

## Mary Beth Lock

---

Z. Smith Reynolds Library  
Wake Forest University  
Winston-Salem, NC 27109  
[lockmb@wfu.edu](mailto:lockmb@wfu.edu)  
336-758-6140 (work)

4095 Havenwood Dr  
Winston-Salem, NC  
27106  
248-921-2411 (mobile)

---

### Education:

#### **Wake Forest University, Winston-Salem, NC**

Master of Arts in Liberal Studies

Expected graduation: December 2018

#### **North Carolina Central University, Durham, NC**

Masters of Library and Information Science, Concentration in Academic Libraries

Graduated Summa Cum Laude, 2010

#### **Wayne State University, Detroit, MI**

Bachelor of Science, Biology, Cum Laude, 1991

---

### Employment

#### **Wake Forest University, Winston-Salem, NC**

##### **2007 – Present**     Director, Access Services, Z. Smith Reynolds Library

Serving on Administrative Council, provide strategic leadership for the library. Identify, design, and implement new services to meet and anticipate patron needs. Collaborate with other Library and Campus leaders to implement strategic goals. With a strong customer service focus, supervise and evaluate eleven full time staff and library faculty. Special focus on safety and security, library renovation, assessment and developing sustainable practices.

#### **Wayne State University, University Libraries, Detroit, Michigan**

##### **2002 – 2007**     Manager II, Access Services

Developed and managed operational and administrative activities for five public services desks in the Science and Engineering, Purdy/Kresge, and Undergraduate Libraries after restructuring. Led the Access Services Team during periods of upheaval. Successfully supervised the unit with eleven full time direct reports and over 60 student assistants in Access Services operations.

**Wayne State University, University Libraries, Detroit, Michigan****1997 - 2002**            Manager I, Access Services, Adamany Undergraduate Library

From the opening of the Undergraduate Library in 1997, developed customer focused policies and procedures. Identified job divisions and developed workflows for new hires in Access Services in the Undergraduate Library. Set up Circulation, Stacks Maintenance, Room Usage and Booking, Reserves and Electronic Reserves and Interlibrary Loan policies and procedures and trained staff. Supervised seven full time staff and 30 student assistants.

**Wayne State University, University Libraries, Detroit, Michigan****1995 – 1997**            Library Assistant III, Oakland Center Library Services Center

First supervisor of the Library Services Center opened at the Oakland Center. Customized services and maintained operations for users of the new location. Maintained 16 computer workstations in the Library space. Assisted and instructed students and faculty on the new model of service delivery, resources, and available facilities.

**Browning-Ferris Industries, Northville, Michigan****1994-1995**            Education Coordinator

Working with elementary and middle school teachers, developed curriculum and provided solid waste and recycling education programs to students. Provided landfill and recycling center tours and workshops to community groups to educate them on the importance of separation of recyclables and provided instructional modules on landfill operations.

**Wayne State University, University Libraries, Detroit, Michigan, 1987-1994****1988-1994**            Library Assistant I, Arthur Neef Law Library

Managed the receipt and organization of the Government Documents collection. Maintained equipment and assisted with Lexis/Nexis and Westlaw access and managed equipment in the Computer Lab, resolving hardware and software problems for Law Students. Library liaison to the Environmental Law Society.

---

**Training and Development:**

- ♦ 2018 Leading Change Institute. CLIR. Washington, DC (Attending, June)
- ♦ 2014/15 Assessment in Action—ACRL grant funded assessment program
- ♦ 2012-2015 Gatekeepers Workshop Series. WFU
- ♦ 2011 Aspiring Leaders Workshop Series. WFU
- ♦ 2011 CERT Training (Community Emergency Response Team)
- ♦ 2010 “Safety on the Move” training through Carolina Handling to learn the basics of handling a forklift safely, Offsite storage, WFU
- ♦ 2006 Core Supervisory Development Program, WSU
- ♦ 2004 Customer Service Academy, WSU

---

## Publications:

### Editorship:

1. Krautter, Mary, Lock, **Mary Beth**, and Scanlon, Mary G., (eds). ***The Entrepreneurial Librarian : Essays on the Infusion of Private-business Dynamism into Professional Service***. Jefferson, North Carolina: McFarland & Company, Inc., Publishers, 2012.

### Book Chapters:

1. **Lock, Mary Beth**, Webb, Meghan and Champlin, John. **"Satisfying the Electric Youth: Maximizing Student Success through Space, Resources, Services AND Outlets."** *Assessing Library Space for Learning*. Edited by Susan Montgomery and published by Rowman & Littlefield. (2017)
2. **Lock, Mary Beth**, Fansler, Craig and Webb, Meghan. **"Emergency Planning (R)Evolution: Making a Comprehensive Emergency Plan for the Present and the Future."** *Disaster Management and Contingency Planning in Modern Libraries*. Edited by Emily Decker and Jennifer Townes and published by IGI-Global. (2015)
3. Scanlon, Mary, **Mary Beth Lock** and Peter Romanov. **"Teaching by Doing: Sustainability Education and Practice in a Student-Services Program."** *Focus on Educating for Sustainability: Toolkit for Academic Libraries*. Edited by Maria A. Jankowska and published by Library Juice Press. (2014)
4. Tedford, Rosalind, Corbett, Lauren and **Lock, Mary Beth**. **"How Transformational Leadership Translates into Recognized Excellence in Academic Libraries."** *Workplace Culture in Academic Libraries: the Early 21<sup>st</sup> Century*. Edited by Kelly Blessinger and Paul Hrycaj of Louisiana State University and published by Chandos Press. (2012)
5. Keener, Molly, **Lock, Mary Beth** and Makaravage, Ellen. **"Ethics of Information: The Good, the Bad and the Confusing."** *Research Like a Librarian: Accessing Information in the 21<sup>st</sup> Century*. Edited by Lauren Pressley and published by Library Partners Press. (2012)

### Journal Articles (Peer Reviewed):

1. **Lock, Mary Beth**, Fansler, Craig and Webb, Meghan. **"(R)Evolutionary Emergency Planning: Adding Resilience through Continuous Review."** *International Journal of Risk and Contingency Management (IJRCM)* 5.2 (2016): 47-66.  
DOI: 10.4018/IJRCM.2016040103
2. Womack, Hubert David, Sharpless-Smith, Susan and **Lock, Mary Beth**. **"Large-scale, Live-Action Gaming Events in Academic Libraries: How and Why."** *College and Research Libraries News*, April, 2015. <http://crln.acrl.org/content/76/4/210.full>

3. Kelley, Steve, McCallum, Carolyn, and Lock, Mary Beth. "The Cataloging of E-Book Readers: A Service Model-Oriented Approach." *Serials Review*, 38.3 (2012): 178–182.

#### Book Reviews:

1. Lock, Mary Beth, "Book Review: Practical Tips for Developing Your Staff." *Technical Services Quarterly*, 35.2 (2018): 226-227.
2. Lock, Mary Beth, "Book Review: Better Library Design: Ideas from Library Journal." *Technical Services Quarterly*, 33.4 (2016): 472-473.

#### White Paper: Contributor

1. ***Planning for Offsite Storage White Paper***. SpaceSaver Corp. Consultant and co-author. (2012)
- 

#### Presentations:

1. **Sustainability Strategies for Libraries & Communities (Symposium on the Future of Libraries)**. Moderator for the panel discussion, SustainRT sponsored program. ALA Midwinter, Denver, CO (2018, February)
2. **Comprehensive Bootcamp: (Far From) Basic Training that Prepares Students for Employment Success**. Poster Session. ACRL, Baltimore, MD (2017, March)
3. **Planting the Seeds: Libraries and Librarians as Change Agents for Sustainability within Their Communities**. SustainRT (ALA Sustainability Roundtable) sponsored program. ALA Annual, Orlando, FL. (2016, June) <http://bit.ly/2dujFqF>
4. **A Place to Nap: the ZieSta Room in the Z. Smith Reynolds Library**. IGNITE session. ALA Midwinter, Boston. (2016, January) <http://bit.ly/1MgzUig>
5. **Creating a Culture of Entrepreneurship in your Library**. 21<sup>st</sup> Annual Conference & Exhibition of Special Libraries Association (Arabian Gulf Chapter). *The Internet and the Positive Change to Librarians and Information Professionals: Creating Real Future Impact*. Invited workshop. Abu Dhabi, UAE (2015, March) <http://slaagc2015.org/>
6. **Entrepreneurship in Libraries: Transforming Library Services**. 21<sup>st</sup> Annual Conference & Exhibition of Special Libraries Association (Arabian Gulf Chapter). *The Internet and the Positive Change to Librarians and Information Professionals: Creating Real Future Impact*. Invited presentation. Abu Dhabi, UAE (2015, March) <http://slaagc2015.org/>
7. **FEAST (Future and Emerging Access Services Trends)**. ALA Annual, (Las Vegas, NV) Presentation on ZSRenews, the Z. Smith Reynolds Library's renewal service for faculty in the office (or home!) (June, 2014) <http://ala14.ala.org/>
8. **Disaster Preparedness for Your Library**. TALA Paraprofessionals Conference, Greensboro, NC (May, 2014) <http://bit.ly/1HB2mx6>

9. **Offsite Storage at Duke and Wake Forest.** *NCLA, Stronger Together, 60<sup>th</sup> Biennial Conference.* With Marvin Tillman, Duke University Library Service Center. (2013, October) <http://www.nclaonline.org/ncla-60th-biennial-conference>
  10. **Shall We Go Offsite?** *Access Services Conference: Unlocking the 21st Century Library,* Atlanta, GA. With Marvin Tillman, Duke University, Library Service Center. (2011, November). <http://accessservicesconference.org/previous-conferences/2011-2/>
  11. **Lessons Learned: Developing an Information Literacy Course for Science Majors and Pre-med Students.** *Library Instruction at the Point of Need Conference,* Thomasville, NC. With Sarah Jeong (2010, October). <http://www.nclaonline.org/college-university/event/library-instruction-point-need>
- 

## Webinars:

1. **Planting the Seeds: Libraries and Librarians as Change Agents for Sustainability within Their Communities.** SustainRT (ALA Sustainability Roundtable) sponsored webinar. [September, 2016] Panelist.
  2. **A Library for the Whole Student: Creating a Culture of Health and Wellness @ Your Library.** *ACRL.* Webinar. (2016, May) Panelist.
  3. **Repurposing the Library: one Library's experience.** *Patterson Pope.* Webinar. (2012, September) Panelist
  4. **Social Entrepreneurship in Action: Digitizing Our Cultural History.** *LLAMA.* Webinar. (2012, September) Moderator
- 

## Video/Media:

1. *Art-o-Mat (2014)* Interviewed for student documentary film by students from the North East School of the Arts in San Antonio, TX.
  2. *Stuff Matters: Spacesaver's XTend High Density Mobile High Bay System* (2012) Interviewed for Patterson Pope video featuring ZSR's Offsite Storage  
<http://www.youtube.com/watch?feature=endscreen&NR=1&v=oZZfRG9245w>
  3. *Inside Business* (shown on PBS) Featuring Spacesavers XTEND solution. (Aired August 20, 2011) Interviewed for a segment on high bay storage solutions.
- 

## Teaching:

2012 – 2013    Assessing Information in the 21<sup>st</sup> Century (LIB 100)  
Instructor, Spring, 2013 (assisted by Anna Dulin)

Instructor Spring, 2012 (assisted by Ellen Makaravage)

2010 – 2012 Science Research Sources and Strategies (LIB 220)

Co-instructor, Fall, 2012 (instructor Sarah Jeong)

Co-instructor, Fall, 2011 (instructor Sarah Jeong)

Co-instructor, Fall, 2010 (instructor Sarah Jeong)

---

## **Grants:**

2014      Assessment in Action: ACRL's grant funded training program to expand high quality assessment into academic libraries, PI  
Funded: 18 months of professional development on conducting quality assessment in academic libraries

---

## **Consulting:**

2017      Wayne State University, Mike Hawthorne, Director, RCSS. Implementing offsite storage solutions for one library system.

2014      East Carolina University, Mark Sanders, Assistant Director of Public Services. Utilizing offsite storage to alleviate crowded stacks.

2013      Kresge Library, Access Services Department. Adriene Lim, Dean. Oakland University, Rochester, MI. Evaluating Access operations to identify and recommend efficiencies and staffing needs.

2012      Elmer Andersen Library, University of Minnesota. Rob Strand, MLAC Facilities Manager, University of Minnesota. On utilizing an offsite storage solution.

2011      Ivy Stacks and Alderman Library, University of Virginia. Paul Rittelmeyer, Director Interlibrary Services, Alderman Library. On offsite storage procedures using GFA and training on how to "shelve by size."

2011      Syracuse University, Terriruth Carrier, Director of Program Management, Syracuse University. On all aspects of starting up an offsite storage operation.

---

## **Awards Received:**

- ♦ 2013 Campus Partner Award, University Police, WFU
- ♦ 2012 Helping Hand Award, Z. Smith Reynolds Library, WFU
- ♦ 2005 Access Services Leadership Award, WSU

- ♦ 2005 CHANGED Award. WSU
  - ♦ 2005 Access Services Appreciation Award, WSU
  - ♦ 2004 Special Appreciation Award for assisting with implementing the new ILS, WSU
  - ♦ 1999 President's Exceptional Service Award, 1999 Customer Service Award, WSU
  - ♦ 1998 Customer Service Award, WSU
  - ♦ 1998 Collaboration Award, WSU Libraries
  - ♦ 1998 ILL Task Force Customer Service Award, WSU
  - ♦ 1997 Safety Award for development of the Emergency Team Training and Evacuation Plan, David Adamany Undergraduate Library, WSU
- 

## Professional Memberships:

2008 – 2018 American Library Association  
 2008 – 2018 Association of College and Research Libraries  
 2010 – 2018 Library Leadership and Management Association

## Sections and Roundtables:

ACRL-Instruction Section  
 ACRL-Science and Technology Section  
 ACRL-University Libraries Section  
 LLAMA-Building and Equipment Section  
 LLAMA-Measurement Assessment and Evaluation Section  
 ALA Sustainability Round Table (SustainRT)  
 ALA Video Round Table (VRT)

---

## Service to the Profession:

2016-2018 **SustainRT Member at Large.** Sustainability Round Table, American Library Assn.  
 2009-2018 **The Conference for Entrepreneurial Librarians** planning committee. Serve on the planning committee for the 2009, 2011, 2013, and 2015 conferences, the 2010 and 2012 webinar. Responsible for securing the venue, participant in selection of programming, created and maintain the website, entrelib.org. Continuing to serve for the 2018 conference which will take place in October, 2018.  
 2014 - 2015 **ACRL Assessment in Action.** Chair and principle investigator for the team for Wake Forest's AiA project. The purpose of Assessment in Action grant funded projects is to train librarians in high level assessment techniques and expand capacity for demonstrating value throughout the profession. Gathered data on student use of space and planned for renovation improvements.

- 2008-2015 **Triad Academic Libraries Association**, (TALA) Chair, Resource Sharing Committee. TALA is a group of 14 academic institutions throughout the Piedmont region of North Carolina. Authored the resource sharing agreement enabling students from any participating institution can visit the library in person and obtain guest borrowing privileges from any other participating institution
- 2013 **ALA's Planning and Budget Assembly**, representative for the SustainRT, Sustainability Round Table.
- 2012 **ALA's Video Round Table**, assisted in planning the session entitled "Ubiquitous Video: Can libraries offer it? (Can libraries adapt?)" A joint Education and Behavioral Sciences Section and Video Round Table (EBSS/VRT) session held at ALA Annual in Anaheim, CA

---

## Service to the University and Community:

- 2016 – 2018 Liaison to Environmental Studies, Sustainability, Bioethics and Engineering
- 2014 – 2018 Event Management System (EMS) Implementation Committee, Wake Forest University. Represented the library on the University wide team that was implementing the software for campus. Once configured, continued to serve on the team that identified ways to continuously improve operations.
- 2013 – 2017 Academic Adviser, Wake Forest University. Adviser for 10 to 11 undergraduate students, assisting with creating academic schedules and identifying university services.
- 2010 – 2016 Volunteer with *Habitat for Humanity*
- 2010 – 2018 Volunteer for *Humans V. Zombies* and *Capture the Flag* gaming events. Friday Nights in ZSR series.
- 2010 – 2016 *Hit the Bricks* participant. A fundraiser and running challenge held on WFU's campus annually to raise money for the Brian Piccolo Cancer Fund Drive, supporting the Comprehensive Cancer Center at Wake Forest University Baptist Medical Center
- 2009 – 2011 *Wake the Library 5K* planning team. Running events to raise money for end of year programming and expand the connection to the surrounding community.

---

## Service to the Library:

### Z. Smith Reynolds Library Committees:



2016 – 2018 Diversity and Inclusion Committee (Chair)  
2016 – 2018 Peer Review Committee, (2016, member, 2017, chair)  
2007 – 2018 Administrative Council, Z. Smith Reynolds Library's Leadership Team  
2016 – 2018 Integrated Library System Taskforce, to identify the next-gen ILS for the WFU  
2015 – 2018 Dean's List Gala Planning Committee  
2009 – 2018 Assessment Committee  
2014 – 2018 Disaster/Emergency Response Committee (Chair)  
2012 – 2016 Mentoring Committee (Chair, 2014-2016)  
2014 – 2015 Senior Showcase Reviewer  
2012 – 2013 Staff Development Committee (Chair)  
2011 - 2015 Community Emergency Response Team Member (representing ZSR for WFU)  
2011 - 2012 E Reader Lending Working Group  
2011 – 2012 Marketing Team (co-chair)  
2010 - 2015 ZSR Green Team  
2010 - 2018 Weather Team  
2010 - 2013 Signage Team  
2010 - 2012 Website Redesign Team  
2008 - 2011 Wake the Library 5K Planning Team

Additional Service and Committee Assignments available by request.