

October 2020

## Assistant Librarian

Emily Z. Mann

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**Emily Zoe Mann**  
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## **LIBRARY AND EDUCATION EXPERIENCE**

**Student Success Librarian, University of South Florida St. Petersburg**      **2019-present**

Student Success coordinator for Library

- Coordinate instruction for ENC 1101 & ENC 1102
- Collaborate with various campus partners to increase and contribute to student success
- Chair Diversity and Inclusion Committee

Instruction and Liaison Librarian:

- Liaison librarian for Interdisciplinary Social Sciences, Anthropology, English & Graphic Design
- Work with faculty from subject areas to provide research support to faculty and students.
- Teach basic and advanced information literacy for liaison areas.
- Collection management for liaison areas
- Assist students with reference and research consultations online and in person

**Research and Information Services Librarian, Florida State University**      **2014-2019**  
**Tallahassee, FL**

Reference and Virtual Reference

- Reference Coordinator provided training and supervision for in-person and virtual reference.
- Created and implemented Research Help Now desk (reference desk), including space, policies and procedures.
- Created, implemented and coordinated graduate student Reference Associate program.
- Supervised 1 full time staff member, part time reference librarian and 5-8 graduate student Reference Associates.
- Co-coordinator for Virtual Reference for University Libraries.

Assessment

- Head for public service statistics committee
- Created and implemented Storytelling and Statistics group.

Popular Literature

- Co-coordinator for Popular Literature
- Worked with SGA representative to create successful bill for funding for popular literature and dvds. (\$5000)

### Subject Librarian and Instruction

- Subject Librarian to Family and Child Sciences Department, Retail, Merchandising & Product Development, Nutrition, Food and Exercise Science, and interim Subject Librarian to Sociology (2016).

### Library Service

- Worked with Subject Librarian Steering Committee to organize monthly subject librarian meetings and yearly subject librarian retreat.
- Mentor for new Faculty Librarian.
- Member of Project A+, an IMLS grant funded project in conjuncture with FSU iSchool to train Academic Librarians about working with patrons on the autism spectrum ( ASD).

### Virtual Reference Librarian, Chatstaff

**2014-2015**

- Provided chat reference for over 450 public and academic libraries around the country using libraryh3lp client.

### Reference and Instruction Librarian, Coker Library Coker College, Hartsville, SC

**2014**

- Liaison librarian to ten subject areas.
- Taught information literacy sessions in support of all academic programs.
- Provided reference to students in person and by chat.
- Created Libguides and other web-based instruction tools.
- Created and implemented outreach programs.
- Assisted with library website creation and evaluation.
- Trained student workers and library staff members to provide reference.
- Created instruments for assessment for classroom teaching and reference desk.
- Created reports and suggestions based on assessment reports.
- Conceived and implemented group study space creation with reference collection relocation and weed.

### Library Technician, Reference and Instructional Services UNCG, Greensboro, NC

**2012-2013**

- Provided reference assistance at a busy academic library in person, by chat and by phone.
- Taught information literacy sessions in support of the Libraries' First-Year Instruction Program.
- Created majority of social media content for Libraries', and managed the Libraries' presence on Twitter, Facebook, and Pinterest.
- Helped create and run Library committee on Social Media
- Maintained and wrote the majority of content for a student-centered blog, Irma's World
- Served on Liaison teams including Science and Teaching team. Co-head of Reference Desk Team.

- Hired, trained, supervised and managed payroll for student employees/interns in Reference and Instructional Services Department.
- Created and installed exhibits and permanent library signage

**Library Weekend Supervisor, Learning Commons  
High Point University, High Point, NC**

**2011-2012**

- Provided reference assistance in person, by chat, and by phone.
- Created LibGuides for multiple subjects including.
- Maintained Library's Twitter feed.
- Assessed, weeded and organized newspaper and yearbook collection in archives.

**English Teacher  
Dahongying University, Ningbo China**

**2010-2011**

- Taught weekly classes of Oral English, Business English and test preparation to University students, class sizes ranging from 2 student to 45 students.
- Developed and implemented lesson plans, assignments and assessment for classes.

**EDUCATION**

Masters in Library and Information Studies  
University North Carolina at Greensboro, Greensboro, NC

**2010**

B.A. in Anthropology/Sociology, Concentration: U.S. History  
Guilford College, Greensboro, NC  
Dean's List, Graduated with Honors

**2006**

**PUBLICATIONS**

***Peer Reviewed:***

Burress, T., Mann, E., & Neville, T. (2020). Exploring data literacy via a librarian-faculty learning community: A case study. *Journal of Academic Librarianship*, 46(1), Article 102076. <https://doi.org/10.1016/j.acalib.2019.102076>

Wharton, L., & Mann, E. Z. (2020). Transitioning Online Reference Staffing Models: Assessing and Balancing Needs of Patrons and Practitioners. *Reference Librarian*, 61(1), 15–24. <https://doi.org/10.1080/02763877.2019.1678217>

***Non-refereed:***

Mann, E. (2017) Handbook on Gender in World Politics Review. *Reference Reviews*. 31(6), 15-15. <https://doi.org/10.1108/RR-04-2017-0102>

Mann, E. (2017, February) MoMa Exhibition History Digital Archive review. *ARLIS Multimedia & Technology Reviews*. <https://www.arlisna.org/publications/multimedia-technology-reviews/1112-moma-exhibition-history-digital-archive>

Mann, E. (2015, February) Alternative Voices: An interview with REFORMA President Silvia Cisneros. *NMRT Footnotes*, 44 (3). <http://www.ala.org/nmrt/news/footnotes/february-2015/alternative-voices-an-interview-with-reforma-president>.

## **PRESENTATIONS**

### ***Conference Presentations:***

Mann, E.Z. (2020). *Integrating Data Literacy into Undergraduate Instruction* [Online Conference Session]. LOEX 2020. <http://www.loexconference.org/breakout-session-recordings/>

Birch, S., Mann, E.Z., & Zayas Ruiz, K. (2020) *Academic Libraries: Promoting and Sustaining EDI through everyday work* [Conference Presentation]. USFSP Diversity and Inclusion Conference. St. Petersburg, FL.

Ariew, S., Burrell, T., Jacobs, S., & Mann, E.Z.. (2019). *Information Literacy and Data Literacy as Critical Thinking* [Conference Session]. Critical & Creative Thinking Conference. St. Petersburg, FL. <http://works.bepress.com/emily-mann/5/>

Mann, E. (2019). *Getting Emotional: Emotional Intelligence vs. Emotional Labor in a pink collar position* [Roundtable Facilitator]. ACRL Bi-Annual Conference. Cleveland, Ohio.

Mann, E, Kinsley, K. and Spitler, J. (2019). *The NeverEnding Story: Turning Statistics into Stories* [Conference Session]. The Collective Conference. Knoxville, Tennessee.

Mann, E., Grove, K., and Anderson, A. (2018). *Supporting College Students on the Autism Spectrum: Evidence Based Strategies for Academic Librarians* [Conference Session]. ALA Annual Conference. New Orleans, LA.

Mann, E. and Havert, M. (2016). *What We Want: Meeting Patron Expectations in Instruction Sessions* [Panel Organizer and Facilitator]. The Collective Conference. Knoxville, Tennessee.

Mann, E. (2014). *Engaging the East: Pedagogical Lessons From the Chinese University Classroom* [Conference Session]. South Carolina Library Association Annual Conference. Columbia, South Carolina.

Blas, N. & Mann, E. (2013). *Bridging the language Barrier in Academic Libraries* [Conference Session]. North Carolina Library Association semi-annual Conference. Winston Salem, North Carolina.

Blas, N. & Mann, E. (2013). *Cross-cultural communication at public service desks* [Conference Session]. Metrolina Information Literacy Conference. Charlotte, North Carolina.

Blas, N. and Mann, E. (2013). *The cross-cultural reference interview* [Conference Session]. UnHushed 2. Greensboro, North Carolina.

### **Webinars:**

Burress, T. & Mann, E. (2020). *Exploring Data Literacy Needs at Your Institution* [Invited Webinar]. Network of the National Library of Medicine. <https://nmlm.gov/class/exploring-data-literacy-needs-your-institution/22827>

Mann, E. and Wharton, L. (2017). *I am not a robot: using emotional intelligence to humanize virtual reference interactions* [Webinar]. RUSA. <http://www.ala.org/rusa/onlinece/not-a-robot>

Mann, E. and Wharton, L. (2017). *Improving Chat Reference with Emotional Intelligence* [Webinar]. Florida Library Webinars. <https://floridialibrarywebinars.org/improving-chat-reference-with-emotional-intelligence/>

Kellam, L. and Mann, E. (2013). *Evernote for everyone* [Webinar] UNCG-University Libraries.

Collins, A. and Mann, E. (2012). *Pinterest in an Academic Setting* [Webinar] UNCG-University Libraries.

### **Posters:**

Mann, E.Z. & Symulevich, A. (2020) *Curating a Collection of Civic and Community Engagement Research and Scholarship at USFSP* [Poster]. Bay to Bay 5<sup>th</sup> Annual Learning Symposium. St. Petersburg, FL. <https://digital.stpetersburg.usf.edu/bay-to-bay/2020/posters/4/>

- Mann, E.Z. & Wharton, L. (2018). *Learner-Centered Decision Making: Transitioning Online Reference Staffing Models* [Poster]. FACRL conference. Fort Myers, FL.
- Jordan, T & Kinsley, K. & Mann, E.Z. (2018). *Silos to Stories: Making Assessment More Meaningful for Everyone* [Poster]. Library Assessment Conference. Houston, TX.
- Mann, E.Z. (2016). *Creating a Reference Training Program using Instructional Design* [Poster]. ALA annual conference. Orlando, FL.
- Mann, E.Z. & Wharton, L. (2015). *Radical Virtual Reference: Creating a Sustained Training Program for Librarians and Staff* [Poster]. ACRL Conference. Portland, Oregon.
- Blas, N., Mann, E.Z., & Ruffin, I. (2015). *Within our Reach: Outreach and Engagement Strategies for Underserved Patrons* [Poster]. ACRL Conference. Portland, Oregon.
- Mann, E.Z. (2014). *Beyond Cover Letters and Resumes: Taking your job search to the next level* [Poster]. Metrolina Library Conference. Charlotte, NC.
- Elias, L. & Mann, E.Z. (2012). *Pinformation Literacy* [Poster]. iDeals Information Literacy Summit. Greensboro, North Carolina.
- Leininger, L. & Mann, E.Z. (2012). *Connecting Staff to the Cloud* [Poster]. Mid –Atlantic Chapter of Medical Library Association Annual Conference. Baltimore, MD.

## **GRANTS:**

Florida State University President’s Diversity and Inclusion Grant (2017, 2018)

\$1000.00

Used to fund purchasing of diverse and inclusive popular literature

University of South Florida St. Petersburg Faculty Mentoring Grant (2020)

\$1000.00

## **RECOGNITION**

ACRL early career librarian scholarship for ACRL conference 2015

ALA/EBSCO Scholarship for Mid-Winter ALA conference 2015

Outstanding Paraprofessional from NCLA paraprofessional round table 2013

## **PROFESSIONAL DEVELOPMENT**

### *Continuing Education*

ALA Immersion 2019

ALA RUSA Project Management in Libraries 2018

ALA Instructional Design Essentials course 2015  
24 hours of training

## **PROFESSIONAL AFFILIATION**

American Library Association 2008-2020

ALA-Library Leadership & Management Association 2017-2020

ALA-Association of College and Research Libraries 2014-2019

ALA- New Members Round Table 2008-2016

South Carolina Library Association 2014

North Carolina Library Association 2008-2013

Library and Information Studies Student Assoc. 2008-2010

## **PROFESSIONAL SERVICE**

### **Library Leadership & Management Association**

Buddy Program Team Member 2018-2019

Buddy Program Co-Chair 2019-2020

### **Association of College and Research Libraries**

ULS Communications Committee Member 2014-2018

ULS Technology in University Libraries Committee Member 2015-2017



**Florida Association of College and Research Libraries**  
Scholarship Committee Member 2016

**ALA New Members Round Table**  
Membership Promotion, Diversity, and Recruitment 2014-2015

**South Carolina Library Association**  
Intellectual Freedom Committee Officer 2014

## **UNIVERSITY SERVICE**

**University of South Florida St. Petersburg**  
Library Space Committee 2019-2020  
Diversity and Inclusion Committee-Chair 2019-2020  
University Community Response Team 2019  
USF Libraries Faculty- Governance and Elections Committee- Chair 2020-2021  
USFSP Diversity and Inclusion Conference Committee 2020-2021

**Florida State University**  
Storytelling and Statistics Group Chair 2018-2019  
Library Faculty Assembly Ad Hoc Diversity Resident Mentoring Committee 2018  
Balance Score Card: Instruction Initiative Committee 2016-2017  
Library Faculty Assembly Evaluation Committee 2016-2017  
Library Faculty Assembly Mentor Committee Chair 2016-2019  
Search Committee for Social Science Librarian 2016  
Search Committee for Science Librarian 2016  
Faculty Union Senate senator 2015-2018  
Library Faculty Assembly Professional Development, Research,  
and Travel 2015  
Subject Librarian Steering Committee 2015-2017  
FSU Library Ambassadors Program 2015-2016

**Coker College**  
Faculty Senate 2014

**University of North Carolina at Greensboro**  
Co-Coordinator of Graduate Student Reference Internship program 2013  
Search Committee for Science Librarian 2013  
Reference Desk Team Co-Leader 2013  
Social Media Committee 2012-2013

Science Liaison Team	2013
Information Literacy/Instruction Team	2013
Catalog Migration Communication Committee	2012-2013
Club advisor for UNCG League of Legends Club	2013
Staff Association Social Committee Co-Leader	2013
Secretary of LISSA- ALA student chapter	2009-2010

**High Point University**

New Book Committee	2011-2012
Social Media Committee	2011-2012
Information Literacy Committee	2011-2012