

# Natalie Haber

Online Services Librarian | Research Desk  
Coordinator

UTC Library

Natalie-Haber@utc.edu

[Make an Appointment](#)

## SUMMARY STATEMENT

In my current 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. Additionally, I coordinate the research desk and oversee one full time staff and five student workers.

## 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
- Data Literacy

## PUBLICATIONS

Haber, N., Jordan, W. (2024). Plays or e-plays? Informing a theater collection strategy using student input. *Collection Management*, 49(1-2), 67-81.

<https://doi.org/10.1080/01462679.2024.2329088>

Haber, N., Mandani, S., Accardo, K. (2024) Content analysis of open-ended tutorial questions: Assessment of student evaluations of news sources. *Internet Reference Services Quarterly*, 28(1), 39-54.

<https://doi.org/10.1080/10875301.2023.2273249>

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## PUBLICATIONS

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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.

<https://crln.acrl.org/index.php/crlnews/article/view/23584/30896>

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.

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## PRESENTATIONS

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Haber, N., Atkinson, M., Mattson, J., Gaiser, M. (2024, June). *Putting the Standards for Distance & Online Learning Library Services in action*. Presented virtually for ACRL's Distance and Online Learning Section.

Harlow, S. and Haber, N. (2023, March). *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.

## PRESENTATIONS continued

- 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.
- 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.

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## PRESENTATIONS

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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.

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## 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.

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## 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.

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## COURSES TAUGHT

First Year Experience (USTU 1250), 1 credit class

Fall 2016 & Fall 2017

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## 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

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## UTC SERVICE

**Learning Environment Committee**, member, 2023-2024

**Spring Research and Arts Conference Planning Committee**, member, 2022-2024

**Athletics Committee**, member, 2022-2023

**Research Dialogues Planning Committee**, member, 2020-2022

**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**

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## 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 for Standards for Distance and Online Learning Library Services.

**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, 2023-2024 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 (PPIRS)**

**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).

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## AWARDS & RECOGNITION

**Exceeds Expectations**, EDO performance review, 2017, 2021, & 2023

**ACRL Politics, Policy, & International Relations (PPIRS)** 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

**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

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## 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