Bethaney Hall

EDUCATION

Master of Library and Information Science - Florida State University, 2021

Certificate of Information Architecture - Florida State University, 2021

Bachelor of Arts in English, minor in Philosophy **-** Florida State University, 2017

WORK HISTORY

Florida State University Robert Manning Strozier Library Tallahassee, FL —
Library Associate, Electronic Resources

06/2019 –PRESENT

- Assist in maintaining access to millions of electronic resources such as journals, books, videos, and databases.
- Use knowledge of API, XML, and SQL to assist with external system integrations.
- Perform data entry of license agreement terms, cost, and renewal data into CORAL and Alma licensing modules.
- Access publisher and vendor administrative websites to obtain usage reports (SUSHI, COUNTER 4 and 5).
- Resolve user-reported e-resource access problems submitted using the library's ticketing system and FSU Dropbox.
- Create flow charts and instructional manuals for ILS and ERMS to standardize system practices and duties across the E-Resources team.
- Assist in maintaining up to date MARC loads for electronic books and databases.
- Create usage, cost, and overlap analysis reports for upcoming subscription renewals.
- Create and update an Internal Wiki page, LibGuides, weekly newsletter, and E-Resources website to promote department activities and updates.
- Maintain communication and relationships with FSU Libraries (Medical Library, Music Library, and Science Library), library patrons, consortium partners (FLVC/FALSC), and vendor reps.
- Provide superior reference and instruction services via Springer LibAnswers Ask-a-Librarian service.
- Monitor relevant listservs to ensure effective communication of changes and developments relevant to ensuring access to electronic resources.

State Library of Florida, Tallahassee, FL — *Information Specialist III, Bureau of Library and Information Services*

10/2018 –06/2019

- Collect usage statistics for periodicals and generate reports for collection development.
- Use SirsiDynix Symphony ILS for circulation and reference duties.
- Digitize physical materials using an Image Access Bookeye 4 book scanner and store electronically.
- Shelve periodical materials alphabetically daily.

APPS, SOFTWARE & PROGRAMMING LANGUAGES

ERMS & ILS: SirsiDynix Symphony, Ex Libris Alma and Primo VE, Ex Libris Aleph, Mango, CORAL, EBSCO Discovery Services, GOBI

SpringShare: LibApps, LibGuides, LibCal, LibAnswers

Microsoft: Excel, Word, Access, PowerPoint, SharePoint, Outlook, Visio

Adobe: Acrobat, Digital Editions, Portfolio, Photoshop, Illustrator, Xd, Dreamweaver

Project Management: Trello, Freedcamp

Education Tools: LinkedInLearning, Kaltura, Canvas, Blackboard Collaborate

Usability & WebDev: Morae, OptimalWorkshop, Drupal (8 & 9), Audacity, FileZilla, Acquia Dev Desktop, WordPress

Programming & Markup Languages: Markdown, XML, XHTML, HTML5, CSS, Bootstrap, PHP

- Participate in monthly physical display creation and showcasing.
- Digitize, format, and edit periodicals to be archived in the Internet Archive and the State Library of Florida site for patron digital access.
- Use superior customer service skills to perform circulation duties and in-person reference services daily.
- Provide online reference services via SpringShare Ask-a-Librarian Reference Services.
- Shelve physical federal documents according to the SuDoc system.
- Fulfill digital loan requests for State of Florida employees. This consists of digitizing physical books and journals, then delivering the request via email or through the State of Florida dropbox.
- Volunteer at the annual Children's Open House event at the State Library and Museum of Florida.

Wilbury Restaurant & Warhorse Whiskey Bar, Tallahassee, FL — *Bartender*

5/2018 –6/2019

- Provide superior customer service while serving both Wilbury Restaurant and Warhorse Whiskey bar (separate locations; same management).
- Keep in contact with vendors to restock and feature seasonal products.
- Create unique and creative seasonal products.
- Participate in event planning and event set-up.
- Communicate effectively and quickly with coworkers and patrons.
- Memorize cocktail recipes and craft them according to bar standards.

Cafe Taverna, Tallahassee, FL — *Shift Supervisor*

8/2017 –8/2018

- Supervise employees, delegating tasks as needed.
- Create a weekly schedule, communicating with coworkers on availability.
- Perform inventory and restock as needed.
- Update restaurant expense reports and keep track of orders.
- Maintain relationships with vendors and food service providers.

Palmer Munroe Teen Center, Tallahassee, FL — *Tutor and Workshop Instructor*

8/2016 –12/2016

- Create and update a website for weekly updates and program information using Wordpress: https://palmermunroeinternblog.wordpress.com/
- Tutor and help K-12 students in English and Literature studies.
- Organize and lead a poetry workshop for K-12 students.
- Participate in various daily activities with students.

Florida State University Robert Manning Strozier Library, Tallahassee, FL — *Librarian Assistant*

8/2015 –6/2017

- Use Ex Libris Aleph ILS for circulation, Interlibrary Loan, UBorrow, and pick-up requests.
- Teach patrons how to use microfiche and microfilm scanners.
- Communicate effectively with coworkers and librarians to enhance project workflow and standardized practices.

- Provide superior reference and customer services.
- Use extensive knowledge of Dewey Decimal and Library of Congress Classification to shelve materials daily.
- Keep usage statistics on all physical library resources.
- Help set up for symposiums, presentations, and events in the Graduate Reading Room.

COMMITTEES & GROUPS

FSU E-Resource Management and Discovery Services Working Group, 2019-present

- This group maintains and discusses an exhaustive list of recurring issues and pending projects related to electronic resource discovery, accessibility, and acquisitions. The group also discusses vendor updates and relations as it relates to electronic resource access. Members include faculty and staff from Electronic Resources, Acquisitions, and Cataloging departments.

FSU E-Resource Linking Working Group, 2019-present

- This group specifically addresses, fixes, and maintains all linking issues to ensure seamless resource access to FSU's electronic resource collection in the catalog and across all vendor platforms.

FSU Usability & Accessibility Group, 2019-present

- This group performs usability testing in the field and using usability software (Morae) for the library website's key audience members, including identifying and correcting accessibility issues across all digital platforms. The group tests and evaluates proposed changes from the Web Advisory Group to FSU Libraries website.

FSU Web Advisory Group, 2019-present

- This group coordinates effective web-related communication strategy between stakeholders to ensure cooperation, collaboration, and open information sharing. This group helps to provide standards, templates, and guides to ensure FSU Libraries brand unification is in coordination with Marketing and Communication. Provides strategic thinking to ensure continual improvement to website content and functionality by making recommendations to content editors, the Marking and Communication department, and Technology and Digital Scholarship department.

CONFERENCES, PRESENTATIONS, & TRAINING

Presenter, **FSU E-Resources During COVID-19 - presentation made for the Scholar Support Network at FSU Libraries** (2021)
Attendee, **Charleston Library Conference (**2021)
Attendee, **Florida Library Association Annual Conference** (2021)
Attendee, **Electronic Resources & Libraries (ER&L) Conference** (2021, 2022)
Attendee, **PLAN Data Privacy Symposium** (2020)
Attendee, **FSU's DIRECTO Immigration Symposium** (2020)
Trainee, **Kognito Mental Health At-Risk Training** (2020)