

# ADRIENNE WARNER

University Libraries  
MSC05 3020  
1 University of New Mexico  
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## EDUCATION

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- 2009      Masters of Library Science  
            Texas Woman's University
- 2001      Bachelor of University Studies, summa cum laude  
            University Honors Program, summa cum laude  
            University of New Mexico

## PROFESSIONAL EXPERIENCE

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- 2019-present    **First Year Experience Librarian**  
University of New Mexico, Albuquerque, New Mexico  
+ Collaborate with Learning Services and subject liaison colleagues to design and deliver information literacy instruction in a variety of settings and delivery modes  
+ Outreach to undergraduate student support programs, University College, and the Honors college  
+ Teach OILS 101: Introduction to Information Studies (3 credits)  
+ Teach OILS 320: Managing Information for Professionals (3 credits)
- 2015-2019      **Library Services Coordinator, Reference and Information Services**  
University of New Mexico, Albuquerque, New Mexico  
+ Plan, coordinate, and provide reference service across four buildings and multiple online service points
- 2014-2015      **Library Info Specialist 3**  
University of New Mexico, Albuquerque, New Mexico  
+ Provide reference and circulation services in person, and online through chat, email, and SMS text; Hire, train, and supervise student employees
- 2010-2013      **Librarian**  
Albuquerque/Bernalillo County Library System  
+ Provide oversight for all daily operations, including management of library staff and volunteers, and program development

- 2005-2010     **Library Paraprofessional**  
Albuquerque/Bernalillo County Library System  
+ Design curriculum and teach literacy classes to diverse audiences
- 2003-2005     **Library Tech & Library Info Specialist 2**  
Albuquerque/Bernalillo County Library System  
+ Provide library account support and circulation services

## PUBLICATIONS

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- Warner, Adrienne, David Hurley, Jonathan Wheeler, and Todd Quinn. 2020. "Proactive Chat in Research Databases: Inviting New and Different Questions." *Journal of Academic Librarianship*, 46(2). <https://doi.org/10.1016/j.acalib.2020.102134> (peer reviewed)
- Warner, Adrienne. 2019. "Sliding Across the Database Divide with Proactive Chat Help." *In the Library with the Lead Pipe*. <http://www.inthelibrarywiththeleadpipe.org/2019/proactive-chat/>. (peer reviewed)
- Warner, Adrienne and Cindy Pierard. 2019. "Supporting Online Users with an FAQ Knowledge Base." In *Library Services for Online Patrons: A Manual for Facilitating Access, Learning, and Engagement*, edited by Joelle Pitts, Laura Bonella, Jason Coleman, and Adam Wathen. Westport, CT: Libraries Unlimited. (edited case study)
- Warner, Adrienne. 2015. "A Bird in the Hand: Free Online Ornithological Resources," *College & Research Libraries News*, 76 (11). (edited)
- Warner, Adrienne. 2001. "Fast Flood." In *Scribendi*, edited by Juei-Ping Chiu and Sandy Askew, 18. New Mexico: University of New Mexico Honors College.

## PRESENTATIONS

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- Warner, Adrienne and David Hurley. "Development and Use of the READ Scale in Assessing Chat Reference Service: A Meta-study." Presentation for the Reference Research Forum: American Library Association Annual Conference (Virtual). June, 2020. (juried)
- Warner, Adrienne. "Into the Void: Proactive Chat Reference in Subscription Databases." Poster presented for Association of College & Research Libraries Conference. April 11, 2019. (juried)
- Warner, Adrienne. "Minding Our Ps and Qs: Building and Bolstering a Frequently Asked Questions Knowledge Base." Presentation at the New Mexico Library Association Annual Conference, Albuquerque, NM, November 1, 2018.

Warner, Adrienne and Brett Nafziger. "Proactive Chat in Database Platforms." Presentation for Springhare's SpringyCamp Summer Series online conference. September 12, 2017.

Warner, Adrienne. "For the Birds: Free Online Ornithological Resources" Poster presented at the New Mexico Library Association Annual Conference, Albuquerque, NM, October 22, 2015.

## **SERVICE**

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### **National**

2018-2020 Member, Emerging Technology Committee,  
Reference and User Services Association

### **College / Library**

2019-present Member, UL&LS Curriculum Committee  
2018-present Member, User Experience Working Group  
2016-2019 Chair, Reference and Information Services Working Group  
2015-2019 Member, Access Services Leadership Team  
2018 Chair, Hiring Committee, Library Info Specialist 3 Position  
2018 Member, Hulsman Student Employee Awards Committee  
2017-2018 Chair, Staff Professional Development Funding Subcommittee  
2017 Member, Strategic Planning Committee  
2015-2017 Member, Staff Professional Development Funding Subcommittee  
2016 Chair, Springshare LibAnswers Migration Committee  
2015-2016 Member, Reference Services and Buildings Committee

## **PROFESSIONAL TRAINING**

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Spring 2020 Metacognition in Teaching and Learning  
Inquiring Teachers  
Spring 2018 Library Leaders for Success  
University Libraries, University of New Mexico  
Spring 2018 Everyday Statistics for Librarians  
Library Juice Academy online course  
Fall 2017 DIY Usability Testing  
Library Juice Academy online course  
Fall 2016 Instructional Design 101  
Library Juice Academy online course

Fall 2015      Master Naturalist Certification  
                    Bernalillo County Open Space

Spring 2014    Interpretive Guide Certification  
                    National Association of Interpretation

Spring 2011    Reading Instruction and Children’s Books  
                    Association for Library Services to Children (ALSC) online course

**HONORS AND AWARDS**

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2017            Outstanding Employee Award  
                    University Libraries, University of New Mexico

2009            Scholarship Grant  
                    PEO Sisterhood International

2008            Marion Dorroh Memorial Scholarship Recipient  
                    New Mexico Library Association