

April Sheppard

(870) 972-2766 | PO Box 2040, State University AR 72467 | asheppard@astate.edu

Education

2017 | Master of Public Administration | Arkansas State University, Jonesboro, Arkansas

2015 | Master of Library Science | Texas Woman's University, Denton, Texas

2002 | Bachelor of Fine Art, Studio Art | Arkansas State University, Jonesboro, Arkansas

1999 | Bachelor of Philosophy | Arkansas State University, Jonesboro, Arkansas

Professional Experience

Assistant Library Director

August 2018 - Current

Dean B. Ellis Library, Arkansas State University

- Has dotted-line supervisory and leadership responsibilities for all areas of Library operations and assumes full responsibilities in the absence of the Library Director.
- Oversees day-to-day Library operations; serving as backup as needed, including working the service desk and opening and closing the Library.
 - Interim Head of Archives, January 2020 - Present
 - Interim Head of Access & Delivery Services, March 2020 - November 2020
- Works closely with academic departments and campus units to create assessment and accreditation reports.
- Actively participates in a variety of research and reference functions, including teaching for-credit sessions, bibliographic instruction, online tutorials, and embedding.
- Works closely with the Library Director and Collection Management unit leader in selecting Library resources for subscription or purchase.
- Serves as liaison to multiple academic departments.
- Oversees Library outreach, including programming, exhibits, and social media.
- Serves as LibGuides administrator and backup administrator for Library website.
- Works closely with the Library Director on planning and oversight of the Library budget, including evaluating resources to be dropped or added.
- Actively serves on Library management, Library committees, campus committees, and task forces, taking leadership roles when appropriate.
- Plays a key role in Library restructuring and implementing strategic goals.
- Plays a key role in space planning and usage, including renovations and shifting projects.

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Assistant Director for Public Services

January 2012 - August 2018

Dean B. Ellis Library, Arkansas State University

- Served as Head of Research and Educational Support.
- Oversaw operation of Government Documents, ensuring compliance with state and federal regulations;
- Oversaw operation of Access and Delivery Services including Circulation, InterLibrary Loan, and Document Delivery.
 - Created document delivery services in 2018.
- Led Library instruction and faculty outreach.
 - Taught for-credit sessions, bibliographic instruction sessions, and embedding.
 - Led rebranding and growth of Library instruction activities.
 - Trained staff to conduct tours and introductory library sessions.
- Led faculty and departmental outreach.
 - Maintain library liaison assignments, including serving as liaison to multiple academic departments.
 - Performed collection development for five academic areas.
 - Worked with academic departments to promote library services.
- Oversaw service and operation of Library service desk, including maintaining reference chat, LibGuides, training manuals, and solving patron problems and complaints.
- Served as backup for all areas of public services, including opening and closing the Library as needed.
- Led Library outreach activities including new student orientation, student exhibits, book signings, and public programming.
- Actively served on Library and campus committees and task forces.

Government Documents Librarian

October 2005 - December 2011

Dean B. Ellis Library, Arkansas State University

- Supervised Government Documents, including hiring, supervising, and training staff.
- Ensured compliance with state and federal regulations as well as the regional library.
- Oversaw weeding, cataloging, and retrospective cataloging activities.
- Taught for-credit sessions and one-shot instruction sessions.
- Served as liaison for multiple academic departments and performed collection development for each.
- Created Library's User Satisfaction Survey (first deployed April 2012)
- Served as EvalKit and TaskStream administrator.
- Served as a member of the Arkansas Documents Consortium.

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Courses Taught

Introduction to Academic Research

Fall 2014 - current

- Averages over 100 students a year in both face-to-face and online classes.
- Led rebranding of Introduction to Using Electronic Information Resources (2014)
- Led growth of for-credit information literacy instruction
 - 303% enrollment growth from Fall 2013 to Fall 2019
- Led creation of:
 - Subject specific Intro to Academic Research Biology (2016)
 - Introduction to Academic Research Online (2017)
 - Concurrent class for local high school students

Introduction to Using Electronic Information Resources

Spring 2010 - Spring 2014

Membership

American Library Association	2008 - current
Association of College & Research Libraries	2015 - current
ALA Rainbow Round Table	2017 - current
ALA Social Responsibilities Round Table	2017 - current
ALA Games and Gaming Round Table	2017 - current

Service to Professional Organizations

SRRT Coordinator, Social Responsibilities Round Table of the American Library Association (Summer 2020 - Ongoing)

Round Table Coordinating Assembly, American Library Association, Member (Summer 2020 - Ongoing)

RTCA Overhead Task Force, American Library Association, Member (Spring 2020 - Ongoing)

Web Committee Member, Rainbow Round Table of the American Library Association (Spring 2020 - Ongoing)

SRRT Social Media Team, Social Responsibilities Round Table of the American Library Association (Spring 2020 - Ongoing)

Research Data Management Librarian Academy (RDMLA) Usability Tester, Research Data Management Librarian Academy (RDMLA) (Fall 2019)

SRRT Conference Travel Grants Selection Committee, Social Responsibilities Round Table of the American Library Association (Summer 2019 - Ongoing)

SRRT Logo and Brochure Ad-Hoc Committee Chair, Social Responsibilities Round Table of the

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American Library Association (Summer 2019 - Spring 2020)

SRRT Web Team, Social Responsibilities Round Table of the American Library Association Chair (Summer 2019 - Summer 2020), Member (Summer 2019 - Ongoing)

ALA Ambassador, American Library Association (Summer 2019)

SRRT Coordinator-Elect, Social Responsibilities Round Table of the American Library Association (Summer 2019 - Summer 2020)

New Attendees Mentor, American Library Association (Summer 2017)

Great Stories Club : Nature vs Nurture Reviewer, American Library Association (Spring 2017)

Great Stories Club Grant Reviewer, American Library Association (Spring 2016)

State Agency Databases Wiki Task Force, GODORT (Spring 2016 - Fall 2018)

Latino Americans: 500 Years of History Grant Reviewer, American Library Association / National Endowment for the Humanities (Summer 2015)

Advisory Board for Amigos eShelf, Amigos (Fall 2013 - Spring 2017)

State Agency Databases Wiki, GODORT (Summer 2012 - Fall 2018)

Arkansas Gov Docs Consortium, Arkansas Gov Docs Consortium (Fall 2005 - Summer 2014)

University Committees

University Diversity and Affirmative Action. Member. (Fall 2020 - Ongoing)

DAA Subcommittee: Diversity Retention Plan. Chair. (Fall 2020 - Ongoing)

Library Committee. Member. (Fall 2019 - Ongoing)

Third Floor Planning Group. Member. (Fall 2019 - Spring 2020)

P-20 Expo Planning Committee. Member. (Summer 2019 - Ongoing)

Innovative Teaching Strategies Committee. Member. (Summer 2018 - Ongoing)

P-20 Sub-Committee. Member. (Summer 2018 - Ongoing)

Lecture-Concert Series. Member. (Fall 2017 - Spring 2019)

A-State Creative Commons. Member. (Fall 2016 - Ongoing)

Wilson Award Committee. Member. (Fall 2015 - Spring 2018)

Faculty Senate. Secretary. (Fall 2015 - Summer 2018)

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University Service other than Committees

Create@State Blind Reviewer (Spring 2021)

Title IX Advisor (Fall 2020 - Ongoing)

100 Mentor Program. Mentor. (Fall 2020 - Ongoing)

Arkansas State Community Emergency Response Team. Member. (Spring 2020 - Ongoing)

Oasis : Pagan and Witch Student Support Group. Faculty Advisor. (Spring 2020 - Ongoing)

Faculty Senate. Web Coordinator. (Spring 2019 - Ongoing)

Library Committees

Library Signage Committee. Chair. (Spring 2020 - Ongoing)

New Activities Task Group. Chair. (Summer 2019 - Ongoing)

Veterans Task Group. Chair. (Spring 2019 - Ongoing)

New ILS Task Force. Member. (Fall 2018 - Ongoing)

Outreach and External Communications Team. Member. (Fall 2018 - Ongoing)

New Structure Implementation Task Force. Chair. (Summer 2018 - Spring 2019)

Library Web Task Force. Member. (Spring 2018 - Ongoing)

Library Service Desk Task Force. Chair. (Spring 2018 - Spring 2018)

Library Planning Group. Member. (Fall 2017 - Ongoing)

Maximizing Library Personnel Time Task Group. Member. (Summer 2017 - Fall 2017)

Delta Serials Conference. Committee Member and Blind Reviewer for Presentation Proposals. (Summer 2015 - Summer 2017)

Leap for Literacy 5K. Dean B. Ellis Library and the Literacy League of Craighead County. Publicity Coordinator. (Fall 2014 - Fall 2016)

Library Management Council. Member. (Fall 2010 - Ongoing)

Library Assessment Committee. Chair (Fall 2009 - Fall 2015); Member (Fall 2015 - Ongoing)

Library Exhibits and Programs Committee. Chair. (Spring 2006 - Fall 2018)

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Presentations & Scholarly Works

Sheppard, A. (2021, July). Racial Microaggressions in Education: Using Critical Race Theory to Respond to Everyday Racism. *Choice*. Vol. 58, Issue 10.

<http://www.choiceconnect.org/review/magprint/221767>.

Sheppard, A. (2020, December). Exploring *Star Trek: Voyager*: Critical Essays. *Choice*. Vol. 58, Issue 4. <http://www.choiceconnect.org/review/magprint/220232>

Sheppard, A. (2020, July). Rethinking Diversity Frameworks in Higher Education. *Choice*: Vol. 57, Issue 11. <http://www.choiceconnect.org/review/magprint/219305>

Sheppard, A. (2020, June). Women's Art of the British Empire. *Choice*: Vol. 57, Issue 10.

<http://www.choiceconnect.org/review/magprint/218349>

Sheppard, A. (2020). Summoning the Spirits: The Ghost Lights and Spooklights of Arkansas and Missouri. *Delta Symposium*. **Note: Postponed to April 2021 due to COVID 19.

Sheppard, A. (2020, February). Solitary Pagans : Contemporary Witches, Wiccans, and Others Who Practice Alone. *Choice*: Vol. 57 Issue 6. <http://www.choiceconnect.org/review/magprint/217145>

Sheppard, A. (2019, April). Library Services to Veterans. *Housing & Services for Rural Veterans : A Coordinated Approach*.

Sheppard, A. (2019, July). ACRL Presents – Consulting Services for Academic Libraries. *ACRL Presents*. Online: American Library Association.

Sheppard, A. (2019). Building Bridges: Creating Success Before the First Year. *Intersections : A Blog on Diversity, Literacy, and Outreach from the ALA Office for Diversity, Literacy, & Outreach Services*. <http://www.ala.org/advocacy/diversity/odlos-blog/building-bridges>

Sheppard, A. (2019). The International Encyclopedia of Art and Design Education: v.1: Histories and Philosophies; v.2: Curriculum; v.3: Pedagogy. *Choice*: Vol 56, Issue 11.

<http://choiceconnect.org/review/magprint/214522>

Sheppard, A. (2019, May). Getting To Know Yourself First to Better Serve Others. *ALPS InfoBits*. Hot Springs, Arkansas: Arkansas Library Paraprofessionals.

Sheppard, A. Current Trends and Insights in Information Literacy—A 2018 GICOIL Roundup. *Georgia International Conference on Information Literacy*, 2018. Webinar.

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Sheppard, A. Improving Student Success : Arkansas State's Partnership with Credo and Regional High Schools. *Georgia International Conference on Information Literacy*, 2018. Presentation.
<http://academics.georgiasouthern.edu/ce/conferences/infolit/>

Sheppard, A. In a Perfect World: Successful Outreach to Faculty. *Credo InfoLit Learning Community*, 2018. Webinar.

Sheppard, A.; Bevy, T. Getting To Know Yourself First To Better Serve Others. *Memphis Area Circulation Conference*, 2018. Presentation.

Sheppard, A.; Marks, S.; Charney, M.; Marcus, S. Creating Dynamic Programs & Events at Your Academic Library. *American Library Association (ALA)*, 2017. Panel.

Sheppard, A. Dealing with Diverse Patrons. *INFO Exchange*, 2017. Presentation.

Sheppard, A. Hidden Gems of Serials : The Stories Hidden Beyond the Articles. *Delta Serials Conference*, 2017. Poster Presentation.

Sheppard, A.; Bailey, J. R. Improving Student Success : Arkansas State's Partnership with Credo and Regional High Schools. *Credo Webinar*, 2017. Webinar.
<http://marketing.credoreference.com/acton/fs/blocks/showLandingPage/a/5363/p/p-0066/t/page/fm/0>

Sheppard, A.; Hallett, K. D. Closing the Loop with Library Instruction. *Learn@stAte*, 2017. Poster Presentation.

Bailey, J. R.; Sheppard, A.; Singer, I. Improving Student Success: Arkansas State's Partnership with Credo and Regional High Schools. *Charleston Conference: Issues in Book and Serial Acquisition*, 2016. Conference Publication.

Sheppard, A.; Hallett, K. D.; Downing, L. S. Reviving For-Credit Instruction at an Academic Library. *2016 ArLA Conference*, 2016. Presentation.

Sheppard, A. Open Educational Resources. *A-State Faculty Center Summer Institute*, 2016. Presentation.

Crisis Prevention in Libraries. *Craighead County Public Library*, 2014. Presentation.

Dealing with Diverse Patrons. *ALPS Annual Conference*, 2013. Presentation.

What the Heck is Boolean? The Basics of Research. *ALPS Annual Conference*, 2013. Presentation.

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Grants

Carnegie-Whitney Grant, Funded by the American Library Association (March 2020 - Ongoing), awarded March 9, 2020 (\$5,000). Principal Investigator.

Changing America: The Emancipation Proclamation, 1863 and the March on Washington, 1963 Funded by National Endowment for the Humanities (September 3, 2014 - October 17, 2014), awarded December 9, 2013 (\$1,700.00), Completed Spring 2014. Co-Principal Investigator.

Let's Talk About It: Muslim Journeys, Funded by National Endowment for the Humanities (January 6, 2014 - June 20, 2014), awarded May 9, 2013 (\$3,500.00). Completed Spring 2014. Principal Investigator.

Civil War 150, Funded by Gilder Lehrman Institute (January 2, 2014 - March 31, 2014), awarded July 31, 2012 (\$1,000.00), Completed Spring 2014. Co-Principal Investigator.

Muslim Journeys Bookshelf, Funded by National Endowment for the Humanities (August 19, 2013 - January 10, 2014), awarded January 9, 2013. Completed Fall 2013. Principal Investigator.

Let's Talk About It: Making Sense of the American Civil War, Funded by National Endowment for the Humanities (January 2, 2012 - May 31, 2012), awarded June 1, 2011 (\$3,000.00), Completed Spring 2012, Principal Investigator.

Soul of a People: Writing America's Story, Funded by National Endowment for the Humanities (September 9, 2009 - November 30, 2009), awarded January 7, 2009 (\$2,500.00), Completed Fall 2009, Principal Investigator.

Skills

Research & Instruction

Voyager

Adobe Creative Cloud

LibGuides, LibCal, LibStaffer

HTML, CSS, DotCMS, Drupal

Blackboard and Blackboard Ultra

Banner 8 and 9

Crisis Prevention & Intervention

CPR & First Aid

Community Emergency Response

Qualtrics

SurveyMonkey

EvalKit

LibraryH3lp

TaskStream