

Natalie Haber

Online Services Librarian
UTC Library, Dept. #6456
University of Tennessee at Chattanooga
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Education

Master of Library Science- University at Buffalo, Buffalo NY. May 2013, *summa cum laude*

Bachelor of Arts Degree in Theatre- University at Buffalo, Buffalo NY. Honors Scholar, 2010, *summa cum laude*

Library Experience

University of Tennessee at Chattanooga Library, Chattanooga TN

Online Services Librarian, Associate Professor, 2014- Present

- Create online library instruction content
- Collaborate with faculty to create opportunities for meaningful library instruction in the online environment
- Provide library instruction to patrons through course specific library instruction sessions, one-on-one research appointments, and workshops
- Manage the library's virtual reference service
- Lead in effort to update and monitor research guides
- Partner with Web Services Librarian in User Experience Task Force projects to iteratively update library website
- Provide reference service, both face to face and virtually
- Serve as library liaison for Theatre, Political Science, and Psychology departments.
- Work as a member of the User Experience Task Force and Learning Management System Committee
- Serve on campus committees as opportunities arise

Niagara University Library, Niagara University NY

Outreach Librarian, 2013- 2014

- Assisted in designing library instruction session for Freshmen Seminar (NUB)
- Taught various library designed instruction classes from many departments
- Created numerous online tutorials using Guide on the Side software
- Assisted in launching LibGuides, including designing the look and feel of the template
- Planned library events, such as Therapy Dogs in the Library
- Provide reference both face to face and virtually, created "Travelling Librarian" service
- Created collaborations with other campus and off-campus departments
- Increased library marketing by creating promotional videos and managing the Facebook and Twitter accounts.
- Served as NU's Sustainability Committee co-administrator, 2013-2014
 - Lead Earth Day activities on campus

Natalie Haber

University at Buffalo Arts and Sciences Library, Buffalo, NY 2012-2013

Graduate Student Assistant for Map Collection

- Aid map librarian with various projects to maintain the map collection
- Spearheaded large weeding and space reorganization project with USGS maps

Graduate Student Assistant for Arts and Sciences Library

- Assisted librarians with special projects including assessment of instruction and subject guide updates.

Graduate Student Assistant for University Libraries Human Resources and Budget Depts

- Processed student appointment paperwork
- Completed timesheet digitization project and large space reorganization project
- Prepared librarian dossiers for review, prepared mailings
- Processed all library purchase requests through Access database

Daemen College Library, Amherst NY

Intern, 2012

- Assisted in writing of information literacy survey for incoming freshmen
- Designed poster to market survey
- Presented the survey at Freshmen Orientation to incoming freshmen

Publications

Haber, N., Hebert, A., & Cornwell, M. (2019) This worksheet works: Making the DLS Standards work for you. *College and Research Libraries News*. 80(9), 524-526.

Haber, N. (2019). Instruction for online patrons. In J. Pitts, L. Bonella & J. Coleman (Eds), *Library Services for Online Patrons: A Manual for Facilitating Access, Learning, and Engagement* (pp. 73-97). Santa Barbara: ABC-CLIO.

Haber, N., Shelton, S., & Chassaing, W. (2018). UX and your library: A scalable model. *Journal of Library & Information Services in Distance Learning*. 12(3-4), 237-249. DOI:10.1080/1533290X.2018.1498636.

Haber, N., & Mitchell, T. (2017). Using formative & summative assessment to evaluate library instruction in an online first year writing course. *Journal of Library & Information Services in Distance Learning*. 11(3-4), 300-313. DOI: 10.1080/1533290X.2017.1324549

Bennett, N., Wilkinson, L., Cairns, V. (2017). Modular design, consistent pedagogy, and curriculum a la carte. In B. West, K. Davies Hoffman, M. Costello (Eds). *Creative instructional design: Practical applications for libraries*. (41-53). Chicago: Association of College and Research Libraries.

Bennett, N. (2017). Healthy chat reference assessment with a side of zesty infographs. In A. Dobbs (Ed.) *Library Assessment Cookbook*. Chicago: Association of College and Research Libraries.

Natalie Haber

Langridge, M., Burger, K., Carver, B., Bennett, N. (2014). Cooking Up Collaboration! Faculty-librarian partnership using Guide on the Side for online instruction. Kvenild, C. & Calkins, C. (Eds.), *Embedded Librarian's Cookbook*, Chicago: Association of College and Research Libraries.

Reviews

Bennett, N. (2015). Review. [*The Personal Librarian: Enhancing the Student Experience* eds. R. Moniz and J. Moats]. *Journal of Library Innovation*, 6.1, 114-115.

Bennett, N. (2014). Review. [*The New Digital Scholar: Exploring and Enriching the Research and Writing Practices of NextGen Students* by R. McClure and J. P. Purdy]. *Journal of Library Innovation*, 5.1, 147-148.

Bennett, N. (2013). Review [*The Embedded Librarians: Innovative Strategies for Taking Knowledge Where It's Needed* by D. Shumaker]. *Journal of Library Innovation*, 4.1. 69-70.

Presentations

Langridge, M., Haber, N. (2021, June). *Librarian as 'Coach': Using Peloton's motivational pedagogy to engage students in information literacy (IL)*. Presented virtually at Library Instruction Tennessee Conference.

Harlow, S., Olsen, R., Watson, R., Haber, N. (2021, March). *Navigating the online tutorial frontier: From design to deployment and beyond*. Presented virtually at the Georgia International Conference on Information Literacy.

Harlow, S., Olsen, R., Tobiasson, A., Haber, N., Wharton, L., Pritchard, M. (2020, December). *Learning objects in action: Highlights from Spring 2020 Virtual Poster Session*. Webinar panelist at ACRL's Distance and Online Learning Section event.

Richardson, B., McNutt, D., Haber, N. (2020, October). *A crash course in user experience testing: Design, test, edit, repeat*. Presented virtually at EDUCAUSE Conference.

Morriello, R., Haber, N., Doherty, B. (2020, August). *Physical spaces, transition tactics, and a look at the data*. Webinar panelist at ACRL-Choice Webinars series *The Socially-Distanced Library*.

Richardson, B., Haber, N. (2018, June). *Retooling with tutorials: Meeting the changing needs of first-year composition students on the ground and online*. Presented at the Atlanta Area Bibliographic Instruction Group at Atlanta, Ga.

Haber, N., Shelton, S., Chassaing, W. (2018, April). *UX and your library: A scalable model*. Presented at the Distance Library Services Conference at San Antonio, TX.

Hebert, A., Haber, N., Cornwell, M. (2018, April) *But does it scale? Charting the new DLS standards across three institutions*. Panelist at the Distance Library Services Conference at San Antonio, TX.

Natalie Haber

- Bennett, N. (2017, May). *The importance of mapping to the ACRL Standards for Distance Learning Library Services*. Webinar presented for the North Carolina Library Association's College and University Section.
- Bennett, N., Wilkinson, L. (2017, May). *Hay library instruction teams! Pony up your activities and corral your curriculum*. Interactive workshop presented at LOEX, Lexington, KY.
- Bennett, N., Li, C., Winterling, R., Caruso, E., Comeaux, D., Wiswell, J. (2017, March). *User experience: User study panel discussion*. Moderator and presenter at eBooks and the Academic Library Market: The Charlotte Initiative Open Conference, Charlotte, NC.
- Bennett, N. (2016, October). *Making A's in college: What you need to know about research*. Presented at College Goal Tennessee 2016 conference at UTC, Chattanooga, TN.
- Bennett, N., Tobias, C., West, B. (2016, April). *Leaning Into... User Experience*. Invited Panelist at the Distance Learning Services Conference, Pittsburgh, PA.
- Thompson, E., West, B., & Bennett, N. (2016, March). *Talking Tutorial Technique*. Interactive workshop presented at The Collective Conference, Knoxville, TN.
- Bennett, N. (2016, February). "Using Discussion Boards to Gauge Student Learning" *Assessment at a Distance: In Theory and Practice*. Panelist at the DLS Discussion Group Virtual Event, webinar.
- Bennett, N. (2016, January). "Striving to Improve Chat Reference Service." *Optimizing the web for reference: Best practices for usability, accessibility, and responsiveness*. Panelist at American Library Association's Midwinter Meeting, Boston MA
- Bennett, N. & Tekulve, N. (2015, January). *Hack the library: How to research like a pro*. Presented at College Goal Tennessee 2015 conference at UTC, Chattanooga, TN.
- Bennett, N. (2014, October). *Unique collaborations: How an academic library became a partner in providing programs for developmentally disabled adults*. Presented at the conference of the Indiana Online User Group, Indianapolis, IN.

Posters

- Haber, N. (2020, April). *Assessing efficacy of the tutorial: In-depth analysis of student source evaluations*. Poster presented at ACRL Distance Learning Section Virtual Poster Session.
- Bennett, N. (2016, April). *Striving to improve chat reference service*. Poster presented at UTC Research Dialogues, Chattanooga, TN.

Credit-bearing Courses Taught

First Year Experience (USTU 1250), 1 credit class

Fall 2016 & Fall 2017

Natalie Haber

UTC Library Service

UX Team, member, 2019-present
Library Electronic Resources Committee (LERC), member, 2017-2019
LMS Committee, member, 2019
Guide Migration Task Force, member, 2016-2017
Library Assessment Task Force, member, 2016-2017
Library Outreach Committee, member, 2014-2017
Search Committee for Collections Initiatives Librarian, member, 2016
Search Committee for Web Services Librarian, member, 2015
WorldCat Discovery Task Force, member, 2015

UTC University Service

Undergraduate Petitions Committee, member, 2020-2021
Curriculum Committee, member, 2016-2019
Lecture Capture Review Committee, member, 2019
Walker Center for Teaching and Learning Advisory Board, member, 2014-2019
Learning Management System (LMS) Review Committee, member, 2018
First Year Experience Advisory Team, member, 2016-2017
First Year Experience Syllabus Task Force, member, 2016-2017
Read2Achieve First Class Volunteer, 2015-2017; 2019
Read2Achieve Book Club Leader, *Henrietta Lacks*, Spring 2016
Academic Standards Committee, member, 2015-2016
FYRE/First Class Volunteer, August 2014
Frequent Graduation Marshal

Professional Service

Distance Learning Services (DLS) Conference Advisory Board, member, 2016-2018

ACRL's Distance and Online Learning Section:

Section Past Chair, 2020-2021, elected position
Section Chair, 2019-2020, elected position
Section Vice-Chair, 2018-2019, elected position
Nominating Committee, chair, 2020-2021
Standards Committee, member, 2021-2023, co-chair 2020-2021, member 2019-2020
Awards Committee, member, 2018-2020
Strategic Planning Committee, member, 2017-2019
Conference Program Planning Committee ALA 2019, member, 2018-2019
Conference Program Planning Committee ALA 2018, co-chair, 2017-2018
Instruction Committee, co-chair, 2015-2017
Executive Committee, member, 2015-2018; vice chair, 2018-2019; chair, 2019-2020, past chair 2020-2021

Mentor, 2020-2021 as part of ACRL Distance and Online Learning section mentoring program

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Charlotte Initiative User Experience Research Team, member, *a Mellon Grant project*, 2016-2017
Findings published in *Charlotte Initiative User Experience Research Team White Paper* (2017).

Awards and Recognition

- **Routledge Distance Learning Librarianship Conference Sponsorship Award**, 2021.
Award of \$1,200.
- **Tenure & Promotion**: 2020, tenured and promoted to rank of Associate Professor
- **Exceeds Expectations, EDO performance review**, 2017 and 2021
- **Association of College and Research Libraries Member of the Week**, 2017
- **University Service Award**, UTC. Awarded to all library faculty December, 2016
- **UC Foundation Assistant Professor**, UTC. 2016
- **UTC Spirit Award**, Alumni Association, Homecoming 5K Race, UTC. 2015
- **University Service Award**, UTC. Awarded to all library faculty Spring, 2015
- **Joseph B. Rounds Scholarship**, UB. 2012-13
- **Dr. Marie Ross Wolcott Memorial Scholarship**, UB. 2011-12
- **Performing and Creative Arts Honor's Scholarship**, UB. 2006-10

Grants and Funding

- **Faculty Development Grant**, UTC, \$1,169.00, 2019
- **Faculty Development Grant**, UTC. \$953.00, 2015

Professional Affiliations

American Library Association, member, 2012- 2021

Association of College & Research Libraries, member, 2014-2021

ACRL Distance & Online Learning Section, member, 2014-2021

New York Library Association, member, 2012-2013