

Holly Surbaugh – Curriculum Vitae

University Libraries
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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

Experience

UNIVERSITY OF NEW MEXICO | UNDERGRADUATE ENGAGEMENT LIBRARIAN | 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 in 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 (an internal professional development event) to share with library colleagues the resources and practices acquired through professional development in the area of evidence synthesis.

GEORGETOWN UNIVERSITY | SCIENCE LIAISON & REFERENCE LIBRARIAN | 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 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.

ABT ASSOCIATES | SENIOR ASSOCIATE | 1/2015 – 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.

FAIRFAX COUNTY PUBLIC LIBRARY | YOUTH SERVICES ASSISTANT | 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.

HIMMELFARB LIBRARY, GEORGE WASHINGTON UNIVERSITY | HEALTHY DC – GO LOCAL STAFF ASSISTANT | 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.

TRUMAN PRESIDENTIAL LIBRARY AND MUSEUM | AUDIOVISUAL ARCHIVES AIDE | 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).

MID-CONTINENT PUBLIC LIBRARY – RAYTOWN, MO | LIBRARY ASSISTANT | 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, UNM, Albuquerque
2024, Fall	OILS 320: Managing Information for Professionals, asynchronous, grading assistant, UNM, Albuquerque

Professional Development

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

Peer-Reviewed Publications

- Townsend, L. & **Surbaugh, H.** (2026). 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

- Koelling, G., **Surbaugh, H.**, & Jankowski, A. (2026, May 8). *Changing our guiding star: Navigating from solo liaisonship to population-oriented teams* [Conference presentation]. LOEX 2026 Conference. Norfolk, VA.
- 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* [Virtual 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* [Conference presentation]. 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* [Online presentation]. In S. Young & S. Marsalis (Chairs), Evidence Synthesis Institute Symposium.
- Cooper, L., Hurley, D., Kostecky, 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, held virtually. **[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, <i>Communications in Information Literacy</i>
2025 – Present	Copy Editor / Editorial Board, <i>Issues in Science and Technology Librarianship</i>
2021 – Present	Marketing and PR Committee, New Mexico Consortium of Academic Libraries
2025 – 2026	Abstract Reviewer, National Conference on Undergraduate Research
2025	Focus Group Facilitator, ACRL Framework for Information Literacy for Higher Education Review and Revision Task Force
2021 – 2025	Peer Reviewer, <i>Issues in Science and Technology Librarianship</i>
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 an R1 university’s Library Personnel Committee

SERVICE TO THE UNIVERSITY OF NEW MEXICO

2026 – Present	Campus Development Advisement Committee (CDAC) [sabbatical coverage]
2020 – Present	Undergraduate Research Opportunity Conference (UROC), Research Presentation Evaluator
2022 – 2026	UNM OER Working Group member; Co-chair 2022-2023
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

2026 – Present	Promotion & Tenure Committee
2026 – Present	Faculty Senator [sabbatical coverage]
2025 – Present	Library Scholarship Day Planning Committee
2025 – Present	Research Commons Space Project Committee
2025 – Present	Assessment Working Group
2025 – Present	User Experience Team
2024 – Present	Ashton Speaker Series Organizing Committee
2024 – Present	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
2026	Search Committee, Visiting Data Scientist
2025	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, <i>Harvest</i> Film Premiere
2023	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