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William H. Bowen School of Law
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EDUCATION

M.A.L.I.S, Library and Information Science, University of South Florida, 1991
J.D., University of Arkansas at Little Rock, William H. Bowen School of Law, 1990
B.A., Social Science, Harding University, 1982

PROFESSIONAL LIBRARY EXPERIENCE

University of Arkansas at Little Rock, William H. Bowen School of Law

Interim Associate Dean for Information Services & Law Library Director
2025-2026

Electronic Resources and Reference Librarian and Professor of Law Librarianship
2001-2024, 2026-present

Electronic Resources and Reference Librarian and Associate Professor of Law Librarianship
1997-2001

Computer Services/Reference Librarian and Assistant Professor of Law Librarianship
1992-1997

TEACHING EXPERIENCE

Advanced Legal Research
Specialized Legal Research: Business Law
Specialized Legal Research: Family Law

PUBLICATIONS

A Job With a Slash in It, (included in the compilation "*A Day in My Law Library Life, Circa 1997*"), 89
LAW LIBRARY JOURNAL 202 (1997).

Standards for Certification of Appellate Specialists, 2 JOURNAL OF APPELLATE PRACTICE AND PROCESS, 381
(1999).

Finding Legal Materials, chapter in LEGAL FOUNDATIONS FOR ARKANSAS EDUCATORS (Center for Applied
Studies in Education 2000).

With Jessie L. Cranford, *Federal and State Court Rules Governing Publication and Citation of Opinions*,

3 JOURNAL OF APPELLATE PRACTICE AND PROCESS 251 (2001).

With Jessie L. Cranford, *Loislaw User's Guide* (Aspen Law and Business 2002).

With Jessie L. Cranford, *Federal and State Court Rules Governing Publication and Citation of Opinions: An Update*, 6 JOURNAL OF APPELLATE PRACTICE AND PROCESS 349 (2004).

With Kathryn C. Fitzhugh, *Using Legislative History in Arkansas to Determine Legislative Intent: An Examination of Cases and Review of the Sources*, 32 U.A.L.R. Law Rev. 285 (2010).

The Accidental Library Marketer: A Must-have Marketing Book for Librarians, 15 AALL SPECTRUM 8 (May 2011).

With Stefanie Pearlman, *Animals Confined for Human Benefit: A Legal Research Guide* (William S. Hein & Co., Inc 2012).

The Signs They Are A-Changin', 16 AALL SPECTRUM 5 (APRIL 2012).

Kathryn C. Fitzhugh, Melissa M. Serfass & Jessie Wallace Burchfield, Arkansas Practice Materials: A Selective Annotated Bibliography, in *State Practice Materials: Annotated Bibliographies*, (Frank G. Hodek & Adeen Postar eds., William S. Hein & Co. 2006, Supp. 2013).

Jessie Wallace Burchfield & Melissa M. Serfass, Arkansas Practice Materials: A Selective Annotated Bibliography, 2d ed. in *State Practice Materials: Annotated Bibliographies*, (Christine Glon, ed., William S. Hein & Co., 2006, Supp. 2021).

Stefanie S. Pearlman & Melissa M. Serfass, *Animal Welfare Laws: A Legal Research Guide* (Legal Research Guides, vol. 98, William S. Hein & Co., Inc. 2023).

OTHER WRITTEN CONTRIBUTIONS

Editor, *MAALL Markings*, the Newsletter of the Mid-America Association of Law Libraries, 1994–1995.

Editor, *RIPS Law Librarian*, the Newsletter of the Research Instruction and Patron Services Special Interest Section of the American Association of Law Libraries, 1999–2000.

Editor, Special Interest Section News, *AALL Spectrum*, the monthly magazine of the American Association of Law Libraries, 2005–2007.

Associate Editor, ABA Tort Trial & Insurance Practice Section, Animal Law Committee Newsletter, 2019–2024.

PRESENTATIONS

Panelist, Successful Strategies for Local Area Networks. Mid-America Association of Law Libraries Annual Meeting, October 13–15, 1994, Des Moines, Iowa.

Presenter, Introduction to Web Page Design: A Beginner's Guide, or, Dragged Kicking and Screaming into the New Millennium, HTML and Web Page Authoring for the Luddite. Mid-America

Association of Law Libraries Annual Meeting, October 23–26, 1996, Carbondale, Illinois.

Panelist and coordinator, Lay Patrons: Who Are These People, What Do They Want From Us, and What Can We Do For Them? Mid-America Association of Law Libraries Annual Meeting, October 16–18, 1997, Omaha, Nebraska.

Panelist, Origin of a Species: Electronic Services Librarians. American Association of Law Libraries Annual Meeting, July 11–16, 1998, Anaheim, California.

Panelist, Meeting Them at the Crossroads: Motivating and Nurturing Student Workers. American Association of Law Libraries Annual Meeting, July 17–22, 1999, Washington, D.C.

Presenter, Legal Research on the Internet. Arkansas Bar Association Paralegal Studies Seminar, May 19, 2000, Little Rock, Arkansas.

Panelist and coordinator, Greeting Our Lay Patrons at the Gateway: Who Are They and How Can We Help Them? American Association of Law Libraries Annual Meeting, July 15–20, 2000, Philadelphia, Pennsylvania.

Panelist, Legal Reference and the Pro Se User. Arkansas Library Association Annual Meeting, October 22, 2001, Little Rock, Arkansas.

Panelist, Getting to Yes by Saying No More Often. American Association of Law Libraries Annual Meeting, July 15, 2003, Seattle, Washington.

Presenter, Legal Research for the Non-Lawyer. Little Rock Chapter of the Association of Record Managers and Administrators, April 15, 2003, Little Rock, Arkansas.

Presenter (with Jessie W. Burchfield), Introduction to Arkansas Statutes. Southwest Association of Law Libraries Annual Meeting Pre-Conference, Basic Legal Research for the Non-Law Librarian, March 31, 2005, Little Rock, Arkansas.

Panelist, The Emotional Intelligence of Law Librarians: Successful Leaders Pioneer Change. American Association of Law Libraries Annual Meeting, July 8–12, 2006, St. Louis, Missouri.

Presenter, Discover the Invisible Web, National Business Institute continuing legal education program *Find it Free and Fast on the Net: Strategies for Legal Research on the Web*, October 8, 2007, Little Rock, Arkansas

Panelist, How to Produce a Legal Bibliography Play: An Actors' Workshop for Law Librarians. American Association of Law Libraries Annual Meeting, July 12–15, 2008, Portland, Oregon.

Presenter (with Jessie W. Burchfield), *AT&T Communication is Key, Black on Black Crime Summit* sponsored by the Center for Healing Hearts on the topic The UALR Law Library: Resources for the People, August 14, 2008, North Little Rock, Arkansas.

Presenter, Discover the Invisible Web, National Business Institute continuing legal education program *Find it Free and Fast on the Net: Strategies for Legal Research on the Web*, October 14, 2008, Little Rock, Arkansas.

Presenter, Researching Animal Law Topics on the Web *Practical Animal Law*, a CLE program sponsored by the Bowen School student chapter of the Animal Legal Defense Fund and the Pulaski County Humane Society, April 24, 2009, Little Rock, Arkansas.

Presenter, iPhone Apps for Lawyers and Librarians. Computing Services Special Interest Section Program, Cool Tools Café, American Association of Law Libraries Annual Meeting, July 11, 2010, Denver, Colorado.

Presenter and coordinator, Are All Things Created Equal? – Objective and Analytical Content Comparison of Westlaw, Lexis, Loislaw and Fastcase, Mid-America Association of Law Libraries Annual Meeting, October 14, 2010, Iowa City, Iowa.

Presenter, Staying Current on Upcoming Laws and Practice-Specific News, National Business Institute CLE *Attorney's Guide to Legal Research Strategies On and Offline*, October 22, 2010, Little Rock, Arkansas.

Presenter, Animal Law Resources on the Internet, Fifth Annual Practical Animal Law CLE, April 12, 2013.

Presenter, Animal Law: Federal, State, and Local Legislative Update, Sixth Annual Practical Animal Law CLE, April 4, 2014.

Presenter, Letting the Cat Law Out of the Bag, Seventh Annual Practical Animal Law CLE, April 10, 2015.

Presenter, Animal Law Research Resources, Legislation & Regulation: An Update, Eighth Annual Practical Animal Law CLE, April 8, 2016.

Panelist, Reference Services and Strategies, Arkansas Library Association, Reference and Instructional Services Division Mid-Year Meeting, April 15, 2016.

Presenter (with Jeff Woodmansee), Free & Low-cost Legal Research Resources, Arkansas Library Association Annual Conference, November 15, 2016, Little Rock, Arkansas.

Presenter, Heads Up! Important Developments in Legislation and Regulations, Tenth Annual Practical Animal Law CLE on April 6, 2018.

Presenter, Access for All: Institutional Repositories and Legal Scholarship, Open Access Unlocking Scholarship ATLE Lunch and Learn, UA Little Rock, October 22, 2025.

PROFESSIONAL ASSOCIATIONS | OFFICES HELD & COMMITTEE SERVICE

American Association of Law Libraries (AALL)

Bylaws Committee, 2006–2007, 2007–2008, Chair

Bylaws and Resolutions Committee, 2008–2009, Chair

Public Relations Committee, 2010–2012

AALL Computer Services Special Interest Section

Grants Committee, 2004–2006

Bylaws Committee, 2004–2005, 2005–2006, Chair

Secretary/Treasurer, 2009–2011

AALL Research Instruction and Patron Services Special Interest Section

Program Committee, 1997–1998, 1998–1999, Chair
Secretary/Treasurer/Newsletter Editor, 1999–2000
Bylaws Revision Committee, 1999–2000
Strategic Planning Task Force, 1999–2000
Secretary/Treasurer, 2000–2001
Newsletter Task Force, 2000–2001
Web Committee, Chair, 2002–2005
Vice Chair/Chair-Elect, 2002–2003
Chair, 2003–2004
Web Committee, 2004–2005, Chair
Nominations Committee, 2004–2006
Legal Research Teach-in Task Force, 2006–2007
Public Relations & Recruitment Committee
2005–2008, 2009–2013, Chair

AALL Government Law Libraries Special Interest Section

Technology Committee, 2015–2016

AALL Animal Law Caucus

Nominations Committee, Chair, 2010–2011
Legislation Committee, Chair, 2015–2017

Mid-America Association of Law Libraries

Local Arrangements Committee, 1992–1993
Newsletter Committee, 1994–1996, Chair
Internet Committee, 1994–1999
Grants Committee, 1995–1996
Program Committee, 1996–1997
Service to the Public Committee, 2008–2009
Program Committee, 2011–2012
State Member News Liaison, 2008–present

Southwest Association of Law Libraries

Local Arrangements Committee, 2004–2005

Arkansas Library Association

Special Libraries Division, 2004–2005, Chair

Arkansas State Library Network Advisory Committee, 2017–2020

LAW SCHOOL COMMITTEES AND SERVICE

Research Editor, JOURNAL OF APPELLATE PRACTICE AND PROCESS, 1999–2019.

Publications Committee, 1994–1998

Technology Committee (Ad Hoc), 1998–1999

Admissions Committee, 1998–1999, 2000–2005, Chair

Long Range Planning/Strategic Plan, 2005–2006

Law Library Director Search Committee, 2006
Scholarships Committee, 2006–2007
Website Committee (Ad Hoc), 2006–2008
Academic Technology Committee, 2007–2009, 2010–2011, Chair, 2011–2013, 2013–2014, Chair, 2024–2026
Curriculum Committee, 2009–2010
Academic Conduct, 2014–2016 (Faculty Investigator, Alternate)
Readmissions, 2015–2016 (Alternate), 2017–2020
Faculty Excellence Awards (Ad Hoc), 2016–2017, Chair
Assessment Committee, 2019–present
Faculty Appointments, 2024–2026
Artificial Intelligence (Ad Hoc), 2024–2025
Hybrid Part-Time Program Administrative (Ad Hoc), 2025–2026
ABA Site Visit Planning, 2025–2026

UNIVERSITY COMMITTEES AND SERVICE

Academic Technology Committee, 2008–present
Institutional Review Board, 2014–2023
Institutional Repository Task Force, 2024–2025
Institutional Repository Implementation Team, 2025–present

AWARDS

Academic Law Libraries Special Interest Section, American Association of Law Libraries, Outstanding Article of the Year Award, 2002, for: Melissa M. Serfass and Jessie L. Cranford, *Federal and State Court Rules Governing Publication and Citation of Opinions*, 3 JOURNAL OF APPELLATE PRACTICE AND PROCESS 251 (2001).

Research Instruction & Patron Services Special Interest Section, American Association of Law Libraries, RIPS Star Award, 2009.

Government Law Libraries Special Interest Section, American Association of Law Libraries, Dr. Joel Fishman Professional Publication Award, 2024, for: Stefanie S. Pearlman & Melissa M. Serfass, *Animal Welfare Laws: A Legal Research Guide* (Legal Research Guides, vol. 98, William S. Hein & Co., Inc. 2023).