

Erica J. Getts

EDUCATION

M.L.I.S., University of Maryland, College Park, MD, December 2013
Major: Library and Information Science

B.S.E., Kutztown University of Pennsylvania, Kutztown, PA, May 2009
Major: Library Science with Instructional Technology

LIBRARY EXPERIENCE

Research and Instruction Librarian for STEM August 2026 – Present
Weinberg Memorial Library, University of Scranton, Scranton, PA

Librarian and Instructor December 2019 – July 2026
Penn Foster Group, Scranton, PA

- Instruct the Information Literacy Course including grading discussion board posts, updating content as needed, assisting students with questions, writing assessment questions, reviewing and providing detailed feedback on newly developed sections, and creating content such as videos and webinars.
- Maintain the Libraries' websites including improving the accessibility features, redesigning pages to make them easier to navigate, removing/refreshing broken links, and regularly reviewing content for relevance. Continual work in this area to streamline resource access for our users while implementing updates submitted by faculty via form system I put in place.
- Assist students with research, citation styles, database navigation, and other library related topics via email, text, chat, and phone.
- Create content for the Libraries' websites including Frequently Asked Questions and their answers, Library Help Videos, citation guides, and more.
- Partner with departments across the organization to provide necessary information about the libraries for accreditation and present to accrediting boards (AVMA, CVTEA, DEAC, GNPEC, and Cognia).
- Maintain annual budget by working with vendors and other Penn Foster/Ashworth departments to obtain quotes, current product information, and pay invoices in a timely manner. Additional work with vendors to review resources, ensure subscribed resources are working properly, and remain current on features of their databases.
- Curating the Library's collections based on data including reviewing Open Educational Resource (OER) content that would be appropriate additions to course resources.
- Manage one-on-one appointment system, LibCal, so students can schedule meetings with their instructors on demand. Includes creating instructor accounts, personalizing instructor accounts based on subject taught, alerting users to days off, communicating when integrations need to be reauthorized, implementing the

integration of Teams appointments, adding new locations and groups as needed, removing old accounts, and investigating customized solutions to subject areas unique needs.

- Collect, analyze, and share monthly data on Library and Learning Resource center usage and LibCal usage. Additional data pulled, organized, and shared with faculty and staff as requested.
- Collate data into an Annual Report made available to entire organization.
- Create Artificial Intelligence page to provide guidance to students and staff on acceptable uses of AI and how to best leverage ChatGPT, including a video introducing AI, a blog on Learning with AI, handouts providing step-by-step prompt engineering guidance, and links to seminal readings.
- Lead AI Literacy initiatives within the Education department, including weekly student webinars on various artificial intelligence topics.
- Write, design, record, publish, and edit Library Help videos on topics such as using research databases, navigating the Library, citation styles, and more. Leveraged tools such as OBS Studio and Kaltura.
- Organized and co-presented presentation to organization in celebration of Global Accessibility Awareness Day (GAAD) 2023 and 2026 on how to make accessible web resources and different ways this is being done across the organization.
- Co-lead the employee resource group (ERG) focused on advocating for people with disabilities.
- Author posts for both the *Library* and *Learning with AI* blogs that are designed to educate our community on available resources and new skills they can develop.
- Educate colleagues on library related topics via training sessions for new employees, outreach emails, and recorded sessions they can watch on demand.

Research and Instruction Librarian (part-time)

November 2019 – December 2021

Weinberg Memorial Library, University of Scranton, Scranton, PA

- Provide reference services to our user community and our partner community, the Association of Jesuit Colleges and Universities.
- Lead accessibility efforts including refreshing LibGuides, compiling web accessibility best practices, and making recommendations about physical space.
- Applied a new color scheme to the Library's LibGuides that was accessible and incorporated the University's branding.
- Supervise and coach student employees at the Research Services desk.
- Select new titles for the collection that support our community's research needs while supporting diverse voices in publishing.
- Publish marketing resources to the Library's public blog in order to encourage engagement between users and the library.
- Partner with Circulation Services team to provide uninterrupted services via a merged desk.

Distance Education Librarian (Librarian III)

September 2015 – November 2019

Milton S. Eisenhower Library, Johns Hopkins University, Baltimore, MD

- Create interactive information literacy tutorials, including a series on evidence-based practice that was commissioned by a client.
- Liaise with Schools by representing the Library at course kickoff calls, creating and updating research & course guides, tip sheets, and tutorials, attending update meetings, and building relationships with faculty and staff via email and phone calls.
- Champion accessibility efforts in the library by creating and presenting a Best Practices document to our team, and presenting to the library's Academic Liaisons, remaining current with accessibility standards, and continually checking in on the accessibility of our resources.
- Assist with copyright inquiries as the team's copyright specialist.
- Investigate additions to the collection that align with our Collection Development Policy and are customized to our users' needs by reviewing usage statistics, investigating open access resources, and discussions with faculty.
- Market library resources and services according to the Marketing plan I developed with another librarian, which included reaching out to different stakeholders, including staff, faculty, and students via outlets such as Facebook, email, and our website.
- Update and maintain our credit-bearing information literacy course through major and minor revisions, on the fly edits, and term check-ins for issues, such as broken links.
- Host webinars on library related topics such as using background information.
- Lead reference activities by scheduling coverage for our virtual desk while providing reference and instruction services myself.

Distance Education Librarian (Librarian II) September 2014 – September 2015
Milton S. Eisenhower Library, Johns Hopkins University, Baltimore, MD

- Provide reference and instruction services to faculty, staff, and students including assisting with research, course development, copyright, and citations.
- Contribute to team projects such as writing the Strategic Plan, updating the College's information literacy course, and compiling the Library's Annual Report.
- Maintain and develop the Library's resources in conjunction with the library team in order to support the curriculum by determining collection needs, setting up trials and vendor presentations for resources of interest, and finalizing a budget with rationales for approval.

Library Technician II September 2012 – September 2014
McKeldin Library, University of Maryland, College Park, MD

- Partner with other library staff and faculty to plan and present training sessions to student workers and graduate students on multiple topics (e.g. introduction to library services, library policies and procedures, and customer service).
- Perform as a team player by filling in for colleagues when necessary, assisting with difficult questions, and willingly taking on extra duties as needed (e.g. working on special projects and doing extra circulation desk shifts).

- Persistently investigate and implementing ways to improve workflows (e.g. employing email routing for Course Reserves, streamlining the handling of problem materials at the circulation desk, and writing procedures for daily Interlibrary Loan tasks).
- Provide excellent customer service to students, faculty, and the public by promptly and accurately answering questions in person, over the phone, and via email, all while finding creative ways to say “yes” to their needs.
- Serve the libraries by being a member of the Library Elected Staff Representatives and volunteering at events like new student orientations, which help to promote library services.
- Researched, wrote, and helped to implement *Copyright Policies and Procedures* for Interlibrary Loan and Course Reserves and *Billing Procedures* for Interlibrary Loan.
- Processed interlibrary loan and course reserves requests using Illiad and Ares.

Library Media Specialist

January 2010 – May 2012

Susquehanna Township High School, Harrisburg, PA

- Taught high school students information literacy skills in a diverse setting with lessons and units designed using AASL Learning Standards, Information Power Standards, and State Standards. These lessons and units were designed in collaboration with classroom teachers to meet the needs of their students.
- Used formative and summative assessment to determine the effectiveness of my lessons in order to improve future iterations of a lesson.
- Continually assessed the needs of students, faculty, and administration via surveys, by monitoring circulation and database statistics, and liaising with departments.
- Integrated current technology such as Facebook, Blogger, Jing, eBooks, and Kindles into the school’s library program as a means of communicating informally with our community and as teaching tools.
- Collaborated with classroom teachers to enhance and supplement research, reading, and other class projects.
- Ran a library program that was welcoming to high school patrons by purchasing materials based on feedback, designing lessons based on their understanding of topics, and by designing programming based on demand.

Long Term Substitute Librarian

August 2009 – January 2010

Mahanoy Area High School, Mahanoy City, PA

- Taught 7th and 8th grade Library Skills classes, which introduced students to the library with the learning outcome of a research paper.
- Taught a 9th grade Research and Technology Skills class, which explained academic integrity, information literacy skills, and using Web 2.0 tools such as Google Docs, Delicious, and Blogger with the learning outcome of being ethical users of information.
- Responsible for the daily running of the library including (e.g. circulation, cataloging, scheduling, ordering, and maintenance).

- Created a warm and open environment for students and teachers by welcoming and answering all questions, collaborating, and managing the library in a consistent manner.

PRESENTATIONS & POSTERS

- Stewart, K. & Getts, E. (2024, October 9). *AI Literacy 101*. Presented at the PaLA Annual Conference, Virtual. Retrieved from <https://bit.ly/3F4DbbB>
- Getts, E., Jordan, A., & Stawarz, J. (2024, March 18). *Artificial Intelligence Panel*. Presented through ACRL Distance and Online Learning Section, Virtual. <https://acrl.ala.org/dols/2024/02/ai-panel/>
- Getts, E., Mangan, C., Carlo, L., Mineo, P. Recene, L., & Grace, A. (2023, May 18). *Creating accessible resources and communications*. Presented to Penn Foster Group, Virtual.
- Getts, E. & Kozak, M. (2021, May 20, June 17, & July 15). *User-friendly accessible library websites*. Presented to Pennsylvania public librarians through the Office of Commonwealth Libraries, Virtual.
- Getts, E. (2020, October). *Web accessibility and LibGuides*. Presented at the PaLA Annual Conference, Virtual. Retrieved from <https://bit.ly/37zCd3o>
- Getts, E. (2019, April). *Tracking and maintaining online learning objects*. Poster presented at: Distance Library Instruction Virtual Poster Session (Spring 2019), Virtual. <https://acrl.ala.org/DLS/2019-virtual-poster-session/tracking-learning-objects/>
- Getts, E. & Stewart, K. (2017). *Sowing accessibility in learning objects so users can reap the educational rewards*. Presented at the LOEX Annual Conference, Lexington, KY. Retrieved from <https://goo.gl/s4JcCL>
- Getts, E., & Norton, A. (2016). *Copyright & online courses: An overview*. Presented to Center for Talented Youth JHU Staff, Baltimore, MD.
- Lambert, E., & Weber, J. (2014). *Houston, we have a problem*. Presented at USMAI ILL All-Staff Meeting, Baltimore, MD. Retrieved from <https://goo.gl/Kdwv7i>

PUBLICATIONS

- Getts, E., & Stewart, K. (2018). Accessibility of distance library services for deaf and hard of hearing users. *Reference Service Review*. (46)3, 439-448. <https://doi.org/10.1108/RSR-03-2018-0032>
- Maryland Information Literacy Task Group. (2018). MD information literacy summit skills: Postsecondary & continuing education. Retrieved from <https://goo.gl/MufCXn>
- Hall, R., & Getts, E. (2017). A model for teaching information literacy in a required credit-bearing online course. In T. Maddison & M. Kumaran (Eds.), *Distributed learning: Pedagogy and technology in online information literacy education* (pp. 111-122).

SERVICE ACTIVITIES

- Weinberg Memorial Library, Emerging Technologies Committee 2026 (Current)
- University of Scranton, IDEA Center Advisory Committee 2026 (Current)
- Pennsylvania Library Association Member, December 2019 – Present

- EDI Committee, 2025 – Present
- Publications Committee, November 2022 – Present
- Scholarship Committee, 2023
- Association of College & Research Libraries (ACRL) Member, 2013 – 2022, 2026 (Current)
 - Virtual Conference Committee (Proposal Selection), 2022
 - DOLS Executive Committee, July 2021 – June 2022
 - DOLS Awards Committee, July 2020 – June 2022
 - Co-chair, July 2021 – June 2022
 - DOLS Research and Publications Committee, July 2019 – June 2021
- American Library Association Member, 2009 – 2022, 2026 (Current)
- MD Information Literacy Task Group Member, February 2017 – July 2017
- Maryland Library Association Member, 2012 – 2015
- UMD Library Assembly Staff Representative, 2013 – 2014
- ALA Student Chapter Member, 2012 – 2013
- Pennsylvania School Librarians Association Member, 2009 – 2012
- Alpha Beta Alpha, 2006 – 2009
 - President, 2007 – 2008
- Kutztown University's Honors Program, 2006 – 2009