

# Kaitlin Kehnemuyi

kaitlin.mlk@gmail.com

---

## EDUCATION

Masters of Public Administration — *Seton Hall University, South Orange, NJ*  
Fall 2020

Masters of Library and Information Science — *Pratt Institute, New York City, NY*  
Fall 2017

Bachelor of Arts — *Fordham University, New York City, NY*  
May 2003

## LIBRARY SERVICES AND MANAGEMENT

Associate Head of Access Services — *North Carolina State University, Raleigh, NC*  
May 2022 - present

- Shares management responsibility for the department, and represents the department in the absence of the head in both internal and external venues
- Supervises 4 direct reports and oversees 11 indirect reports
- Guide and coordinate services for two main libraries open 24/5, and staffed by a mix of 90+ full-time and part-time staff
- Coordinate continued professional development and education of staff at Ask Us desks, as well as providing guidance and support for staff
- Manage student supervisory team in hiring, scheduling, and performance management of 40+ student staff
- Supervise direct report in coordinating innovative and developing tech lending program to serve student needs
- Collaborates with branch library directors, and staff to provide support and guidance on services and ensure consistent practices across all locations
- Serve on various internal and external committees for library planning and contribute to library-wide initiatives by serving on committees, task forces, and teams, such as the Well Being committee and Access Services Product team
- Participate in implementation of various services and back end programs, such as ILS implementation
- Analyzes library usage trends and designs workflows to enhance efficiency, while ensuring the maintenance of internal controls and documentation for multiple systems, including the ILS
- Led the development of innovative promotional strategies aimed at fostering student awareness of the library's services tailored to their needs

Access Services Librarian — *Seton Hall University, South Orange, NJ*

May 2018 - April 2022

- Provide strategic vision, leadership, and supervision in Access Services departments (Circulation, Interlibrary Loan, Stack Maintenance, and Reserves), including proposing, implementing, and evaluating services and enhancements for improved patron service
- Supervise and schedule six full and two part-time union staff members, as well as twelve student workers for all Access Service departments
- Write policies and procedures for Access Services
- Work with Dean and Public Services Assistant Dean to understand and anticipate patron space needs, as well as develop wayfinding materials
- Improve workflows within Access Services and to other departments such as Acquisitions, Cataloging, and Electronic Resources
- Assist with copyright issues pertaining to reserves and ILL
- Manage budget for department, including reconciliation of received invoices and invoicing outside libraries or patrons
- Compile statistics on all departmental activities and services
- Develop disaster planning for entire library with other department leaders
- Participate in campus OER initiative
- Serve as a liaison and participate in consortia groups
- Engage in library marketing and outreach, including the creation of signs, displays, and digital materials
- Work with outside departments such as Public Safety and IT in order to ensure the library is a safe and enjoyable space for patrons
- Provide reference and research support to students, faculty, and staff through appointments, chat, and the reference desk
- Participate in the library instruction program
- Serve on various University and Library committees, including Library Senate and Instructional Technologies Committee

Innovation Fellow — *Teachers College, Gottesman Library, New York City, NY*

May 2017 - May 2018

- Develop and manage projects to improve patron experience and staff work environment
- Supervise and train part-time Circulation Desk staff
- Provide general reference and one-on-one reference consultations
- Create and maintain online resource guides for student learning
- Develop special collections
- Manage social media feed for library
- Manage InterLibrary Loan using WorldShare
- Co-teach library instruction classes
- Manage day to day operations of library

Document Delivery and User Services Assistant — *Memorial Sloan Kettering Library, New York City, NY*

November 2015 - May 2017

- Processed and fulfilled interlibrary loan requests using ILLiad & OCLC
- Answered in person and over the phone reference questions
- Assisted patrons with searching the library catalog and Summons
- Maintained statistics for patron requests and interactions

Adult Services Outreach Assistant — *New York Public Library, New York City, NY*

November 2015 - June 2016

- Developed curriculum and modules for Rikers Island Book Club
- Led instructional programming to create a dynamic classroom environment that encouraged patron interaction
- Liaised with outside organizations on programming and grant requirements
- Created engaging and diverse lesson plans
- Assisted patrons with reference requests
- Provided reader's advisory for patrons

## SCHOLARSHIP

Publications:

- Kehnemuyi, K. (2021). Effects of COVID-19 on Disaster Planning in Academic Libraries. *Journal of Library Administration*, 61(5), 507-529.
- Rose-Wiles, L., Shea, G., **Kehnemuyi, K.**, (2020) Read in or check out: A further analysis of circulation and in-house use of print books. *The Journal of Academic Librarianship*. 46(4), 102157.
- **Kehnemuyi, K.**, Larsen, S. (2019) Shadow ILL Services: How Scholarly Pirate Websites and Hacking Affect ILL. *The Journal of Interlibrary Loan, Document Delivery, & Electronic Resources*. 28(5), 139-149.

Presentations/Posters:

- Duckett, K., **Kehnemuyi, K.**, Davis, H. (2023, June) [Don't Retreat from Retreats! Person-Centered Retreat Design: A Participatory Discussion](#). *The Conference on Academic Library Management*.  
Presented on how to plan and run person-centered retreats within a department.
- **Kehnemuyi, K.**, Walker, P., (November, 2022) To Forgive, Bill, or Trade: Reconciling our consortial D2D to move forward. *Access Services Conference, 2022, Atlanta, GA*.  
Presented on the solutions we developed to reconcile consortial transactions outside of established applications.
- Kehnemuyi, K. (2021, April) [Colleague Training vs Worker Training for Student Employees](#). *The Conference on Academic Library Management*. Lightning Talk.

- Presented on revised training for Student Employees highlighting expanded areas such as stereotypes, microaggressions, and what to expect from patrons.
- Kehnemuyi, K. (2020, January) [In Sickness and in Health: Educating Student Workers](#). 2020 VALE/ACRL-NJ/NJLA-CUS Users' Conference, 2020, Long Branch, NJ. Short Presentation and Round Table Discussion.  
Presented and facilitated conversation on updated student training practices to incorporate sick time laws that have come into effect.
  - Kehnemuyi, K. (2019, November) [Using RStudio to Visualize ILL Statistics](#). Access Services Conference 2019, Atlanta, GA. Poster presentation.
  - Kehnemuyi, K. (2019, August) Revised Billing Practices, *EZBorrow Practitioners Meeting*.  
Facilitated conversation on revising billing practices.
  - Shea, G., & **Kehnemuyi, K.** (2019, August) Active Learning and Shared Lesson Plans in a Freshman English. *NJLA CUS Summer Workshop 2019, August 2019*. Presented at NJLA CUS Summer Workshop 2019, focusing on collaborating with fellow librarians on shared lesson plans that incorporate active learning.
  - [Kehnemuyi, K., & Larsen, S. \(2019, March\) Pirates and Imposters - What is the ILL Librarian's Responsibility? OCLC Resource Sharing Conference in Jacksonville, FL. March 20, 2019.](#)  
Presented at OCLC's Resource Sharing Conference 2019, focusing on security within ILL, and organizations that pirate scholarship.

#### Awards

- 2021 RUSA (Reference and User Services Association) STARS (Sharing and Transforming Access to Resources Section) Publication Recognition Award  
Recipient:  
<https://rusaupdate.org/2021/03/sylvie-larsen-and-kaitlin-kehнемuyi-chosen-for-the-stars-publication-recognition-award>

## ADDITIONAL PROFESSIONAL EXPERIENCE

Executive Assistant — *Acadia Scenic, Jersey City, NJ*

January 2006 - November 2015

- Facilitated job execution from first email to completion of project
- Assisted with budget management from initial budgeting to supply ordering/management and staffing
- Trained incoming employees
- Coordinated with clients regarding deadlines and materials
- Researched new products, computer programs, and vendors
- Managed calendar for job deadlines, supervisor's schedule, along with personal and work schedules for coworkers
- Maintained digital files and archives for company
- Managed company, vendor, and client contact databases
- Maintained stock for office, shop floor, and uniforms

Production Assistant — *Beehive, New York City, NY*  
September 2003 - December 2005

- Assisted with scheduling and shoot production
- Reconciled petty cash receipts
- Maintained database of freelancers
- Maintained supplies and general upkeep of the office
- Answered and directed phone calls