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## EDUCATION

**Doctor of Communications Design**, School of Information Arts & Technologies, University of Baltimore. Dissertation: *Millennial students' mental models of information retrieval*.

**Master of Science in Library Science**, School of Information and Library Science, University of North Carolina at Chapel Hill. Thesis: *Comparison of computer-assisted instruction and classroom bibliographic instruction in teaching first-year undergraduates basic library skills*,

**Master of Human Development and Learning**, Counseling, University of North Carolina at Charlotte.

**Bachelor of Arts**, Journalism and History, University of North Carolina at Chapel Hill.

## PROFESSIONAL EXPERIENCE

**Associate Provost and Dean of the Library, 2021 - present**  
**Teaching, Learning and Library Services**  
**University of North Carolina Wilmington**

*Strategic leadership:*

As a member of the Dean's Council and the Provost Cabinet, contribute to the overall vision and strategic planning for Academic Affairs, including academic policy, new program and curriculum development, and diversity, equity, and inclusion initiatives.

*Administration:*

Provide leadership and strategic direction for the UNCW Library, Center for Teaching Excellence (CTE) and Distance Education and eLearning (DEeL).

*Fiscal management:*

Develop and administer three annual unit budgets of approximately \$10.5M. Monitor accounts and approve major expenditures. Analyze trends in expenditures and forecast revenues and spending.

*Human resources:*

Directly supervise two unit directors, an Associate Dean and one Associate Director of UNCW Library, one research analyst, and three financial and administrative staff; indirectly supervise an organization of 82 faculty and staff (65 library, 13 DEeL, and 4 CTE). Oversee personnel processes including performance evaluations and merit pay implementation, faculty retention and promotion, recruitment, and reclassification. Develop and implement performance improvement plans and document performance issues. Design and implement staff development programs.

*Facilities:*

Oversaw \$61M expansion and renovation project resulting in an approximately 90,000sf expansion that opened August 2024

## **University Librarian, 2018 – 2021**

### **University of North Carolina Wilmington**

#### *Leadership and administration:*

Provided leadership for all aspects of library operations. Oversaw library strategic planning in alignment with Academic Affairs and University priorities.

#### *Fiscal management:*

Developed and administered annual library budgets of approximately six million, including the primary state-funded budget and library trust accounts. Monitored accounts and approved major expenditures. Analyzed trends in expenditures and forecasted revenues and spending.

#### *Human resources:*

Directly supervised five associate directors, business manager and administrative assistant; indirectly supervised 51 librarians and staff. Oversaw personnel processes including performance evaluations and merit pay implementation, recruitment, and reclassification. Developed and implemented performance improvement plans and document performance issues. Designed and implemented staff development programs.

#### *Facilities:*

Oversaw library expansion and renovation project with an anticipated start in 2021. Activity participated in advanced planning and schematic design with project architects. Liaised with campus facilities, project management, police, and auxiliary services in relation to building operations.

## **Dean of the Library**

### **University of Baltimore, 2008 – 2018 (Director, 2008-2016; Dean 2016 - 2018)**

#### *Leadership and administration:*

Provided leadership for all aspects of library operation. Directed library strategic planning in alignment with Academic Affairs and University priorities. Served as member of Provost's Dean's Council.

#### *Fiscal management:*

Developed and administered annual library budgets of approximately 2.3 million, including the primary state-funded budget, University foundation accounts, self-support accounts and USM-funded resources account. Monitored accounts and approved major expenditures. Analyzed trends in expenditures and forecasted revenues and spending.

#### *Human resources:*

Directly supervised Associate Director and six department managers; indirectly supervised 25 librarians and staff. Oversaw personnel processes including performance evaluations and merit pay implementation, recruitment, and reclassification. Developed and implemented performance improvement plans and documented performance issues. Designed and implemented staff development programs. Oversaw tenure and promotion process for library faculty.

#### *Facilities:*

Oversaw library renovation projects. Liaised with physical plant, campus police and auxiliary services in relation to building operations. Planned and coordinated temporary move to former Law Library in 2014 and am currently engaged with architects in the design of a full library renovation in 2017.

#### *Program development:*

Created faculty and alumni authors celebrations. Developed and implemented annual *Inspired Discoveries Symposium of Undergraduate Research and Creative Works*. Established Langsdale marketing and outreach committee; established Langsdale assessment team.

## **Associate Professor**

### **Science, Information Arts & Technologies, University of Baltimore, 2011 – 2018**

#### *Teaching:*

Taught one to two graduate courses in information architecture, human-computer interaction, and user research methodologies each academic year. Advised thesis and dissertation projects.

#### *Administration:*

Designed and developed post-master's certificate in Library Technologies. Served as program director for certificate program. Designed assessment methods for program review and accreditation purposes.

### **Senior Strategist**

#### **Singer Group, Baltimore, MD, 2014- 2018**

Assisted public and academic libraries, library systems and consortia in developing effective staffing structures, managing organizational change, and transitioning libraries to meet the needs of constituents in an ever-evolving information environment. Developed long-term staffing plans and organizational structures.

### **Adjunct Instructor**

#### **University of Baltimore, 2006-2011**

Taught graduate courses in information resources management and in user research methodologies.

### **Dean, Library & Instructional Resources**

#### **Harford Community College, 2007 – 2008**

##### *Leadership and administration:*

Oversaw all facets of library and online learning operations. Served on College Deans Council. Initiated redesign of library website. Represented library in campus and community committees and events. Performed curricular review of information literacy program.

##### *Fiscal management:*

Developed and administered library and online learning budgets of \$1.8 million.

##### *Program development:*

Initiated joint programming with Harford County Public Library, initiated information literacy conversations with Harford County Public School librarians.

### **Associate Director**

#### **Langsdale Library, University of Baltimore, 2005 – 2007**

##### *Leadership:*

Assisted director in strategic planning. Served as library director in director's absence. Represented library on university and University System of Maryland committees.

##### *Fiscal management:*

Assisted director in budget development and forecasting.

##### *Information literacy:*

Oversaw development of campus information literacy program, including design and development of 3-credit first-year information literacy course.

##### *Facilities:*

Oversaw major library renovation project. Coordinated with facilities management on routine plant and housekeeping operations.

##### *Collection Development:*

Selected electronic resources for library and selected print materials in several social science and business subject areas. Served as faculty liaison to one campus department.

##### *Reference:*

Supervised reference department of five FTE librarians. Coordinated reference desk and instruction schedules. Provided reference and research services for faculty, staff, and students.

### **Assistant Director / Head of Reference**

#### **Langsdale Library, University of Baltimore, 2003 – 2005**

##### *Leadership:*

Supervised and set departmental priorities for a team of five reference librarians and interlibrary loan coordinator. Served as library director in director's absence. Assisted in creating numerous library

policies and procedures. Represented library on number of university and system committees.

*Information literacy:*

Coordinated Langsdale's library instruction program. Designed curriculum mapping to identify course(s) in each academic program with information literacy requirements. Designed and taught instruction sessions for faculty and topic-based library workshops. Designed and implemented sessions for orientation and other campus outreach.

*Collection development:*

Selected electronic resources for library and selected print materials in several social science and business subject areas. Served as faculty librarian to four campus departments.

*Reference:*

Provided reference and research services for faculty, staff, and students. Managed reference desk operations and schedule.

**Assistant Head of Reference/Coordinator of Library Instruction  
Langsdale Library, University of Baltimore, 2002 –2003**

*Leadership:*

Managed day-to-day operations of reference department, including reference desk scheduling.

*Information literacy:*

Coordinated Langsdale's library instruction program, including scheduling, publicity, and assignments. Maintained statistics for instruction program. Developed online instruction materials for distance learning.

*Collection development:*

Selected materials in social science and business subject areas and served as faculty liaison to campus departments.

*Reference:*

Provided reference and research services for faculty, staff, and students.

**Reference Librarian**

**Albin O. Kuhn Library & Gallery, UMBC, 2001 – 2002**

*Reference:*

Provided reference and research services for faculty, staff, and students. Created web-based resources for students and faculty.

*Information literacy:*

Provided library instruction for undergraduate and graduate courses. Designed information literacy program for UMBC students with outcomes assessments. Developed 3-hour credit course on library research.

**Reference Librarian**

**Langsdale Library, University of Baltimore, 1999 – 2001**

*Reference:*

Provided reference and research services for faculty, staff, and students.

*Information literacy:*

Provided library instruction for undergraduate and graduate classes, conducted training sessions on Internet and database use. Created research guides for individual classes. Developed web resources for students and faculty.

*Collection development:*

Selected materials in several social sciences' subject areas.

### **Reference Librarian**

**Carlyle Campbell Library, Meredith College, Raleigh, NC, 1999**

*Reference:*

Provided reference and research services for faculty, staff, and students.

*Information literacy:*

Provided library instruction for undergraduate classes in multiple disciplines. Created research guides for individual classes. Developed web resources for students and faculty.

### **Assistant Director of Residence Life**

**North Carolina School of the Arts, Winston-Salem, NC, 1996 - 1997**

Administered housing program for residential high school. Supervised professional staff. Designed, implemented, and evaluated programs and operations. Created and presented training programs for professional and student staff.

### **Assistant Resident Dean**

**Revelle College, University of California, San Diego, La Jolla, CA, 1992-1996**

Administered residence life program for area housing 650 students. Designed and implemented training programs for professional and student staff.

### **Residence Hall Director/Area Coordinator**

**University of North Carolina, Wilmington, 1989-1991**

Administered residence life program for area housing. Advised student groups. Designed and implemented training programs for professional and student staff.

### **Residence Hall Director**

**University of North Carolina, Charlotte, 1987-1989**

Administered residence life program for area housing. Advised student groups. Designed and implemented training programs for professional and student staff.

## **AWARDS AND HONORS**

Emerald Article of the Year, *Reference and User Services Quarterly*, 2009

Maryland Library Association Professional of the Year, 2006

Fellow, Frye Leadership Institute, 2006

UNCC Graduate Student Woman of the Year, 1987

## **UNIVERSITY & SYSTEM SERVICE**

### *UNC System*

Member, UNC [System] Libraries Advisory Committee (ULAC), 2018 - present

Secretary, UNC [System] Libraries Advisory Committee (ULAC), 2019-2023

Member, UNC Press Tom Ross Publishing Grant Advisory Board, 2020-present

Co-Chair, Library Services and Technology Act (LSTA) Advisory Committee (State Library of NC), 2020-2022

Member, LSTA Advisory Committee (State Library of NC), 2019-2022

## *UNCW*

Member, Faculty Senate Fix-term Faculty Committee (ex-officio), 2023-present  
Member UNCW IT Steering Committee, 2022-present  
Co-Chair UNCW IT Educational Technologies (subcommittee of IT Steering), 2022-present  
Member, University Assessment Council, 2021- present  
Member, Graduate Council (ex-officio), 2018 - present  
Member, Faculty Senate Library & IT Advisory Committee (Deans' representative), 2018 – present  
Member, Faculty Senate DEI Committee (Deans' representative), 2021-2023  
Member, Chancellor's Student Success Committee, 2019 – 2022  
Member, Chief Technology Officer Search Committee, 2021-2022 (4 searches)  
Member, Digital Measures Advisory Committee, 2019-2021  
Member, College of Arts & Sciences Dean's Search Committee, 2021  
Member, Information Technology Advisory Committee (ITAC), 2018 - 2021  
Member (subcommittee chair), Doctoral Transition Task Force, 2019-2020  
Member, UNCW Calendar Committee, 2018-2019

## *University of Baltimore (UB)*

Member, University System of Maryland and Affiliated Institutions (USMAI) Council of Library Directors (CLD), 2008-2018  
Member, Steering Committee, UB Middle States Accreditation Self-Study, 2015-2017  
Co-Chair, Faculty, General Education and Educational Offerings Workgroup, UB Middle States Self-Study, 2015-2017  
Member, USMAI Assessment Task Force, 2016  
Chair, USMAI Council of Library Directors (CLD), 2012-2015  
Member, Provost Search Committee, 2015, 2007-2008; 2002  
Vice-Chair, USMAI Council of Library Directors (CLD), 2010-2012  
Chair, Baltimore Regional Expedited Interlibrary Loan, 2010-2012  
Chair, University of Baltimore Center for Excellence in Learning and Teaching (CELT) Search Committee, 2011  
Member, University of Baltimore Administrative Technologies Advisory Council, 2007  
Member, UB Student Leadership Advisory Board, University of Baltimore, 2006 - 2007  
Member, Steering Committee, UB Middle States Accreditation Self-Study, 2005 – 2007  
Chair, Educational Offerings Subcommittee, UB Middle States Self Study, 2005 – 2007  
Member, UB Lower Division Initiative Education Implementation Committee, 2006 – 2007  
Member, UB Lower Division Initiative Facilities and Technology Committee, 2005 - 2007  
Member, University System of Maryland Electronic Collections Task Group, 2005 – 2007  
Member, University System of Maryland Electronic Resources Committee, 2003 – 2005  
Alternate, University System of Maryland 3PAC Committee, 2003 – 2006  
Member, University System of Maryland Information Literacy Collaborative, 2002 – 2006  
Libraries Representative to University of Baltimore University Council, 2004-2006  
Member, University of Baltimore Provost Search Committee, 2003  
Member, University of Baltimore Langsdale Library Director Search, 2003-2004

## **PUBLICATIONS AND PRESENTATIONS**

*Where tomorrow's health sciences libraries are growing.* Keynote presentation, Health Sciences Librarians of Illinois (HSLI), October 2024

*Navigating change: Academic libraries focused on student success.* Panel presentation, Society of College and University Planners (SCUP), Southern Regional Conference, October 2024

*A 360 view of the 360 review.* Presentation, American Library Association Core Forum, October 2022.

*The art of war, the art of peace: Advocacy in academic libraries.* Keynote presentation Association of College and Research Libraries Maryland (ACRL- MD). April 2021 (rescheduled from March 2020).

*Systemic racism and oppression in academic libraries.* Panel presentation, NC Live webinar, August 2020.

*Leading through change.* NC Live Regional Workshop, March 2020 (CANCELED DUE TO COVID)

*Beyond the Commons: Moving from co-location and collaboration to integration of learning services in academic libraries.* Panel presentation, Association of College & Research Libraries (ACRL) conference, March 2017.

*Smarter, faster, better: Breaking down barriers and building a culture of innovation.* Keynote presentation, Towson Conference of Academic Librarians, August 2016.

*What we need to know about USMAI users.* Keynote presentation, University System of Maryland and Affiliated Institutions (USMAI) User Experience Conference, March 2016.

*Publics are from Mars, Academics are from Venus: Building bridges between library types.* Presentation, Maryland Library Association (MLA) Conference, May 2016.

*The value of the academic library.* Keynote presentation, UMBC Staff Development Day, August 2015

*Data visualization for libraries.* Maryland Statistics Summit, September 2013.

*Become a wiz at dataViz.* Presentation, Maryland Library Association (MLA) Conference, May 2013.

Holman, L., Darraj, E., Glaser, J. Hom, A., Mathieson, H., Nettles, D., & Waller, A. (2012). How users approach discovery tools. In D. Dallis and M. P. Popp (Eds.). *Planning and implementing resource discovery tools in academic libraries*. Hershey, PA: IGI Global.

*Through the users' eyes: Discovery tool usability.* Presentation, Maryland Library Association (MLA) Conference, May 2012.

*Getting the library job you want: Secrets from library leaders.* Presentation, Maryland Library Association (MLA) Conference, May 2012.

Holman, L. (2011). Millennial students' mental models of information retrieval. *Journal of Academic Librarianship*, 37 (1), 19-27. [doi:10.1016/j.acalib.2010.10.003](https://doi.org/10.1016/j.acalib.2010.10.003)

*Case of the millennials' mysterious searching habits.* Presentation, Virginia Library Association (VLA) Conference, October 2009.

*Case of the millennials' mysterious searching habits.* Presentation, Maryland Library Association (MLA) Conference, May 2009.

*Millennial students' mental models of search tools.* Poster presentation, Association of College & Research Libraries (ACRL) conference, March 2009.

*Leadership toolkit: Teambuilding.* Presentation for Library Management Division (LMD), Maryland Library Association (MLA), November 2008.

*Comparison of Wikipedia and other encyclopedias.* Presentation for Academic & Research Libraries Division (ARLD), Maryland Library Association (MLA), October 2008.

Holman Rector, L. (2008). Comparison of Wikipedia and other encyclopedias for accuracy, breadth, and depth in historical articles. *Reference Services Review*, 36 (1), 7-22.

Holman Rector, L. & Aggarwal, A. (2007). A modular approach to information literacy. *Information Management*, 20 (3/4), 18-21.

*DIY usability.* Presentation, Maryland Library Association (MLA) Conference, May 2007.

*Teaching about academic integrity: What happens in college.* Presentation, Maryland Educational Media Organization (MEMO) Conference, October 20, 2005.

Holman, L. (2000). *A comparison of computer-assisted instruction and classroom bibliographic instruction.* *Reference & User Services Quarterly*, 40 (1), 53-60.

## **OTHER ACTIVITIES AND ASSOCIATIONS**

Managing Editor, *Journal of New Librarianship*, 2018 - present

Member, Editorial Board, *Journal of New Librarianship*, 2016- present

Member, American Library Association, Committee on Organization 2018-2020

Maryland Chapter Councilor, American Library Association, 2014 – 2017; 2017-2018

President, Maryland Congress of Academic Library Directors (CALD), 2017-2018

Member, Management Board, Maryland Digital Library, 2013-2016

Past –President, Maryland Library Association, 2012-2013

President, Maryland Library Association, 2011-2012

President-Elect, Maryland Library Association, 2010-2011

President, Maryland Congress of Academic Library Directors (CALD), 2010-2011

Mentor, Maryland Library Leadership Institute, July 2010, 2014

Vice-President/President-Elect, CALD, 2009 - 2010

Member, Executive Board, CALD, 2008 - present

Chair, Awards Committee, Maryland Library Association – 2008 – 2010

Chair, Maryland Library Leadership Institute Committee, 2006 – 2008

Member, Executive Board, Maryland Library Association, 2004- present

Chair, Planning and Bylaws Committee, Maryland Library Association, 2005-2006

President, Academic & Research Libraries Division, Maryland Library Association, 2003-2005

President, Maryland Chapter, Association of College & Research Libraries, 2003-2005

Member, 2004 Conference Committee, Maryland Library Association, 2003-2004

Member, Marketing Committee, Maryland Library Association, 2002 – 2005

Member, Membership Committee, Maryland Library Association, 2004-2005

Secretary, Academic & Research Libraries Division, Maryland Library Association, 2001-2002



## TEACHING EXPERIENCE

### ***UNI 101 First Year Experience (UNCW)***

Seminar course designed to support first-year students in optimizing their UNCW experience. With instructor as mentor, approaches to critical thinking are emphasized as students explore the goals of liberal arts learning, academic ethics, and strategies, UNCW's common reading, information literacy, self-management, and effective group collaboration.

### ***IDIA 640 Humans, Computers and Cognition (University of Baltimore)***

Introduces concepts, theories and methods that support the study of human-computer interaction and user-centered system design. Major approaches to machine-mediated learning and understanding are surveyed, with an emphasis on problem-solving, knowledge representation, structure of knowledge systems and problems of interface design. Prepares students to understand and analyze research based on empirical study of human behavior and on models of learning and understanding.

### ***IDIA 642 Research Methods (University of Baltimore)***

Introduces the chief methods for studying users' interactions with software and information resources. Encompasses both quantitative and qualitative methods, including analysis of logs, indirect observation, traditional usability studies and ethnographic techniques.

### ***IDIA 730 Topics in Advanced Information Architecture (University of Baltimore)***

Intensive exploration of topics in advanced information architecture of mutual interest to students and faculty. Content varies according to the concurrent interests of faculty and students. Course may be repeated for credit when topic changes.

### ***IDIA 799 Thesis/Project (University of Baltimore)***

Preparation of a work of original research or a substantial interactive or interface project displaying practical knowledge of relevant research. Each student develops a substantial project or produces a master's-level thesis. Projects and research are presented to program faculty for critique.

### ***PUAD 626 Information Resources Management (University of Baltimore)***

Role of computers in developing and managing information necessary for decision-making in public organizations. Includes consideration of computer applications, including the development and management of databases and the use of software applications for decision-making in both individual and distributed computing contexts. Also considers implications of computer technology, such as privacy, control, and security. Working knowledge of spreadsheets and database software is required.

### ***LIBS 150 Information Literacy and Research Methods (University of Maryland, University College)***

An introduction to the research process and methods for retrieving information in a library or through online sources. Experience in approaching research, selecting a topic, and retrieving information on topics of professional or personal interest is provided. Focus is on developing the following information literacy skills: understanding the research process; selecting relevant print and electronic sources to answer research questions; effectively using Web search engines and UMUC Information and Library Services' electronic resources to find information; and evaluating, organizing, and correctly citing the information found.