

Administrative Experience

Trustee

Ypsilanti District Library, 2002-2015

Responsible for overall financial oversight, policy, and supervision/evaluation of executive director: Elected to four consecutive terms of office; served as Board Treasurer, Secretary, and President; oversee \$3.8 million budget

Achievements: Led successful search for Executive Director; initiated agency fund to develop endowment with local community foundation; negotiated compromise Internet filtering policy; led successful millage and district expansion efforts

Interim Department Head

Women's & Gender Studies, Eastern Michigan University, 2012-2013

Manage the Department: Supervised 8.5 FTE and coordinated the contributions of 30 department members; developed course schedules; managed department budget; lead curriculum assessment efforts; supported departmental scholarship, teaching and service efforts; lead fundraising and outreach efforts

Achievements: Redesigned and updated WGST website and migrated to the university's content management system to provide current, engaging information about programs, faculty and initiatives; began a monthly colloquium series to enhance opportunities for scholarly dialogue between faculty, lecturers and graduate students; enhanced publicity and communications about department courses and programs; increased enrollment 7% winter 2013 over winter 2012, while college as a whole experienced no increase, increased programming for graduate students

Library Web Services Manager

University Library, University of Michigan, 2003-2006

Managed the Library's Web Services Department: Managed the Library's web presence and federated search product, Search Tools; designed and supervised development of new database driven software to deliver web content, coordinated 20 member Library Web Managers group, managed staff of two programmer analysts; regularly reviewed and updated Library's gateway web site; communicated and collaborated with internal and external units to enhance the Library's web presence; served as part of the Library's senior management team

Digital Information Services Librarian, Hatcher Graduate Library

University Library, University of Michigan, 2001-2003

Coordinated operations of Graduate Library Information and Reference Center: Oversaw daily operations management; managed staffing budget; supervised staff of 7 student assistants, two Public Services Associates, and a librarian; oversaw desk scheduling for more than 30 professional and student staff; recruited and hired student reference assistants; trained new reference staff on operations and procedures; planned ongoing reference staff development training for student and professional staff; worked with Head of Reference and Instruction to develop department policies and procedures; provided in person and telephone reference service

Coordinated operations of Ask Us and Ask Us Now: Administered and evaluated the University Library's central e-mail and real-time reference services in which over 50 staff and 7 campus libraries participated; administered digital reference contact management software and collaborative participation of library units in the provision of e-mail and chat reference service; maintained and enhanced the Ask Us web site; responded to e-mail and real-time reference questions

Managed the Graduate Library website: maintained, improved and expanded Graduate Library web sites; developed ResearchGuides, open source web-based software to manage library subject guides

Professional Experience

Faculty Fellow (50% appointment)

Honors College, Eastern Michigan University, 2013-

Provides academic advising and support services: assists with program planning for Honors students, works with Honors staff to design academic success and retention strategies, integrates library resources and support into the senior thesis process

Associate Professor (50% appointment, 2013-)

University Library, Eastern Michigan University, 2006-2012,

Coordinate the Library's instruction initiatives: Work with faculty to develop effective information literacy instruction for delivery in physical classroom and online environments; develop and facilitate professional development workshops for faculty; lead library instructional assessment efforts; coordinate library's student learning outcomes assessment initiatives

Serve as subject specialist for the Women's and Gender Studies and Writing Across the Curriculum Programs: Develop library collections in these areas; provide discipline-specific research consultations and instruction

Coordinate operations of the Academic Projects Center: Work with project partners to develop point-of-need project support facility; manage day-to-day operations and facilitate multiunit collaborative service delivery

Program Advisor (25% overload appointment)

Women's & Gender Studies, Eastern Michigan University, 2014-

Provides academic advising: advises 70+ undergraduate and 20+ graduate students on program completion requirements and course selection

Program recruitment and promotion: leads in promoting the department's programs to internal and external audiences; recruits students for undergraduate major and minor and graduate degree and certificate programs

Coordinates assessment: leads and executes student learning outcomes assessment for the department for program review and accreditation needs

Research Library Resident, Hatcher Graduate Library

University Library, University of Michigan, 1999-2001

Coordinated operations of Ask Us: Administered and evaluated University Library's central e-mail reference services; supervised Public Service Associates, provided in person, telephone, and e-mail reference service and technology training to users

Served as technology specialist in the Map Library: provided support to students, staff and faculty in utilizing Geographic Information Systems (GIS); developed and presented library workshops for faculty, staff and students on the basics of GIS, ArcView spatial analysis software, and mapping resources on the Internet; maintained and enhanced the Map Library web site

University Library Associate, Hatcher Graduate Library

University Library, University of Michigan, 1997-1999

Provided in person, telephone, and e-mail reference services to students, faculty, and staff; supervised student employees at the Information Center; provided one-on-one technology training to students, faculty, and staff in the Knowledge Navigation Center

Courses Taught

WGST 210H *Gender in a Transnational World*, with Solange Simões, Fall 2013

WGST 200H *Introduction to Women's Studies*, with Solange Simões, 8 semesters 2008-2012

UNIV 101L *Introduction to the University*, Fall 2010; *Investigating Your Purpose*, Fall 2015

Education

Master of Science in Information, University of Michigan, Ann Arbor MI, 1999

Bachelor of Arts in English, Miami University, Oxford OH

Scholarly Activities

Conference Presentations/Papers

Gray, Suzanne. "From Maintenance Technician to Women's Studies Professor: (Dis)connections in the Trades and the Academy." National Women's Studies Association Annual Conference, Cincinnati, November 9, 2013.

Gray, Suzanne, et al. "Surviving and Thriving in the First Year: Networking for New Directors, Chairs, and Department Heads." Program Administration and Development Pre-Conference, National Women's Studies Association Annual Conference, Cincinnati, November 7, 2013.

Simões, Solange and Suzanne Gray. "Improving Student Research Papers in Women's Studies through Staging the Information Seeking Process and Academic –Service Learning." National Women's Studies Association Annual Conference, Oakland. 9 Nov. 2012.

Barry, Maureen, Shannon Zoet, and Suzanne Gray. "Service-Learning: Advancing the Value of Libraries and Information Literacy in the Curriculum and the Community." Academic Libraries 2012 (Michigan Library Association), Ann Arbor. 11 May 2012.

Gray, Suzanne and Sarah Fabian. "Information Literacy and Writing Programs." Guest Lecture, English 517 Writing Center Theory and Practice, Eastern Michigan University, February 9, 2011.

Gray, Suzanne. "Information Fluency: Developing Students as Researchers and Life-long Learners." Faculty Development Seminar, Eastern Michigan University, February-April, 2011.

Story, Julie A., Robert Cedillo, Al Harahap, John Dunn, Jr. and Suzanne Gray. "Decentralized: Legitimizing Unconventional Writing Center Configurations." International Writing Centers Association and the National Conference on Peer Tutoring in Writing 2010 Conference, Baltimore. 4 Nov 2010.

Fabian, Sarah, Andrea Larsen, Marlena Goodsitt, and Suzanne Gray. "The Academic Projects Center at EMU: What We've Learned So Far about Collaborative Literacy Support." East Central Writing Centers Association Conference, Lansing. 9 Apr. 2010.

Gray, Suzanne, and Solange Simões. "Making Connections: Integrating Academic Service Learning and Information Literacy into an Introductory Women's and Gender Studies Course." National Women's Studies Association Annual Conference, Atlanta. 14 Nov. 2009.

Gray, Suzanne, and Sarah Fabian. "Working with Writing Programs to Infuse Information Literacy Across the Curriculum." Michigan Library Association 2009 Annual Conference, Lansing. 4 Nov. 2009.

Gray, Suzanne, John Dunn, Jr, and William Shell. "Learning at the Intersections: Integrating Support for Research, Writing, and Technology." Educause Learning Initiatives 2009 Annual Meeting, Orlando. 22 Jan. 2009.

Fabian, Sarah, Linda Adler-Kassner, John Dunn, Jr, and Suzanne Gray. "Building a Foundation Collaboratively: First Year Writing and the Research Process." Scholarship of Teaching and Learning 2009 Academy, Ypsilanti, MI. 18 May 2009.

Gray, Suzanne, and Solange Simões. "Real Life & Research: Making Connections through Information Literacy and Academic Service Learning." Scholarship of Teaching and Learning 2009 Academy, Ypsilanti, MI. 19 May 2009.

"Combining Academic Service-Learning and Information Literacy – a Teaching Strategy for Women's and Gender Studies," (with Solange Simões & Alaina Stuard), Panel Presentation, Michigan Women's Studies Association Conference, Ypsilanti, MI, March 15, 2008.

"Stacking the Cards in Your Favor: Working with Writing and Composition Programs to Incorporate Information Literacy across the Curriculum," (with Sarah Fabian), LOEX of the West, Las Vegas, June 5, 2008.

"Libraries, Information Literacy, and Continuous Quality Improvement," Institutional Roundtable, Higher Learning Commission Annual Meeting, Chicago, April 22, 2007

“Research Guide: The Next Generation?” (with Bill Dueber & Cathy Lu), Poster Session, Michigan Library Association, Detroit, October 11, 2006.

“QuestionPoint: Implementing Virtual Reference Successfully,” Panel Presentation, American Library Association Midwinter Meeting, San Diego, January 10-11, 2004.

“ResearchGuide: Web-based management of subject guides for libraries,” (with Kelsey Libner), Poster Session, American Library Association/Canadian Library Association Annual Conference, Toronto, June 22, 2003.

“Repackaging Reference: Ask Us Digital Reference Service at the University of Michigan,” (with Susan Hollar), Poster Session, Association of College & Research Libraries 10th Annual Conference, Denver, March 16, 2001.

“A Management Model for Digital Reference Services in Large Institutions,” (with Barbara MacAdam), Virtual Reference Desk Second Annual Conference, Seattle, October 17, 2000.

“The Implications Involved in Offering a Wide Range of Reference Services” (with Kathleen Folger) Reference and User Services Association Performance Issues Discussion Group, American Library Association Annual Conference, Chicago, July, 2000.

“‘Can you bring the library to my house?’ Providing quality service to distance education programs,” (with Patricia M. Redman) Annual Meeting of the Midwest Chapter of the Medical Library Association with the Michigan Health Sciences Libraries Association, Grand Rapids, October 1999.

Publications

Dunn, J.S., Jr., Sarah Fabian, Suzanne Gray, Kim Pavlock, Hava Levitt-Phillips, Sarah Soebbing, Heidi Estrem, and Linda Adler-Kassner. "Adoption, Adaptation, Revision: Waves of Collaborative Change around the WPA Outcomes Statement in a Large University Writing Program." In Duane Roen, Debra Dew, Gregory Glau, and Nicholas Behm, eds., *The WPA Outcomes Statement—A Decade Later*. West Lafayette, IN: Parlor Press, 2013.

Blazing Trails: On the path to Information Literacy, 36th National LOEX Library Instruction Conference proceedings, April 30 – May 2, 2009, Albuquerque, NM (co-edited).

Librarian as Architect: Planning, Building & Renewing, 35th National LOEX Library Instruction Conference proceedings, May 1-3, 2008, Oak Brook, IL (co-edited).

Simões, Solange, and Suzanne Gray. "Combining Academic Service-Learning and Information Literacy: A New Framework for an Introductory Women's Studies Course." *Making Learning Visible: The Scholarship of Teaching and Learning at Eastern Michigan University*. Eds. Jeffrey L. Bernstein and Karen Busch. Ypsilanti, MI: EMU Faculty Development Center, 2008.

Alexander, Laurie, Suzanne Gray, and Patricia Yocum, "Teaching the Teachers: Creating an Intensive Staff Development Program for Library Instructors." *LOEX News* 28.2-3 (2001): 4+.

Gray, Suzanne M. "Virtual Reference Services: Directions and Agendas." *Reference and User Services Quarterly* 39.4 (2000): 365-75.

Grants

Gray, Suzanne, Michael Tew, and Ann Blakeslee. "Supporting Communication Across the Curriculum through the Academic Projects Center." EMU Women in Philanthropy Grant December 2011, Total grant amount \$4500.

"Increasing Access to Point of Need Information Fluency Instruction through QR Codes." eFellows Grant, Awarded by the EMU Division of Information Technology, April 2011, Total grant amount \$995.

"Expanding Our Reach: Leveraging Information Technology to Infuse Information Literacy across the Curriculum with Screen Capture Software." eFellows Grant, (with Sara Memmott & Susann deVries), Awarded by the EMU Division of Information Technology, November 2009, Total grant amount \$1930.

"Personal Response Systems in the Library." Instructional Aid Grant, (with Susann deVries), Awarded by the EMU Educational Environment and Facilities Committee, April 2007, Total grant amount \$5,996

"Assessing the Intersections: Support for Student Research, Writing, and Technology at Eastern Michigan University." New Faculty Research Grant, EMU Provost's Office, December 2007, Total grant amount \$5,000

Professional Organizations

National Women's Studies Association

Program Administration and Development Committee (2012-2013)

American Library Association

Council Pay Equity Committee (2002-2004)

Association of College and Research Libraries

Michigan Library Association (2002-)

Trustee and Advocates Roundtable (2003-2004)

Professional Development

Higher Learning Commission Assessment: Making a Difference in Student Learning – Assessment as a Core Strategy, 2013

American Council on Higher Education (ACE) Leadership Academy for Department Chairs, 2013

Association of College and Research Libraries Institute for Information Literacy Immersion: Teacher Track 2001, Program Track 2007, Assessment Track 2009

Service

Departmental

- Women's and Gender Studies Faculty Search Committee Chair (2013)
- University Librarian Search Committee (2010)
- Department Steward, AAUP (2008-2010)
- Women's and Gender Studies Curriculum Committee (2008-2010)
- Library Finance Committee (2007-2009)
- Emergent Technologies Librarian Search Committee (2007)
- Senior Managers Group (2004-2006)
- Library Information Technology Administrators (2004-2006)
- Public Services Council (2004-2006)
- Public Access Resources Committee (2005-2006)
- Usability Working Group (2005-2006)
- Search Tools Working Group (2005-2006)
- Aleph Interlibrary Loan Group (2004-2005)
- Networked Information Steering Committee (2003-2005)
- Library Management System Gateway Implementation Team (2002-2005)
- Web Advisory Group (2002-2004)
- Reference Privacy Policy Task Force (2003)
- Library Management System Training Implementation Team (2002-2003)
- Librarian's Forum Executive Committee (2002-2003)
- Instructor College Steering Committee (2000-2001)
- Ask Us Working Group (1998-2004)

University

- Faculty Development Center Advisory Council (2014-)
- Faculty Advisor, Women's and Gender Studies Student Association (2012-13)
- Faculty Advisor, Sigma Sigma Sigma (2012-)
- College of Arts and Sciences Assessment Committee (2012-)
- Women's Commission (2012-13)
- Graduate Council (2011-2012)
- Faculty Senate Membership Secretary (2011-2012)
- EMU AAUP Executive Committee (2010-2012)
- Helping Students Learn Systems Portfolio, AQIP Accreditation Team (2010-2011)
- Contract Negotiation Team, AAUP (2010)
- Bargaining Council, AAUP (2009-2010)
- Continuing Education Advisory Committee (2009-2011)
- Faculty Senate Representative, Women's and Gender Studies (2010-2012)
- Faculty Senate Alternate, Women's and Gender Studies (2009-2010)
- Acting Co-Director of Writing Across the Curriculum (2008-2009)
- General Education Advisory Council (2008-2009)
- LGBT Resource Center Advisory Board (2008-)
- Assessment Coordinating Committee (2007-2008)
- General Education Faculty Affiliate, (2007-2012)
- University Student Success (Retention) Council, (2007-2010)
- General Education Program Assessment Development Pilot, (2007-2008)
- Writing Fellow, Writing Across the Curriculum Program (2007-2012)
- Women's and Gender Studies Program Faculty Affiliate, (2006-2009)
- Member of General Education Writing Intensive Vetting Committee, (2006-2012)
- Faculty Senate Assembly Committee on the Economic Status of the Faculty (2002-2006)

Community/Professional

- Board Member, Women in the Arts/National Women's Music Festival (2011-13)
- Board Member, 1809 LGBT Alumni of Miami University (2007-2010)
- Team chair and peer reviewer, FY 2007 Library Services & Technology Act Grants, Library of Michigan (2007)
- Michigan Library Consortium Reference, Resource Sharing & Collections Members Forum (2004-2005)
- Trustee, Ypsilanti District Library (2003-2015), Secretary (2004), Treasurer (2005-2007, 2012-2013), President (2009-2010, 2015)
- Guest Lecturer, Wayne State Library and Information Science Program, LIS 7060 Academic Libraries (2007)
- Guest Lecturer, UM School of Information, SI 596 Digital Librarianship (1999-2003)
- Guest Lecturer, UM School of Information, SI 647 Information Resources and Services (2003)