

Holly Surbaugh – Curriculum Vitae

University Libraries
MSC05 3020, Centennial Library
University of New Mexico
Albuquerque, NM 87131
Email: hsurbaugh@unm.edu

Education

2016 Certificate in Curation and Management of Digital Assets, University of Maryland-College Park
2009 Master of Library Science, University of Maryland-College Park
2002 Bachelor of Journalism, University of Missouri-Columbia

Professional Development

2023 PhotoVoice Comprehensive Online Training, [PhotoVoice](#)
2022 [Evidence Synthesis Institute](#), Institute of Museum and Library Services
2021 Certificate in Open Education Resources, [Open Education Network](#)
2021 Course: Examining Institutional Racism in Libraries, Library Juice

Experience

UNDERGRADUATE ENGAGEMENT LIBRARIAN | UNIVERSITY OF NEW MEXICO | 7/2024 – PRESENT
STEM LIBRARIAN | 3/2020 – 6/2024

- As part of the Learning, Research, and Engagement (LRE) department, I communicate what the library offers to campus stakeholders, and contribute to the design and implementation of public-facing library services.
- With the LRE Undergraduate Engagement Team, collaboratively develop instruction programs and outreach focused on student success.
- Consult on research projects and information/data literacy curriculum development with undergraduate students and faculty instructors.
- Help plan and host library outreach events, including ZimFest (a large-scale Fall welcome event for students), a Virtual Open House, SciFi BLAST-OFF (a three-event series), Open Education Week programming, and more.
- Provide synchronous and asynchronous instruction in research methods, database search techniques, source evaluation, ethical citation practices, basic copyright, citation management software, data visualization, and other topics based on the ACRL Framework for Information Literacy in Higher Education.
- Prepare effective [LibGuides](#) and other self-directed educational materials.
- Participate on UNM Libraries and UNM campus-wide committees and working groups.
- Evaluate grant applications as a member of the UNM Open Educational Resources (OER) Working Group.
- Conduct and publish original research.
- Helped develop and implement a unit-level assessment framework for the University Libraries' Learning & Outreach Services department.

- Formerly served as the liaison to the School of Engineering (including Computer Science) and the departments of Chemistry, Mathematics & Statistics, and Physics & Astronomy, supporting research, instruction and collection needs in physical sciences and math.
- Previously contributed to collections development and maintenance through participation in the Science Collections Cluster.
- Organized a 2022 lagniappe to share with library colleagues the resources and practices acquired through professional development in the area of evidence synthesis.

SCIENCE LIAISON & REFERENCE LIBRARIAN | GEORGETOWN UNIVERSITY | 6/2016 – 2/2020

- Acted as the subject matter expert in biology, environmental studies, physics, and psychology, and provided interdisciplinary research support at the nexus of science and policy.
- Developed workshops on data management, data cleaning (OpenRefine), and personal digital archiving.
- Selected materials, oversaw collections, and managed annual monograph funds totaling over \$50,000 for my assigned subject areas, including overseeing an evidence-based acquisition pilot in 2017.
- Consulted with faculty on syllabi and data management plans (i.e., DMPTool).
- Served on multiple committees and task forces, including the Standing Committee on Collections, the Digital Scholarship Committee, the Instruction Forum, the Wiki Community of Practice, and candidate searches.
- Demonstrated commitment to continuous improvement by proposing and implementing multiple assessment projects, as well as contributing to the library's usability testing efforts, particularly during a recent transition from Sierra to Alma.
- Maintained Blommer Science Library's Twitter account daily and contributed monthly content for library-wide social media. Wrote and implemented an annual outreach plan customized for Blommer Science Library outlining a comprehensive strategy for communicating with stakeholders and enhancing a sense of community. Wrote an annual outreach report assessing success of outreach efforts for each fiscal year.
- Served on the First-Generation Faculty & Staff Initiative's Steering Committee. Contributed selected readings to support Georgetown Scholarship Program staff developing the syllabus for Mastering the Hidden Curriculum, a 10-week, pass-fail seminar course for first-year Georgetown students who identify as first-generation and/or low-income college students.
- Led a cross-campus collaborative team composed of librarians, interdisciplinary faculty, makerspace staff, and students in an ongoing, multi-phase project to explore the potential of escape rooms for learning. Piloted an escape room designed to reinforce learning outcomes related to foundational research skills for incoming first-year students.

SENIOR ASSOCIATE | ABT ASSOCIATES (FORMERLY STRATUS CONSULTING) | 6/2010 – 6/2016
ENVIRONMENTAL INFORMATION ASSOCIATE | 6/2010 – 12/2014

- Stratus Consulting was an environmental science firm located in Washington DC (which eventually merged with Abt Associates, a global, multidisciplinary research enterprise) where I provided embedded support to scientists and research teams. I also directly consulted with my own government and non-profit clients.
- Responded to information requests from peers and clients with in-depth research and written analysis.
- Routinely managed concurrent project tasks for multiple clients, performing high-quality work within time and budgetary constraints while complying with administrative responsibilities.
- Performed comprehensive literature reviews and document delivery, and compiled resource lists and research summaries on complex policy topics.
- Contributed research to reports for clients such as EPA, USAID, Water Research Foundation, American Water Works Association, Asian Development Bank, and others.
- Conducted user needs assessments, wrote technical requirements, performed usability testing, facilitated focus groups, and administered surveys. Evaluated technology platforms and web-based environmental

information tools and made recommendations based on user needs assessments, available features, and client objectives.

- Produced strategic outreach plans to guide communication with stakeholders that encompassed multiple phases, audiences, messages, and channels.

YOUTH SERVICES ASSISTANT | FAIRFAX COUNTY PUBLIC LIBRARY | 6/2008 – 6/2010

- Served as young adult coordinator in multiple community libraries, including maintaining YA collections and hosting innovative programming events.
- Supervised a youth volunteer program.
- Participated in a long-term Customer Focus Team dedicated to evaluating and improving FCPL services to teens and conducted independent research into YA-service best practices.

HEALTHY DC – GO LOCAL STAFF ASSISTANT | HIMMELFARB LIBRARY, GEORGE WASHINGTON UNIVERSITY | 4/2008 – 9/2008

- Collaborated on the National Library of Medicine’s Medline Plus Go Local Index of health service providers for the District of Columbia.

AUDIOVISUAL ARCHIVES AIDE | TRUMAN PRESIDENTIAL LIBRARY AND MUSEUM | 6/2005 – 6/2006

- Viewed donated audiovisual materials to assess their historical significance.
- Handled fragile, aging film formats.
- Assigned metadata to materials for inclusion in the National Archives (NARA).

LIBRARY ASSISTANT | MID-CONTINENT PUBLIC LIBRARY – RAYTOWN, MO | 10/2002 – 10/2008

- Provided a variety of front-line reference services to diverse community library patrons.
- Taught basic Internet skills and information literacy to individuals and groups.
- Trained staff members during implementation of automation software upgrades.
- Completed Dale Carnegie World Class Customer Service course.

Teaching Experience

2025, Fall IADL 1110: Introduction to Information Studies, asynchronous, instructor of record
2024, Fall OILS 320: Managing Information for Professionals, asynchronous, teaching assistant

Peer-Reviewed Publications

- Svihla, V., Totaro, V., & **Surbaugh, H.** (In Review). Cultural Compatibility and Consequential Agency Contribute to Research Identity and Self-efficacy: Implications for course-based undergraduate research experiences. *Teaching in Higher Education*.
- Townsend, L. & **Surbaugh, H.** (In Press – pending publication November 2025). Threshold Concepts. In K. Kaufmann & C. Maybee (Eds.), *The Information Literacy Handbook: Charting the Discipline*. Facet Publishing.
- **Surbaugh, H.** (2025). The More Things Change: Tracking Social Media Platform Shifts in Academic Libraries (2019–2025). *Journal of Web Librarianship*, 19(2), 125-144.
<https://doi.org/10.1080/19322909.2025.2502930>

- **Surbaugh, H.** & Jones, M. (2025). Escape Rooms for Learning: A Case Study of a Collaborative, Interdisciplinary Project. *Journal of New Librarianship*, 10(1), 116-149. <https://doi.org/10.33011/newlibs/18/11>
- Gustavsen, D., **Surbaugh, H.**, & Emmons, M. (2025). Using Generative AI for Qualitative Coding. *Library Trends*, 73(3), 213-242. <https://dx.doi.org/10.1353/lib.2025.a961193>
- **Surbaugh, H.**, Baca, O., Cooper, L., Emmons, M., & Neely, T. Y. (2024). Investigating the Lived Experiences of Graduate Students at the University of New Mexico. *Journal of Graduate Librarianship*, 2(1). <https://doi.org/10.59942/2995-9063.1018>
- Lo, L. S., Jordan, J., & **Surbaugh, H.** (2023). The Cost of Success: Exploring the Impact of Textbook Costs at a Hispanic-serving R1 Institution. *Open Praxis*, 15(2), 134–148. <https://doi.org/10.55982/openpraxis.15.2.554>
- **Surbaugh, H.** (2021). Quick Pivots: Maintaining an Agile Approach to Outreach during an Evolving Crisis. *Marketing Libraries Journal*, 5(1), 108-127. https://journal.marketinglibraries.org/summer2021/07_MLjv5i1.pdf

Conference Proceedings, Government Reports and Other Non-Peer-Reviewed Publications

- **Surbaugh, H.** & Baca, O. (2024) What “Assessment” Means to Us: A Case Study of a Department-level Assessment Framework within a University Library. *Proceedings of the Library Assessment Conference*. <https://www.libraryassessment.org/wp-content/uploads/2025/01/Surbaugh-Baca-What-Assessment-Means-to-Us.pdf>
- Contributor to *USAID Climate Change Resilient Development (CCRD) Compendium*. (2015). <http://www.ccrdproject.com/ccrd-compendium>
- Smith, J., O’Grady, M., **Surbaugh, H.**, Ray, A., Duckworth, M., and Meernik, T. (2014). *Technologies to Support Climate Change Adaptation in Developing Asia*. Asian Development Bank: Mandaluyong City, Philippines. <http://www.adb.org/publications/technologies-support-climate-change-adaptation-developing-asia>
- Herrick, C., Pratt, J., **Surbaugh, H.**, Grumbles, B., Loken, L., and Abhold, K. (2013). *Changing Organizational Culture to Promote Sustainable Water Operations: A Guidebook for Water Utility Sustainability Champions*. Water Research Foundation, Denver, CO. <http://www.waterrf.org/Pages/Projects.aspx?PID=4264>
- Damodaran, N., **Surbaugh, H.**, Smith, J., and Kim, Y. (2013). *Developing a United States Agency for International Development Adaptation-Focused Awards Program: A White Paper*. United States Agency for International Development.
- Contributor to *Harnessing the Power of Digital Data: Taking the Next Step. Scientific Data Management (SDM) for Government Agencies: Report from the Workshop to Improve SDM. Workshop held June 29–July 1, 2010, Washington, DC. March 2011*. Report No. CENDI/2011-1. Co-sponsored by EPA, CENDI (the Federal STI Managers Group), and the Interagency Working Group on Digital Data (IWGDD). https://cfpub.epa.gov/si/si_public_record_report.cfm?Lab=OSIM&dirEntryId=235192

Presentations

- Emmons, M., Gustavsen, D., & **Surbaugh, H.** (2025, May 28). *Can ChatGPT Accelerate Research in Libraries?: Results of a Study Comparing Generative AI Coding to Human Researchers for Qualitative Coding* [Conference presentation]. Qualitative and Quantitative Methods in Libraries (QQML) 2025 Conference. Lisbon, Portugal.
- Cooper, L., Emmons, M., & **Surbaugh, H.** (2025, May 28). *Translating the lived experiences of graduate students into practice: Qualitative research informing library services* [Conference presentation]. Qualitative and Quantitative Methods in Libraries (QQML) 2025 Conference. Lisbon, Portugal.

- **Surbaugh, H.** & Baca, O. (2024, November 9). *What “Assessment” Means to Us: A Case Study of a Department-level Assessment Framework within a University Library* [Conference presentation]. [Library Assessment Conference](#), Portland, OR, United States.
- Hammons, J., Warner, A., & **Surbaugh, H.** (2024, September 26 and October 2). *Identifying Outdated Research Notions* [Webinar]. Ohio State Fall Information Literacy Workshop Series. <https://go.osu.edu/outdatedsep24recording>
- Lo, L., Jordan, J. & **Surbaugh, H.** (2023, November 8). *The Cost of Success: Exploring the Impact of Textbook Costs at a Hispanic-Serving R1 Institution* [Conference presentation]. Open Education Conference. <https://opened23.sched.com/event/1Q9ig/the-cost-of-success-exploring-the-impact-of-textbook-costs-at-a-hispanic-serving-r1-institution>
- Wheeler, J. & **Surbaugh, H.** (2023, October 25). *Data Visualization for Presentations* [Conference presentation]. [URinspiration: International Undergraduate Research Symposium and Conference](#). Virtual conference hosted by Florida International University, University of Arizona, University of New Mexico, and Fulbright Argentina.
- Jordan, J. & **Surbaugh, H.** (2023, April 20). *Dive into Free Content: Top Open Education Resource and Library Sites* [Presentation]. UNM Tech Days, Albuquerque, NM, United States.
- Warner, A. & **Surbaugh, H.** (2022, October 28). *Extending the Welcome Mat with a Virtual Open House Program*. New Mexico Library Association Annual Conference, Albuquerque, NM, United States.
- **Surbaugh, H.** & Baca, O. (2022, May 20). *Evidence Synthesis Lagniappe: A first step toward organizational capacity-building* [Presentation]. In S. Young & S. Marsalis (Chairs), Evidence Synthesis Institute Symposium.
- Cooper, L., Hurley, D., Kostelecky, S., & **Surbaugh, H.** (2021, August). *OER Training Discussion*. New Mexico Consortium of Academic Libraries (NMCAL) Hybrid Retreat, Santa Fe, NM, United States. **[INVITED]**
- **Surbaugh, H.** (2021, April 8). *SciFi BLAST-OFF: Hosting webinar-based events to connect at a distance* [Presentation]. In T. Vogel (Chair), [Even the Bonds are Bigger: The Changing Role of Librarians](#) [symposium]. American Chemical Society Spring 2021 Conference. **[INVITED]**
- **Surbaugh, H.** (2021, January 13). *Summer of Sci Fi: Hosting webinar-based events to connect at a distance* [Presentation]. Boston Library Consortium's [Science Librarianship in the Time of COVID 19](#) virtual half-day conference.
- **Surbaugh, H.**, Jones, M., and Lawton, T. (2018, May 24). *Escape Rooms for Learning: Progress on Developing a Framework and Toolkit* [Presentation]. Teaching, Learning, and Innovation Summer Institute, Georgetown University, Washington, DC, United States.
- McGovern, N., Dietrich, D., and **Surbaugh, H.** (2012, September 24). *Data Curation Profiles Symposium Panel on Broader Perspectives* [Presentation]. Data Curation Symposium, Purdue Libraries, West Lafayette, IN, United States. <http://docs.lib.purdue.edu/dcpsymposium/2012/pres/4/> **[INVITED]**

Service

SERVICE TO THE PROFESSION

- 2025 – Present Peer Reviewer, *Communications in Information Literacy*
- 2025 – Present Copy Editor / Editorial Board, *Issues in Science and Technology Librarianship*
- 2021 – Present Marketing and PR Committee, New Mexico Consortium of Academic Libraries
- 2025 Focus Group Facilitator, ACRL Framework for Information Literacy for Higher Education Review and Revision Task Force
- 2021 – 2025 Peer Reviewer, *Issues in Science and Technology Librarianship*
- 2023 – 2024 Mentor for ACRL Science and Technology Section (STS) Mentoring Program
- 2023 American Society for Engineering Education (ASEE)/Engineering Libraries Division (ELD) Annual Conference (Baltimore), Facilitator for Roundtable Discussion on Open Educational Resources (OER) for STEM

- 2023 Association of College & Research Libraries (ACRL) Conference (Pittsburgh), Volunteer Mentor for “On the Fly” Mentoring at the ACRL Conference Career Center
- 2021 American Society for Engineering Education (ASEE)/Engineering Libraries Division (ELD) Annual Conference (virtual), Tech Moderator
- 2021 External Reviewer for University of Hawai‘i at Mānoa Library Personnel Committee

SERVICE TO THE UNIVERSITY OF NEW MEXICO

- 2022 – Present UNM OER Working Group member; Co-chair 2022-2023
- 2020 – Present Undergraduate Research Opportunity Conference (UROC), Research Presentation Evaluator
- 2021 – 2024 Faculty Senate Information Technology Use Committee
- 2021 – 2024 UNM Shared Knowledge Conference, Research Presentation Evaluator
- 2020 – 2024 UNM Professional & Academic Workshops (PAW) Working Group
- 2022 – 2023 UNM OER Steering Committee

SERVICE TO THE UNM COLLEGE OF UNIVERSITY LIBRARIES & LEARNING SCIENCES

- 2025 – Present Library Scholarship Day Planning Committee
- 2025 – Present Research Commons Space Project Committee
- 2025 – Present ULLS User Experience Team
- 2024 – Present Ashton Speaker Series Organizing Committee
- 2024 – Present ULLS AI Interest Group
- 2021 – Present Hulsman Undergraduate Library Research Award Committee; Co-chair 2024-Present
- 2021 – Present Faculty Senate Alternate
- 2020 – Present Library Social Media Committee
- 2025 ULLS Faculty Reference Substitute (virtual and desk)
- 2024 – 2025 Search Committee, Research & Data Services Librarian
- 2024 ZimFest Planning Committee
- 2024 Search Committee, Graduate & Faculty Engagement Coordinator
- 2024 Event Volunteer, *Harvest* Film Premiere
- 2023 ULLS Faculty Secretary / Faculty Communications Committee (FCC)
- 2023 Hulsman Librarianship for Student Success Endowment Committee
- 2021 – 2023 Sabbatical Review Committee
- 2021 – 2022 Open Educational Resources Initiative Group
- 2021 – 2022 Employee Awards Committee
- 2020 – 2021 Search Committee, Curator of Native American Collections
- 2020 Library COVID-19 Documents Preservation Committee