Melissa L. Becher

427 Little Quarry Road
Gaithersburg, Maryland 20878
202-885-3263
mbecher@american.edu

Education

University of Illinois at Urbana-Champaign
Master of Science, Library and Information Science. 1994.

Oberlin College, Oberlin, Ohio
Bachelor of Arts, Art History. History Minor. 1988.

Professional Experience

American University Library, Washington, DC
Reference/Instruction Librarian, Associate Librarian Rank, June 1996-

Associate Director, Research, Teaching, and Learning, 2011-
Assistant Director, Web Services 2009-2011
Reference Team Leader, 2006-2009
Instruction Coordinator, 1997-1999

- Serve as Associate Director of Research Teaching and Learning (RTL). Participate in the management of the unit, including planning, budgeting, and implementation of new services, management of resources, and personnel development. Supervise seven library faculty members day-to-day. Serve as the main administrator for the library's research platforms, including LibGuides, LibAnswers, Libraryh3lp, and ChatStaff, a late-night chat service.
- Serve on an advisory team for the AU Library website and maintain RTL's web pages.
- Conduct user testing and liaise with the greater university and the Washington Research Library Consortium on web and user interface issues.
- Teach approximately 30 information literacy sessions per year, primarily for first year writing and art history courses.
- Provide research assistance to the university community in person, by telephone, by email, and through online chat, using a wide range of print and electronic resources. Create and maintain research guides, tutorials, and FAQ answers as means for students to get help when librarians are not present.
- Select materials for the library's collections in art.

Federal Library and Information Network (FEDLINK), Library of Congress, Washington DC
OCLC Information Specialist, March 1991-May 1996
Network Librarian, August 1995-December 1995

OCLC Information Specialist
Provided OCLC service support for 800 federal librarians. Guided libraries through the process of becoming OCLC members, advised them on budgeting for OCLC, answered technical questions about OCLC systems, and provided information about OCLC products and services.

Network Librarian
On a four-month assignment, taught basic and advanced Internet classes for Library of Congress and other federal librarians. Developed a class on listservs and newsgroups and assisted in updating other Internet classes. Designed the FEDLINK OCLC and training program areas of MARVEL, the Library of Congress gopher system.

Federal Library and Information Center Committee (FLICC), Washington, DC
Editorial Assistant, September 1988-March 1991

Designed layouts for newsletters, brochures, and other FLICC publications using desktop publishing software, and coordinated their printing with in-house and contract printers. Assisted in planning and organizing educational programs, including an annual forum on federal information policies.

Publications

Peer Reviewed Journal Articles

Becher, M.L. (2019). Understanding the Experience of Full-Time Nontenure Track Library Faculty: Numbers, Treatment and Job Satisfaction. *Journal of Academic Librarianship*, 45(3), pp. 213-219. doi:10.1016/j.acalib.2019.02.015

Becher, M. L. (2015). Factors Impacting Library Visibility on Academic Institution Home Pages. *Journal of Academic Librarianship*, *41(5)*, pp. 621-628. doi:10.1016/j.acalib.2015.06.019

Becher, M. L. (2013). Instruction Coordinators and Higher Education Accreditation: a study of awareness and assessment documentation use. *Journal of Academic Librarianship*, *39(6)*, pp. 573-581. doi:10.1016/j.acalib.2013.04.003

Peer Reviewed Journal Articles, continued

Becher, M. L., & Schmidt, K. (2011). Taking Discovery Systems for a Test Drive. *Journal of Web Librarianship*, *5(3)*, pp. 199-219. doi: [10.1080/19322909.2011.583134](10.1080/19322909.2011.583134)

Becher, M. L., & Flug, J. (2005). Using Student Focus Groups to Inform Library Planning and Marketing. *College and Undergraduate Libraries, 12 (1/2)*, pp. 1-18. doi: [10.1300/j106v12n01_01](10.1300/j106v12n01_01)

McDougal, S.H, & Becher M.L. (1995). Your License or Your Life: Charitable Solicitation Laws and Library Fund-Raising. *Public Library Quarterly, 15*, pp. 13-24. doi: [10.1300/j118v15n01_04](10.1300/j118v15n01_04)

Other Articles

Becher, M. (2016). What Can We Learn from Recent LibGuides Usability Studies? Guest Forum for Informed Librarian Online. Rretrieved from http://www.informedlibrarian.com/guestForum.cfm.

Becher, M. (2016). Why "Mobilegeddon" May Be Good for Your Library. Guest forum for *Informed Librarian Online*. Retrieved from http://www.informedlibrarian.com/guestForum.cfm.

Becher, M., & Caspers, J. (2003). Research Agenda for Library Instruction and Information Literacy. *College & Research Libraries*, *64 (6)*, pp. 428-9. http://digitalcommons.linfield.edu/librariesfac_pubs/6/

Research and Scholarship Committee, Association of College and Research Libraries Instruction Section. (2003). Research Agenda for Library Instruction and Information Literacy. *C&RL News, 64 (2).* pp. 108-113. http://proxyau.wrlc.org/login?url=http://search.ebscohost.com/login.aspx?direct=true&db=eue&AN=502898987&site=ehost-live&scope=site

Conference Proceedings

Turner, N.B., Kinsley, K., & Becher, M. Launching the Resource Repository for Assessment Librarians: From Needs Assessment to Pilot and Beyond. In Baughman, S., Hiller, S., Monroe, K. & Pappalardo, A. *Proceedings of the 2018 Library Assessment Conference: Building Effective, Sustainable, Practical Assessment*, (pp. 578-588). Washington, DC: Association of Research Libraries. Retrieved from https://www.libraryassessment.org/wp-content/uploads/2019/10/Proceedings-2018-rs.pdf

Becher, M., & Mintz, M. (2007). A Leap in the Right Direction: How a Symbiotic Relationship Between Assessment and Marketing Moves the Library Forward. In F. DeFranco, S. Hiller, L.J. Hinchliffe, K. Justh, M. Kyrillidou, J. Self & J. Stein (Eds.), *Proceedings of the Library Assessment Conference: Building Effective, Sustainable, Practical Assessment,* (pp. 69-81). Washington DC: Association of Research Libraries. Retrieved from http://libraryassessment.org/bm~doc/proceedings-lac-2006.pdf

Baine, B., Becher, M., Dygert, C., & Mintz, M. (2003). When Six Heads are Better Than One: A Team Approach to Managing Instruction. In J.K. Nims & E. Owens (Eds.), *Managing Library Instruction Programs in Academic Libraries: Papers and Session Materials Presented at the Twenty-Ninth National LOEX Library Instruction Conference, held in Ypsilanti, Michigan, 4 to 6 May, 2001*, (pp. 31-36). Ann Arbor, Michigan: Pierian Press.

Peer Reviewed Conference Presentations

Turner, N.B., Kinsley, K., & Becher, M. (2018, December). Launching the Resource Repository for Assessment Librarians: From Needs Assessment to Pilot and Beyond. Presentation at the *2018 Library Assessment Conference: Building Effective, Sustainable, Practical Assessment*, Houston, Texas. (International Conference)

Marien, S., Hodges, A. & Becher, M. (2017, May). Creating Agency: Librarian Status as Contested Domain. Presentation at the Identity, Agency, and Culture in Academic Libraries Conference, University of Southern California, Los Angeles, California. (International Conference)

Marien, S., Hodges, A. & Becher, M. (2017, March). Recalibrating the Compass: Coping with Status Shifts in the Academic Library. Round Table at the 2017 Association of College and Research Libraries Conference, Baltimore, Maryland. (International Conference)

Rodriguez, M., Gaspar, D. & Becher, M. L. (2012, January). Telling Our Story: Documenting the Library's Contribution to Student Learning. Panel session presented at *Bridging the Spectrum: A Symposium on Scholarship and Practice in Library and Information Science*, Catholic University of America School of Library and Information Science, Washington, DC. (Local conference)

Becher, M., & Mintz, M. (2006, September). A Leap in the Right Direction: How a Symbiotic Relationship Between Assessment and Marketing Moves the Library

Forward. Presented at the *ARL Library Assessment Conference*, Charlottesville, Virginia. (National conference)

Becher, M., Dupuis, E., Levine, C., & Riddle, J. (2003, April). Put Instruction in Your (Research) Agenda. Panel session presented at *Learning to Make a Difference: The ACRL 11th National Conference*, Charlotte, North Carolina.

Peer Reviewed Conference Presentations, continued

Moomau, G., Tosko, M., Becher, M., Bair Van Dam, C.L., & Wooton-Don, L. (2002, March). Information Literacy: Creating Teaching Partnerships between Writing Instructors and Reference Librarians. Panel session presented at the *53rd Conference on College Composition and Communication Annual Convention*, Chicago, Illinois. (National conference)

Baine, B., Becher, M., Dygert, C., & Mintz, M. (2001). When Six Heads are Better Than One: A Team Approach to Managing Instruction. Paper delivered at the *29th Annual LOEX Conference*, Ypsilanti, Michigan. (National conference)

Becher, M. & Shanahan, K. (1999, March) Going Up and Getting Over: Web-Based Tutorials. Presented at the *14th Annual Computers in Libraries Conference*, Arlington, Virginia. (National conference)

Other Presentations

Becher, M & Oberholtzer, P. (2018, 6 March). How are Students Using Our Guides? Results from the WRLC LibGuides Resarch Project. Presentation at the *2018 WRLC Annual Meeting*, Catholic University, Washington, D.C.

Becher, M., Shields, J, & Oberholtzer, P. (2017, 16 March). Apples to Apples to Apples: a Usability Discussion. Presentation at the *2017 WRLC Annual Meeting,* American University, Washington, D.C.

Becher, M. (2016, March) What Does the UX Literature Say about LibGuides? Presentation at the *2016 WRLC Annual Meeting*, Marymount University, Arlington, Virginia.

Becher, M., Blume, F., Froslid-Jones, K., Herosian, R., Menke-Fish, S. & Snelling, A. (2012, January) How Internships Support Student Learning. Panel presented at the *23rd Annual Ann Ferren Teaching Conference*, American University, Washington, D.C.

Starr, P., Krasnow, I., Becher, M., & Ross, G. (2010, January). Teaching in the Age of Kindles and Vooks. Panel presented at the *21st Annual Ann Ferren Teaching Conference*, American University, Washington, D.C.

Becher, M. & Kinder, R. (2008, November). A Comparison of Voyager and Other Systems: What Features Do Other Systems Have to Curb Patron Confusion? Presented at *WRLC Forum, Think Global, Act Local: How Cataloging/Systems Decisions Affect Patron Access*, George Washington University, Washington, D.C.

Becher, M. (2002, April). *Engaging Information Literacy*. Presented at meeting of the District of Columbia Library Association, Washington, D.C.

Becher, M. (2000, May). *What High School Students Need to Know about the Academic Library.* Presented at meeting of the Metropolitan Washington Independent School Librarians, Georgetown Preparatory School, Bethesda, Maryland.

Becher, M. (1997, November). Personal Instruction. Panel presentation for *End User Training & Support: A Role for Librarians: 1997 FLICC Symposium on the Information Professional.* Library of Congress, Washington, D.C.

Becher, M. (1996, November). *Art Resources on the World Wide Web*. Presented at the Joint Chapter Meeting of the Art Libraries Society and the Visual Resources Association. American University, Washington, D.C.

Book Chapters

Becher, M.L. (2009). Digging for Information Artifacts. In R. Sittler, & D. Cook (Eds.) *The Library Instruction Cookbook: 50+ Active Recipes for 1-Shot Sessions*. Chicago: ACRL.

Becher, M.L., Flug, J. (2005). Using Student Focus Groups to Inform Library Planning and Marketing. In B.W. Petruzzelli (Ed.), *Real-Life Marketing and Promotion Strategies in College Libraries: Connecting with Campus and Community* (pp.1-18). Binghamton, NY: Haworth Press.

Professional Organization Publications

Research and Scholarship Committee, Association of College and Research Libraries Instruction Section. (2003). *Research Agenda for Library Instruction and Information Literacy*. Retrieved from http://www.ala.org/acrl/aboutacrl/ directoryofleadership/sections/is/iswebsite/projpubs/researchagendalibrary. Scope: Document produced by a national committee.

Encyclopedia Articles

Becher, M. (1999). John Gregory. In J. A. Garraty, & M. C. Carnes, *American National Biography*. New York: Oxford University Press.

Becher, M. (1999). Henry Merwin Shrady. In J. A. Garraty, & M. C. Carnes, *American National Biography*. New York: Oxford University Press.

Poster Sessions

Becher, M. (2018, December 6). How are Students Using our Guides? A Consortium LibGuides Assessment Project. Poster session delivered at the *2018 Library Assessment Conference,* Houston, Texas.

Schmidt, K., and Becher, M. L. (2010, June 27). Taking Discovery Systems for a Test Drive. Poster session delivered at the *American Library Association Annual Conference*, Washington, D.C.

Editorial

Article Reviewer*, College & Research Libraries*, 2004-
Article Reviewer, *Journal of Web Librarianship*, 2012-2014

Professional Offices

American Library Association
> Reference and User Services Association
>> Emerging Technologies Section, Managing Emerging Technology Committee
>>> Co-Chair, 2017-2020

> Association of College and Research Libraries
>> Instruction Section, Co-Webmaster, 2007-2009
>> Instruction Section, Member, Web Redesign Task Force, 2008-2009
>> Instruction Section, Communication Committee
>>> Chair, 2005-2006
>>> Member, 2005-2009
>> Instruction Section, Nominating Committee
>>> Member, 2003-2004
>> Instruction Section, Committee on Research and Scholarship
>>> Chair, 2002-2003
>>> Member, 2001-2003
>> Presidential Candidates Forum Committee, 2000- 2001

New Members Round Table
     Resume Reviewer, 2000-2003
     Networking Director, 1999-2000
     Director of Liaisons 1998-1999
     Chair, Local Arrangements Committee, 1997-1998
     Co-Chair, Midwinter Activities Committee, 1996-97

Current Professional Memberships

American Library Association
     Reference and User Services Association (RUSA)

Internal Grants

Curriculum Development Grant. "Student Response Systems in Library Instruction,"
American University, 2006. Co-author: Anne Osterman.

Competitive Experimental College Grant Awarded for "Research and Writing: Partners
in the College Writing Experience," American University, 1999. Co-Authors:
Madeline Copp, Mary Mintz.

Honors and Awards

Award for Service to the University Community, Special Recognition for the Web
Development Group, 2009
Anne Boyd Award for the Outstanding 1994-95 Graduate, Graduate School of Library
and Information Science, University of Illinois at Urbana-Champaign, 1995
Beta Phi Mu Honor Society, 1994
Leadership Award for Management of and Dedicated Service to the Combined Federal
Campaign, 1994
Helen T. and Mildred Stewart Fellowship, Graduate School of Library and Information
Science, University of Illinois at Urbana-Champaign, 1993-94
Library of Congress Special Achievement Awards, 1993 and 1991
Certificate of Appreciation for Support of OCLC's PRISM Service, 1992
Phi Beta Kappa, 1988

Scholarly Projects

Ithaka S&R Faculty Survey, 2019
LibQUAL+, 2007, 2005, 2003, 2001
Project SAILS, 2005

University Committees

Current

Committee Member, Faculty Development Working Group to Assist Associate Professors in Becoming Full Professors (August 14, 2019-present)
Committee Member, AU Core Habits of Mind Creative-Aesthetic Inquiry Committee (September 15, 2017-present)
Committee Member, Faculty Senate Committee on Faculty Actions (June 2017-present)

Past

Committee Member, Faculty Development Leadership Cohort (September 26, 2018-August 31, 2019)
Committee Member, Undergraduate Curriculum Committee (June 1, 2016-May 31, 2019)
Committee Member, Faculty Senate Hearing Committee. (June 1, 2015 – May 31, 2018)
Committee Member, Faculty Senate Conduct Code Committee. (June 1, 2015 – December 2016)
Committee Member, Content Publishing Committee, 2008-2016
Facilitator/Assessment Report Reviewer, Senate Committee on Learning Assessment. (January 10, 2014 - November 2014)
Committee Member, Faculty Retreat Planning Committee. (February 10, 2014 - October 12, 2014)
Committee Member, Visual Resources Curator Search Committee. (July 10, 2014 - August 15, 2014)
Committee Chair, Faculty Senate MOOC Guidelines Ad Hoc Committee. (March 6, 2013 - May 31, 2013)
Committee Member, CAT Task Force. (November 1, 2012 – May 31 2013)
Committee Member, Senate Committee on Information Services. (September 1, 2012 – May 31, 2013)
Committee Member, Middle States Self Study Task Force--Undergraduate Education. (August 1, 2012 – May 31, 2013)
Committee Member, Faculty Senate. (September 1, 2011 - June 1, 2012)
Committee on Learning Assessment, 2010-2012
      Chair, 2011-2012
      Vice-Chair, 2010-2011
Committee on Faculty Relations, 2009-2010
Family Leave Policy Committee, 2006-2009
Faculty Senate, 2005-2007
Middle States Accreditation Task Force on Learning Resources and Student Life, 2002-2003
University Senate Committee on Computer Resources, 2001-2002
Task Force to Update the University's Computer Use Policy, 1999
University Senate, 1999-2000
University Senate Committee on Research, 1997-2000

Computer and Information Literacy Task Force, 1997-2000
Museum Educational Site Licensing Project, 1996-97

University Library Committees

Current

Vice Chair/Chair Elect, Collection Management Team (June 1, 2019-present)
Vice Chair, University Library Faculty Council (June 1 2019-present)
Committee Member, Primo Administration Team (February 26, 2018-present)
Committee Member, University Library Committee on Faculty Actions. (July 2014 -
    Present)

Past

Committee Member, Library Desk Services Committee (2009-2017)
Committee Member, Library Assessment Interest Group (October 7, 2014-November
    2017)
Committee Member, Tenure Track Faculty Guidelines Revision Subcommittee (August
    1, 2015-October 31, 2017)
Committee Member, ALMA Implementation Task Force (September 1, 2017-September
1, 2018)
Committee Member, Search Committee for the AU Library Director of Strategy and
Communications (January 1 – February 27, 2019)
Chair, University Library Faculty Council. (June 1, 2014 - June 1, 2015)
University Library Rank and Tenure Committee
    Chair, 2005-2006, 2011-2012
    Secretary, 2010-2011
    Member, 1997-2002, 2003-2014
Chair, ULFC Library Faculty Manual Subcommittee. (September 2010 – Spring 2013)
Committee Member, ULRTC Subcommittee to Develop Promotion Guidelines for
    Tenure-Line Library Faculty. (May 15, 2011 - July 19, 2011)
Member, HSU Librarian Search Committee, 2010
Member, ULFC Subcommittee on Leave Policy, August 2009-2010
ULFC Chair, 2008-2009
Chair, Reference Librarian (Renewable Contract) Search Committee, 2008
Management Team, 2002-2004, 2006-2008
Web Team, 2002-2008
Assessment Team, 2000-2008
        Team Leader, 2001-2008
Space Planning Team, 2007

AU representative on WRLC Reference Advisory Committee, 2004-2006
Chair, Temporary Reference/Instruction Librarian Search Committee, 2006
Chair, Reference/Instruction Librarian Search Committee, 2005
Chair, Reference/Instruction Librarian Search Committee, 2003
Temporary Reference/Instruction Librarian Search Committee, 2003
Anderson Computing Complex Transition Team, 2002
Technical Services Workspace Team, 2000-2002
Student Relations Team, 1999-2002
University Library Faculty Council Committee on Schedule and Leave Issues, 1998-2001
Search Committee for Instruction/Reference Librarian, 2000
User Services Team, 1999-2000

University Library Committees, continued

University Library Needs Assessment Training Committee, 1998-2000
University Library Web Site Guidelines Working Group, 1998
University Library Electronic Classroom Task Force, 1997-98