

Hunter Murphy

Engagement and Learning Librarian

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Education

The University of Alabama at Birmingham
Graduated from UAB with a B.A. in English

Birmingham, AL (2000)

The University of South Florida
M.L.I.S.

Tampa, FL (2018)

Work History

Learning and Engagement Librarian
Stetson University's duPont-Ball Library

3/2019 to Present
Deland, FL

- Teach information literacy, research strategies, and library resources to students, staff, and faculty in the academic community. I provide reference services for multiple disciplines in person and online.
- Manage social media platforms for the library, creating and maintaining content for the social media accounts, responding to and engaging users throughout the campus community
- Works with library staff and administration to develop and implement a strategic vision and implementation plan for the library's online presence
- Works cooperatively with librarians and staff to promote the use of digital tools and resources to serve our community
- Conduct drop-in research support sessions based on the needs of the university community
- Collaborate with faculty to integrate research-based assignments and information literacy learning objectives into their curriculum, creating strategies and revising instructional content to best meet the needs of faculty, students, and specific courses
- Assist library colleagues with developing and improving information literacy curriculum. I help plan, implement, and modify learning objectives for library instruction.
- Offer engaging sessions to faculty and students, including interactive activities tailored to fit the learning styles of Digital Natives and Generation Z students.
- Develop online tutorials and research support modules.
- Serve on university committees.
- Serve on several committees within the library, including reference and research services, information literacy and instruction, systems, etc.
- Apply experience in team-building and leading groups to train and motivate library employees.
- Utilize the content management system LibGuides to submit reference inquiries and statistics and create subject, course, and topic guides.

- Work collaboratively to coordinate the development and implementation of programming, activities, and projects designed to improve the overall library experience.

**Information Desk Librarian
(formerly Circ Desk Supervisor)
Lynn University Library**

7/2016 to 3/2019

Boca Raton, FL

- Under the general supervision of the Library Director, I am responsible for overseeing all circulation activity, including the issuing, return and record-keeping procedures of the library, including the management of overdue and lost items, recalls, holds, fines, bills, reports, statistics, etc. I supervise one librarian and over fifteen library assistants who perform circulation activities and offer customer service.
- Teach information literacy, research strategies, and library resources to students, staff, and faculty in the academic community. I provide reference services for multiple disciplines in person and online. I have become proficient in learning management systems including Canvas.
- Assist Director and library colleagues with developing and improving information literacy curriculum. I help plan, implement, and modify learning objectives for library instruction.
- Work with faculty to develop course-specific instruction, creating strategies and revising instructional content to best meet the needs of faculty, students, and specific courses.
- Offer engaging sessions to faculty and students, including interactive activities tailored to fit the learning styles of Digital Natives and Generation Z students.
- Serve on the campus-wide Disability Awareness Committee.
- Serve as a university building captain, helping to formulate and execute emergency plans and safety measures.
- Created a campus-wide Creative Writing Contest in 2016, and for the past two years we have marketed the opportunity to all students, solicited submissions, and then judged the entries and awarded a prize and plaque to the best work.
- Serve on several committees within the library, including reference, Lynn 101 (a campus-wide instruction initiative offered to all incoming freshmen), and the hiring committee.
- Apply experience in team-building and leading groups to train and motivate library employees.
- Utilize the content management system LibGuides to submit reference inquiries and statistics, create subject guides, and teach library assistants and the university community about library resources.
- Support all library operations as the initial service point for assistance and support for all users.
- Responsible for interviewing, staffing, scheduling, coaching, and mentoring library employees.
- Responsible for training assistants and librarians on library procedure and policy, workflows, and library management applications and platform services.
- Plan and host an annual 4-hour training workshop to instruct library staff on OCLC Worldshare (WMS) functions, including the catalog and comparing the data in the back-end to front-end displays, as well as general library procedures.
- Created a comprehensive, 61-page training handbook and policy manual, along with several training documents in the interim, for one-on-one and group training. Divided the

handbook into 16 parts and assigned each library assistant a section for them to create specific training videos. Once the assistants submitted their videos, I organized and planned a viewing event- the “Library Oscars”- where the librarians and assistants gathered to learn about library procedure and services.

- Use social media to promote library services and programs. Since February 2017, I’ve created several promotional videos on library services and user testimonials, including [this one for our updated printing service](#), which I then delivered via [Instagram](#), [Twitter](#), and [Facebook](#).
- Provide technical support to patrons using computers, printers/scanners, iPhones, iPads, PCs, and Macs.
- Operate the library's reserves/textbook reserves systems.
- Collegially respond to complex requests from faculty, staff, and students.
- Assist students and other patrons in-person and via telephone; analyze patron requests; refer patrons to appropriate sources for solutions.
- Correspond with vendors and university staff to procure equipment and supplies
- Arrange and organize collections to ensure maximum efficiency and space utilization.
- Monitor and maintains security in the Library building.
- Manage the equipment and technology rentals at the Information Desk.
- Maintain statistics regarding library visitors and usage in the building as needed.
- Manage operational support in the absence of the Director.

Library Associate

11/2015 to 7/2016

Five Points West Regional Library

Birmingham, AL

- Maintained and delivered library services at the Five Points West Regional, one of the largest locations in the Birmingham Public Library system; facilitated the circulation of library materials and maintained circulation statistics and borrowers’ records. Compiled statistics and reports according to the needs of the library director and staff. Assisted the department in managing computers and automation systems to perform at an optimum level.
- Conducted monthly computer workshops and classes, teaching patrons how to use technology, including computer equipment, tablets, phones, and other devices, as well as web services provided by the library.
- Assisted patrons with reserves, overdue materials, fines, faxes, computer questions, and various library inquiries both in person and on the phone.
- Assisted with the operation of the circulation desk to include the registration of new patrons, library card renewals, processing of overdue notices and bills, book reserves, and the checking out and checking in of all materials.
- Managed the use of the meeting room (auditorium) and conference room, registering events hosted by city employees and the general public.
- Handled questions and special requests from library users, including issues arising from late, damaged, or lost materials, while maintaining quality public relations and advising patrons of library programs, procedures, and policies.
- Developed and implemented operating policies and procedures.
- Made presentations to community groups, communicating library programs and services.
- Maintained performance and repair of circulation equipment; Recommended equipment and facility improvements.

Development Associate

10/2010 to 11/2015

Birmingham Public Library

Birmingham, AL

- Served as Executive Director of the Friends of the Birmingham Public Library and in doing so, served as the staff liaison between the Birmingham Public Library and Friends' group.
- Managed the GiftWorks donor database for the Birmingham Public Library, BPL Friends, and Foundation; processing gifts and creating donor records; maintained accuracy of the records; and created reports and mailing lists for BPL Administration. More than doubled the number of donors in the database from 2010-2015.
- Assisted the Board of the Friends of BPL to correct and codify the organization's bylaws, as well as help prepare the financial plans and the annual budgets.
- Helped develop and implement fundraising policies and procedures for the library. Participated in short-term and long-range planning of library services.
- Maintained, improved, and helped create the Friends of the Library websites, using both Microsoft Expression and more recently [WordPress](#).
- Interfaced with staff from all the 20 branches and eight Central Library departments to identify library needs for a fundraising initiative called [Library Wishlist](#), which I used to fund needs for our library and then promoted via social media. [We met our goal of fulfilling all wishes](#), making improvements at every location in the system.
- Mastered BPL's communication technology and assisted staff in improving their skills.
- Managed and produced content in the e-marketing platform Patron Mail, creating vibrant, compelling newsletters and marketing campaigns with a variety of file types and textual content. After the campaigns, I compiled data and analyzed reports based on the results.
- Helped create the [2008-09 annual report video for the Birmingham Public Library](#), filming patron testimonials and events, as well as writing and narrating the introduction.
- Managed and improved the donor experience by facilitating an easy interface in the [Network for Good](#) donor management software
- Applied knowledge of library databases and the Millennium integrated library system to manage and improve GiftWorks and Patron Mail, building a comprehensive fundraising system.
- Wrote multiple pieces to promote programs, fundraise, and recognize the achievements of library personnel, as well as the Foundation and Friends groups of the Birmingham Public Library.
- Supported library fundraising strategies and methods, as well as raised and processed tens of thousands of dollars for the various campaigns and fundraising initiatives of BPL, BPL Friends, and BPL Foundation.
- Created and mailed thousands of letters for the Birmingham Public Library, the BPL Friends, the BPL Foundation, the BPL Young Professionals, including lapsed member letters and acknowledgment letters for donations, pledges, and renewals; Processed membership applications and gifts, and monitored current and lapsed members.
- Utilized and managed many social media platforms (including Facebook, Twitter, Flickr, Tumblr, Pinterest, Hootsuite, and the library blog) to promote, advocate for, and fundraise

for BPL and the BPL Friends; Grew the [@BPL Twitter](#) account from 600 to nearly 14,000 followers by 2015, making the Birmingham Public Library #9 in library influencer Matt Anderson's "[100 Libraries to follow on Twitter.](#)"

- Mastered a sophisticated fund accounting system in QuickBooks with the help of a CPA and weeks of self-directed study.

Library Assistant

11/2000 to 10/2010

Birmingham Public Library
Business, Science and Technology Department

Birmingham, AL

- Applied broad experience in research methods, using a variety of formats, including print and electronic resources, and helped patrons find information on business, science and technology topics, from real estate property information to stock prices and company histories, and from research on bacteria to building code and industry standards.
- Served on the Public Relations Committee, writing hundreds of press releases, public service announcements, job descriptions for the City of Birmingham's official job audit, programs and publicity for library openings and reopenings, letters for BPL's Administration and other various reports. I also helped initiate, plan, and manage a variety of programs and outreach events which encouraged the use of the library.
- Actively participated in the development of long and short-range plans, policies and procedures, and system-wide projects and service teams.
- Created virtual tours for every floor and department in the [Central Library and the Linn Henley Research Library](#), which we integrated into the library website on the location pages.
- Helped plan, market, and facilitate the annual author event *Alabama Bound*, which featured hundreds of authors, publishers, and editors from Alabama.
- Interviewed, assessed, and hired paraprofessionals, clerks, and entry-level employees; Supervised, trained, and evaluated over dozens of entry-level employees and served on the Page Supervisors Committee, helping to coordinate a change in the management of these employees, as well as develop and implement policies and procedures;
- Created a digital scheduling document using a wiki in 2007, which allowed staff from all Central Library departments to communicate and manage the employee pool;
- During regular evaluations of employees, I set goals and followed through using evaluations and performance appraisals, developing a more productive staff.
- Created promotional videos on library databases, services, and events, which we used in social media marketing and broader marketing campaigns.
- Helped to develop and implement policies and procedures for the library, including a SWOT analysis for the Birmingham Public Library and the job reclassifications for library employees.
- Performed collection development, selecting materials appropriate to the library location and demographics.
- Taught seminars for professional development, technology training, and enrichment as part of the monthly library paraprofessional meetings, which included more the seventy-five employees.
- Selected to join the Birmingham Public Library's social networking committee, nicknamed the L2 Crew (for Library 2.0), and as a result, met with the group on a regular basis to plan

and implement online marketing strategies to promote the library, as well as train patrons and staff on various library resources and new technologies; Created dozens of videos, podcasts, blog entries, and began building and creating posts for the @BPL Twitter account.

- Planned and hosted outreach events for Summer Reading, author book signings and conferences, volunteer appreciation luncheons, annual Friends of the Library meetings, executive board retreats, and other various library functions.

Consultant/ Instructor

Alabama Department of Rehabilitation Services
Lakeshore Facility

5/2000 to 8/2000

Birmingham, AL

- Planned curriculum and taught classes to over one hundred college students at Samford University during the course of a summer, working with Leslie Walker, the program coordinator, to choose appropriate material for the classes, managing these students in five two-week intervals, analyzes the results, and improving the coursework.

Other

Youth Minister

St. Peter's Episcopal Church

1/1999 to 8/1999

Talladega, AL

- Led a thriving youth ministry at St. Peter's Episcopal Church in Talladega, AL, with dozens of teenagers, and worked directly with the rector of the church, planning and coordinating events, leading services, attracting and maintaining parishioners, and supervising special projects.

Runner

University of Alabama Systems

9/1998 to 12/1998

Tuscaloosa, AL

- Worked for Vice-Chancellor Thomas Meredith and his staff, preparing documents and assisting the executive administrator in daily duties and special projects.

Library Assistant

Christ Episcopal Church

1997-98

Tuscaloosa, AL

- Was responsible for building the church library, cataloging and accessioning new material, organizing a searchable database of books, and performing a variety of projects relating to the library.

- My first novel, *Imogene in New Orleans*, is an Amazon bestseller and a *Writer's Digest* award-winning mystery. My book has been featured at the state library of Louisiana for the [annual book festival](#), as well as several libraries.
- My next novel, *The Curse of the Bridal Chamber*, was published in September 2016. Set at a mermaid convention in Central Florida, the second tale in the mystery series received excellent reviews from *Midwest Book Review* and *Kirkus Reviews*. The American Book Fest named it a finalist in its 15th Annual Best Book Awards (2018), General Fiction category.

Publications, Presentations, and Papers

“Haunting Campus from the Library: Creating a Popular Ghost Tour Using the University Archives” 2020 Florida Library Association Annual Conference Postponed from May 2020 and to be held virtually September 2020	2020 Postponed due to COVID-19
“Insight is 20/20: Considering Undergraduate Perceptions of Information Literacy to Improve Library Instruction” Panhandle Academic Libraries Conference 2020	2020
“The Library “Oscars”: Comparing an Employee Video-Training Initiative at Two Academic Libraries” Peer-reviewed article published in <i>The Journal of Creative Library Practice</i> (June 26, 2020)	2020
“I’d Like to Thank the Academy”: Implementing a Peer-Teaching and Learning Initiative Called the “Library Oscars” <i>The Innovative Library Classroom Conference</i> College of William & Mary (Williamsburg, VA)	2020 Cancelled due to COVID-19
“Use Your Users: Video messaging from your most passionate library users” SEFLIN Annual Library Conference, Miami, FL	2019
<i>The Curse of the Bridal Chamber</i> (Rolltop Publishing)	2016
“From Uptown to Lowdown: New Orleans as Setting, Muse, and Character” Presented at State Library of Louisiana Book Convention	2015
<i>Imogene in New Orleans</i> (Rolltop Publishing)	2014
“Library Technology Tips and Tricks” Presented at Jefferson County Library Association Conference	2007

“Continuing Education through UNT’s Library School”	2008
Continuing Education in the Public Library Conference Co-Presenter Alabama Library Association Annual Convention	2008
“Library Technology Tips and Tricks” Presented at Jefferson County Library Association Conference	2007
Various Presentations to Librarians, Staff, and Users	2001-2007

Teaching Experience

Stetson University	2019-
Library Instructor for courses in FSEM, JSEM, Business Administration, Sports Business, History, English, Creative/ Studio Arts, etc Helped schedule sessions, develop learning outcomes, course structure, instructional materials, and assessment tools.	
Lynn University	2017-19
Library Instructor for courses in Education, Business, Philosophy, Humanities, Languages, and “Lynn Dialogues.” Library Instructor for Lynn 101 session on information literacy. Helped schedule sessions, develop learning outcomes, course structure, instructional materials, and assessment tools.	
Birmingham Public Library	2000-2016
Taught computer and technology courses, as well as sessions on information literacy, social media, continuing education, and reference services to groups and individual users.	

Library Liaison Duties (Lynn University)

Liaison to Lynn University’s College of Arts and Sciences

Liaison to Hannifan Center for Career Connections

Co-liaison to the Department of Athletics

Professional Affiliations

Member, American Library Association

Member, Florida Library Association

Member, The Honor Society of Phi Kappa Phi

Member, Golden Key International Honour Society

Member, Beta Phi Mu International Library and Information Studies Honor Society

Service Work

Core Learning Committee (Stetson University)	2019-
NEFLIN Marketing & Outreach Interest Group	2019-
Disabilities Committee (Lynn University)	2018-2019
Southeast Florida Library Information Network (SEFLIN) Training Committee	2018-
Library 2.0 Committee (Birmingham Public Library)	2007-2016
Public Relations Committee (Birmingham Public Library)	2003-2016
Health InfoNet Committee (University of Alabama-Birmingham and BPL)	2002-2003

Awards

American Book Fest Finalist in 15 th Annual Best Books Awards General Fiction category For novel <i>The Curse of the Bridal Chamber</i>	2018
Employee of the Month nominations at Lynn University Nominated once by Library Director and once by Digital Resources Librarian	2016-17
Writer's Digest Award for Fiction/ Mystery For novel <i>Imogene in New Orleans</i>	2015
John Cotton Dana Library Public Relations Award for " <i>Letter from Birmingham Jail: A Worldwide Celebration</i> " Birmingham Public Library	2014
Library Board Commendations	2008-2016
Best Library Video Award (library staff competition)	2008