

# APRIL PARKER

*Over 20yrs. experience working in areas of Public, Academic, Technical and Reference departments that include duties of reference, administration support, circulation of materials, supervising, managing database systems, research sharing, catalog management, collection development, and legal research support.*

## EDUCATION

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**MSIS** University of Tennessee, Knoxville, TN, Library Information Science,  
December 2021

**BS** University of Memphis, Memphis, TN, Professional Studies,  
concentration in Paralegal Studies  
May 2014

## EXPERIENCE

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### **ASSISTANT PROFESSOR/STUDENT SUCCESS & OUTREACH LIBRARIAN TENNESSEE STATE UNIVERSITY**

**Nashville, TN**

January 2023-Present

- Work collaboratively to develop new approaches to conducting outreach and instruction to various student support units such as the International Students program, Office of Disability Services, the Honors Program, Alumni Relations, and the Career Center.
- Work collaboratively to ensure that the instruction program upholds values of diversity, equity, and inclusion.
- Develop, conduct, and assess information literacy instruction sessions for undergraduate and graduate students.
- Work collaboratively with the Instructional Support Office to implement the university's QEP in the TSU libraries.
- Develop, conduct, and assess information and digital literacy skills workshops for undergraduate and graduate students. Lead workshops on research tools such as Endnote and Zotero.
- Team member in Embedded Librarian Program. Work with faculty to integrate information literacy into their course assignments.
- Collaborate with colleagues to design, develop, and assess online instructional materials, including LibGuides, to support the libraries instruction program.
- Provide support to new initiatives focusing on the first-generation student experience at the libraries.

- Develop outreach programming for undergraduate students, including study break programming during exams and orientation events.
- Work with the Library Marketing Committee to promote and market instruction and engagement programming.
- Collaborate with library colleagues and campus partners to provide support for undergraduate student success initiatives in UNIV 1000 classes.
- Partner with TSU Writing Programs to develop programming to support undergraduate student research and writing.
- Provide support to undergraduate research programs and projects.
- Teach UNIV 1000 Service to Leadership credit class to undergraduate students.
- Teach One-Shot library information & database instruction class sessions to undergraduate and graduate students.
- Library liaison in the departments of Computer Science and Psychology and provide research information and assist to undergraduate, graduate, doctoral students and faculty.
- Oversees the collection development management allocation budget for the Computer Science and Psychology department in the library. Place library resource material orders for the departments.
- A member of the Libraries and Media Centers Social Media and Newsletter committee.
- Chair of Libraries and Media Centers Mental Health & Wellness committee where information is provided throughout campus community via website and library campus events.
- Manages the TSU Libraries & Media Centers Twitter account.
- Member of the Research & Instruction hiring committee assisting with interviewing, hiring, and evaluating applicants.

**TEMPORARY LIBRARY CLERK**  
**SOUTHWEST TENNESSEE COMMUNITY COLLEGE**  
**Memphis, TN**

July 2022-December 2022

- Provided assistance to students, faculty, and staff.
- Performed circulation duties: check outs, check in, renewals and add new customers in Integrated Library Systems (ILS) Systems Sierra.
- Greeted customers in a courteous manner.
- Performed shelving and shelf reading to ensure items are in their proper order on the shelves.
- Troubleshooted equipment problems: computers, printer, copier, fax, scanner
- Shelved new periodicals and maintained an orderly display.
- Searched for overdue and missing items.
- Maintained professional and technical skills by participating in staff development programs.
- Assist with collection maintenance: removing damaged items and recommending new titles.
- Assist with the annual inventory of the collection.
- Worked at various locations as assigned.

**LIBRARY ASSISTANT III/ INTERLIBRARY LOAN MANAGER  
UNIVERSITY OF MEMPHIS CECIL C. HUMPHREYS SCHOOL OF LAW  
LIBRARY**

**Memphis, TN**

October 2007-January 2023

Responsible for managing the lending, borrowing and document delivery of interlibrary loan items in ILLiad database. Work with other libraries to obtain materials to be borrowed with and without cost for student, staff and faculty research. Process, requests and mail interlibrary loan requests for students, staff, and faculty while complying with copyright laws.

- Assist IT with updating ILLiad database system on staff computers and Public Service computers when required.
- Create on-the fly bibliographic catalog into Sierra database for Illiad catalog management records.
- Monitors overdue/renewal requests for patrons.
- Responsible for packing/shipping of requests and making sure requests are returned/received properly. Assures the Law Library borrowing account is in good status without fines.
- Record Interlibrary loan financial log for monthly postage fee for reimbursement to Law School.
- Reports Interlibrary loan annually statistical stat reports for Law Library for annual record counts.

Use WorldCat and ILS system to perform activities related to maintaining law library's reserve and circulation desk operations that include technical and public service functions.

- Adds semester faculty course reserve materials to collection for students use while making sure materials are updated and returned to faculty at end of semester if needed.
- Assists patrons that include law students, staff, faculty, and outside patrons in answering legal research inquiries and locating online and print materials. Assist patrons with access to legal treatises, publications, and legal electronic resource materials in the library.
- Assist in resolving complaints and problems in the library.
- Response to numerous research requests via email, phone, and in-person in a timely manner.
- Explains Law Library policies and demonstrates the use of library resources and materials that include online catalog, electronic databases, and traditional print materials.
- Check-in/out materials in Sierra integrated library system for students, staff, faculty, and active attorneys for regular circulating items.
- Organize, file, and shelve materials using Library of Congress Classification system (LLC) while monitoring the physical condition of materials for preservation needs.
- Assist Technical Service department with updating government document collection materials, filing loose-leaf materials, and updating pocket parts in materials.
- Assist in performing quarterly shelf list inventory while analyzing and determining if missing materials should or could be replaced, taking appropriate action when necessary.

- Create/monitor and update LibGuide web pages for internal uses and external uses for the library.
- Assists in monitoring library database links for accuracy and identifying problems.
- Demonstrates the use of self-service equipment including computers, microform reader, copiers, and scanners for students, staff, faculty, and outside patrons.
- Reports monthly copier usage reports to Auxiliary department for department accounts.
- Assist with issues pertaining to department's copier/scanner equipment and reports issues to Auxiliary department for repairs.
- Member of the Public Service/Technical Service hiring committee assisting with interviewing, hiring, and evaluating applicants
- Assist in hiring, training, and overseeing payroll time for law student workers.

## **SR. CIRCULATION REPRESENTATIVE**

### **MEMPHIS PUBLIC LIBRARY**

**Memphis, TN**

September 2000-October 2007

Supervisor of the Circulation department for Memphis Public Library Branch.

- managing daily operations and staffing of Circulation Services.
- Assist in interviewing, hiring, evaluating, counseling, and explaining the library policies guidelines to staff of five.
- Resolved library user disputes, registered library users, and performed clerical routine database activities such as check-in/out materials to patrons using SirsiDynix Workflows ILS system to maintain the library's collection.
- Assist in updates of database system for the library branch.
- Cataloged books, periodicals, reserve materials, DVDs, and CDs in ILS SirsiDynix Workflows catalog system.
- Trained and supported new circulation hires.
- Assist in conducting staff meetings and in delegating off- desk duties.
- Organized and maintained the reserve collection. Performed routine maintenance of office equipment and assisted customers with operations of equipment.
- Daily organized and shelved books and materials using Dewey Decimal System.
- Record daily and monthly financial reports for branch records and budget sheet.
- Record daily financial deposits for library branch that include Funds for Library and Funds for Friends of the Library accounts.
- Reported annually inventory budget reports for library materials and supplies.
- Responsible for monthly ordering of supplies and making sure library budget doesn't exceed an overage. Reported payroll and leave slips to Human Resource department for staff on a bi-weekly basis.
- Scheduled staff to assure desk coverage.
- Assist with coordinating and creating monthly library events and updating the libraries monthly events calendar for web posting.

## **SKILLS**

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### **Experienced in and working with**

- Microsoft Office Suite
- Integrated Library Systems (ILS) Systems: Millennium, Sierra, SirsiDynix Workflows
- OCLC WorldShare Management (WMS) Services, Illiad (Interlibrary Loan System), WorldCat
- OCLC Connexion Client
- MARC Records, Copy Cataloging
- SpringShare LibGuide
- Experience/Knowledge in using Library of Congress Classification System (LCC) and Dewey Decimal Classification System (DDC)
- Knowledge/Experienced with Legal Databases: LexisNexis, Westlaw, Hein Online, Bloomberg Law, ProQuest Legislative Insight and ProQuest Congressional.
- Learning Management System: D2L (Desire2Learn), EAB Navigate
- Canva Software

## **TRAININGS, CONFERENCES, WORKSHOPS AND PROFESSIONAL MEETINGS**

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Southern Library Support Staff Conference 2024-Attendee  
Nashville, TN

TNLA Conference (Tennessee Library Association) 2024-Attendee  
Franklin, TN

American Baptist College Community Archiving Workshop 2023-Attendee  
Nashville, TN

LIT Conference (Library Instruction Together) 2023- Attendee  
Nashville, TN

AALL Annual Meeting & Conference 2022-Attendee  
Denver, CO

WeTALC Spring Meeting 2022- Attendee  
Memphis, TN

WeTALC Conference 2022 - Attendee  
Martin, TN

Mid-America Association of Law Libraries (MAALL) 2018-Committee Member/Host  
Memphis, TN

Mid-America Association of Law Libraries (MAALL), Law Librarians Association of Wisconsin (LLAW), The Michigan Association of Law Libraries (MichALL), (MALL), and Chicago Association Law Libraries (CALL) Joint Annual Meeting 2017- Attendee  
Milwaukee, WI

Illiad Database/OCLC Resource Sharing Conference 2013-Attendee  
Virginia, Beach, VA

Library Circulation Conference- Annually, 2000-2014 Varies Sites- Attendee

## **TEACHING COURSES**

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UNIV1000 Service to Leadership, Spring 2023, Tennessee State University

## **CERTIFICATES/CONTINUING EDUCATION**

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Association of College and University Educators-2024

- Certificate in (Inclusive Instruction for Equitable Learning or Fostering a Culture of Belonging)-This certificate signifies my completion of a course requiring the implementation of evidence-based instructional approaches. Certificate holders have demonstrated knowledge of and skill in implementing strategies to create a more equitable and just environment and promote a sense of belonging.

Library Juice Academy-Embedded Librarianship Course (1.5 continuing credits)-2023

## **LEAD WORKSHOPS**

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- Learn about Copyright Workshop (Co-Lead) -2024
- Student Career Pathway & Career Information Literacy Sessions-2023

## **MEMBERSHIPS**

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(TNLA) Tennessee Library Association

## REFERENCES

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### **Londée Boyd**

Assistant Director for McNair Scholars  
TRIO Programs  
Tennessee State University  
3500 John A. Merritt Boulevard  
Nashville, TN 37209  
615-963-7442  
[Lboyd22@tnstate.edu](mailto:Lboyd22@tnstate.edu)

Londée Boyd is Assistant Director for McNair Scholars. She can evaluate my skills as I have collaborated with her in connecting students in the TRIO program to resources and information to help them succeed in their college education.

### **D.R. Jones**

Associate Professor of Law and Director of the Law Library  
University of Memphis Law School Library  
1 N. Front Street  
Memphis, TN 38103  
901-678-3244  
[drjones@memphis.edu](mailto:drjones@memphis.edu)

D.R. Jones is Director of the Law Library. I have worked with Mrs. Jones 15 yrs., and she can evaluate my skills as she was my direct supervisor and signed off on my annual evaluations.

### **Blake Beals**

Assistant Director, Reference and Access Services  
University of Memphis Law School Library  
1 N. Front Street  
Memphis, TN 38103  
901-678-5462  
[blbeals@memphis.edu](mailto:blbeals@memphis.edu)

Blake Beals was my department supervisor in the Reference and Access Services department. I have worked with Mr. Beals 3 yrs. and he can evaluate my skills as he was my department supervisor and signed off on my annual evaluations.

### **Steve Richardson**

Information Services Librarian  
University of Memphis Law School Library  
1 N. Front Street  
Memphis, TN 38103  
901-678-2748  
[srchrds9@memphis.edu](mailto:srchrds9@memphis.edu)

Steve Richardson is the Information Services Librarian in the Reference and Access Services department. Steve and I have worked together in the Reference and Access Services department for 7 yrs. Mr. Richardson can evaluate my skills working aside him in the reference department and helping with reference research requests from public patrons, students, faculty and staff.