

JENNIFER A. KEACH

E-MAIL: KEACHJA@JMU.EDU

EDUCATION

Master of Adult Education/Human Resource Development, James Madison University, Harrisonburg, Virginia, 2016.

Thesis: “Exploring the Role of Networks and Proximity for Communication Satisfaction in an Academic Library”

Master of Library Service, University of Alabama, Tuscaloosa, Alabama, 1994.

Bachelor of Arts, English, James Madison University, Harrisonburg, Virginia, 1991.

CERTIFICATIONS

Appreciative Inquiry Facilitator, Center for Appreciative Inquiry, Las Vegas, 2015.

MBTI® Facilitator, OKA (Otto Kroeger Associates), Fairfax, Virginia, 2012.

PROFESSIONAL EXPERIENCE

Coordinator of Organizational Learning and Development (July 2014 to date)

James Madison University Libraries, Harrisonburg, Virginia

- Instructional Faculty. Promoted from Associate Professor to Professor (April 2015).
- Provides leadership for organization-wide training and development programs to support JMU Libraries, an organization of approximately 150 employees.
 - Designed and continue to develop and deliver a career development program for employees in a blended learning environment.
 - Support manager professional development for more than 50 senior and middle managers through peer learning, training, and consulting.
 - Provide one-on-one coaching, custom group training, and facilitated conversations in support of employee, team, and organizational needs.
 - Support employee engagement, organizational communication, and collaboration through the development and coordination of networking events, facilitation, and recommendations for organizational change.
 - Co-chair two cross-functional committees: Organizational Learning Committee and the Staff Association.
- Participates in governance through active membership within the Libraries Leadership group and the Libraries Faculty Assembly. Actively participated as a member of Dean’s Executive Council from July 2014 until July 2017.

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- Served as liaison librarian to the School of Media Arts and Design (until May 2016). Provided instruction in media law, free speech, film, and journalism research for an average of 300 students per year. Managed library collection in support of curriculum, in collaboration with a co-liaison.
- Title and organization name variations without significant change in responsibilities: Director of Organizational Learning and Development (May 2016 to July 2017); Director of Organizational Development (July 2014 to May 2016). The organization changed name from Libraries & Educational Technologies to Libraries in July 2018 without significant change in mission.

Adjunct Faculty, Adult Degree Program (August 2018 to April 2019)

James Madison University College of Outreach & Engagement, Harrisonburg, Virginia

- Teach 3-credit online course for adult students: HRD 240 Foundations of Human Resource Development.
- Serve as project advisor and teacher of record for nontraditional students seeking their Bachelor's degree.

Faculty Member in Residence, Salamanca Semester Abroad (May to July 2012)

James Madison University International Programs, Harrisonburg, Virginia

- Provided support to JMU students studying abroad in Spain and developed Faculty Member in Residence handbook for Salamanca program.

Director of Digital Services (January 2004 to July 2014)

James Madison University Libraries & Educational Technologies, Harrisonburg, Virginia

- Instructional Faculty. Promoted from Assistant Professor to Associate Professor in April 2008.
- Provided leadership and management for a highly productive and dynamic library department managing technology to meet the needs of users and employees of Libraries & Educational Technologies. Responsibilities of the department included technology support, web presences, user experience, and computing infrastructure.
 - Oversaw the formation of Digital Services department in 2004. Established departmental standards for communication, project management, usability, and accessibility.
 - Directly supervised four faculty members and one part-time technology professional. Indirectly supervised seven additional technology, design, and statistical analysis professionals. Increased department size by nine employees between 2004 and 2012.
 - Provided project management and training, and advised on information architecture and design for major projects including SharePoint implementation, public website redesigns, and custom applications including for room scheduling and citation help.

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- Participated in governance through active membership on Library & Educational Technologies Management Council, Library Public Service Directors, the Librarian Faculty Assembly, and the campus-wide Information Technology/Educational Technology leadership group.
- Served as liaison librarian to the School of Media Arts and Design. Provided instruction and advanced reference assistance for students and faculty. Managed library collection in support of curriculum, in collaboration with a co-liaison (2011-2014). Provided general reference desk service (2004 to 2009).
- Title variation without significant change in responsibilities: Head of Digital Services (January 2004 to April 2008).

Electronic Services Librarian (March 2002 to December 2003)

James Madison University Libraries, Harrisonburg, Virginia

- Coordinated evaluation, selection, management, and training for online resources provided by the library for student, faculty and community research. Coordinated online reference service. Oversaw public computing with 50 networked PCs. Supervised one full-time paraprofessional.
- Served as liaison librarian for the School of Communication Studies and for the School of Media Arts and Design. Provided instruction for approximately 21 class sessions per year. Managed library collections including serials reviews, database evaluations, and monograph selection. Provided general reference service.

Collection Development Librarian (July 1998 to April 2002)

Bridgewater College, Bridgewater, Virginia

- Coordinated selection and managed budget for monographs, online resources, periodicals, and audiovisual materials in all subject areas. Managed periodical collection including acquisitions, processing, and stack maintenance.

Reference / Information Technology Librarian (August 1996 to June 1998)

Bridgewater College, Bridgewater, Virginia

- Evaluated, selected, and managed bibliographic databases. Led development and maintenance of library's first web site and online information literacy tutorial. Served as liaison to campus computing. Provided reference service 30 hours a week. Provided interlibrary loan service.

Public Services Librarian (September 1994 to July 1996)

Hampden-Sydney College, Hampden-Sydney, Virginia

- Coordinated information literacy program. Provided reference service 20 hours a week. Managed reference databases and other online research resources. Implemented and administered integrated library system (Innovative Interfaces). Served as liaison to campus computing center.

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TEACHING

- HRD 240: Foundations of Human Resource Development (Spring 2019). Online course taught through Canvas.

FACILITATING AND CONSULTING

- Teambuilding retreats for various higher education and non-profit agencies. Client names available upon request. (2013 to date)
- Workshops for James Madison University Talent Development, 3 to 3.5 hours each (2013 to date)
 - “Plan Your Career through Preferences and Interests” facilitated June 2018.
 - “Introduction to the Myers-Briggs Type Indicator®” facilitated annually 2013 to date.
 - “Myers-Briggs Type Indicator® Temperaments” facilitated 2013, 2015-2017, 2019.
 - “Myers-Briggs Type Indicator® and Type Dynamics” facilitated 2013-2015.
 - “Myers-Briggs Type Indicator® and Conflict” facilitated 2014-2015.
 - “Myers-Briggs Type Indicator® and Communication” facilitated 2013.
- “LLAMA Webinar: Library Leadership and the Myers-Briggs Type Indicator®” Library Leadership and Management Association. National online webinar held June 2013.
- “Web Project Management for Academic Libraries” 3 hour post-conference workshop with Jody Condit Fagan. Computers in Libraries Annual Conference. Arlington, Virginia, held April 2009.

PRESENTATIONS

NATIONAL

- Keach, J. A. (June 2018). *Are we successful if everyone stays? Creating and evaluating a career development program that supports your employees and your library.* Presentation at the 2018 American Library Association Annual Conference, New Orleans, Louisiana.
- Keach, J. A. and Lane, C. (June 2018). *Great libraries open doors: Collaborating with student career services to support library employees.* Poster session presented at American Library Association Annual Conference. New Orleans, Louisiana.
- Keach, J. A. & Haworth, E. (April 2013). *World wide librarians: Reaching and serving students studying abroad.* Poster session presented at the Association of College & Research Libraries Conference. Indianapolis, Indiana.
- Keach, J. A. & Fagan, J. C. (March 2011) *No more design by committee: Strategies for building lean mean web project teams.* Paper presented at the Association of College & Research Libraries Conference. Philadelphia, Pennsylvania.
- Keach, J. A. & Fagan, J. C. (November 2010). *Web project management for educational environments.* Presentation at the edUi Conference. Charlottesville, Virginia.

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- McCabe, J. A. & Keach, J. A. (October 2005). *Collaborative Library Instruction Repository (CLIR)*. Presented at the EDUCAUSE Annual Conference. Orlando, Florida.

STATE AND REGIONAL

- Keach, J.A. and Lane, C. (September 2018). *What's your next step? Offering a career development program for library employees*. Poster session presented Virginia Library Association Annual Conference. Williamsburg, Virginia.
- Keach, J. A. (October 2017). *I heart communication: Exploring communication satisfaction in the library*. Poster session presented at Virginia Library Association Annual Conference. Norfolk, Virginia.
- French, R., Keach, J. A., Price, E., Thomas, S., & Trocchia, M. (October 2017). *You are welcome here: The Genesis and evaluation of a new employee orientation program within the library*. Poster session presented at Virginia Library Association Annual Conference. Norfolk, Virginia.
- Keach, J. A. (March 2017). *The infinite value of partners*. Keynote address presented at the meeting of the Virginia Association of School Librarians (Shenandoah Region). Weyers Cave, Virginia.
- Calcagno-Roach, J., Keach, J. A., Lane, M., Paulo, J., Sandridge, C., & Thompson, L. (October 2012). *Experimenting in an iPad sandbox*. Poster session presented at the Virginia Library Association Conference. Williamsburg, Virginia.
- Keach, J. A. (June 2007). *Collaborative Library Instruction Repository at JMU*. Presented at the Virtual Library of Virginia (VIVA) Learning Objects Portal Planning Summit. Charlottesville, Virginia.

LOCAL (SELECTED)

- Keach, J. A., Harris, R. & Langridge, N. (April 2009). *Diversity is personal: IMPACT3 and Huguenot High School*. Poster session presented at the Diversity Conference. James Madison University. Harrisonburg.

PUBLICATIONS

BOOKS

- Fagan, J. C. & Keach, J. A. (2009). *Web Project Management for Academic Libraries*. London: Chandos Publishing.

ARTICLES

- Fagan, J. C. and Keach, J. A. (2011). "Managing web projects in academic libraries." *Library Leadership & Management*, 25(3).

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- Keach, J. A. (2010). "Change is good: The role of the librarian as project manager." *Library Management Today*, 1(3). Revised and reprinted as "Project management as a core competency for librarians" at <http://libraryworksucess.wordpress.com>
- Fagan, J. C. & Keach, J. A. (2010). "Build, buy, open source, or Web 2.0? Making an informed decision for your library." *Computers in Libraries*, 30(6).

OTHER

- American Library Association Learning Round Table. (December 2018). *Managing Conflict for Supervisor Success*. Online learning modules published through WebJunction. (I served as co-leader of the development team.)

PROFESSIONAL SERVICE

NATIONAL, STATE, AND LOCAL

- Member (2017 to date) ♦ Supervisor Success Symposium Committee, Learning Round Table, American Library Association.
- Mock interviewer (2011 and 2017) ♦ Association of College & Research Libraries Conference.
- Volunteer web support (2012-2013) ♦ Harrisonburg (VA) International Festival.
- Mentor (2008-2012) ♦ Huguenot High School (Richmond, VA).
- Web Manager (2005-2006) ♦ Virginia Library Association-Association of College & Research Libraries (VLACRL).
- Member (1998-1999) ♦ Membership Committee, Virginia Library Association.
- Chair (1998-1999) ♦ Region VI, Virginia Library Association.
- Chair (1996) ♦ Microcomputer Interests Forum, Virginia Library Association.

CAMPUS

- Member (2015-2017) ♦ Work-Life Balance and Wellness Advisory Council.
- Member (2014-2015) ♦ Global Engagement Center Council/Office of International Programs Council.
- Leadership Coach (2016-2017), Madison Project Coach (2009-2010), Member, Planning Group for Annual Alumni Event (2008-2009) ♦ JMU IMPACT3 Leadership Program.
- Co-Leader (2009) ♦ May Hurricane Relief Trip, Alternative Break Program, James Madison University Office of Service Learning.
- Chair (2005-2006) ♦ Information Design Team, JMU OneWeb Project, James Madison University Office of Marketing.
- Evaluator (2004-2007 and 2009) ♦ Communication Evaluation Conference, James Madison University Department of Communication Studies.

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- Member (1999-2002) ♦ Bridgewater College Web Development Committee, Bridgewater College Computing Department.
- Member (1999-2000) ♦ Academic Technology, SACS Self-Study, Bridgewater College.

JMU LIBRARIES

Search Committee Service at James Madison University Libraries:

- Member (2018-19) ♦ Dean of Libraries.
- Member (2017) ♦ Psychology Librarian.
- Chair (2015) ♦ Education Librarian.
- Chair (2013) ♦ Special Collections Librarian.
- Chair (2011) ♦ Digital Services Assistant.
- Member (2011) ♦ Digital User Experience Librarian.
- Member (2010-2011) ♦ Assistant Director of East Campus Library Services.
- Chair (2008-2009) ♦ Assistant Director of Carrier Public Services.
- Chair (2007) ♦ Head of Acquisitions.
- Chair (2006) ♦ Web Manager.
- Chair (2006) ♦ Systems Analyst.
- Member (2005) ♦ English Librarian.
- Chair (2004) ♦ Web Manager.
- Chair (2003-2004) ♦ Digital Services Librarian.
- Member (2003) ♦ Serials Specialist.
- Member (2003) ♦ Acquisitions / Collection Development Librarian.

Standing Committee Service at James Madison University Libraries:

- Chair (2018-2019), Member (2017-2018), Member (2002-2003) ♦ Personnel Advisory Committee.
- Co-Chair (2016 to date) ♦ Organizational Learning Committee.
- Co-chair (2015 to date), Member (2006-2008) ♦ Staff Association.
- Member (2008 to date) ♦ Libraries Leadership (former names: LET Leadership/Management Council).
- Member (2014-2017) ♦ LET Dean's Executive Council.
- Member (2013-2016) ♦ Intranet Governance Committee.
- Member (2013-2016), Chair (2009-2010), Member (2008-2009) ♦ Library Travel Committee.
- Chair (2011-2016) ♦ Disaster Plan Communications Team.
- Member (2015), Member (2013) ♦ L&ET Faculty & Staff Meeting Coordinators.
- Member (2004-2014) ♦ Information Technology-Educational Technology (ITET) Group, James Madison University.

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- Chair (2004-2007) ♦ Libraries Web Projects Team.
- Member (2004), Chair (2003), Member (2002-2003) ♦ Collection Development Committee.
- Member (2002-2004) ♦ Staff Development Committee.

Task Force Service at James Madison University Libraries:

- Co-Chair (2013-2015) ♦ Balanced Scorecard Workplace Initiative Task Force.
- Chair (2012-2013) ♦ L&ET Intranet Governance Task Force.
- Co-Chair (2010-2011) ♦ Intranet Tools Evaluation Task Force.
- Member (2009-2010) ♦ Assessment Task Force.
- Member (2007-2008) ♦ East Campus Library [Construction] Steering Committee.
- Member (2003) ♦ Database Promotion/Brown v. Board of Education Committee.
- Member (2002-2003) ♦ Small Business Association Gateway Team.

CONTINUING EDUCATION

Selected Non-Credit Courses

- Designing & Delivering Modern Training for the Workplace (online course) ♦ Centre for Modern Workplace Learning ♦ March-April 2018.
- Up & Running with WebEx Training Center (online course) ♦ Lynda.com ♦ November 2017.
- Essentials of Creating Effective Career Development Programs (online course) ♦ Association of Talent Development ♦ May-June 2016.
- IMPACT3 Leadership Program (2 semesters) ♦ James Madison University ♦ September 2007-May 2008.

Selected Credit Courses

- Nonprofit Management, PUAD 570 (3 credits) ♦ James Madison University ♦ Fall 2015.
- Program Evaluation and Measurement in Adult Education/Human Resource Development, AHRD 640 (3 credits) ♦ James Madison University ♦ Fall 2014.
- Learning Theories and Practice, EDUC 641 (3 credits) ♦ James Madison University ♦ Fall 2014.
- Principles of Instructional Design, LTLE 610 (3 credits) ♦ James Madison University ♦ Spring 2014.
- Performance Analysis and Needs Assessment, AHRD 600 (3 credits) ♦ James Madison University ♦ Spring 2014.

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- Design & Development of Digital Media, LTLE 570. (3 credits) ♦ James Madison University ♦ Fall 2013.
- Principles of Microeconomics, ECON 201 (3 credits) ♦ James Madison University ♦ Spring 2013.
- Introduction to Statistics & Measurement, PSYC 600 (3 credits) ♦ James Madison University ♦ Fall 2012.
- Beginning Spanish, SPA 101 & 102 (8 credits) ♦ James Madison University ♦ Fall 2011 & Spring 2012.
- Advanced Composition, ENG 396 (3 credits) ♦ James Madison University ♦ Fall 2010.
- Managerial Finance, MBA 504 (3 graduate credits) ♦ James Madison University ♦ Fall 2007.
- Management & Organizational Behavior, MBA 501 (3 graduate credits) ♦ James Madison University ♦ Summer 2007.
- Seminar in Technical and Scientific Communication, TSC 510 (3 graduate credits) ♦ James Madison University ♦ Fall 2003.