

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.

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## Professional experience

*Jan 2013 - present*

**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

### **Coordinate Learning Services at the University Libraries.**

- Supervise three faculty librarians: two Learning Services Librarians and a First Year Experience Librarian.

The Learning Services department's primary duties include:

- Developing and maintaining online learning objects.
- 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 Subject Librarians in the development of instructional materials and improvement of instruction.
- Providing the majority of 100-level library instruction.
- Serving as a resource for the assessment of library instruction.

### **Serve as the subject librarian for multiple UNM departments**

**Current departments;** Chemical & Biological Engineering, Civil Engineering, Electrical & Computer Engineering, Mechanical Engineering and Nuclear Engineering

**Past departments:** Africana Studies, Communication & Journalism, History, Psychology, Sociology

This includes the following duties:

- outreach/advisement about library services
- library instruction workshops
- individual research consultations with students and faculty
- collection development

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## Teaching Experience

### **University of New Mexico**

- INFO 320 - Information Management for Professionals (3-credit elective course)
- Course-related instruction and individual student & faculty consultations, online and in-person, for the departments of Communication & Journalism, Engineering, Psychology and Sociology.
- Information literacy instruction in first year courses, 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:
  - Information Formats: <https://voicethread.com/share/4863450/>
  - Academic Discourse & the Disciplines: <https://voicethread.com/share/4836126/>
  - Introducing Academic Search Complete: [http://www.youtube.com/watch?v=n3Lj4VXN\\_wk](http://www.youtube.com/watch?v=n3Lj4VXN_wk)

# Teaching Experience (cont.)

## California State University, East Bay

- LIBY 1210, 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>
  - Hybrid: <http://121006sp07.wordpress.com/about/>
- 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. Selected:
  - Getting started with Google Docs and Forms, through the Office of Faculty Development.
  - Creating dynamic online presentations with Voicethread, through the Office of Faculty Development.
  - Managing Research Content with Web 2.0, through the Office of Faculty Development.
  - Online Content for Online Learning at Back to the Bay mini-conference, 9/21/06 and 9/20/07.
  - Web 2.0 and Information Management at Back to the Bay mini-conference, 9/19/07 and 9/19/08.

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# Publications

## Refereed journals

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

## Publications (cont.)

### Refereed 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.

### Book (under contract)

Hofer, A. R., Lin Hanick, S., & Townsend, L. (expected early 2017) *Transforming information literacy instruction: Threshold concepts in theory and practice*. Santa Barbara, CA: ABC-CLIO.

### Unrefereed publications

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/>

Townsend, L. (2014). The Quarterly Interview: Lori Townsend [Interview by LOEX Quarterly], 41(1), 11-12. Retrieved from <http://commons.emich.edu/loexquarterly/vol41/iss1/6/>

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

Townsend, L. (2010). [Review of the book *Encyclopedia of Sustainability*]. *Reference & User Services Quarterly*, 50(1), 80-81.

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

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## Invited presentations

Silvia Lin Hanick & Lori Townsend, *Big picture theory and the practical classroom: Threshold concepts and information literacy instruction*. **Invited 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.

## Invited presentations (cont.)

- 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.
- Korey Brunetti, Amy Hofer, & Lori Townsend, *Threshold Concepts: High-Impact Information Literacy Instruction*. **Presentation** for the California Clearinghouse on Library Instruction (CCLI), "Starting Out Strong: Motivating First-Year Students for Success," Moraga, CA, May 8, 2009. Flyer: <http://ic.arc.losrios.edu/~ccli/2009flyer.pdf>

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## Presentations

- 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, 2015
- 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.
- 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.

## Presentations (cont.)

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. Proceedings: <http://www.carl-acrl.org/Archives/ConferencesArchive/Conference10/proceedings.html>.

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. Online version of presentation: <http://voicethread.com/share/527453/>

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 Library Orientation Exchange (LOEX) 2009 Conference, "Blazing Trails: On the path to Information Literacy," Albuquerque, NM, May 1, 2009. Online handout: <https://docs.google.com/Doc?docid=0AQyVb7VP91OZZGd0Znc1bnBfOWZocDQyemdk&hl=en>

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. Online handout: [http://docs.google.com/Doc?docid=dftqvrwj\\_71hjrj89dz&hl=en](http://docs.google.com/Doc?docid=dftqvrwj_71hjrj89dz&hl=en)

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.

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## Awards

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 the new library website.

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## 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

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

## University of New Mexico

- 2013-2015 Member, Faculty Senate Curricula Committee
- 2011-2015 Member, University Libraries Faculty Merit Points Committee
- 2010-2014 Member, University Libraries Web Usability Team
- 2014 Member, University Libraries Director of Access Services Search Committee
- 2012 Member, University Libraries Scholarly Communications Officer Search Committee
- 2011 Member, University Libraries Engineering Librarian Search Committee

## California State University, East Bay

- 2009-10 Member, CSUEB Faculty Senate Committee on Instruction and Curriculum
- 2009-10 Member, CSUEB Faculty Senate Diversity & Equity Committee
- 2009-10 Member, CSU Systemwide Electronic Access to Information Resources (EAR) Committee
- 2007-10 Chair, Library Web Team
- 2007-10 Member, Library Systems Committee
- 2008-09 Member, GE Subcommittee of CSUEB Faculty Senate Committee on Instruction & Curriculum
- 2007-08 Member, Tenure-Track Librarians Search Committee