

Will Ritter

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Education

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

B.A., Business Administration, Appalachian State University

A.A., Advertising and Graphic Design, Randolph Community College

Employment

Wake Forest University

History

Associate Librarian, Public Services Librarian for User Services at Z. Smith Reynolds Library

Aug 2022 - Present

As the Public Services Librarian for User Services at Z. Smith Reynolds Library, I lead and enhance service delivery across key library units, overseeing a large team and collaborating for continual service improvement to exceed user expectations.

- ❖ Lead and enhance public services, overseeing service delivery across key library units while managing staff and student employees.
- ❖ Developed and implemented an innovative desk scheduling system, reducing discrepancies and improving service desk efficiency.
- ❖ Secured multiple Innovation Grants, including funding for the Wellness Collection and student engagement initiatives.
- ❖ Expanded library access by extending operating hours and instituting a reliable backup opening procedure.
- ❖ Spearheaded space optimization projects, improving resource accessibility and enhancing the user experience.
- ❖ Directed recruitment, training, and onboarding of new staff, strengthening team performance and service quality.
- ❖ Fostered interdepartmental collaboration, aligning service strategies across the library.
- ❖ Engaged in professional development, scholarship, and outreach, contributing to the broader library science community.

Greensboro College

Director of the James Addison Jones Library

Jun 2014 - Jul 2022

I improved library services by increasing open hours and expanding service to off-site students. I injected information literacy into the college's 5-year plan, won faculty approval to give librarians faculty rank, status, and access to tenure, successfully navigated a SACSCOC on-site visit, and took a leadership role in the college's accreditation process.

- ❖ Elevated library services by broadening operational hours and augmenting access for off-site students, substantially elevating user satisfaction and engagement.
- ❖ Pioneered the integration of information literacy into the college's strategic planning, securing librarian faculty rank status and eligibility for tenure.
- ❖ Steered the library through a triumphant SACSCOC accreditation visit, contributing critically to the college's accreditation success.
- ❖ Administered all facets of library operations, from collection development to budgeting and staff oversight, significantly improving resource allocation and service excellence.
- ❖ Initiated and executed cutting-edge library policies and programs that bolster academic initiatives and meet the diverse needs of users.

Chatstaff, virtual/telework

After Hours Virtual Reference Librarian, part-time

Jun 2011 - Jul 2017

Greensboro College

Access Services Librarian in the James Addison Jones Library

Aug 2013 - May 2014

Wake Forest University

Library Specialist III in the Worrell Professional Center Law School Library

Jul 2011 - Aug 2013

The University of North Carolina at Greensboro

Stacks Projects Assistant in the Walter Clinton Jackson Library

Jun 2010 - May 2011

Reference Intern in the Walter Clinton Jackson Library, part-time

Sept 2009 - May 2010

Guilford Technical Community College

Library Technician at the Learning Resource Center, part-time

Sept 2008 - May 2010

Publications

[Book Review] "Birth of Modern Facts: How the Information Revolution Transformed Academic Research, Governments, and Business." *Technical Services Quarterly*, 40(4), pp. 326-327

[Book Review] "Sustainable Thinking: Ensuring Your Library's Future in an Uncertain World." *Technical Services Quarterly*, 36(4), pp. 423-424.

- Presentations**
- Presenter, "From Comments to Conversations: Creating a Dialogue-Driven Library Culture" Presentation, NCLA 66th Biennial Conf., Oct 2025
 - Presenter, "Beyond Books: Supporting Student Well-being with a Library Wellness Collection." Poster, NCLA 66th Biennial Conf., Oct 2025
 - Presenter, "Check Us Out!: A Blog Empowering Student Workers to Reflect and Belong" Poster, Metrolina Library Association Conf., Jun 2025
 - Contributor, "X'ers, Zoomers, Boomers, Oh My! Generational Dynamics in Library Work" Panel, TALA Conference, May 2025
 - Presenter, "Magnets and Messages: Creating a Student-Centered Feedback Board" Presentation, NC LIVE Annual Conference, May 2025
 - Presenter, "Fostering Student Engagement through Feedback Platforms: The Evolution of the 'What's on Your Mind?' Program" Presentation, LAUNC-CH Conf., Mar 2025
 - Presenter, "Transforming Challenges into Wellness Opportunities" Poster Session, Metrolina Library Association Conf., Jun 2024
 - Presenter, "Cultivating a Holistic Wellness Collection: A Journey from Concept to Collaboration" Presentation, NC LIVE Annual Conf., May 2024
 - Presenter, "Nurturing Minds and Bodies: The Innovative Wellness Collection in Libraries" Presentation, LAUNC-CH Conf., Mar 2024
 - Presenter, "Developing a Holistic Wellness Collection" Poster Session, NCLA 65th Biennial Conf., Oct 2023
 - Presenter, "Making the Library Matter" Poster Session, NCLA 61st Biennial Conf., Oct 2015

Greensboro College

Professional development activities included:

Facilitated dozens of workshops instructing faculty and staff in the use of Moodle from Oct 2014 to Dec 2020 as part of my work with The Center for the Enhancement of Teaching and Learning.

Other presentations and workshops include:

"Moving Away from Task-Oriented Goals to Effective Goal-Oriented Outcomes" •
"Thinking Critically About Information Literacy," • "Writing Your Mission

Statement,” • “Information Literacy Workshop”

Honors/Awards **Moore Professor Award 2020-2021, Greensboro College**

Recognizes an outstanding accomplishment or meritorious service to the College. The recipient is selected by a committee chaired by the President of the College.

Grants

Wake Forest University, Z. Smith Reynolds Library - Innovation Grant (\$1,600, Aug 2025)

Awarded a \$1,600 ZSR Innovation Grant to develop sensory study kits enhancing accessibility and focus for neurodivergent and sensory-sensitive students.

Wake Forest University, Z. Smith Reynolds Library – Innovation Grant (\$475, Mar 2025)

Enhanced the *What’s on Your Mind?* feedback board through infrastructure upgrades, promotional outreach, and data-driven engagement strategies.

Wake Forest University, Z. Smith Reynolds Library – Innovation Grant (\$140, Nov 2024)

Launched the Book Cart Chalking initiative, a student wellness program promoting creativity, stress relief, and engagement with the Wellness Collection.

Wake Forest University, Z. Smith Reynolds Library – Innovation Grant (\$1,450, Jun 2023)

Developed and curated a wellness collection, expanding health-focused resources for students and staff in collaboration with health professionals.

State Library of North Carolina – Adapting Technology Grant (\$24,000, Dec 2021)

Established a Mac lab and launched a MacBook Pro lending program, enhancing digital arts and gaming accessibility.

State Library of North Carolina – COVID-19 Response Mini-Grant (\$1,500, Mar 2021)

Created a Chromebook lending program at Greensboro College Library, improving technology access for students in need.

State Library of North Carolina – COVID-19 Response Mini-Grant (\$1,000, Jun 2020)

Strengthened health and safety measures at James Addison Jones Library during the pandemic, ensuring a secure learning environment.

Professional Affiliations

North Carolina Library Association (NCLA): Member since Jan 2009, contributing through the New Members Round Table and the Library Administration & Management Section.

American Library Association (ALA): Member since May 2010, actively participating in library advocacy and professional development.

Service

University and library committees:

- ❖ Wake Forest University: Active member of the Safety and Security, Communications, Wake The Library Committee, and User Experience Committees.
- ❖ NC LIVE: Served two three-year terms on the Outreach, Promotions & Partnership Advisory Committee, one term on the Librarians Council, and the Resource Advisory Committee.
- ❖ Other notable roles include Library Resources Group Chair at North Carolina Independent Colleges & Universities, and various positions within the LIS Alumni Association at The University of North Carolina at Greensboro.

Volunteer Work:

- ❖ Provided virtual reference services through NC KNOWS, and engaged in committee and task force work at Greensboro College focusing on academic excellence, inclusivity, and strategic development.

Teaching Experience Instructor at Greensboro College, teaching courses focused on seminar guidance, career, and personal development from 2016 to 2021.

Certifications North Carolina Public Librarian Certification No. 11489, September 2021

Professional Development **Wake Forest University**

Professional development activities include:

Completed D.E.A.C. Allies: LGBTQ+ 101, D.E.A.C. Allies: The Gender Binary and Beyond, and D.E.A.C. Allies: Skill Development + Practice, all in October 2022.