

JoHannah Lowder

Contact Information:

JoHannah Lowder
jlowder@liberty.edu
(434) 582-2821

Education Experience:

M.S. in Library and Information Science from the University of Illinois Graduate School of Library and Information Science, 2013.

B.A. in History from Liberty University, 2011.

Honors and Awards:

Phi Alpha Theta membership for maintaining a 3.1 or higher GPA in History.

Tau Sigma membership for achieving academic excellence as a transfer student..

Dean's List at Liberty University, 2009, 2010, 2011.

Most Outstanding Student in History as nominated by the Liberty University History Department, 2010-2011

Professional Experience

Research Assistance Librarian at the Liberty University Jerry Falwell Library offering research assistance to both residential and online students and faculty.

Customer Service Leader at the Liberty University Jerry Falwell Library providing research assistance, basic technical assistance, and customer service to residential and online library customers and leading and supervising full-time staff and student workers to do the same. Also involves creating and managing schedules for full-time staff and student workers and preparing and delivering customer service and research assistance training for full-time staff and student workers.

Teacher's Assistant for the Liberty University History Department handling confidential information of prestigious professors and hundreds of students. Responsible for grading quizzes

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and exams, recording grades accurately, creating portions of quizzes and exams on paper and in Blackboard, accurately recording the class attendance of hundreds of students, and performing other tasks as assigned by professors in the History Department.

Presentation Experience

At the Virginia Library Association Paraprofessional Forum, May 2014. Presentation titled **Building Social Media Through Teamwork: Dividing and Conquering when Time and Budgets Stand in the Way** discussing the strategies and steps for libraries to build a strong social media presence by sharing the responsibilities with coworkers and departments.

Library Experience

Research Assistance Librarian at the Liberty University Jerry Falwell Library offering research assistance to both residential and online students and faculty.

Customer Service Leader at the Liberty University Jerry Falwell Library with experience in providing research and circulation assistance in person, through email using Microsoft Outlook and Gmail, and over the phone using the Cisco Finesse system. Also familiar with LibChat to provide real-time research assistance, and LibGuides to aid in the research process. Includes supervising and teaching full-time library staff and student workers to utilize the same resources.

Teaching Experience

Instruction at the Jerry Falwell Library to full-time staff on the **Sports Management LibGuide**, exploring EBSCOhost and ProQuest databases related to sports management in order to provide better research assistance to customers with questions relating to sports management. Taught using ClassSpot and TeamSpot technology.

Instruction at the Jerry Falwell Library to full-time staff and student workers on library circulation policies.

Instruction at the Jerry Falwell Library to full-time staff and student workers on providing quality customer service.

Instruction at the Jerry Falwell Library to full-time staff and student workers on accessing and managing work schedules.

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Proctor testing for a University 101 course.

Proctor testing for multiple University History courses.

Committee Service

Social Media Committee at the Jerry Falwell Library promoting library resources and events and providing customer service. Building relationships with library customers and the community through social media. Creating concise and interesting posts with limited characters. Monitoring and managing the library Twitter account.

Proposed the creation of the Jerry Falwell Library Twitter account which now has over 700 followers.

Customer Service Committee at the Jerry Falwell Library creating avenues to better serve customers both internally and externally. Includes maintaining the New Employee Welcome Packet for new library employees and improving internal LibGuides for sharing information between library departments.

Volunteer Experience

At the **Bedford Museum and Genealogical Library** documenting, photographing, cataloging, and storing antique artifacts. Requires familiarity with the PastPerfect catalog system.

Student Leadership at Liberty University facilitating weekly peer group discussions and activities, teaching brief lessons, and providing leadership as necessary.

Interests

Staff Writer for **Blackhawk Up**, the NHL division of the FanSided.com network, providing creative and informative posts on topics involving the Chicago Blackhawks. Familiar with WordPress content management system.