

AUDREY DEFRANK

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ABOUT

Forward-thinking, flexible, service-oriented leader. Experienced change agent. Achievement oriented. Library organizational development specialist. Successful track record in management, coaching, and employee development. Collegial and collaborative style to engage both internal and external constituents. Contemplative and thoughtful, but not afraid to make the tough calls. Authentic and transparent listening and communication skills. Committed to exemplary customer service in academic libraries.

EXPERIENCE

University of Nebraska Omaha, Dr. C.C. and Mabel L. Criss Library

Associate Dean

2012-Present

Plans and manages research support assets including the institutional repository, directs programs of liaison, and coordinates communication to faculty in all academic departments. Operational management of departmental directors: Research, Patron, Virtual Services, and Archives /Special Collections. Assists the Dean in financial management and oversight. Responsible for assessment and continuous process improvement of all major library services. Prepares statistical and analytical reports required for compliance and reporting requirements. Manages the library's strategic planning processes, including environmental assessment and adaptation to trends in academic library services.

Acting Dean of Libraries

2009-2011

Responsible for the leadership, administration, and development for all operations of the University Libraries; Dr. C.C. and Mabel L. Criss Library on the UNO campus and the KANEKO-UNO Library Branch in Omaha's Old Market District. Successful administration of \$4.9 M budget during recessionary budget cuts. Oversee all human resource functions including the reappointment, promotion, and tenure process for a staff of over 70, including 12 faculty librarians. Lead strategic planning, resource prioritization, and community outreach.

Associate Professor and Director of Research Services

2008-2009

Reorganization of the library moved circulation, interlibrary loan, and reserves into Patron Services and Special Collections departments into Collection Services. Research Services, which includes Reference, Instruction, Collection Development, and Liaison. Continued core responsibilities of service development, personnel management, policy, and strategic planning, and added library assessment and reporting duties. Implemented chat and text reference services as well as led the redesign of the reference desk and services, including scheduling and statistical reporting of research services functions.

Associate Professor and Director of Public Services

2006-2008

Provided leadership and direction to all Public Service and Special Collections departments: Archives, Afghanistan collection, Circulation, Collection Development, Government Documents, Library Instruction, Interlibrary Loan, and Reference. Directly responsible for nine faculty librarians and 15 staff; department includes 10 FTE student assistants. Main responsibilities were service development, personnel management, policy, and strategic planning. Granted promotion to Associate Professor with tenure in 2007.

Southwestern Oklahoma State University, Al Harris Library

Head of Access and Information Services

2001-2006

Administration and management of all public service functions of the library, including circulation, reference, library instruction, interlibrary loan, document delivery, and government documents. Supervision of two faculty librarians, three technicians, and up to 20 student assistants. Conducted library instruction and reference desk duties as well as serving as team leader for library instruction and marketing/promotions teams.

Serials Librarian

1999-2001

Administration and management of serials and binding operations. Administered \$450,000 budget, oversaw processing, cataloging, shelving, deselection, and vendor negotiation. Management of serials in all formats (paper, microform, online). Statistical analysis and reports of serials, microform, and binding operations. Supervision of two FT technicians and one FTE student assistant. Participated in Library Instruction and Reference Desk duties.

Reference and Government Documents Technician

1995-1999

Processed, cataloged, shelved, and weeded Oklahoma and United States federal depository documents collection as well as working 12-15 hours per week on the reference desk. Hired, trained, and scheduled three FTE student assistants for documents and reference departments. Created and maintained statistical and other reporting for both departments.

SELECTED ACCOMPLISHMENTS

University of Nebraska at Omaha Libraries

- Strategic Planning. Prioritization, staffing, and training for initiatives in alignment with UNO strategic plan and five strategic initiatives.
- UNO Digital Commons. Established the institutional repository for the university, including contract negotiation, collaborations with University of Nebraska – Lincoln, presentation to faculty and administrators, and director of repository manager.
- Web of Science. Collaborated with Vice Chancellor for Research and Creative Activity to negotiate a \$250,000 one-time stipend from the Office of Academic and Student Affairs to Criss Library to purchase complete backfiles and fund three years of annual subscription.
- Eugene M. and Sunny S. Thomas “Lead the Way” Digital Signage project. University of Nebraska foundation donor project.
- Sierra Technology Uplift for Innovative Interfaces Client. Negotiated contracts for UNO, UNMC, and UNK. Negotiated discount for all four campuses, including UNL.
- Drafted and negotiated Community Partnership Agreement/License between UNO and the KANEKO for the establishment of the KANEKO-UNO Creativity Library.
- Facilitated Organizational Development initiative, including the ClimateQUAL™ Organizational Climate and Diversity Assessment.
- New service implementation:
 - “Reference Where You Are” Academic Department outreach and course embedded Librarians
 - Digital Commons Institutional Repository
 - KANEKO-UNO Library
 - Virtual reference: Instant Messaging/Chat and Text message reference
 - SCOLA Satellite Programming and Learning Lab
 - UNO Writing Center Satellite and Math and Science Learning Center presence at Criss

- Classroom upgrades: Impero and surround sound systems
- ILLiad Interlibrary Loan, RefWorks, LibGuides, LibAnswers
- Library website redesign
- Participated in the selection of Architects for the Criss Library \$11M whole-library renovation (2007-2009) and Archives/Special collections/Creative Production Lab renovation (2013-2014). Planned service continuity during renovations, and advised Dean and architectural team on space and service planning.
- Established Confluence Wiki for documentation of library policy and procedure.
- Personnel Reorganization resulting in addition of two faculty positions for research services.
- Collaborated with UNO Library Science Education Department to fund graduate assistant position for the library.

Southwestern Oklahoma State University, Al Harris Library

- Redesigned library instruction program and implemented a tiered curriculum incorporating the *Information Literacy Standards for Higher Education*. Achieved 100% participation of English Composition II instructors.
- Facilitated the redesign of the Library's first floor to provide increased visibility and use of the reference collection while offering a more comfortable and inviting area for students.
- Established and administered the ENC Access Center for Mathematics and Science Curriculum materials.
- Directed the retrospective cataloging project for federal documents collection.
- Created the Library Instruction and Promotions and Marketing Teams comprised of members across all library departments.
- Organized the newly created Access and Information Services department, bringing all library student assistants under AIS administration. Cross-trained to work in all library departments, resulting in decreased payroll costs, improved retention, and satisfaction among student assistants.

EDUCATION

University of Nebraska Omaha, Omaha NE

Master of Science, Industrial and Organizational Psychology 2015
 Coursework completed includes Regression Analysis, Analysis of Variance, Performance Criterion and Appraisal, Personnel Selection, Social Psychology, Theory of Measurement and Design, and Facilitation of Collaborative Problem Solving

University of Oklahoma, Norman, OK

Master of Library and Information Studies 1998
 Graduate work included emphasis on reference services, government publications, science and technology librarianship, and Native American library resources and services

Southwestern Oklahoma State University, Weatherford, OK

Bachelor of Science, Marketing 1993
 Minor: Human Resource Management

PROFESSIONAL DEVELOPMENT

- Association of Research Libraries, Washington, DC* 2014
Association of Research Libraries Statistics and Assessment Division. Leading a Strategic Assessment Program in a Research Library.
- Harvard University, Cambridge, MA* 2007
Harvard Institutes for Higher Education and the Association of College and Research Libraries. Leadership Institute for Academic Librarians. Certificate.
- University of Oklahoma Health Sciences Center, Robert M. Bird Library* 1998
Internship, Reference and Serials Services

PRESENTATIONS, SCHOLARSHIP, AND CREATIVE ACTIVITY

Publications and Posters

- DeFrank, A., Arreola, N.J., & Reiter-Palmon, R. (2014). **Constructing Creativity: Wisdom in Everyday Problem Solving.** Poster. Refereed. American Psychological Association, Conference, Washington, D.C.
- DeFrank, A., & Hillyer, N. (2013). **ClimateQUAL® and Thinklets: Using ClimateQUAL® with Group Support Systems to Facilitate Discussion and Set Priorities for Organizational Change at Criss Library.** Evidence Based Library And Information Practice, 8(2), 36-47. Retrieved from <http://ejournals.library.ualberta.ca/index.php/EBLIP/article/view/19549>
- **ClimateQUAL® and Thinklets: Using ClimateQUAL® with Thinklets to Facilitate Discussion and Set Priorities for Organizational Change at Criss Library**
Paper. Presented at Library Assessment Conference: Building Effective, Sustainable, Practical Assessment. Association of Research Libraries, University of Virginia Library, University of Washington Library, co-sponsors. Baltimore, MD. October 27, 2010. Peer-Reviewed.
- **"Engaged Libraries: Service Learning and the Academic Library"**
Poster. Midwest Consortium of Service Learning in Higher Education. Omaha, NE, 2009. With Joyce Neujahr and Nora Hillyer.
- **"What the Text is Happening?: Texting, Mobile Communications and the Academic Library"**
Paper. Presented at Brick and Click: An Academic Library Symposium. Northwest Missouri State University. Maryville, MO 2009. Refereed. Co-written and presented with Linda Parker. Also presented at the Nebraska Library Association Annual Conference, LaVista, NE 2009.
- **"Show Me What You Mean: Visual Literacy and the Academic Library"**
Poster. With Nora Hillyer. Association of College and Research Libraries Biannual Conference, Baltimore, MD 2007.

Presentations

- **ClimateQUAL®: Measuring a Library's Climate for Diversity and Developing Change Strategies for Organizational Improvement.**
Panelist. Joint Conference of Librarians of Color, Ethnic Caucus of the American Library Association, Kansas City, MO. September 21, 2012. Invited.
- **Immersed in Leadership Development: A Week in Cambridge**
Panelist. Joint Conference of Librarians of Color, Ethnic Caucus of the American Library Association, Kansas City, MO. September 20, 2012. Invited.
- **Marketing Your Library: Finding New Ways to Connect with Students and Researchers**
Panelist. American Library Association, Thomson Reuters, Dallas, TX, DeFrank, A., January 22, 2012. Invited.
- **After the Survey: Using Facilitated Discussion and Thinklets to Set Priorities for Change.**
Presentation. ClimateQUAL Partners Meeting. Association of Research Libraries. San Diego, CA. January 7, 2011. Invited.
- **"The Library, Music, Collaboration, and the First Amendment"**
Panelist. Omaha 10-10-10: A Decade In, a Decade Out: A Communication Technology Conference. Omaha, NE. October 11, 2010. Invited.
- **"What the Text is Happening?: Text Reference Options for Libraries"**
Online presentation co-sponsored by the Missouri Association of College & Research Libraries (MACRL) and the Missouri Library Association's (MLA) new Emerging Technology Education Taskforce (ET2). May 17, 2010. Invited.
- **"The Library of 2morro.0."**
Panelist. Nebraska Academic Library Deans and Directors: Technology Trends. Nebraska Library Association, College and University Division Spring Meeting. Omaha, NE May 2010. Invited.
- **"Telling Stories of Libraries and Leadership"**
Presentation. Guardians of Language, Memory and Lifeways: National Institute for Tribal Libraries, Catoosa, OK 2008. Peer-Reviewed.
- **"Wikifying your Workplace: Using Wikis for Internal Library Operations"**
Presentation. Guardians of Language, Memory and Lifeways: National Institute for Tribal Libraries, Catoosa, OK 2008. Invited. Also presented at Nebraska Library Association (with Karen K. Hein) Lincoln, NE 2008.
- **"Going Up to the Balcony: The Organizational Dance and Creative Leadership"**
Presentation. Eastern (Nebraska) Library System Annual Meeting, Bellevue, NE 2008. Invited.
- **"Nebraska Library Futures"**
Panelist. Nebraska Library Association, Lincoln, NE 2008. Invited.
- **"Showing Them What You Mean: Visual Literacy and the University"**
Co-presenter and roundtable discussion facilitator, with Jeremy Lipschultz, Nora Hillyer, and Lisa Green. University of Nebraska at Omaha, Center for Faculty Development, Omaha, NE, 2007.
- **"Visual Literacy Roundtable"**
Panelist. The Learning Horizon: Shining the Light on Instruction and Technology. College of Education and Academic Partnership for Instruction. University of Nebraska at Omaha, Omaha, NE, 2007.
- **"Creating A Cohesive Curriculum: Incorporating the ACRL Information Literacy Standards in a Library Instruction Program"**
Presentation accepted, but not presented. Oklahoma Council of Academic Library Directors' ACRL Standards Symposium, Oklahoma City, OK, 2006

- **Information Services and Serials Management: Building Relationships that Work"**
Presentation. Serials Interest Group for Academic Libraries in Oklahoma, Claremore, OK 2005.
- **"A is for Access: Promoting your ENC Access Center"**
Presentation. ENC Access Centers Southwest Regional Meeting, Austin, TX, 2004.
- **"Library Instruction Program at SWOSU"** Presentation. Council for Oklahoma Information Literacy, Weatherford, OK 2004.
- **"Serials Solutions and other Commercial Vendor Management Solutions for Academic Serials Collections"**
Presentation. Serials Interest Group for Academic Libraries in Oklahoma, Oklahoma City, OK 2001.
- **"Eisenhower National Clearinghouse Access Centers"**
Presentation. Metrodocs, Oklahoma City, OK 2001.
- **"Science and Math Resources on the Web"**
Presentation. Oklahoma ACRL Spring Workshop, Edmond, Oklahoma City, OK. 2001.

Other Scholarship

- **Lifecycle of Scholarly Communication" – Seven-Part Faculty Development Series.** Workshop/Forum Organizer. With Joyce Neujahr and Marvel Maring. Developed, organized, and delivered a series of forums on the lifecycle of scholarly communication from research development to open access publishing. Funded by competitive grant awarded from UNO University Committee on the Advancement of Teaching. September 2010-April 2011.
- **Community Engagement Links. Criss Library Community Engagement Project: Girls, Inc. of Omaha.** University of Nebraska Omaha. 2008-2010.
- **Survey Research.** Texting and Criss Library Reference Service. IRB approved survey research. 2009.

SERVICE

UNIVERSITY

Member. University of Nebraska Consortium of Libraries.	2009-Present
Member. Native American Studies Faculty.	2006-Present
Committee Member, Office of Academic and Student Affairs.	2011-2013
Strategic Initiative: Research and Doctoral Programs.	
Member. Senior Vice-Chancellor for Academic and Student Affairs Search Committee.	2011-2012
Member. Community Engagement Center Building Committee.	2011-2012
Departmental Collaboration Liaison.	
Member. Online Worldwide Distance Education Grants Committee.	2012
Member. Faculty Development Advisory Committee.	2009-2012
Member. Chancellor's Council.	2009-2011
Member. Academic Dean's Forum.	2009-2011
Ex-Officio. University Committee on Library Learning and Resources.	2009-2011
Member. Executive Committee. University Library Friends.	2009-2011
Committee Member. University of Nebraska at Omaha General Education Task Force. University of Nebraska Omaha.	2008-2010

Southwestern Oklahoma State University

Committee Member. Project of Human Subjects Institutional Review Board.	2000-2006
Member. Strategic Goal 4 Action Team.	2001-2003
Principal Grant Investigator. Eisenhower National Clearinghouse for Math and Science Education. ENC Access Center Coordinator.	1998-2005

PROFESSIONAL

Grant Reviewer. Institute of Museum and Library Services, Washington, DC. Native American Library Enhancement Grants.	2000-Present
Committee Member. Data for Library Managers. ALA, LAMA, Measurement, Assessment, and Evaluation section.	2008-2012
Committee Member. Program Committee. Nebraska Library Association, College and University Section.	2009-2010
Committee Member. Education and Training Committee. American Library Association, Library Leadership and Management Association (LLAMA), Public Relations and Marketing section.	2008-2010
Committee Member. Organizational Theory and Practice. ALA, LLAMA, Library Organization and Management section.	2008-2010
Co-Chair. Nebraska Library Futures Task Force.	2008-2009
President. Beta Phi Mu. Lambda Chapter, University of Oklahoma.	2003-2004

HONORS

- **Exceptional Performance Award.** University of Nebraska at Omaha. Dr. C.C. and Mabel L. Criss Library. Recognized by peers and administration for exceptional performance, merit pay awarded. 2007-2010.
- **UNO Step-Up Award.** Awarded to Criss Library Faculty and Staff. University of Nebraska at Omaha. 2006 and 2008.
- **Leadership Forum.** University of Nebraska at Omaha. Invited. 2006-2007.
- **Beta Phi Mu.** International Library and Information Science Honor Society. Lambda Chapter, University of Oklahoma. 1999 initiate.
- **Science and Technology Fellowship.** United States Department of Education HEA II-B Library Resource Development Minority Program Fellowship. University of Oklahoma School of Library and Information Studies. 1997-1998.
- **Allie Beth Martin Scholarship.** Tulsa Library Trust. 1997.
- **Floy Elliot Cobb and H.W. Wilson Scholarships.** University of Oklahoma School of Library and Information Studies 1996-97.

MEMBERSHIPS

- American Library Association(ACRL, LLAMA)
- Beta Phi Mu. International Library and Information Studies Honor Society. Lambda Chapter
- Nebraska Library Association
- Native American Library Association
- Society for Industrial and Organizational Psychologists
- Oklahoma Library Association

TECHNOLOGY

- ILS: NOTIS, DRA, Voyager, iii Millennium, OCLC WMS
- Statistical Software: IBM SPSS and SAS
- Online: Blogging, Confluence and PB Wikis, Facebook, Twitter, Pinterest.
- Devices: Android and iPad, e-readers
- Mobile phone platforms: iPhone, Android, and Blackberry

CONSULTING

Rose Theater, Omaha. Job Analysis and Performance Management System