

Gillian Dian (Jill) Ellern

EDUCATION

LOUISIANA STATE UNIVERSITY - BATON ROUGE, LA - MASTERS OF LIBRARY AND INFORMATION SCIENCE - 1986

WEST VIRGINIA WESLEYAN COLLEGE - BUCKHANNON, WV - BS - LIBRARY SCIENCE AND COMPUTER INFORMATION SCIENCE -1985

PROFESSIONAL EXPERIENCE

SYSTEMS LIBRARIAN - WESTERN CAROLINA UNIVERSITY

Associate Professor Hunter Library, Western Carolina University, Cullowhee, NC

1994-present

- Supervise the Systems Unit that is responsible for all aspects of library IT activities including planning, consulting, budgeting, designing, developing, implementing, training, and problem-solving assistance in mainframe, microcomputer, and telecommunications areas for the library.
- To represent WCU interests in the governance of the Western North Carolina Library Network (WNCLN) making everyday policy, procedural and committee decisions.

COORDINATOR OF LIBRARY AUTOMATION - WESTERN CAROLINA UNIVERSITY

Assistant Professor Hunter Library, Western Carolina University, Cullowhee, NC

1990-1994

- Coordinated library activities dealing with the online library system and other library automation activities

ASSISTANT TO THE AUTOMATION SYSTEMS COORDINATOR - LIBRARY OF CONGRESS

National Library Service for the Blind and Physically Handicapped, Washington, DC

1987-1990

- Provided technology support, training and application creation at NLS/BPH and throughout its 160-member library network.

INTERN - STAFF TRAINING AND DEVELOPMENT OFFICE - LIBRARY OF CONGRESS

Madison Building, Washington, DC

1987

- Implemented the Library of Congress's first Microcomputer Training Laboratory and evaluated the microcomputer situations and produced strategic plan for the training office.

ARTICLES

“Library Services To Inmates In The Rural County Jails In Western North Carolina” *North Carolina Libraries* Vol 71, No 1 (2013) by Gillian D. Ellern and Karen Mason.
<http://www.ncl.ecu.edu/index.php/NCL/article/view/365/478>.

“Semi-Radical: Navigation The Boundaries Of The Scholarship Of Engagement At A Regional Comprehensive University” by Laura Cruz, Gillian D. Ellern, George Ford, Hollye Moss, Barbara Jo White *Journal of Higher Education Outreach and Engagement*. Volume 17(1) March 2013. Pages 3-26. See <http://openjournals.libs.uga.edu/index.php/jheoe/article/view/980>.

“Bound By Tradition? Peer Review And New Scholarship: An Institutional Case Study“ by B.J. White, Laura Cruz, Jill Ellern, George Ford and Hollye Moss), *Research in Higher Education Journal* (Summer 2012) <http://www.aabri.com/manuscripts/121205.pdf>.

"How To Survive A Mandated Project" by Jill Ellern. *Computers in Libraries Magazine* November 2011 pp 16-20. <http://www.infoday.com/cilmag/nov11/index.shtml>.

"Recognition And Reward: SOTL And The Tenure Process At A Regional Comprehensive University" By Laura Cruz, Ph.D, Gillian D Ellern, M.L.I.S., George Ford, P.E., Hollye Moss, Ph.D., Barbara Jo White, Ph.D *Mountain Rise: an electronic journal dedicated to the scholarship of teaching and learning*. Volume 5, Number 3. (Summer 2009) <http://www.wcu.edu/facctr/mountainrise/html/cruzfinal.pdf>.

"Collection Development And A Long-Term Periodical Use Study: Methodology And Implications" by Pongracz Sennyey, Gillian D. Ellern, and Nancy Newsome *Serials Review*, v.28, n.1, 2002 pp 38-44. <http://www.sciencedirect.com/science/article/pii/S009879130100168X>. (Elsevier named this article one of the top ten downloaded full-text articles for 2002)

"Looking A Gift Horse In The Mouth: Collection Management Following A Statewide Purchase Of Electronic Resources," reported in the *Proceedings of the 14th Annual Conference*, From Carnegie to Internet 2: Forging the Serial's Future eds, Fiander, P. Michelle, et al., Haworth Press, 2000. Co-published simultaneously as *The Serials Librarian*, v.38, nos. 1/2 and 3/4 2000. www.tandfonline.com/doi/pdf/10.1300/J123v38n03_15.

"H.E.L.P.: A Needs Assessment" by Gillian D. Ellern and Sharon Kimble. *North Carolina Libraries*. Winter 1997 pp. 170-171.

"Community Of Librarians." by Jill Ellern. *North Carolina Libraries*. Fall 1995.

"Streamlining Your Campus ID" by Jill Ellern *CBORD UserNews*. P 11, March/April 1993.

PRESENTATIONS* "You are not alone: Join the Library Employees In Partnership (LEIP) group" Poster session. NCLA -Fabulous Fridays with the Public Library Section of NCLA - Pack Memorial Library, Asheville, NC. Sept 26, 2014.

"The use and future of splash pages for CONTENTdm databases" CONTENTdm Southern Users Group Meeting 2014. Co-presented with Joel Marchesoni. Columbia, SC. May 20, 2014.

"Using 'batches' to create workflows in CONTENTdm for shared projects within the library" CONTENTdm Southern Users Group Meeting 2014. Co-presented with Paromita Bismas. Columbia, SC. May 20, 2014.

Libraries Change Lives. Unitarian Universalist Fellowship of Franklin, NC on March 30, 2014. Video available at <https://vimeo.com/91427341>

"Inside CONTENTdm" Library Employees In Partnership (LEIP) A Professional Development Presentation. WCU at Biltmore Park, Asheville, NC. December 6, 2013.

*Library Services To Inmates In The Rural Jails Of Western North Carolina" NCLA 60 Biennial Conference. Co-presented with Elizabeth Gregg, Fontana Regional Library system. Winston-Salem, NC. October 17, 2013.

"Computer Lab To Active Learning Classroom: Lessons Learned" NCLA 60 Biennial Conference. Co-presented with Heidi Buchanan, RIS Department Head WCU. Winston-Salem, NC. October 17, 2013.

"Living In A Post-Boyer World: Second Generation Challenges In Emerging Scholarships." At the International Society of the Scholarship of Teaching and Learning (ISSOTL) 2013. with Laura Cruz, George Ford, and Hollye Moss, faculty from WCU. Raleigh, NC. October 4, 2013

"Tools And Strategies For Circulation Profiling" at the international Innovative Users Group meeting in San Francisco, CA. April 25, 2013.

"Squeezing The Most From Your PC Dollar", at LAUNC-CH conference Lighting Talks. Friday Center in Chapel Hill, NC. March 5, 2012.

"Just What Does Someone Have To Do To Gain Access To A Computer In The Library? Poster Session. Co-presented with Robin Hitch. EDUCAUSE Southeast Regional Conference. Tampa, FL May 31, 2012

"What Does A Person Have To Do To Use A Computer Here?" NCLA 59th Biennial Conference Co-presented with Robin Hitch. Hickory, NC October 7th, 2011.

"What Does A Person Have To Do To Use A Computer Here?" Invitation to present a repeat of the talk above at UNCA Ramsey Library to the librarians and IT staff from UNCA and a few from regional libraries on November 11, 2011.

"Becoming an Engaged Scholar Seminar: Going Public With the Scholarship of Engagement". February 19, 2011. Co presented twice with Laura Cruz. Western Carolina University. Attended by WCU faculty.

Responsible for the 5 handouts that included: (Peer Review Options, External Review Panel, Venues to public scholarship of **engagement** articles, criteria (long and short) and 20 things to keep in mind)

"Using The Rewrite Proxy Server And Multiple IP Product" presented at the Innovative Users Group 2004 Conference. Co-presented with Dan Pfohl. Boston, MA on April 4, 2004

"Innopac's Rewrite Proxy Server" Carolina Innovate User's Group Meeting. Co-presented with Dan Pfohl. Charlotte on November 7, 2002

"Three Years Into A Periodical Use Study" Carolina Innovate User's Group Meeting in Winthrop, SC. on October 25, 2001.

"Taking the Librarian's 'Aggravation' Out of Aggregator Databases," Serials Interest Group Table Talk. Roundtable program presented at North Carolina Library Association Conference. Co-presented with Mark Stoffan. Greensboro, NC on October 3, 2001.

"Creating Connections" Fourth Annual GLBT Studies Conference: Queering Mass Media Co-Presented with KC WarEagle. Asheville, NC on March 24, 2001.

"The Silk Purse: Creating An Electronic Reserve System That Works For You And Your Library." UNC Cause 99 Co-presented with April Wreath and Terry Brandsma. Raleigh, NC on October 15, 1999.

"Looking A Gift Horse In The Mouth" NASIG conference. Co-presented with Nancy Newsome. Pittsburgh, PA on June 12, 1999.

"Impact Of Nclive On Serials Collection Development" NC Serials Conference Co-presented with Nancy Newsome. Chapel Hill, NC on March 4, 1999.

"Tools And Strategies For Circulation Profiling" and "Tips For Profiling In A Network Environment" 7th annual Innovative User's Group in Oakland, CA" on April 24, 1999.

"Periodical Use Study" Carolina Innovative User's Group. Winthrop, SC on September 25, 1998.

"Automatic Requests: One Consortium's Trial", Co-presented with Dana Edge, Lynne Lysiak and Leith Tate, "Batchloading MARC Records", "Tools And Strategies For Circulation

Profiling", and "Tips For Profiling In A Network Environment" 6th annual Innovative User's Group in Nashville, TN on May 2-4, 1998.

"Tips For Implementation In A Network Environment" 5th annual Innovative User's Group in Oakland, CA on March 15, 1997.

"Regional Conference On Distance Learning" Facilitator during the Western Carolina University on March 13, 1996 .

"Science Or Science Fiction?" Co-presenter with Paul Hackert. Weeklong seminar for the North Carolina Center for the Advancement of Teaching (NCCAT) on March 7-12, 1993.

"Introduction To Women's Groups" chaired program at American Library Association Annual Conference in San Francisco, CA on June 27, 1992.

"Database Management With Wordperfect And Mail-Merge" 5th annual Computers in Libraries '90 conference at Washington, DC on March 5, 1990.

"Current Automation Activities At The National Library Service For The Blind And Physically Handicapped". Western Conference of the State Libraries for the Blind and Physically Handicapped at Denver, CO on September 19, 1989.

CREATIVE WORKS AND OTHER PUBLICATIONS

"Oodles and Oodles of Doodles Exhibit". Artwork and display by Jill Ellern. Jackson Public Library. April -Sept 2014.

"Research Sparks Jail Service Project" press release by WCU University Public Information office. January 3, 2014. <http://news-prod.wcu.edu/2014/01/research-into-jail-book-collections-sparks-service-project/> and sent to Public Information's local distribution list. Using that press release, a variety of further publicity related to this were published:

"Innovative programming: 'Books in Jails' in Western NC". Blogpost by Joyce Chapman. *Library Development - State Library of North Carolina*. July 11, 2014. <http://statelibrarync.org/ldb/2014/07/11/innovative-programming-books-jails-western-nc/>

"Libraries seek book donations for collections at region's jails" *The Sylva Herald*. (excerpt from press release) July 1, 2014. http://www.thesylvaherald.com/news/article_cb0013cc-8378-11e3-9a2c-001a4bcf6878.html

"Research into jail book collection sparks Service Project, Donations sought" Written by Teresa Killian Tate. *Hunter's Clarion*. May 2014. P 3. http://www.wcu.edu/WebFiles/PDFs/Library_Clarion_2014_May.pdf

"Jail Library Research" *Western Carolina*. Written by Teresa Killian Tate. May 2014. <http://magazine.wcu.edu/2014/05/jail-library-research/>

"WCU staff and students improve libraries in area jails" *Smokey Mountain News*. Written by Holly Kays. March 12, 2014. <http://www.smokymountainnews.com/news/item/12607-wcu-staff-and-students-improve-libraries-in-area-jails>

"WCU research into jail books sparks project" *Asheville Citizen Times*. January 19, 2014. <http://www.citizen-times.com/article/20140120/NEWS/301200019/WCU-research-into-jail-books-sparks-project>

"WCU, Fontana System Improve Jail Book Collection" *Franklin Press* 8 January 2014, A10.

“Roy In The Morning” WRGC Radio Interview with Liz Gregg and Jill Ellern. January 21, 2014. 8:15-8:45am. https://docs.google.com/file/d/0B7kRsuAL_ZLjQUpRRS1jZ0xONFE/edit

The updated paperback items held in jail libraries at Jackson County Detention Center and Macon County Detention Center with Elizabeth Gregg, Fontana Regional Library system. Fall 2013.

Oodles and Oodles of Doodles Exhibit. Artwork and display by Jill Ellern. Hunter Library Display. September - December 2012.

“Hunter Library Hosts Exhibit Of Librarian’s Doodles” *The Reporter - Western Carolina University Faculty & Staff News*. September 4, 2012.

Member of the Lunch Panel for the 2010 Boyer Retreat at Renaissance Hotel in Asheville, NC on June 21, 2011. Other members of the panel were Louis Buck, Dean of the Business School, Judy Neubrandner, director of the Nursing school, Tom Salzman, professor in Stage and Screen, and James Zhang, then department head of Engineering and now Dean.

“In Memory Of Madeleine L'Engle” A Hunter Library display. Co-created with Susan Metcalf and Krista Schmidt

“‘Scholarship Reconsidered’ As Tenure Policy” by Scott Jaschik. *Inside Higher Ed*, the online source for news, opinion and jobs for all of higher education. Quoted in the article and blogged in the comments. <http://www.insidehighered.com/news/2007/10/02/wcu>

Precision Book Truck Drill Team. 2003 and 2004 team member and photographer of images and video.

“Think Equity” a set of three bookmarks published by Committee on the Status of Women in Librarianship of ALA. April 1993. Presented for distribution at ALA Summer Conference in New Orleans, LA 1993.

“Exploring other worlds”. SF Bibliography. 47 pages. Presented for distribution to NCCAT teachers on March 11, 1993.

“Circ’s Up” slogan and graphic created with Linda Reida. Published in *Solinews*. P 14, Fall 1990.

**NORTH
CAROLINA STATE
ISSUED REQUEST
FOR PROPOSALS
AUTHORED**

Request For Proposals - 73-RFP11803: Print Management Services. Issued on June 15, 2003 by Western Carolina University. Co-authored with Debbie Justice and Arthur Stephens. Awarded July 2003 to install a pay for print system (Pharos) in the library and computer center labs.

Request For Proposals - 73-RFP11529: Copy & Print Management Services. Issued on April 5, 2001 by Western Carolina University. Co-authored with Jeff Brewsey, Debbie Justice, Bobby Justice, and Arthur Stephens. Not awarded.

Request For Proposals - 73-RFP11244: Copy & Print Management Services. Issued on April 28, 2000 by Western Carolina University. Co-authored with Jeff Brewsey, Debbie Justice, Bobby Justice, and Arthur Stephens. RFP was withdrawn by the university administration after bids were opened.

Request For Proposals - RFP #305272: The University Of North Carolina Library Project: Integrated Library Automation System. Issued September 17, 1993 by North Carolina Department of Administration for the University of North Carolina - General Administration. Co-authored with Ron Johnson, Euthena Newman, and Steve Painter.

Successfully awarded and purchased a \$ 1.9 million library system for 9 of the 16 UNC libraries.

WCU INTERNAL
PUBLICATIONS
AND
PRESENTATIONS

Hunter Library's Technology Plan 2013. co-authored with Mark Stoffan.

"Brainfood: A Series Of Presentations About New Technology In Use At The Libraries" Averaging about 3-6 a year from 2007-present. Coordinated and/or presented to the Hunter Library staff on topics of interest.

Library Departmental TPR Document. Member of the committee that rewrote the library departmental criteria for tenure, promotion, and reappointment based on changes to the faculty handbook.

"Section 4 - Employment Policies, Terms, And Procedures" *WCU Faculty Handbook.* Chair of committee that rewrote the WCU university tenure, promotion, and reappointment policy for Western Carolina University. Two year project that was approved by UNC General Administration for adoption at WCU starting in 2008.

Costume Inventory Project Proposal. Co-authored with Tim Carstens and presented to the WNCLN system. 2005.

Service Level Agreement For The ILL Server. Co-authored with Scott Swartzentruber. An agreement between Campus IT and the Library that was used as a model for other departments on campus for many years. 2004.

"Open Access To Scholarly Publications", co-authored with Pongracz Sennyay, Krista Schmidt, Nancy Newsome, and Tim Carstens. *Faculty Forum.* Vol. 16, No. 6 March 1, 2004. http://www.wcu.edu/WebFiles/PDFs/facultycenter_forum_vol16no6.pdf
Computing and Technology @ WCU Newsletter. August 2000, Vol. 1, No. 1. Co-authored and produced with Debbie Justice

"Dr. Nonet And Dr. Yesnet On The Internet", Co-authored with Betsy Whitley. *Faculty Forum.* Vol. 11, No. 6. March 1, 1999.

"Expanding Access To Information Resources At Hunter Library. *Computer Center Newsletter.* Vol. 21, no 1, Premiere Issue, Fall Semester 1996

"TOPCAT II GROWS". *Computer Center Newsletter.* Vol 20, no 1, August 1995.
"Quick Outline of Online Resources Available from Hunter Library" presented to various departments and individuals including vice-chancellor and chancellor at WCU. Summer 1997

"Hunter Educational Librarians Project - *H.E.L.P. Report*- Research about the WNC school media coordinators professional development needs." Co-authored with Sharon Kimble. Presented to WCU college of Education and Psychology and Division of Continuing Education and Summer School. Spring 1996. 19 pages.

"Computer Center Puts Hunter On TRAC". *Hunter's Clarion.* Vol. 10, no 1, p 1, Spring 1992.

"Hunter Library's Computerized Services". *Computer Center Newsletter.* (Annual summary on library automation services available at Hunter Library published in each August issue 1990-1993)

"In Search Of A New TOP CAT" *Hunter's Clarion.* Vol. 10, no 2, p 1, Fall 1992.

"Demo Demystifies TOP CAT". *Hunter's Clarion.* Vol. 10, no 1, p 7, Spring 1992.

"Hunter Library Is On TRAC". *Computer Center Newsletter*. Vol. XVI, no 8, p 1, April 1992.

"Libraries Have Changed More In The Last Ten Years Than They Have In Their History Up To This Point." *Faculty Forum*. Vo. 3, no 8, p 1-2, May 1, 1991.

"Bringing Hunter To You" *Hunter's Clarion*. Vol. 8, no 2, p 10-11, Fall 1990.

"Access Libraries Across The Nation" *Hunter's Clarion*. Vol. 8 no 2, p 10, Fall 1990.

"Circ's Up" *Hunter's Clarion*. Vol. 8, no 2, p 8, Fall 1990. Co-authored with David Duvall.

"Position Paper For Recommendations On Microcomputer Training At The Library Of Congress" Staff Training and Development Office, *Library of Congress Document*, 1987.

CONSULTING

"Integrating The Boyer Model: An Executive Retreat" Asheville, NC. September 19-22, 2010 as a resource person.

"Using Boyer's Model Of Scholarship: Our Thoughts And Experience On Changing Faculty Evaluation Processes Under This New Model." Co-consulted with Guilford College with Laura Cruz, John Habel and Beth Tyson-Lofquist for a full day on April 16, 2008.

Independent consultant for Library of Congress as they purchase new library system. Winter 1997.

"Circulation Profiling" Muhlenberg College, Harry C. Trexler Library, Allentown, PA, June 7-9, 1995. Twelve additional billable hours on a variety of library automation matters. Summer/Fall 1995.

HIGHLIGHTS OF COMMITTEE WORK

Committees at Department level

1990-present Numerous library task forces, search committees, departmental governance committees, and other special work projects including those for Library IT projects, Library faculty governance committees, and library internal management related committees.

Committees at University level

1990-present Numerous university IT related committees including IT advisory committees, administrative user groups, academic advisory committee and other special task forces as the library's IT representative.

2003- 2008 Member of WCU Faculty Senate.
Chair of Collegial Review Committee 2005-2006
Vice Chair of Faculty Senate 2007-2008

Committees at Western North Carolina Library Network level

1990-2000 Network Advisory Committee - Chair 1998-2000.
Strategic and tactical governing body of the WNCLN network operations.

1994 Network Innopac Implementation Committee - Chair
Coordinated the creation of profiles and the installation of the Innopac library integrated library system for the three libraries of WNCLN.

2000-present Network Coordinating Committee.
Replaced NAC as the Strategic and tactical governing body of the WNCLN network operations.
Includes the chairs of the various network committees and library representation. Served at various times depending upon appointment and elections.

2000-present Technology Committee Standing Committee
WNCLN committee that includes the systems librarians and Network Librarian that deals with IT issues for the network.

Committees at North Carolina University System level

1990-2011 Automation and Networking Committee of the University Librarian's Advisory Committee
Includes the systems librarians of the 16 UNC campus libraries as well as other UNC Library IT personnel that works on projects of interest for the UNC libraries.

Committees at Regional level

1994-present Advisory Committee for the Microcomputer Systems Technology curriculum for Southwestern Community College, Sylva, NC.

2012-present Library Employees in Partnership (LEIP) A variety of presentations and activities.
Coordinated creation of the regional library group in 2012 that has met about 3 times a year.
Conducted meetings and made presentations/training sessions.
Maintained email list, Facebook page and wiki pages.

Committees at National level

2010 Code4Lib Local Arrangements Committee.
International collective of "hackers, designers, architects, curators, catalogers, artists and instigators who largely work for and with libraries, archives and museums on technology "stuff." for their 2010 Annual meeting in Asheville.
