

Mark Coltrain

coltrainjm@appstate.edu | 828 262 4975

EXPERIENCE

Oral Historian, Professor, 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 Libraries 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 for Special Collections, including events, exhibits, and writing blog entries.

Interim Coordinator, Associate Professor, Appalachian State University, Boone, NC, August 2023 – June 2025

- Collaborated and communicated with administrators and other Coordinators to develop and implement library goals, objectives, policies, and services.
- Effectively represented the team to external stakeholders.
- Coordinated team work and practices while balancing team interests with those of the organization.
- Led team decision making and problem-solving processes. Explored and implemented team best practices.
- Identified the need for new programs and staffing. Researched and implemented proposals when feasible.
- Maintained a safe and productive work environment for all employees.
- Kept team informed by meeting regularly and communicate orally and/or in writing with team members.
- Facilitated communication and team discussion in the development of team planning, goal setting, and assessment. Approved final team and individual goals, monitors progress and report results.
- Provided mentoring, training, and support for team members.
- Completed work plans, evaluations, and approve timesheets for staff.
- Conducted annual evaluations of team faculty.
- Reviewed, approved, and guided progress on goals for individual faculty and staff to ensure alignment with team and library goals.
- Led the team in identifying, prioritizing, and managing budget needs.

- Provided input on team needs for the annual library budget.
- Led assessment planning. Collaborate with team members to develop assessment plans, gather results, interpret and share results, and implement action plans.
- Led the collection and organization of data for use in assessment, budgeting, and the development of future initiatives.

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

- Developed and lead the library's information literacy and instructional outreach to first-year students.
- Created and implemented faculty development efforts to incorporate information literacy instruction for first-year students.
- Liaised to First Year Seminar Program, Honors College, Watauga Residential College, Rhetoric and Composition Department, University Writing Center.
- Offered training for librarians on teaching and learning needs of first-year students.
- Communicated first-year students' information literacy needs to campus units serving first-year students.
- Developed instructional materials designed using best practices for serving a diversity of students.
- Participated in team-based design, delivery, and assessment of reference and research services.
- Taught in the information literacy instruction program by designing, delivering, and assessing online and face-to-face instruction.
- Provided research consultations to students and faculty.
- Collaborated 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, 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 information literacy programing 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 PD opportunities.
- Coordinated training and support initiatives for instruction librarians.

E-Learning Librarian, Central Piedmont Community College, 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, and LibGuides.
- Participated in collection development.
- Managed circulation/reference desk including overseeing and performing daily routine of library.

EDUCATION

University of North Carolina at Greensboro – MLIS, 2012

University of Mississippi – MA, Southern Studies, 2007

University of North Carolina at Greensboro – BA, English, 2004

SERVICE

Appalachian State University

- Library
 - University Libraries' Appointment Promotion & Tenure Committee, recorder, 2025-present
 - University Libraries Bylaws Committee, 2025-present
 - University Libraries' Employee Appreciation Committee, 2024-present
 - University Libraries Liaison Guidance Council, 2024-present
 - University Libraries' Liaison Program Subgroup, 2024
 - Curator of Distinctive Collections Search Committee, chair, 2024
 - Foundational Documents for Search Committees Task Force, 2023-2024
 - Departmental Personnel Committee+, 2023-present
 - Departmental Personnel Committee, 2020-2021; 2022-2023
 - Mountaineer Stories: First Year Student Oral History Project, 2020-present
 - Social Sciences Librarian Search Committee, 2022
 - Digital Technician search committee, 2022
 - Library Council, 2020-2022
 - Planning & Assessment Committee, 2020-2022
 - Social Sciences Librarian Search Committee, chair, 2021
 - Web Committee, 2020-2022
 - Webmaster search committee, 2020
- University
 - University History Committee, 2023-present
 - Oral History Learning Community, co-founder and co-chair 2022-present
 - Common Reading Committee, 2019-2023
 - Digital Literacy Learning Community, 2019-2022
 - Blazing the Mountain Trail Leadership Team, 2021-2022
 - General Education Council, 2021-2022
 - Student Success Team, 2019-2021
 - Writing Support Resources Collective, 2020-2022

- Professional
 - Appalachian Studies Association Archives Committee, 2025-present
 - Oral History Association Mason Multimedia Award Committee, 2024-present
 - North Carolina Community College Archives Association's University Archivist Consultant Committee, 2024-2025
 - 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)
- Embedded Extension Service (founder)
- UNC Charlotte Transfer Student Support Collaboration (founder)
- 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. (2023). Lil' Jimmy Reed: I'm just a good man... Just love the blues and that's it. *Living Blues*, 54(5), 26–31.

Coltrain, M. & Crumpton, B. (2023). Promoting citational justice in health sciences. *MLA Connect*.
<https://www.mlanet.org/p/cm/ld/fid=1122&&blogaid=4473> **(invited)**

Coltrain, M. (2023). Albert White: From intern to Atlanta legend. *Living Blues*, 54(3), 10-17.

Coltrain, M. & Sims, K. (2021). Mountaineer Stories: Growing an Appalachian State University first-year oral history project. *LOEX Quarterly*, 47(4)/48(1). <https://commons-emich-edu.proxy006.nclive.org/loexquarterly/vol47/iss4/> **(refereed)**

Coltrain, M. & Sims, K. (2021). Mountaineer Stories: Growing an Appalachian State University first-year oral history project. *LOEX 2021 Proceedings*. <https://commons.emich.edu/loexconf2021/> **(refereed)**

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> **(refereed)**

Coltrain, M. (2020). Mountaineer Stories: An Appalachian State University first-year oral history project." *LOEX 2020 Proceedings*. <https://commons.emich.edu/loexconf2020/> **(refereed)**

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. **(refereed)**
- Coltrain, M. (2015). Collaboration: Rethinking roles and strengthening relationships. *Community & Junior College Libraries*, 21(1-2), 37-40. **(refereed)**
- 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. **(refereed)**
- 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/PRESENTATIONS

- Coltrain, M. (2025, September 27). The importance of genealogy. [presentation]. Fort Defiance Annual Membership Lunch, Lenoir, NC.
- Coltrain, M. (2025, August 1). Mountaineer stories. [presentation] North Carolina Community College Archives Association Annual Conference, Flat Rock, NC.
- Coltrain, M. (2025, April 12). Documenting Memories and Stories through Oral History. [presentation]. Hickory Literary Festival, Hickory, NC.
- Coltrain, M. (2024, July 17). Exploring the Appalachian Oral History Project. [presentation]. App State presents... speaker series, Beech Mountain, NC.
- Crumpton, B. & Coltrain, M. (2024, January 30). Promoting citational justice in the health sciences. [presentation]. AAHSL Scholarly Communications Committee Webinar, online.
- Britton, M., Coltrain, M., Crumpton, B., Karaus, J., Ross, D. (2023, September 26). *Critical Dialogue Session 1: Citational Politics and Justice* [panel discussion]. Appalachian State University Critical Dialogue Series, Boone, NC.
- Crumpton, B. & Coltrain, M. (2023, June 2). *Promoting citational justice in the health sciences*. [presentation]. ANCHASL 2023 Virtual Spring CE and Business Meeting, online.

- Crumpton, B. & Coltrain, M. (2023, February 28). *The politics of citation: Who's in your bibliography?* [presentation]. Saint Augustine's University's Prezell R. Robinson Library's Black History Month Program, online.
- 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

- Langberg, L. & Coltrain, M. (2023, October 16-20). *Do you have a blueprint? Setting new faculty up for success* [Poster presentation]. 65th Biennial Conference of the North Carolina Library Association, Winston-Salem, NC.
- Coltrain, M. (2023, October 21). *Mountaineer Stories*. 2023 Oral History Association Annual Meeting, Baltimore, MD. <https://oralhistory.org/wp-content/uploads/2023/10/OHA-Final-Program-2023.pdf>
- Crumpton, B., Coltrain, M., & Sobczak Schell, E. (2022, October 21). *Informing Our Practice: A Study of Faculty Expectations Around Undergraduate Research* [Conference presentation]. 2022 Research & Creative Activity at Appalachian, Boone, NC. <https://research.appstate.edu/research-creative-activity-app-event>
- 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

- Coltrain, M. & Patterson, L. "Junaluska Quilt Project part 3," Appalachian State University, Martha and Nancy Lee Bivens University Library Fund for Excellence, Boone, NC, 2023
- Coltrain, M. & Patterson, L. "Junaluska Quilt Project part 2," Appalachian State University, Martha and Nancy Lee Bivens University Library Fund for Excellence, Boone, NC, 2023
- Coltrain, M. & Patterson, L. "Junaluska Quilt Project," Appalachian State University, Martha and Nancy Lee Bivens University Library Fund for Excellence, Boone, NC, 2022
- Coltrain, M. & Sims, K. "Mountaineer Stories Oral History Project Equipment," Appalachian State University, Martha and Nancy Lee Bivens University Library Fund for Excellence, Boone, NC, 2021
- Coltrain, M. "CPCC and the Global South," Central Piedmont Community College Innovation Grant, Charlotte, NC, oral history project, 2009-2010

CURRENT PROFESSIONAL & COMMUNITY AFFILIATIONS

Appalachian Studies Association
Fort Defiance
Oral History Association
Watauga County Historical Society

AWARDS

John & Suanne Roueche Excellence Award, 2017, League for Innovation in the Community College
Eyes on You, Spring 2014, Central Piedmont Community College