

Natalie Haber

Online Services Librarian

UTC Library

Natalie-Haber@utc.edu

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ONLINE SERVICES LIBRARIAN

In this role, I create online library research instructional content, collaborate with faculty to create opportunities for meaningful information literacy instruction in the online and face to face environment, provide one-on-one research appointments, manage the library's virtual reference service, lead in effort to update and maintain our research guides, leverage guide integration in learning management system, and serve as liaison to Psychology, Political Science & Public Service, and Theatre.

EDUCATION

Master of Library Science
University at Buffalo, Buffalo
NY. May 2013

Bachelor of Arts in Theatre
University at Buffalo, Buffalo
NY. Feb 2010

LIBRARY EXPERIENCE

2014-Present

Online Services Librarian • Associate Professor • University of Tennessee at Chattanooga (UTC)

2013-2014

Outreach Librarian • Niagara University Library
Social media manager, planned library events, created online instructional materials, taught face to face library information literacy sessions, launched Libguides and created shared template.

2012-2013

Graduate Student Assistant • University of Buffalo Libraries
Map Library and Human Resources Assistant, worked with shelving government documents, map reference work, weeding reorganization of atlases project, prepared dossiers for external review, spearheaded timesheet digitization project.

RESEARCH FOCUS

Online Learning
Information Literacy Instruction
Assessment
Virtual Reference
Standards for Distance and
Online Learning Library
Services

PUBLICATIONS

Haber, N., Jordan, W. (n.d.). Plays or e-plays? Informing a theater collection strategy using student input. *Manuscript submitted for publication.*

Haber, N., Mandani, S., Accardo, K. (n.d.) Content analysis of open-ended tutorial questions: Assessment of student evaluations of news sources. *Manuscript submitted for publication.*

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.

PUBLICATIONS

continued

- 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.
- 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.

PRESENTATIONS

- Harlow, S. and Haber, N. (2023). *Assessment to transformation: An overview of sustainable assessment practices for online library services*. Presented at the Association of College and Research Libraries (ACRL) Conference at Pittsburgh, PA.
- Haber, N. (2022, December). *ACRL Standards for Distance & Online Learning Library Services: Implications of New Draft*. Invited speaker, presented virtually to George Mason University Libraries Online Teaching & Learning Community of Practice.
- Theiss, D., Atkinson, M., Haber, N., Skaggs, D. (2022, July). *Applying the Revised Standards for Distance Learning Library Services at your Institution*. Part 1 and 2, Interactive workshop, Distance Library Services Conference at Purdue, IN.
- Atkinson, M., Goodsett, M., Haber, N. (2022, January). *Publishing as a DOLS Librarian: Learn from the experts*. Webinar panelist at ACRL's Distance and Online Learning Section event.
- Langridge, M., Haber, N., Langridge, K., Winter, S. (2021, October). *Tech tools worth talking about*. Presented virtually at WNYLRC conference: Intersect 2021: Resilience, Renewal and Beyond! Conference.
- 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.

PRESENTATIONS continued

- 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., Tobiason, 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.
- 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.

PRESENTATIONS

continued

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.

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.

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.

COURSES TAUGHT

First Year Experience (USTU 1250), 1 credit class

Fall 2016 & Fall 2017

UTC LIBRARY SERVICE

RPS Reappointment, Tenure and Promotion Committee (RTP), vice chair 2021-22, chair 2022-23

Library Faculty Bylaws Committee, chair, 2021-present

UX Team, member, 2019-2020

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 SERVICE

Spring Research and Arts Conference Planning Committee, member, 2022-2023

Athletics Committee, member, 2022-2023

Research Dialogues Planning Committee, member, 2020-2022

Undergraduate Petitions Committee, member, 2020-2021

Curriculum Committee, member, 2016-2019

UTC SERVICE continued

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 (DOLS):

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, chair, 2023-2024, member, 2021-2022, co-chair 2020-2021, member 2019-2020, Lead author on newly revised Standards for Distance and Online Learning Library Services (2023).
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, 2023-2024; vice chair, 2018-2019; chair, 2019-2020, past chair 2020-2021
Mentor, 2020-2021, 2022-2023 as part of ACRL Distance and Online Learning section mentoring program

ACRL's Education and Behavioral Sciences Section (EBSS):

Online Learning Research Committee, member, 2022-2024

ACRL Politics, Policy, and International Relations Sections (PIRS)

Conference Program Planning Committee, chair, 2021-2023; lead organizer for ALA Annual Panel: Chicago Data in Action: Insights for Policy, Priorities, and Social Change.

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 & RECOGNITION

Exceeds Expectations, EDO performance review, 2017, 2021, & 2023
ACRL Politics, Policy, & International Relations (PIRS) Member to Know, 2023
Dr. Joseph A. Jackson Faculty Development Award, UTC Library, 2022
Peer-Reviewed Instructional Materials Online (PRIMO) Database, inclusion for tutorial "Source Types and Credibility", UTC Library's Research and Instruction unit, 2022
Routledge Distance Learning Librarianship Conference Sponsorship Award, 2021. Award of \$1,200 to attend the ALA Annual Conference

AWARDS & RECOGNITION

continued

Tenure & Promotion: 2020, tenured and promoted to rank of Associate Professor
Association of College and Research Libraries Member of the Week, 2017
University Service Award, UTC. Awarded to all library faculty December 2016
Faculty Development Grant, UTC, \$953.00, 2015 & \$1,169.00, 2019, for conference travel
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

PROFESSIONAL AFFILIATIONS

American Library Association, member, 2012- 2021
Association of College & Research Libraries, member, 2014-2021
ACRL Distance & Online Learning Section (DOLS), member, 2014-Present
ACRL Education Behavior Social Science Section (EBSS), member, 2021-Present
ACRL Politics, Policy & International Relations Section (PPIRS), member, 2021-present
New York Library Association, member, 2012-2013