

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 and Technology Services *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 and evaluates 14 employees: 2 assistant directors, 10 librarians, and 2 professional staff; participates in developing job descriptions, interviewing, and recommending hiring for team positions. Oversees hiring, scheduling, training and supervision of approximately 60 students assistants.
- Oversees the investigation of emerging technologies and implements them as appropriate. Maintains awareness and involvement in national IT initiatives to best position the library and university.
- 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.
- Serves as primary technology liaison with other University departments and external organizations. Collaborates with these groups to create partnerships and facilitate cooperative projects.

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

HECHINGER COMPANY

March 1973-Jan. 1992

Store Manager*Feb. 1987-Jan. 1992*

- Managed a retail home center operation with annual sales over \$10 million. Responsible for staff recruitment, development, training and supervision (85 employees); capital and operational budgeting and planning; strategic planning and management; profit and loss outcome

PUBLICATIONS

- 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. & Snow, S. (Summer 2008, forthcoming). Digital Forsyth: A collaborative digitization project for historic photographs. *VRA Bulletin*, 35 (2).
- 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., 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. (2006). *Web-based instruction: A guide for libraries* (2nd ed.). Chicago: American Library Association.
- 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.
- Smith, S. S. (2001). *Web-based instruction: A guide for libraries*. Chicago: American Library Association.
- 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>
- 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.

REVIEWING ACTIVITIES

- 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

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

"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.

HONORS AND AWARDS

ACRL Instruction Section Innovation Award. June 2008. Z. Smith Reynolds Library's "Embedded Librarian Project: Social Stratification in the Deep South."

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 "Preserving Forsyth's Past" Outreach Grant Collaboration with Forsyth County Public Library, July 2009-June 2010.

Principal Investigator and Project Manager, LSTA Digital Forsyth Collaboration with Winston-Salem State University and Forsyth County Public Library, July. 2006-June 2009.

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.

Principal Investigator and Project Manager, LSTA NC ECHO Digitization Grant: ZSR Library Special Collections Finding Aid Conversion Project, July 2004-June 2005.

Principal Investigator and Project Manager, LSTA Project Planning Grant: ZSR Ongoing Digital Collections Initiative, Feb. 2003-June 2003.

PROFESSIONAL ASSOCIATIONS

- *Member*, Editorial Board, Journal of Web Librarianship
- *Member*, American Library Association; ACRL, LITA, LAMA
- *Member*, North Carolina Library Association (NCLA)
- *Reviewer*, CHOICE Magazine
- *Beta Phi Mu*, International Library Science Honor Society

COMMITTEES

- *Representative*, WFU University Senate, 2009-2013
- *Member*, LITA National Forum 2010 Planning Committee, 2009-2010
- *Member*, LITA National Forum 2009 Planning Committee, 2008-2009
- *Member*, LLAMA/BES Library Interiors, Furnishings & Equipment Committee, 2008-
- *Member*, OLE Project Communications Working Group, 2008-2009
- *Member*, University IT Advisory Board, 2008-
- *Member*, University Committee on Information Technology, 2003-
- *Member*, Library Administrative Council, 1999-

- *Member*, University Web Steering Committee, 2008
- *Member*, ACRL Instruction Section, Instructional Technologies Committee, 2006-2008
- *Chair*, Library Strategic Planning Environmental Scan Committee, 2006-2007
- *Member*, University ThinkPad Project Committee, 1999-2007
- *Member*, NCLA 2005 Biennial Conference Planning Committee, 2004-2005
- *Member*, University Electronic Theses and Dissertations Project Team, 2001-2003
- *Chair*, NCLA Technology N Trends Roundtable, 1999-2001