

Kimberly Burke Sweetman

EDUCATION

Certificate in Organizational and Executive Coaching, May 2007, New York University

Master of Science in Library Science, May 1996, Catholic University of America, Washington, D.C.

Master of Arts in Film Studies, December 1994, Emory University, Atlanta, Georgia
Thesis: "A Text in Context: Race as a Factor of Discourse in the Promotion and Reception of Imitation of Life."

Bachelor of Arts with Individual Concentration in Film Studies, May 1992, University of Massachusetts, Amherst

PROFESSIONAL EXPERIENCE

University of New Hampshire, Durham

Associate Dean of the University Library, August 2016-present

- Serve on library's senior management team.
- Lead library's Division Heads in the daily operational management of Dimond Library and branch library services, translating strategic directions into daily priorities.
- Mentor and lead a staff of 60 librarians, non-librarian professionals and administrative staff.
- Establish, evaluate and continually improve policies, procedures and workflows.

Interim Coordinator of Branch Libraries, January 2018-present

- Coordinate the daily operations of three STEM branch libraries.
- Supervise three non-librarian professionals.
- Collaborate with Branch Managers on workflow, service and policy improvements.

New York University Libraries

Head, Access Services, September 2001-July 2011

- Managed Circulation, Library Privileges, Interlibrary Loan, Stacks Maintenance, Offsite Preparation, Reserve, Current Periodical and Microform units.
- Led and coached 6 full time administrators and 2 library faculty members, who in turn supervised 25 FTE regular staff and 30 FTE student assistants.
- Established, evaluated and continually improved policies and workflow procedures
- Led circulation administration of multi-library consortium (5 consortium and 3 branch partners) including shared ILS.
- Participated in two ILS migrations (leading the circulation migration on one project)
- Served on leadership team for two successful library renovations, including public impact planning, managing all collection moves and designing and implementing new spaces and associated services.
- Collaborated closely with NYU's Development Office and the Friends of Bobst program, making the library available for development activities.
- Principal investigator for LibQual service quality survey
- Managed departmental budget of \$335,000 (excluding full time salary lines)

- Represented NYU in various regional and national library forums.
- Participated in Reference and Instruction programs.
- Selected materials in Library Science and Leisure Reading collections.
- Implemented self-service check-out.
- Phased out routine bag checks at exit (a low-cost project that resulted in increased user satisfaction and minimal increased collection risk).
- Expanded user loan periods to better meet research needs.
- Implemented email due date reminders and email overdue notifications.
- Adjusted library service hours to better meet user needs.
- Launched materials delivery service among branch and consortium libraries as well as global campuses.
- Implemented automated room reservation system.
- Planned and launched writers' rooms and mobile storage solutions for graduate students.

Interim Librarian for Circulation and Access, November 2000-September 2001

- Managed Circulation and Access units with responsibility for all policy and procedure decisions regarding library access and circulation privileges.
- Lead and coached two supervisors, who in turn supervise 15 FTE permanent staff, and 10 FTE students.

Head, Interlibrary Loan and Document Delivery, August 1998-September 2001

- Managed unit with responsibility for all interlibrary borrowing and lending activities, including use of RLIN, OCLC and international ILL participation.
- Established, evaluated and continually improved policies and workflow procedures in both automated and manual systems.
- Developed and maintained cooperative agreements with other institutions and serve as a liaison to NYU branch library and Consortium library ILL units and coordinate assistance and collaboration with other Bobst library departments.
- Supervised and train one librarian, 2.5 FTE permanent staff and 3.5 FTE student assistants.
- Represented NYU in various regional and national ILL forums.
- Participated in Reference and Instruction programs.
- Led the successful implementation of mission-critical interlibrary loan software.
- Expanded ILL services to entire campus community.

Ross University School of Medicine, Portsmouth, Dominica

Assistant Library Director, May 1997-July 1998

- Supervised 3 library supervisors, 15 full time library assistants and 15 student computer lab assistants in a university health science library/learning resource center and hospital branch library.
- Maintained and developed constantly growing library collection of 130+ periodical titles, approximately 2000 reserve items and 3000 volumes in the general collection.
- Educated faculty and students in the use of the library.
- Implemented Ariel document transmission system.
- Secured membership in the National Networks of Libraries of Medicine and implemented Docline interlibrary loan system.
- Administered the faculty and staff email system for about 100 users.

National Center for Education in Maternal and Child Health
Georgetown University, Washington, D.C.

Reference Librarian, April 1996-May 1997

- Responded to information requests of health professionals, policy makers, Center staff and the public.
- Streamlined information response process to enable reference staff to handle an increasingly large volume of requests.
- Designed databases and instructed Center staff in their use.

LIBRARY AND UNIVERSITY SERVICE

University of New Hampshire Committees

- Liaison, NECHE Self Study Preparation
- Member, NEASC Self Study Interim Report Task Force (2017-2018)
- Member, ASAC+ (2016-present)
- Member, Research Council (2016-present)
- Member, Resuming Research Task Force (Spring 2020-present)

University of New Hampshire Library Committees

- Leader, Division Head Group (2017-present)
- Chair, Library Publicity Group (2019-present)
- Co-Chair, Library Services Platform Task Force (2016-2018)
- Chair and Project Manager, Alma/Primo Implementation Task Force (2018-2019)
- Member, Library Diversity and Inclusion Task Force (2016-2017)

New York University Committees

- Member, Fair Use Task Force (2001-2011)
- Member, Bobst Renovation Advisory Committee (March 2003-2006)
- Member, Task Force on the Privacy of Library Patron Information (Summer 2003-2007)

New York University Libraries' Committees

- Chair, Quality of Life Committee (Summer 2004)
- Member, Facilities Steering Committee (Fall 2004-2011)
- Member, Assessment Team (Fall 2004-2011)
- Member, Public Services Steering Committee (Fall 2002-2011)
- Member, Strategic Planning Committee (Summer –Fall 2002)
- Member, Task Force on Data Analysis for Reference Planning (Summer-Fall 2002)
- Member, Offsite Storage Planning Committee (Fall 2001-2011)
 - Chair, Offsite Access Sub Committee
- Member, Collections Security Committee (Summer-Fall 2001)
- Member, Library Ergonomics Committee (Spring 2001-2011)
- Member, Disaster Preparedness Committee, (Spring 2001-2011)
- Member, Integrated Library Management System Steering Task Force (Spring 2000-2011)
- Chair, Circulation Working Group (Fall 2000-2007)
- Member, Integrated Library System Selection/Implementation Committee (Fall 2002-2007)
 - Chair, New-ILS/Circulation Working Group
 - Chair, New-ILS/Reserve Working Group
 - Chair, New-ILS/Interlibrary Loan Working Group
- Member, Grievance Committee:

Alternate (1999-2000)

Full Member (2000-2003)

- Member, Promotion and Tenure Committee (Fall 2000-Spring 2002)
- Member, Library Council (Fall 2000-Spring 2002)
- Faculty Meeting Recording Secretary (1999-2000)

Search Committees

- Chair, Delivery Services Librarian (Fall 2008)
- Chair, Access Services Librarian (Spring 2004)
- Director of Libraries' ITS (Spring 2003-Fall 2003)
- E-Journals Acquisitions Librarian (Fall 2002)
- Database Specialist (Summer 2002)
- Conservation Librarian (Winter 2001)
- Life Sciences Librarian (Summer 2000-Spring 2001)
- Assistant Supervisor, Circulation (Spring 2000)

EXTERNAL TEACHING EXPERIENCE

Independent Training Consultant and Coach (2000-2016)

- Teach in-person and online workshops on a variety of management topics, including Library Assessment, Coaching & Mentoring, Project Management, Time Management, Managing Student Assistants, Introduction to Management, and Managing Change.
- Coach individual clients around leadership development, promotion and tenure and the publication process.
- Clients include: Association of College and Research Libraries, Corning Museum of Glass, Metropolitan New York Library Council, Connecticut State Library, Brooklyn Public Library, New York Public Library, Princeton University, Westchester Library System and Rochester Regional Library Council.

Palmer School of Library and Information Science, Long Island University,
Brookville, NY

Adjunct Assistant Professor, September 2000-2003

- Taught 3 credit graduate requirement, Introduction to Library and Information Science (Fall 2000).
- Designed and taught 3 credit graduate elective on library management (Spring 2001, Spring, 2003).
- Facilitated 3 credit required course for students involved in an internship. (Summer, 2001, Summer, 2003)
- Responsible for all assignments, lectures, exams and grading.

School of Communication, Information and Library Studies, Rutgers University,
New Brunswick, NJ

Consultant, Fall 2003-Spring 2004

- Co-Instructor for ILMS-funded, 20-week Online Library Assistant Training Program, a project developed by Rutgers University and New York Public Library.

SCHOLARSHIP

Books

Sweetman, Kimberly. *Managing Student Assistants: A How-To-Do-It Manual for Librarians*. Neal-Schuman Publishers (2006).

Dawes, T., Sweetman, K. and Von Elm, C. *Access Services: Organization and Management* (SPEC Kit 290). Association of Research Libraries (2005).

Articles

“Workplace Expectations for Today’s Library” *Young Adult Library Services* 14 (4) 2016.
<http://yalsdigital.ala.org/i/698748-vol-14-no-4-summer-2016/44>

Rupp, Eric, Kimberly Sweetman and David Perry. “Updating Circulation Policy for the Twenty-First Century.” *Journal of Access Services* 7 (3). 2010.

Sweetman, Kimberly Burke and Lucinda Covert-Vail, “Listening to Users: The Role of Assessment in Changing Library Space to Meet User Needs.” *Proceedings of the Library Assessment Conference*, 2006.

“ILL Manager Saves Money, Improves Service, and Enables Record-High Borrowing.” *RLG Focus* 63. August 2003.

"Express at Any Cost," *Journal of Interlibrary Loan, Document Delivery & Information Supply* Vol. 11, no.4, Fall 2001.

“RLIN ILL Favorite Lenders Command Yields Streamlined ILL Workflow,” *RLG Focus* 38 June 1999.

“Checking up on the Joneses: Using Fill Time Data to Speed Up the ILL Process,” *Journal of Interlibrary Loan, Document Delivery and Information Supply* 10 (2) Spring 1999.

Book/Media Reviews

Practical Strategies for Library Managers (review). *Portal: Libraries and the Academy*. 2 (2) April 2002.

Choice book and media review contributor 1997-2011.

Paper and Program Presentations

“Begin at the Beginning: The Importance of a Written Philosophy in Shaping a New Initiative.” ACRL New England/NELIG Joint Conference, May 24-25, 2021.

“Begin at the Beginning: The Importance of a Written Assessment Philosophy in Shaping an Assessment Program.” Accepted for 2020 Library Assessment Conference (transitioned to online format).

“Mindset Matters: Developing a Growth Mindset to Reframe Failure in Libraries.” ACRL New England Annual Conference, Plymouth, Massachusetts, May 4, 2018. (Collaboration with

Ben Peck)

“Managing vs. Leading: Identifying Strategies for Success.” Invited Panel Speaker, ACRL New England Leadership Development Committee program, Bryant University, Smithfield, Rhode Island, April 13, 2018.

“Failure, Fear and Freedom: Unlocking Your Potential by Making Peace with Failure.” Keynote address, MOBIUS Annual Conference, Columbia, Missouri, June 2, 2015.

“Personalized Productivity” Spark2015 Mini-Conference, Amsterdam, The Netherlands, June 16, 2015.

“Listening to Users: The Role of Assessment in Renovation to Meet User Need” presented at the ARL Library Assessment Conference: Building Effective, Sustainable, Practical Assessment, Charlottesville, Virginia, September 26, 2006. (Collaboration with Lucinda Covert-Vail)

“Collecting the Right Data for Decision-Making” poster presented at the ARL Library Assessment Conference: Building Effective, Sustainable, Practical Assessment, Charlottesville, Virginia, September 25-27, 2006. (Collaboration with Marybeth McCartin)

“Life with ILLMAN: Learning to Love the Beast,” Shares Practitioners’ Meeting, June 2003 Toronto, Ontario, Canada.

“0 to 60 in 5.8 Years: Bobst Library’s Journey to ISO Compliant ILL,” Presented at ALA RUSA MOUSS pre-conference, Drive Through ILL: Faster Than Ever While ‘Having it Your Way’. (June 2003) Toronto, Ontario, Canada.

“ILL Service Improvement Through Technology,” presented for Faculty Resource Network, Bobst Library, June 10, 2003.

“New ways of looking at student staff,” Facilitated discussion at Columbia University Libraries, August 13, 2002. “Managing Student Workers,” Round Table Discussion Facilitated at ACRL 10th Annual Conference, March 16, 2001, Denver, Colorado.

Social Media

2014-2016 Regular blogger on topics related to business thinking in library management and leadership at <http://www.kimberlysweetman.com/blog/> with select content reposted to Medium and LinkedIn.

“Working at an Overseas Library.” *Letters to a Young Librarian*

“Are Your Colleagues Dumb? Read This.” *Letters to a Young Librarian*

AWARDS & GRANTS

Frye Leadership Institute (Summer 2004)
METRO Electronic Delivery Initiative Grant (\$2,000) (Summer 2003)
Goddard Junior Faculty Tenure-Track Research Award (Fall 2002)

NATIONAL AND REGIONAL LEADERSHIP

Association of College and Research Libraries:

Co-Chair, Preconference Committee (2017-2019)
Member, ACRL 2019 Coordinating Committee (2017-2019)
Member, Research Committee (2005-2007)

Boston Library Consortium

Founding Member and Co-Chair, Access Services Community of Interest (2017-2018)

Member, Associate University Librarian Community of Practice (2016-present)
Co-Chair (2019-2021)

Member, BLC Leads Planning Group (October 2016-February 2017)

Metropolitan New York Library Council (METRO):

Chair, Professional Advisory Board (2005-2007)
Chair, Professional Development Council (2000-2004)
Co-Chair of Interlibrary Loan Special Interest Group (1999-2001)
Interlibrary Loan Special Interest Group (1998-2000)
Invited Member, Strategic Planning Committee (Fall 1999)

Research Libraries Group

RLG Shares Executive Group (2003-2005)
RLG Shares Practitioners Council (1999-2002)
Facilitator, Special Sub-Group on Training (2001-2002)
Planned and hosted a Shares Practitioners meeting at NYU on April 23, 1999.

VOLUNTEER POSITIONS

Oyster River Otters

Member, Board of Directors (2018-)

British School of Amsterdam

Parents Organization Executive Committee (2013-2015)

•Successfully raised \$50,000 through community building events.

Volunteer Library Instructor (2012-2013)

British Scouting Overseas

Assistant Beaver Scout Leader (2014-2015)

Cub Scout Leader (2015-2016)