish Art project, combining art with scientific research on bacteria. Designs were published in scientific books, journal articles, and covers, including Scientific American and Oxford publications.

PUBLICATIONS

Book chapters, peer-reviewed journal articles, and articles presented at prestigious conferences (published & forthcoming publications)

Ben-Knaan, K., & Darby, A. (In Press). Build a Live & Interactive Library Dashboard Using Google Data Studio. In *Data-Driven Decision-Making in the Library: Using Business Intelligence and Data Analytics Software Tools for Library Management (LITA Guide)*. Lanham: Rowman & Littlefield.
<https://rowman.com/Action/SERIES/ /LITA/LITA-Guides>

Ben-Knaan, K., & Darby, A. (In Preparation). The Learning & Research Dashboard: Making Data-Driven Decisions with Google Data Studio. *Performance*

Measurement and Metrics.

<https://www.emerald.com/insight/publication/issn/1467-8047>

- Ben-Knaan, K., & Miller, K. (Proceedings). *Librarians as Research Partners in Interdisciplinary Research Teams* (2021). In *41st IATUL Annual Conference*. The International Association of University Libraries (IATUL).
<https://www.iatul.org/publications/proceedings/796?type=All>
- Darby, A., & Ben-Knaan, K. (Proceedings Postponed). *Assessing the User Experience of Library Conferences (Accepted Paper)*. In *The 6th annual international User Experience in Libraries conference (UXLibsVI)*. UX in Libraries.
<http://uxlib.org/uxlibs6/>
- Darby, A., & Ben-Knaan, K. (2020). *Assessing UX Work Over Time: A Data Management Approach*. In *User Experience in Libraries Yearbook 2019: Designing, Prototyping, Embedding*. UX in Libraries.
- Darby, A., & Ben-Knaan, K. (2019). *Comparing Apples to Oranges? Doing UX Work across Time and Space*. In *2018 Library Assessment Conference Building Effective, Sustainable, Practical Assessment*. Association of Research Libraries.
<https://www.libraryassessment.org/wp-content/uploads/2019/10/Proceedings-2018-rs.pdf>

Blog Post

- Miller, K., & Ben-Knaan, K. (2020, September 24). How Librarians Contribute to Interdisciplinary Research Teams. *Integration and Implementation Insights*.
<https://i2insights.org/2020/09/22/librarians-and-interdisciplinarity/>

University of Miami Libraries; Reports

- Fish, L., Dan Roose, D., Ben-Knaan, K., Loper, K., Clark-Hughes, A., Van Schaik, J., Sobczak, J., Spika, V., Goolabsingh, D., & Alexander, S. (2020). *Springer Journals Evaluation Report*. University of Miami Libraries.
- Ben-Knaan, K. (2020). *PARS Assessment Report and Plan 2019-2020*. University of Miami Libraries: University of Miami.
- Pickens, R., & Ben-Knaan, K. (2020). *The Learning Commons 2019-20 Annual Report*. University of Miami Libraries.
- Ben-Knaan, K., & Fish, L. (2020). *UNSUB Software Review*. University of Miami Libraries.
- Ben-Knaan, K. (2019). *PARS Assessment Report and Plan 2018-2019*. University of Miami Libraries: University of Miami.
- Pickens, R., & Ben-Knaan, K. (2019). *The Learning Commons 2018-19 Annual Report*. University of Miami Libraries: University of Miami.
<https://umlibraryeast.blob.core.windows.net/uploads/2019/11/UMiami-LC-Annual-Report-2018-19.pdf>
- Ben-Knaan, K. (2018). *PARS Assessment Report and Plan 2017-2018*. University of Miami Libraries: University of Miami.
- Ben-Knaan, K., & Pickens, R. (2018). *The Learning Commons 2017-18 Annual Report*. University of Miami Libraries: University of Miami.

Ben-Knaan, K. (2017). *PARS Assessment Report and plan 2016-2017*. University of Miami Libraries: University of Miami.

Miller, K., & Ben-Knaan, K. (2017). *The Learning Commons 2016-17 Annual Report*. University of Miami Libraries: University of Miami.

SOFTWARE

Ben-Knaan, K., & Ben-Knaan, D. (2018, November 17). *Ex Libris Alma Analytics API connector to Google Data Studio* [API Application]. University of Miami Libraries GitHub. <https://github.com/UMiamiLibraries/datastudio-community-connector-Alma-Analytics>

PRESENTATIONS

Conference presentations, conference workshops, and webinars

Ben-Knaan, K., Miller, K. (2021, July, 13). *Librarians as Research Partners in Interdisciplinary Research Teams* [Conference session]. The International Association of University Libraries (IATUL), Summer 2021, Online.

Ben-Knaan, K., Clark Hughes, A., Miller, K., & Sobczak, J. (2020, November). *Exploring Roles for Librarians on Interdisciplinary Research Teams: A Collaboration between the University of Miami's Office of Research and Libraries* [Conference session]. Coalition for Networked Information (CNI), Fall 2020, Online. <https://www.cni.org/events/membership-meetings/upcoming-meeting/fall-2020/project-briefings-breakout-sessions-f20#w2>

Ben-Knaan, K., & Riopelle, C. (2020, October). *Build a Live & Interactive Library Dashboard Using Google Data Studio* [Conference workshop cancelled]. 2020 Library Assessment Conference: Building Effective, Sustainable, Practical Assessment, Rosemont, Illinois.

Ben-Knaan, K., Clark Hughes, A., Miller, K., & Sobczak, J. (2020, September 10). *Works in Progress Webinar: Librarians on Interdisciplinary Research Teams—a Case Study from the University of Miami* [Video]. OCLC. <https://www.oclc.org/research/events/2020/091020-librarians-interdisciplinary-research-teams-case-study.html>

Miller, K., & Ben-Knaan, K. (2020, May). *Defining the Roles of Librarians on High-Impact Interdisciplinary Research Teams* [Conference session]. SciTS 2020, Virtual Conference. https://www.youtube.com/watch?v=W-0hmgLXd_4&feature=youtu.be

Ben-Knaan, K., & Carrasco, A. F. (2020, May). *FTP Server for Alma Analytics and SharePoint Integration* [Conference cancelled]. ELUNA 2020 Annual Meeting: 2020 Vision for the Future of Libraries, Los Angeles, California.

Ben-Knaan, K. (2019, October). *Consolidate and Visualize Your Library's Data using Google Data Studio* [Conference session]. 2019 Florida Association of College and Research Libraries (FACRL) Annual Conference, Ft. Lauderdale, Florida.

Ben-Knaan, K., & Darby, A. (2019, July). *The Learning & Research Dashboard: Making Data-Driven Decisions with Google Data Studio* [Paper presentation].

13th International Conference on Performance Measurement in Libraries (LibPMC), Aberystwyth, Wales, United Kingdom.

- Darby, A., & Ben-Knaan, K. (2019, June). *Assessing UX Work Over Time: A Data Management Approach* [Paper presentation]. 5th annual international User Experience in Libraries conference, Royal Holloway, University of London.
- Ben-Knaan, K. (2019, May). *Consolidate Your Library's Data using Google Data Studio & Alma Analytics API Connector* [Conference session]. ELUNA 2019 Annual Meeting, Atlanta, Georgia.
- Ben-Knaan, K. (2019, May). *Everything You Want to Know About Statistics, Assessment & More* [Conference session]. ICUF Libraries Group Annual Meeting, Ringling College of Art + Design Sarasota FL.
- Darby, A., & Ben-Knaan, K. (2018, December). *Comparing Apples to Oranges? Doing UX Work Across Time and Space* [Paper presentation]. The 2018 Library Assessment Conference — Building Effective, Sustainable, Practical Assessment, Houston, Texas.
- Ben-Knaan, K., & Darby, A. (2018, December). *Make Your Library's Data Accessible and Usable: Create Live Dashboards with Google Data Studio* [Poster session]. 2018 Library Assessment Conference — Building Effective, Sustainable, Practical Assessment, Houston, Texas.

University of Miami; Presentations

- Ben-Knaan, K. (2020, November). *Ithaka S+R Local Faculty Survey Results: Overview and Next Steps* [Conference session]. Faculty Senate Library & Information Resources Committee, University of Miami, Online.
- Ben-Knaan, K. (2020, September). *HathiTrust, Logins, Users & Items Checked Out Report* [Conference session]. UML Admin Leadership Team, University of Miami Libraries, Online.
- Ben-Knaan, K., & Miller, K. (2020, April). *Academic Continuity Plan* [Conference session]. University of Miami Libraries Town Hall, Online.
<https://intranet.library.miami.edu/town-halls/2020-townhalls/>
- Ben-Knaan, K. (2020, February). *Greater Than the Sum of Its Parts; Professional & Academic Development Survey Results* [Conference session]. University of Miami Libraries, Town Hall, Richter Library, University of Miami.
<https://intranet.library.miami.edu/town-halls/2020-townhalls/>
- Pickens, R., & Ben-Knaan, K. (2019, November). *UM Learning Commons Academic Year 2018-2019* [Paper presentation]. UML Learning Commons Steering Committee, Richter Library, University of Miami.
- Ben-Knaan, K. (2019, September). *User Experience in Libraries: Focus Groups* [Conference session]. Humanities Fieldwork Meetings Fall 2019, Center for the Humanities, Richter Library, University of Miami.
- Ben-Knaan, K. (2019, June). *Consolidating UM Libraries' Data using Google Data Studio Dashboards & API Connector to Alma Analytics* [Conference session]. University of Miami Libraries, Learning Forum, Richter Library, University of Miami.

- Ben-Knaan, K. (2019, March). *Ithaka S+R Local Faculty Survey Fall 2018: Overview and Next Steps* [Conference session]. University of Miami Libraries, Town Hall, Richter Library, University of Miami.
- Pickens, R., & Ben-Knaan, K. (2018, December). *UM Learning Commons Academic Year 2017-2018* [Paper presentation]. University of Miami Libraries, Town Hall, Richter Library, University of Miami.
- Ben-Knaan, K. (2018, November). *UM Libraries Program Assessment Reports [PARS]* [Paper presentation]. University of Miami Libraries, Liaison Council, Richter Library, University of Miami.
- Ben-Knaan, K. (2018, September). *Reimagining the Library: Focus Group Report* [Conference session]. University of Miami Libraries Liaison Council, Richter Library, University of Miami.
- Ben-Knaan, K. (2018, July). *University Wide-Assessment Survey* [Conference session]. University of Miami Libraries, Admin Leadership Team, Richter Library, University of Miami.
- Ben-Knaan, K. (2018, June). *Data Collection at UM Libraries* [Conference session]. University of Miami Libraries, Liaison Council, Richter Library, University of Miami.
- Ben-Knaan, K. (2018, January). *Learning Commons Assessment Plan 2017-2018* [Conference session]. UML Learning Commons' Partners Meeting, Richter Library, University of Miami.
- Ben-Knaan, K. (2017, October). *UML Student Feedback on Library Instructional Session* [Conference session]. University of Miami Libraries Liaison Council, Richter Library, University of Miami.

TEACHING

<i>University of Miami, Working with Data Online Workshop</i>	Fall 2020
Introduction to Microsoft Power BI	
<i>University of Miami, Working with Data Online Workshop</i>	Fall 2020
Introduction to Google Data Studio	
<i>University of Miami, Working with Data In-Person Workshop</i>	Spring 2020
*Introduction to Microsoft Power BI	
<i>* In-Person Workshop was Cancelled due to Covid-19</i>	
<i>University of Miami, Working with Data In-Person Workshop</i>	Spring 2020
Introduction to Google Data Studio	

PROFESSIONAL DEVELOPMENT

National Network of Libraries of Medicine (NNLM) 2020

Library Carpentry Workshop

Wiki Education 2020

Wikidata Training

Google Analytics Academy 2019

Google Data Studio Certificate

Association of Research Libraries (ARL) Academy 2019

Library Management Skills Institutes

AWARDS

Erasmus+ 2016

International Scholarship of the European Union for Continuing Education

PROFESSIONAL SERVICE

Association of Southeastern Research Libraries (ASERL) September 2020-Ongoing

Diversity, Equity & Inclusion (DEI) Retention Taskforce

Library Leadership and Management Association (LLAMA) June 2018-May 2019

Library Assessment Repository Task Force (TF)

University of Miami Libraries Ongoing

User Experience Team (Co-Chair)

Public Services Policy Council (Vice-Chair)

Exhibits Council Team (Member)

Professional Development Committee (Member)

Student Government Team (Member)

Search Committee for Head of Access Services (Member)

University of Miami Libraries Ended

Re-opening; Appointment-based Service TF

Faculty Research Commons, Working Committee

Search Committee for Metadata & Management

Librarian

