

Elizabeth Ketterman, MLS

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Education

North Carolina Central University – Durham, NC
Master of Library Science, May 2001
Concentration in Academic Libraries

College of William & Mary – Williamsburg, VA
Bachelor of Arts in English, May 1999

Additional graduate coursework in non-fiction writing, history, and architectural history

AAHSL/NLM Fellow, 2016-17 cycle

Professional Experience

Laupus Health Sciences Library – East Carolina University,
Greenville, NC

Associate Professor/Interim Director
November 2015 – present

- Administer all aspects of library operations and services, including those of the Country Doctor Museum in Bailey, NC
- Manage the \$3.6 million library budget and special funds accounts according to established state and university policies and guidelines
- Recruit, lead, and motivate all library employees; communicate performance measures and develop staff by fostering engagement and professional development
- Lead library strategic planning and monitor progress toward strategic goals in alignment with those of the University and ECU Libraries
- Maintain positive relationships and develop collaborations with Joyner Academic Library Services executive leadership and with senior leadership in the Division of Health Sciences
- Work with the Friends of the Laupus Library and development personnel to identify opportunities for external fundraising and support
- Develop continuous assessment strategies to monitor and improve resources and services; ensure statistical reporting is provided to internal university and appropriate external agencies

- Develop and maintain positive relationships with East Carolina University's teaching hospital, Vidant Medical Center
- Maintain awareness of emerging technologies and service trends relevant to health science libraries and continue to innovate in areas of service and resources delivery
- Oversee the operations of the Eastern Area Health Education Center's library programs
- Oversee the marketing and promotion of the library to the university and the eastern North Carolina community through traditional and emerging platforms

Associate Professor/Assistant Director for Collections

January 2012 – November 2015

- Continued fulfilling all responsibilities of prior position as Collection Development & E-Resources Librarian
- Supervised staff of the Laupus Library History Collections and Collection Services departments. Provided vision for future direction of these departments.
- Supervised staff of the Country Doctor Museum located in Bailey, NC

Research Assistant Professor/Collection Development & E-Resources Librarian

July 2009 – December 2011

- Managed a \$ 1.4 million acquisitions budget, which collected for the Brody School of Medicine, College of Allied Health Sciences, College of Nursing, School of Dental Medicine, and other departments within ECU's Division of Health Sciences
- Oversaw and finalized the selection of all collections purchases in all formats
- Collaborated with collection development and electronic resources librarians at ECU's Joyner Academic Library Services to make purchasing decisions for a shared campus library budget line
- Negotiated and finalized license agreements and renewals with vendors and agents
- Troubleshoot technical problems in electronic resources databases and online journal collections
- Chaired the Collection Development & E-Resources committee

Research Assistant Professor/Assistant Director for Strategic Initiatives/Director, Eastern AHEC Library Services

January 2005 – June 2009

- Directed the Office of Outreach Services and served as the Eastern Area Health Education Center (AHEC) Librarian
- Administered, managed, promoted, and taught the AHEC Digital Library (ADL) which provides electronic resource access to eastern North Carolina's healthcare workforce. Databases in the ADL included OVID, EBSCO, STAT!Ref, and various other web-based healthcare information resources. ADL users

included physicians, nurses, allied health personnel, public health department staff, hospital staff, health educators, and various other health professionals.

- Worked with hospital administrators and rural health centers to provide information consulting services as required. This included collection management guidance for hospital collections and instruction sessions on using the Laupus Library document delivery service, ILLiad.
- Worked with on-campus affiliate faculty coordinators to determine off-campus information access requirements for university preceptors
- Planned and managed the budget for the Outreach department
- Provided both reference and circulation assistance at library service desk

Lecturer/Reference Librarian - Information Services Department

June 2001 – December 2004

- Implemented program with and served as liaison to North Carolina Agromedicine Institute
- Implemented program with and served as liaison to Pitt County Memorial Hospital, specifically Cancer and Cardiovascular Centers and Departments of Pediatrics and Emergency Medicine
- Served as library liaison to School of Nursing
- Recommended collection development acquisitions appropriate for nursing, Agromedicine, and medicine
- Prepared and managed reference desk schedule for eleven librarians
- Initiated, implemented, and maintained an Ask-a-Librarian service with e-mail and chat capabilities
- Instructed library orientation classes and taught medical database searching skills and bibliographic management databases to undergraduates, graduates, and physicians
- Provided both reference and circulation assistance at service desk
- Organized library information for School of Nursing accreditation visit
- Publicized Laupus Library services and collections via editorship of the library newsletter, *The News in Brief*
- Served as convener of Laupus Library faculty meetings

Joyner Academic Library – East Carolina University, Greenville, NC

Graduate Assistant

January 2000 - May 2001

Reference Department

- Solo-staffed a nighttime reference desk serving the University community
- Organized a collection of free e-journals for library users
- Organized a collection of public domain images for library users
- Performed other duties as assigned by faculty reference librarians

Library Administration, special projects

- Created catalog of library-owned artwork

Collection Development Department

- Assigned subject headings for over 2,700 serial titles included in ECU's e-journal locator database
- Processed invoices for monographs and serials with an acquisitions budget of over \$2.8 million
- Created library webpage for Intellectual Freedom/Banned Books Week
- Performed other duties as assigned by Collection Development librarian

Selected Professional Milestones

AAHSL/NLM Fellow, 2016-17 cycle

Invited panelist, Society for Scholarly Publishing annual meeting, 2017

Conferral of permanent tenure awarded by East Carolina University, July 1, 2015

AAHSL Leadership Scholarship recipient, 2015

Daniel T. Richards Award winner, MLA Collection Development Section, 2013

American Chemical Society, Charleston Conference Scholarship recipient, 2009

Professional Memberships

MLA - Medical Library Association

MLA-CDS - Collection Development Section

MAC/MLA - Mid-Atlantic Chapter of the Medical Library Association

ANCHASL – Association of North Carolina Health and Science Libraries

Service

East Carolina University

Data Stewardship Committee, 2017-present

IT Accessibility Committee, 2016-present

University Communication Strategist search committee, 2016

Laupus Library's elected Faculty Senate alternate, 2011-2013

Faculty Senate Chair's representative to Natural Areas Committee, 2010-2012

Libraries Committee, 2009-present
Copyright Committee, 2009-2015
Laupus Library's elected Faculty Senator, 2004-2006
Faculty Senate Chair's representative to Animal Care and Use Committee, 2004-2010
Faculty Senate Chair's representative to Family Weekend Committee, 2004-2005

East Carolina University's Division of Health Sciences

Interprofessional Alliance for the Health Sciences, 2017-present
Medical and Health Sciences Foundation Board, 2016-present
Project Unify Education Committee, 2016-present
Division of Health Sciences Research Council, 2014-2016
School of Dental Medicine search committee, Assoc. Dean for Student Affairs, 2009
Community-Based Educational Advisory group (C-BEAG), 2005-2009

East Carolina University Libraries

Discovery Advisory Board, 2011-present
E-Resources Access and Discovery Librarian Search Committee, 2010-11
Electronic Resources Review Committee, 2009-2015
Scholarly Communications Committee, 2009-2014
Discovery Tool Implementation Team, 2009-2011

Laupus Health Sciences Library

Chair, Business Officer search committee, 2016
Chair, Human Resources Specialist search committee, 2016
Friends of Laupus Library, 2015-present
Administrative Council, 2012-present; chair since 2015
Chair, Collection Services and Metadata Librarian search committee, 2012-13
Personnel Committee, 2010-2016
Faculty Affairs Committee, 2010-2012, 2015-present
College of Allied Health Sciences Liaison search committee, 2010-11
Collection Development and Metadata Librarian search committee, 2010
Chair, Collection Development & E-Resources Committee, 2009-2015
Chair, Innovation Expo planning committee, 2008-2009
Social Media Committee, 2008-2015
Operations Council, 2005-present
Web Committee, 2005-2008
Faculty Assembly, 2001-present
Publications Committee, 2001-2009

East Carolina University College of Nursing

Undergraduate Curriculum Committee, 2001-2004
Resources Task Force – Accreditation Visit, 2001-2003

Medical Library Association

Annual Meeting research selection committee, 2017
Annual Meeting research selection committee, 2016

Janet Doe Lectureship Jury, 2012
Minority Scholarship Jury, 2011
Collection Development Section, 2009-present, Treasurer 2012-2014

Mid-Atlantic Chapter of the Medical Library Association

Treasurer, 2014-2016
MAC 2011 Conference planning committee – paper selection, 2011
Co-editor, *MAC Messages*, 2008-2009
Communications Committee, 2005-2009 (chair, 2007-2009)
Professional Development Committee, 2002-2005

ANCHASL

Nominating Committee, 2009

Other service

External reviewer, University of Maryland at Baltimore librarian promotion process, 2015
Journal of Visualized Experiments (JoVE) Librarian Advisory Board member, 2010-present

Research and Creative Activities

Ketterman E, Iorns E, Inglis J. Society for Scholarly Publishing's annual meeting, June 2, 2017. *Leveraging Technology Better in Publishing to Solve the Reproducibility Crisis*. Boston, MA. Panel discussion.

Carr P, Ketterman E. Carolina Consortium Meeting, May 13, 2014. *Why We Did It: East Carolina University's Decision to Drop Web of Science in Favor of Scopus*. Greensboro, NC. Paper presentation.

Ketterman E, Inman ME. (2014). Discovery Tool vs. PubMed: A Health Sciences Literature Comparison Analysis. *Journal of Electronic Resources in Medical Libraries*, 11(3), 115-123. doi:10.1080/15424065.2014.938999

Ketterman E. (2014). CasesDatabase: A Review [review of the electronic resource *CasesDatabase*]. *Journal of the Medical Library Association*, 102(2), 135-136. doi:10.3163/15363-5050.102.2.023

Ketterman E. Charleston Conference, November 8, 2013. *Shared Collection Development Policies*, Charleston, SC. Paper presentation.

Winner of the 2013 Daniel T. Richards Prize from the Collection Development Section of the Medical Library Association: Ketterman E, Hoover J, Cable K. (2012). Creating a shared neuroscience collection development policy. *Journal of Electronic Resources in Medical Libraries*, 9(3), 197-203. doi: 10.1080/15424065.2012.707076

Ketterman E. (2011). AccessSurgery®: A review. *Journal of Electronic Resources in Medical Libraries*, 8(4), 423-429. doi:10.1080/15424065.2011.626355

Cable K, Ketterman E, Hoover J. (2011). *LIBotomy: Creating a shared neuroscience collection development policy* (Richmond, VA.) MAC/MLA 2011 Conference: Capitalize on Our Strengths. Poster session.

Ketterman E, Besaw M, Tucker M. *Rethinking how patrons discover information: implementing a discovery tool* (Minneapolis, MN.) Medical Library Association Conference: reThink. May 17, 2011. Paper presentation.

Ketterman E, Besaw M. (2010). An Evaluation of Citation Counts, Search Results, and Frequency of Updates in DynaMed® and UpToDate®. *Journal of Electronic Resources in Medical Libraries*, 7(4), 273-280.

Ketterman E. (2010). DynaMed (PDA access), version 13.20.0/2010.05.24 *Journal of the Medical Library Association: JMLA*, 98(4), 318-319. doi:10.3163/1536-5050.98.4.015

Ketterman E. (2010). Managing Electronic Resources: Contemporary Problems and Emerging Issues [review of the book *Managing electronic resources: contemporary problems and emerging issues*]. *Journal of Electronic Resources in Medical Libraries*, 7(2), 180-188. doi:10.1080/15424065.2010.483158

Crownover BK, Sleuwen L, Carls C, Ketterman B. (2010). Diagnosing von willebrand disease. *American Family Physician*, 81(12), 1415-1418.

Ketterman E. (2008-09.) *Technology/Electronic Health Information Awareness Award* (Funded by National Networks of Libraries of Medicine, SE/A region, under Contract No. N01-LM-6-3502 with the University of Maryland Baltimore.) Funding for the Innovation Expo, held at the East Carolina Heart Institute, April 2, 2009.

Ketterman E. (2008). Medical Librarian 2.0: Use of Web 2.0 Technologies in Reference Services [review of the book *Medical librarian 2.0: use of web 2.0 technologies in reference services*]. *Medical Reference Services Quarterly*, 27(4), 476-478.

Ketterman E. (2007). Internet Guide to Cosmetic Surgery for Men [review of the book *Internet guide to cosmetic surgery for men*]. *Medical Reference Services Quarterly*, 26(3), 124-125.

Ketterman E, Simpson S. *Determining New Directions for a Rural Academic Library/ Outreach Services Program: What was learned from a 2006 needs assessment of healthcare providers*. Mid-Atlantic Chapter and Southern Chapter Joint Meeting of the Medical Library Association, October 15, 2006, Atlanta, GA. Paper presentation.

Ketterman E. (2006). Cancer Information for Teens: Health Tips about Cancer Awareness, Prevention, Diagnosis, and Treatment [review of the book *Cancer information for teens: health tips about cancer awareness, prevention, diagnosis, and treatment*]. *Medical Reference Services Quarterly*, 25(1), 103.

Hulkower S, Fagan B, Watts J, Ketterman E, Fox BA. (2005). Do pre-participation clinical exams reduce morbidity and mortality for athletes? *Journal of Family Practice*, 54(7), 628-632.

Simpson S, Ketterman E, Coghill J. *What's in a Name?* Poster session on Laupus Health Sciences Library branding project. Medical Library Association, May 17, 2005, San Antonio, TX. Poster session.

Smith KD, Scott MA, Ketterman E, Smith PO. (2005). Does any form of nicotine replacement help to get someone off chewing tobacco? *Journal of Family Practice*, 54(4) 368-369.

Ketterman E. *It Doesn't Have to Cost a Dime to Ask-a-Librarian*. Mid-Atlantic Chapter of the Medical Library Association, October 14, 2004, Raleigh, NC. Poster session.

Ketterman E. (2003). The Library's Legal Answer Book [review of the book *The library's legal answer book*]. *The Journal of Hospital Librarianship*, 3(4), 109-111.

Russell R, Ketterman E. *Double Agents*. Mid-Atlantic Chapter of the Medical Library Association, October 16-18, 2001, Washington, D.C. Poster session.

Selected Continuing Education - credit

Flexing Your Powerhouse Librarian Muscles: Considerations for Effective Project Management, MLA CE Course, Laupus Library via MLA webcast, Greenville, NC, January 31, 2017

Creating a campus-wide data services committee, MLA CE Course, Laupus Library via MLA webcast, Greenville, NC, December 6, 2016

Are All Systematic Reviews Created Equal?, MLA CE Course, Laupus Library via MLA webcast, Greenville, NC, August 10, 2016

Make Your Point: Good Design for Data Visualization, MLA CE Course, Laupus Library via MLA webcast, Greenville, NC, July 19, 2016

Information Roles in Disaster Management, MLA CE Course, ANCHASL Annual Meeting, Chapel Hill, NC, September 18, 2015

Beyond the Search II: Data Management for Systematic Reviews, MLA CE Course, Laupus Library via MLA webcast, Greenville, NC, December 3rd, 2014

Business Communications Library Style, MLA CE Course, MLA Annual Meeting, Boston, MA, May 4, 2013

Connecting E-Sciences and Team Science: The Changing Nature of Research, MLA CE Course, Laupus Library, Greenville, NC, November 18, 2011

Copyright for Health Sciences Librarians, MLA CE Course, MLA Conference, Minneapolis, May 14, 2011

e-Science Bootcamp, MLA CE Course, Charlottesville, VA, March 4, 2011

The Librarian as Professional, or How I Learned to Stop Worrying and Love Complexity, MLA CE Course, MAC/MLA Annual Meeting, Chapel Hill, NC, October 13, 2010

Now's the Time: Understanding the Electronic Health Record Maze and Health Sciences Librarians' Roles, MLA Teleconference, March 24, 2010

Leadership in a Health Sciences Library, MLA CE Course, MAC/MLA Annual Meeting, Morgantown, WV, October 20, 2008

Community Assessment, MLA CE Course, Outreach Workshop in Baltimore, MD, December 7, 2007

Survival of the Fittest: Strategies to Improve Your Library's Value, MLA teleconference, March 7, 2007

Communicating with Physicians: For Librarians, MLA CE Course, MLA Conference, Washington, DC, May 26, 2004

Women in Medicine, AMA course, Greenville, NC, October 29, 2002

Selected other continuing education

Title IX Training, taught by East Carolina University Office of Equity and Diversity, May 6, 2017

The Escalation of Assumptions, Stereotypes, and Microaggressions, taught by East Carolina University Office of Equity and Diversity, February 3, 2017

SafeZone Training – To create a network of allies willing to talk to students about sexual identity, gender identity, and gender expression, taught by East Carolina University Office of Student Affairs, July 21, 2016

Women's Negotiation Academy, Straus Institute for Dispute at Pepperdine University, Malibu, CA, May 2016

Managers Bootcamp, East Carolina University professional development workshop, taught by ECU Human Resources, January 21, 2016

Preventing Discrimination and Sexual Violence, East Carolina University policy workshop, January 14, 2015

Equal Employment Opportunity Institute, taught by East Carolina Office of Equity and Diversity, July 12-13, 2012

Publishing Ethics Workshop, sponsored by Elsevier and the NN/LM SEA Region, Baltimore, MD, October 18, 2011

New Expectations for 21st Century Libraries, Librarian's Association at the University of North Carolina at Chapel Hill, March 17, 2003

The Writing Process: An Overview, East Carolina University, Brody School of Medicine, Greenville, NC, October 22, 2002

Writing for Publication, East Carolina University, Brody School of Medicine, Greenville, NC, September 17, 2002

Twelve Keys to Successful Grant Writing, East Carolina University Office of Sponsored Programs, Greenville, NC, November 27, 2001