

Marla Means

DETI/eCampus
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Education

In Progress - Started Fall 2018
Ed.D. Doctorate Degree in Leadership with a focus in Higher Education
Valdosta State University, Valdosta, GA

December 2015
M.L.I.S. Masters Degree in Library and Information Science
University of North Carolina Greensboro, Greensboro, NC
Summa Cum Laude (4.00 G.P.A.)

December 2013
B.A. Baccalaureate Degree in Literature and Language
University of North Carolina at Asheville, Asheville, NC
Magna Cum Laude (3.84 G.P.A.)

Work Experience and Accomplishments

Lead Embedded Librarian for eCampus, eCore and eMajor through UNG, Christy Talley-Smith and Brett Miles

82 College Circle, Dahlonega, GA 30597 (706) 864-1889

From 2017 to 2021, I was a part-time librarian for eCore working night shifts to assist online students with research, citations, and avoiding plagiarism. Beginning June 2021, I became the lead embedded librarian for eCore and eMajor, or eCampus. Using web features such as WebChat, GoView, and Blackboard Collaborate, I create online office hours through multiple mediums such as chat, email, discussion posts, and Blackboard collaborate classroom presentations to assist all students enrolled in eCore and eMajor with research and reference questions. I create content and update our librarian GoView course content, and I schedule meetings with the eCore librarians as well as our supervisors in order to review the semester's usage statistics, which I also help collect and maintain. I present every semester, both in-person and online, to eCore faculty in order to introduce the eCore librarians for the semester, advertise our services, and answer any questions they may have. I created a student satisfaction survey for

the eCore librarians, and I present that data every semester to all faculty. I am creating onboarding and training materials for new librarians, evaluation criteria for existing librarians, and instructional materials for teaching faculty to embed in their course shells.

2021-present

Reference and Instruction Librarian, GHC Cartersville Library and Testing Center, Jessica Osborne and Julius Fleschner

5441 Highway 20, NE Cartersville, GA 30121 (678) 872-8400

At the Cartersville instructional site of Georgia Highlands College, I implemented my graduate college experience along with skill sets from my previous library internships to provide research, college, directional, and technical assistance to students, faculty/staff, and community members. I performed circulation duties such as checking in and out items, processing callslips, maintaining the serials collection, and removing SOA holds for our library patrons. I was embedded both physically and online for any college level classes with needs for library instruction, and I taught these classes in person while continuing communication through Desire2Learn/BrightSpace, email, LibChat, and sometimes text messages. I also conducted one-on-one research consultations for students with greater research needs in my office or in various study environments throughout the library. I troubleshoot problems with all of our offered technology, mainly our computers and printers, and either resolved the issue or placed tickets to the correct department, mainly IT support. I communicated with department heads to assess our instructional site's needs and to encourage the further growth of the relationship between the college and the library for the long term. I was the Humanities Liaison, attending department meetings and incorporating the department's needs into library services. I also sent out invitations for library instructional sessions at the beginning of each semester.

2016-2021

Student Assistant Manager, GHC Cartersville Library and Testing Center, Jessica Osborne and Julius Fleschner

5441 Highway 20, NE Cartersville, GA 30121 (678) 872-8400

From the Fall of 2018 to the Spring of 2021, I had been interviewing and hiring the student assistants for the GHC Cartersville location. I was in charge of writing the interview questions, hiring the students in OneUSG, scheduling the circulation and reference desk coverage, as well as training and onboarding new student assistants. I met with the student assistants once a month to check in with their progress and cover what they were doing well, what they could do to improve, what their favorite aspect of the job was, and how I could help them as their manager to improve. I asked the student assistants to take notes concerning our check in meetings and email them to me and my supervisor, Jessica Osborne, for review. I then documented their progress in an email folder so that my supervisor and dean could review what I have worked on with the student assistants.

2018-2021

FCST 1010 Instructor, Georgia Highlands College, Alan Dutch
5441 Highway 20, NE Cartersville, GA 30121

On the Cartersville instructional site, I started teaching Freshman Studies - The College Experience Class during the Fall of 2016. I taught the class once per semester, and my last class was in Spring 2018. I followed the design for the class and taught the suggested material every week. I graded a journal and a challenge, the equivalent of two small papers, for each student the following week after it was due. I also took some suggestions from students concerning topics they wanted to cover and embedded them in my class whenever I could. Recommended topics we have covered are tax forms and how to fill them out line by line, buying versus leasing a car, and renting an apartment versus buying a house with a concentration on how to save money each month.

2016-2018

Reference Intern, UNCG Jackson Library, Jenny Dale and Amy Harris-Houk
320 College Avenue Greensboro, NC 27412 (336) 334-5304

Under the supervision of a subject librarian at Jackson Library, I worked the reference desk almost every day of the week - including one day for training. I helped people with research, directions, general information, and services. I connect students with the information that they needed by navigating subject libguides, databases, catalogues, as well as credible and scholarly websites. I also referred students and patrons to subject librarian liaisons when their research needs required a higher level of research skills. This internship taught me to consult the "Read Scale," and I learned how to assist patrons up to level four research.

2014-2015

Circulation Desk Assistant, UNCA Ramsey Library, Noel Jones and Helen Dezendorf
1 University Heights Asheville, NC 28804 (828) 251-6336

Under the instruction of Noel Jones and Helen Dezendorf, I shelved carts of books and helped students and friends of the library at the circulation desk, helping patrons with books, laptops, projectors, and books on reserve by UNCA professors. I also collected fines as well as helped students search for sources, navigate the library's catalog, and use its electronic resources. Also, I performed tasks that made me an invaluable resource for library employees, cleaning the staff area, organizing bookshelves, and filling in when someone needed to run an errand.

2012-2013

Contributing Author, Editorial Assistant, Researcher, Writer

The Journal of Black Mountain College Studies; Postscript, The Journal of the Philological Association of the Carolinas; The Anthology of Black Mountain College Poetry

For over a year, I participated in several important academic publishing projects under the direction of Dr. Blake Hobby that have demanded the integration of technology. Working as a

copy editor, researcher, and writer, I have helped produce two online scholarly journals and the soon-to-be-published *Anthology of Black Mountain College Poetry*. Using electronic documents and editing tools, I employ the following software programs daily: Microsoft Office 365 for text editing, submissions record keeping, and presentations; Adobe Acrobat Pro 9.0 for the creation and editing of PDF files; OCR tools for scanning and text recognition; and the web-based content management system WordPress for the online publication of academic journals.
2012-2013

Skills

1. Bilingual - fluent in English and Spanish
2. Teaching and instruction
3. Assessment of class' research skills and implementing assessment activities
4. Working as a communicative team member
5. Organizing data and triageing projects
6. Managing workflow, project traffic, and leading teamwork
7. Integrating software applications and web-based content management systems such as Microsoft Office suite, Adobe Acrobat, WordPress, Weebly, LibGuides as well as all SpringShare products, and Google Sites
8. Supervising, coaching, and mentoring
9. Using multiple methods and resources to conduct research quickly and effectively
10. Writing, editing, and analyzing information

Membership and Awards

1. President of Sigma Tau Delta English Honors Society for Fall 2013
2. Graduation with Distinction in Honors
3. *Dean's List*, all semesters in school
4. LISSA member from Spring 2015 to Fall 2015
5. Chancellor's Service Excellence Award: Gold Effectiveness and Efficiency Initiative of the Year 2016 for the College Testing Initiative
6. Certificate of Appointment of Notary Public for Georgia, Cherokee County 2016 - 2020
7. Certificate of Training for Accessibility by Design: Introduction to Training 2016
8. Certificate of Completion for Independent Applying the QM Rubric (APPQMR) 2016

9. Certificate of Completion for Maximizing Outreach Without Maxing Out: No-to-Low Cost ways of Getting Your Library's Message Out There 2016
10. Certificate of Training Completion for RTK - Global Harmonized System Training 2016
11. Safe Zone Certified 2016
12. QPR Gatekeeper Certificate for APR Suicide Prevention Gatekeeper Program 2016
13. PDC Certificate for The University System of Georgia Service Excellence Training 2017
14. Certificate for Selection Chair Committee Training 2017
15. Certificate for The eCore Faculty Certification Program 2017

Leadership Positions and Committees Served

1. Member of GHC Diversity Committee 2017 - 2019
2. Member of GHC Wellness Committee 2017 - 2021
3. Secretary of GHC Towards Zero Suicide Committee 2018 - 2020
4. Vice President of GHC Towards Zero Suicide Committee 2020 - 2021
5. Member of G3 GALILEO Assessment Committee 2019 - 2021
6. GHC Library's Information Literacy Group 2019 - 2021
7. Parliamentarian of GHC Faculty Senate FY 2020 - 2021
8. GHC Humanities Liaison Librarian 2020 - 2021