Chris Morris

Education

Master of Library and Information Science
Graduated December 2018

Valdosta State University
Valdosta, GA

Bachelor of Science in Communication
Graduated May 2011

Kennesaw State University
Kennesaw, GA

Work Experience

Clemson University   Clemson, SC
Systems Librarian
3/1/2023-current

- Serves as the technical lead for the library services platform (Alma/Primo VE/Leganto). Responsible for configuring, troubleshooting, maintaining, integrating, and sustaining the library services platform and other systems used to manage library processes.
- Chairs the Discovery Cross-Functional Team, a group charged with providing organizational oversight for the operation of the shared LSP that includes representation from across the libraries.
- Administers remote authentication systems and processes.
- Coordinates new software releases/updates and evaluates the functionality of optional systems features before implementation.
- Supervises systems support staff and develops plan for division of systems duties.
- Works with colleagues in the Digital Strategies department to evaluate and improve discoverability, usability, and accessibility of systems.
- Develops and maintains policies, procedures, and documentation about library systems workflows and processes.
- Coordinates and delivers systems-related training for library personnel.
- Collaborates across library departments to facilitate and improve systems workflows.
- Contributes to other technology projects within the Digital Strategies department to improve critical library services and workflows.
- Works with campus IT, faculty, staff, and students to troubleshoot and resolve access and other systems issues.
- Communicates changes in system functionality to library faculty and staff in a prompt and effective manner.
- Works with customer support representatives and vendors to monitor and troubleshoot performance, resolve systems issues, and remain current on new systems technologies.
- Actively engages with consortial working groups (e.g., PASCAL, ELUNA) to broaden understanding of state and national best practices and innovations.

Kennesaw State University   Kennesaw, GA
Systems and Web Services Librarian
1/2019-12/2021, 9/2022-2/28/2023
(I was the Interim Director of Collection Development during the gap in this position.)

- Responsible for website improvement, maintenance, and analytics.
- Experience maintaining and troubleshooting Alma and Primo.
- Experience using Alma Analytics.
- Serve as the lead administrator for all Springshare systems used by the library.
- Use advanced CSS and HTML to improve design in LibGuides and ILLiad webpages.
- Served as the lead for OpenAthens implementation for Kennesaw State University.
- Main OpenAthens administrator for Kennesaw State University.
- Troubleshoots EZproxy access issues, as needed.
- Provide reference support at the research help desk.
- Provide undergraduate instruction, as needed.
- Served as both the Collections Liaison to the College of the Arts and College of Social Sciences.

- Troubleshoot library system and database access issues, both remotely and off campus.
- Helped coordinate new systems for the library such as Yewno, OpenAthens, ServiceNow, and the early phases of Lean Library.

Kennesaw State University   Kennesaw, GA
Interim Director of Collection Development
1/2022-9/2022

- Supervise, train, and mentor faculty librarians and staff in the Collection Development Unit, establishing workloads and setting expectations in compliance with national standards.
- Guide the Collection Development Unit in strategic planning and assessment processes.
- Collaborate with individuals in and out of the Library System to improve and expand facilities, collections, and services for students and faculty.
- Gather, review, write, update and post policies and procedures for the Collection Development Unit.
- Collaborate with other units and departments on workflow development to streamline organizational effectiveness.
- Lead the Collection Development Unit with contributions that support excellence in collections to meet the needs of library users.
- Serve as a member of the Library Leadership Team.
- Collaborate with Library Administration and other key personnel in annual budget planning, tracking, and implementation.
- Coordinate and monitor the allocation and spending of the Library System's materials budget, in collaboration with the Director of Technical Services.
- Work with the Institutional Repository Supervisor to improve the Institutional Repository, serve as back up as needed.

Kennesaw State University   Kennesaw, GA
Student Assistant Supervisor & Reserves Coordinator
10/2015-12/2018

- Hire, train, supervise, schedule, approve timecards and evaluate over 20 student assistant workers.
- Worked with Ex Libris Alma, Springshare products, and Ares.
- Handled and oversaw all course reserve material as the Reserves Coordinator.
- Daily work at a circulation desk, which included various degrees of customer service such as cash handling and settling patron issues.
- Responsible for deposits of library fines and handling of the petty cash fund.
- Familiar processing incoming and outgoing GIL Express books and troubleshooting GIL Express Issues.

University of Michigan Health System   Ann Arbor, MI
Guest Services Specialist/Security Screener
12/2012-08/2015

- Served as the initial point of contact for the C.S. Mott Children's Hospital.
- Assisted the onboarding of new employees as part of the six-week long new employee training and orientation team.
- Communicated in person, via phone and email to help assist doctors, medical professionals, students, patients, patient visitors and anyone else who entered the health system.
- Screened people entering the hospital to ensure the safety of our patients.

Acosta Sales and Marketing   Monroe, MI
Retail Coverage Specialist
02/2012-11/2012

- Performed daily product audits of over 300 items and other tasks at local Wal-Marts as a third-party vendor.
- Team player that covered over 25 extra stores to help our team.
- Trained new employees.

Cobb County Public Library System
Library Technician
04/2003-08/2010
- Assisted librarians with answering phones, sorting mail and other special projects above my job description.
- Multiple years of customer service experience gained while running the circulation desk.
- Trained new library technicians and library pages.

Relevant Skills

Leadership
- Currently serve as the Chair of the Discovery Cross Functional Team at Clemson University.
- Extensive track record of providing Library Department Service
- Interim Director of Collection Development, from January 2022 – September 2022.
- Served as the Library Resources Department Faculty Council Chair from 2021-2022.
- Served as the Library Faculty Council Vice Chair and Chair from 2019-2021.
- Multiple years of experience with hiring, supervising, evaluating, and training employees.
- Successfully led the library through the OpenAthens implementation.
- Have served on the Library Leadership team for over a year as both Interim Director of Collection Development and the Library Faculty Council Chair.
- Served on the Library System's budget team.
- Led the Library Faculty Council through the process of creating new Faculty Governance documents after the library reorganization.
- Served as a mentor for new library employees.
- Chaired and co-chaired multiple search committees and other library committees.
- Was a cohort in Kennesaw State University Library Systems' yearlong Leading from the Middle in 2017.

Library Experience
- Experience working in an academic library setting at both R1 and R2 institutions.
- Experience supporting platforms such as Alma, Primo VE, ILLiad, EZproxy, and OpenAthens.
- Always willing and trusted to take on new responsibilities due to my ability to prioritize multiple projects and demands.
- Understanding of Shibboleth and SAML authentication protocols through working with with various library technologies, such as OpenAthens and EBSCO Discovery Services.
- Experience working in a consortial environment with a shared library services platform from time working in the University System of Georgia and Clemson University.
- Helped build library collections as both the Interim Director of Collection Development and a Collections Liaison.
- Experience overseeing and making recommendations for both the Collection Development and Student Assistant budget.
- Multiple years of communicating and building relationships with vendors from both a Library Systems and Collection Development perspective.
- Experience with maintaining, evaluating, troubleshooting electronic resources.
- Successfully assisted with negotiating down the cost of multiple library resources.
- Over eight years of public library work experience.

Customer Service
- Over fifteen years of customer service experience.
- Experience building relationships with vendors and other parties outside of the library.
- Communication graduate with excellent verbal, writing and people skills.

Presentations

- Presented "Beyond a land acknowledgement listening session [Facilitated discussion]." Lemmons, D. X., Byrd, J., Garcia, C., Hartsell-Gundy, A., James, H., Morris, C., Putirskis, C., Quintana, E., Ventura, G., & Wienke, L. (2024, May 14-16) at Academic Library Management 2024.
- Presented "Multiple Users, One Platform - Communicating Alma Issues Between Different Units" at eBUG 2023 Annual Conference.
- Presented "Let's go Virtual Tomorrow! How one day changed Web and Online Services in Libraries" at GLC 2021.
- Presented "Our OpenAthens Journey: Lessons Learned and Looking to the Future" at GLC 2020.
- Panel Discussion, "More than Just Updating Your Nametag: Transitioning from Library Staff to Faculty" at GLC 2019.
- Co-Presented "Course Reserves in Alma" at GUGM 2018.

Professional Development

ELUNA 2024 Annual Conference, Minneapolis, MN	May 2024
Conference on Academic Library Management, Virtual	May 2024
Charleston Libraries Conference, Charleston, SC	October 2023
eBUG 2023 Annual Conference, Knoxville, TN	June 2023
ELUNA 2023 Annual Conference, Los Angeles, CA	May 2023
Carolinas Library Summitt with Amazon Web Services, Charlotte, NC	March 2023
Conference on Academic Library Management, Virtual	April 2022
Georgia Libraries Conference, Virtual	October 2021
Georgia Libraries Conference, Virtual	October 2020
Georgia Libraries Conference, Macon, GA	October 2019
7 Habits of Highly Effective People, Kennesaw State University, Kennesaw, GA	July 2019
GUGM, Georgia Center for Continuing Education, Athens, GA	May 2018
Leading from the Middle, Kennesaw State University, Kennesaw, GA	Jan. – Dec. 2017
Access Services Conference, Georgia Tech Global Learning Center, Atlanta, GA	November 2017
Access Services Conference, Georgia Tech Global Learning Center, Atlanta, GA	November 2016

Professional Association Memberships

Georgia Library Association	2018-2023

Library Department Service

- Head of Open Scholarship Librarian Search Committee   2024
  Committee Member
- LibKey Implementation Team   2024
  Chair
- eResources Discovery Librarian Search Committee   2023
  Committee Member
- Organizational Development Committee   2023-
  Co-Chair
- Organizational Development Committee   2023
  Committee Member
- Discovery Cross Functional Team   2023-
  Chair
- Program Coordinator – Collection Development Search Committee   2022
  Chair
- Department Chair of Library Resources Search Committee   2022
  Committee Member
- Accessibility Policy Task Force
  Task Force Member   2021
- Research Landing Guide Task Force
  Task Force Member   2021
- Digital Initiatives Librarian Search Committee
  Chair   2021
- Library Resources Department Faculty Council
  Chair   2021
- Library Faculty Council
  Chair   2020
- Systems Librarian Search Committee
  Co-Chair   2019
- Library Faculty Council
  Vice Chair   2019
- Library Faculty Professional Development Committee
  Committee Member   2019
- Access Services Library Sturgis Technical Paraprofessional I Search Committee
  Co-Chair   2018
- Access Services Library Johnson Technical Paraprofessional I Search Committee
  Chair   2018
- Access Services Library Johnson Technical Paraprofessional I Search Committee
  Co-Chair   2018
- Access Services Library Sturgis Technical Paraprofessional I Search Committee
  Committee Member   2018
- Access Services Library Sturgis Technical Paraprofessional I Search Committee
  Committee Member   2017-2018
- Access Services Library Sturgis Technical Paraprofessional I Search Committee
  Committee Member   2017
- Access Services Library Sturgis Technical Paraprofessional II Search Committee
  Committee Member   2016
- Library Retreat Planning Committee
  Committee Member and Co-Chair   2016-2021

Clemson University Committees

- Academic Council, Clemson University   2023-
  Committee Member
- Distance Ed Advisory Board   2023-
  Committee Member

Other Committees

- Systems Working Group, Partnership Among South Carolina Academic Libraries   2023-
  Committee Member
- Conference on Academic Library Management Logistics Committee   2023-
  Committee Member
- GIL Acquisitions and ERM Committee   2019-2023
  Committee Member