



*Katie Gohn, MSIS*

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## Education

University of Tennessee, Knoxville, Tennessee — MS, Information Science 2002

University of Tennessee, Knoxville, Tennessee — BA, English 1999

## Experience

### **HEAD, COLLECTION SERVICES, ASSOCIATE PROFESSOR — JULY 2015-PRESENT**

University of Tennessee at Chattanooga, Chattanooga, Tennessee

Under direction of the Library Dean, manage all aspects of the collection life cycle for both physical and electronic resources. This includes, but is not limited to, selection, acquisitions, licensing, cataloging, and preservation. Engage in collaborative and innovative collection building activities. In particular, work closely with UT System, Tenn- Share, and TBR on consortial purchasing opportunities. Work collaboratively with library colleagues to assess the library collection, evaluate new resources and purchasing models, and make appropriate selections in support of the UTC curriculum and faculty research.

With fellow administrators, evaluate, create, and manage a collection budget of close to 2 million dollars. This includes communicating with library liaisons to ensure proper spending, assessing and planning for changes in budget structure throughout the year, closing out fiscal year accounts, and assisting with reconciliation of collections expenditures with library and campus financial systems. Manage interlibrary loan, reserves, and scanning teams ensuring timely and efficient delivery of services to patrons and libraries. Work closely with the Assistant Director of Collection Services and Director of Special Collections on strategic planning and management associated with the physical and digital special collections. Supervise and provide fair and progressive leadership and management for the Collection Services Department staff including, 6 faculty members and 3 FTE personnel.

### **ASSISTANT HEAD, COLLECTION SERVICES, ASSISTANT PROFESSOR**

#### **TEAM LEAD FOR CORE PROCESSING AND INTERLIBRARY LOAN — JANUARY 2014-JUNE 2015**

University of Tennessee at Chattanooga, Chattanooga, Tennessee

Under direction of the Head of Collection Services and the Library Dean, managed operations of the Core Processing and Interlibrary Loan Teams and served as a member of the Special Collections Team. Duties included administration of library and departmental policies and procedures, coordination of projects related to collections, stacks

maintenance, interlibrary loan, electronic resources, special collections and reserves. Assisted Department Head on material negotiations and licensing. Represented the department on various library committees. Supervised 3 FTE staff members and 3 faculty members. Participated in library management council and served as a member of the library administrative team, which is responsible for policy and budgetary decisions. Provide reference and information services for one hour per week. Performed collection development and liaison duties for the UTC English Department. Served on library, university, and professional committees.

**DIGITAL INTEGRATION LIBRARIAN, ASSISTANT PROFESSOR — DECEMBER 2011-DECEMBER 2013**

University of Tennessee at Chattanooga, Chattanooga, Tennessee

Responsible for all aspects related to the digital environment at UTC Lupton Library, including customization of e-resource interfaces, maintenance and administration of Lib Guides, Website development, usability testing, technical and end-user support, EZProxy administration, promotion of e-resources, end-user and librarian training, link resolver software administration, OCLC WMS and WorldCat Local administration, assist and advise library faculty on selection, trialing, and procurement of new library systems, and assist in statistics gathering. Assist in planning for and management of institutional repository software, BePress, for ETD's and campus journal publishing. Manage and lead projects within the Materials Processing Department as they relate to the collection, e-resources, and reserves. Manage reserve and scanning functionalities, including policy and workflow creation. Supervise E-resources and Serials Librarian and Materials Processing Librarian. Other library duties include serving as a library liaison to the UTC English Department, serving on library committees, and reference desk rotation. Serve as the library liaison to the *Journal of Adolescent and Family Health*; providing technical and publishing support.

**GALILEO SUPPORT AND ELECTRONIC RESOURCES LEAD ANALYST — OCTOBER 2002—DECEMBER 2011**

Board of Regents of the University System of Georgia, Athens, Georgia

Managed online e-resources for 400 plus institutions affiliated with GALILEO, the state of Georgia's virtual library, including account management, remote access configuration, and interface customization. Integrated e-resources into GALILEO portal, SFX link resolver, and WebFeat, MetaLib, and 360 Search federated search tools. Assisted library staff with integration of locally-managed resources into library websites, campus portals, course management systems, and discovery tools. Maintained EZproxy database configurations and other custom URL and script configurations for seamless remote access. Assisted in creation of statistical reports pertaining to e-resources and GALILEO support. Served as lead support contact coordinating support efforts, troubleshooting access problems, documenting support processes and workflows, and overseeing customer satisfaction surveys. Participated in GALILEO and USG committees and project teams. Managed e-resource components of GALILEO technical projects. Presented at national and state conferences. Provided in-person and online training for library staff.

#### **ASSISTANT LIBRARIAN —AUGUST 2000-AUGUST 2002**

Fort Sanders Regional Medical Center Library, Knoxville, Tennessee

Checked in and claimed library serials and monographs Processed incoming and outgoing interlibrary loans. Managed user accounts: circulation, and overdue billing. Provided reference assistance to hospital staff and nursing students. Assisted in weeding and maintenance of print collection. Assisted in monthly reporting.

#### **WEEKEND LIBRARY SUPERVISOR —AUGUST 2001-AUGUST 2002**

University of Tennessee Agriculture and Veterinary Medicine Library, Knoxville, Tennessee

Supervised student employees. Assisted in creation and maintenance of online subject guides. Assisted library director in Great Smoky Mountains Bibliography project. Assisted in interlibrary loan. Provided reference assistance to students, faculty, and staff. Assisted in troubleshooting desktop and printer problems. Circulated library materials. Assisted patrons in the use of online library resources, microfiche/microfilm, and other resources.

## **Skills**

Advanced knowledge of management of e-resources including, remote access, end-user support, vendor relations, vendor contract and licensing negotiations, and account management. Project management, policy and workflow creation, and documentation. Advanced knowledge of administrative interfaces and customization tools from the following vendors: Ex Libris, OCLC WMS, EBSCO, ProQuest, and SerialSolutions. Working knowledge of library technologies including OpenURL, cloud ILS platforms, discovery platforms, ERM, and EZproxy. Proficient in Microsoft desktop applications including, Excel, Word, and Powerpoint. Proficient in MAC and Windows OS. Working knowledge of html, wiki, RSS, blogging and other web 2.0 technologies. Vast experience with customer relationship management and call tracking tools. Skilled at in-person and online training, written communication, and working in a team environment.

## **Presentations**

Gohn, Katie and Charlie Remy. "Taking Back Control of Streaming Video: Preliminary Results of a Faculty Video Use Survey." March 9, 2020. Electronic Resources and Libraries, March 8-11, 2020.

Gohn, Katie and Andrea Schurr. "Configuring Local Facets and Resource Types in Primo VE." SUNYLA Midwinter Conference, February 7, 2020.

Gohn, Katie, Charlie Remy, and Katy Aronoff. "Redesigning Technical Services to Meet Today's Patron's Needs." March 6, 2018. Electronic Resources and Libraries, March 4-7, 2018.

Gohn, Katie, Andrea Schurr, and Theresa Liedtka. "Wading Through the Flood—a Library, a Flood, and a Recovery." Tennessee Library Association Annual Conference, April 7, 2017.

Gohn, Katie. "Cyclical Review of E-Resources by Subject and Department." Electronic Resources and Libraries, April 4, 2017.

Gohn, Katie and Charlie Remy. "An Untapped Source of Talent: Autistic Library Employees and Electronic Resources Management." *Electronic Resources and Libraries*, April 5, 2016.

Gohn, Katie. "How Did We Get Here? Moving Your Collection Can be Easy." Charleston Conference, November 7, 2015.

Gohn, Katie. "Troubleshooting and Tracking E-Resource Access Problems: a User Centered Approach." *Electronic Resources and Libraries*, March 19, 2013.

Panel Discussion. "Age of Discovery." *Electronic Resources in Libraries*, March 19, 2013.

Gohn, Katie, Charlie Remy, and Andrea Schurr. "Implementing OCLC's WMS at UTC." Tennessee Library Association Annual Conference, April 26, 2013.

Gohn, Katie. "GALILEO For Library Websites." GOLD/GALILEO Conference, August 13, 2010.

Gohn, Katie. "Mobile Applications and Virtual Libraries: Process, Issues, and Outcomes." LITA National Forum, October 2, 2010.

Gohn, Katie. "Out of the Media Center into the Classroom." Georgia Council of Media Organizations (COMO) Conference, October 14, 2010.

Gohn, Katie. "Mobile Applications and Interfaces for GALILEO." University System of Georgia Annual Computing Conference, October 21, 2010.

Gohn, Katie. "Supporting GALILEO Access in Your Schools." Georgia Educational Technology Conference, November 3, 2010.

Gohn, Katie. "Getting the Most Out of GALILEO - Marketing Tips and Tools for Maximizing Resources with Minimized Budgets." GOLD/GALILEO Conference, July 31, 2009.

Gohn, Katie. "Journals and Magazines Abound in GALILEO: Learn How to Find and Utilize Them." Georgia Council of Media Organizations (COMO) Conference, October 9, 2009.

Gohn, Katie. "Sparing a Dime. GALILEO for Tough Times." Georgia Council of Media Organizations (COMO) Conference, October 9, 2009.

Gohn, Katie. "GALILEO for Online Learning." University System of Georgia Annual Computing Conference, November 12, 2009.

Gohn, Katie. "It Works! Integration of SFX into a Statewide Virtual Library." Ex Libris User Group Meeting (ELUNA), August 1, 2008.

Gohn, Katie. "Find It @ GALILEO." Georgia Council of Media Organizations (COMO) Conference, October 16, 2008.

Gohn, Katie and Lauren Fancher. "CU @ the MTG: Using Online tools for Collaboration." *Electronic Resources in Libraries Conference*, February 23, 2007.

Gohn, Katie and Lauren Fancher. "Engaging Collaborative Community Input." National Educators Computer Conference, June 27, 2007.

Gohn, Katie. "User-Centered Design and Community Customization Interfaces." GOLD/GALILEO Conference, August 2, 2007.

Gohn, Katie. "Have it Your Way. Community Customized Interfaces." Georgia Council of Media Organizations (COMO) Conference, October 19, 2007.

Gohn, Katie. "Databases, Encyclopedias, Journals, Oh My!" Georgia Council of Media Organizations (COMO) Conference, October 19, 2007. Gohn, Katie. "Yours, Mine, and ERMS: Electronic Resource Management in a Consortial Environment." Electronic Resources and Libraries Conference, March 23, 2006.

Gohn, Katie. "Up, Up, and Upgraded: New Features in GALILEO and More." GOLD/GALILEO Conference, August 4, 2006.

Gohn, Katie. "GALILEO Gets a Makeover." Georgia Council of Media Organizations (COMO) Conference, September 20, 2006.

Gohn, Katie. "Better than Google? New GALILEO Features for Use in Online Courseware." University System of Georgia Annual Computing Conference, October 25, 2006.

Gohn, Katie (Facilitator). "User Authentication Hurdles: Roundtable." University System of Georgia Annual Computing Conference, October 26, 2006.

## Publications

Conference Proceeding

Katie Gohn, "Moving a Library Can Be Easy, but Planning and Project Management is Key" (2015). *Proceedings of the Charleston Library Conference*.  
<http://dx.doi.org/10.5703/1288284316255>

Peer Reviewed Articles

Gohn, Katie and Charlie Remy. "Proactive and Prudent: A Report of a Holistic Cyclical Electronic Resources Review Pilot at the University of Tennessee at Chattanooga." *The Serials Librarian*, vol. 73, no.1, 2017, pp.44-52.,  
<http://dx.doi.org/10.1080/0361526X.2017.1309335>

## Grants

- UTC 15 in 4 Grant: Procurement of Streaming Video and Streaming Video Services. One-time, \$20,000.00 award.
- UC Foundation Grant: Affordable Course Materials Initiative Pilot. 2 years, \$30,000.00 award. Establish initiative to replace costly course materials with low- to no-cost alternatives, including library supplied and OER.

## Professional Development

Conferences and Training

- American Library Association Midwinter, 2019
- Charleston Conference, 2015
- ACRL, 2014
- Electronic Resources and Libraries 2012, 2013,

2015-2017

- Tennessee Library Association Annual Conference, 2013, 2017
- [Leadership in Higher Education Conference](#). Atlanta, GA October 6-8, 2016.

University of Tennessee at Chattanooga

- Leadership Series, 2015-Spring 2018

## Professional Service

Tenn-Share

- E-Resources Committee, UT System Representative 2013-Present
- TBR E-Resources Sub-Committee, UT System Representative 2013-Present
- Share Your Stuff Committee, 2014-2015
- Courier RFP Committee, 2014

ALCTS division of ALA

- Esther J. Piercy Award Selection Committee, member 2020

University of North Carolina, Charlotte

- The Charlotte Initiative Mellon Grant, Licensing Working Group, 2015-2017.

Electronic Resources and Libraries

- Fellowship Grant Committee, member 2013-2017

EBSCO

- E-Books/NetLibrary Advisory Council, member, 2010-2011

## University Service

University of Tennessee at Chattanooga

- Curriculum Committee, ex officio member 2016-Present
- Business and Economic Status Committee, member 2020-Present
- UTC Web Steering Committee, member, 2021-Present
- UTC Institutional Assessment and Effectiveness Committee, member 2020-Present
- Council of Academic Heads, member, 2015-Present
- Faculty Grant Committee, member, 2013-2015, 2019-2020
- UTC Graduate School Commencement Marshall, 2019, 2020
- Learning Environment Committee, Member 2017-2018

- Petitions Committee, member, 2015-2016
- Faculty Sustainability Committee, member, 2012-2013
- University of Tennessee at Chattanooga Complete College Taskforce, member, 2013
- University of Tennessee System Electronic Resources Group, Chair, 2013-2016
- University of Tennessee System Electronic Resources Group, Member, 2012, 2016-Present

#### University System of Georgia

- GALILEO/GIL Discovery Tool Advisory Committee, member, 2011
- ITS Employee Relations Committee Member, 2009-2011
- ITS Footprints Implementation Team, Member, 2009
- ITS Activities Committee, Member, 2009
- GALILEO Interface Redesign Team, Resources Lead, 2008
- USG Annual Computing Conference Planning Committee, member, 2007

### Library Service

#### University of Tennessee at Chattanooga

- Administrative Council, member, 2013-Present
- Management Council, member, 2013-Present
- IT Council, member, 2013-2016, 2018-Present
- UTC Library Reimagining Fall 2020 Taskforce, chair, 2020
- YTBN Alma/Ex Libris Committee, member, 2020-Present
- Library Assessment Taskforce, member, 2015-2018
- Student and Staff Development Committee, member 2015-2018
- Liaison, UTC English Department, 2013-2017
- OCLC Team, Co-Chair, 2012-2014
- Library Electronic Resources Committee, member, 2012-2014
- ILBC RFP Subcommittee, member, 2013-2014
- Search Committee, Director of Desk and Patron Experience, Chair 2019
- Search Committee, Administrative Support Specialist, Member, 2017
- Search Committee, Collections Initiatives Librarian, Chair, 2016
- Search Committee, Outreach and Assessment Librarian, Chair, 2016
- Search Committee, Collections Specialist (E-resources/ILL), Chair 2016
- Search Committee, ILL and Stacks Maintenance Specialist, Chair, 2015

- Search Committee, Writing and Communication Center Director, Chair, 2014
- Search Committee, Digital Archivist, member, 2013
- Search Committee, Outreach and Assessment Librarian, member, 2013
- Search Committee, Web and Instruction Librarian, member 2012

## Honors

### University of Tennessee at Chattanooga

- UTC 5-year Service Award, 2016
- Exceptional Merit, 2012-2015,2017,2018
- Dr. Joseph A. Jackson Library Faculty Development Award, 2013 Honors

### University of Tennessee at Knoxville

- Merit-Based Graduate Assistantship, 2001-2002