

CYNTHIA K. PIERARD *she/her/hers*

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EDUCATION

1993	Master of Library and Information Science	<i>Indiana University - Bloomington, IN</i>
1991-1992	Graduate coursework in Journalism	<i>Indiana University - Bloomington, IN</i>
1990	Bachelor of Arts in International Studies (Honors)	<i>Earlham College - Richmond, IN</i>

LIBRARY EXPERIENCE

College of University Libraries & Learning Sciences (ULLS), University of New Mexico—Albuquerque, NM

Special Assistant to the Dean, Disaster Preparedness, Response & Recovery

April 2020-present

Lead and coordinate activities of the Disaster Response and Assistance Team (DRAT), managing recovery and salvage operations and all associated activities. Direct production of a record of emergency response and recovery efforts, noting lessons learned and safety requirements. Oversee arrangements for training related to emergency preparedness. Stay current on recovery procedures and practices and update the College Emergency Plan. Provide regular reports to the ULLS dean.

Selected Initiatives & Accomplishments:

- Worked with ULLS leadership to develop process for development and review of ULLS service and operations recovery plans, and to prepare the University Libraries reopening plan during COVID-19.
- Established working groups to support and guide safety for onsite work and workers (signs and shields, cleaning and protective resources, materials handling protocols, etc.). Worked with Facilities Officer and Access Services Operations Managers to oversee redesign of spaces for reduced capacity and installation of protective structures. Ensured adherence to campus protocols; participated in campus COVID-safety audits.
- Wrote a statement on Disasters and DEI for the ULLS DRAT manual, providing a foundation for efforts to inform post-pandemic approaches including more personalized services for diverse users as well as work towards an equitably hybrid workforce.
- Partnered with campus IT and Provost's Office to establish and manage long-term loan program for laptops, hotspots, and other student tech, successfully advocating to prioritize access for Pell-eligible students.

Director of Access Services & Undergraduate Engagement

July 2014-present

Provide overall direction and leadership for Access Services, including circulation, reserves, collection maintenance, space management, resource sharing, and information and reference services, working across three main campus library facilities as well as online. Support the development of Access Services staff (ca. 31 staff, 80+ students, 8 direct reports). Contribute to the development and implementation of library strategic planning and goals. Engage staff in assessment of services and ongoing review of policies and practices. Oversee the Zimmerman Library Learning Commons and

work with University Libraries colleagues to provide dynamic spaces that support learning and research. Ensure that library print collections are in good order, support access to local collections, and promote access to research materials held elsewhere through resource sharing. Collaborate with University Libraries staff and campus partners to develop and strengthen services for undergraduates. Work with the Coordinator of the Indigenous Nations Library Program to further its mission of promoting outreach and Indigenous student success.

Selected Initiatives & Accomplishments:

- Redesigned Access Services as a cross-library organization to provide consistency in user services and training for staff and student employees. Established work groups to harmonize policies and workflows, and to leverage the skills and insights of staff. Led strategic position planning resulting in new positions including: Library Service Coordinator - Reference/Information Services, Training & Development Coordinator, Senior Operations Manager for Collections & South Campus Repository, and Instructional Design Specialist - Adobe Creative Commons.
- Work with Training Coordinator and ULLS Human Resources Administrator to coordinate training and development programs on topics of interest to Access Services as well as the broader ULLS workforce, including EDI (SafeZone, Trans101, Bystander Training, Implicit Bias, Sexual Misconduct Response), Safety & Preparedness (CPR and First Aid, Human Threats/Active Shooter, Emergencies Involving Facilities/Collections), and Access Services best practices (student employee management, fair use and resource sharing, controlled digital lending, emotional intelligence at work).
- Established Lobo GROW® program using, with permission, the University of Iowa's [GROW®](#) (Guided Reflection on Work) protocol to facilitate regular conversations between student employees and supervisors for the purpose of exploring connections and encouraging transfer between student learning at work, in the classroom, and as applied towards career goals. Serve as PI for a two-year study of this program with preliminary results suggesting positive outcomes for student and supervisor participants.
- Continuously improve library spaces, adding or expanding resources including device charging lockers, mobile glassboards, laptop vending kiosks, treadmill desks and adjustable height work surfaces. Seek user feedback in planning and assessment (digital media interests, environmental factors).
- Partner with ULLS, campus, and community to offer engaging displays and programs in library spaces featuring undergraduate initiatives ([I Have a Name](#), [Border Doors and the Unmasking of the Zones of Meaning](#)), student-led displays and scholarship (sustainability), and campus-community engagement (*New Mexico In Depth*, [Humans of New Mexico](#)).
- Established *Hulsman Undergraduate Library Research Award (HUGLRA)* and *Hulsman Student Employee Recognition (HSER)* programs, working with ULLS Development Officer to secure sustained donor support. The HSER has provided cash awards to outstanding student employees and hosted programs to celebrate graduations and degree attainment. The HUGLRA has attracted submissions from emerging and advanced student scholars across academic disciplines through cash awards, public programs, and inclusion of student work within the UNM digital repository.

NMSU Library, New Mexico State University—Las Cruces, NM

Head, Reference and Research Services (RRS)

July 2003-June 2013

Provided overall direction and leadership for reference services, instruction and outreach, collection development, and government documents and maps, working closely with program coordinators/unit heads for these areas. Supervised and supported the development of department staff (11 faculty, 4 staff). As a member of the NMSU Library's management group, coordinated programs and services with other departments and contributed to library-wide planning, policy-making, goal-setting, and assessment efforts.

Selected Initiatives & Accomplishments:

- Worked within and beyond RRS team to continually improve services including: development of new one-credit course to support retention and teach critical research skills; implementation of online research guides and live help services, and integration of guides and assistance into the campus learning management system. Redesigned services in areas including assistive technology, distance education, and community library users.
- Together with the Collection Work Group and library subject specialists, planned and implemented [significant cancellation projects](#) between 2011-2014. Gathered, reviewed, and shared data on cost and use to guide decision-making. Worked with campus constituents to preserve access to needed titles. Worked with Library Administration to prepare budget requests to improve access to research resources.
- Co-designed and implemented assessments including photo diaries and user surveys to discover user needs and interests in preparation for the planned renovation of library spaces. Analyzed and presented findings. Worked with Library Administration and campus facilities staff to renovate spaces. Conducted follow up assessments to recommend future enhancements. The Library's [space planning assessments](#) were recognized with NMSU's Best Practices Outcomes Assessment Award in 2011.
- Led the Organizational Structure Task Force, a group charged by the dean to explore trends and make recommendations on strengthening the library's organization to assure effectiveness, efficiencies, and collaboration between units within the library and other units on campus.
- Coordinated the NMSU Library's 2008 and 2012 Strategic Planning retreats, events for 70+ participants intended to guide three-year planning. Incorporated departmental planning discussions, constituent feedback, and university planning. Compiled and analyzed feedback and provide report to the dean.
- Worked with dean to coordinate preparations for the Library's External Review. Prepared extensive background report on the library and university. Helped to design an online resource room of supporting materials. Assisted with planning and scheduling meetings between review team members, library staff, and campus constituents.

KU Libraries, University of Kansas—Lawrence, KS

Co-Coordinator for Reference Services, KU Libraries

August 2002-June 2003

Co-led a new reference services division consisting of staff from the two major interdisciplinary campus libraries with responsibilities for in-person and online reference and consultation services. Led projects to create information commons spaces and to integrate a campus information service, *KU Info*, into Anschutz Library. Supervised and supported the development of the group (8 faculty, 2 staff). Contributed to planning through the KU Libraries management group.

Interim Co-Head, Anschutz Library

December 2001-August 2002

Managed and provided leadership for public services in Anschutz Library, including Access Services, Data Services, Reference & Instruction, and Maps/GeoMedia Services. Guided and supervised coordinators of public service. Worked in partnership with the leader of the processing and operations units to support and manage library functions. Contributed to planning through the KU Libraries management group.

Interim Coordinator, Reference and Instruction Unit (RIU), Anschutz Library

September 2001-August 2002

Managed and provided leadership for the Reference and Instruction Unit (RIU) of Anschutz Library, an interdisciplinary library with collections in the sciences, business and economics, federal and international government publications, and maps/geographic information. Supervised RIU staff (5 faculty and 1 student assistant). Oversaw acquisitions and evaluation of reference materials.

Bibliographer/Subject Specialist for Social Welfare

1997-2003

Developed library collections and taught course-related research instruction and outreach sessions for faculty, students, and staff at one of KU's largest professional schools.

Instruction Coordinator and Reference Librarian

1994-2002 (achieved tenure and promotion in 2000)

Led and coordinated teaching initiatives across the KU Libraries. Established and led Instruction Council to coordinate system-wide instructional activities. Facilitated training and development of staff. Developed partnerships with University instructional support service units, including the Writing Center, Instructional Design and Support (IDS), and the Center for Teaching Excellence. Developed and managed program facilities. Maintained program statistics. Contributed to the KU Libraries management group. Provided reference service and taught course-related sessions and workshops.

TEACHING & OTHER ACADEMIC EXPERIENCE**Accreditation Associate**

Summer 2013

New Mexico State University-Las Cruces, NM

Assisted the university's associate provost with a variety of projects in preparation for the institution's accreditation by the Higher Learning Commission. Invited appointment (25% FTE).

Professor

Fall 2011

New Mexico State University-Las Cruces, NM

Taught LIB101: Introduction to Research Skills, a one-credit online course. This was one of the library's two credit-bearing courses for which Reference & Research Services held responsibility.

Guest Instructor

1995-1996

McNair Scholars Program, University of Kansas – Lawrence, KS

Designed and taught research skills course to prepare undergraduates for doctoral-level work. Developed program to match student scholars with subject specialist mentors.

Graduate Assistant

1992-1993

School of Library and Information Science, Indiana University - Bloomington, IN

Assisted faculty with course preparation and research projects.

Associate Instructor

1991-1992

School of Journalism, Indiana University - Bloomington, IN

Assisted with lectures, led study groups, and assisted with grading for introductory journalism classes.

PUBLICATIONS

Articles and Book Chapters (edited/peer reviewed)

Pierard, C., Svihla, V., Clement, S., & Fazio, B. (2020). Undesirable difficulties: Investigating barriers to students' learning with ebooks in a semester-length course. *College & Research Libraries*, 81(2), 170. <https://doi.org/10.5860/crl.81.2.170>

Pierard, C., & Baca, O. (2019). Finding the sonic sweet spot: Implementing a noise management program in a library learning commons. *Journal of Access Services*, 16(4), 125-50. <https://doi.org/10.1080/15367967.2019.1649985>

Beene, S., & **Pierard, C.** (2018). RESIST: A controversial display and reflections on the academic library's role in promoting discourse and engagement. *Urban Library Journal*, 24(1), <https://academicworks.cuny.edu/ulj/vol24/iss1/6>

Pierard, C., Shoup, J., Clement, S. Emmons, M., Neely, T., & Wilkinson, F. (2017). Building back better libraries: Improving planning amidst disasters. *The Future of Library Space* (pp. 307-333). Bingley: Emerald Group Publishing Limited. <https://doi.org/10.1108/S0732-067120160000036014>

Pierard, C. & Bordeianu, S. (2016). Learning commons reference collections in ARL libraries. *Reference Services Review*, 44(3), 411-430. <http://dx.doi.org/10.1108/RSR-02-2016-0014>

Pierard, C., Smith, J. & Wells, C. (2015). Let the sunshine in: Promoting community engagement with Sunshine Week. In S. Bonnard & M. A. Hansen (Eds.), *Innovative solutions for building community in academic libraries*. (pp. 157-178). Hershey, PA: IGI Global. https://digitalrepository.unm.edu/ulls_fsp/113/

Pierard, C., & Lee, N. (2011). Studying space: Improving space planning with user studies. *Journal of Access Services*, 8 (4), 190-207. <https://doi.org/10.1080/15367967.2011.602258>
[According to JAS, this has been their 4th most read article to date]

Pierard, C., & Graves, K. A. (2007). Research on student retention and implications for library involvement. In L. Hardesty (Ed.), *The role of the library in the first college year* (pp. 155-168). Columbia, SC: University of South Carolina, National Resource Center for the First Year Experience and Students in Transition.

Pierard, C. K., & Graves, K. A. (2002). 'The Greatest problem with which the library is confronted': A survey of academic library outreach to the freshman course. In M. C. Kelly & A. Kross (Eds.), *Making the grade: Academic libraries and student success* (pp. 71-89). Chicago, IL: Association of College & Research Libraries.

Books

Jackson, A., **Pierard, C.,** & Schadl, S. (Eds.). 2019. *Scholarship in the sandbox: Libraries as laboratories, forums, and archives for student work*. Chicago, IL: Association of College & Research Libraries.

Other Publications

Baca, O., **Pierard, C.**, & Schultz, A. (2020). Connecting student employment to student learning and development. *National Institute for Learning Outcomes Assessment (NILOA) Assessment in Practice*. <https://www.learningoutcomesassessment.org/wp-content/uploads/2020/07/AiP-BacaPierardSchultz.pdf> [Invited]

Warner, A. & **Pierard, C.** (2019). Supporting online users with an interactive FAQ database. In Pitts, J., Bonella, L. & Coleman, J. *Library Services for Online Patrons: a Manual for Facilitating Access, Learning, and Engagement* (67-71). Santa Barbara, CA: Libraries Unlimited.

Warren, B., Armstrong, D., Boucher, A., Harper, J., **Pierard, C.**, Thoulag, J., & Ketchum, D. (2018). A framework for access services librarianship. Association of College & Research Libraries. http://www.ala.org/acrl/sites/ala.org/acrl/files/content/standards/acrl_access_services_framework.pdf

Eodice, M., & **Pierard, C.** (2002). Surfing for scholarship: Promoting more effective student web research. *The National Teaching & Learning Forum*, 11, 1-6.

Christenberry, H. F., Emde, J., Hewitt, S., **Pierard, C.**, & Schaffner, B. (2002). How to become a serial killer: One approach to the acquisition and retention of periodicals. *College & Research Libraries News* 63, 103-5.

Pierard, C. & Rosenbloom, M. M. (2000). Case study—teaching research: A workshop for librarians and faculty. In D. Raspa & D. Ward (Eds.), *The collaborative imperative: Librarians and faculty working together in the information universe* (p. 110). Chicago, IL: Association of College & Research Libraries.

Pierard, C. K. (1995). Bernstorff, Johann Heinrich Count v., German ambassador to the United States. In A.C. Venzon (Ed.), *The United States in the First World War, an encyclopedia*. New York: Garland Press.

Reviewer for *College & Research Libraries News* and *Reference & User Services Quarterly* (1997-2000).

PRESENTATIONS

Professional Presentations

“Connecting Student Employment to Student Success.” Access Services Conference, Atlanta, GA, November 21-22, 2019. With Olivia Baca and Anne Schultz.

“The ACRL Framework for Access Services Librarianship.” Invited closing panel. Access Services Conference, Atlanta, GA, November 14-16, 2018. With DaVonne Armstrong, James Harper, David Ketchum, Jean Thoulag, and Brad Warren.

“Connecting Student Employment to Student Learning: Preliminary Findings and Future Directions.” New Mexico Higher Education Assessment & Retention Conference. Albuquerque, NM, February 22-24, 2018. With Olivia Baca, Aaron Blecha, Leah Boetger, and Anne Schultz.

“Copyright, Higher Education, and You.” Invited presentation for the faculty of San Juan Community College. Farmington, NM, January 9, 2018. With Susanne Clement.

“Finding the Sonic Sweet Spot: Implementing a Noise Management Program in a Library Learning Commons.” Access Services Conference, Atlanta, GA, November 15-17, 2017. With Olivia Baca.

“Masters of Disasters: Planning, Recovering, and Rebuilding for Resilience.” Access Services Conference, Atlanta, GA, November 16-18, 2016. With Jean Thoulag.

“Affordances of and Barriers to Learning Using Electronic Texts as Identified by Instructional Design Graduate Students.” Association for Educational Communications & Technology International Convention, Las Vegas, NV, October 17-21, 2016. With Vanessa Svihla, Susanne Clement, and Bing-Shan Fazio.

“Planning and Managing Spaces to Display Student Work.” Access Services Conference, Atlanta, GA, November 11-13, 2015. With Jason Shoup.

“Services Where the Students Are: Integrating Library Resources into the Canvas Learning Management System.” New Mexico Library Association Conference, Albuquerque, NM, April 17-19, 2013. With Mardi Mahaffy, Wendy Simpson, and Theresa Westbrook.

“Assessing and Improving Student Spaces on a Shoestring Budget.” New Mexico Higher Education Assessment and Retention (NMHEAR) Conference, Albuquerque, NM, February 25-26, 2010. With Norice Lee.

“Looking through the Keyhole: Learning How Students Use Library Space.” Access Services Conference, Atlanta, GA, November 11-13, 2009. With Dave Baldwin and Norice Lee.

“Copyright and Fair Use: Increase Your Confidence, Reduce Your Fear.” (Pre-Conference workshop and conference session). New Mexico Library Association Conference, Albuquerque, NM, April 22-24, 2009. With Norice Lee.

“Fast, Cheap & Useful: New Technologies for Reference and Beyond.” Mountain Plains Library Association/New Mexico Library Association Conference, Albuquerque, NM, March 14-16, 2007. With Donna Cromer, Twila Firmature, and Melissa Van Dusen.

“Where Did the Reference Desk Go? Creating an Information Service Desk in Response to Public Service Needs.” New Mexico Library Association Conference, Albuquerque, NM, April 19-22, 2005. With Norice Lee.

“Reference Services in Academic Libraries: Best Practices and Emerging Trends.” New Mexico Library Association Conference, Las Cruces, NM, April 21-23, 2004. With Donna Cromer and Mardi Mahaffy.

“Sure Shots for the One Shot: Strategies for a Successful 50-Minute (or more) Session. Kansas Library Instruction Round Table Summer Instruction Workshop. Salina, KS, July 13, 2001.

“Web-based Instruction: What Works & How.” Kansas Library Association/Kansas Association of Educational Technologies/Kansas Association of School Librarians Conference. Topeka, KS. April 6, 2001. With Sherry Hawkins.

“Making it Count: Assessing Library Contributions to Student Learning at (and beyond) the First Year.” First Impressions, Lasting Impact: Introducing the First Year Student to the Academic Library—28th National LOEX Conference, Ypsilanti, MI, May 5-7, 2000. With Jeffrey S. Bullington.

“User Training Trends in Voyager Libraries: Reports from the Field.” Voyager Users Group Annual Meeting, Rosemont, IL, April 5-8, 2000. With Jeffrey S. Bullington, Faye Christenberry, and Kathryn A. Graves.

“Teaching the Digital Library with an Interactive Tutorial and Quiz.” (Poster session). American Library Association Annual Conference, New Orleans, LA, June 24-30, 1999. With Jeffrey S. Bullington.

“Understanding Information/Computer Literacy: What First-Year Students Know, What They Don’t, and What Colleges & Universities Are Doing About It. 11th Annual National Student Success Conference, Kansas City, MO, April 1-2, 1998. With Doug Stehle.

“By Any Means Necessary: Outreach to Graduate Teaching Assistants at the University of Kansas.” Kansas Library Association Annual Conference, Topeka, KS, April 8-10, 1997.

“Creation through Collaboration: Working with Instructors to Create a Handbook for the Teaching of Library Research Skills. Kansas Library Association/College and University Library Section Annual Conference, Hutchinson, KS, October 25-26, 1995. With Mary M. Rosenbloom.

Campus and Community Workshops and Presentations (selected)

“Copyright, Fair Use, and You.” University of New Mexico. Online. March 26, 2019. With Susanne Clement and Amy Jackson. [Invited]

“Connecting Student Employment to Student Learning: Preliminary Findings & Future Directions.” Invited presentation for *Mission: Graduate*, United Way of Central New Mexico. July 12, 2018. With Leslie Bronson.

“Faculty Forum on Editing & Publishing – Publishing Models: Open Access and Otherwise.” New Mexico State University Library Open Access Week. October 25, 2012.

“Strategies for Sustaining Engagement and Building Morale.” Administrative Retreat. New Mexico State University, December 15, 2011. With Esther Devall and Dario Silva.

“Using Photo Research to Assess and Improve Student Spaces.” Outcomes Assessment Committee 2 Spring Assessment Program. New Mexico State University. April 28, 2011.

“Work/Life Integration for Faculty.” ADVANCE Faculty Mentoring Program. New Mexico State University. March 5, 2010. With Yosikazu DeRoos and Nancy McMillan.

“Copyright, Fair Use, and You.” *Graduate School Workshop Series*. New Mexico State University. 2009-2013. With Norice Lee.

“Copyright and Fair Use: Increase Your Confidence, Reduce Your Fear.” *Teaching Academy Workshop Series*. New Mexico State University. April 17, 2009. With Norice Lee.

“Copyright and Fair Use” and “Incorporating Library E-Resources into Your Courses.” *Institute for Technology Assisted Learning (ITAL)*. New Mexico State University. 2004-2012. With library colleagues.

“Teaching Research: Developing Library Skills to Meet Educational Goals.” Hall Center for the Humanities Workshop. University of Kansas. Spring 1997. With Mary M. Rosenbloom.

“Scholarship in the Information Age: Technology and the University Libraries.” *Technologizing the University – Hall Center for the Humanities Forum*, University of Kansas. October 18, 1995.

GRANTS

2007 **National Endowment for the Arts/Arts Midwest**

The Big Read community reading initiative. With Mardi Mahaffy (PI) and Susan Beck. \$20,000

2006 **PNM [Public Service Company of New Mexico] Resources Foundation**

Enhancing the NMSU Library water resources collection. With Cindy Watkins. \$5,000.

2004 **NMSU Library GO Bond Competition**

Citation database backfile purchases. \$68,082.

2001 **Provost’s Instructional Technology Fund** (University of Kansas)

Wireless infrastructure and hardware for student laptop program. With John Miller. \$25,000.

1998/9 **Provost’s Instructional Technology Fund** (University of Kansas)

Library classroom. With John Miller and Kent Miller. \$37,500.

1998 **General Research Fund** (University of Kansas)

Online library research tutorial. \$1,530.

1995 **Hall Center for the Humanities: Fund for the Improvement of Teaching** (University of Kansas)

Faculty workshop on research assignment design. With Mary M. Rosenbloom. \$2,200.

LIBRARY AND UNIVERSITY SERVICE

University of New Mexico

Library Service

Assessment Working Group, Member, 2014-present.

Diversity, Equity, & Inclusion Task Force, Member, 2019-present.

Hiring Practices Group, Member, 2020-present.

Training & Professional Development Working Group, Member, 2021-present.

Distinctive Native Collections & Services Working Group, Member, 2019-present.

Privacy Issues (External) Working Group, Member, 2019-present
Education Librarian Search Committee, Member, 2019.
Faculty & Staff Retention Working Group, Member, 2018-2019.
Indigenous Nations Library Program, Michael and Enokena Olson Memorial Scholarship, Selection Committee, 2019.
Public Services Librarian, Center for Southwest Research Search Committee, Member, 2015-2016.
Faculty Merit Committee, Member, 2015-2016.
Learning Services Lecturer Search Committee, Member, 2014.
Staff Performance Review Task Force, Member, 2014.
University Service
Adobe Creative Commons Digital Studio Requirements Team, Member, 2019-present.
Assistive Study Room Transitions Group, Convener, 2019-present.
Copyright Working Group, Convener, 2018-present.
Student Publications Board, Faculty Senate Representative, 2017-present; Chair, 2018-2019, Vice Chair, 2019-present.
Undergraduate Research Opportunity Conference Planning Group, Member, 2018-present.
Undergraduate Research Working Group, Member, 2017-present.
Faculty Senate Research Policy Committee, Member, 2015-2019.
Lobo Reading Experience Book Selection Committee, Member, 2015-2018.
Provost's Committee on Assessment – Administrative Units Subcommittee, Member, 2015-2017.

New Mexico State University

Library Service

Organizational Structure Task Force, Chair, 2012-2014.
Data Management and Assessment Task Force, Member, 2012-2014.
Strategic Planning Retreat Task Force, Chair, 2011-2012.
Digital Library Work Group – Cooperative Extension Publications, Member, 2010-2012.
External Review Steering Group, Lead, 2010-2011.
Space Planning Work Group, Co-Lead, 2008-2010.
Task Force on the Development of a Faculty Mentoring Plan, Chair, 2009.
Library Promotion and Tenure Policy Revision Committee, Document Editor, 2008.
Federated Search Task Force, Member, 2007.
Mission Task Force, Chair, 2007-8.
Strategic Planning Retreat Task Force, Co-Chair, 2007-8; Chair, 2011-2012

University Service

NMSU Dona Ana Community College Library Science Program Advisory Council, 2012-2014.
Committee on Assessment of Student Learning – General Education, 2012-2014.
QuickConnect Program (student intervention/retention), Responder/Volunteer, 2011-2014.
Department Heads Academy Steering Committee, Member, 2010-2013.
Learning Management System (LMS) Task Force, Member, 2009-2011.

Online Course Improvement Program Advisory Board, Member, 2009-2014.
Higher Learning Commission Self-Study Steering Committee, Member, 2005-2008.
 Mission Subcommittee, Co-Chair, 2005-2008.
 Student Learning and Effective Teaching Subcommittee, Member, 2007-2008.
Provost's Mercer Study Group (faculty salary equity study), Member, 2008.
Institutional Research & Outcomes Assessment Director Search Committee, Member, 2006.
Child Care Committee, Member, 2005-2006.
Teaching Academy Team Mentoring Program, Faculty Mentor, 2005-2006 & 2013-2014.

University of Kansas

Library Service

Assessment Task Force, Member, 2002-2003.
KU Digital Library Initiatives—Search Engine Working Group, Member, 2001.
Collection Management Council Task Force on Serials Acquisition & Cancellation, Member, 2001.
Strategic Planning Project—Task Force on Assessment, Chair, 2000.
Library Faculty Association (LFA) Executive Committee, elected Librarian I Representative, 1996-7.
 LFA Planning and Resources Committee, Member, 1999-2000.
 LFA Promotion and Tenure Committee, elected Member, 1997-8. Chair, 1998-9.
 LFA Committee on Research and Scholarly Activity, Secretary, 1997-8. Member, 1998-9.

University Service

Working Group on Expansion of KU Info/KU Info Implementation Task Force, Member, 2002-2003.
Faculty Senate, Representative, 2000-2003.
 Academic Procedures and Policies Committee, Member, 2000-2001.
 Organization and Administration Committee, Member, 2001-2002. Chair, 2002-2003.
KU Student Portal Initiative, Member, Fall 2002.
Center for Teaching Excellence, Ambassador (representative), 1998-2002.
Instructional Services Support Group, Member, 1998-2002.
Teaching and Technology/Center for Teaching Excellence Teaching Circle, Co-Chair, 1998.
General Education Goals Committee, Member, 1999-2000.
Ellsworth Hall-3E (Living/Learning Program) Steering Committee, Member, 1998-1999.
Academic Computing and Telecommunications Committee, Member, 1997-1999.
Assessment of General Education, Faculty Interviewer, 1995 and 1998.
ASTUTE – Technology in Education Center, Advisory Board Member, 1994-1997.

STATE & LOCAL SERVICE

Kansas Library Association

Library Instruction Round Table, Member, 1995-2003. Secretary/Treasurer, 1996-7. Chair-Elect, 1999-2000. Chair, 2000-2001. Nominating Committee, 2001-2002.

Border Regional Library Association

New Mexico State Library, Statewide Database Evaluation Group, 2006.

New Mexico Statewide Library Conference Committee, Member, 2015.

New Mexico Library Association

Board of Directors, Member, 2008-9.

Awards Committee, Chair, 2008-9.

Conference Local Arrangements Committee, Member, 2007-8, 2014-2015.

Publicity Subcommittee, Member, 2007-8.

Equipment/AV Subcommittee, Chair, 2007-8. Member, 2015.

New Mexico Libraries Transform Planning Committee, Member, 2016.

New Mexico Libraries Transform – Broadbanding Task Force, Member, 2017.

Community Service

Roadrunner Food Bank, Warehouse and DriveThru Food Pickup Volunteer, 2020-present.

El día de los niños/El día de los libros (reading celebration), Planning Group Member, 2013-2014

On the River, For the River: Southwest Environmental Resource Center, Volunteer, 2012-2014.

**Tres Alianzas (Sky Island Alliance/New Mexico Wilderness Alliance/Upper Gila Watershed Alliance),
Work Project Volunteer, 2009.**

Pinckney Neighborhood Association, Secretary, 2001-2002.

NATIONAL SERVICE

Access Services Conference, Member, Conference Planning Committee, 2015-2016.

American Library Association

Association of College and Research Libraries—Access Services Special Interest Group

Access Services Framework Steering Committee, Member, 2018-present.

Access Services Framework-Skills for Access Services Subcommittee, Chair, 2018-2019.

Association of College and Research Libraries

New Roles & Changing Landscapes, Member, 2020-present.

Association of College and Research Libraries—Instruction Section

Conference Program Planning Committee, Co-Chair, 2001-2002.

Membership Committee, Chair, 2000-2001.

Think Tank III Task Force, Member, 1998-2000.

Management of Instruction Services Committee, Member, 1997-2000.

Association of College and Research Libraries—Education & Behavioral Science Section

Social Work and Social Welfare Committee, Member, 1997-1999.

Association of College and Research Libraries—University Libraries Section

Campus Administration & Leadership Discussion Group, Co-Convener, 2012-2014.

Library Administration and Management Association

LLAMA/HRS Leadership Skills Committee, Member, 2012-2014.

LLAMA SASS / RUSA STARS Consortial Borrowing Joint Committee, Member, 2014-2016.

New Members Round Table

Resume Review Service, Reviewer, 2010-2014.

Reference and User Services Association

Evaluation of Reference and User Services Committee, Member, 2000-2002.

Professional Development Committee, Member, 2004-2006. Chair, 2006-2007.

Greater Western Library Alliance

On-Boarding Task Force for Resource Sharing & Document Delivery Group, 2016-2019.

External reviewer, tenure and promotion cases – 2001, 2005, 2009, 2016, 2018, 2019.

PROFESSIONAL DEVELOPMENT- selected

- Mediation Training for Faculty. University of New Mexico Ombuds Office, 2018.
- Indigenous + Ingenuity [INDIGENUITY] Workshop Series. Indigenous Nations Library Program. University Libraries & Learning Sciences. UNM. 2018.
- Service Quality Evaluation Academy. Association of Research Libraries. New Orleans, LA. 2013.
- Copyright 101 Preconference workshop. Center for Intellectual Property at the University of Maryland. Adelphi, MD. 2008.
- Copyright Law and Integrated Access to Digital Course Materials. Center for Intellectual Property at the University of Maryland. Online seminar. 2008.
- Academic Library Leadership Institute. Vanderbilt University. Nashville, TN. 2007.
- Higher Learning Commission Annual Conference (accreditation training). Chicago, IL. 2007.
- ADVANCING Leaders. New Mexico State University/National Science Foundation. 2005-2006.
- Measuring Service Quality. Association of Research Libraries/Office of Leadership & Management Services. Online course. 2001.
- Enliven Teaching: Using Discipline-Based Cases and Classroom Research to Improve Learning and Teaching. Pace University, Center for Case Studies in Education. Vancouver, BC. 2001.
- ACRL Immersion: Assessment Track. Association of College & Research Libraries. Seattle, WA. 2000.

AWARDS & HONORS

- **Outstanding Supervisor** (nominee) - University of New Mexico. 2018, 2019.
This award recognizes supervisors who create work environments that facilitate work-life balance, professional development, and effective leadership in support of the values and mission of UNM.
- **Outcomes Assessment Best Practices Award** - New Mexico State University. 2011.
Co-Recipient, with Norice Lee, for the NMSU Library. The award recognized the process and techniques used by the Library Space Planning Work Group to plan for and assess a space renovation project.
- **Academic Library Leadership Institute Fellow** – Vanderbilt University, 2007.
Awarded full scholarship in addition to fellowship.
- **Excellence in Teaching Award** - Center for Teaching Excellence—University of Kansas. 1998.
Co-Recipient, with Mary M. Rosenbloom. The award recognized our efforts to improve the teaching of research skills by developing partnerships between teaching faculty and librarians.