

# JEN MARX

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Oak Ridge, TN 37830

## CORE COMPETENCIES

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Strategic planning	Customer service mentality
Team organization and leadership	Intrinsically motivated life-long learner
Collaboration and strategic alliances	Organized and systematic problem solver
Event coordination and promotion	Analytical, creative, flexible thinker
Innovation and process improvement	Education- and engagement-focused
Systems implementation/managing change	Take pride in exceeding expectations

## EDUCATION

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<b>MS</b>	University of Tennessee, Information Sciences	2020
<b>BS</b>	Ball State University, Marketing, <i>summa cum laude</i>	2004
<b>BA</b>	Ball State University, Japanese, <i>summa cum laude</i>	2004
<b>CERT</b>	Austin Peay State University, Graduate Certificate - DEI in the Workplace	2022

## EXPERIENCE

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<b>Oak Ridge National Laboratory</b>	<b>Oak Ridge, TN</b>
<b>Reference Librarian</b>	2022-present

- Provide library reference services by staffing the reference desk (in-person) and “virtual reference” via chat, email, and phone.
- Complete research staff profiles by collecting bibliographic data from databases such as SciVal, Scopus, Web of Science, and others.
- Supervise student intern/graduate assistant tasks. Work with intern(s) to prioritize work and develop the library knowledge, skills, and habits applicable to their future career(s).
- Assist with ORNL’s compliance of DOE’s Public Access Plan by working with DOE liaisons to identify completed ORNL publications that have not yet been announced as required. Use ORNL’s internal publication tracking-and-compliance system (RESolution Publications) to ensure filing of accepted manuscripts.
- Participate in collection development activities including evaluating resources and adding/removing print and electronic resources and records.
- Cover interlibrary loan, copyright transfer agreements, patent searching, and research intelligence tasks to support (or in the absence of) other librarians.
- Provide user education and outreach, including vendor demonstrations and library orientation sessions.

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<b>Cleveland (TN) State Community College</b>	<b>Cleveland, TN</b>
<b>Coordinator of Student Life</b>	2018-2022

- Designed, implemented, and assessed new student orientation program. Converted program to virtual-only during COVID-19 and hybrid for 2021, including development of D2L Orientation course.

- Originated wrote/published a [weekly student news bulletin](#) email (produced issues through April 2022).
- Managed annual request and disbursement process for Student Government Activities Fee budget of over \$100,000.
- Oversaw administration of 20+ student clubs and organizations.
- Recruited, trained, and supervised seven Orientation Peer Mentors each summer.
- Confirmed and coordinated compliance with student life, organization, fundraising, and travel policies.
- Designed and maintained online Club Advisor Handbook, news bulletin archival website (WordPress), Student Life CougarNet page, and Orientation website (Cascade)
- Organized, executed, and assessed campus-wide student life activities including Oktoberfest, Club Showcases, and Student Awards Night.

**Library, Public Services Coordinator**

2015-2018

- Managed campus outreach, programming, and public communication, including library open house and Long Night Against Procrastination events, Pages Book Club, campus-wide eclipse party, semesterly Library newsletter, social media, etc.
- Delivered library orientation and information literacy instruction to First Year Seminar classes.
- Provided in-person reference services to students and college employees.
- Supervised up to seven student library assistants each semester including training, assessment, and with a focus on enrichment of the experience for application within their future career paths.
- Managed circulation services, including a thorough examination and revision of related policies and procedures.
- Served as temporary Cataloging and Metadata Librarian (11/2017 – 11/2018), including acting as ExLibris Alma administrator, acquisitions processing, copy cataloging, management of continuing serials records, assisting with the nursing collection review, and selection, acquisition, and maintenance of Baker & Taylor leasing program.

**Pro AV Express**

Chattanooga, Knoxville, TN

**AV Technician, Contractor**

2017 - present

- Set-up, operate, and troubleshoot audio-visual equipment for pharmaceutical presentations, while providing VIP customer service
- Manage audio-visual equipment inventory, including maintenance and updates

**Marten Transport, Intermodal (rail freight) Account Manager**

Carlisle, PA, 2014-2015

**Ryan Flaig State Farm Insurance, Insurance Account Representative**

Eau Claire, WI, 2008-2014

**Guaranty Bank, Personal Banker**

Madison, WI, 2008

**North American Membership Group, Marketing Analyst**

Minnetonka, MN, 2006-2007

**Lorman Education Services, Marketing Analyst, Seminar Planner**

Eau Claire, WI, 2005-2006

**TECHNOLOGY COMPETENCIES**

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**Library**

ExLibris Alma Administrator Certification  
 LibGuides  
 Camtasia

**Web Design**

HTML/CSS/XML  
 WordPress  
 Cascade  
 Scalar  
 Omeka

**General Office**

Google suite  
 Microsoft Office suite  
 Zoom  
 Canva

**Higher Education**

Ellucian Banner 9  
 Evisions Argos  
 NGWebSolutions Dynamic Forms  
 D2L

**PRESENTATIONS & PUBLICATIONS**

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Copeland, S., & Marx, J. (2017, Nov.). *Shifting priorities: Unlocking your library for 21st century learning spaces*. Presented at the Access Services Conference, Atlanta, GA.

Marx, J. (2004). *Trimming the fat: How advertising can better approach the obesity problem: an honors thesis [(HONRS 499)]*. [Undergraduate senior honors thesis, Ball State University].

**AWARDS & HONORS**

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**UTK School of Information Sciences - Diversity & Inclusion Award** 2021

**Cleveland State Community College - Staff Excellence Award** 2020

Voted on by a college committee; awarded for commitment, dedication, and outstanding service.

**Cleveland State Community College - Jim Cigliano Outstanding Service to Students Award** 2019

Voted on by the Student Senate based on effort to make CSCC a better place for students.

**PROFESSIONAL SERVICE AND MEMBERSHIP**

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***Journal of Student Success and Retention***

Submissions Editor 2018-2022

- Organized and managed submissions and communication with authors prior to Associate Editor assignment.
- Completed initial review of submissions and confirmed basic formatting, etc. prior to preparing the manuscript for double-blind peer review.

**League of Awesome Librarians** 2020-present

Mastermind Bravo (2020-present)

**Cleveland State Community College**

Student Government - Advisor 2018-2022

Tennessee Intercollegiate State Legislature (TISL) - Advisor 2018-2022

Student Life Committee - Chair 2018-2022

Anime Club of CSCC - Advisor 2017-2022

Allies - Founding Member 2016-2022

Staff Senate - Elected Senator 2017-2021

**PROFESSIONAL SERVICE AND MEMBERSHIP (CONTINUED)**

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Staff Senate - Secretary	2019-2020
SACSCOC 5 <sup>th</sup> year Report - Research Team Lead	2019
Phi Theta Kappa - Co-Advisor	2018-2019
Social Justice Club - Advisor	2017-2019

**Ryan Flaig State Farm Insurance & Financial Services**

Junior Achievement Financial Literacy Instruction	2013
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**COMMUNITY SERVICE**

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<b>Oak Ridge Public Library</b> , Volunteer	2022-present
<b>Tennessee Science Bowl</b> , Volunteer	2023
<b>Chattanooga Girls Rock!</b> Music Education Committee Member	2020-2022
<b>Scenic City Sound Stage Band</b> upright and electric bass	2016-2022
<b>1,000 Acre Clean-up</b> , Volunteer	2021, 2022
<b>United Way Day of Service</b> , Volunteer	2018, 2019
<b>Board Gaming Concierge Co-chair</b> for several local conventions (ConNooga, etc.)	2017-2019