

## **Bethany N Herman**

HCC Central Campus, 1300 Holman, LHSB 300.1, Houston, TX 77004  
713-718-6220 [bethany.herman@hccs.edu](mailto:bethany.herman@hccs.edu)

### **Education**

Bachelors of Arts: Eastern Washington University, Cheney, Washington (2004)

Major: Humanities

Minors: English; History

Masters of Science, Library and Information Science: University of Illinois, Urbana-Champaign, Illinois (2011).

Practicum, Spring 2011 – Library Instruction for graduate English as a second language (ESL 500 and 501)

### **Experience**

02/06/2017-Present Houston Community College. Houston, TX.

#### **Public Services Librarian, Central Campus Library**

- Provides references and research consultation services on the use of library resources through various methods of delivery to faculty, staff, and students.
- Provides instruction for in-person and online library research sessions and library created workshops in cooperation with other Public Services Librarians.
- Serves as subject and faculty liaison to include specialized research assistance, library instruction, and collection development to assigned areas for the Central Campus
- Serves as subject liaison for Fashion Design, Fashion Merchandising, and Paralegal Technology for HCC system wide.
- Serves on interdepartmental team for HCC Fashion Archive, an online digital open resource supporting the School for Fashion Design and Merchandising's historical, cultural, and alumni fashion collection.
- Develops, creates, and maintains learning objects for library related instruction.
- As assigned, assists with library circulation, opening, and closing procedures.
- Serves on campus and library system wide committees as needed.

07/21/2014-02/03/2017 University of Houston Downtown. Houston, TX.

#### **Online Instruction and Outreach Librarian, W.I. Dykes Library**

- Plans, implements, and assesses the library's online information literacy initiatives.
- Plans, organizes, delivers, and assesses online library instruction and, in collaboration with instruction librarian, in-person library instructional sessions and workshops.
- Provides reference services and one-on-one instruction in the use of library resources through various delivery methods to students, faculty and other affiliated patrons.
- Serves as subject librarian and faculty liaison, performing collection development through review, selection, and marketing of library resources. Assigned areas have included the College of Education, Business Administration, and Law.
- Maintains LibGuides for assigned liaison areas and for instruction purposes
- Provides outreach to campus constituencies in order to expand program of online information literacy instruction.
- Coordinates, plans, and assesses library outreach efforts.
- Creates and maintains various educational materials online and in print in collaboration with instruction librarian and other reference librarians.
- Sits on university and library committees, including: Chair for Library Social Media Team and member of campus Center for Teaching and Learning Excellence Online committee, and the committee for Learning and Technology.

03/02/2015-04/08/2017 Lone Star College, North Harris. Houston, TX.

#### **Adjunct Faculty – Librarian, Lone Star North Harris Library**

- Instructs students, faculty, and other library users in accessing and using print, audio-visual, and electronic information resources.

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- Plans and develops a variety of instructional materials using appropriate technologies that will assist students in meeting their research needs.
- Promotes the use of general and subject-oriented print and electronic research guides and other instructional materials.
- Plans, organizes, and delivers research instruction in ways which maximize student learning and information literacy.
- Maintains a study atmosphere conducive to student learning.
- Evaluates, acquires, and provides access to information resources in a variety of formats to support student learning.
- Maintains professional working relationships with students, colleagues, and other library users.
- Assists students and faculty by supporting specific programs or course research needs.
- Provides reference assistance during the day, evenings, and weekends to meet student, faculty, and community research needs.
- Interprets policies and procedures for library users.
- Assists with oversight for Lone Star North Harris Makerspace and One Touch Button Studio for students and faculty

09/01/2012- 07/18/2014 Prairie View A&M University, Prairie View, TX

### **Reference and Instructional Services Librarian (Librarian I), John B Coleman Library**

- Instructed students on research methodology and use of library resources in a classroom setting.
- Provided research consultations for students, faculty, staff, and community members and instructs one-on-one to educate users on the use of library resources.
- When requested, provided library tours for incoming students, the faculty, staff and community at Prairie View.
- Developed instruction content for library website and print materials relevant to the Library's reference and instructional services.
- Coordinator for Freshmen and Transfer Student Library Orientation sessions each semester.
- Assisted with the selection and de-selection of materials for both the reference, general collection, and assigned liaison areas.
- Served as Liaison to the College of Engineering, College of Juvenile Justice (including the Department of Psychology), Political Science, Social Work and University College
- Provided reference assistance to users in person and via e-mail and telephone at the Reference desk:
- Determined research needs of users and provides assistance in search and retrieval of in print and electronic resources.
- Supervised student assistants in the Reference department and assisted with work schedules, assigned and oversaw special projects, and approved student timesheets
- Served on several library committees to provide leadership with planning and implementation of library programs while maintaining awareness of current trends in information literacy, reference services, and library technology.

10/24/2011-8/15/2012 University of Illinois at Springfield, Illinois

### **Visiting Assistant Professor/Instructional Services Librarian, Brookens Library**

- Provided reference assistance and individual consultation or instruction at the Information Desk, via e-mail, chat, or telephone.
- Provided one-on-one instruction in the identification and use of appropriate research tools and in the evaluation of search strategy and results.
- Promoted the effective use of information resources to advance teaching, learning, and research both to on-campus and online users.

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- Conducted library research workshops for specific courses or groups, teaching users how to find information using library resources and the Web.
- Prepared research guides, web pages, course software modules and other instructional aids.
- Participated in development of information literacy initiatives to support UIS baccalaureate goals and learning outcomes.
- Provided consultation or instruction for individuals in academic departments within areas of liaison responsibility
- Partnered with the Center for Online Learning, Research and Service, Information Technology Services and other campus units to facilitate faculty use of library information and technology.
- Participated in the ongoing assessment of the Library Instruction Service Program at Brookens Library through various methodologies.
- Consulted with assigned departments on needs relating to the curriculum and research.
- Selected materials for the library collection, coordinating with the Director of Collections Services and other Instructional Services librarians in areas of disciplinary overlap.
- Participated with the Director of Collections Services, other Instructional Services librarians, and the dean in decisions regarding reference databases and other electronic resources.
- Maintained awareness of scholarly communication trends in assigned disciplinary areas and served as administrator of UIS community within IDEALS, the University of Illinois institutional repository.
- Assessed and deselected materials as needed.
- Partnered with academic departments, research centers and UIS administrative offices to discern their needs and to market library resources and services.
- Served as Liaison to the following academic departments: Political Science, Legal Studies, Criminal Justice, Public Affairs Reporting, Global and International Studies, and Psychology.

8/22/2011-10/21/2011 University of Illinois at Urbana-Champaign, Illinois

### **Library Specialist – University of Illinois Utilities Libraries**

- Provided assistance with subpoena requests on an as needed basis
- Assisted Utilities Safety and Compliance Engineer with record keeping, setting up record filing procedure and system for safety and environmental compliance
- Organized backlogged MSDS sheets for individual Chiller Plants.

08/17/2009-8/15/2011 University of Illinois at Urbana-Champaign, Illinois

### **Librarian – Graduate assistant, University of Illinois Utilities Libraries**

- Provided reference services for utilities libraries' users in person, on the phone, and electronically.
- Provided instruction sessions to plant staff on basic computer skills and how to access online the current collection via the plant's intranet portal.
- Accession and archive plant documentation (both physical and electronic) associated with plant alterations (e.g. new manuals, equipment files, inspection reports, etc).
- Organized and managed materials and resources used by staff.
- Oversaw scanning of large-scale drawings (outsourced/out of house scanning) and any necessary in house scanning of documents.
- Managed journal subscriptions and Table of Contents alerts to staff.
- Maintained, expanded and purged materials from the general reference collection and both physical and digital collections.
- Maintained records management program in accordance with state law and university policy.

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- Managed online catalog and inventory of collection holdings and drawings.
- Managed resources found on the utilities internal website.
- Preserved and repaired worn or damaged drawings and documents
- Cataloged incoming reference material using OCLC.
- Tasked with the development and implementation of an emergency preparedness plan for the University Utilities Libraries and revising the current Library manual for standard operating procedures.

1/16/2006-08/14/2009 Verizon Marion, Sparta, and Carbondale, Illinois

### **Local Manager Customer Ops – Operations**

Management responsibilities associated with the installation and maintenance of Verizon's network elements to provide both residential and business customer's telephone and data services through the direct supervision of a team of technicians providing these services.

Responsibilities included

- Daily management of a wide spread area and supervising technicians that report to various work centers along with meeting established objectives and metrics.
- Provide training for technicians as applicable and when needed.
- Assess subordinates' performance and implement improvement plans for those not meeting performance objectives.
- Problem solving through the analysis and evaluation of data in any situations regarding employee performance and customer service
- Use of management methods to coordinate work activities
- Customer relation skills.
- Routine safety and quality inspections of employee's work.
- Response to customer complaints and escalations for quick resolution
- Identifying and managing material and equipment needs for employees
- Proficient knowledge and experience of Lotus Notes, Outlook, and MS Office
- Ability to adapt quickly to different work situations and to act quickly and efficiently in identifying individual needs for different workgroups, work under pressure, resolve conflicts, and provide solutions to enhance team effectiveness to meet corporate objectives.
- Work experience includes relations with union labor and customers that requires strong communication, interpersonal, and negotiation skills.

2/21/2005-1/15/2006

Verizon

Fort Wayne, Indiana

### **Specialist (4t) – Network Engineering – Project Coordinator**

Coordinator for the Midwest Regions Operation Support Center's Fiber to the Premise project (a high profile construction build that would overlay fiber optic cable over its existing network in the Fort Wayne area) responsibilities included:

- Management, implementation, and delivery of drafted plans that came from Verizon's engineering department to construction department.
- Coordinate between different departments to assure construction of fiber optic build remain on schedule
- Inventory management of major material during build
- Records maintenance of daily progress
- Accomplishments in this position include the creation, development, and implementation of several internal databases and reports that were essential to the success of build being one of the most efficient and cost effective in the nation which earned an individual departmental discretionary award and team nomination for a national award with Verizon.

Acted as single point of contact for local contractors as technical support for essential software used to locate existing telecommunications facilities.

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### Publications and Presentations

Hubbard, E., and B. Herman (2019 September) "*Building a Fashion Archive at a Community College*," poster presentation, Digital Frontiers: Tear Down the Walls, Austin, TX.

Herman, B., J. Crispin, K. Smith, R. Pun (2018 July) "*Truth, Social Justice, and the Academic Library Way: Comics in Academic Libraries*," Comic Conference for Educators and Librarians, San Diego Comic Con, San Diego, CA.

Herman, B. and L. Lo (2016 May), "*An Exploration of Workplace Wellness Programs for Academic Libraries*," Atlantic Province Library Association Annual Conference, Halifax, Nova Scotia.

Lota, J., B. Herman (listed Tschaepe), and M. Hopwood (2016 May), "*Reduce, Reuse, Upcycle: Turning interactive instruction into game-based camogogy*," LOEX Conference, Pittsburgh, PA.

Lota, J., B. Herman (listed Tschaepe), S. Anderson and M. Hopwood (2016 April), "*Augment Reality and Pop Culture for First Year Students*," Texas Library Association Annual Conference, Houston, TX.

Lota, J. and B. Tschaepe (2015 May), "*Tapping into the First Year Experience: Effective Learning with Augmented Reality and Pop Culture*," LOEX Conference, Denver, CO.

Lo, L. and B. Tschaepe (2015 March), "*Integrated Wellness: Implications for academic libraries and the communities they serve*," ACRL Conference, Portland, OR.

Boeder, R., F. Ettarh, L. Jenkins, and B. Tschaepe (2015 March), "*At the Intersection of Diversity and Libraries: Check your Privilege to Build Sustainable Communities*" ACRL Conference, Portland, OR.

Tschaepe, B. (2013). "Bringing the Immersion Program Home" in ACRL in Chicago: ACRL programs at the ALA annual conference. *College & Research Libraries News*, 74(8), 433-442.

Tschaepe, B. (2013, June). *A Peculiar Function: an exploration of libraries at historically black colleges and universities*. Poster presented at the American Library Association Annual Conference, Chicago, IL.

Tschaepe, B., Bradley, L., & Luedtke, J. (2013, June) *Life, Libraries and the Pursuit of Wellness*. Conversation starter presented at the American Library Association Annual Conference, Chicago, IL.

### Professional Service

2018-2020 – ALA Graphic Novel Comic Books Round Table Conference Planning Committee

2017-2019 – LOEX Advisory Council

2016-2018 – LOEX Conference Planning Committee, Co-chair.

2012-2017 ACRL Immersion Program Committee.

Chair of Immersion Faculty Search sub-committee 2013-2014.

Vice Chair 2015-2016

Chair 2016-2017.

2014-2017 – ACRL Instruction Section, Instruction Mentorship Program Committee, Vice Chair

2015-2016, incoming chair 2016-2017

2013-2016 – LLAMA Career Institute Planning Committee.

2012-2014 – LLAMA/NMRT Joint Committee. Chair 2014.

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2014-2015– LLAMA NPS, co-leader LIS Outreach Team

### **Achievements and Awards**

2016 University of Houston Downtown – Faculty Professional Development Grant

2015 Emerging Leader – sponsored by the ALA Learning Roundtable

2013 ACRL Librarian Scholarship – award to attend the 2013 ACRL conference in Indianapolis, IN