

# Natalie Haber

Online Services Librarian | Associate Professor

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.

## EDUCATION

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

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

## RESEARCH FOCUS

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

## LIBRARY EXPERIENCE

### 2014-Present

Online Services Librarian • Associate Professor •  
University of Tennessee at Chattanooga (UTC)  
2023-2025 served as Research Desk Coordinator

### 2013-2014

Outreach Librarian • Niagara University Library  
managed social media, 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.

## PUBLICATIONS

Haber, N., Atkinson, M., Mattson, J., Pino, E., Skaggs, D., & Theiss, D. (2025). Applying the Standards for Distance and Online Learning Library Services: Perspectives from four institutions. *Journal of Library & Information Services in Distance Learning*, 19(1-2), 28-41.  
<https://doi.org/10.1080/1533290X.2025.2480551>

- 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). Evaluating the New York Times: Content analysis of student responses to open-ended tutorial questions. *Internet Reference Services Quarterly*, 28(1), 39-54. <https://doi.org/10.1080/10875301.2023.2273249>
- Standards Committee. (2023). *Standards for Distance and Online Learning Library Services*. Adopted and approved by Association of College and Research Libraries (ACRL). Co-lead author and co-chair of committee that wrote major revisions.  
<https://www.ala.org/acrl/standards/standardsdistancelearning>
- 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. <https://doi-org/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. <https://doi-org.proxy.lib.utc.edu/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.

\*Name changed from Bennett to Haber in 2017.

## PRESENTATIONS

- Starwarz, J., Haber, N., Wolfe, J., Wellend, S. (March, 2025). *Mentor/Mentee Discussion Panel*. Presented virtually for ACRL's Distance and Online Learning Section.
- Kantor, S., Haber, N. D. (July 26, 2024). "Collaborative Approaches in Public Speaking: Harnessing Data Literacy and Creative Fluency for Lifelong Learning." Lightning Talk at Lifelong Information Literacy Conference, Online.
- 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.
- 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*. Invited 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. \*Last name changed from Bennett to Haber in 2017.
- \*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

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- \*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.

\*Name changed from Bennett to Haber in 2017.

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## POSTERS

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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

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First Year Experience (USTU 1250), 1 credit class

Fall 2016 & Fall 2017

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## UTC LIBRARY SERVICE

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**RPS Reappointment, Tenure and Promotion Committee (RTP)**, chair, 2025-2026; member 2024-2025; chair 2022-2023; vice chair 2021-22;

**Faculty Council**, chair, 2024-2025

**Halloween Open House Committee**, member, 2025

**Library Faculty Bylaws Committee**, chair, 2021-2024

**Search Committee for Web Services Librarian**, member, 2022

**UX Team**, member, 2019-2020

**Library Birthday Party Task Force**, 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

**Library Movie Night Organizer** – 2015-2016

**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

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**Head Marshal for Graduation Ceremonies**, 2025

**Frequent Graduation Marshal**, 2014-2024

**Judge for 3M Research Pitch Competition**, 2025

**Spring Research and Arts Conference Planning Committee**, member, 2022-2025

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

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**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

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## PROFESSIONAL SERVICE

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### **ACRL's Distance and Online Learning Section (DOLS):**

**Executive Committee**, member, 2015-2018 and 2022-2025  
**Section Past Chair**, 2020-2021, elected position  
**Section Chair**, 2019-2020, elected position  
**Section Vice-Chair**, 2018-2019, elected position  
**Communications Committee**, co-chair, 2024-2025  
**Standards Committee**, co-chair 2022-2024, member, 2019-2022, Lead author for revised Standards for Distance and Online Learning Library Services.  
**Nominating Committee**, chair, 2020-2021  
**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  
**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, 2022-2026

### **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).

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

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## AWARDS & RECOGNITION

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**Exceeds Expectations, EDO performance review**, 2017, 2022, 2023, 2024

**ACRL Politics, Policy, & International Relations (PPIRS) "Member to Know"**, 2023

**Dr. Joseph A. Jackson Faculty Development Award**, UTC Library, 2022,

Nominated by colleagues

**Peer-Reviewed Instructional Materials Online (PRIMO) Database**, 2022

Inclusion for tutorial "Source Types and Credibility", UTC Library's Research and Instruction unit,  
lead instructional designer.

**Routledge Distance Learning Librarianship Conference Sponsorship Award**, 2021.

Award of \$1,200. 'This prestigious award, sponsored by Routledge, Taylor & Francis Group,  
honors an ACRL member who has made valuable contributions to the field of distance  
librarianship.'

**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**, University of Buffalo. 2012-13

**Dr. Marie Ross Wolcott Memorial Scholarship**, University of Buffalo. 2011-12

**Performing and Creative Arts Honor's Scholarship**, University of Buffalo. 2006-10

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## PROFESSIONAL AFFILIATIONS

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**American Library Association**, member, 2012- Present

**Association of College & Research Libraries**, member, 2014- Present

**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