

# GREGORY A. SMITH

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www.gregoryasmith.info

Highly experienced academic library administrator ■ Skilled in managing budgets, influencing people, and leveraging data for planning and decision-making ■ Reflective practitioner committed to lifelong learning and professional thought leadership ■ CliftonStrengths talents: *Learner, Intellection, Analytical, Input, Responsibility*

## EDUCATION

### **Doctor of Education, Leadership Studies, 2023**

University of Lynchburg

Dissertation: *Strategic changes in nonprofit service delivery arising from the COVID-19 pandemic: A mixed-methods study*, <https://digitalshowcase.lynchburg.edu/etd/53/>

### **Master of Business Administration, 2015**

Liberty University

### **Master of Arts, Information Science and Learning Technologies (Library Science), 1998**

University of Missouri–Columbia

### **Bachelor of Arts, Missions and Bible, 1994**

Baptist Bible College (MO)

### **Additional graduate study, Communication Studies and Educational Leadership**

Liberty University

## CAREER HIGHLIGHTS

- Shaped the culture of two library organizations through personal example, direct supervision, policy development, mentoring, and committee work. As a supervisor, performed a full range of personnel actions: recruitment, selection, training, evaluation, development, promotion, and discipline.
- Managed a library's financial operations as its annual budget grew from \$2M (FY04) to \$10M (FY20).
- Coordinated a library assessment program that leveraged data from various sources—surveys, focus groups, usability studies, library systems, and more—to achieve significant improvements in stakeholder satisfaction and operational efficiency.
- Conducted research, analysis, and planning for a library construction project that received recognition from *Library Journal*.
- Oversaw collection development in two libraries, achieving substantial gains in overall access, gradual migration to digital formats, and the acquisition of archival collections.
- Planned and implemented a five-year periodical indexing project, yielding a 75,000-record database. Oversaw the development of a web-based user interface capable of searching the metadata.
- Collaborated with faculty and students in various disciplines (e.g., religion, communication, and business) to design and deliver effective learning resources and services.

- Compiled a bibliography of 550+ sources that address the connections between Christian faith and the world of libraries and information.
- Attained rank of librarian (equivalent to full professor) after 22 years of service.

## **EMPLOYMENT EXPERIENCE**

### **Liberty University**

2018- **Associate Dean, Library Technologies & Collection Services, Jerry Falwell Library**  
**Faculty rank: Librarian**

Oversee library division responsible for selecting, acquiring, and cataloging information resources and managing systems to enable delivery of library services. Provide direction for library's collection management, systems, assessment, and finance functions. Influence future of library organization through strategic and operational decision-making, human resource development, and organization development.

2011-2018 **Director, Management Information Services, Jerry Falwell Library**  
**Faculty rank: Librarian (effective July 2017)**

Oversaw development and execution of \$9.3M annual budget. Tracked assessment activities and strategic plan execution via the Campus Labs Planning system. Assisted with collection of quantitative and qualitative data pertaining to JFL operations from transactional systems, surveys, national data sets, focus groups, usability studies, and other sources. Analyzed data and prepared reports to inform planning and decision-making across the JFL. Provided liaison librarian services to the School of Business.

2009-2011 **Director, Finance & Assessment, Integrated Learning Resource Center**  
**Faculty rank: Associate Librarian**

Collected quantitative and qualitative data pertaining to ILRC operations from transactional systems, surveys, national data sets, and other sources. Analyzed data and prepared reports to inform planning and decision-making across the ILRC. Assisted with oversight of six budgets, totaling \$5.8M, through routine approval functions, periodic analysis, and annual planning. Tracked assessment activities via the WEAVEonline system. Selected books and other resources to support the Department of Communication Studies.

### **Baptist Bible College**

2008-2009 **Associate Dean for Library Services & Institutional Research**

Managed 3 FT and 6 PT staff in the G. B. Vick Memorial Library and the Office of Institutional Research. Oversaw collection, analysis, and reporting of institutional research data. Coordinated collection of survey data from various constituencies. Prepared routine reports for submission to accreditation agencies. Managed library's collection of physical and digital resources.

### **Liberty University**

2006-2008 **Administrative Services Librarian, Integrated Learning Resource Center**  
**Faculty rank: Associate Librarian (effective July 2006)**

Managed planning and execution of six budgets, totaling \$4.4M, in support of Dean and unit directors. Oversaw the accumulation and use of data to support planning and other management functions. Assisted in evaluation of organizational policies,

procedures, and operations. Drafted/edited/revised text of various official documents. Provided collection development and instructional services to the Department of Communication Studies.

2003-2006 **Dean, Integrated Learning Resource Center**

**Faculty rank: Assistant Librarian**

Oversaw academic support organization consisting of 14.5 faculty, 30 support staff, and approximately 100 student workers. Directed six departments: Archives, Information Management, Labs & Facilities, Media Services, Public Services, and Technical Production. Administered budgets totaling \$4.0M. Coordinated assessment and planning functions. Represented the ILRC in various University bodies. Chaired meetings of Librarians' Council and ILRC Administrative Team.

**Baptist Bible College**

1995-2003 **Director, G. B. Vick Memorial Library**

Supervised staff of 5 FT and 7 PT employees. Administered budget of \$270,000. Managed collection of 70,000 volume-equivalents and access to 1,900 print and electronic serial titles. Coordinated selection of books, audio-visual media, periodicals, and databases. Developed content for library's website. Oversaw Campus Testing Services. Managed campus archives. Assisted in bibliographic instruction and reference work as needed.

## **TEACHING AND LEARNING RESOURCE DEVELOPMENT**

### **Courses for Credit**

Baptist Bible College

- Co-taught *Methods of Research* with the Dean of the Graduate School, 1998-2002

### **Learning Resource Development**

Liberty University

- Developed research guide page on the integration of faith and learning in business, 2016
- Developed eight-period library research unit for *Research Methods* (THEO 680), 2003

Baptist Bible College

- Drafted and maintained style guide for Graduate School, 1999-2001

### **Information Literacy Instruction**

Liberty University

- Guest-lectured in *Research Methods* (THEO 680), *Communication Research Methods* (COMS 680), and *Creative Ministry Uses for the Computer* (EDMN 876), 2003-2007

Baptist Bible College

- Guest-lectured in various courses, including *Composition & Research, Academic Seminar, and Eschatology*, 1996-2003

## **PROFESSIONAL ACTIVITIES**

### **Current Memberships**

American Evaluation Association

EDUCAUSE

Virginia Library Association

## Service

Digital Content Manager, Association of Christian Librarians (2006-2008)  
Member, Leadership Task Force, Association of Christian Librarians (2005-2006)  
Member, Steering Committee, Baptist Heritage Celebration 2007 (2002)  
Member, Committee on Revision of Bible College Library Evaluation Criteria, Association of Christian Librarians (2000-2002)  
Volunteer Indexer, *Christian Periodical Index* (1997-2000)

## Consulting

Patrick Henry College Library (2008): assessment of resources with focus on collection management; advice on recruitment of new library director

## PUBLICATIONS

### Books

Smith, G. A. (Ed.). (2002). *Christian librarianship: Essays on the integration of faith and profession*. McFarland.

### Book Chapters/Sections

Smith, G. A. (2019). Foreword. In G. B. Trott (Ed.), *The faithful librarian: Essays on Christianity in the profession* (pp. 1–2). McFarland.

Smith, G. A. (2015). Assessment in academic libraries. In M. Khosrow-Pour (Ed.), *Encyclopedia of information science and technology* (3rd ed., Vol. 7, pp. 4823–4832). IGI Global.  
<https://doi.org/10.4018/978-1-4666-5888-2.ch474>

### Journal Articles

- Smith, G. A. (2021). Revisiting strategy in a time of crisis. *Library Leadership & Management*, 35(3).  
<https://journals.tdl.org/llm/index.php/llm/article/view/7475/6565>
- Smith, G. A., Tryon, H. D., & Snyder, L. B. (2015). Developing an academic library assessment plan: A case study. *Performance Measurement and Metrics*, 16(1), 48–61.  
<https://doi.org/10.1108/PMM-12-2014-0045>
- Smith, G. A. (2009). Retooling the profession: Librarianship in an era of accountability and competition. *The Christian Librarian*, 52(3), 76–84.  
<https://digitalcommons.georgefox.edu/tcl/vol52/iss3/2/>
- Smith, G. A. (2008). Hidden under a bushel? Evangelical journals in an era of Web-based communication. *The Christian Librarian*, 51(1), 3–11.  
<https://digitalcommons.georgefox.edu/tcl/vol51/iss1/3/>
- Jaeger, J., & Smith, G. A. (2008). Electronic books for evangelical libraries: A progress report. *The Christian Librarian*, 51(1), 12–13. <https://digitalcommons.georgefox.edu/tcl/vol51/iss1/4/>
- Hillman, D., Hunt, M., Kinney, J., Pott, J., & Smith, G. A. (2008). Christian publishing: A panel discussion. *The Christian Librarian*, 51(1), 39–48.  
<https://digitalcommons.georgefox.edu/tcl/vol51/iss1/6/>
- Smith, G. A. (2006). Academic libraries in transition: Current trends, future prospects. *The Christian Librarian*, 49(2), 101–108, 110–116.  
<https://digitalcommons.georgefox.edu/tcl/vol49/iss2/18/>
- Smith, G. A. (2004). Intellectual freedom and the Bible college library. *Christian Higher Education*, 3(3), 241–259. <https://doi.org/10.1080/15363750490433269>

- Smith, G. A. (2003). Building your library strategically. *The Baptist Preacher's Journal*, 13(1), 44–47. [https://works.bepress.com/gregory\\_smith/30](https://works.bepress.com/gregory_smith/30)
- Smith, G. A. (2002). The core virtue of Christian librarianship. *The Christian Librarian*, 45(2), 46–51. <https://digitalcommons.georgefox.edu/tcl/vol45/iss2/4/>
- Smith, G. A. (2000). The cultural mandate, the pursuit of knowledge, and the Christian librarian. *Christian Librarian [U.K.]*, 24, 45–56.
- Smith, G. A. (2000). Preaching: A ministry of newness. *Preaching*, 16(1), 30–33. [https://works.bepress.com/gregory\\_smith/35](https://works.bepress.com/gregory_smith/35)
- Smith, G. A. (2000). A philosophy of Christian librarianship. *The Christian Librarian* 43(2), 46–51, 58–59. <https://digitalcommons.georgefox.edu/tcl/vol43/iss2/3/>

### **Magazine & E-zine Articles**

- Smith, G. A. (2014, September). Lonely in library-land. *Reference Point*. <https://www.acl.org/index.cfm/spiritual/sep-2014/2014-september-devotional/>
- Smith, G. A. (2002, June/July). Act now to preserve BBFI history. *Baptist Bible Tribune*, 52(11), 30.
- Smith, G. A. (2002, January/February). Giving credit where credit is due: Avoiding plagiarism in Christian writing and speaking. *The Baptist Preacher*, 11(1), 7–8. [https://works.bepress.com/gregory\\_smith/18](https://works.bepress.com/gregory_smith/18)
- Smith, A., & Smith, G. A. (2001, July/August). Books and Web sites for studying missions. *The Baptist Preacher*, 10(4), 15–17.
- Smith, G. A. (2000, March/April). Evaluating employee performance: Insights from the churches in Revelation 2-3. *The Baptist Preacher*, 9(2), 23+. [https://works.bepress.com/gregory\\_smith/33](https://works.bepress.com/gregory_smith/33)
- Smith, G. A. (1999, June/July). Robert Ketcham: A good soldier of Jesus Christ. *Baptist Bible Tribune*, 49(11), 18–19.
- Smith, G. A. (1999, February 15). Thomas Armitage: Baptist pastor, historian, and leader. *Baptist Bible Tribune*, 49(7), 14–15. [https://works.bepress.com/gregory\\_smith/36](https://works.bepress.com/gregory_smith/36)
- Smith, G. A. (1998, May 15). Adoniram Judson: A portrait of faithfulness. *Baptist Bible Tribune*, 48(9), 8–9.
- Smith, G. A. (1997, August 15). Woodworth donates books to BBC library. *Baptist Bible Tribune*, 48(1), 35.

### **Conference Proceedings**

- Smith, G. A. (2021). Strategic planning as action research: Envisioning the future of a university library. *Leading Change Conference*, 2. <https://commons.lib.jmu.edu/leadcc/2021/3b-strategic-change/2>
- Smith, G. A. (2011). Following the evidence: Approaches to assessment in academic libraries. *Kansas Library Association College and University Libraries Section Proceedings*, 1, 96–108. <https://newprairiepress.org/culsproceedings/vol1/iss1/12/>

### **Book Reviews**

- Smith, G. A. (2009). [Review of the book *Academic turnarounds: Restoring vitality to challenged American colleges and universities*, by T. MacTaggart, Ed.]. *The Christian Librarian*, 52, 121.

### **ONLINE DOCUMENTS AND PROJECTS**

- Smith, G. A. (2019-). *GregoryASmith.info* [website consisting of 75+ professional resources, including papers, tools, and project reports]. <https://www.gregoryasmith.info/>

- Smith, G. A. (2009-). *SmithFile* [selective bibliography of articles, books, and other sources read for professional growth]. <https://www.zotero.org/groups/smithfile/>
- Smith, G. A. (2008-2012). *Christianity and libraries: A selective bibliography*. [https://www.zotero.org/groups/christianity\\_and\\_libraries/](https://www.zotero.org/groups/christianity_and_libraries/)
- Smith, G. A. (2008, September). *Revivalism in the Baptist Bible Fellowship, 1959-60: A Burkean analysis*. [https://works.bepress.com/gregory\\_smith/28](https://works.bepress.com/gregory_smith/28)
- Smith, G. A. (2007, April). *Documentation style as rhetorical device: A comparative analysis of two bibliographic systems*. [https://works.bepress.com/gregory\\_smith/16](https://works.bepress.com/gregory_smith/16)
- Smith, G. A. (2007, January). *Citing TREN documents: Formats recommended for APA, MLA, and Turabian styles*. Theological Research Exchange Network. [https://www.tren.com/Citing\\_TREN\\_docs.pdf](https://www.tren.com/Citing_TREN_docs.pdf)
- Smith, G. A. (2006, October). *Christian libraries for the next generation: Expanding access to evangelical literature*. [https://works.bepress.com/gregory\\_smith/6](https://works.bepress.com/gregory_smith/6)
- Smith, G. A. (2005, August). *Guidelines for selecting Bible commentaries*. The Pastor's Library. <https://tinyurl.com/guidelines-commentaries>
- Smith, G. A. (1997, December). *Baptist ministerial education in the United States, 1850-1950*. [https://works.bepress.com/gregory\\_smith/9](https://works.bepress.com/gregory_smith/9)

### PROFESSIONAL PRESENTATIONS

- Smith, G. A., & Quirion, K. R. T. (2022, November 1–3). *Six dimensions: Evaluating and planning your assessment portfolio* [Assessment Accelerator session]. Library Assessment Conference. [https://works.bepress.com/gregory\\_smith/51/](https://works.bepress.com/gregory_smith/51/)
- Smith, G. A. (2021, February). *Strategic planning as action research: Envisioning the future of a university library* [Paper presentation]. Leading Change Virtual Conference. <https://commons.lib.jmu.edu/cgi/viewcontent.cgi?filename=0&article=1010&context=leadcc&type=additional>
- Smith, G. A. (2020, September). *Co-creating the future: Working with groups to assess, plan, and innovate* [Conference session]. Computers in Libraries & Internet Librarian Connect virtual event. [https://works.bepress.com/gregory\\_smith/48/](https://works.bepress.com/gregory_smith/48/)
- Smith, G. A., & Pockras, N. J. (2019, June). *Electronic books at Liberty University: Evaluating our experience with DDA and EBA programs* [Conference session]. VIVA Collections Forum, Richmond, VA. [https://vivalib.org/ld.php?content\\_id=49255362](https://vivalib.org/ld.php?content_id=49255362)
- Smith, G. A. (2018, February). *An old tool with enduring value: Using Excel to prepare data for analysis* [Conference session]. Wrangling Library Data virtual event. [https://works.bepress.com/gregory\\_smith/45/](https://works.bepress.com/gregory_smith/45/)
- Smith, G. A. (2016, October). *Managing with purpose: Integrating assessment, planning, and budgeting* [Conference session]. Annual Conference of the Virginia Library Association, Hot Springs, VA. [https://works.bepress.com/gregory\\_smith/44/](https://works.bepress.com/gregory_smith/44/)
- Walters, L., Fesmire, T., & Smith, G. A. (2014, April). *Robots in the library: Automated storage & retrieval systems* [Conference session]. Computers in Libraries Conference, Washington, DC. [http://conferences.infotoday.com/documents/194/B303\\_Walters.pptx](http://conferences.infotoday.com/documents/194/B303_Walters.pptx)
- Smith, G. A. (2013, October). *Planning a new library building: The critical role of data* [Conference session]. Society for College and University Planning North Central Regional Conference, St. Louis, MO.

- Smith, G. A. (2010, October). *Following the evidence: Approaches to assessment in academic libraries* [Pecha kucha session]. Fall Conference of the Kansas Library Association College and University Libraries Section, Emporia, KS.
- Smith, G. A. (2009, June). *Returning to the sources: The literature of Christian librarianship* [Conference session]. Annual Conference of the Association of Christian Librarians, Springfield, MO. [https://works.bepress.com/gregory\\_smith/4/](https://works.bepress.com/gregory_smith/4/)
- Smith, G. A. (2009, June). *Retooling the profession: Librarianship in an era of accountability and competition* [Keynote address]. Annual Conference of the Association of Christian Librarians, Springfield, MO. [https://works.bepress.com/gregory\\_smith/3](https://works.bepress.com/gregory_smith/3)
- Smith, G. A. (2009, February). *Taking the guesswork out of collection management* [Conference session]. Annual Convention of the Association for Biblical Higher Education, Orlando, FL.
- Smith, G. A. (2007, June). *Tedious work, trivial details? A fresh look at bibliographic citation* [Conference session]. Annual Conference of the Association of Christian Librarians, Grand Rapids, MI. [https://works.bepress.com/gregory\\_smith/17](https://works.bepress.com/gregory_smith/17)
- Smith, G. A., moderator. (2007, June). *Publishers panel* [Plenary session]. Annual Conference of the Association of Christian Librarians, Grand Rapids, MI.
- Patterson, R., Gates, J., Quinn, F., & Smith, G. A. (2006, June). *Celebrating our heritage: Racing into ethics* [Panel discussion]. Annual conference of the Association of Christian Librarians, Marion, IN.
- Smith, G. A. (2006, June). *Academic librarianship: A profession in peril?* [Conference session]. Annual Conference of the Association of Christian Librarians, Marion, IN.
- Robinson, T., Thompson, J., Brown, S., & Smith, G. A. (2004, June). *The integration of faith and learning: Perspectives on the librarian's role* [Panel discussion]. Annual Conference of the Association of Christian Librarians, Springfield, MO. [https://works.bepress.com/gregory\\_smith/5](https://works.bepress.com/gregory_smith/5)
- Smith, G. A. (2004, June). *Connecting people and purpose: A Christian theory of library leadership* [Conference session]. Annual conference of the Association of Christian Librarians, Springfield, MO. [https://works.bepress.com/gregory\\_smith/10](https://works.bepress.com/gregory_smith/10)
- Smith, G. A. (2002, June). *The Vick Library Index: Expanding access to Christian literature* [Conference session]. Annual conference of the Association of Christian Librarians, Nashville, TN.
- Smith, A., & Smith, G. A. (2002, May). *Missions books and information: A review of current resources related to missions* [Conference session]. National Meeting of the Baptist Bible Fellowship, Springfield, MO.
- Baker, S. L., Delivuk, J. A., & Smith, G. A. (2001, June). *The core values of Christian librarianship: A round-table discussion* [Panel discussion]. Annual Conference of the Association of Christian Librarians, Bourbonnais, IL.
- Smith, G. A. (2001, June). *The role of the library in the character formation of the Christian college student* [Conference session]. Annual Conference of the Association of Christian Librarians, Bourbonnais, IL. [https://works.bepress.com/gregory\\_smith/2](https://works.bepress.com/gregory_smith/2)
- Smith, A., & Smith, G. A. (2001, May). *Resources for missionaries* [Conference session]. National Meeting of the Baptist Bible Fellowship, Springfield, MO.

## **GRANT PROPOSALS FUNDED**

### **Zinngrabe Charitable Foundation, 1997**

Grant of \$15,346 to equip four classrooms with multimedia capabilities.

**Four software companies**, ca. 1996

Grants in kind (retail price <\$1,600) of current versions of Bible study software for Windows and Macintosh platforms, each to be installed on a single library computer.

**HONORS & AWARDS**

**Evelyn P. Bickham Scholarship**, University of Lynchburg, 2020

**Employee of the Month**, Liberty University, 2016

**Delta Mu Delta membership**, Liberty University, Mu Omega Chapter, 2015

Recognizes students with high academic achievement in business programs.

**Volunteer of the Year**, Association of Christian Librarians, 2007

**Delta Epsilon Chi membership**, Association for Biblical Higher Education, 1994

Recognizes graduates of accredited Bible colleges who exhibit “distinguished scholastic attainment and ... Christian character.”

**Biblical Studies Award**, Baptist Bible College, 1994

Recognizes a graduating senior demonstrating outstanding achievement in biblical studies.

**Jarrold Todd Memorial Award**, Baptist Bible College, 1993

Recognizes an outstanding junior-year missions major.

**COMMITTEE SERVICE**

**Liberty University**

- Member, OpenAthens Implementation Team, 2021-
- Co-chair, Library Strategic Planning Project, 2020
- Member, Library Website Redesign Task Force, 2018-2019
- Member, Subcommittee on Institutional Resources, Association of Theological Schools Self-Study, 2018
- Member, Alma Implementation Team, 2017-2019
- Member, LibGuides Task Force, 2016
- Member, Library Faculty Evaluation Task Force, 2016
- Chair, Library Assessment Committee, 2014-2015
- Chair, Library Assessment Task Force, 2013-2014
- Member, SACS Reaffirmation Library Committee, 2012-2014
- Member, Library Strategic Planning Task Force, 2012-2013, 2016
- Member, Library Building Planning Committee, 2010-2012
- Member, Undergraduate Curriculum Committee, 2007-2008
- Chair, Library Collection Management Committee, 2006-2008
- Resource person, SACS Reaffirmation Library Committee, 2004-2005
- Member, Strategic Planning Committee, 2004-2005
- Member (*ex officio*), Graduate Faculty Senate, 2003-2006
- Member (*ex officio*), Faculty Senate, 2003-2006
- Member (*ex officio*), Graduate Administrative Council, 2003-2006
- Member (*ex officio*), Deans' Council, 2003-2006



### **Baptist Bible College**

- Member, Self-Study Steering Committee, 2009
- Chair (*ex officio*), Institutional Research Steering Committee, 2008-2009
- Member (*ex officio*), Outcomes Assessment Committee, 2008-2009
- Chair (*ex officio*), Library Committee, 1996-2003
- Member (*ex officio*), Strategic Planning Committee, 1996-2003
- Co-chair, North Central Association Self-Study Chapter Committee, 1999-2000

### **SELECTED INSTITUTIONAL SERVICE**

- Co-presented (with Kory Quirion) a faculty development session entitled “Achieving deeper insights through intentional assessment” (January 2023).
- Judged Research Week presentations made by undergraduate and graduate students (April 2022).
- Presented a focus group training workshop to a group of eight library employees (March 2020).
- Organized an assessment plan training workshop for a group of 20 librarians (May 2014).
- Moderated faculty focus groups pursuant to development of Quality Enhancement Plan required by Southern Association of Colleges and Schools reaffirmation effort (April 2006).
- Presented numerous professional development workshops on topics such as text manipulation in Excel, citation styles, writing for publication, search engines, lifelong learning, and theological librarianship.

### **THESIS COMMITTEE SERVICE**

Gaddis, J. O. (2002). *Theological education in India: Balancing doctrinal soundness and cultural relevance* [Master’s thesis, Baptist Bible Graduate School of Theology].

Slusser, W. T. (2001). *The structural analysis of Philemon* [Master’s thesis, Baptist Bible Graduate School of Theology].

Schumacher, W. K. (2001). *Adverbial participles and contours: The interpretation of katertismena in Romans 9:22* [Master’s thesis, Baptist Bible Graduate School of Theology].

### **LANGUAGES**

Spanish: reading, writing, and conversation

Koiné (New Testament) Greek: limited reading

### **SOFTWARE**

**General:** Microsoft Office (Excel, Word, Outlook, Teams, PowerPoint, OneNote, Access); Adobe Acrobat Professional

**Bibliographic Referencing:** Zotero

**Bible Study:** Logos

**Surveys:** Qualtrics Research Suite

**Finances:** JAGGAER; Ellucian Banner; Infor SunSystems

**Benchmarking:** IPEDS Data Center

**Data Analysis:** IBM SPSS Statistics

**Assessment and Planning:** Campus Labs Planning

**Human Resources:** Workday

**Reporting:** Alma Analytics

#### SELECTED CONTINUING EDUCATION

- **SCUP Planning Institute: Design** [seminar], Society for College and University Planning, 2022
- **Hawkins Leadership Roundtable** [non-credit e-learning], EDUCAUSE, 2021
- **Introduction to Design Thinking** [non-credit e-learning], Library Juice Academy, 2019
- **Managing Vendor Relationships and Negotiating with Vendors** [seminars], Charleston Conference, 2018
- **Using Data for Day-to-Day Management and Communicating with Stakeholders** [non-credit e-learning], Nonprofit Finance Fund, 2018
- **Southeastern Library Assessment Conference**, 2017
- **Nonprofit Management Institute** [certificate program], James Madison University, 2016-2017
- **Library Leaders Digital Strategy Summit** [conference], Information Today, Inc., 2016
- **Using External Environmental Scanning and Forecasting to Improve Strategic Planning** [seminar], Mid-America Association for Institutional Research, 2015
- **Summer Evaluation Institute** [conference], American Evaluation Association, 2015
- **Social & Behavioral Research - Basic/Refresher Course** [non-credit e-learning], Collaborative Institutional Training Initiative, 2014, 2021
- **Motivating Employees** [seminar], MOBIUS Annual Conference, 2014
- **Society for College and University Planning North Central Regional Conference**, 2013
- **Lead the Change** [seminar], *Library Journal* and The B. A. David Company, 2013
- **SCUP Planning Institute Step I: Foundations of Planning within the Context of Higher Education** [seminar], Society for College and University Planning, 2011
- **Know Your Users: Employing Ethnographic Methods in User Needs Research and Library Assessment** [non-credit e-learning], Association of College & Research Libraries, 2011