

Robert Laws

Virginia, USA | +1 (507) 649-2622 | robdlaws@gmail.com
linkedin.com/in/robert-duncan-laws/

PROFESSIONAL SUMMARY

Associate Director academic and digital innovation leader with over 15 years of experience designing and scaling library, data, and AI-enabled services in higher education. Proven record of building institution-wide programs, leading cross-functional teams, and translating emerging technologies into sustainable teaching, research, and operational infrastructure. Experienced educator and executive instructor with deep expertise in data visualization, digital scholarship, and literacies including information, data, media, & AI.

EDUCATION

State University of New York at Buffalo, Buffalo, NY

Master of Science, Information and Library Science | 2002–2004

George Mason University, Fairfax, VA

Master of Arts, History | 1999–2001

Bachelor of Arts, History | 1994–1998

Flatiron School, Online

Software Engineering Certificate | 2019

Intensive program on JavaScript, web development, and applied software engineering principles

PROFESSIONAL EXPERIENCE

Associate Director of the Library, Georgetown University in Qatar (2025 – 2026)

Leadership & Supervision

- Managed a team of 7 staff and student associates, overseeing performance management, workflow design, and alignment with campus academic and service priorities
- Conducted both annual and mid-year performance reviews and served as lead hiring manager for Innovation Lab staff
- Partnered with the Library Director on strategic planning, service prioritization, and operational decision-making

AI Governance & Training

- Served on the campus AI steering committee, contributing recommendations adopted for staff training and exploratory use of artificial intelligence
- Delivered 14 AI-related workshops, briefings, and training sessions to a mixed campus audience of faculty, staff, and students on topics including *LLMs, Generative AI Art, Music, & Video, Agentic AI, and AI for Productivity*
- Developed AI Literacy instruction focused on technical knowledge, critical thinking, ethics, and practical use
- Partnered with faculty to support incorporation of AI tools and technologies into their research and pedagogy

Public & User Services Leadership

- Directed public-facing library services across two service points (Innovation Lab and Reference Help), supporting specialized public service coverage across two service points
- Oversaw circulation-adjacent and research support services for technology-enabled spaces
- Resolved complex patron issues with attention to equity, transparency, and institutional policy

Data-Informed Service Design

- Applied quarterly service usage data and patron feedback to redesign two core workflows: equipment checkout

PROFESSIONAL EXPERIENCE - CONTINUED

and digital scholarship support requests

- Informed faculty and students on data management (including with AI), copyright, and citation

Innovation Lab Oversight

- Directed operations for the Innovation Lab, serving approximately 150 unique students annually (30% of the undergraduate population)
- Expanded the Lab from a solo operation into a fully staffed unit, supervising 1 library professional, 1 full-time specialist, and 3 student technicians
- Managed an annual Innovation Lab budget of approximately \$100,000 covering equipment acquisition and maintenance
- Supported 324 consultations annually and enabled course-integrated use across 12 unique courses

Information Literacy Strategy

- Led the library's information literacy program, delivering 63 instruction sessions and workshops annually
- Expanded program support for contemporary literacies including Media, Data, and AI literacies
- Led instruction across 4 academic majors and 13 departments, reaching a student body of approximately 450

Data, Web, & Media Services Librarian, Georgetown University in Qatar (2022 – 2025)

Strategic Planning & Institutional Initiatives

- Conceived, pitched, and launched the university's first Innovation Lab in 2023, serving approximately 90 students and 6 courses in its first year
- Led space design, equipment budgeting, and service model development, replacing a bare-bones circulation-based equipment checkout process with a centralized Innovation Lab
- Coordinated cross-campus initiatives on artificial intelligence with the Office of Academic Services and academic units

Campus Data Enablement & Analytics

- Enabled data-driven decision-making across five administrative units including Student Life, Office of the Dean, HR, Facilities, and the Library
- Led the adoption of Tableau within Facilities, developing a foundational dashboard to visualize and optimize campus space utilization
- Designed and delivered a three-part Excel training series for approximately 15 staff members, improving automated analysis and reporting capacity

Academic Support & Faculty Collaboration

- Supported faculty in delivering required course assignments using podcasting, e-portfolios, digital storytelling, and artificial intelligence
- Partnered with faculty through course-integrated library instruction and consultation to support technology-enabled pedagogy
- Liaised with the Economics Department to support teaching and learning with Python, R, and Stata18

Library Systems & Digital Platforms

- Held primary responsibility for the design and development of the library website, online catalog (Primo), and LibGuides platform
- Oversaw the full lifecycle of library web platforms, including customization, deployment, maintenance, and

PROFESSIONAL EXPERIENCE - CONTINUED

iterative redesign of open-source systems

- Applied user centered design and digital accessibility standards for 2 library website redevelopment projects
- Led 1 system migration and 2 platform redesigns to improve discovery, access, and digital service delivery
- Initiated and led the development of a Digital Scholarship service model that was formally adopted by the library
- Designed and developed a library research database for scholarly output using ReactJS and Firebase

Cross-Campus Governance & Committees

- Served as a standing member of cross-campus working groups focused on library systems (Alma, Primo) and artificial intelligence
- Contributed to working group outputs that resulted in policy recommendations adopted at the institutional level

Technology and Innovation Librarian, Georgetown University in Qatar (2008 – 2022)

Data Services & Analytics Foundations

- Managed and analyzed operational data for the library website, LibGuides, and internal services
- Delivered a one-off training to library staff on using Tableau, PowerBI, and Google Looker Studio for data analysis and reporting
- Designed and taught a credit-bearing course, Introduction to Data Visualization, offered six times and reaching approximately 60 students (2020–2022)

Access Services & Operations

- Oversaw circulation services supporting an active user population of approximately 400 students, including patron records, loan configuration, course reserves, and interlibrary loan workflows
- Led staff through periodic collection maintenance and shifting projects to support access and space management

Library Systems & Emerging Technologies

- Served as primary administrator for the library's integrated library system from 2008 to 2016, supporting access services, technical services, and user management
- Administered and supervised staff managing five digital platforms, including WordPress, Springshare, Ex Libris Alma and Primo, and the library's YouTube channel
- Led emerging technology initiatives including RFID implementation, e-book reader (Kindle) programs, and early virtual reality deployment using Oculus headsets

Instruction & Faculty Support

- Delivered approximately 20 instruction sessions per year across the curriculum, integrating technology-enhanced learning tools such as ArcGIS, Omeka, VoiceThread, and WordPress
- Provided both scheduled and drop-in in-person and virtual research consultations

Outreach & Media Services

- Served as subject librarian for six academic subject areas, supporting faculty teaching and research needs
- Developed a streaming media access workflow that was adopted library-wide to support instructional use

Digital Services Librarian, Lauinger Library, Georgetown University (2007 – 2008)

- Enhanced the user interface and functionality of the library's online public access catalog (OPAC) using Innovative Interfaces with custom CSS and JavaScript
- Contributed to usability improvements in the library catalog supporting discovery and patron access

PROFESSIONAL EXPERIENCE - CONTINUED

Technology & Systems Librarian, Fauquier County Public Libraries (2004 – 2007)

- Maintained and updated the library's online public access catalog (OPAC) using Innovative Interfaces
- Researched and implemented emerging technologies including e-book readers and digitization initiatives
- Served as liaison with the county information technology department on library systems and infrastructure

TEACHING & EXECUTIVE EDUCATION

Adjunct Professor & Instructor, Georgetown University in Qatar (2020–2025)

Executive Education & Professional Training

- Designed and delivered executive education programs for the Qatar Investment Authority (QIA) Work Readiness Program
- Led a single cohort of intensive five-day modules on Excel for Finance Professionals and Data Visualization & Analytics (Sept–Nov 2025), serving approximately 25 participants per day
- Guided finance professionals through team-based capstone projects focused on financial modeling and executive-ready dashboards using Excel and Power BI

University Curriculum – Credit-Bearing Courses

Designed and taught credit-bearing undergraduate courses including:

- Data Visualization & Dashboards (INAF 2192/2092), taught nine times since Spring 2020 to classes of approximately 15 students
- Politics of Artificial Intelligence (IPOL 3276), taught once
- Learning to Learn: Human + AI (UNXD 4500), taught once
- Bridging Capitals: DC and Doha (INAF 3970), taught once

Pre-College & Outreach Programs

- Independently designed and taught a three-week AI Lab for Georgetown's Pre-College Summer Program (July 2025), serving 60 students
- Led students through a group-based final project emphasizing critical AI literacy, bias evaluation, and responsible generative AI use through multimedia storytelling

PROFESSIONAL ENGAGEMENT

- *IASAS Global Meeting (2025) – The Augmented Leader: Harnessing AI and Digital Tools to Transform Student Affairs Practice*
- *Ooredoo Group ITU 160 Conference (2025) – Panelist, Envisioning the Future of Global Connectivity: Technologies, Collaboration, and Inclusivity*
- *IASSIST Webinar (2025) – AI-Driven Data: From Raw Insights to Visual Mastery*
- *GMUN '25 Symposium (2025) – Preparing for the AI Revolution: The Future of Learning in Higher Education*
- *Qatar Science and Technology Park (QSTP) AI Week (2024) – Panelist, Ethical AI: Navigating Bias and Fairness in the Era of Foundation Models*
- *Southeast Data Librarian Symposium (2024) – Harnessing the Power of AI for Data Analysis and Visualization*
- *Library 2.0 Online Conference (2024) – At the Helm of Innovation: Librarians at the Forefront of AI Engagement and Integration*
- *IFLA World Library and Information Congress (2023) – The Intersection of AI, Information, and Digital Literacy*

PROFESSIONAL ENGAGEMENT - CONTINUED

- *Southeast Data Librarian Symposium (2023) – Preparing for the Future: Teaching Data Literacy in Academia*
- *Computers in Libraries (2020) – Visualization for Dashboards and Decision Making*
- *Emerging Technologies in Libraries Symposium (2016) – Modern Web Development*

PUBLICATIONS

- World Library and Information Congress (WLIC), May 2023
The Intersection of AI, Information, and Digital Literacy: Harnessing ChatGPT and Other Generative Tools to Enhance Teaching and Learning
- Journal of Information Literacy, January 2021
Teaching a One-Credit Course on Data Literacy and Data Visualization

OTHER INSTRUCTION

- *Adjunct Faculty, UCL Qatar Library and Information Studies Program | Doha, Qatar*
Principles of Computing and Information Technology (Fall 2014, Fall 2015)
- *Instructor, Georgetown University School of Continuing Education | Doha, Qatar*
 - *Web Mapping and GIS, Digital Magazine and Book Design, WordPress: Your Website Made Easy, Data Visualization: Transform Your Data into Compelling Visualizations (2015–2017)*

AWARDS & HONORS

- The Telly Awards
 - Georgetown's Slavery, Memory and Reconciliation Initiative Silver Winner in Immersive & Mixed Reality - Non-Scripted/Documentary (2022)
 - Georgetown's Slavery, Memory and Reconciliation Initiative Bronze Winner in Immersive & Mixed Reality - Use of 360 (2022)
- Recipient of the 2019 Georgetown University President's Excellence Award
- Voted Staff Member of the Year by Students in 2016 & 2018

PROFESSIONAL CERTIFICATES

- 2026 - Georgetown University - Applied Artificial Intelligence Microcredential
- 2023 - CITI Certification - Human Research (Social and behavioral research investigators)
- 2021 - Tableau Desktop Specialist Certification
- 2017 - Georgetown University Center for Continuing and Professional Education - Certificate for Higher Education Management

TECHNOLOGY SKILLS

- **Data & Analytics:** Python, R, Stata, Tableau, Power BI, Google Looker Studio
- **Web & Platforms:** AI coding workflows and large language model–assisted development (e.g., Claude Code, Codex, Antigravity), WordPress, Drupal, HTML, CSS, JavaScript, Git
- **AI & Digital Media:** Midjourney, Suno, ElevenLabs, RunwayML, Adobe Audition, Final Cut Pro, Camtasia
- **Design & Instructional Tools:** Illustrator, InDesign, Omeka, VoiceThread, Canvas
- **Research & Analysis:** Atlas.ti, Qualtrics