

University Libraries  
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# Lori Townsend

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**Education**    **San Jose State University**  
Master's of Library and Information Science, 2005

**University of New Mexico**  
Bachelor of Arts, History, magna cum laude, 1998.

**Professional experience**    July 2016 - present  
**Learning Services Coordinator & Engineering Librarian | Associate Professor**  
University of New Mexico Libraries | Albuquerque, NM

Jan 2013 - June 2016  
**Learning Services Coordinator | Assistant Professor**  
University of New Mexico Libraries | Albuquerque, NM

Aug 2010 - Dec 2012  
**Data Librarian for Social Sciences & Humanities | Assistant Professor**  
University of New Mexico Libraries | Albuquerque, NM

Aug 2006 - June 2010  
**Electronic Collections Coordinator | Senior Assistant Librarian**  
California State University, East Bay, University Libraries | Hayward, CA

Sept. 2005 - July 2006  
**Reference/Instruction Librarian | Assistant Librarian**  
California State University, East Bay, University Libraries | Hayward, CA

Feb. 2005 - June 2005  
**Reference & Instruction Intern**  
California State University, East Bay, University Libraries | Hayward, CA

Jan. 2003 – June 2005  
**Library Assistant**  
Children's Hospital, Oakland, Medical Library | Oakland, CA

Sept. 2003 – Feb. 2004  
**Librarian (consultant)**  
Center for Health Care Evaluation (CHCE) | Menlo Park, CA

Oct. 2000 - June 2001  
**Librarian**  
Sherman Indian High School | Riverside, CA

## Current professional duties

### **Learning Services Coordinator for the UNM Libraries**

- Coordinate the Learning Services department, which consists of three faculty librarians: two Learning Services Librarians and a First Year Experience Librarian.
- The Learning Services department's primary duties include:
  - Developing the curriculum for and providing the majority of 100-level information literacy library instruction, including teaching OILS 101.
  - Developing and maintaining an online information literacy learning program.
  - Serving as a resource for Subject Librarians in the development of instructional materials and improvement of instruction. Inreach activities include an annual instruction retreat, bi-weekly instruction gatherings and the Ashton speaker series.
  - Liaison to first year and transitional programs offered by Students Services, University College, Honors, Orientation, etc.
  - Liaison to McNair/ROP programs.
  - Serving as a resource for the assessment of library instruction.

### **Subject librarian for multiple UNM departments**

- Current departments: Chemical & Biological Engineering, Civil Engineering, Electrical & Computer Engineering, Mechanical Engineering, Nuclear Engineering & Women's Studies
- Past departments: Africana Studies, Communication & Journalism, History, Psychology, Sociology
- Includes the following duties:
  - outreach & advisement about library services
  - library instruction workshops
  - individual research consultations with students and faculty
  - collection development

## Previous professional duties

### **Cal State East Bay**

- Managed electronic collections, including consortially and locally subscribed databases and serials.
- Served as subject liaison to the departments of Psychology, Human Development and Geography & Environmental Studies.
- Instructor for LIBY 1210 & LIBY 1551.
- Provided reference and research advisement to a diverse user community.
- Served as chair of the library's web team and led it through a website redesign in 2008.

### **Previous positions**

- Sherman Indian High School: Supervised a high school library that served a diverse group of over 500 American Indian students.
- Center for Health Care Evaluation: Organized the journal collection of a specialized research center library. Created a database of their journal holdings and staff publications & created a series of intranet web pages to display holdings.
- Golden Gate University Law Library: Served as the evening and weekend Circulation desk supervisor.
- Multiple: Hired, trained and managed student workers.
- Multiple: Coordinated interlibrary loan, bindery and stacks maintenance.

## Teaching Experience

### University of New Mexico

#### OILS 101 - Introduction to Information Studies (3-credit elective course)

- The Learning Services department proposed, developed, and is responsible for teaching OILS 101 in the Fall and Spring semesters.
- Catalog Description: What is information? This course provides an introduction to systems of information in society and culture. Topics include: history of information, libraries, information disruptions, social media and movements, classification of knowledge, and information ethics.

#### OILS 320 - Information Management for Professionals (3-credit elective course)

- Catalog Description: Concerns the use of organizing systems and information in a profession or discipline to learn, manage, and develop knowledge. We will explore the use of the inquiry/research process in a professional context.

**Course-related instruction** and individual student & faculty consultations, online and in-person, for the UNM School of Engineering and the departments of Africana Studies, Communication & Journalism, History, Psychology and Sociology.

**Workshops** such as Introduction to Literature Reviews, Citation Management with Zotero & Mendeley, Pizza & Presentations

**First year information literacy instruction**, e.g. English 120, Freshman Learning Communities, flipped ENGL 120 Instruction: <http://libguides.unm.edu/engl120>

**Digital learning objects created** for INFO 320, Communication and Journalism, CJ 130, Public Speaking and ENG 102/120. Examples:

- ENGL 1120 Library Tutorial: <https://libguides.unm.edu/engl1120>
- Information Formats: <https://voicethread.com/share/4863450/>
- Academic Discourse & the Disciplines: <https://voicethread.com/share/4836126/>

### California State University, East Bay

**LIBY 1210/1551**, Introduction to Information Literacy (2 credit required course for entering first-year students) & **LIBY 1551**, Information Skills in the Electronic Age (2 credit elective course). Online: <http://liby1210.weebly.com>, <http://liby1551.weebly.com>

**Digital learning objects**, created for LIBY 1210/1551 and the library website, built using Voicethread.com and Adobe Captivate. Examples:

- Primary & secondary sources: <http://library.csueastbay.edu/modules/PrimarySources/PrimarySources.html>
- Brief history of books & libraries: <http://voicethread.com/share/301230/>
- Introduction to database searching: [http://134.154.30.8/staff/CamtasiaModules/asp/asp\\_demo.htm](http://134.154.30.8/staff/CamtasiaModules/asp/asp_demo.htm)

**Course-related instruction** and individual student & faculty consultations, online and in-person, for the departments of Psychology, Human Development and Geography & Environmental Studies.

**Faculty Development Workshops**, e.g. Getting started with Google Docs and Forms, Creating dynamic online presentations with Voicethread, Managing Research Content, Online Content for Online Learning.

## Publications **Book**

Hofer, A. R., Lin Hanick, S., & Townsend, L. (2019) *Transforming information literacy instruction: Threshold concepts in theory and practice*. Santa Barbara, CA: ABC-CLIO.

### **Journal articles**

Hurley, D., Kostelecky, S., & Townsend, L. (2019). Cultural humility in libraries. *Reference Services Review*. <https://doi.org/10.1108/RSR-06-2019-0042>

Russo, A., Jankowski, A., Beene, S., & Townsend, L. (2019). Strategic source evaluation: Addressing the container conundrum. *Reference Services Review*, 47(3), 294-313. <https://doi.org/10.1108/RSR-04-2019-0024>

Koelling, G., & Townsend, L. (2019). Research clinics: An alternative model for large-scale information literacy instruction. *Communications in Information Literacy*, 13(1), 75-90.

Jankowski, A., Russo, A., & Townsend, L. (2018). "It was information based": Student reasoning when distinguishing between scholarly and popular sources. *In the Library with the Lead Pipe*. Retrieved from <http://www.inthelibrarywiththeleadpipe.org/2018/it-was-information-based/>

Townsend, L., Hofer, A. R., Lin Hanick, S. and Brunetti, K. (2016). Identifying threshold concepts for information literacy: A Delphi study. *Communications in Information Literacy*, 10(1), 23-49.

Hofer, A., Brunetti, K., & Townsend, L. (2013). A threshold concepts approach to the Standards revision. *Communications in Information Literacy*, 7(2), 108-113.

Hofer, A., Townsend, L., & Brunetti, K. (2012). Troublesome concepts: Investigating threshold concepts for information literacy instruction. *portal: Libraries and the Academy*, 12(4), 387-405.

Townsend, L., Brunetti, K., & Hofer, A. R. (2011). Threshold concepts and information literacy. *portal: Libraries and the Academy*, 11(3), 853-869.

### **Book chapter**

Kostelecky, S. R. & Townsend, L. (2018). The less than one percent: Native librarians in conversation. In T. Y. Neely & J. R. López-McNight (Eds.), *In our own voices, redux : the faces of librarianship today* (pp. 23-32). Lanham, Maryland: Rowman & Littlefield.

### **Conference proceedings**

Brunetti, K., Hofer, A. R. and Townsend, L. (2014). Interdisciplinarity and information literacy instruction: A threshold concepts approach. In C. O'Mahoney, A. Buchanan, M. O'Rourke, & B. Higgs (Eds.), *Threshold concepts: From personal practice to communities of practice, Proceedings of the National Academy's Sixth Annual Conference and the Fourth Biennial Threshold Concepts Conference* (pp. 89-93), Cork, Ireland: NAIRTL.

Townsend, L., Brunetti, K., & Hofer, A.R. (2009). Save a horse, ride a new train of thought: Using threshold concepts to teach information literacy. *LOEX Conference Proceedings*, 117-120.

Brunetti, K. & Townsend, L. (2007). Extreme (class) makeover: Engaging information literacy students with web 2.0. *E-Learn 2007 Conference Proceedings*, 1420-1425.

## Publications **Other writing**

(cont.)

Townsend, L. (2015, June 22). Connecting the dots: Curiosity. Motivation. Affect. *AMICAL 2015 Blog*. <http://2015.amicalnet.org/blog/connecting-the-dots>

ACRL Information Literacy Competency Standards for Higher Education Task Force. (2015). *Framework for Information Literacy for Higher Education*. <http://www.ala.org/acrl/standards/ilframework>

Townsend, L., Lu, S., Hofer, A.R., & Brunetti, K. (2015, January 30). What's the Matter with Threshold Concepts? *ACRLog*, <http://acrlog.org/2015/01/30/whats-the-matter-with-threshold-concepts/>

Brunetti, K., & Townsend, L. (2011). Biz of Acq--Collecting in the Cloud. *Against The Grain*, 23(2), 63-65.

Townsend, L. (2008). [Review of the book *Encyclopedia of Global Warming and Climate Change*]. *Reference & User Services Quarterly*, 48(2), 195-196.

## Invited presentations

Lori Townsend & Anne-Marie Deitering, "What if the answer is a question? Reflective practice and information literacy." **All-day workshop** for the *University of Oklahoma Libraries*, August 7, 2019.

Lori Townsend, Rebecca Kuglitsch, & Korey Brunetti, "Interweaving ACRL's Framework into an Information Literacy Program." **Panel presentation and master class** at the *Special Libraries Association Annual Conference*, June 19th, 2017.

Lori Townsend, "Introduction to the ACRL Framework for Information Literacy." **Presentation** at the *New Mexico Consortium of Academic Libraries (NMCAL) Director's Retreat*, August 2, 2016.

Silvia Lin Hanick & Lori Townsend, "Big picture theory and the practical classroom: Threshold concepts and information literacy instruction." **Webinar** for the *ACRL Student Learning and Information Literacy Committee*, November 17, 2015.

Lori Townsend, "Negotiating thresholds: Conflict and transformation in the liminal space." **Opening keynote** at *AMICAL 2015*, Blagoevgrad, Bulgaria, May 29, 2015.

Amy R. Hofer, Silvia Lu, & Lori Townsend, What's the big idea?! Incorporating threshold concepts into your teaching practice. **Keynote** at the *Information Literacy Summit*, Palos Hills, IL, April 10, 2015.

Lori Townsend & Silvia Lu, Threshold Concepts and the ACRL Information Literacy Framework: An Introduction. **Webinar** presented to the *AMICAL Consortium*, November 6, 2014.

Korey Brunetti, Amy Hofer, Silvia Lu & Lori Townsend, Can We Get There From Here? Threshold Concepts From Theory to Practice. **Keynote** presented at the *American Library Association Annual Conference, ACRL Instruction Section Program*, Las Vegas, NV, June 29, 2014.

Lori Townsend & Amy Hofer, "Moving into the Liminal Space: Thinking Conceptually about Information Literacy." **Presentation and workshop** presented at the *20th Annual Conference & Exhibition, Special Libraries Association (Arabian Gulf Chapter)*, Doha, Qatar, March 25-27, 2014.

## Presentations

- Stephanie Beene, Amy Jankowski, Alyssa Russo, and Lori Townsend, "The container conundrum: Using a contextual approach to source evaluation." Presented at the *2018 Library Instruction West Conference*, Grand Junction, CO, July 19, 2018.
- Sarah Kostelecky, David Hurley, and Lori Townsend, "Cultural Humility." Webinar presented through the *ALA Office for Diversity, Literacy, and Outreach Services* on May 25, 2017.
- David Hurley, Sarah Kostelecky, and Lori Townsend, "Mastering Competencies or Practicing Humility: Contemplating Culture in Libraries." Presented at the *2016 National Diversity in Libraries Conference*, Los Angeles, CA, August 11, 2016.
- Lori Townsend, "Student perceptions of format: What's the difference between a book and a journal article?" Presented at the *ALA Annual Conference 2016*, Assessment in Action: Third Year Project Posters, Orlando, FL, June 23-28, 2016.
- Silvia Lu, Amy Hofer & Lori Townsend, "Assessing Threshold Concepts for Information Literacy." Presented at *CUNY Reinventing libraries: Reinventing assessment, Innovative practices and ideas that challenge the status quo*, New York, NY, June 6, 2014.
- Dennis Davies-Wilson, Lori Townsend, and Leslie Broughton, "Information Literacy Trends and Issues: A Panel Discussion." Presented at the *2015 New Mexico Library Association Conference*, Albuquerque, NM, October 22, 2014
- Kathleen Keating & Lori Townsend, "Information Management for Professionals: A Three Credit Online Course." Presented at *Librarians Partnering for Student Learning, the Greater Western Library Alliance Student Learning Outcomes Symposium*, Las Vegas, NV, November 13-15, 2013.
- Lori Townsend, Amy Hofer & Korey Brunetti, "Expert Opinions: A Delphi Study on Threshold Concepts for Information Literacy." Presented at the *2013 LOEX Conference*, Nashville, TN, May 3-4, 2013.
- Amy Jackson, Holly Phillips, Todd Quinn, Lori Townsend & Jon Wheeler, "Library Data Services for Social Sciences and the Humanities." Half-day workshop for the *2013 New Mexico Library Association Conference*, Albuquerque, NM, April 17, 2013.
- Paulita Aguilar & Lori Townsend, "iPads for Roving Reference." Presented at the *2012 New Mexico Library Association Conference*, Las Cruces, NM, April 12-13, 2012.
- Kevin Comerford, Kathleen Keating, Amy Jackson, Rob Olendorf, and Lori Townsend, "Informatics and Data Management: The Future is Here!" UNM University Libraries credit course program: An Overview. Presented at the *2011 New Mexico Library Association Mini-Conference*, Santa Fe, NM, October 28, 2011
- Amy Hofer, Korey Brunetti, and Lori Townsend. "Expert Opinions: Investigating Threshold Concepts for Information Literacy Instruction." Presented at the *Library Research Seminar V Conference*, Integrating Practice and Research, College Park, MD, October 8, 2010.
- Korey Brunetti, Lori Townsend & Julian Prentice, "Let's try this again: Redefining the content of information literacy for a post-Google world." Discussion session at the *2010 CARL Conference*, April 2010.
- Korey Brunetti, Amy Hofer, & Lori Townsend, "Through the looking glass: Teaching information literacy with threshold concepts." Presented at the *Workshop for Instruction in Library Use (WILU) 2009 Conference*, Reflections, Montreal, QC, May 25, 2009.

## Presentations (cont.)

Korey Brunetti, Amy Hofer, and Lori Townsend, "Save a horse, ride a new train of thought: Using Threshold Concepts to teach information literacy." Presented at the *2009 LOEX Conference*, Blazing Trails: On the path to Information Literacy, Albuquerque, NM, May 1, 2009.

Korey Brunetti and Lori Townsend, "Taking the FYE Online: A New Platform for Teaching Information Literacy Skills." Presented at *First Year Experience Regional Conference*, Partnerships and Practices: Positioning FYE and Learning Communities for the Future, Sacramento, CA, August 26, 2008.

Korey Brunetti and Lori Townsend, "Papa's got a brand new tag: Teaching information literacy with web 2.0." Poster presented at *Conference on Information Technology* a conference of the League for Innovation, Nashville, TN, November 2007.

Korey Brunetti and Lori Townsend, "Extreme (class) makeover: Engaging information literacy students with web 2.0." Best practices session presented at *E-Learn*, a conference of the Association for the Advancement of Computer in Education, Quebec City, October 2007.

## Awards & Honors

**2017-2020 Regent's Lecturer, UNM College of University Libraries and Learning Sciences**

**2016 Top Twenty Instruction Articles** for "Identifying threshold concepts for information literacy: A Delphi study," Library Instruction Round Table, American Library Association

**2013 Ilene F. Rockman Publication of the Year Award** for "Threshold concepts and information literacy," Association of College and Research Libraries, American Library Association

**2013 UNM University Libraries Project Implementation Award** for serving on the Web Implementation Team which designed and built a new library website.

**2011 Top Twenty Instruction Articles** for "Threshold concepts and information literacy," Library Instruction Round Table, American Library Association.

## Professional development

**Assessment in Action**, Year 3 (2015-2016), Librarian Team Leader.

**ACRL Immersion: Practical Management for the Instruction Coordinator**. April 10, 2013.

**Providing Social Science Data Services: Strategies for Design and Operation**. 2012 ICPSR Summer Program. August 6-10, 2012.

**INFO 530: Environment Information Management** (2 credits). 2012 Walter E. Dean Environmental Information Management Institute. May 28 - June 1, 2012.

## Service

### Professional

2017-18      2018 Joint Council of Librarians of Color Conference, Local arrangements committee

2016      New Mexico Library Association Annual Conference planning committee

2015-16      ALA Spectrum Scholar Mentor

Service (cont.)	2012-2015	ACRL Information Literacy Competency Standards for Higher Education Task Force
	2011-12	Program Committee for the International Association for Social Sciences Information Services & Technology (IASSIST) 2012 Conference.
	2009-10	California Clearinghouse on Library Instruction Steering Committee
	2007-08	CSU Chancellor's Office IL Learning Objects Review Team

#### **University of New Mexico**

2017-2019	University Libraries Promotion & Tenure Committee
2010-2018	University Libraries Web Team
2016-2018	University Libraries Sabbatical Committee
2012-2015	Faculty Senate Curricula Committee
2011-2015	University Libraries Faculty Merit Points Committee
2014	University Libraries Director of Access Services Search Committee
2012	University Libraries Scholarly Communications Officer Search Committee
2011	University Libraries Engineering Librarian Search Committee

#### **California State University, East Bay**

2009-2010	Faculty Senate Committee on Instruction and Curriculum
2007-2010	Library Web Team - Chair
2006-2010	Library Collection Development Committee
2008-09	GE Subcommittee of CSUEB Faculty Senate Committee on Instruction and Curriculum