



LAUNCCCH

2020 ANNUAL CONFERENCE

***Empowering from Within:
Motivating, Valuing, and
Leveraging ALL Library Staff to
Better Serve Users***



2020 LAUNC-CH Conference

Monday, March 9, 2020

FedEx Global Education Center

Chapel Hill, NC



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<http://launcch.web.unc.edu/conference/>



Welcome

This year's theme looks at how we empower from within: motivating, valuing and leveraging ALL library staff to better serve users.

Conference Schedule

8:30 – 9:00 AM	Registration and Refreshments
9:00 – 10:15 AM	Opening Remarks and Keynote Address
10:15 – 10:30 AM	Morning Break/Posters
10:30 – 11:10 AM	Session 1
11:20 AM – 12:00 PM	Session 2
12:00 – 1:15 PM	Lunch
12:45 – 1:15 PM	Posters Staffed
1:15 – 2:00 PM	Session 3
2:05 – 2:45 PM	Session 4
2:45 – 3:00 PM	Afternoon Break/Posters
3:00 – 4:00 PM	Workshops

Keynote Address

AUDITORIUM
9:00 - 10:15 AM

Keynote Address

Kelly Wooten



Kelly Wooten is the Research Services and Collection Development Librarian at the Sallie Bingham Center for Women's History and Culture in the Rubenstein Library, and Sexuality Studies Librarian for Duke University Libraries. In these roles, she offers reference and research help, instruction sessions, and outreach for women's and LGBTQ history collections. She also curates zines, artists' books by women, and materials documenting modern feminist activism. She is co-editor of *Make Your Own History: Documenting Feminist and Queer Activism in the 21st Century*. She is active in the zine librarians community and incoming chair of the Diversity Committee of the Society for American Archivists. Prior to coming to Duke, Kelly was the Public Relations and Annual Giving Coordinator for UNC's Health Science Library. She received both her BA in Women's Studies and English Literature and an MSLS from the University of North Carolina at Chapel Hill.

Session 1

10:30 - 11:10 AM

TRACK 1 - AUDITORIUM, 40-MINUTE PRESENTATION

Self-Care 101: Taking Care of Your Mental and Emotional Well-Being to Be Your Best Librarian Self

Dawn Behrend, Lenoir-Rhyne University

Librarianship is an awesome profession, but it can be stressful and burnout is a real risk. With ever shrinking budgets, librarians are being asked to do more with less while simultaneously demonstrating high level customer service skills. With challenging patron behaviors and the looming threat of co-worker conflicts, many librarians are finding themselves faced with workplace stressors they never anticipated. Second-career librarian, Dawn Behrend, has over 20 years of experience as a master's level clinical psychologist and will share information about recognizing burnout, vicarious trauma, and other mental health concerns before they spiral out of control. Ms. Behrend will provide attendees with tips for effective self-care, how to navigate the mental health system if treatment is needed, and ways librarians can become mental health advocates for their own library community.

TRACK 2 - ROOM 1005, 40-MINUTE PRESENTATION

Becoming Better Coworkers Through Cultural Competence and Facilitation Training

Ashley Morrison, Adit Burkule, Hannah Rainey, Marian Fragola, NC State University

This year, the NC State University Libraries strengthened its commitment to equity, diversity, and inclusion by offering all staff access to the Essentials of Cultural Competence, a series of self-paced online modules produced by DeEtta Jones and Associates (DJA). Simultaneously, a small group of staff were trained as facilitators by DJA to host optional, peer-led discussions and activities to further engage interested parties in the content. In this session, presenters will share an overview of the training, implementation and positioning to encourage the highest possible rate of participation, their experiences completing the modules and facilitator training, and how these activities have impacted other aspects of their work lives and enabled them with skills to become better colleagues.

TRACK 3 - ROOM 1009, 40-MINUTE PRESENTATION

Get on the Balcony: There Is Plenty of Room

Michael Crumpton, Suzanne Sawyer, Nakia Hoskins, UNC-Greensboro

A world that is changing requires leaders and professionals to adapt themselves and their organizations to meet new and different challenges and ideals. Gabrielle Ka Wai Wong and Diana L.H. Chan write about the complexity of changing organizational culture and how adaptive change techniques require leadership to take a more holistic view of problems as well as how problem solving should be a shared responsibility. This leadership technique is described as "getting on the balcony" which means leaders must take a more global view of issues and assume a role of mediator or facilitator while empowering their employees to become problem solvers. This presentation will present a case study from the University Libraries at UNC-Greensboro in which we are working to incorporate collective problem-solving skills and talents from across the entire organization.

Session 2

11:20 - 12:00 PM

Lunch

12:00 - 12:45 PM

ATRIUM

TRACK 1 - AUDITORIUM, 40-MINUTE PRESENTATION

Wilson Special Collections Assembly: A Model for Staff Collaboration and Communication

Alison Barnett, Megan Ong, Sarah Hoover, Melanie Meents, UNC-Chapel Hill

Wilson Special Collections Assembly, a dynamic model for staff collaboration and communication, began in 2012 after the library's reorganization. Presenters will speak about the Assembly's history and current activity including its conception, purpose, structure, innovative events, and the Assembly's adaptive nature to fit staff concerns and ideas. We describe specific Assembly driven changes and accomplishments, such as the Wilson Learning Forum and Wilson Staff Work Day. Wilson Assembly features cross-departmental and cross-functional collaboration, it builds communication, and promotes an engaged staff dovetailing with the LAUNC-CH Conference theme. Context: Wilson Special Collections Library has a staff of 71 FTEs from 8 departments (Admin., Curatorial Units, Research & Instruction, and Technical Services).

TRACK 2 - ROOM 1005, 40-MINUTE PRESENTATION

Influence Change from the Bottom Up Toolkit

Breanne Crumpton, Winston-Salem State University

Michael Crumpton, UNC-Greensboro

If you think you have no power to influence change within your organization or you find yourself feeling restricted in your current job duties, you can rethink your approach to work and life through utilizing the concepts of methodologies laid out in this presentation. This toolkit will highlight suggested resources that can be used by all levels of an organization to be more persuasive and have a positive influence on others. These resources include works such as Jon Gordon's "The Energy Bus," Robin Sharma's "The Leader Who Had No Title," and Travis Bradberry and Jean Greaves's "Emotional Intelligence 2.0." Attendees will come away with resources and concepts they can use to move their careers forward with positive energy and self-reflection.

TRACK 3 - ROOM 1009, 40-MINUTE PRESENTATION

Technology Boot Camps: A Collaborative Way to Address Technology Competencies

Justin Stout and Sean Moore, Neuse Regional Library

Presenters will discuss how technology boot camps create a collaborative spirit that promotes teamwork and professional growth in a supportive environment. They will go over how the program can be implemented using existing staff and resources, where to find resources for technology instruction, and how Library staff can use technology competencies as a template for creating a curriculum for their own boot camps.

LUNCH - ATRIUM

Posters

Atrium
12:45 - 1:15 PM

Empowering from Within: Motivating, Valuing and Leveraging ALL Library Staff to Better Serve Users

Rachel Olsen, Sam Harlow, *UNC-Greensboro*

Building Cultural Humility Among Library Staff by Offering Racial Equity Workshops

Nakia Hoskins, *UNC-Greensboro*

Cross Departmental Collaboration Through Library Working Groups

Carenado Davis, *Wake Tech Community College*

Beginning a New Chapter: Starting Off in the Library Profession

Amy Curtis, *East Carolina University*

Staff as Student: When the Office is Also a Classroom

Katherine Frazier, *NC State University*

Reinventing the Traditional “Binder of Information”: Utilizing Guides to Preserve Unique Institutional Knowledge and to Empower All Library Staff in Reference Positions

Shannon Delaney, Grace Pelak, Anh Nguyen, Jennifer S. Walker, Stefanie Nutting, *UNC-Chapel Hill*

We Have What?! Increasing Awareness of Existing Professional Development Opportunities Through an Internal Resource Bank

Jade Bruno, *UNC-Chapel Hill*

Thinking Creatively to Maximize Library Staff Resources

Rebecca Freeman, *University of South Carolina at Lancaster*

Valerie Freeman (*not attending*), *Johnson & Wales University, Charlotte Campus*

Session 3

1:15 - 1:55 PM

TRACK 1 - AUDITORIUM, 20-MINUTE PRESENTATIONS

Business-Driven/People Focused: A Case Study on Valuing Library Staff and Improving Service to Users

Marlena Rose, Courtney Horns,
East Carolina University

Laupus Health Sciences Library has 3 floors hosting 25 staff and a satellite department, The Country Doctor Museum, with 3 additional staff. If it were not for staff development activities, the departments would not normally collaborate, let alone interact with each other. This presentation will discuss the variety of staff development activities we have hosted in 2019 and have in the works for 2020 to increase employee engagement while improving patron services. By leveraging staff talents and interests, morale has greatly improved. Working together in this way ensures the library serves the users better in a few ways as staff learns more about colleagues, such as knowing which employee can help users find the right answer and being able to effectively market to users library and museum programming.

Using Stakeholder Interviews to Learn from Library Staff

Julie Brannon, Erin Nettifee,
Duke University

Duke University is moving to FOLIO (www.folio.org), a next-generation library services platform, in 2020 and 2021. As part of the migration to FOLIO, a team of business analysts in Library IT conducted in-depth stakeholder interviews with over 100 library staff members to gather information about their roles, use of library systems, suggestions for improvements, and input on how to ease their transition to a new system. Interviews were in-depth both in questions asked and in the time spent with each staff member (at least 90 minutes for most people, and often much longer.) Presenters will discuss the context of the FOLIO project, how the interview questions were developed, feedback received from interview participants, and recommendations on using stakeholder interviews to unearth the value of staff contributions to define system requirements and improve broader library workflows.

TRACK 2 - ROOM 1005, 20-MINUTE PRESENTATIONS

Tugging on Twine: Overcoming Institutional Knowledge Loss in a Small Team

Daniel Whitehead,
NC Live

What happens when institutional knowledge is lost? How do you untangle what's left behind? After NC LIVE lost all technical staff for several months, we had to work to re-learn how our complex systems were intertwined. This session covers the challenges the team faced and strategies we used to help restore institutional knowledge and increase the team's resilience. Topics include not panicking, documentation, problem triage, technical debt, automation, and staff training.

Standardization and Collaboration: Documenting Cataloging Practices in Wilson Special Collections Library

Sarah Hoover, Michelle Cronquist,
UNC-Chapel Hill

In 2019, Wilson Special Collections Library's Technical Services cataloging unit began a project to write and update our documentation. This work is necessary due to incomplete and out-of-date documents, reliance on oral institutional knowledge, internal practices that are inconsistent across collections, and the incorporation of new staff and materials into our workflows and processes. We are also collaborating with cataloging staff from across libraries at UNC to ensure that our practices are consistent and interoperable with those of other units, while still allowing for the rich and detailed description needed for special collections materials. Finally, we are communicating with Wilson Library research and instructional services staff about policies and practices that affect their work in the research room.

Session 3

1:15 - 1:55 PM

Session 4

2:05 - 2:45 PM

TRACK 3 - ROOM 1009, 20-MINUTE PRESENTATIONS

Breaking Barriers: Cross Functional Collaboration In a Law Library Setting

Zanada Joyner, Joy Whitfield,
North Carolina Central University

Without the incentives of increased pay or additional time off, library administrators must find new and creative ways to motivate their staff. Offering opportunities for staff to collaborate across departments can be one way for staff to gain new skills, progress in their careers, and find increased job satisfaction. In this session we will explore how we were able to collaborate across departments successfully.

How to Evolve and Work Together During Times of Growth and Transition

Angela Wacker,
Elon University

Belk Library's Archives department has grown quickly in the past few years. A new University Archivist, other staff changes, additional job duties and new technical advances are just a few of the changes Belk Archives has faced. As the Assessment Librarian, I was intrigued as to how the team handled these challenges and how assessment could help ensure a smooth evolution for the team in the future. In meeting with the University Archivist, we were interested in utilizing a strengths-based assessment approach. With the assistance of the University's Center for Leadership and Professional Development, we embarked on a multi-semester process to assess the impact of the approach on group functionality, dynamics and adaptation to change. This project was to serve as a pilot project as we were interested in utilizing a similar approach library wide in anticipation of the development of our new strategic planning period.

TRACK 1 - AUDITORIUM, 20-MINUTE PRESENTATIONS

Library Work on the Periphery: Postcards from the Handyman, the Wedding Planner, the Spin Doctor, and the Saleswoman

Travis Tyo, Marian Fragola, Chris Tonelli, Leia Droll,
NC State University

Not typically covered in library schools, certain essential skillsets in many libraries are often misunderstood, but more importantly, misused. Hear from your colleagues working outside of traditional library roles--facilities, program planning, communications and marketing, and fundraising--tales of miscommunications and missed opportunities. These examples will help illustrate how best to access and leverage their expertise and serve our users.

Discovering and Assessing the Impact of "Hidden Labor" Practices

Jesse Akman, Vicki Siler, Angela Wacker,
Elon University

Libraries famously do hard work so patrons don't have to, but the effect of this "hidden labor" on our workplace culture often goes unexamined. A series of issues with our calendar software provided a case study in what this looks like and how it burdens library staff. Synthesizing these lessons, our Assessment Librarian conducted interviews with librarians and paraprofessional staff to better understand the scope of this "hidden labor" and its impact. Findings from these interviews may serve as a framework for capturing these unrecognized practices and increasing cross departmental functionality.

Session 4

2:05 - 2:45 PM

TRACK 2 - ROOM 1005, 20-MINUTE PRESENTATIONS

Part of the Conversation: How to Integrate Student Workers in the Workplace

Sam Mandani, Claire Cahoon,
UNC-Chapel Hill

Working in graduate school can be one of the most valuable experiences that students can take part in. But despite being part of these workplaces, students can still sometimes feel detached from the overall experience because they are not afforded the opportunity to be an active participant. This presentation provides suggestions about how to create an environment that not only welcomes student workers but intentionally integrates them into the space which can, in turn, benefit the employers and the job site.

Employee Experience: Transforming Work to Meet the Next Generation

**Monica Figueroa, Sarah Morris,
Doug Diesenhaus, Alex Chisum**
UNC-Chapel Hill

In this session, panelists discuss strategies for re-imagining graduate student labor by transforming work to a student-centric experience. Through multiple perspectives, including those of program directors, student supervisors/mentors, and graduate students, session participants will gain a better understanding of how to implement a work plan that is responsive to student interests and career goals.

TRACK 3 - ROOM 1009, 40-MINUTE PRESENTATION

Strategic Planning to Include Building Cultural Competence in Library Staff

**Gerald Holmes, Deborah Yun Caldwell, Melody Rood, Nakia Hoskins,
Juanita Thacker,** *UNC-Greensboro*

Building cultural competency within academic libraries is challenging, and effective implementation on a systemic level can be difficult. Ad hoc approaches often result in failure. By developing a library-wide diversity strategic plan, UNCG Libraries established a centralized agenda and clearly defined measurement systems to be used throughout the library and all activities centered on equity, diversity, and inclusion (EDI). Subsequent activities, whether intra-departmental library trainings or campus outreach, aim for mutual reinforcement of the goals of the strategic plan, and by reporting to the library diversity committee, we ensure communication, feedback, documentation, and accountability. Panelists will address the incorporation of these efforts at a variety of levels within UNCG Libraries.

Afternoon Break

2:45 - 3:00 PM

Session/ Workshops

3:00 - 4:00 PM

AFTERNOON BREAK - ATRIUM

TRACK 1 - AUDITORIUM, 40-MINUTE PRESENTATION

Engaging With Library Staff: Lessons From a Staff Assembly

Andrew Grace, John Dunning, Ashley Moore, *East Carolina University*

Lessons From a Staff Assembly Short Abstract: At East Carolina University's Joyner Library, library faculty and staff have their own assemblies which serve as organizational engagement opportunities. In this session, the current SHRA Executive Council (President, President-Elect, and Secretary) for the Joyner Library Staff Assembly will describe the group's goals to increase interaction and participation. We'll share strategies used to shift our meetings from simply reading minutes to engaging with one another through meaningful discussions and actions (all while still covering the agenda). Attendees will learn about ways communication and interaction have increased among assembly members, goals for future engagement, as well as ideas that didn't work so well. From getting a grant to random bird facts, we will offer ideas you can use to make your library's committees more dynamic and supportive.

TRACK 2 - ROOM 1005, WORKSHOP

Developing Mentorships to Build Forward Thinkers

Lynnee Argabright, Florence Sloan, *UNC-Chapel Hill*

Mentorships and forward planning are valuable professional development activities for any level of employee. In the UNC SILS mentorship program, peers are connected to support their professional and personal life in graduate school. Lynnee Argabright and Florence Sloan will share learning outcomes about their mentorship experience, in particular about setting up trust and initiating forward planning activities and strategies for introverts. This interactive workshop will walk participants through an activity to pair their individual skills with their goals, and begin working on an action plan that uses these skills. This can be an individual activity, but collaboration in this activity greatly enhances its value, especially as interdisciplinary perspectives can propose new ways of one's combining skills.

TRACK 3 - ROOM 1009, WORKSHOP

Shhh! We Can't Talk About That!: Conversations About Low Morale and Career Burnout

Fannie Ouyang, Lauren Brewer, *Greensboro College*

Too often librarians find themselves in unfavorable positions where they are taking on too much work, not receiving enough compensation, working in spaces where their roles are misunderstood, etc. Despite this, people tend to shy away from talking about these "taboo" topics. But given that these are legitimate issues in the field, it is important to create a safe space where these talks can be had. Since very little can be done outside of searching for a different job, we would like to converse about various strategies that will mitigate low morale and burnout. In our proposed workshop, we will run a semi-guided, unconference style workshop that will allow librarians to discuss their experiences with working in unfavorable positions and how they went about making their jobs less miserable.

Speakers

Jesse Akman **Elon University**

Jesse Akman is the Science Research Librarian at Belk Library, Elon University. Jesse serves as liaison to Biology, Chemistry, Environmental Studies, Exercise Science, and Public Health, as well as the School of Health Sciences Physical Therapy and Physician Assistant Studies programs. He is also a member of the Research and Scholarly Services department.

Lynnee Argabright **UNC-Chapel Hill**

Lynnee Argabright is a second year MSIS student at UNC-CH, and works as a graduate student Research Assistant in UNC's Scholarly Communications department of the library. With a background in academic publishing, she is interested in supporting faculty and student awareness of publishing processes, encouraging open access research, and exploring bibliometric impact.

Alison Barnett **UNC-Chapel Hill**

Alison Barnett is the Business Services Coordinator for the North Carolina Collection at UNC-CH Wilson Special Collections Library. She enjoys working on creative ways to promote and provide access to the library and its materials. Alison aids with acquisitions, donor relations, outreach, exhibit curation, and project management along with Co-Chairing two committees: Wilson Library's Clue planning committee, Wilson Special Collections Assembly.

Dawn Behrend **Lenoir-Rhyne University**

Dawn Behrend is an Instruction and Outreach Librarian at Lenoir-Rhyne University, where she serves as the liaison for psychology, counseling, mathematics, computer science, and business and manages the library's social media platforms. She holds a B.A. in Psychology, M.A. in Clinical Psychology, Master of Business Administration, and Master of Library Science. Ms. Behrend has worked for over 20 years in North Carolina as a Licensed Psychological Associate and is a second career librarian. Ms. Behrend continues to work in private practice where she completes psychological evaluations in addition to her work as an academic librarian.

Julie Brannon **Duke University**

Julie Brannon joined Duke University Libraries in 2019 as an IT Business Analyst focusing on Acquisitions, Serials Management, and Electronic Resources. Julie earned her MSIS from UNC-Chapel Hill SILS in 2010 and has worked as a software developer, data analyst, and business analyst at Blue Cross Blue Shield and LabCorp.

Lauren Brewer **Greensboro College**

Lauren Brewer is the Reference and Instruction Librarian at Greensboro College in Greensboro, North Carolina. Her interests include the intersection of zines and librarianship, critical library pedagogy, and first-year student experience.

Jade Bruno (she/her/hers) **UNC-Chapel Hill**

Jade Bruno is a first-year MSLS student at the School of Information and Library Science at UNC-Chapel Hill. She works at UNC's R.B. House Undergraduate Library as a graduate research assistant and plans to pursue a career in academic libraries after graduation. Her passion lies in instruction and student success, particularly for historically underserved student populations, and centers the application of critical, feminist theory to her practice.

Adit Burkule **NC State University**

Adit Burkule is currently the IT Services Manager at NC State University Libraries. In this role, he oversees the Desktop Support and IT Service Desk. Adit is co-chair and chair-elect of the Library Diversity Committee where he works to advance DEI initiatives for the Libraries. Previously he held various roles in IT at Florida Atlantic University. Adit has a BS and MS in Computer Engineering from Florida Atlantic University.

Claire Cahoon **UNC-Chapel Hill**

Claire Cahoon is a second year Information Science graduate student at the University of North Carolina at Chapel Hill's School of Information and Library Science. She currently works in the UNC Libraries as a Carolina Academic Library Associate (CALA) within Davis Library's Research and Instructional Services and Digital Research Services, focusing on digital scholarship and digital pedagogy. She is interested in the ways we approach teaching with and about technology and in continuing to explore digital accessibility and equity in higher education.

Deborah Yun Caldwell **UNC-Greensboro**

Deborah Yun Caldwell is the Diversity Resident Librarian at the University of North Carolina at Greensboro. She holds a Master of Information Science from the University of North Texas.

Alex Chisum **UNC-Chapel Hill**

Alex Chisum is a Carolina Academic Library Associate (CALA) in his final semester of the MSLS program at UNC-Chapel Hill. In his capacity as a CALA, he has focused on metadata and cataloging special formats, with projects in mpas and music cataloging, foreign language monographs, non-MARC metadata, and rare materials.

Speakers, continued

Michelle Cronquist **UNC-Chapel Hill**

Michelle Cronquist is a Special Collections Cataloger in Wilson Special Collections Library at UNC-Chapel Hill. She catalogs across Wilson collections, specializing in North Carolina materials and music.

Breanne Crumpton **Winston-Salem State University**

Breanne Crumpton is the Arts & Humanities Librarian at Winston-Salem State University. She also serves in various capacities for the American Library Association, Association of College & Research Libraries, North Carolina Library Association, and Art Libraries Society of North America. She is also a co-author of a published chapter and has served as an editor on an international publication.

Michael Crumpton **UNC-Greensboro**

Michael Crumpton is interim Dean and Associate Professor at the University Libraries for the University of North Carolina at Greensboro. He is past President of the North Carolina Library Association and is an affiliated faculty member for the Library and Information Science Department. His professional contributions are at: <https://libres.uncg.edu/ir/uncg/clist.aspx?id=1946>.

Amy Curtis **East Carolina University**

Amy Curtis began her current role as the Science Librarian at Joyner Library in January 2019. As a Library Assistant Professor, she primarily leads library instruction in science-related courses. She serves as a library liaison to Biology, Chemistry, Geology, Health Education & Promotion, Kinesiology, and Mathematics. She recently graduated with a Master of Science in Library Science from the University of Kentucky in December 2018. She also has experience working in a public library, and significant practicum experience in elementary school and high school library media centers. Her undergraduate degree is in Media Arts & Design, and she is passionate about giving back to the community through volunteer opportunities.

Dr. Carenado Davis **Wake Tech Community College**

Dr. Carenado Davis is Dean of Library Services at Wake Tech Community College.

Shannon Delaney **UNC-Chapel Hill**

Shannon is a graduate research assistant in the Clinical, Academic, and Research Engagement department at the University of North Carolina's Health Sciences Library. She is pursuing her M.S. in Library Science at the UNC School of Information and Library Science.

Doug Diesenhaus **UNC-Chapel Hill**

Doug Diesenhaus is the Director of Strategy, Assessment, and Space Planning at the UNC-Chapel Hill University Libraries.

Leia Droll **NC State University**

Leia Droll has led the fundraising team at the NC State University since 2013. She has an extensive background in development that includes experience in higher education, the arts, and cultural institutions.

John Dunning **East Carolina University**

John Dunning is a Special Collections Cataloger at East Carolina University's J.Y. Joyner Library. He also participates in a number of committees including the Staff Development Committee, Paraprofessional Committee, SHRA Executive Council, and is the liaison to SNAC for ECU. Outside of work, John enjoys spending time with his family, gardening, reading, watching soccer, and exploring.

Monica Figueroa **UNC-Chapel Hill**

Monica Figueroa is Music Cataloging Librarian at the UNC-Chapel Hill University Libraries and LAUNC-CH President. She currently leads and organizes inclusion and equity work for the University Libraries and serves as co-director of the Carolina Academic Library Associates (CALA) program.

Marian Fragola **NC State University**

Marian Fragola is the Director of Program Planning and Outreach at the NC State University Libraries, where she develops and manages a diverse suite of multidisciplinary programs and activities that benefit the campus and broader community. In 2018 she received a Movers and Shakers award from Library Journal. Fragola is immediate past board chair of the North Carolina Humanities Council and lives in Durham, NC.

Katherine Frazier **NC State University**

Katharine Frazier is a University Library Technician in Collections & Research Strategy at the NC State University Libraries. She is finishing up her MLS at UNCG this year. She enjoys data analytics and programming/application development in Python. She is also interested in the intersection of collections and scholarly communications, as well as diversity initiatives in collection development.

Speakers, continued

Rebecca Freeman

University of South Carolina at Lancaster

Rebecca Freeman has a Master of Library and Information Studies from the University of North Carolina at Greensboro. She is an Associate Librarian who joined the staff at the University of South Carolina Lancaster in August 2012. She is the 2020 Metrolina Library Association Secretary and the 2020 North Carolina Library Association Government Resource Section President.

Valerie Freeman

Johnson & Wales University

Valerie Freeman has a Master in Library and Information Science from the University of North Carolina at Greensboro. She joined the staff at Johnson & Wales University in August 2008. She is the Information Literacy Coordinator and manages the work studies. She is the 2020 President of the Metrolina Library Association and is currently an adjunct professor in the UNCG LIS program.

Andrew Grace

UNC-Chapel Hill

Andrew Grace is the Federal Documents and Microforms Manager for East Carolina University's Joyner Library. He serves as the President of the SHRA Assembly, co-chair of the Joyner Library Paraprofessional Conference Committee.

Sam Harlow

UNC-Greensboro

Sam Harlow is the Online Learning Librarian at UNC Greensboro (UNCG). She is involved with the ACRL Distance Learning Section as well as the Open Textbook Network among other organizations. She also recently became one of the co-facilitators of the OER mini grants program run through the UNCG University Libraries. Before completing a Master of Science in Library Science (MSLS) from UNC Chapel Hill in 2011, she completed a Bachelor of Arts in Cinema Studies at New York University (NYU) in 2007.

Gerald Holmes

UNC-Greensboro

Gerald Holmes is Associate Professor and Diversity Coordinator at the University of North Carolina at Greensboro. He holds a Master of Science in Library Science from the University of North Carolina at Chapel Hill.

Sarah Hoover

UNC-Chapel Hill

Sarah Hoover is a Special Collections Cataloger in Wilson Special Collections Library at UNC-Chapel Hill. She specializes in rare book cataloging and is currently serving as a co-convenor for the Wilson Special Collections Assembly Learning Forum.

Courtney Horns

East Carolina University

Courtney Horns is the Business Officer for Laupus Library and has been at East Carolina University since 2018. Courtney received her undergraduate degree in Business Administration from Peace College and an MBA from East Carolina University. She supervises the administrative department of Laupus Library, overseeing the budgets and finances, human resources, and administrative needs of faculty and staff.

Nakia Hoskins

UNC-Greensboro

Nakia Hoskins is a Community Engagement Associate at the University Libraries in the Office of the Dean.

Zanada Joyner

North Carolina Central University

Joyner joined the North Carolina Central University School of Law Library in 2017 as the Library's Digital Services Librarian. Since then she has served as the Faculty Service Librarian for the law library and now Senior Reference Librarian. Prior to coming to North Carolina Central, Joyner worked at the University of Georgia Law Library as a Research and Instructional Services Librarian (2015-2017). While completing her Master's Degree in Library and Information Science, she worked as a Reference Associate at Loyola University New Orleans, College of Law Library (2013-2015). Joyner is an active member of the law library profession. Currently a member of the American Association of Law Libraries (AALL) and the Southeastern Chapter of the American Association of Law Libraries (SEAALL); she serves on committees and juries and continues to volunteer with caucuses and special interest sections. Joyner has presented at national and regional conferences including SEAALL, Computer Assisted Legal Instruction (CALI), and Georgia International Conference on Information Literacy.

Sam Mandani

UNC-Chapel Hill

Sam Mandani is a second year MSIS student at the School of Information and Library Science at UNC-CH and works as the CALA graduate research and design assistant at the House Undergraduate Library. She has a background in public education and is invested in creating a world where everyone has equitable and open access to information. She is also interested in emerging technologies, makerspaces and alternative learning spaces, and user experience and user interface design.

Speakers, continued

Melanie Meents

UNC-Chapel Hill

Melanie Meents is an Audiovisual Archives Assistant at Wilson Special Collections Library at the University of North Carolina at Chapel Hill. She is part of the Audiovisual Preservation team, focusing on the conservation, preservation, and reformatting of analog audio, video, and film formats across the library. Melanie currently serves as a co-convenor for the Wilson Special Collections Assembly Learning Forum.

Ashley Moore

East Carolina University

Ashley Moore is an accounting technician at East Carolina University's J.Y. Joyner Library. She also serves as secretary to the SHRA assembly and serves in various capacities on other staff-related committees and events. Ashley lives with her husband and son in Washington NC where they enjoy time on the water and being with family.

Sean Moore

Neuse Regional Library

Sean Moore is a Reference Librarian and Technology Specialist at Neuse Regional Library. He has worked at the Neuse Regional Library System since 2000.

Sarah Morris

UNC-Chapel Hill

Sarah Morris is the Humanities Research and Digital Instruction Librarian at the UNC-Chapel Hill University Libraries. She is currently co-editing a volume for ACRL on graduate student labor in the library profession. She is chair of the CALA Steering Committee and currently supervises two excellent graduate students.

Ashley Morrison

NC State University

Ashley Morrison is the Interim Head of Access Services at NC State University Libraries. She has also served as the Ask Us Librarian, responsible for service delivery at the Libraries' single service points. Prior to this, she worked in various roles in the technology industry. Ashley holds an MS in Information Studies and a BA in English from the University of Texas at Austin.

Erin Nettifee

Duke University

Erin Nettifee is an IT Business Analyst for Duke University Libraries, focusing on Resource Access and Circulation. Prior to joining Duke Library IT, she ran the main service desk one floor above in Perkins Library for 2 and a half years. Erin earned her MLIS from the University of Washington in 2018.

Anh Nguyen

UNC-Chapel Hill

Anh Nguyen is a graduate research assistant at the University of North Carolina's Health Sciences Library, where she works with her co-presenters. She is a second year master's student in the M.S. Information Science program at UNC, where she is focusing on UX/UI design and has a particular interest in the intersection of information sciences and the health field.

Stefanie Nutting

UNC-Chapel Hill

Stefanie provides circulation and reference support for the User Services department at the Health Sciences Library as an information associate since 2015. Stefanie, a native to North Carolina, received her BA from North Carolina State University (Go Pack!) and her MLS from North Carolina Central University.

Rachel Olsen

UNC-Greensboro

Rachel Olsen is the First-Year Instruction and Social Sciences Librarian at UNC-Greensboro. Her research interests include services to Hispanic and Latin@ patrons, reducing library anxiety, improving access to formalized teacher training for librarians, and adult students. She is actively involved in the North Carolina Library Association (NCLA) and currently serves as the Marketing Chair for that organization. Before completing a Master of Science in Library Science (MSLS) from UNC Chapel Hill in 2016, she completed a Bachelor of Arts in History with a specialization in secondary education and minors in Spanish and Classical Studies at UNCG.

Megan Ong

UNC-Chapel Hill

Megan Ong is the Serials Specialist for the Wilson Special Collections Technical Services Department. She currently serves as Co-Chair of the Wilson Special Collections Assembly.

Fanny Ouyang

Greensboro College

Fannie Ouyang is the Collections Services Librarian at Greensboro College. She is dedicated to creating access to resources and communicating with patrons to best understand their learning, teaching, and/or research needs. She is also interested in relationship dynamics in the workplace and disaster preparedness.

Grace Pelak

UNC-Chapel Hill

Grace Pelak is a Graduate Research Assistant to the Clinical Academic Research Engagement department at the University of North Carolina's Health Sciences Library. Grace is also pursuing a Master's in Public Health at the Gillings School of Global Public Health.

Speakers, continued

Hannah Rainey **NC State University**

Hannah Rainey is the Lead Librarian for Interdisciplinary Research. She holds an MS in Information Studies from the University of Texas at Austin and a BA in Cinema and Media Studies from Wellesley College. Prior to her current position, she worked with the AV team in the IT Department and coordinated efforts to maintain and refresh AV technologies across the Libraries. She joined NC State University Libraries as a Fellow in 2016.

Melody Rood **UNC-Greensboro**

Melody Rood is the Student Success Librarian at the University of North Carolina at Greensboro. She holds a Master of Information Science from North Carolina Central University.

Marlena Rose **East Carolina University**

Marlena Rose is the Assistant Director of Collections & Historical Services and has been at East Carolina University since 2013. Marlena received her BA in Communications from the University of Memphis and an MLIS from San Jose State University. She supervises the Collection Services and History Collections departments of the Laupus Library and the curator of the Country Doctor Museum

Suzanne Sawyer **UNC-Greensboro**

Suzanne Sawyer is the Preservation Services Library Specialist in the Special Collections and University Archives Department for the University Libraries at UNC-Greensboro. She is also a graduate student in the Department of Information and Library Sciences at UNC-Greensboro.

Vicki Siler **Elon University**

Vicki Siler is the Electronic Resources Librarian at Belk Library, Elon University. As a liaison librarian, Vicki supports the Political Science and Policy Studies Departments, Study Abroad/Study USA and all International departments on campus.

Florence Sloan **UNC-Chapel Hill**

Florence Sloan is a first year MSLS student in the ARM track at UNC-CH and works as a Student Assistant in UNC's Digital Production Center at Wilson Library. Coming from an academic foundation in history and Middle Eastern studies, she is developing interests in archives and area studies.

Justin Stout **Neuse Regional Library**

Justin Stout is the Head of Reference at Neuse Regional Library. He is a graduate of Duke University and holds an MLS degree from North Carolina Central University. He has worked at the Neuse Regional Library System since 2006.

Juanita Thacker **UNC-Greensboro**

Juanita Thacker is Weekend/Facilities Services Manager at Jackson Library with over 20 years of library experience in access services. She holds a bachelor's degree in business education as well as an MLIS from the University of NC at Greensboro.

Chris Tonelli **NC State University**

Chris Tonelli joined the NC State University Libraries in 2012 and has led the Libraries' communications and marketing efforts as Director of External Relations since 2015.

Travis Tyo **NC State University**

Travis Tyo is the Director of Operational Project Management at NC State University Libraries, where his responsibilities include project management, personnel management, procurement and planning.

Angela Wacker **Elon University**

Angela Wacker is the Assessment and User Experience Librarian at Belk Library, Elon University, where she serves as the project coordinator for assessment projects within the library. Angela leads assessment projects, with emphasis on user experience, to demonstrate library impact, improve services and inform decision-making in alignment with the University Strategic Plan.

Jennifer Walker **UNC-Chapel Hill**

Jennifer is a Health Sciences Librarian and Liaison to the Adams School of Dentistry at the University of North Carolina-Chapel Hill. Prior to joining UNC, Jennifer was research assistant professor and liaison to the College of Nursing at East Carolina University.

Joy Whitfield **North Carolina Central University**

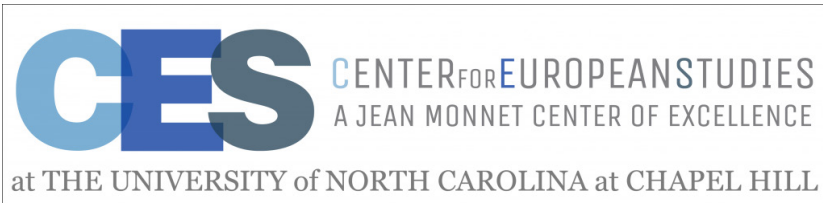
Joy Whitfield has been the Access Services Assistant at the North Carolina Central University School of Law Library since 2014. Prior to coming to North Carolina Central, she worked as an Access Services Assistant and was the Student Manager at Duke University, Perkins Library (1998-2013). She completed her Master's Degree in Library and Information Science at the University of North Carolina at Greensboro in December 2019. Joy is also a current member of the American Library Association (ALA) and the North Carolina Library Association (NCLA), and presented at the 63rd NCLA Association Biennial Conference in 2019.

Daniel Whitehead **NC LIVE**

Daniel joined NC LIVE as the Web and Database Development Librarian in September 2017. His responsibilities include maintaining and updating the NC LIVE website, supporting the proxy service, and the implementation of just about anything on the web the team needs.

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