

Hayley Park, MLIS

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PhD student researching immigrant information experience, participatory methodologies, and technological innovation. Experienced information professional with over a decade in public libraries. Expertise in project management, user research, co-designed community programs, outreach, and reference services. Committed to DEIA and library worker advocacy. Skilled in data-driven decision-making.

EDUCATION

Doctor of Philosophy in Information Studies 2024-Present
University of Maryland, College Park

- Dean's Fellowship Award

Master of Library and Information Science 2020-2023
University of Washington, Seattle

- 2023 UW MLIS Capstone Research Award Recipient
- 2022 University of Washington Husky 100
- 2022 American Library Association Spectrum Scholar
- 2022 Asian Pacific American Librarian Association Scholarship Recipient
- 2022 Washington State Library Maryan E. Reynolds Scholarship Recipient
- Benjamin F. Page Fellowship in Librarianship

Bachelor of Arts in Comparative Literature with a minor in Cinema Studies 2009-2017
University of Washington, Seattle

- Graduation with Honors
- On Dean's List

EMPLOYMENT EXPERIENCES

Graduate Research Assistant 08/2024-Current
University of Maryland, College Park

- Contribute to the IMLS-funded research project, LINA (Libraries, Immigrants, New Americans Acculturation).
- Conduct research, including literature reviews, data collection, and analysis.
- Assist with publications, proposals, and academic presentations.

Library Futures Intern 06/2025-08/2025
Library Futures, New York University,

- Conduct independent research on the analysis of AI language in the library vendor contract
- Collect and analyze data aligned with the project goal
- Produce a public-facing report
- Contributed to a Civics of Technology Conference blog post.

LIS Forward Graduate Research Assistant 10/2024-08/2025
University of Maryland, College Park

- Contribute to the UMD LIS Forward Initiative.
- Collaboratively shape the future vision of the UMD LIS program.
- Collect and analyze data aligned with initiative priorities.
- Participate in design sessions and analyze resulting artifacts.
- Co-develop summaries, written reports, and presentations with INFO faculty.

LINA Project Research Assistant

09/2023-08/2024

University of Maryland, College Park

- Contribute to the IMLS-funded research project, LINA (Libraries, Immigrants, New Americans Acculturation).
- Conduct literature syntheses and stakeholder interviews.
- Engage in data collection and analysis.
- Provide copy editing and manuscript preparation.
- Prepare and co-lead co-design workshops at the 2024 LibLearnX and ALA Annual Conference.

Adult Services Librarian

10/2023-06/2024

King County Library System, Kent Panther Lake, WA

- Design, deliver, and evaluate services and programs, including co-created initiatives with the community.
- Develop relationships and partnerships with community-based organizations across civic, business, education, and cultural sectors.
- Engage target service populations through a range of outreach methods.
- Engage in community needs analysis.
- Promote library resources, services, and programs.
- Represent the library at community events, providing information and gathering feedback.
- Provide in-depth readers' advisory and specialized reference services.
- Promote and support the principles of Intellectual Freedom and DEI values.

Remote Metadata Intern

08/2022-12/2022

Library of Congress, Law Library of Congress, Washington, D.C.

- Review and create metadata for assigned Congressional Research Service (CRS) Bill Summaries with an emphasis on accuracy, consistency, findability, and web compatibility.
- Responsible for changing the format of the CRS (Congressional Research Service) Bill summaries to be compatible with ReadSpeaker for better accessibility.
- Add metadata to the CRS Bill Summaries for better discoverability in a team setting.

Data Library Intern

06/2022-08/2022

Institute of Health and Metrics Evaluation, Seattle, WA

- As part of the CEMR team, index a portion of the QALY dataset using the IHME Health Interventions Taxonomy keywording workflow.
- Review the quality of the Global Burden of Disease cause list hierarchy by comparing the QALY dataset to the GBD hierarchy.
- Review the Tuft datasheet and index the correct equity measurement.
- Create the GHDx Copycat tool to create catalog records.

GIS Data Visualization Graduate Assistant

11/2021-10/2022

University of Washington, Seattle, WA

- Responsible for building a public-facing, interactive GIS visualization that highlights the intersection between socioeconomic inequities and crowdfunding medical campaigns.
- Create a project workflow and manage the project progress.
- Provide metadata consultation for digital objects.
- Responsible for research dataset manipulation.
- Engage in additional data discovery through creative analysis.
- The webpage has been published along with the research paper.

Open Scholarship Commons Graduate Assistant

05/2021-08/2022

University of Washington Libraries, Seattle, WA

- Responsible for creating instructional manuals for digital scholarship tools.

- Experiment with various digital scholarship tools and plan for virtual campus workshops.
- Create and provide quarterly digital scholarship workshops to the campus community.
- Provide weekly digital scholarship consultation to the community members.

Graduate Specialist -- Tateuchi East Asia Library

01/2021-04/2022

University of Washington Libraries, Seattle, WA

- Responsible for building a bibliographic dataset for Korean literature in translation published in various journal publications in both English and Korean.
- Work in collaboration to build a user-centric database.
- Responsible for creating Korean studies digital scholarship LibGuides.
- Conduct independent research on digital scholarship projects and potential guest speakers.
- Created Digital Humanities in Korean Studies LibGuide and virtual workshop materials.

Public Services Assistant

06/2020-10/2023

King County Library System, Renton, WA

- Serve as primary reference staff, delivering in-person and phone-based information and readers' advisory services.
- Promote materials, programs, and services through displays and outreach.
- Train and support patrons in using library technology, equipment, and resources.
- Support local book groups and provide technical assistance to patrons and staff.
- Advocate for intellectual freedom and educate patrons and staff on its principles.
- Participate in internal committees: Booklist, World Languages, Race and Social Justice, and Intellectual Freedom.
- Co-chair a system-wide DEI Assessment project; led sub-team meetings, developed evaluation rubrics, extracted data, and conducted interviews with community leaders using an intersectional DEI lens.

Institutional Library Associate – Juvenile Detention Library

06/2015-03/2020

King County Library System, Seattle WA

- Serve as the primary on-site librarian at the King County Juvenile Detention Center.
- Provide readers' advisory to youth (ages 12–17), Seattle Public School educators, and juvenile detention staff.
- Deliver weekly literacy lessons on topics including intellectual freedom, copyright, media literacy, digital citizenship, search strategies, and misinformation.
- Author a comprehensive in-branch service protocol manual.
- Support the development of a virtual library during the COVID-19 pandemic.

Library Assistant

06/2024-Present

King County Library System, Woodmont, WA

RESEARCH WORK (Works published are included under Publications)

SIG-USE History Project

ASIS&T SIG-USE

06/2025-Present

- Document information behavior scholars' contributions and their careers.
- Conduct interviews and create publicly accessible knowledge products.
- Engage SIG-USE community members to expand and preserve the history of the information behavior community.

Public Libraries Community Engagement Research

University of Maryland, College Park

06/2025-Present

- Analyze interview transcripts for thematic analysis.
- Engage in a systematic review of community engagement literature in LIS.

- Co-author a paper based on the findings.

LIS Forward

10/2024-Present

University of Maryland, College Park

- Collect and analyze data aligned with strategic priorities and participate in design sessions and artifact analysis.
- Co-author reports, summaries, and presentations with INFO faculty.

Libraries, Integration, New Americans Project

09/2023-Present

University of Maryland, College Park

- Contribute to the IMLS-funded research project, LINA (Libraries, Immigrants, New Americans Acculturation)
- Create monthly Policy and Media digests.
- Contribute to creating an Improving Library Partnerships with Immigrants training course (ILPI).
- Co-author related publications.
- Present at the ALA Annual Conferences.

12/2023-06/2024

2024 ALA Emerging Leaders Project with Core Division

American Library Association – Core

- Lead research to improve ALA member access to Core resources, applying project management skills for efficient execution.
- Design an online survey with 400+ responses, gathering key data on member interests and professional development.
- Analyze data and present actionable recommendations to the Core Board, which were approved for implementation at the 2024 ALA Annual Conference.
- Develop a career navigation guide for the Preservation section within the Core Division.
- Collaborate effectively with team members, as well as Core Staff, from various information settings and backgrounds, contributing to successful project outcomes.

12/2023-06/2024

Capstone User Experience Researcher

American Library Association – Public Library Association

- M.L.I.S Capstone Project
- Design a user experience qualitative research project in partnership with PLA and ACRL to improve Benchmark, an ALA data visualization and analysis tool.
- Conduct and analyze user experience surveys over 39 public and 54 academic libraries.
- Conduct user experience interviews with 9 Benchmark users.
- The final deliverables, Benchmark Use Cases, have been incorporated into the Benchmark product and presented at the 2023 ALA Annual Conference.
- The project won the 2023 UW iSchool MLIS Capstone Research Award.

Research for Data and Creative Digital Publications Intern

12/2023-06/2024

Law Library of Congress, Washington D.C.

- Conduct independent research on the history of domestic workers' rights in the United States at the Law Library of Congress.

Redesigning Public Safety

09/2022-09/2023

University of Washington, Seattle WA

- Co-create implementable design improvements to neighborhood safety apps including Ring, Nextdoor, and Citizen, with community members.
- Engage in data collection, analysis, and writing the paper.
- The paper has been published at the ACM DIS conference in July 2024.

11/2022-05/2023

Data-Driven Decision Making in Libraries

University of Washington & ALA Public Library Association

- M.L.I.S Capstone Project.
- Design a user experience qualitative research project in partnership with PLA and ACRL to improve Benchmark, an ALA data visualization and analysis tool.
- Conduct and analyze user experience surveys over 39 public and 54 academic libraries.
- Conduct user experience interviews with 9 Benchmark users.
- The final deliverables, Benchmark Use Cases, have been incorporated into the Benchmark product and presented at the 2023 ALA Annual Conference.
- The project won the 2023 UW iSchool MLIS Capstone Research Award.

03/2021-06/2022

KidsTeam – Participatory Design Qualitative Research

University of Washington, Seattle WA

- Participate in a qualitative participatory design research project with children between the ages of 6 and 11 in South Korea.
- The paper has been published in Behaviour & Information Technology.

KidsTeam – Immigrant youth information brokering research

University of Washington, Seattle WA

- Participate as a researcher in a qualitative co-design project investigating information brokering children of first-generation East African immigrants engage in over Zoom.
- Conduct 8 co-design sessions directly working with children and teenagers between ages 10 and 16 in an online setting.
- Engage in data collection and cleaning.

03/2022-06/2022

Reclaiming Venus – The Many Lives of Alvenia Bridges

University of Washington Libraries, Open Scholarship Commons, Seattle WA

- Create public-facing, multimodal virtual guided tours for the project, "Reclaiming Venus", using ArcGIS StoryMap.

06/2021-08/2021

Korean Literature in Translation Project

University of Washington Libraries, Tateuchi East Asian Library, Seattle WA

- Work in a team to create a 200-pages+ comprehensive bibliographic dataset for Korean literature originally written in Korean then translated in English for a scholarly publication.
- The work has been published in "The Routledge Companion to Korean Literature" (2022) edited by Heekyoung Cho.

01/2021-06/2021

PUBLICATIONS

Park, H. and Aghassibake, N. (2025). "Empowering Immigrant Library Users Through Personal Data Literacy Programming in Public Libraries". *Library Trends*, 73(3). Set for print in February 2026.

Ndumu, A., **Park, H.**, & Siebold, C. (2025). Library Workers' Perceptions of Immigrant Acculturation: Renewed Understandings for Changing Contexts. *Evidence Based Library and Information Practice*, 20(4), 8–43.
<https://doi.org/10.18438/ebliip30823>

Reed, M., **Park, H.**, White, J., & Nason, M. (2025). "Resistance, Rebellion, Refusal: 7 Tips from Librarians for Navigating "AI." (n.d.). *Civics of Technology*.
<https://www.civicsoftechnology.org/blog/tips-from-librarians-for-navigating-ai>

Ndumu, A., & **Park, H.** (2025). From the Committee on Work with the Foreign Born (CWFB) to the Serving Refugees, Immigrants, and Displaced Persons (SRIDP) Committee: Chronicling U.S. Race Relations, Immigration Policy, and Library Engagement with Immigrants of Color. *The Library Quarterly*, 95(3), 217-243. <https://doi.org/10.1086/735796>

Ndumu, A. & **Park, H.**, (2025) Upholding Trust in Library Partnerships with Immigrants: Reflections on the Impact of Trump 2024, *The Political Librarian* 8(Special Edition). doi: <https://doi.org/10.7936/pollib.9015>

Chordia, I., Kim, J., Liu, Z., **Park, H.**, Garrett, L., Erete, S., Le Dantec, C. A., Yip, J., & Hiniker, A. (2024). Tuning into the World: Designing Community Safety Technologies to Reduce Dysfunctional Fear of Crime. *Designing Interactive Systems Conference*, 3097–3116. <https://doi.org/10.1145/3643834.3661578>

Lee, K. J., Na, S., Wang, H.-C., **Park, H.**, Jo, M., Cho, Y., Jung, Y., Park, G., Lee, J. H., & Yip, J. (2024). Conducting online participatory design from the United States with children in South Korea with a focus on cultural awareness. *Behaviour & Information Technology*, 43(13), 3153–3169. <https://doi.org/10.1080/0144929X.2023.2272194>

Jung, J-K., Kenworthy, N., and **Park, H.*** (2023). (Un)Mapping the Digital Landscape of Medical Crowdfunding: A Critical and Creative Geovisualization Pedagogy for Public Engagement. *Livingmaps Review*. <https://www.livingmaps.org/unmapping-the-digital-landscape>

PRESENTATIONS

Park, H. “Teaching Across Borders: What LIS Research Tells Us About Library Instruction Geared Toward or About Immigrant and International Groups.” LIS Pedagogy. Presentation. November 2025.

Park, H., Adams, S., Terami, S., & Maurer, L. “Resisting the Vendor Machine: Contracts, Corporation, and Libraries”. *Library Futures*. Panel discussion. November 2025.

Ndumu, A., & **Park, H.** “Living Democracy: Exploring Immigrants’ Information Behavior Amid Cutbacks, Censorship, and Crisis”. Forging Ahead Symposium, *Association for Information Science and Technology* 62(1). Presentation. November 2025.

Park, H. “AI Clauses in Library-Vendor Contracts: Toward Building a Trust-based Information Environment”. *SIGUSE Symposium*. *Association for Information Science and Technology* 62(1). Lightning Talk. November 2025.

Park H., Patel, J., Wise N., Sim, U., Wang, Y., & Williams-Pierce, C. “Stereotypes, Storytelling, and the (Un) Reliability of Generative AI”. *Proceedings of the Association for Information Science and Technology* 62(1). Poster. November 2025.

Park, H. “Library Workers’ Perspectives on Participatory Community Engagement with Immigrants: An Exploratory Sequential Mixed-Methods Study”. *Proceedings of the Association for Information Science and Technology* 62(1). Poster. November 2025.

Park, H. “Exploring Legal Information Needs and Information Seeking Behaviors of Mixed-status Immigrant Families”. *Association of Library and Information Education (ALISE) Conference*. Work-in-progress presentation. October 2025.

Park, H., Fabian C., Jawara, J., Avery C., and Morgan, M. “Exploring the Integration of AI-powered Services into Health App for Immigrants”. *Mid-Atlantic Chapter of the Medical Library Association Conference*. October 2025.

Park, H. “Building Trust and Being Stuck: Information Access, Community Engagement, and the Role of Libraries”. *American Library Association Day of Social Justice*. Panel presentation. August 2025.

Ndumu, A., & **Park, H.** “Strengthening partnerships with immigrant communities: self-paced, practical librarian training”. *American Library Association Annual Conference*. Presentation. June 2025.

Ndumu, A., & **Park, H.** “Injecting Border Thinking in how we train librarians to engage with immigrant neighbors: Lessons and Opportunities”. *Critical Pedagogy Symposium*. Presentation. June 2025.

Park H. “Mapping Library-Community Participatory Network: U.S. Librarians’ Perspectives of Participatory Practice”. The 17th Annual Bridging the Spectrum Symposium. Poster presentation. April 2025.

Ndumu, A., & **Park, H.** “Investigating librarians' understandings of immigrant acculturation: A multi-method analysis with real-world implications”. Empirical Studies in Libraries Summit. Short paper presentation. March, 2025

Ndumu, A., & **Park, H.** “Co-Designing Librarian Training for Effective Immigrant Outreach: An Ideas Workshop”. American Library Association LibLearnX. Workshop. January 2024.

AWARDS AND GRANTS

2025 Dana Rotman Student Travel Award	2025
2025 Jacob K. Goldhaber Travel Award	2025
2025 ASIS&T SIGUSE Student Travel Award	2025
AAPI Data Public Persuasion Project	2024
UMD Dean's Fellowship Award <ul style="list-style-type: none">• Awarded for exceptional qualifications and clear promise for outstanding performance in the doctoral program.	2024
2024 ASIS&T Student Travel Award	2024
2023 UW iSchool MLIS Capstone Research Award	2023
Asian Pacific American Librarian Association Scholarship	2023
American Library Association Spectrum Scholarship	2022
University of Washington Husky 100 <ul style="list-style-type: none">• Each year, the Husky 100 recognizes 100 undergraduate and graduate students from the UW Bothell, Seattle and Tacoma campuses in all areas of study who are making the most of their time at the UW.	2022
Washington Library Association Maryan E. Reynolds Scholarship <ul style="list-style-type: none">• Recognized for demonstration of potential for leadership in the profession and commitment to libraries and library service.	2022
Benjamin F. Page Fellowship in Librarianship	2021

PROFESSIONAL MEMBERSHIPS, INVOLVEMENT, AND LEADERSHIP

American Library Association (ALA) Serves on the following committees: <ul style="list-style-type: none">• Office of Diversity, Literacy and Outreach Services Advisory• Services to Refugees, Immigrants, and Displaced Persons (SRIDP) subcommittee	2019-Present
APALA Scholarship and Awards Committee	2021-Present
Association for Information Science and Technology (ASIS&T) <ul style="list-style-type: none">• SIG-USE Communication Officer	2024-Present 2025-Present

The Association for Library and Information Science Education (ALISE)	2024-Present
<ul style="list-style-type: none"> ● Bohdan S. Wynar Research Paper Competition Committee ● 2024-2025 Emerging Scholars 	
Digital Library Federation (DLF)	2024-Present
Maryland Library Association (MLA)	2024-Present
2024 ALA Emerging Leader	11/2023-06/2024
<ul style="list-style-type: none"> ● Selected as one of 50 nationwide for a year-long leadership program. ● Participate in project planning, peer networking, and leadership development activities. ● Present division-sponsored project deliverables at the 2024 ALA Annual Conference. 	
WLA Online Experience Co-coordinator	08/2022-04/2023
Washington Library Association, Wenatchee, WA	
<ul style="list-style-type: none"> ● Responsible for the smooth operation of the online conference experience. ● Contribute ideas for selecting both in-person and online programming, the conference theme, featured speakers, and additional conference activities. ● Moderate online discussions during the conference and provide technical support as needed. 	
DEI Assessment – Co-chair	08/2021-06/2022
King County Library System, Seattle, WA	
<ul style="list-style-type: none"> ● Led an External Scan and Key Community Leader Interviews subcommittee. ● Partake in leading bi-weekly committee meetings. ● Design a framework for data collection and document analysis. The rubrics have been adapted for the ongoing Accessibility Audit project. ● Create a peer group for benchmarking. ● Report to the KLT regarding the project progress as needed. 	
Student Leader – UW iSchool Students of Color in LIS (SoCLIS)	09/2021-06/2023
University of Washington, Seattle, WA	
<ul style="list-style-type: none"> ● An officer in a Registered Student Organization at the University of Washington. ● Represent the voices of students of color at the University of Washington Information School. ● Create a weekly program, "Study with SOCLIS", which provides a safe affinity space where online students of color in the MLIS program can come together to build a sense of community. ● Engage in the selection and programming of student activities. 	

SKILLS

Software

- NVivo
- Dedoose
- ArcGIS tools
- SPSS
- R
- Qualtrics

Methods and Programming

- Participatory Design Research Methods
- User Research Methods
- SWOT Analysis
- Qualitative Research
- Reference Services
- Collection Management

Language

- English (fluent)
- Korean (fluent)