

Mark Coltrain

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EXPERIENCE

Oral Historian, Appalachian State University, Boone, NC, September 2022 - present

- Participate in the Library Instruction Program, with a focus on manuscripts, rare books, archives, as well as all collections of the Special Collections Research Center (SCRC).
- Develop and maintain library research guides and eLearning tools related to the oral history collections within the SCRC
- Provide research consultations and reference assistance
- Collaborate with others in the Library to develop and implement cross-team projects that meet the needs of library patrons
- Conduct oral history interviews in accordance with best practices, from start to completion, including but not limited to archival research, interviewing, editing, following up with interviewees, and preparing final interview materials for transfer into the Special Collections Research Center
- Identify and prioritize oral history topics, themes, and individuals to be pursued
- Ensure quality control throughout the oral history program, for example, documenting best practices, reviewing completed interviews, and advising on resolution of sensitive issues if they arise
- Survey existing oral history collections and collections with an oral history component to identify potential legal and access issues
- Manage the processing of the content developed including transcription and preservation
- Collaborate with Technology Services team to create, maintain, and grow an online oral history website
- Engage in an active program of scholarship and professional service as outlined in the University's Faculty Handbook and the Library's Departmental Personnel Committee Guidelines
- Participate in outreach activities for Special Collections, including events, exhibits, and writing blog entries

Information Literacy Librarian for the First Year Experience, Appalachian State University, Boone, NC, July 2019 – September 2022

- Develop and lead the library's information literacy and instructional outreach to first-year students
- Create and implement faculty development efforts to incorporate information literacy instruction for first-year students
- Liaise to First Year Seminar Program, Honors College, Watauga Residential College, Rhetoric and Composition Department, University Writing Center
- Offer training for librarians on teaching and learning needs of first-year students
- Communicate first-year students' information literacy needs to campus units serving first-year students
- Develop instructional materials designed using best practices for serving a diversity of students
- Participate in team-based design, delivery, and assessment of reference and research services in the library
- Teach in the information literacy instruction program by designing, delivering, and assessing online and face-to-face instruction

- Provide research consultations to students and faculty
- Collaborate with librarians to assess user needs and maintain relevant, high quality library collections and services

Assistant Director for Instructional and Research Services, Central Piedmont Community College (CPCC), Charlotte, NC, Jan 2016 – July 2019

- Led and provided support for instruction team
- Supervised Senior Librarian for Instruction
- Collaborated on and coordinated instructional initiatives within and outside the library
- Developed, implemented, and maintained comprehensive instruction and information literacy programming across CPCC
- Conducted college- and community-wide outreach
- Actively sought, built, and maintained partnerships with college- and community-areas
- Participated in college committees and initiatives
- Participated in research, publication, professional organizations, and other professional development opportunities
- Coordinated training and support initiatives for instruction librarians

eLearning Librarian, Central Piedmont Community College (CPCC), Charlotte, NC, Jun 2013-Jan 2016

- Collaborated with strategic partners to create sustainable and scalable library online instruction.
- Coordinated CPCC's online embedded librarian program and Embedded Extension Service.
- Liaised to CPCC's Department of eLearning for course design and new technology training.
- Applied instructional design concepts and current information literacy standards in traditional and online contexts using a variety of tools such as LibGuides, Screencast-o-matic, etc.
- Developed, designed, and implemented information literacy tutorials and curricula for traditional and online contexts.
- Integrated tutorials, curricula, and library resources through learning management systems.
- Delivered information literacy sessions to students in in-person and online environments.
- Promoted library resources and services through online and in-person instruction classes.
- Engaged students through individual research consultations online and in-person.
- Conducted assessment measures.
- Trained faculty and staff on information literacy best practices as well as related tools and processes.

Librarian, CPCC, Charlotte, NC, Nov 2012-Jun 2013

- Promoted, planned and taught library instruction sessions.
- Designed assignment-specific learning activities.
- Participated as embedded librarian in online and seated courses.
- Responded to research and basic technology needs of faculty, staff and students.
- Marketed library via newsletter, displays, Student Life events, LibGuides.
- Participated in collection development.
- Managed circulation/reference desk including overseeing and performing daily routine of library.

EDUCATION

University of North Carolina at Greensboro – M.L.I.S., 2012

University of Mississippi – M.A., Southern Studies, 2007

University of North Carolina at Greensboro – B.A., English, 2004

SERVICE

Appalachian State University

- Library
 - Departmental Personnel Committee, 2020-2021; 2022-present
 - Library Council, 2020-2022
 - Planning & Assessment Committee, 2020-2022
 - Social Sciences Librarian Search Committee, chair, 2021
 - Web Committee, 2020-2022
- University
 - Common Reading Committee, 2019-present
 - Digital Literacy Learning Community, 2019-present
 - Blazing the Mountain Trail Leadership Team, 2021-present
 - General Education Council, 2021-present
 - Student Success Team, 2019-2021
 - Writing Support Resources Collective, 2020-2022

[North Carolina Library Instruction Network](#), steering committee member, 2020-2022

College & Undergraduate Libraries, reviewer, 2020-2022

Central Piedmont Community College, 2012-2019

- Open Educational Resources Working Group (chair)
- Institutional Effectiveness Committee (co-chair)
- Strategic Plan for Online Learning (subcommittee chair)
- Student Experience Learning Community (founder, co-facilitator)
- SafeZone Training and Implementation Group
- Technology Integration in the Classroom Learning Community (co-founder)
- Learning Management System RFP Committee
- Intentional Course Design Committee
- Library Assessment Team (founder, chair)
- Library Strategic Planning Committee
- Library Knowledge Management Committee

SELECTED PUBLICATIONS

Coltrain, M. & Sims, K. (2021). Mountaineer Stories: Growing an Appalachian State University first-year oral history project. *LOEX 2021 Proceedings*.

Peuler, M., & Coltrain, M. (2020). Flip this house!: Updating and designing an online First Year Seminar module series. *Journal of Library & Information Services in Distance Learning*, 14(3-4), 253-265.
<https://doi.org/10.1080/1533290X.2021.1880527>

Coltrain, M. (2020). Mountaineer Stories: An Appalachian State University first-year oral history project." *LOEX 2020 Proceedings*.

Coltrain, M. (2020). Bobby Rush: We play the blues and I'm not ashamed of it. *Living Blues*, 51(2), 13–15.

- Coltrain, M. (2020). Johnny Rawls: The root only grows stronger. *Living Blues*, 51(2), 26–27.
- Coltrain, M. (2020). Roy Roberts: Still roosting with the blues. *Living Blues*, 51(2), 48–49.
- Coltrain, M. (2018). Hot pants & cool licks: A conversation with Robert Lee Coleman. *Living Blues*, 49(6), 10–17.
- Coltrain, M. (2018). Virtual internships. In N.J. Bird and M.A. Crumpton (Eds.), *Short-term staff, long-term benefits: Making the most of interns, volunteers, student workers, and temporary staff in libraries* (pp. 61-78). Santa Barbara: ABC-CLIO.
- Coltrain, M. (2017). Beverly “Guitar” Watkins: Still in business. *Living Blues*, 48(2), 10–18.
- Coltrain, M. (2016). Librarians and technology evangelism. *Community & Junior College Libraries*, 1–2, 7-10.
- Coltrain, M. (2015). Collaboration: Rethinking roles and strengthening relationships. *Community & Junior College Libraries*, 21(1-2), 37-40.
- Coltrain, M. (2014). Growing embedded librarians like kudzu: How the Embedded Extension Service creates more embedded librarians without creating new positions. *Journal of library & information services in distance learning*, 8(3-4), 204-215.
- Coltrain, M. (2013). I’m poor but I’m ’round here: The Bull City blues of John Dee Holeman. *Living Blues*, 44(2), 18–27.

INVITED TALKS

- Redmond, T., Anderson, J. Spikes, M., De Abreu, B., Smith, R. Coltrain, M. (2021, October 26). *Who can you trust? How online media manipulates our thoughts and behavior* [panel discussion]. University of North Carolina at Charlotte Media Literacy Week Panel, online.
- Coltrain, M. & Bess, M. (2021, December 13). *Active learning activities and ideas* [Annual meeting presentation]. North Carolina Curriculum Materials Association Meeting, online.

SELECTED PRESENTATIONS

- Crumpton, B. & Coltrain, M. (2022, May 16). *The politics of citation: Who’s in your bibliography?* [Conference presentation]. 2022 NC Live Annual Conference, hybrid.
- Ross, D. & Coltrain, M. (2021, October 21). *Embed, reflect, repeat: A case study of how critical research reflection strengthens undergraduate research skills* [Conference presentation]. North Carolina Library Association Biennial Conference, online.
- Coltrain, M. & Sims, K. (2021, May 11-14). *Mountaineer Stories: Growing an Appalachian State University first-year oral history project* [Conference presentation]. LOEX 2021, online. <https://sched.co/hXym>
- Ross, D. & Coltrain, M. (2021, May 6). *Accessibly asynchronous: How a global pandemic inspired integrated information literacy instruction to support first-year writing* [Conference presentation]. ACRL NC Chapter Biennial Virtual Conference, online. <https://nclaonline.org/acrl-nc>

- Coltrain, M. & Peuler, M. (2021, February 15-19). *Leveling up!: Updating and redesigning an online FYS module series* [Conference presentation]. 40th Annual Conference on The First-Year Experience, online.
- Coltrain, M. & Peuler, M. (2020, November 3-4). *Flip this house!: Updating and designing an online first year seminar module series* [Conference presentation]. Distance Library Services Conference, online. <https://commons.erau.edu/dls-conference/2020/presentations/>
- Coltrain, M. (2020, May 5-8). *Mountaineer Stories: An Appalachian State University first-year oral history project* [Conference presentation]. LOEX 2020, online. (*This was accepted as a lightning talk but when the conference moved online due to COVID-19, the lightning talk portion of the conference was eliminated.)
- Coltrain, M. (2020, February 26). *App State first year oral history project* [Conference poster]. Appalachian State University Tech4Teach Fair, Boone, NC.
- Coltrain, M. & Fagan, R. (2018, October 19). *Course design collaboration, part 2: Creating a textbook-free course using OER* [Conference presentation]. UNC Charlotte Conference on Writing Studies, Charlotte, NC. <https://pages.uncc.edu/writingconference/2018-conference/schedule/>
- Leeman, S., Guy, A., Dudek, B., & Coltrain, M. (2018, April 11-13). *Stronger together: Librarian partnerships in course design and development* [Conference panel discussion]. Distance Library Services Conference, San Antonio, TX. https://libguides.cmich.edu/dls2018/panel_sessions
- Coltrain, M. Sowa, S., Burroughs, L., & Mansfield, L. (2017, October 17-20). *The Embedded Extension Service: Still growing like kudzu* [Conference panel discussion]. North Carolina Library Association Biennial Conference, Winston-Salem, NC.
- Coltrain, M. & Fagan, R. (2017, October 20). *Course design collaboration for critical reading and writing* [Conference presentation]. UNC Charlotte Conference on Writing Studies, Charlotte, NC. <https://pages.uncc.edu/writingconference/2017-conference/>
- Coltrain, M., Schenck, A., & West, E. (2016, October 7-9). *Collaborating on course design: A new embedded model* [Conference presentation]. North Carolina Community College System Conference, Raleigh, NC.
- Coltrain, M. Schenck, A., & Rovner, A. (2016, March 10-11). *Collaborating on course design: A new embedded model* [Conference presentation]. North Carolina Community College Library Association Conference, Dobson, NC. <https://library.surry.edu/ncccla2016/presentations>
- Coltrain, M. & Coyle, C.A. (2015, October 20-23). *TEACHing and Fair Use in the 21st century classroom* [Conference presentation]. North Carolina Library Association Conference, Greensboro, NC.
- Coltrain, M. (2014, April 23-25). *Growing embedded librarians like kudzu: How the Embedded Extension Service creates more embedded librarians without creating new positions* [Conference presentation]. Distance Library Services Conference, Denver, CO. <https://libguides.cmich.edu/dls2014/ataglance/papers>

GRANTS

“CPCC and the Global South,” Central Piedmont Community College Innovation Grant, Charlotte, NC, oral history project, 2009-2010

PROFESSIONAL AFFILIATIONS

American Library Association

North Carolina Library Association
North Carolina Library Instruction Network

AWARDS

John & Suanne Roueche Excellence Award, 2017, League for Innovation in the Community College

Eyes on You, Spring 2014, Central Piedmont Community College

SPECIAL PROJECTS

Mountaineer Stories: First Year Student Oral History Project, Appalachian State University, 2020-present

Embedded Extension Service, Central Piedmont Community College, 2013-2019

UNC Charlotte Transfer Student Support Collaboration, Central Piedmont Community College, 2018-2019