

JOANNA M ANDERSON

PO Box 70665, Johnson City, Tennessee, 37614
PHONE: 423-439-4714 o E-MAIL: andersonjm@etsu.edu

Education

Ohio Wesleyan University. Delaware, Ohio
August, 1993-April, 1994 August, 1997-April, 1999
Major: Medieval Studies Minor: Humanities-Classics

The Ohio State University. Columbus, Ohio
January, 2000-August, 2003
B.A. in History and English

Kent State University Graduate School. Kent, Ohio
The State Library of Ohio
August, 2004 to May, 2007
Master's of Library and Information Science

Professional experience

November, 2011-Present
East Tennessee State University
Johnson City, Tennessee

Distance Learning Librarian

- Coordinate and provide proactive library services to off-campus and online programs in the ETSU service region, including students in Virginia and North Carolina
- Coordinate and provide proactive library services to off-campus and online programs in the ETSU service region, including students in Virginia and North Carolina
- Promote and create innovative online tools and services for both on-campus and off-campus learners
- Work with circulation and interlibrary loan for materials delivery
- Work closely with university personnel to develop library services necessary for faculty and staff
- Contribute as a reference team member to library services on the main campus
- Provide reference service and library instruction to students and faculty via online tools, including WebEx, Adobe Connect, and Google Hangout, and traditional methods
- Travel to off-campus sites and work a flexible schedule as required

- Assist university departments develop and apply for certification of new Distance Education Cohort Programs, which included Masters of Social Work and a Doctorate of Nurse Practitioner
- Established and promote Chat and SMS reference services, as well as maintain changes in policies
- Participate as virtual librarian in Winter Sessions
- Embedded in The Tennessee Regents Online Campus Collaborative Master's and Bachelor's Degree Courses. Including Professional Studies, Nursing, Education, and Health Administration
- Conduct outreach to College eLearning Liaisons, Continuing Education, Off-campus faculty, and Kingsport Campus Faculty and Staff
- Oversee the expenditure of Ellis Distance Education Foundation Fund

August, 2010-March 2013

Mohave Community College, Distance Learning

Kingman, Arizona

Embedded Librarian

- Utilize online course tools such as discussion forums, blogs, wikis, course mail
- Provide instruction on:
 - o Term paper research
 - o Effective search techniques for locating credible, accurate Web resources
 - o Utilizing subscription-based databases
 - o Citations, bibliographies, works-cited, appropriate formatting, etc.
 - o Tools and techniques for avoiding plagiarism
- Regularly communicate with faculty and students within an online course environment
- Collaborate with faculty to assess students' information literacy skills

July, 2007-September, 2010

Coordinator of Reference Services

Educational Resources Center: Columbus State Community College

Columbus, Ohio

September, 2010-November, 2011

Reference and Instruction Librarian

Delaware Learning Center, Delaware Campus

Columbus State Community College

Delaware, Ohio

- Provided reference assistance and support to students, faculty and staff
- Answered reference questions using a variety of print and electronic resources
- Provided instruction in the research process and in effective use of electronic, print resources, and databases to users with varying skill levels

- Conducted group instruction sessions for students and faculty
- Used Course Management System, Blackboard, to instruct students on Information Literacy
- Researched, evaluated, and selected reference library materials to assist in maintenance and upgrading of reference and general library holdings
- Maintained current working knowledge of various electronic databases used by students, faculty, and staff
- Collaborated with faculty in development of instruction sessions tailored to the curriculum, class assignments, and student readiness
- Provided advice and support to students including interpreting usefulness of reference materials for student projects
- Advised students on selection and focus of topics for research papers, and guided students in development of effective search strategies
- Responded to patron complaints, assess problems and resolve to patron's satisfaction as practicable within policy guidelines and scope of authority
- Functionally supervised assigned staff
- Taught skills needed to identify, locate, access and evaluate information and resources, and develop information literacy knowledge to navigate and locate varying types and formats of information sources
- Performed circulation desk duties including interlibrary lending of materials, checking library materials in and out, collecting fees and fines, and providing circulation information to patrons by phone and in person
- Developed instructional modules for general and course specific library research
- Initiated, planned and developed tutorials and supporting instructional materials for specific databases or research needs and specific user groups

October, 2007-September, 2010

The Ohio State University Department of Linguistics

Columbus, Ohio

Assistant to the Chair and Graduate Studies Coordinator

- Provided support to Dept. Chair and graduate program committee
- Maintained records and statistics
- Maintained graduate student database
- Advised graduate students on program milestones
- Assisted with promotion and tenure case files
- Assisted with Faculty Candidate Searches
- Maintained and develop departmental online newsletter
- Created brochures, flyers, and other materials as needed
- Researched grant opportunities for faculty and graduate students

April, 2005-October, 2007

The Ohio State University: University Libraries

Columbus, Ohio

Interim-Coordinator, Friends of the Ohio State University Libraries

Office Assistant, Administrative Services and Development

- Answered questions from library patrons, Friends members, library personnel and visitors both over the telephone and in person
- Aided patrons in using electronic and print resources
- Guided patrons in locating requested Web materials
- Performed various projects, tasks, and research as requested by librarians and Assistant Directors
- Performed duties for Library Development in their objective to reach a 100 million dollar donation goal for the Main Library Renovation, assisted with major functions, donation intake, and prospect research
- Served as liaison to The Friends of the Libraries Board of Directors
- Researched and gathered information for acquisition budget formulas
- Served on the Library Assessment Committee, 2005-2006
- Attended professional development classes

January, 2007-May, 2007

The Ohio State University: Food, Agriculture, and Environmental Sciences

Library/Library Instruction Department

Columbus, Ohio

Practicum Student

- Supported research, instruction and service to the 7 departments of the School of Environment and Natural Resources in the College of Food, Agricultural and Environmental Sciences (FAES)
- Served as a liaison to FAES faculty, students, and staff
- Helped plan and develop new services, and recommended actions consistent with library system goals and policies
- Assisted in making purchasing decisions for library reference materials
- Provided chat, email, and on-site reference for library users
- Participated in a variety of classroom and Web-based instruction

Practicum Advisor:

Dimeglio, Hannah Maria

Program: Library and Information Science

University of Tennessee

Summer Semester 2015

Courses Taught:

ETSU 1020: Foundations of Student Success. Fall 2016.

Media 5635: Basic Reference Materials. Fall 2014, 2015, 2016.

Educational Leadership and Policy Analysis 6810: Theory of Administration. Spring 2017.

Publications and Presentations**Publications****Peer Reviewed Book:**

Tolley, R., Doucette, W. and Anderson, J. (Accepted). Self-Designed Orientations by International Graduate Students: Targeting Specific Audiences. *Planning Academic Library Orientations: Examples and Strategies From Online Tutorials to Scavenger Hunts*. Cambridge, MA: Elsevier Inc.

Peer Reviewed Journal:

Parrott, D., & Anderson, J. (2015). Distance Education Faculty and Librarian Collaboration: Developing Technological Skills of School Librarian Candidates. *Journal of Library & Information Services in Distance Learning*, 9(4), 266-274. <http://dx.doi.org/10.1080/1533290X.2015.1091425>

Non-Peer Reviewed:

Anderson, Joanna. (Submitted). [Review of the book *Southern Appalachian Farm Cooking: A Memoir of Food and Family*, by R. G. Netherland]. *Tennessee Libraries*.

Anderson, Joanna. (2015). [Review of the book *The Last Billion Years: A Geologic History of Tennessee*, by D. W. Byerly] Knoxville, TN: University of Tennessee Press, 2014. *Tennessee Libraries*, 65(1).

Anderson, Joanna. (2014). [Review of the book *Woody Plants of Kentucky and Tennessee: The Complete Winter Guide to Their Identification and Use*, by Jones, Ronald L. and B. Eugene Wofford] Lexington, KY: The University Press of Kentucky, 2013. *Tennessee Libraries*, 64(4).

Anderson, Joanna. (2014). [Review of the book *The New Encyclopedia of Southern Culture Volume 19: Violence*. Ed. by Amy Louise Wood] Chapel Hill: University of North Carolina Press, 2011. *Tennessee Libraries*. *Tennessee Libraries*, 64(2).

Anderson, Joanna (2013). [Review of the book *Camp Redemption*, by Raymond I. Atkins]. Macon, GA: Mercer University Press, 2013. *Tennessee Libraries*.

Anderson, Joanna. (2012). [Review of the book *Up from These Hills: Memories*

of a Cherokee Boyhood, by Leonard Carson Lambert, Jr., as told to Michael Lambert] Lincoln: University of Nebraska Press, 2011. *Tennessee Libraries*, 62(2).

Anderson, Joanna. (2012). Job hunting---one experience. Commentary, *Tennessee Libraries*, 62(1).

Professional Presentations

Peer-Reviewed Presentations:

Discover the New Adult Trend and Capture 18-24 Readers'

Attention. (Accepted). With Brooke Lyon. Tennessee Library Association 2017. Knoxville, Tennessee, April, 6, 2017.

Instant, Easy, Free Cloud Computing With Google and Microsoft 365. (Accepted). With Wendy Doucette. Tennessee Library Association 2017. Knoxville, Tennessee, April, 6, 2017.

Embedded Librarianship: A Conversation About What Works in Class. With Amy Lippo, Janine Pino, & Laura Sheets. TNeCampus Library Summer Academy 2016. Nashville, Tennessee, June 29, 2016.

They've Already Come (Now We Need to Build It): Constructing a First-Year Experience for Graduate Students. With Wendy Doucette. ACRL-IS Session Presentation: American Library Association Annual Meeting 2016. Orlando, Florida, June 25, 2016.

Make Them Get Their Heads in the Clouds: Is it Worth Teaching Digital Natives the Importance of Cloud Based Technology? The Innovative Library Classroom 2016. Radford, Virginia, May, 12, 2016.

Embedding Student Support into Boot Camp: Research, Citation and Data Management at the Point-of-Need and Beyond. With Wendy Doucette. The Electronic Theses and Dissertations Conference 2015. Austin, Texas, September 29, 2015.

Power Up the Connection: Multimedia Resources to Engage All Readers. With Deborah Parrott & Renee Lyons. International Literacy Association Conference 2015, St. Louis, Missouri. June 18, 2015.

Stop, Innovate, and Listen: Librarian and Faculty in Collaboration. ROCC's Summer Academy, Knoxville, TN. June 17, 2015.

Gaming in Library Instruction. LIRT Session Presentation: American Library Association Annual Meeting 2014, Las Vegas, Nevada. June 29, 2014.

Making the Connection: Connecting Children to Books through Multimedia. With Deborah Parrott & Renee Lyons. Tennessee Association of School Libraries Summer Workshop 2013, Gatlinburg, Tennessee. June 28, 2013.

Distance Education and InterLibrary Loan Services in Student Success: Allies in the library. With Alison DePollo. Tennessee Regents Online Campus Collaborative Summer Academy 2012, Memphis, Tennessee. June 20, 2012.

Best Practices for Embedded Librarians: Strategies for Successful Online Library Services. Distance Library Services Conference 2012, Memphis, Tennessee. April 19, 2012.

Start Where They Are: Google and Google Scholar, a Gateway to Database Research? LIRT Session Discussion Program: American Library Association Annual Midwinter Meeting 2012, Dallas, Texas. January 22, 2012.

Peer Reviewed Posters:

Doucette, W., & Anderson, J.M. (2016, June). *Boosting Boot Camp: Embedded Librarians Coach Students to Graduation Finish Line!* Poster presented at the American Library Association Annual Conference. Orlando, FL.

Professional Service Programs:

Intentional Teaching Online: Using Instructional Design to Enhance Distance Library Education. Association of College and Research Libraries Session Presentation: American Library Association Annual Meeting 2015, San Francisco, CA.

The Big (and not so) Easy: Helping Students Transition to College. Learning and Instruction Round Table User Services Program: American Library Association Annual Meeting 2011, New Orleans, LA. June 26, 2011.

Helping Students Transition to College Session. Round Table Leader. Association of College and Research Libraries Instruction Section Session: American Library Association Annual Meeting 2010, Washington, D.C. June 26, 2010.

Research Projects:

Anderson, J. Submitted to Institutional Review Board. Utilizing the Beile Test to explore the information-seeking behavior of advanced nursing degree students.

Grants:

Shakespeare and His First Folio: A Traveling Exhibition. (Unfunded). American Library Association and Folger Library. East Tennessee State University, 2014.

Service to ETSU

Library Service

Sherrrod Library

2016-Present International Student Outreach Taskforce
Role: Member

- Activities: As assigned
- 2015-Present Sherrod Library Room 309 Redesign Committee
Role: Member
Activities: As assigned
- 2015-Present Primo Design & Discovery Committee
Role: Member
Activities: As assigned
- 2013-Present Collection Development Committee
Role: Member
Activities: As assigned
- 2014-Present Website Redesign Committee
Role: Member
Activities: As assigned
- 2014-2015 Training and Development Committee
Role: Chair
Activities: Planned several training sessions and one full training day.
- 2013-2016 Student Advisory Council
Role: Member
Activities: As assigned
- 2013-2014 Outreach Committee (expired)
Role: Member
Activities: As assigned
- 2012-2015 Curriculum Instruction Committee (expired)
Role: Member
Activities: As assigned
- 2012-2014 Tutorials Committee (expired)
Role: Member
Activities: As assigned
- 2012-2013 Patron Driven Acquisitions Committee (expired)
Role: Member
Activities: As assigned
- 2012-2013 Academic Commons Committee (expired)
Role: Member
Activities: As assigned

The Ohio State University Libraries

- 2006-2007 University Library Assessment Committee
Role: Member
Activities: As assigned

University Service

East Tennessee State University

- 2013-Present Reentry Scholarship Committee
Role: Member
Activities: As assigned
- 2012-Present Writing Across the Curriculum Committee
Role: Member
Activities: As assigned
- 2012-Present Undergraduate Curriculum Committee
Role: Member 2012-2014
Secretary 2015-2016
Activities: As assigned
- 2012-2014 Task Force to Improve Summer and Winter Sessions
Role: Member
Activities: As assigned

Columbus State Community College

- 7/2011-11/2011 Foundations of Excellence in the First Year Experience Transf
Bound Student Study, Columbus State Community College
Role: Member
Activities: As assigned

Tennessee Board of Regents Services

- Planning Committee: TNeCampus Library Summer Academy 2016. Nashville,
Tennessee, June 29, 2016.

Local and National Service

Association Memberships

- ALA - American Library Association
RUSA - Reference and User Services Association
CJCLS - Community and Junior College Libraries Section
ACRL - Association of College and Research Libraries
- Distance Learning Section
- Instruction Section
LIRT - Library Instruction Round Table
LITA - Library and Information Technology Association
- Distance Learning Interest Group
- Emerging Technologies Interest Group

Committee Memberships:

7/2014-Present Library Information and Technology Association/Distance Learning

Interest Group

Role: Member

Activities: As assigned

2011-2016 Association of College and Research Libraries/Distance Learning Section (DLS) Instruction Committee

Role: Member

Activities: As assigned

2011-2012 Library Instruction Round Table (LIRT) Steering Committee

Role: Member

Activities: As assigned

2009-2012 Library Instruction Round Table (LIRT) Transitions to College Committee

Role: Co-Chair, 7/2011-07/2012

Member, 7/2009-6/2012

Technology Skills: Springshare Products. Adobe PDF Professional, Microsoft Word, Excel, Library 2.0, Course Management Systems. SoftChalk, Camtasia and Captivate. Open source software such as Prezi, Jing, and Screencast and Screen Sharing Technologies, such as JoinMe. Social networking technologies. Microsoft Publisher, Adobe CC, HTML, wikis, blogs, Google products and Integrated Library Systems.