

SUSAN SHARPLESS SMITH

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EDUCATION

MA	Educational Technology Leadership, 1999 George Washington University, Washington, DC
MLIS	Library and Information Studies, 1993 University of North Carolina-Greensboro, Greensboro, NC
BA	English, 1973 University of Maryland, College Park, MD

PROFESSIONAL EXPERIENCE

WAKE FOREST UNIVERSITY

June 1996-Present

***Director of Research, Instruction &
Technology Services/ Senior Librarian***

June 2008-present

Z. Smith Reynolds Library

- Leads and manages the Z. Smith Reynolds Library's Research, Instruction and Technology programs including: information/research services; scholarly communication initiatives; library and technology instruction; digitization initiatives; library information systems; computer hardware and software resources; multimedia services; and Library Web services
- Supervises, develops, mentors and evaluates 14 employees: 2 faculty assistant directors, 10 faculty librarians, and 2 professional staff; takes leadership role in developing job descriptions, interviewing, and recommending hiring for team positions. Oversees hiring, scheduling, training and supervision of approximately 60 students assistants
- Recommends, develops, implements and evaluates strategic plans for areas of responsibility
- Seeks external funding sources in support of continued initiatives, including opportunities for statewide and national partnerships
- Participates in the Administrative Council and overall library administration; Participates in outreach, marketing, assessment and other library initiatives

Head – Information Technology

July 1999-May 2008

Z. Smith Reynolds Library

- Led and managed the planning, design, development, implementation, maintenance, and evaluation of Library technology activities including: digitization initiatives, library information systems, electronic resources, computer hardware and software resources, multimedia resources and services, technology training initiatives, and Library websites
- Investigated and implemented emerging technologies; Maintained awareness and involvement in national IT initiatives to best position the library and university
- Developed, launched and evaluated library-wide long-range and short-range strategic information technology plans
- Sought and secured external funding sources in support of continued digitization and technology initiatives
- Served as primary technology liaison with other University departments and external organizations; Collaborated with these groups to create partnerships and facilitate cooperative projects
- Managed a team of professional information technology staff that support a broad range of electronic products, services and hardware throughout the library

- Recommended capital and operating expenditures for technology-related hardware, software, systems and facilities
- Participated in the Administrative Council and overall library administration; Participated in outreach, marketing, assessment and other library initiatives
- Served as Collection Management liaison for University Health and Exercise Science department

Electronic Resources Librarian*June 1996-July 1999*

Z. Smith Reynolds Library

- Recommended, evaluated and provided access to electronic resources for the library's collection
- Provided hardware and software support for library computers
- Oversaw management of two library servers (HP Unix and NT)
- Conducted strategic planning for technology needs for the Reference Dept. and electronic resource delivery
- Represented the library on various university committees and at initiatives such as NC Live
- Designed, planned and delivered technology training for faculty and students
- Planned and delivered electronic resources instruction to staff, faculty, and students
- Designed and managed library web site
- Created and maintained Reference Department web pages

PUBLIC LIBRARY OF CHARLOTTE & MECKLENBURG CO. Jan. 1994-June 1996

Virtual Library Manager*Dec. 1994-June 1996*

- Planned, organized, implemented and delivered services in the Virtual Library, winner of ALA's 1996 "Library of the Future" award
- Managed and developed the Virtual Library's human resources, materials and equipment
- Planned, directed, and presented public programs and workshops showcasing new technologies
- Designed and managed the Library web site; trained and directed departmental Web authors

Information Specialist*Jan. 1994-Dec. 1994*

Robinson-Spangler Carolina Room

- Served as team leader for instruction of Internet and other online reference sources
- Created computer-based multimedia presentations for genealogy and the community network

THE CHARLOTTE OBSERVER

March 1992-Jan. 1994

Assistant Librarian*March 1993-Jan. 1994*

- Conducted research for newsroom staff using appropriate online and non-electronic resources
- Assisted chief librarian with management of library and supervision of staff

PUBLICATIONS**BOOKS**

- Smith, S. S. (2010). *Web-based instruction: A guide for libraries* (3rd ed.). Chicago: American Library Association.
- Smith, S. S. (2006). *Web-based instruction: A guide for libraries* (2nd ed.). Chicago: American Library Association.
- Smith, S. S. (2001). *Web-based instruction: A guide for libraries*. Chicago: American Library Association.

CHAPTERS

- Smith, S. S., & Sutton, L. (In press 2010). The Embedded Academic Librarian. In D. Zabel (Ed.), *Reference Reborn: Breathing New Life into Public Services*. Santa Barbara, CA: Libraries Unlimited.
- Smith, S. S., Mitchell, E. T., & Numbers, C. (2007). Building Library 2.0 into Information Literacy: A Case Study. In L. B. Cohen (Ed.), *Library 2.0 initiatives in academic libraries* (pp. 114-132). Chicago: Association of College and Research Libraries.
- Smith, S. S. (2003). Interactivity. In E. A. Dupuis (Ed.), *Developing web-based instruction: Planning, designing, managing, and evaluating for results* (pp. 191-208). New York: Neal-Schuman.

REFEREED ARTICLES

- Mitchell, E. and S. S. Smith. (2009). Bringing information literacy into the social sphere: A case study using social software to teach information literacy at WFU. *Journal of Web Librarianship* 3 (3). 183-197.
- Smith, S. S. (1996). Z. Smith Reynolds Library: Its role in Wake Forest University's Access 2000 project. *North Carolina Libraries*, 54 (4), 153-157.

NON-REFEREED ARTICLES

- Smith, S. S. & Snow, S. (Summer 2008). Digital Forsyth: A collaborative digitization project for historic photographs. *VRA Bulletin*, 35 (2), 99-105.
- Smith, S. S. & Sutton, L. S. (2008). Embedded librarians: On the road in the deep south. *C & RL News*, 69 (2). 71-74, 85.
- Smith, S. S., Tedford, R., & Womack, H. D. (2001). Make it a team effort. *Library Journal (Supplement NetConnect)*, 126, 18-20.
- Smith, S. S., Tedford, R., & Womack, H. D. (1999). Planning and implementing computer orientation for a laptop campus: The Wake Forest University ThinkPad project. Paper presented at the CUMREC, San Antonio, TX. from Educause Resource Center <http://www.educause.edu/LibraryDetailPage/666?Redirect=True&ID=CMR9906>

REVIEWING ACTIVITIES

- Review of "EdITLib: Education and Information Technology Library." *Choice* 47(8) (April 2010). 47-4181.
- Review of "Encyclopedia of Distance Learning." *Choice* 47(2) (October 2009). 47-0632.
- Review of "Online Education Database." *Choice* 46(7) (March 2009). 46-3620.
- Review of "Project Gutenberg Consortia Center." *Choice* 45(12) (August 2008). 45-6493
- Review of "Opposing Viewpoints Resource Center: Critical Thinking." *Choice* 45(3) (November 2007). 45-1231.
- Review of "World eBook Fair." *Choice* 44(8) (April 2007). 44-4183.
- Review of "Wikipedia." *Choice* 43(7) (March 2006). 43-3736.
- Review of *Internet and Personal Computing Fads*. *Choice* 42(4) (December 2004). 42-1935.
- Review of *Education and Technology: an Encyclopedia*. *Choice* 41(10) (June 2004). 41-5660.
- Review of *A Dictionary of the Internet*. *Choice* 40(3) (November, 2002). 1247.
- Review of "The New York Times - College Times." *Choice* 39(4) (December, 2001). 39-1910.

Review of "Searchling Applet." *Choice* 37(7) (March, 2000). 1258.

Review of *Official Internet Directory: a Comprehensive Reference for Professionals*, *Choice* 36(8) (April, 1999). 1438.

PRESENTATIONS

"#socstrat: Leveraging Social and Mobile Technologies in Experiential Courses." Co-presenter. EDUCAUSE Southeast Regional Conference, Atlanta, GA, June 2010.

"Preserving a County's Past: Cross-Institutional Collaboration to Archive a Community's History." Co-presenter. LAUNCH Research Forum, Chapel-Hill, NC, May, 2010.

"Digital Forsyth." Thursdays at Starling, Wake Forest University, Winston-Salem, NC. February, 2010.

"Competing for Fun and Funds: The First Annual Wake the Library 5k and Fun Run." Co-Presenter. Inspiration, Innovation and Celebration: An Entrepreneurial Conference for Librarians, Greensboro, NC, June, 2009.

"Teaching Them (2.0) to Fish: Web 2.0 as Subject and Method in Information Literacy Instruction." Co-presenter. NC Chapter of ACRL Library 2.0 Conference. Chapel Hill, NC. November, 2008.

"Bringing Information Literacy into the Social Sphere: A Case Study Using Social Software to Teach Information Literacy at WFU." Co-presenter. LITA National Forum. Cincinnati, OH. October, 2008.

"ZSR Library Presents: Blogs & Wikis @ Wake Forest University." Co-presenter. Merlot International Conference. Minneapolis, MN. August, 2008.

"Social Stratification in the Deep South." Co-presenter. Learning Technology Consortium. Winston-Salem, NC. April, 2008.

"On the Road in the Deep South: A Collaborative Experiential Course in Social Stratification." Co-presenter. Lilly Conference on College and University Teaching, Greensboro, NC. February, 2008.

"The Digital Landscape: A Sampling of Current NC ECHO LSTA Funded Digitization Projects." Co-presenter. NCLA Biennial Conference, Hickory, NC. October, 2007.

"Using ENCompass for Digital Collections to Unify and Streamline your Library's Digital Projects." Co-presenter. Annual EndUser Conference. Chicago, IL. April, 2005.

"Implementing ENCompass: The Good, the Bad, and Everything You Need to Know." Co-presenter. Annual EndUser Conference. Chicago, IL. April, 2004.

"Making Federal LSTA \$\$ Work for Your Library." Co-presenter. NCLA Biennial Conference. Winston-Salem, NC. September, 2003.

"Web Content Management: Too Many Pages, Not Enough Time." Co-presenter. SLA South Atlantic Regional Conference. Asheville, NC. September, 2002.

"Using JavaScript and CSS to Enhance WebVoyage." Co-presenter. Voyager Users Group Meeting (VUGM). Chicago, IL. April, 2002.

"Electronic Theses and Dissertations at WFU." Graduate School Forum: Electronic Applications in Graduate Education: Innovation and Implementation. Reynolda Campus, Wake Forest University. February, 2002.

"How'd They Do That? Innovative Uses of the Web by Libraries and Other Groups." "Teaching Beyond Library Walls: Using the Web for Library Instruction." "Why Shouldn't I Use a Hot Pink Background? Design Issues for Web Pages and Web Sites." "What Do Your Users Want? Using Focus Groups for User Feedback (co-presenter)." NCLA Biennial Conference, TNT Pre-conference: Web Tools for Librarians. Winston-Salem, NC. October, 2001.

- "Implementing an Electronic Reserve Program." Co-presenter. North Carolina Community Colleges Learning Resources Association Annual Conference. Raleigh, NC. March, 2001.
- "A Team Approach to Building Library Web Sites." Co-presenter. Internet Librarian 2000. Monterey, CA. November, 2000.
- "ZSR Library and Technology." North Carolina Association of Baptist Librarians. Winston-Salem, NC. July, 2000.
- "Extending Library Instruction through Interactive Web-Based Technology." LITA National Forum. Raleigh, NC. November, 1999.
- "Planning and Implementing Computer Orientation for a Laptop Campus: the Wake Forest University ThinkPad Project." Co-presenter. CUMREC '99. San Antonio, TX. May, 1999.
- "Connectivity Issues with NC Live." Co-presenter. NCLA's Reference and Adult Services Section's NC Live: Taking it to the Limit Conference. Chapel Hill, NC. November, 1998.
- "Evaluating Web Resources." Working with the Web: using Web-based Materials in the Classroom; a CELI (Computer Enhanced Learning Initiative) Workshop (Wake Forest University). Winston-Salem, NC. October, 1998.
- "North Carolina Information Highway" Panel Discussion. Moderator. NCLA Biennial Conference, Raleigh, NC. October, 1997.
- "http://creating.webpages.org." Co-presenter. NCLA Technology 'N Trends Roundtable Workshop. Winston-Salem, NC. March, 1997.
- "PLCMC's Virtual Library: Driver's Ed. on the Information Highway." NCLA Biennial Conference. Greensboro, NC. October, 1995.
- "PLCMC's Internet Experience" and "PLCMC's Virtual Library." UNC SIL Internet Training Workshop. Chapel Hill, NC. August, 1995.

POSTER SESSIONS

- "Research and Classroom Tools Project: A Strategy to Integrate the Library into the Campus Learning Community." Co-presenter, Poster Session, ACRL President's Program, ALA Annual Conference. Atlanta, GA. June, 2002.
- "Addressing the Bibliographic Instruction (BI) Delivery Debate: Web Tutorial Versus Face-to-Face Instruction." Co-presenter. Poster Session, ALA Annual Conference, Chicago, IL. July, 2000.

HONORS AND AWARDS

- ACRL Instruction Section Innovation Award. Z. Smith Reynolds Library's "Embedded Librarian Project: Social Stratification in the Deep South." June, 2008.
- Director's Award. Public Library of Charlotte & Mecklenburg County, NC. December, 1995.
- Beta Phi Mu, International Library Science Honor Society. April, 1994.

TEACHING EXPERIENCE

- Accessing Information in the 21st Century, 1 credit Information Literacy elective, 2003 to present
- Super-Surfing on the Internet, 5 week online course for Wake Forest University alumni, 2000

GRANTS

- Principal Investigator and Project Manager, LSTA NC ECHO Biblical Recorder Digitization Outsourcing Project, July 2010-June 2011. (\$82,505).
- Co-investigator, WFU Summer Technology Exploration Grant, June – October 2010. (\$5,579).
- Principal Investigator and Project Manager, LSTA “Preserving Forsyth’s Past” Outreach Grant Collaboration with Forsyth County Public Library, July 2009-June 2010. (\$33,151).
- Principal Investigator and Project Manager, LSTA Digital Forsyth Collaboration with Winston-Salem State University, Old Salem Museum and Gardens, and Forsyth County Public Library, July. 2006-June 2009. (\$239,196).
- Principal Investigator and Project Manager, LSTA Project Planning Grant for Digital Forsyth Collaboration with Winston-Salem State University and Forsyth County Public Library, Jan. 2005-July 2005. (\$11,992).
- Principal Investigator and Project Manager, LSTA NC ECHO Digitization Grant: ZSR Library Special Collections Finding Aid Conversion Project, July 2004-June 2005. (\$20,700).
- Principal Investigator and Project Manager, LSTA Project Planning Grant: ZSR Ongoing Digital Collections Initiative, Feb. 2003-June 2003. (\$15,000).

PROFESSIONAL ASSOCIATIONS

- *Member*, Editorial Board, Journal of Web Librarianship, 2006-
- *Member*, American Library Association; ACRL, LITA, LAMA, 2004-
- *Member*, North Carolina Library Association (NCLA), 1996-
- *Reviewer*, CHOICE Magazine, 1999-
- *Contributing Editor*, Infomine: Scholarly Internet Resource Collections, 2001-2003

COMMITTEES

EXTERNAL

- *Member*, LITA Top Technology Trends Committee, 2010-2012.
- *Member*, LLAMA Continuing Education Committee, 2010-2012.
- *Member*, LITA National Forum Planning Committee, 2008 – 2010.
- *Member*, LLAMA/BES Library Interiors, Furnishings & Equipment Committee, 2008 – 2010.
- *Member*, OLE Project Communications Working Group, 2008.
- *Member*, ACRL Instruction Section, Instructional Technologies Committee, 2006 – 2008.
- *Member*, NCLA 2005 Biennial Conference Planning Committee, 2004 – 2005.
- *Past Chair*, NCLA Technology ‘N Trends Roundtable, 2001 – 2003.
- *Chair*, NCLA Technology ‘N Trends Roundtable, 1999-2001.
- *Member*, NCLA Continuing Education Ad Hoc Committee, 1998 – 1999.
- *Chair Elect*, NCLA Technology ‘N Trends Roundtable, 1997- 1999.

WAKE FOREST UNIVERSITY

- *Member*, Committee on Academic Freedom & Responsibility, 2010-
- *Member*, Future Technologies Group, 2010-
- *Core Member*, Sakai Implementation Team, 2009-.
- *Representative*, University Senate, 2009-2013.
- *Member*, Academic Computing Advisory Committee, 2008.
- *Member*, Web Steering Committee, 2008.

- *Member*, Committee on Information Technology, 2003 -
- *Member*, Electronic Theses and Dissertations Project Team, 2001-2003.
- *Member*, ThinkPad Project Committee, 1999-2007.
- *Member*, Y2K Task Force, 1999-2000.
- *Member*, WIN Upgrade Committee, 1998 – 1999.
- *Member*, ThinkPad Project Training Task Force, 1996 -.

WFU LIBRARIES

- *Chair*, Voyager Project Interface Team, 1998 – 2000.
- *Chair*, Voyager Project Communications Team, 1998 – 1999.

ZSR LIBRARY

- *Member*, Special Collections Director Search Committee, 2010.
- *Member*, Librarians' Assembly Mentoring Committee, 2009-2010.
- *Chair*, Systems Librarian Search Committee, 2009.
- *Chair*, Scholarly Communication Librarian Search Committee, 2009.
- *Member*, Signage Committee, 2008 -.
- *Chair*, Coffee Shop Task Force, 2008.
- *Chair*, Privacy Audit Working Group, 2008.
- *Member*, Resource Services Head Search Committee, 2007.
- *Chair*, Library Strategic Planning Environmental Scan Committee, 2006-2007.
- *Member*, Emergency Weather Team, 2006, 2008.
- *Chair*, Technology Training Specialist Search Committee, 2004 – 2005.
- *Chair*, Webmaster-Digital Projects Coordinator Search Committee, 2004 – 2005.
- *Member*, Employee Recognition Committee, 2004-2005, 2008.
- *Member*, Archives Librarian Search Committee, 2004-2005.
- *Chair*, Web Development Team, 2003-2005.
- *Chair*, Library Strategic Planning Faculty Technology Development Task Force, 2002.
- *Member*, Administrative Council, 1999 -.
- *Member*, Electronic Resources Librarian Search Committee, 1999.
- *Member*, Statistics and Measurements Committee, 1998 – 1999.
- *Chair*, Web Instruction Group, 1998 – 1999.
- *Member*, Systems Librarian Search Committee, 1998.
- *Member*, Disaster Preparedness Committee, 1997 – 1999.
- *Treasurer*, Staff Association, 1997.
- *Member*, ITC Specialist Search Committee, 1997.
- *Member*, Network Specialist Search Committee, 1997.

SELECTED CONTINUING EDUCATION

- Career Development for Women Leaders. *WFU*. September 2010-April 2011.
- Gatekeepers Workshop: Enhancing Our Community through Inclusion. *WFU*. August, 2010.
- Managing Upward Workshop. *WFU*. April, 2010.
- Art of Feedback Workshop. *WFU*. March, 2010.
- Digital Literacy, Digital Storytelling and the Role of the Academic Librarian (Webcast). November, 2009.
- Leading the Blended Library (Webcast). February, 2009.
- Management Skills: Crucial Conversations Workshop. *WFU*. January, 2009.
- Leadership Institute for Academic Libraries (Harvard Leadership Institute). *Cambridge, MA*. August, 2008.
- Embracing Change: How to Energize and Engage Library Staff (Webcast). November 2007.
- Technology Trends in Academic Libraries (Webcast). March, 2007.

- Scholarly Communication Workshop. *Greensboro, NC*. April, 2007.
- PLCMC Technology Summit. *Charlotte, NC*. July, 2006.
- Innovations in Instruction. *Elon, NC*. August, 2005.
- Digitization for Cultural Heritage Professionals 2003 Institute. *University of North Carolina Chapel Hill*. May, 2003.

CONFERENCE ATTENDANCE

- ACRL: 2005, 2009
- ALA Annual: 1998, 2000, 2002, 2007, 2008, 2009, 2010
- ALA Midwinter: 2007, 2008, 2009, 2010
- Computers in Libraries: 1995, 1999
- Consortium of College and Universities Media Centers Annual (CCUMC): 2001
- CUMREC: 1999
- EDUCAUSE Southeast Regional Conference: 2010
- Endeavor EndUser Conference/Voyager Users Group: 2000, 2002, 2003, 2004, 2005
- ETD Regional: 2006
- Internet Librarian: 2000
- Lilly Conference: 2008
- LITA National Forum: 1999, 2007, 2008, 2009
- MERLOT International: 2006, 2008
- NCLA Biennial: 1995, 1997, 1999, 2001, 2003, 2005, 2007
- NC Chapter of ACRL Library 2.0 Conference: 2008
- ONLINE '95: 1995
- Third International Symposium on Electronic Theses and Dissertations: 2000