

Rebecca M. Marrall

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[SelectedWorks](#) – [Google Scholar](#) – [LinkedIn](#)

Education

University of Hawai'i at Manoa, Honolulu, Hawai'i
Master's in Library and Information Science
2010 (*Magna cum laude*)

Portland State University, Portland, Oregon
B. S. Anthropology
2008 (*Summa cum laude*)

Lane Community College, Eugene, Oregon
Transfer, Anthropology
2005 (*Summa cum laude*)

Employment

Director of Technology & Discovery Services

Western Washington University Libraries (April 2018 – Present)

Summary: As the Director of Technology & Discovery Services, I manage the unit responsible for the optimal access to and use of different technologies within Western Washington University Libraries' environment. We collaborate with internal and external stakeholders to integrate innovative approaches into the management of our technological infrastructures; provide an excellent user experience for our staff, students, faculty, and community patrons while using the Libraries' online resources; and strive to eliminate barriers to the discovery of and the access to scholarly and academic resources. Specific duties include but are not limited to...

Supervision: Lead the members of the Technology & Discovery Services Division in providing comprehensive information technology services to students, staff, faculty, and community members at Western Washington University Libraries.

Web Presence & User Experience: Chair the Usability & Design Working Group. Promote awareness of, and best practices associated with, usability and electronic accessibility principles to promote the best possible user experience for the Western Libraries community. Advocate for and support effective electronic teaching and learning tools for employees at Western Washington University Libraries.

Hardware, Software, and Infrastructure Management: Manage the employee workstation replacement and/or computer lab upgrade cycles. Acquire hardware peripherals to facilitate employee effectiveness. Liaise with information technology entities throughout the University community to ensure optimal operations of IT infrastructure, web presence, and assorted equipment.

Diversity, Equity, & Inclusion: Serve as the Accessibility point person for the organization and partnered with the Disability Access Center.

Discovery Services Librarian, Head of the Resource Discovery Unit

Western Washington University Libraries (June 2015 – March 2018)

Supervision: Led the members of the Resource Discovery Unit in web, online communication, and electronic teaching and learning support to students, staff, faculty, and community members at Western Washington University Libraries.

Web Presence & User Experience: Chaired the Usability & Design Working Group. Promoted awareness of, and best practices associated with, usability and electronic accessibility principles to promote the best possible user experience for the Western Libraries community.

Technology: Chaired the OneSearch Management Team, the working group responsible for managing the discovery interface at Western Libraries. Provided tools and knowledge to colleagues about the shared discovery platform and consulted with regional partners (i.e., the Orbis Cascade Alliance) on best practices, processes, and co-management strategies.

Diversity, Equity, & Inclusion: Served as the Accessibility point person for the organization and partnered with the Disability Access Center.

Diversity & Disability Services Librarian

Western Washington University Libraries (July 2012 – May 2015)

Technology: Chaired the OneSearch Management Team, the working group responsible for managing the discovery interface at Western Libraries. Provided tools and knowledge to colleagues about the shared discovery platform and consulted with regional partners (i.e., the Orbis Cascade Alliance) on best practices, processes, and co-management strategies.

Reference & Instruction: Conducted in-depth reference interviews with students, staff, faculty, and community members. Taught undergraduate credit courses. Liaised with Communication Studies Department and created subject-specific workshops, online learning objects, and consultations. Chaired or served on several library and University committees.

Diversity, Equity, & Inclusion: Served as the Accessibility point person for the organization and partnered with the Disability Access Center. Arranged internal trainings, public events, and informational guides on diversity, equity, and inclusion topics and practices.

Diversity Resident Librarian

Western Washington University Libraries (November 2010 – June 2012)

Reference & Instruction: Conducted in-depth reference interviews with students, staff, faculty, and community members. Taught undergraduate credit courses. Liaised with Communication Studies Department and created subject-specific workshops, online learning objects, and consultations. Chaired or served on several library and University committees.

Diversity, Equity, & Inclusion: Served as the Accessibility point person for the organization and partnered with the Disability Access Center. Arranged internal trainings, public events, and informational guides on diversity, equity, and inclusion topics and practices.

Instruction

Demographic Outreach

From November 2010 to May 2015, I engaged in outreach with specific demographics at Western Washington University. I worked with first generation to college and transfer students through both the Freshman Interest Group courses and the annual Transition Fairs for incoming transfer students who enrolled at Western Washington University. These activities ranged from creating learning objects, staffing events, and holding office hours for one-on-one consultations.

Furthermore, from January 2011 to present, I have proactively partnered with the Disability Access Center to evaluate and modify library spaces, materials, and practices to ensure an inclusive educational experience for students with disabilities. I currently chair Western Libraries' Accessibility Working Group and serve on the university-wide IT Accessibility Committee and Disability Advisory Council.

General Credit-Bearing Curriculum

As a faculty librarian at Western Washington University and in addition to the subject librarianship and original credit instruction in which I engaged, I also participated in the general credit instruction program. I taught the flagship undergraduate course, Introduction to Research Strategies, several times in multiple modalities.

LIBR 201: Introduction to Research Strategies

- *Online Courses* (Summer 2011, CRN 31541; Fall 2011, CRN 44187; Summer 2012, CRN 31031; Spring 2016, CRN 22157).
- *Face-to-Face Courses* (Spring 2011, CRN 23140; Winter 2014, CRN 13598; Fall 2014, CRN 40915).

LIBR 300: Independent Study – Library Spaces (Winter 2011, CRN 10541).

LIBR 300: Independent Study – Scholarly Communication (Spring 2013, CRN 20535).

LIBR 300: Independent Study – Digital Divide (Fall 2014, CRN 40467).

LIBR 403: Research Tutorial – Co-Taught with Associate Professor Sylvia Tag (Winter 2011, CRN 11739).

Original Credit-Bearing Curriculum

As a faculty librarian at Western Washington University, I was fortunate to have the opportunity to design, deliver, and assess original credit courses. Each course required original curriculum and learning outcomes and were vetted by both the Western Libraries Curriculum Committee and the University's Academic Coordination Committee. Syllabi are available upon request.

LIBR 197: Research Strategies for Academic Success (Winter 2013, CRN 13712)

LIBR 320: Literacy through Graphic Novels (Summer 2014, CRN 22778)

LIBR 397C: The Digital Divide (Fall 2012, CRN 43708)

Subject Specific Instruction

From March 2011 to May 2015, I served as the Subject Liaison Librarian for the Communications Studies Department at Western Washington University. During that time, I

partnered with departmental faculty to co-create, deliver, and assess subject-specific curriculum. Materials included online learning objects (e.g., videos, quizzes, and LibGuides), presentations, library workshops and activities, and office hours / one-on-one consultation.

Scholarship

Grants & Research Activity

“Women of Color in Speculative Fiction: An Annotated Bibliography of Authors.” Annotated Bibliography, American Library Association Carnegie-Whitney Award, February 2015 – November 2016. Published in October 2016 ([Available here](#)).

Description: Awarded \$2,200 by the Carnegie-Whitney Committee for the creation of a tertiary electronic resource which focuses upon authors who are women of color (i.e., non-Caucasian), and who write speculative fiction. Examples of these authors include Octavia Butler, N. K. Jemisin, Daina Chaviano, Jewelle Gomez, and Malinda Lo. For some background, “speculative fiction” is an umbrella term for science fiction, fantasy, and some horror, all of which have literary and popular merit (Urbanski 2007). Historically, this field has been dominated by male authors of largely Caucasian descent; women and/or people of color have not been equitably represented in this genre. Completed in October 2016, this annotated bibliography is designed to raise awareness about underrepresented authors who bring unique perspectives to this genre.

Usability & Design Working Group, Western Washington University Libraries, Sept. 2015 – Present.

Description: The Western Libraries Usability & Design Working Group works with constituents to gather, analyze, and interpret usability data to improve our users’ experience with online services ([Reports and other materials are available here](#)).

“Emerging Leaders: Library as Publisher.” National Qualitative Survey, American Library Association – Reference and User Services Association, May – June 2015.

Description: Designed and conducted a nationally distributed qualitative electronic survey as part of a project affiliated with the 2015 Emerging Leaders Program of the American Library Association. The goal of the survey was to identify how the Reference and User Services Association could support professionals providing library publishing services. The survey was completed in June 2015, with a total of 277 participants ([Available here](#)).

Monographs

Marrall, R. M. (2020). *Developing a Library Accessibility Plan: A Practical Guide for Librarians*. Lanham, MD: Rowman & Littlefield.

Marrall, R. M. & Oleen, J. K., Eds. (2016). *The research process: Strategies for undergraduate students*. Bellingham, WA: Western CEDAR. URL: http://cedar.wvu.edu/research_process/

Note: A companion text, *The Research Process: Instructor’s Workbook*, [can be found here](#).

Articles, Book Chapters, and Reports

- Marrall, R. M. (2016). "OneSearch." *The research process: Strategies for undergraduate students*. Bellingham, WA: Western CEDAR. URL: http://cedar.wvu.edu/research_process/4/
- Marrall, R. M. & Oleen, J. K. (2016). "Web literacy." *The research process: Strategies for undergraduate students*. Bellingham, WA: Western CEDAR. URL: http://cedar.wvu.edu/research_process/6/
- Smith, P. & Marrall, R. M. (2016). "Find and evaluate information sources." *The research process: Strategies for undergraduate students*. Bellingham, WA: Western CEDAR. http://cedar.wvu.edu/research_process/3/
- Marrall, R. M. (2016). "Assistance animals in the library: How one academic library developed Best Practices." *Reference & User Services Quarterly*, 56(1), pp. 8-13. (Peer/Editor Reviewed)
- Marrall, R. M. (2016). "Sequential art in library credit instruction: Exploring multiple literacies through graphic novels, comics, and comix." *Behavioral & Social Sciences Librarian*, 35(1), pp. 32-41. (Peer Reviewed)
- Boatright, B., Boyce, C., Espinosa, S., Kent, A., and Marrall, R. M. (2015). "Report: Library as publisher? A new initiative for RUSA?" American Library Association's Reference and User Services Association, Chicago, IL.
- Marrall, R. M. (2015). "Western Washington University: Diversity Unconference." *Washington State Chapter of the ACRL Newsletter*, 2015(75), pp. 6.
- Marrall, R. M. (2015). "Developing Best Practices for Serving Transgender Patrons at Academic Library Service Points." In *Creating Sustainable Community: The Proceedings of the ACRL 2015 Conference, March 25-28, Portland, Oregon*. Ed: Dawn M. Mueller. Retrieved from http://www.ala.org/acrl/sites/ala.org.acrl/files/content/conferences/consandpreconfs/2015/ACRL2015_A.pdf (Peer Reviewed, Contributed Paper/Conference Proceedings)
- Marrall, R. M. (2014). "Teaching the Digital Divide: Connecting students to community, knowledge, and service learning." *Library Philosophy & Practice*, 2014 (1126). Retrieved from <http://digitalcommons.unl.edu/libphilprac/1126/> (Peer Reviewed)
- Marrall, R. M. (2013). "Multicultural education through graphic novels." In *Graphic Novels and Comics in the Classroom: Essays on the Educational Power of Sequential Art*. Eds: Carrye K. Syma & Robert G. Weiner. McFarland Press. (Peer Reviewed)
- Gossett, J. G., Stephan, E. & Marrall, R. (2011). "Implementing reference statistics collection software at multiple library service points." *New Library World*, 113(5/6), pp. 235 - 248. (Peer Reviewed)
- Marrall, R. M. (2011). "Steampunk: A Genre Whose Time Has Come." *Readers' Advisory News* (Libraries Unlimited). Article located [here](#).
- Marrall, R. M. (2007). "Urbanism and North American Funerary Practices." *Portland State McNair Journal*: Portland, OR. Located [here](#). (Undergraduate Thesis).

Presentations & Poster Sessions

- Spracklin, E., Kelly, M. M. & Marrall, R. M. (2020). "Evaluating the Accessibility of e-Resources." Poster Session. American Library Association Annual Conference.
- Marrall, R. M. (2019). "We're Listening: Transforming IT Services Through Organizational Change." Poster Session. EDUCAUSE Conference.
- Marrall, R. M. & Oleen, J. K. (2017). "Practicing What We Preach: Showcasing OER through the Creation of a Research Strategies Textbook." Poster Session. Association of College & Research Libraries.
- Marrall, R. M. & Burmeister, N. K. (2016). "Conducting the Electronic Accessibility Audit: How One Academic Library Identified Barriers for Patrons with Disabilities." Presentation. National Diversity in Libraries Conference.
- Marrall, R. M. (2015). "Collective Cultural Competency: Promoting a Dialogue about Diversity in an Academic Library." [EMIERT President's Program](#) (Sponsored by the American Library Association – Ethnic & Multicultural Information Exchange Round Table), American Library Association Annual Conference.
- Marrall, R. M. (2015). "Cats, Dogs, and More? Service Animals in the Library and How One Library Developed Best Practices." Poster Session, American Library Association Annual Conference – Diversity & Outreach Fair.
- Marrall, R. M., Boatright, B., Boyce, C., Espinosa, S., & Kent, A. (June 2015). "Library-Led Publishing Services." Poster Session & Report, American Library Association Annual Conference – Emerging Leaders Cohort Session.
- Marrall, R. M. (2015). "Developing Best Practices for Serving Transgender Patrons at Library Service Points." Contributed Paper & Presentation. Association of College & Research Libraries Conference.
- Marrall, R. M. (2014). "Preferred Names & Pronouns: Best Practices for Serving Trans Individuals at Multiple Library Service Points." Poster Session. American Library Association Annual Conference – Diversity & Outreach Fair.
- Marrall, R. M. (2013). "Serving Students with Disabilities: How Campus Partnerships Can Enhance College Education." Poster Session. American Library Association Annual Conference – Diversity & Outreach Fair.
- Marrall, R. M. (2012). "The Digital Divide: Connecting Students to Community, Knowledge, and Service Learning." Poster Session. American Library Association Annual Conference – Diversity & Outreach Fair.
- Marrall, R. M. (2011). "Beyond Compliance: Accessibility in Libraries." Webinar, Series of Three Presentations. Reference & User Services Association (RUSA), August 2011.
- Marrall, R. M. (2011). "Universal Design for Learning in Library Instruction." Poster Session. American Library Association Annual Conference.

Marrall, R. M. (2011). "Exploring Diverse Worldviews through Graphic Novels." Poster Session, American Library Association Annual Conference.

Gossett, J. G., Stephan, E., & Marrall, R. M. (2011). "Statistics for All: Implementing LibAnswers in Western Libraries." Poster Session, American Library Association Annual Conference.

Marrall, R. M. (2011). "Electronic Accessibility in Academic Libraries." Program / Presentation. American Library Association Annual Conference – Grassroots Program.

Marrall, R. M. (2009). "Alexander Cartwright: Baseball Legend." Community Presentation. Bishop Museum (Honolulu, HI).

Invited Presentations

Marrall, R. M. (2015). "Service Animals in the Libraries: Developing Best Practices for Multiple Service Points." Webinar, First Tuesdays Series. Washington State Library. (*Regional*)

Marrall, R. M. (2012). "Beyond Books: Graphic Novels and Magazines of Color." Panel Presentation. American Library Association Annual Conference. (*National*)

Encyclopedia Entries

Marrall, R. M. (2012). Giannina Braschi. In [*Great Lives from History: Latinos*](#). Pasadena: Salem Press.

Marrall, R. M. (2012). Rebecca Lobo. In *Great Lives from History: Latinos*. Pasadena: Salem Press.

Marrall, R. M. (2012). Sara Estela Ramirez. In *Great Lives from History: Latinos*. Pasadena: Salem Press.

Marrall, R. M. (2012). Estela Portillo Trambley. In *Great Lives from History: Latinos*. Pasadena: Salem Press.

Marrall, R. M. (2011). Octavia Butler. In [*Great Lives from History: African-Americans*](#). Pasadena: Salem.

Marrall, R. M. (2011). Pam Grier. In *Great Lives from History: African-Americans*. Pasadena: Salem Press.

Reviews

Marrall, R. M. (2014). Review of *The Innocent Sleep*. *Library Journal*, 139(2), 67. Available here: <http://bit.ly/1XiMfdx>

Marrall, R. M. (2012). Review of *Broken Harbor*. *Library Journal*, 137(8), 72. Available here: <http://bit.ly/1VxUNv3>

Marrall, R. M. (2012). Review of *The Void*. *Library Journal*, 137(11), 56. Available here: <http://bit.ly/1KKjukE>

Marrall, R. M. (2012). Review of *Moral Origins: The Evolution of Virtue, Altruism, and Shame*. *Library Journal*, 137(8), 89-90. Available here: <http://bit.ly/1Ob3HKH>

Marrall, R. M. (2012). Review of *The Man from Primrose Lane*. *Library Journal*, 137(8). Available here: <http://bit.ly/zrTGeg>

Marrall, R. M. (2011). Review of *Mrs. God*. *Library Journal*, 136(19), 57. Available here: <http://bit.ly/1LWfkYs>

Marrall, R. M. (2011). Review of *Mirror Maze*. *Library Journal*, 136(17), 66. Available here: <http://bit.ly/1XiLGjP>

Marrall, R. M. (2011). Review of *Primacy*. *Library Journal*, 136(14), 98. Available here: <http://bit.ly/1L6zSIe>

Marrall, R. M. (2011). Review of *Coming of Age on Zoloft: How Antidepressants Cheered Us Up, Let Us Down, and Changed Who We Are*. *Library Journal*, 137(13), 110. Available here: <http://bit.ly/1JA7vSr>

Marrall, R. M. (2011). Review of Chip Colwell-Chanthaphonh, 'Inheriting the Past: The Making of Arthur C. Parker And Indigenous Archaeology.' Boulder, CO: *Indigenous Peoples Issues & Resources*. (Peer Reviewed)

Service*

Western Washington University Libraries

Staff Equity Working Group, 2018-2019 (Co-Chair)
Western Libraries Faculty Mentoring Program, 2019 (Chair)
Western Libraries Faculty Mentor, 2016 – 2018 (Mentor)
Virtual Teaching and Learning Subgroup, 2016 – 2018 (Chair)
Search Committees:
Teaching & Learning Librarian (Member, 2019)
Director of Collections Services (Chair, 2017)
Dean of Libraries (Member, 2014)
Director of Heritage Resources (Member, 2013)
Development Day Committee (2017, 2018)
Western Libraries Diversity Committee (2011 – 2015)

Western Washington University

Academic Technology & User Services, 2018 – Present
Disability Advisory Council, 2011 – Present (Representative)
Web Accessibility Consortium, 2016 – 2019
Faculty Senator, 2012 – 2014

Orbis Cascade Alliance

User Testing Project Toolkit Group
Primo Standardization Group
Discovery & User Experience Group

National

Diversity, Equity, and Inclusion Committee, LITA (Member)

Emerging Leaders 2015 Cohort, American Library Association (Cohort Member)

*This is an illustrative but not exhaustive list of my service record.

Awards, Honors & Certificates

Awards & Honors

Received the President's Team Recognition Award for service on the MABEL Project, 2019.
More details can [be found here](#).

Attended the Leadership Institute of Academic Librarians at Harvard University, Boston, MA, 2018.

The American Library Association included my paper titled, "Developing Best Practices for Serving Transgender Patrons at Library Service Points," in their "Libraries Respond: Protections for Our Nation's Transgender Students" [advocacy toolkit](#). 2017.

National conference program entitled "Collective Cultural Competency: Promoting a Dialogue about Diversity in an Academic Library" was named the Ethnic & Multicultural Information Exchange Round Table President's Program, American Library Association Annual Conference, June 2015.

Received an Early Career Librarian Scholarship from the Association of College & Research Libraries in order to attend the 2015 Conference in Portland, Oregon.

Accepted into the 2015 Cohort of the American Library Association Emerging Leaders Program. Part of the K-Team, "Library as Publisher."

Nominated for Diversity Achievement Award, Western Washington University, Equal Opportunity Office, 2014.

Nominated for, and awarded attendance to, Backwards by Design Workshop, Western Libraries, 2014.

Nominated for, and awarded attendance to, the Scholarship of Teaching & Learning Retreat, Western Washington University, 2014 (*Note: Declined acceptance due to scheduling conflicts*).

Nominated for, and awarded attendance to, the Scholarship of Teaching & Learning Retreat, Western Washington University, 2011.

Accolades from the Communication Studies Department at Western Washington University for Liaison Duties, 2012-2015.

Student-to-Staff Program: Selected for the Student-to-Staff Program, to attend the 2010 American Library Association Annual Conference in Washington, DC.

Certificates

Certificate in User Experience from Nielsen Norman Group, 2015.

Received an Accomplishment with Distinction Certificate for the completion of the “Copyright for Educators & Librarians” Coursera MOOC, Hosted by Kevin Smith, Lisa Macklin & Anne Gilliland, 2014.