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**du-Pont Ball Library**  
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## **EDUCATION**

### ***Master's Degree in Library and Information Science***

Simmons College, Boston, MA, 2008

### ***Seminar in Rare Books and Manuscripts at Oxford University***

University of North Carolina at Chapel Hill, Oxford, United Kingdom, 2007

### ***Bachelor of Arts: Art History & Anthropology/Archaeology***

Mount Holyoke College, South Hadley, MA, 1992

## **EXPERIENCE**

### ***User Experience and Outreach Librarian***

du-Pont Ball Library, Stetson University, DeLand, FL

August 2016 – present

#### *Responsibilities*

- Manage and coordinate all UX and Outreach activities.
- Assess library services and service points for students to improve their library experience, using qualitative and quantitative methods.
- Provide assessment of library programs using a variety of quantitative and qualitative methods and tools.
- Outreach activities campus-wide for library events.

### ***User Experience (UX)/ Reference & Instruction Librarian***

Milne Library, SUNY Oneonta, Oneonta, NY

September 2014 – July 2016

#### *Responsibilities*

- Manage and organize all present and future activities for User Experience (UX) group, working in conjunction with the Director of Libraries for upcoming renovation and future space and services planning.
- Assess all library services and service points for students to improve their library experience, using qualitative and quantitative methods.
- Analyze data collected to inform the library director and architects for upcoming renovation.
- Supervise junior librarians, working closely with them to increase knowledge, confidence and skills with User Experience, Reference and Instruction, as well as mentor them to help with the understanding of how academic libraries and institutions of Higher Education operate and evolve.
- Provide general and specialized library instruction classes for faculty and students, meeting with faculty prior to and after classroom sessions, to ensure their learning outcomes for students are met.
- Create and maintain tutorials and subject specific instructional items using LibGuides and other online tools.
- Revised/updated assessment tools for library instruction programs using a variety of quantitative and qualitative methods, following the ACRL *Standards* as well as the new *Framework for Information Literacy for Higher Education*.

- Subject specialist/liaison for Anthropology, Art, Communication Arts, Human Ecology, Philosophy and Psychology departments.
- Provide professional reference services to students, faculty and community patrons in person, via telephone and email.
- Participate in collection development activities with librarians, faculty and staff for general collection and subject-specific collections.
- Organize the annual student Art History Conference with faculty from various Humanities and Social Sciences departments.
- Work with IT and Philosophy faculty to create a Digital Humanities program at SUNY Oneonta.
- Assist the Communication, Philosophy and Political Science departments in obtaining an international grant to work collaboratively creating online courses with the Ural Federal University in Russia. In addition to co-writing the grant, I will serve as the distance librarian for the students of these courses.
- Outreach activities include User Experience Facebook page, newsletters, opinion polls, Library Club and other library related events.
- First-year Experience Committee orientation to assist with the transition from high school to the college experience.
- International student library orientation.
- Residential Life library orientation for new Residential Advisors.
- Co-chair of Campus Heritage Project to create campus-wide exhibit of transition of SUNY Oneonta's expansion from 1888 to the present and into the future.

*Library Committees*

- Member, Data Mining Task Force
- Member, Special Collections Committee
- Chair, Library Web Committee
- Member, Collection Development Committee
- Member, Library Advisory Council
- Back-up for Interlibrary Loan department

*College-wide Contributions*

- Faculty Senator, College Senate
- Member, College Library Committee
- Member, Alden Scholars Series Organizing Committee
- Member, First-year Experience Committee
- Member, Search Committee for Library Clerk 2 (Interlibrary Loan Department)
- Chair, Search Committee for Technology Librarian

***Acquisitions Consultant***

Olson Library, Northern Michigan University, Marquette, MI

May 2014 – July 2014

*Responsibilities*

- Compiled and analyzed monthly and annual statistical information for e-Journals and e-Resource access and use.
- Assessed annual expenditures and cost-per-use data to assist Collection Development Librarian in determining budget allocations.

***Collection Development Coordinator/Reference & Instruction Librarian***

John C. Pace Library, University of West Florida, Pensacola, FL

November 2011 – May 2014

*Responsibilities*

- Provided professional reference services to students, faculty and community patrons in person, via telephone, email, chat and text messaging.
- Provided general and specialized library instruction classes (in-person or virtually via Blackboard).
- Created and maintained tutorials and subject specific instructional items using LibGuides and other online tools.
- Provided assessment of instruction programs using a variety of quantitative and qualitative methods and tools.
- Personal librarian for incoming first year and transfer students.
- Subject specialist/collection development activities for Art, Music, Psychology and Theater departments. Additional experience in Legal Studies and Criminal Justice.
- Updated and maintained Collection Development policy and procedures.
- Created usable formula for monograph budget, which is used annually to determine line allocations.
- Managed library budget for monographs.
- Participated in collection development activities with librarians, faculty and staff.
- Identified and wrote grants to fund library programs.
- Supervised Government Documents Information Specialist.
- Oversaw and managed gift donations and annual book sale.
- Provided library tours and orientations.

#### *Committees & Campus-wide Contributions*

- Collection Development Committee, 2011-2014.
- Library Faculty Council, 2011-2014 (Chair, 2013-2014).
- Faculty Senator, College Senate, 2013-2014.
- Marketing and Outreach Committee, 2011-2014.
- Scholarly and Creative Activities Committee, 2012-2014.
- Festival on the Green Executive Committee, 2013-2014.
- Evening Reference Librarian search committee, Chair, 2013.
- Professional Studies Library Information Specialist search committee, 2012.

#### *Awards/Grants*

- UWF Instruction Technology Enhancement Project Award for EBSCO eBook Patron Driven Acquisition pilot project, 2012.
- UWF Systemic Project Award for Books at JSTOR Demand Driven Acquisition project, 2013.

### ***Coordinator of Public Service and Outreach/Reference & Instruction Librarian***

Long Library, Wells College, Aurora, NY

October 2009 – October 2011

#### *Responsibilities*

- Provided general and specialized reference services in person and via telephone, email and AskUs 24/7.
- Provided library and information literacy instruction for all academic departments on campus.
- Co-developed and taught Wells 121: *Information Literacy*.
- Managed the Archives and Special Collections department.
- Supervised student workers and MLIS interns.
- Managed collection development activities for the reference collection.
- Wrote grants to preserve items in Special Collections.
- Created library outreach through social media sites, *Wellsipedia* blog, library newsletters and special events.

#### *Committees*

- Staff Committee on Inclusive and Intercultural Excellence, 2010-2011.

### ***Interlibrary Loan Lending Specialist***

Robert Frost Library, Amherst College, Amherst, MA  
October 2004 – September 2009

*Responsibilities*

- Located, processed and shipped material to borrowing libraries using ILLiad, OCLC/Atlas, and Aleph.
- Scanned and transmitted material using Ariel document delivery software.
- Created and tracked payment of invoices within ILLiad.
- Tracked usage statistics with Microsoft Access and Excel.
- Coordinated the integration of the Boston Library Consortium and RapidILL services.
- Managed copyright compliance statistics.
- Supervised and trained student and part-time staff.
- Provided back up for Interlibrary Loan Borrowing Associates.
- Assisted the Circulation Billing Supervisor.
- Archives and Special Collections department assistant.

***Reserve Associate and Circulation Assistant/Evening Supervisor***

Robert Frost Library, Amherst College, Amherst, MA  
March 2003 – October 2004

*Responsibilities*

- Organized, arranged and controlled the collection of material selected for course reserves by faculty.
- Oversaw the processing of material selected for electronic reserve, including uploading files on the library UNIX server, creating online webpages, and managing the files throughout the semester.
- Trained and supervised 6-8 student staff members during evening hours and summer months.
- Planned and assisted the shift of library material within the stacks.
- Worked regularly scheduled hours on the circulation desk.

**SPECIAL PROJECTS**

***Reserve Specialist***

University Library of Kosovo, Pristina, Kosovo  
2007

As part of a State Department-funded grant I traveled with a team of librarians from the United States to Pristina to help launch the Aleph ILS at the University Library of Kosovo and train their librarians in its use.

*Responsibilities*

- Trained the Reserve Librarian in the use of the Aleph ILS reserve module.
- Assisted in training the Circulation Librarians and Staff in the use of the Aleph ILS Circulation and Cataloging modules.
- Created best practices manuals to assist in on-going training for librarians and staff at the University Library.

**PRESENTATIONS & CONFERENCES**

- “Our Data Isn’t Doing Us Justice! A Provocative Conversation on Meaningful Assessment in Libraries with James P. Homan”, NY3Rs, Fayetteville, NY, November 13, 2015.

- “Digital Humanities”, ITS Tech Lunchtime Talks, co-presented with Jim Greenberg, TLTC, SUNY Oneonta, November 9, 2015.
- “Digital Humanities in Libraries: New Models for Scholarly Engagement”, *Life of the Mind*, SUNY Oneonta, November 4-5, 2015.
- “Hortus Conclusus: The Tree of Knowledge and Diderot’s *Encyclopedie* – Interdisciplinary Paths of Enlightenment”, *Life of the Mind*, SUNY Oneonta, November 4-5, 2015.
- South Central Regional Library Council Annual Meeting 2015, Ithaca, NY, October 30, 2015.
- “Student Academic Engagement”, Plenary & Mini-Institute, SUNY Oneonta, October 23, 2015.
- Annual Conference on Teaching and Learning Assessment, Drexel University, Philadelphia, PA, September 2015.
- “Building Supportive Organization Cultures in Libraries” ENY/ACRL Spring Conference, SUNY Binghamton, May 19, 2015.
- *Research and Identity in the Discipline of Art History* address. SUNY Oneonta Student Art History Conference “Identity and the I of the Beholder”, April 16, 2015.
- IDS Project Eastern Users Group Meeting, SUNY Binghamton, April 9, 2015.
- SUNY Council of Library Directors Spring Conference, Cooperstown, NY, April 15, 2015.
- “Lost Oneonta” exhibit. Greater Oneonta Historical Society, February 6, 2015 – May 1, 2015.
- Florida Virtual Campus Members Council on Library Services Meeting, Largo, FL, June 3, 2013.
- Costa Leadership Institute, Northwest Florida State College, October 25-26, 2012.
- *Academic Monograph Tastes on a Paperback Budget*, co-presented with Melissa Gonzales and Amanda Ziegler. PLAN Innovation Conference, Panama City, FL, July 16, 2012.

## PUBLICATIONS

### Articles/Chapters/Blog Posts

- *That ‘A-ha’ Moment*, International Librarians Network, February 16, 2016.  
<http://interlibnet.org/2016/02/16/that-a-ha-moment/>
- *The Nomad Librarian*, International Librarians Network, February 23, 2016.  
<http://interlibnet.org/2016/02/23/the-nomad-librarian/>
- *Happy Birthday, Beverly Cleary*, International Librarians Network, February 24, 2016.  
<http://interlibnet.org/2016/02/24/happy-birthday-beverly-cleary/>
- *Traversing the Globe through Illuminated Manuscripts*, International Librarians Network, February 26, 2016. <http://interlibnet.org/2016/02/26/traversing-the-globe-through-illuminated-manuscripts/>
- *Cha-cha-cha Changes in Library Spaces*, International Librarians Network, March 18, 2016.  
<http://interlibnet.org/2016/03/18/library-spaces-cha-cha-cha-changes-in-libraries/>
- *Librarians at Large: Spelling Bee Judge*, International Librarians Network, March 31, 2016.  
<http://interlibnet.org/2016/03/31/librarians-at-large-transferrable-skills-spelling-bee-judge/>
- *Librarians at Large: Transferrable Skills*, International Librarians Network, April 6, 2016.  
<http://interlibnet.org/2016/04/06/librarians-at-large-transferrable-skills/>
- *Advocacy and Lobbying: Working in Kosovo*, International Librarians Network, April 22, 2016.  
<http://interlibnet.org/2016/04/22/advocacy-and-lobbying-working-in-kosovo/>
- *Management and Leadership: Professional Leadership*, International Librarians Network, May 6, 2016. <http://interlibnet.org/2016/05/06/management-and-leadership-professional-leadership/>
- *Readers for Life: Prison Libraries*, International Librarians Network, May 16, 2016.  
<http://interlibnet.org/2016/05/16/readers-for-life-prison-libraries/>

- *Readers for Life: Traveling Libraries*, International Librarians Network, May 19, 2016. <http://interlibnet.org/2016/05/19/readers-for-life-traveling-libraries/>. Also published in the *Australian Library and Information Association Weekly (ALIA)*, Vol. 4, Issue 21, May 25, 2016.
- *Artist's Books: Opening a New World of Creativity*, International Librarians Network, July 28, 2016. <http://interlibnet.org/2016/07/28/artists-books-opening-a-new-world-of-creativity/>
- Small, Ruth and Marcia Mardis, eds. *Visions of Academic Libraries of 2020 and Space Utilization*. Syracuse, NY: Syracuse University Press, 2017. Chapter scenario "The need of User Experience Librarians to Assess Library Spaces and Services" Molly Brown & Charles O'Bryan.
- Brown, Molly; O'Bryan, Charles and Karen Schneider, "Zero-based Budgeting in a Cutback Scenario for a Small Academic Library" submitted to *portal: Libraries and the Academy*, Baltimore: John Hopkins Press, July 2017.

## WORKS IN PROGRESS

### Articles

- Brown, Molly and Charles O'Bryan, "The Influence of Political Capital on Academic Librarian Leadership".
- Brown, Molly and Alex Cohen, "User-Experience Seating Survey: Creation, Implementation and Conclusions".

## PROFESSIONAL DEVELOPMENT (a selection)

- "Unlock Your Data's Potential by Integrating Qualtrics & Tableau", February 11, 2016.
- "Aligning to the Framework: an Assessment of Practices", January 26, 2016.
- "Libraries in the Teeth of Change", December 17, 2015.
- "Building Apps without Coding for Use in Training", December 9, 2015.
- "Article, Author and Journal Metrics: What Librarians Need to Know", November 12, 2015.
- "How to Assist Researchers in Sharing Their Research Data", October 22, 2015.
- "**Digital UX Workshop**, an online five-week course from *Library Journal* and Electronic Resources & Libraries (ER&L), October 20 – November 17, 2015.
- "Scrap Learning – Your Learning Programs are Not as Good as You Think They Are", October 8, 2015.
- "A New Approach to Microlearning", October 7, 2015.
- "Creating Your Ideal Life", Susan Robinson facilitator, October 7, 2015.
- "Emerging Learning Technologies: Are you Ready?", September 30, 2015.
- "Gather Your Qualitative Data and Tell Your Story: Taking a Formal and Informal Approach to Gathering Information that Proves Your Impact", September 29, 2015.
- "Alternative Approaches to Interactive Instructional Design", September 24, 2015.
- "Integrating Social Media into the Virtual Classroom", September 23, 2015.
- "Libraries that Learn: LibQUAL+ Confidential Pilot Experiences
- "The Necessity of Joy", September 18, 2015.
- "Text and Data Mining Library Content", September 17, 2015.
- "More than a Game: Leadership Experiences that Drive Self-Awareness", September 16, 2015.
- "Positioning Your Library Marketing for Success", September 15, 2015.
- "Creating an Organization Built to Last", September 15, 2015.
- "Becoming an Agile Instructional Designer", September 8, 2015.

- “Noodle Tools: Fall 2015 Updates”, August 28, 2015.
- “Board Learners? No. Board Games? Yes.”, August 27, 2015.
- “The Complete eLearning Journey – From Prototyping to Responsive eLearning Design To Managing Your eLearning”, August 26, 2015.
- “Marketing & Outreach for Small Libraries”, August 25, 2015.
- “Micro-Video + Manager Training = High Performance Employees”, August 20, 2015.
- “ACRL Metrics”, August 19, 2015.
- “Developing ‘Thinking Managers’ to Bridge the Engagement Gap”, August 19, 2015.
- “Becoming Your Organization’s Chief Change Officer”, August 6, 2015.
- “Reduce Turnover, Increase Productivity and Maximize the Success of Your New Employees”, July 28, 2015.
- “The Happiness Advantage at Work: Changing Social Scripts to Positive”, July 14, 2015.
- “Digital Collection Policy Development and Content Selection/Prioritization”, June 22, 2015.
- “Learning & Development and Its Importance to Employee Engagement”, June 18, 2015.
- “How to Fail at Social Media: Lessons Learned from Other Libraries”, June 17, 2015.
- “Manage Work. Inspire People. Three Ways to Transform Your Managers into Leaders”, June 17, 2015.
- “Three Steps to Thriving in Chaos”, June 5, 2015.
- “Discovery Services and the User Experience”, May 13, 2015.
- “Data for ROI and Benchmarking Ebook Collections”, December 17, 2014.
- “Formative Assessment Strategies for Library Instruction”, December 11, 2014.
- “Data, Assessment, and Participatory Design: Rethinking Information Literacy, Spaces, and Services in Two Academic Libraries”, December 10, 2014.
- “Digging Deeper: An Introduction to Qualitative Assessment Techniques”, December 3, 2014.

### **SERVICE TO COMMUNITY**

- Judge, 2016 Regional Spelling Bee, SUNY Oneonta, March 5, 2016.
- International Librarians Network mentor, Spring 2015.
- International Librarians Network Content Provider, 2016- present.
- Hospice volunteer, 2016 – present.

### **ASSOCIATIONS**

- American Library Association, 2005 – present.
- ENY/ACRL, 2014 – present.
- SUNYLA, 2014 – present.
- International Librarians Network, 2014 – present.
- New York Library Association, 2009 – 2011.
- Society of American Archivists, 2006 – 2011.
- Florida Library Association, 2011 – 2014.
- Panhandle Library Access Network, 2011 – 2014.
- Member, Massachusetts Library Association, 2003 – 2009.