

Elizabeth M. Berney

Content Development Librarian for Sciences

Hale Library @ Kansas State

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Work Experience:

July 2022 - Present Kansas State University

Collection Development Librarian

Ordering all print and electronic materials for STEM including databases, books, journals, multimedia and other formats, excluding special collections items.

February 2020 – June 2022 Northern Arizona University

Content and Delivery Services Librarian

Reserve, ILL, Copyright, Open and Affordable Resources (OER/OAR), Collection Management/Strategy

- Lead staff and student employees whose work supports the library's content and delivery services (ILL, Reserves, and Collection Management). Manage individual performance and development. Foster an environment accountability, high performance, staff engagement, and a shared sense of purpose as well as a spirit of cooperation and collaboration.
 - Serve on CDDS leadership team, including contributing to the shaping of departmental staffing and operations.
 - Manage the CDDS departmental student assistant budget and staffing models.

- *Coordinate and oversee all Course Reserves functions:*
 - Develop and maintain departmental quality standards and related competencies to ensure Course Reserve tools and workflows are sustainable and operationally efficient.
 - Maintain procedures, training materials, and extensive documentation for all functions.
 - Redesign and rebrand Course Reserves into a contemporary and future focused service that has a formal collaboration with university departments of E-Learning and Course Support.
 - Evaluates services including budget and staffing, to ensure all services are scalable and enhance the user experience
 - Recruit, train, supervise, mentor and evaluate Reserves Staff.
 - Manage workflow within unit for a cross-functional, multi-university Mellon grant for an accessible repository initiative.

- *Coordinate and oversee the Interlibrary Loan unit and stacks management:*
 - Maintain procedures, training materials, and extensive documentation for all functions.
 - Adjust workflow in order to optimize precision in intellectual control and efficiency in processing.
 - Evaluates services including budget and staffing, to ensure all services are scalable and enhance the user experience.
 - Knowledge of consortia agreements sufficient for evaluation and recommendation for participation for the enhancement of patron services.

- *Collection development, assessment, and strategy:*
 - Formulates, oversees, and documents sustainable workflows and staffing models for collection strategy and assessment. Participates in the life cycle of collection activities.
 - Maintain knowledge of current trends in acquisitions, collections and electronic resource management.

- Works with university and library colleagues to ensure current collections meet an evolving and growing the university's needs, with diverse viewpoints, interests, perspectives, and supports the university and library's strategic goals.
 - Manages purchases within assigned budget.
 - Relationships with vendors, consortiums, publishers, and service platform providers. Uses the GOBI platform to locate and order electronic materials.
 - Electronic resource troubleshooting and link resolving.
 - Project management for large-scale weeding project and OPAC cleanup. Facilitates and supports collection-related projects and initiatives including print retention and de-accessioning,
 - Coordinates analysis and presentation of collection data, including holdings, to determine cost value comparisons, longitudinal data, collections strengths and gaps. Provides analysis of data for both decision making and reporting.
- *Open Education Resources (OER) and Open Affordable Resources (OAR):*
 - Advocate for and promote OER/OAR adoption to all stakeholders (faculty, students and administrators) with sensitivity to diverse perspectives like First Generation Learners, Hispanic Learners (NAU is a Hispanic Service Institution); advocates for open (Creative Commons) licensing for locally created works.
 - Develop an expansive Affordability initiative within the library. The library purchases a number of required textbooks branded as part of a larger Open and Affordable Resources suite of services within the library. This project is in its infant stages.
 - Serve on NAU task force devoted to creating affordable course materials.
 - Assess and recommend resources that support the goals of the initiative.
 - Develop and curate online resources on OAR.
 - Provide support and coaching for faculty who wish to explore the adoption of OER/OAR.
 - Keep abreast of the latest developments, trends, and best practices related to OER/OAR.
 - *Scholarly communication, intellectual property rights, and copyright:*
 - Develop copyright and fair use policy for the library.
 - Library lead for copyright inquiries.
 - Consult with faculty, students, and university staff on best practices or strategies to better manage, describe, preserve, and make available scholarly works.

2008-January 2020 Duke University Medical Center Library

User Services Manager (Circulation, Reserve, ILL, Stacks, User Spaces, Collection and Inventory Control)

Library Service Desk Management and Supervision:

- Responsible for coordinating and managing Access Services that includes Circulation, Reserves, and Stacks Maintenance. Lead, train, schedule, supervise, coach, and coordinate all staff, scheduling, and workflow for Access Services. Conducts yearly performance reviews.
- Provides leadership in the provision of services from the Service Desk. Ensures patrons are served in a professional, courteous, and efficient manner. Serves as the lead staff member for resolving public service issues, customer complaints, and interpreting library policy. Stands as the role model for all library staff by providing the highest level of customer service to patrons inside and outside the library.
- Develops processes improvements and operational effectiveness for all aspects of Service Desk duties, ALEPH, and Interlibrary Loan. Recommends, articulates and administers policies pertaining to all

areas within Access Services. Recommends and facilitates new services for patrons. Trains librarians, and all other library staff, on library desk procedures, so they can be viable helpers on our integrated service desk.

- Manage print and electronic reserves collection.

User Services Management:

- Maintain up-to-date and expert knowledge of circulation software module (ALEPH) and ARC advanced reporting software. Provides expert report generating assistance to all Duke Libraries.
- Conducts needs assessment of services, library material and library building use through various survey products, ARC report extraction, Aleph usage statistics, and other data extraction products. Maintains extracts and manipulates data from various databases. Create extensive reports using ARC software, Excel, and Access. Works with Library Council and individual departments/committees to provide ongoing assessment of other services.
- Primary IT support for all Integrated Library System (ILS) software issues. Highest level administrative IT privileges in all three modules (Circulation, Cataloging, and Acquisitions) within Aleph. Collaborates with main campus Library Systems for upgrades and technical support.
- Perform a variety of technical and highly specialized tasks to support circulation services including fines, billing and collection services, and reports.
- Coordinates and adapts workflow to utilize staff time in Interlibrary Loan. Assesses service quality and makes adjustments when necessary. Crossed-train service desk staff to be fully functioning ILL staff to assist with lending, borrowing, and off-site stacks retrievals.
- Backup to Interlibrary Loan borrowing staff when regular staff are not available by using ILLiad, and Odyssey software.
- Leads collaborative and cross-functional committees, task forces and subcommittees at any given time including Library Council, Library Strategic Planning, Web Advisory, Collection Development, and Marketing.
- Library liaison for the 2nd year medical students concerning the Book Exchange Collection. Creates and maintains LibGuide for students.

Collection Services:

- Inventory control, including cataloging changes, holdings changes, Inventory analysis and coordination. Problem solving to correct MARC records, holdings issues, and incorrect call numbers within Duke's catalog.
- Project lead for collection weeding. Primary staff person for stacks reductions. Report creator, leader in assessing individual titles, lead for removal of physical materials, and for ILS changes. Main troubleshooter for catalog/holdings issues resulting from stack reductions.
- Provides minor repair to library materials using standard preservation techniques.
- Provides electronic resources troubleshooting for patrons and internal staff. Contacts Duke staff across campus for assistance with access issues. Back-up person to contacting vendors to resolve access issues.
- Member of the Library's Collection Development Committee. Assists in selecting and acquiring print materials, databases, e-resources, and journals in both print and electronic format.
- Lead for the acquisition of gifts and donations. Assess materials, suggest additions to our collections, and coordinate the removal with vendor.

Research and Instruction Services:

- Serves multiple shifts per week as the reference librarian on-call. Answer and assist patrons with reference and informational inquiries. Provide general research and reference services to all patrons via in person, phone, chat, or email. Assists with research techniques, research tools, and evidence-based research using databases such as PubMed, CINAHL, Web of Science, UpToDate, DynaMed, among others.
- Copyright Consultant working with members of the Duke community on issues relating to copyright as it applies to research, scholarship and teaching.

Marketing, Graphic Design, and Social Media:

- Designs and develops graphic slides to display library programming and special projects.
- Social media manager for the Library's Facebook page. Member of the campus wide Social Media Managers group.
- Creates flyers, posters, exhibits, and marketing materials for Library events, exhibits, and programs. Member of the Exhibit Committee.
- Assists patrons with their research posters, and provides editing services for existing projects.

2006-2008 Duke University Medical Center Library

Library Service Desk Manager (Circulation, Reserve, and Shelving)

- Responsible for managing the Library Service Desk (LSD) that includes Circulation, Reserves and Stacks Maintenance. Train, schedule, supervise, coach and coordinate all staff and workflow at the LSD. Coordinates staff scheduling and conducts yearly performance reviews.
- Create and streamline all procedures and create extensive documentation for all aspects of Service Desk duties. Recommends, articulates and administers policies pertaining to all areas within Access Services.
- Maintain up-to-date and expert knowledge of circulation software module (ALEPH)
- Manage print and electronic Reserves collection.
- Serve as lead staff member for resolving public service issues, customer complaints and model contemporary user experience best practices for the library.
- Perform a variety of technical and highly specialized tasks to support circulation services including fines, billing and collection services, and reports.
- Answer and assist patrons with reference and informational inquiries.

2002-2006 University of Tennessee

Library Associate II- Interlibrary Services

- Locate and order materials not held at the University of Tennessee Libraries using ILLiad, Docline, OCLC, Rapid and RLIN.
- Assist in troubleshooting problematic requests due to poor citations or lack of libraries that held the item.
- Process incoming material and article requests using ILLiad, Ariel and Adobe software.
- Act as computer technician for Interlibrary Services by repairing computers/ printers, adding/removing software, and doing simple network fixes before calling Systems for assistance.
- Assist supervisor in her duties when she was not available.

- Provide reference assistance to patrons.
- Circulation duties included working daily in the Library Commons area include checking items in and out, computer software support (Word, Excel, PowerPoint, Adobe products) and provide simple reference assistance.
- Trained and hired student workers.

Other Work Experience:

Coconino County Board of Elections: Poll worker. (2020-2022)
Medical News From the Library: Founder, Contributor. [facebook.com/MedicalNewsFromTheLibrary](https://www.facebook.com/MedicalNewsFromTheLibrary)
Orange County Board of Elections: Poll worker and Judge for primary and full elections. (2016-2018)
Outside the Stacks: Owner/Artist. [etsy.com/shop/OutsideTheStacks](https://www.etsy.com/shop/OutsideTheStacks)
Wake County Board of Elections: Poll worker and judge for primary and full elections (2006-2015)
Elizabethan: Owner/Event Planner/Floral Designer.
Burkhalter, Rayson and Associates: Legal Assistant/Receptionist/Paralegal/Law Clerk.
Bar Harbor Whale Watch: Naturalist.
Port in a Storm Bookstore: Buyer, Bookseller, Receiving.
Books-A-Million: General Manager.

Education:

- Northern Arizona University Flagstaff, Arizona Courses towards a Masters in Organizational Leadership (not yet completed)
- North Carolina Central University Durham, North Carolina Masters of Library Science
- Pellissippi State Technical College Knoxville, Tennessee Certificate in Graphic Design
- University of Tennessee, Knoxville, Tennessee Various courses
- Radford University Radford, Virginia Various courses
- Unity College, Unity, Maine Bachelor of Science in Land Use Planning

Professional Development:

- Copyright First Responders National Harvard University Libraries training in practical domain, fair MOOCs Trained by Harvard University's Kyle Courtney as an official Copyright First Responder. CFRs have specialized copyright law and policies pertaining to digitization, public use, e-media, scholarly publishing, e-reserves, streaming media, and mitigating risk. Founding member of the Arizona cohort. 12 course program providing management strategies and relevant to Northern Arizona University
- Duke University Copyright Consultant Trained by Duke Copyright & Scholarly Communication to be a Copyright specialist to members of the Duke community. Yearly week long updated training.
- Duke University Certificate of Excellence - Managing at Duke (5 Day intensive management program)
- Managing at Duke+ (3 Day next level management program)

- TRLN Management Academy A week long intensive library management course through Triangle
Research Libraries Network
- North Carolina Preservation Consortium Basic Book Repair Workshop

Recent Professional Conferences:

- Open Education Conference (virtual), 2020, 2021
- ALA Virtual Conference; 2020
- Arizona Regional OER Conference; Phoenix, AZ; 2020
- Library Collective; Knoxville, TN; 2019, 2018
- ILLiad Conference; VA Beach, VA; 2008, 2009, 2012, 2016, 2017, 2018, 2019

Professional Certification:

NC Public Librarian Certified; Copyright First Responder

Technical Proficiency:

Microsoft and Macintosh platforms; Microsoft Office (Word, Excel, PowerPoint, Publisher, Access, Outlook, Teams, Sharepoint); Drupal; Box; Adobe Creative Suites (Photoshop, Illustrator, InDesign, GoLive, Acrobat); Course content managers like Blackboard, Sakai, Canvas, and BlueDocs (Duke Medical School's course management software); capable of minor network, software troubleshooting and computer repair. Data analysis skills. Some Tableau, R Studio, and Open Refine. Social media – Instagram, Twitter, Facebook, TikTok.

Library Technical Proficiency:

ALMA ILS, ALEPH ILS (Circulation, Cataloging, and Acquisitions), ARC (ALEPH's advanced reporting system), Kauli-Ole, Horizon ILS, ILLiad, Ariel, Odyssey, DOCLINE, RAPID. Drupal. Springshare products including LibGuides, AskUs, Analytics, Calendar and Course Reserves. GOBI and Yankee Book Trader platforms. Experience with copy cataloging, inventory analysis, inventory reduction, serials analysis, serials check-in, and book preservation. MARC, LC, NLM, and Dewey classifications. Excellent database, internet, and book reference skills. Collection Development. Familiarity with licensing electronic resource practices. Experience working in and with multiple sized academic library consortiums. Excellent project management skills. Using Zoom, Skype, and Teams as teaching tools and delivery systems.

Refereed Conference Posters:

Thibodeau, P., Berney, E., Cryer, E., Dietsch, B., (2014) Validating Selection Decisions and Identifying Reader Preferences. [abstract] Poster presentation for the 2014 Medical Library Association Conference and 2014 Annual Meeting of the Mid-Atlantic Chapter, Medical Library Association.

Murphy, B., Berney, E., Braun, J., Carden, V., Cryer, E., Leonardelli, A., (2014) Rip and Renew: Renovating our Brand from the Ground Up. Poster presentation for the 2014 Medical Library Association Conference and 2014 Annual Meeting of the Mid-Atlantic Chapter, Medical Library Association.

Berney, E., Cryer, E., Dietsch, B., Grigg, K., Leonardelli, A., Peterson, R., Thibodeau, P. (2013) The Effect of E-book Availability on the Usage of Print Monograph Titles. [abstract] Poster presentation for the 2013 Medical Library Association Conference and 2013 Annual Meeting of the Mid-Atlantic Chapter, Medical Library Association.
Received an Honorable Mention award.

Leonardelli, A., Berney, E., Dietsch, B., Grigg, K., Tuttle, B., Ledbetter, L. [2013] Liaisons Connecting Users to the Collection: Comparing Curriculum-Based textbooks with Library Holdings. [abstract] Poster presentation for the

2013 Medical Library Association Conference and 2013 Annual Meeting of the Mid-Atlantic Chapter, Medical Library Association

Grigg, K., Berney, E., Cryer, E., Dietsch, B., Leonardelli, A., Peterson, R., Thibodeau, P. (2012) Increasing the Findability of E-Books. [abstract] Poster presentation at the 2012 Medical Library Association Conference and 2012 Annual Meeting of the Mid-Atlantic Chapter, Medical Library Association

Peterson, R., Berney, E., Cryer, E., Grigg, K., Leonardelli, A., Lofton, E., Wiethe, L. (2012) Covering our Bases – Disaster Planning at an Academic Health Science Library. [abstract] Poster presentation at the 2012 Medical Library Association Conference and 2012 Annual Meeting of the Mid-Atlantic Chapter, Medical Library Association

Peterson, R., Berney, E., Carden, V., Grigg, K., Murphy, B., Thibodeau, P (2011) Weeding! Yikes! Rethinking Library Space. [abstract] Poster presentation at the 2011 Medical Library Association Conference and 2011 Annual Meeting of the Mid-Atlantic Chapter, Medical Library Association

Murphy, B., Peterson, R.A., Vines, H., von Isenberg, M., Berney, E., James, R., Rodriguez, M.A. (2007) Revolution at the Library Services Desk (LSD) [abstract]. Poster presentation at the 2007 Medical Library Association Conference and 2007 Annual Meeting of the Mid-Atlantic Chapter, Medical Library Association

Published Articles:

Murphy, B., Peterson, R.A., Vines, H., von Isenberg, M., Berney, E., James, R., Rodriguez, M.A.; Revolution at the Library Services Desk (LSD); Medical Reference Services Quarterly, Winter 2008, 27(4): p. 379-93

LibGuides:

Berney, E. (2021) Where to Publish - Tools for Authors. Northern Arizona University (still available as of 7/2022 - not changed)

<https://libraryguides.nau.edu/AuthorTools>

Berney, E. (2020) Locating Dissertations and Theses . Northern Arizona University (still available as of 7/2022 - not changed)

https://libraryguides.nau.edu/finding_dissertations

Berney, E. (2020) Copyright {includes For Instructors, For Researchers, For Students, Seeking Permissions, Copyright and Digitization of Library Materials} (still available as of 7/2022 - not changed)

<https://libraryguides.nau.edu/copyright>

Berney, E. (2018) Data Analytics and Visualization Software (still available as of 7/2022 - not changed)

<https://guides.mclibrary.duke.edu/data>

Berney, E.; Thibodeau, P (2007) Copyright (still available as of 7/2022 - not changed)

<https://guides.mclibrary.duke.edu/copyright>

Professional Service - Northern Arizona University:

2020- 2023 Faculty Senate; Cline Library Representative (elected)

2021- 2024 Faculty Grievance Committee; NAU Campus wide (elected)

2022-2023 Faculty Senate Scholarship Committee; Co-Chair, NAU Campus

2021- 2022 Arizona Copyright First Responders; Co-Chair (along with colleagues at Arizona State University and

University of Arizona)

2021- 2022 Cline Library Outreach; Cline Library

2020- 2022 Cline Library Social Media Team; Cline Library
 2021- 2022 Communications and Programming Team; Cline Library
 2021- 2022 Emergency Management Response Team; Cline Library and NAU Campus
 2020- 2022 Council of Academic Professionals
 2020- 2022 Education Technology Group; Cline Library Representative; NAU Campus
 2021- 2022 User Experience and Service, Leadership Team; Cline Library
 2020- 2022 Library Student Employment Group; Cline Library
 2020- 2022 Programing and Community Engagement Committee; Cline Library
 2020- 2022 OER/Affordability Group; Cline Library
 2020- 2021 Content Discovery Delivery Services, Leadership Team; Cline Library
 2020- 2021 Revenue Generation Team; Cline Library

Professional Service at Duke Medical Center Library:

2019- 2020 Consortia Single Copy Retention Workgroup; Triangle Research Library Network
 2019- 2020 Social Media Managers Group, Duke University
 2018- 2020 Folio International Reporting workgroup, www.folio.org
 2018- 2020 Folio International Access Services workgroup, www.folio.org
 2018- 2020 Kauli-Ole-Folio Reporting local workgroup, Duke University Libraries
 2013- 2020 Kauli-Ole-Folio Access Services local workgroup, Duke University Libraries
 2015-2020 Campus Access Services Training group (CAST), Duke University Libraries
 2013-2013 Marketing Services/Resources through Outreach workgroup, for Strategic Planning 2013-1014, Duke Medical Center Library
 2013-2013 Staff Roles and Training workgroup, for Strategic Planning 2013-1014, Duke Medical Center Library
 2013-2014 Growing the Library liaison program workgroup for Strategic Planning 2013-1014, Duke Medical Center Library
 2013-2014 Reconfiguration Library Space Workgroup, Duke Medical Center Library
 2009-2020 Exhibit Committee, Duke Medical Center Library
 2009-2020 Marketing Workgroup, Duke Medical Center Library
 2011-2020 Collection Development Committee, Duke Medical Center Library
 2011-2012 Alumni Services Task Force, Duke Medical Center Library
 2011-2012 Distance Education Workgroup, Duke Medical Center Library
 2011-2012 Sustainability Workgroup, Duke Medical Center Library
 2011-2020 E-Book Enhancement Workgroup, Duke Medical Center Library
 2010-2020 Endeca Focus Group for Access Services related software testing, Duke University Libraries
 2009-2013 Interlibrary Loan/Document Delivery Workgroup, Duke Medical Center Library
 2009-2020 Member/Main Trainer of the Duke campus-wide ARC Training Group (ALEPH's reporting software)
 2007-2020 Library Council – the Library's governing board, Duke Medical Center Library
 2007-2012 Staff Development Committee, Duke Medical Center Library (disbanded)
 2006-2015 Duke Libraries' Integrated Library Services/Customer Services Group (ILS/CSG), Medical Center Library Representative (Renamed CAST)
 2006-2008 Library Management Team, Duke Medical Center Library (disbanded)
 Consistent Various Search Committee for hiring professional & paraprofessional staff, Duke Medical Center Library
 2010-2013 Learning Center Integration Planning Workgroup, Duke Medical Center Library
 2009-2010 Chair, Staffing and Workplace task force, Duke Medical Center Library
 2009-2010 National Librarians Month planning group.
 2008-2012 Blackboard Advisory Committee, Duke campus-wide, Representative from Duke Medical Center Library
 2006-2010 Chair/Trainer Library Service Desk Update course for all staff at Duke Medical Center Library
 2006-2009 Social Committee, Duke Medical Center Library

Presentations and Teaching:

Fall 2022	Presentation; ACRL (submitted); Fundraising for Affordability (group)
Fall 2022	Presentation; Educause Annual (submitted); Fundraising for Affordability (group)
Spring 2022	Lecturer; Cline Library MakerLab Craft Series; Paper Flower Workshop (solo)
Spring 2022	Lecturer; Cline Library MakerLab Craft Series; Beginning Embroidery Workshop (solo)
Spring 2022	Lecturer; Cline Library MakerLab Craft Series; Mixed Media Workshop (solo)
Spring 2022	Presentation; AZ OER Conference; Fundraising for Affordability (duo)
Spring 2022	Presentation; NAU Faculty Spring Symposium: How Cline Library Supports Disability Resources (solo)
Spring 2022	Presentation; Office of Special Projects; Making Classes More Affordable for Students by using the Library (solo)
Spring 2022	Presentation/Workshop; NAU Graduate Colleges; Locating Dissertation Sources (solo)
Fall 2021	Presentation; Welcome Webinar for NAU Faculty (group)
Fall 2021	Presentation; NAU Research Centers and Institutes; Copyright Essentials for Scholarly Writing (solo)
Summer 2020	Presentation; NAUFlex Webinar: How Cline Library Can Help (group)
Spring 2020	Presentation; NAU Research Centers and Institutes; Copyright & Fair Use; a Library Perspective (duo)

Grants:

Spring 2021 NAU Foundation, Cline Library Textbook Affordability Challenge; Granted \$7500

Other Non-Library Accomplishments:

- Best in Show, Flagstaff Recyclable Art Show, March 2020.
- Honorable Mention, Duke Health System Employee's Art Show, 2011 and 2012.
- Christiansburg VA store #1 in sales and service for Virginia region while General Manager of Christiansburg Books-A-Million
- Roanoke VA Books-A-Million rated "Best Bookstore in Roanoke" while General Manager of Roanoke Books-A-Million