

Holly Surbaugh – Curriculum Vitae

Education

CERTIFICATE IN CURATION AND MANAGEMENT OF DIGITAL ASSETS | 2016 | UNIVERSITY OF MARYLAND-COLLEGE PARK

MASTER OF LIBRARY SCIENCE | 2009 | UNIVERSITY OF MARYLAND-COLLEGE PARK

- Summa cum laude

BACHELOR OF JOURNALISM | 2002 | UNIVERSITY OF MISSOURI-COLUMBIA

- Major: Journalism
- Minor: Spanish
- Magna cum laude
- Honored as a Journalism Scholar

Experience

STEM LIBRARIAN | UNIVERSITY OF NEW MEXICO | 3/2020 – PRESENT

- Serve as the liaison to the College of Engineering, supporting research, instruction and collection needs in physical sciences and math.
- Consult on research projects and information/data literacy curriculum development with faculty and all levels of students.
- Develop outreach events and materials.
- Participate in the social media committee.
- Conduct and publish original research.

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 classroom and workshop instruction in research methods, database search techniques, source evaluation, ethical citation practices, data management, data cleaning (OpenRefine), and personal digital archiving based on the ACRL Framework for Information Literacy in Higher Education.
- Selected materials, oversee collections, and managed annual monograph funds totaling over \$50,000 for my assigned subject areas, including overseeing an evidence-based acquisition pilot in 2017.
- Provided research consultations for all levels of students.
- 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.
- Prepared effective [LibGuides](#) and other self-directed educational materials.
- 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.

SENIOR ASSOCIATE | ABT ENVIRONMENTAL RESEARCH (FORMERLY STRATUS CONSULTING) | 6/2010 – 6/2016

- 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.
- 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.
- Compiled resource lists and research summaries on complex policy topics.
- Constructed and maintained SharePoint sites for clients, including training end users and providing ongoing technical support.
- Designed online resource centers and supported online collaborative professional communities through ongoing administration and content moderation.
- Produced strategic outreach plans to guide communication with stakeholders that encompassed multiple phases, audiences, messages, and channels.
- Demonstrated excellent desktop publishing skills using InDesign, Publisher, PowerPoint, Prezi, Photoshop, GIMP, HTML, CSS, and Drupal.

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.

Library Special Projects

OUTREACH PLANNING, IMPLEMENTATION, AND ASSESSMENT

- Write and implement an annual outreach plan customized for Blommer Science Library outlining a comprehensive strategy for communicating with stakeholders and enhancing a sense of community.
- Write an annual outreach report assessing success of outreach efforts for each fiscal year.
- Host innovative, well-attended programs, such as a Physics of Star Wars guest lecture and Science History Up Close (both events drew audiences of 100+ people).
- Consistently use passive programming displays to engage science library visitors (e.g., science haiku contest during National Poetry Month, fun photo captioning activity during Finals Week).
- Introduced Love Data Week celebration to the Georgetown campus in 2016 and have continually expanded the reach of the event each year.

FIRST GENERATION FACULTY & STAFF INITIATIVE

- Serve on the 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.
- Routinely leverage my own identify as a first generation college graduate in interactions with students in order to promote a reassuring learning environment and create opportunities to encourage them to connect with other campus resources as needed.

ESCAPE ROOM FRAMEWORK

- Lead 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.
- Envision creating an escape room service framework encompassing a suite of equipment, guidance, documentation, and other resources that the library can provide to educators who want to use escape rooms to teach. The ultimate goal is to develop a flexible toolkit that can adapt to a variety of different learning outcomes for faculty and other members of the campus community.
- Embedded in two different classes (a technology design course and a first-year writing seminar) to support faculty who incorporated escape room-themed assignments into their curricula. Worked closely with student teams constructing puzzle devices and drafting narratives as part of authentic, client-based learning experiences.
- Piloted an escape room designed to reinforce learning outcomes related to foundational research skills for incoming first-year students.

Consulting

SCIENTIFIC DATA MANAGEMENT

- Contributed to a long-term project to develop clear and effective policy and guidance documents for maintaining a consistent approach to managing the scientific data generated by the EPA's Office of Research and Development (ORD).

- Drafted the primary guidance document that describes how to write a data management plan and lays out seven procedures to ensure a consistent data management program.
- Provided direct assistance to ORD research teams in writing project-level data management plans.
- Designed an interview instrument to guide conversations with ORD research staff about their data management challenges and collect best practices. Participated in more than 60 interviews.

KNOWLEDGE MANAGEMENT

- Provided assistance to NOAA's Office of Response and Restoration (ORR) in developing a knowledge management system to facilitate sharing and managing information related to natural resource damage assessment cases, emergency response and preparedness, marine debris, and other topics handled by the four science divisions within ORR.
- Supported the EPA Statistics Users Group's transition to a new online community space. Helped the group leader promote horizontal cross-agency collaboration and leverage a shared repertoire of resources. Created a comprehensive member engagement strategy that compiled insights from relevant literature on communities of practice into a list of specific recommended actions to strengthen community ties, increase meaningful interactions among members, boost participation, and build momentum during the new online space's launch and early growth.
- Supported the Rocky Mountain Section of the American Water Works Association and the Colorado Safe Drinking Water Program in the Colorado Department of Public Health and Environment by documenting the technical requirements for a statement of work. The statement of work guided the development of a new statewide web portal for Colorado water operators, water training providers, and others interested in water career development materials.

COMMUNICATION

- Provided social media expertise to federal agency clients, including EPA's GreenChill program.
- Supported EPA in efforts to enable and augment public access to environmental information. This included performing assessments and providing recommendations for several web-based environmental information projects, including the Environmental Indicators Gateway, the ChemicalRight2Know blog, and an initiative to address digital divide issues.
- For the Natural Resource Trustee Council at the Portland Harbor Superfund Site, helped produce an outreach plan that detailed a comprehensive strategy for effectively communicating with Portland Harbor stakeholders. The outreach plan used message mapping, a structured communication tool that organizes accurate and easily understood messages and sub-messages into a nested framework. This framework is effective for creating a narrative roadmap, navigating transitional periods, and guiding the development of outreach tools and activities that can be tailored for each message and audience.

Publications and Presentations

PUBLICATIONS

- Contributor to [*USAID Climate Change Resilient Development \(CCRD\) Compendium*](#).
- Smith, J., M. O'Grady, H. Surbaugh, A. Ray, M. Duckworth, and T. Meernik. 2014. [*Technologies to Support Climate Change Adaptation in Developing Asia*](#). Asian Development Bank: Mandaluyong City, Philippines.
- Herrick, C., J. Pratt, and H. Surbaugh. 2013. [*Changing Organizational Culture to Promote Sustainable Water Operations: A Guidebook for Water Utility Sustainability Champions*](#). Water Research Foundation, Denver, CO.
- Damodaran, N., H. Surbaugh, J. Smith, and Y. Kim. 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).

INVITED PRESENTATIONS

- Surbaugh, H., M. Jones, and T. Lawton. *Escape Rooms for Learning: Progress on Developing a Framework and Toolkit*. Presented at the Teaching, Learning, and Innovation Summer Institute hosted by Georgetown University on May 24, 2018.
- Presented on the [*Data Curation Profiles Symposium Panel on Broader Perspectives*](#). The Data Curation Symposium was hosted by Purdue Libraries on September 24, 2012.