

Jordan M. Nielsen

(they/them/theirs)

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EDUCATION

Master of Science, Information Sciences, University of Tennessee, Knoxville, 2012.

Master of Business Administration, University of Tennessee at Martin, 2007.

Bachelor of Science, Business Administration (*Emphasis: Marketing*), University of Tennessee at Martin, 2006, *cum laude*.

EXPERIENCE

California State University, Northridge, *August 2026 - Present*

Role: Associate Dean of the University Library

- Provide executive leadership and administrative oversight for library access and public services, including circulation, shelving operations, interlibrary loan, and course reserves and curricular resources.
- Oversee operations of Guest Services, Teacher Curriculum Center/Music& Media services, the Map Collection, and related user-centered service areas.
- Serve as the chief administrative deputy to the Dean of the University Library, providing leadership continuity and operational oversight during periods of delegated authority.
- Collaborate with library faculty and staff to support the research, teaching, and learning needs of students, faculty, and staff across the university.
- Develop, implement, and oversee library policies, procedures, and service standards.
- Coordinate the curriculum review and approval process for courses offered by the University Library.
- Guide assessment, reporting, and continuous improvement efforts to support institutional effectiveness and strategic objectives.
- Serve on the library, campus, and university-wide committees, contributing to strategic planning, policy development, and institutional initiatives.

- Represent the University Library in campus, system-wide, and external meetings on behalf of the Dean, as needed.
- Foster cross-departmental collaboration to advance library services, resource access, and student success outcomes.

Middle Tennessee State University, June 2022 - August 2026

Rank: Professor with tenure

Role: Head of Access Services (July 2024 - August 2026)

- Initiates, evaluates, manages, and oversees the planning, development, and implementation of a broad range of access services for students, faculty, and staff as well as guest users and other libraries
- Maintains current knowledge of the integrated library system (i.e., FOLIO) and interlibrary loan system (i.e., ILLiad)
- Promotes service excellence and develops user-centered policies and procedures
- Provides user services as needed and resolves user complaints effectively
- Hires, trains, supervises, and evaluates Access Services staff
- Approves staff schedules and ensures staff coverage all hours the library is open
- Fosters effective communication, teamwork, collaboration and shared problem-solving within and between departments
- Analyzes and reports departmental data
- Adjusts services, workflow, duties, and responsibilities in Access Services, as needed
- Keeps up to date on new technologies and innovations in access services

Role: Inclusion & Education Librarian (June 2023 - June 2024)

- Served as the Walker Library's liaison to the College of Education and oversee the Library's Curriculum Collection, including:
 - Supervision of 3 full-time staff, including goal-setting, performance evaluations, and assigning work
 - Coordinated the development and management of the Curriculum Collection, including selection of materials and assessment of collection use
- Collaborated with Library Administration to identify the professional development needs of Library employees, to establish ongoing professional development/training programs that address those needs, and to assess professional development programs
- Provided training and guidance to search committees and supervisors regarding inclusive practices for student, staff, and faculty hiring
- Coordinated with unit supervisors, department chairs, and other relevant stakeholders to align onboarding activities with the Library's DEIA commitment

- Served as the liaison to Intercultural and Diversity Affairs, and the Office of Community Engagement & Inclusion

Role: Department Chair, User Services (June 2022 - June 2023)

- Served as the administrative head of the User Services Department in the James E. Walker Library, including supervision of 24 full-time employees (12 FTE faculty and 12 FTE staff) and 15+ student assistants across the functional areas of Reference & Instruction, Access Services (i.e., circulation, interlibrary loan, course reserves, and stacks maintenance), Open Educational Resources, Research & Data Services, the Curriculum Collection, and Listening & Viewing Center
- Developed and implemented policies, conducted performance evaluations, and collaboratively established annual goals for individual employees
- Applied a user-centered orientation to the development and improvement of library services and programs
- Oversaw the training, mentoring, and evaluation of all User Services employees
- Developed position descriptions, oversaw recruitment, and served as the hiring manager for all positions in the department
- Actively monitored university strategic planning initiatives and provided direction for User Services to plan, implement, and assess library services
- Collaborated with colleagues across library departments to continuously improve services and operations

Vanderbilt University, February 2021 - June 2022

Rank: Librarian II (equivalent to Associate Librarian)

Role: Librarian for Business

- Provided expert level business information consultation to the students, faculty and staff of Vanderbilt University.
- Applied in-depth knowledge of business research with real-world business applications in one-on-one consultations, workshops, and classroom teaching
- Primary library liaison for business related-sub disciplines, including Entrepreneurship, Healthcare, Marketing, and Operations Management
- Provided instructional services, such as developing and leading orientations, one-shot instruction sessions for classes, and course assignments and workshops on tools and topics
- Developed learning goals, designed classes, and researched exercises for the classroom
- Managed online research guides, created topic and course guides to support research, instruction and assignments
- Participated in collection development by evaluating library databases and resources

San Francisco State University, September 2018 - January 2021

Rank: Associate Librarian

Role: Head, User Services & Engagement, *July 2020 - January 2021*

- Provided lead work direction for 9 full-time equivalent (FTE) staff in the Access Services division, including assigning work, setting goals, and evaluating work performance
- Participated in ongoing user needs assessment activities, including gathering and reporting data about user behaviors, expectations, and needs
- Provided leadership in establishing, implementing, and assessing goals, objectives, and priorities for the Access Services division
- Collaboratively created, maintained, and continuously improved Access Services-related policies, procedures, workflows, and systems (e.g., Alma, LibAnswers, ILLiad)
- Developed and delivered library employee training and training materials for Access Services policies, services, tools, and best practices
- Promoted user engagement with the Library's services and spaces by developing and coordinating events, workshops, and other similar activities
- Sought and facilitated conversations with campus partners to increase the effectiveness of library spaces and services
- Provided mentoring and professional development support for staff in Access Services
- Employed user experience best practices and theory to provide leadership and vision in developing and improving innovative, user-centered Library-wide public services, spaces, policies, and procedures

Role: Research Assistance Co-Coordinator, *January 2019 - July 2020*

- Provided lead work direction for 2 FTE staff in the Research & Instructional Services Division, including assigning work, setting goals, and evaluating work performance
- Oversaw the scheduling of all in-person and virtual research assistance services across multiple delivery mediums
- Led the collection, maintenance, analysis, and reporting of research assistance transaction data and provided data-driven recommendations for service improvements in order to better meet the needs of users, facilitate student success, and improve internal operational efficiencies
- Led the development and updating of research assistance related policies, procedures, and best practices in response to the evolving needs of both library users and library employees
- Developed and delivered library employee training and training materials for research assistance policies, services, tools, and best practices as needed
- Promoted user engagement with the Library's research services by developing and coordinating events, workshops, and other similar activities

- Served as the primary administrator for and oversaw the development, maintenance, promotion, use, and assessment of the library's research assistance related Springshare products (e.g., LibGuides, LibAnswers, LibStaffer, etc.)

Role: Business Librarian, *September 2018 - January 2021*

- Served as the college coordinator for the Lam Family College of Business (LFCoB) and provided research, teaching, and learning support by:
 - Coordinating and providing reference services and research consultations for business researchers and learners
 - Designing and delivering information literacy instruction for lower-division (e.g., First Year Experience), upper-division, and graduate business courses across all business disciplines and programs
 - Creating digital learning objects, including online tutorials, research guides, and other similar tools
 - In consultation with other liaisons assigned to the LFCoB, managing and developing the library's business collections, including managing shared and individual monographic funds, reviewing and recommending serials subscriptions and cancellations, and engaging in vendor relations
- Coordinated the Library's support for campus-wide and discipline-specific entrepreneurship support, including the provision of research and instructional support for the SF State Innovation and Entrepreneurship Fellows Program
- Contributed to the Library's general reference and information services by working multiple shifts each week at the Research Assistance Desk

Rutgers, The State University of New Jersey, May 2017 - September 2018

Rank: Librarian III (equivalent to Assistant Professor)

Role: Business & Entrepreneurship Librarian

- Liaison librarian responsible for:
 - Teaching course-integrated and resource-specific instruction in business-based subject areas, including the Rutgers Business School
 - Collaborating with business librarians across the Rutgers University Libraries to build and manage collections that support business research and education
 - Providing a full range of in-person and virtual reference services and in-depth consultations for business-related research
 - Creating digital learning objects, including online tutorials, research guides, and other similar tools
 - Providing course-integrated research and instructional support for entrepreneurs across disciplines, including in the Information Technology & Informatics, Master of Science & Business, and Global Sports Business programs
- Managed the operations of the Libraries' Career Collection Reading Room by:

- Maintaining and developing the career collections in the space, including space and collection assessment
- Providing career-related research and instructional support to researchers and learners
- Managing outreach and events in the space, such as peer to peer research counseling and career workshops co-sponsored/co-taught by University Career Services
- Participated in information literacy initiatives and provided reference and research services focused on the broader Rutgers community
- Contributed to the Libraries' reference and information services via regular shifts at the Reference Desk

San Diego State University, August 2014 - May 2017

Rank: Senior Assistant Librarian (equivalent to Assistant Professor)

Role: Entrepreneurship, Marketing, and Business Data Librarian, *August 2014 - May 2017*

- Liaison librarian responsible for developing partnerships with and supporting the Department of Economics, L. Robert Payne School of Hospitality & Tourism Management, and the Fowler College of Business by:
 - Initiating, conducting, and assessing course-related and resource-specific instruction in business subject areas
 - Creating digital learning objects, including online tutorials, research guides, and other similar tools
 - Providing specialized research and reference services in person and through email, chat, and telephone to the academic business community
 - Developing and assessing collections and services in support of business subject areas
 - Collaborating with and supporting business-related centers at the university, including the Zahn Innovation Platform, Lavin Entrepreneurship Center, Corky McMillan Center for Real Estate, Aztec Consulting Center, and Center for Integrated Marketing Communications
 - Coordinating outreach and events focusing on and/or involving the academic business community, including the Volunteer Income Tax Assistance service learning project
- Provided general reference, instruction, and research consultations across multiple modalities to the SDSU community, including regular shifts at the Research Desk

Role: Director, Map IT: Data Analysis, GIS, and Visualization Studio, *August 2016 - May 2017*

- Secured funding to develop the Map IT Studio via a President's Leadership Fund grant (grant awarded July 2016)
- Researched, planned, and coordinated research and instructional services to support the data analysis, geographic information systems (GIS), and data visualization needs of researchers and learners at the University
- Liaised with Library Information Technology to identify and acquire computing equipment and statistical and analytical software for the Map IT space and to provide ongoing technical support
- Liaised with SDSU's Geography Department to acquire ArcGIS software licenses for the Map IT computers

University of Arkansas, August 2012 - August 2014

Rank: Assistant Librarian/Assistant Professor

Role: Business Librarian, *August 2012 - August 2014*

- Liaison librarian responsible for developing partnerships with and supporting the Sam M. Walton College of Business, including the Departments of Accounting, Economics, Finance, Information Systems, Management, Marketing, and Supply Chain Management
- Leveraged tools and systems to manage collection budgets, to ensure that business resources in all formats were added to the University Libraries' collections, and to assess collection use
- Developed, delivered, and assessed course-related and resource-specific instruction in business subject areas
- Collaborated with the Walton College's instructional designer to create online tutorials and provide support for support students enrolled in online business programs through the university's Global Campus
- Collaborated with Library Information Technology and Access Services to provide information and reference services at a central service desk during multiple shifts each week

TEACHING EXPERIENCE

University: Vanderbilt University

Rank: Lecturer in Management

Courses Taught: Advanced Business Research (MGT 6599), *Fall 2021*

- Served as the instructor of record for MGT 6599, a special topics course open to all students in the Owen Graduate School of Management
- Designed and delivered instruction focused on enhancing the research skills of business students, covering topics such as business data and statistics, consumer and market research, and intellectual property
- Evaluated student performance in MGT 6599

University: University of Arkansas

Rank: Provost Lecturer

Courses Taught: University Perspectives (UNIV 1001), *Fall 2013 and Spring 2014*

- Served as the instructor of record for University Perspectives (UNIV 1001), the university's first year experience course
- Designed and delivered instruction focused on welcoming and supporting the University's first year students, covering topics such as civic engagement and information literacy
- Evaluated student performance in UNIV 1001, including their participation in service learning projects

RESEARCH, SCHOLARLY, AND CREATIVE ACTIVITIES

Book

- Houk, K., **Nielsen, J.**, and Wong-Welch, J. (Eds.). (2024). *Toward inclusive academic librarian hiring practices*. Association of College & Research Libraries.

Peer-Reviewed Journal Articles

- Houk, K. & **Nielsen, J.** (2023). Inclusive hiring in academic libraries: A qualitative analysis of reflections and attitudes of search committee members. *College & Research Libraries*, 84(4), 568-588.
- Rusk, F., Maxwell, J., **Nielsen, J.**, Borges, L., Guidara, A., and Lamberti, J. (2023). Pursuing student success in libraries: A case study in peer mentor program transition, training, and engagement. *Reference Services Review*, 51(2), 91-104.

- Kranich, N., Lotts, M., **Nielsen, J.**, and Ward, J. (2020). Moving from collecting to connecting: Articulating, assessing, and communicating the work of liaison librarians. *Portal: Libraries and the Academy*, 20(2), 285-304.
- Jeffery, K., Houk, K., **Nielsen, J.**, and Wong-Welch, J. (2017). Digging in the mines: Mining course syllabi in search of the library. *Evidence Based Library & Information Practice*, 12(1), 72-84.
- Rogers, J. & **Nielsen, J.** (2017). Assessing a promotional strategy for marketing electronic resources in the academic library environment. *The Serials Librarian*, 73(1), 18-26.
- Nielsen, J. (2014). Going the distance in academic libraries: Identifying trends and innovation in distance learning resources and services. *Journal of Library and Information Services in Distance Learning*, 8(1-2), 5-16.
- **Nielsen, J.** & Lennertz Jetton, L. (2014). Assessing the effectiveness of collaborative subject-specific library instruction. *Qualitative & Quantitative Methods in Libraries Journal*, 3(1), 343-350.
- Nielsen, J. (2013). The blended business librarian: Technology skills in academic business librarian job advertisements. *Journal of Business & Finance Librarianship*, 18(2), 119-128.

Chapters in Edited Books

- Nielsen, J. (2021). Entrepreneurship unbound: Liaison librarians supporting entrepreneurship in the university environment. In C. Crichton & R. Canuel (Eds.) *Approaches to liaison librarianship: Innovations in organization and engagement* (pp. 283-295). Chicago, IL: Association of College & Research Libraries.
- Nielsen, J. (2018). From entrepreneurs to executives: Supporting graduate business students in the library. In C. Renfro & C. Stiles (Eds.), *Transforming libraries to serve graduate students* (pp. 77-83). Chicago, IL: Association of College & Research Libraries.
- **Nielsen, J.** & Jeffery, K. (2017). Using proximity beacons and the Physical Web to promote library research and instructional services. In C. Crichton & R. Canuel (Eds.), *Mobile technology and academic libraries: Innovative services for research and teaching* (pp. 197-205). Chicago, IL: Association of College & Research Libraries.
- Houk, K. & **Nielsen, J.** (2016). Partnering to teach technology: Planning a library-based workshop series. In C. Smallwood (Ed.), *Teaching technology in libraries: Creative ideas for training staff, patrons, and students* (pp. 175-182). Jefferson, NC: McFarland.

Editor-Reviewed Journal Articles

- De Perri, R, **Nielsen, J.**, and Williams, T. (2019). Best of the best business reference Web resources 2019. *References & User Services Quarterly*, 59(1), 66-68.
- **Nielsen, J.**, Wachowicz, E., Hall, B., Inglis, H., and Castillo, F. (2017). The ABCs of private equity and venture capital data and information. *Journal of Business & Finance Librarianship*, 22(3-4), 231-238.

- Hall, B., **Nielsen, J.**, Reiter, L., Barsh, A., Inglis, H., Castillo, F., Wachowicz, E., Fleming, G. (2017). Outstanding business reference sources 2017. *Reference & User Services Quarterly*, 57(2), 140-144.
- Lederer, N., Hahn, E., Wachowicz, E., Castillo, F., Inglis, H., **Nielsen, J.**, Raymond, A., Reiter, L., and Sweeney, S. (2016). Outstanding business reference sources 2016. *Reference & User Services Quarterly*, 56(2), 126-130.
- Lamont, L. & **Nielsen, J.** (2015). Calculating value: A digital library's social media campaign. *The Bottom Line*, 28(4), 106-111.
- **Nielsen, J.**, Hahn, E., Lederer, N., Wachowicz, E., Raymond, A., McGuigan, G., Freeman, V., and Sweeney, S. (2015). Outstanding business reference sources 2015. *Reference & User Services Quarterly*, 55(2), 160-164.
- Hahn, E., Hurst, S., **Nielsen, J.**, Lederer, N., McGuigan, G., Raymond, A., Scott, P., Sweeney, S. (2014). Outstanding business reference sources 2014. *Reference & User Services Quarterly*, 54(2), 60-65.

Peer-Reviewed Conference Presentations

- Bethany, J., Garmer, N. Hughes, J., **Nielsen, J.**, & Paolillo, C. (2025). Promoting Student Success in Access Services. Panel presentation at the 2025 Access Services Conference, Atlanta, GA.
- Wong-Welch, J., Cota, M., & **Nielsen, J.** (2025). Democratizing power: Exploring the radical potential of mid-career librarians. Panel presentation at the 2025 Association for College & Research Libraries Conference, Minneapolis, MN.
- Mosley, K., **Nielsen, J.**, & West, K. (2024). Responsive recreational reading in academic libraries: Creating pop-up collections to engage the campus community. Presentation at the 2024 Tennessee Library Association Conference, Franklin, TN.
- Harmon, S. & **Nielsen, J.** (2023). The power of information literacy curriculum in clinical experiences. Presentation at the 2023 Tennessee Association of Colleges for Teacher Education Fall Conference, Franklin, TN.
- Houk, K. & **Nielsen, J.** (2023). Exploring academic librarian candidates' experiences on the job market. Presentation at the meeting of the 2023 Association of College & Research Libraries Conference, Pittsburgh, PA.
- **Nielsen, J.** & Houk, K. (2021). The library is open (and hiring): Toward conscientious academic librarian hiring practices. Presentation at the meeting of the 2021 Association of College & Research Libraries Conference.
- Houk, K. & **Nielsen, J.** (2020). Examining the use of comics and sequential art in professional degree programs and the implications for academic libraries. Presentation at the IAFOR International Conference on Education, Honolulu, HI.

- Nielsen, J. (2019). New venture librarianship: Practical implications from the entrepreneurship librarian job market. Presentation at the International Evidence Based Library and Information Practice Conference, Glasgow, Scotland.
- Nielsen, J. (2018). The business librarian and the career center: Promoting student engagement and business information literacy. Presentation at the inaugural Business Librarian Online Conference.
- **Nielsen, J.** & Jeffery, K. (2017). Sensors in the stacks: The Internet of Things and libraries. Presentation at the meeting of the Library Information Technology Association Forum, Denver, CO.
- **Nielsen, J.** & Jeffery, K. (2017). We solemnly swear that we are up to no good: Pop culture marketing in the library. Presentation at the meeting of the Popular Culture Association / American Culture Association, San Diego, CA.
- **Nielsen, J.** & Jeffery, K. (2017). Location, location, location: Creating location-based services with proximity beacons and the Physical Web. Presentation at the meeting of the Association of College & Research Libraries, Baltimore, MD.
- Jeffery, K. & **Nielsen, J.** (2017). Implementing proximity beacons in an academic library. Presentation at the meeting of Code4Lib, Los Angeles, CA.
- Nielsen, J. (2016). Booking the business librarian: Automating research consultation scheduling. Presentation at the meeting of the American Library Association, Orlando, FL.
- Lamont, L. & **Nielsen, J.** (2016). Digital, cultural, social: Primary sources via social media. Presentation at the New Media Consortium Conference, Rochester, NY.
- Nielsen, J. (2016). Gamifying business information literacy: Using digital badges to incentivize the acquisition of business information skills. Presentation at the 8th Qualitative and Quantitative Methods in Libraries Conference, London, England.
- Houk, K. & **Nielsen, J.** (2016). The university library as promoter of digital scholarship: A case study. Presentation at the 14th Hawaii International Conference on Education, Honolulu, Hawaii.
- Lamont, L. & **Nielsen J.** (2016). Evaluating a digital library through social return on investment. Paper presented at the 11th Northumbria Conference, Edinburgh, Scotland.
- Fiegen, A., **Nielsen, J.**, Shen, J. & Germano, M., Wu, D. (2016). In n out: Reaching out to the community from within our student body. Preconference workshop at the 2016 California Academic & Research Libraries Conference, Costa Mesa, California.
- Nielsen, J. (2015). A tale of two mind-mapping tools: Strategies for library instruction. Presentation at the meeting of the American Library Association, San Francisco, CA.
- Nielsen, J. (2015). Data visualizations as a marketing tool: Using infographics to promote library resources. Presentation at the 7th International Qualitative and Quantitative Methods in Libraries Conference, Paris, France.

- Lamont, L. & **Nielsen, J.** (2015). Sharing digital collections on social media: Calculating the value of a promotional campaign. Presentation at the 7th International Qualitative and Quantitative Methods in Libraries Conference, Paris, France.
- Jeffery, K., Houk, K., **Nielsen, J.** & Wong-Welch, J. (2015). Creating and sustaining a digital syllabus collection: A collaborative approach for librarians and academic units. Presentation at the 2015 Digital Initiatives Symposium, San Diego, CA.
- Nielsen, J. (2014). Evaluating the impact of collaboration on student learning, library collections, and the role of the liaison librarian. Presentation at the 6th International Qualitative and Quantitative Methods in Libraries Conference, Istanbul, Turkey.
- Lehman, K., **Nielsen, J.** & Kirkwood, P. (2014). The first-year experience: Three programs, two goals, one campus. Presentation at the 33rd Annual Conference on the First-Year Experience, San Diego, CA.
- Nielsen, J. (2014). Distance education students and the research process: Resources and services that support business students in online courses. Presentation at the meeting of the Global Conference on Business and Finance, Honolulu, HI.
- **Nielsen, J.** & Lennertz Jetton, L. (2013). Assessing the effectiveness of collaborative subject-specific library instruction. Presentation at the 5th International Qualitative and Quantitative Methods in Libraries Conference, Rome, Italy.

Peer-Reviewed Conference Poster Presentations

- Wong-Welch, J. & **Nielsen, J.** (2023). Readers' advisory as information literacy programming: Why academic librarians should be recommending too. Poster presentation at the meeting of the American Library Association Annual Conference, Chicago, IL.
- Nielsen, J. (2022). Teaching with intention: Developing a teaching and learning strategic plan for the library. Poster presentation at the meeting of the International Federation of Library Associations and Institutions' World Library and Information Congress, Dublin, Ireland.
- **Nielsen, J.** & Darling, B. (2022). Using backward design to develop a library-based data visualization workshop series. Poster presentation at the meeting of the American Library Association Annual Conference, Washington, D.C.
- **Nielsen, J.** & Tully, T. (2020). Democratizing entrepreneurship: Academic librarians in pursuit of inclusionary entrepreneurship. Poster presentation at the California Academic & Research Libraries Conference, Costa Mesa, CA.
- Nielsen, J. (2019). Examining the entrepreneur's information toolkit: A content analysis of entrepreneurship research guides. Poster presentation at the meeting of the International Federation of Library Associations and Institutions' World Library and Information Congress, Athens, Greece.

- Nielsen, J. (2018). Mapping the undergraduate business school curriculum: A targeted approach to library outreach and instruction. Poster presentation at the meeting of the American Library Association, New Orleans, LA.
- **Nielsen, J.**, Bliss, L., Herbias, A., Jeffery, K., Rhodes, G., & Santos, J. (2016). The communication super friends: Powering communication, strengthening engagement, and defeating unawareness in an academic library. Poster presentation at the meeting of the American Library Association, Orlando, FL.
- **Nielsen, J.** & Rogers, J. (2016). Library collections as information visualizations: A new strategy for promoting electronic resources. Poster presentation at the meeting of the American Library Association, Orlando, FL.
- Wong-Welch, J. & **Nielsen, J.** (2015). 3D technology in the academic library: Informing, collaborating, and implementing. Poster presentation at the meeting of the Association of College & Research Libraries, Portland, OR.
- Nielsen, J. (2014). University libraries + campus partners + students = a financial literacy investment. Poster presentation at the meeting of the Conference for Entrepreneurial Librarians, Winston-Salem, NC.

Conference Proceedings

- Houk, K. & **Nielsen, J.** (2023). Exploring academic librarian candidates' experiences on the job market. Paper presented at the 2023 Association of College & Research Libraries Conference, Pittsburgh, Pennsylvania.
- Houk, K., **Nielsen, J.**, Wong-Welch, J. (2016). Demonstrating the academic library's value through research data management services. Paper presented at the 2016 California Academic & Research Libraries Conference, Costa Mesa, California.

GRANTS & AWARDS

Grants

- "The Library of Things," Middle Tennessee State University, \$2,000, MTSU Campus Sustainability Fund, 2026. Role: Principal Investigator.
- "The Banned Books Campus Tour," Middle Tennessee State University, \$1,000, MT Engage, 2024. Role: Principal Investigator.
- "Developing a Peer-Assisted Learning Program in the J. Paul Leonard Library," San Francisco State University, \$18000, Friends of the J. Paul Leonard Library, 2019 – 2021. Role: Principal Investigator.

- “Social Media: What is the Return on Investment?” University Grants Program, San Diego State University, \$10000, Funding Period: 2017 – 2018. Role: Co-Investigator (Principal Investigator: L. Lamont).
- “The Tech Trek: Exploring the Art, Architecture, and History of San Diego State University,” Common Experience Grant, San Diego State University, \$2000, Funding Period: 2016 – 2017. Role: Principal Investigator (Co-Investigator: K. Jeffery).
- “Map IT: A Library-Based Data Analysis, GIS, & Visualization Studio,” President’s Leadership Fund Grant, San Diego State University, \$7600, Funding Period: 2016 – 2017. Role: Principal Investigator (Co-Investigator: L. Lamont).
- “Gamifying Business Information Literacy,” University Grants Program, San Diego State University, \$3500, Funding Period: 2015 – 2016. Role: Principal Investigator.

Awards

- Innovator’s Award, School of Information Sciences, University of Tennessee, 2014.
- New Faculty Commendation for the Support of Teaching, University of Arkansas, 2013.

SERVICE TO THE LIBRARY, UNIVERSITY, AND PROFESSION

Library Service

Middle Tennessee State University - James E. Walker Library

- FOLIO Reporting Committee, 2025 - 2026
- Hiring Committee - Chair, Collection Development & Management, 2024
- Information Resources Group, 2023-2025
- Care Crew Committee, 2023-2026
- Library Leadership Team, 2022-2023

Vanderbilt University Libraries

- Co-Facilitator, Engaging Students & Fostering Belonging Community of Practice, 2021-2022
- Inclusion, Diversity, Equity, and Accessibility Committee, 2021-2022
- Teaching & Learning Committee, 2021-2022
- Nichols Humanitarian Fund Review Committee, 2021-2022
- Associate Director of Assessment, Communication, and Engagement Hiring Committee, 2021

- Library Services Assistant Hiring Committee, 2021

San Francisco State University J. Paul Leonard Library Committees and Assignments

- Website Planning Group, 2020-2021
- Liaison Planning Group, 2020-2021
- Library Reopening Task Force, 2020-2021
- Chair, Faculty Workforce Planning Committee, 2019-2021
- Associate University Librarian's Council, 2019-2021
- Collection Development Advisory Group, 2019-2020
- Elections Committee, 2019-2021
- Co-Chair, Research Assistance Group, 2019-2021
- Information Literacy Advisory Group, 2018-2021
- Chair, Online Learning Committee, 2019-2021
- Arts & Humanities Librarian Hiring Committee, 2019
- Head of Collection Management Services Librarian Hiring Committee, 2019

Rutgers University Libraries Committees and Assignments

- Scholarly & Professional Activity Committee, 2018
- Personnel Policy & Affirmative Action Committee, 2018
- Virtual Reference Group, 2018
- Social Media Task Force, 2018
- Liaison Assessment Committee, 2017-2018

San Diego State University Library & Information Access Committees and Assignments

- Member-at-Large, Library Faculty Executive Board, 2015-2017
- Data Analytics Librarian Hiring Committee, 2016-2017
- Academic Planning Committee, 2016-2017
- Marketing & Communications Specialist Hiring Committee, 2015
- Co-Chair, Faculty Liaison Steering Committee, 2015-2017
- Co-Chair, Diversity Task Force, 2015-2017
- Chair, User Experience Committee, 2014-2017
- Research Data Management Team, 2014-2017
- Communication Team, 2015-2017
- Web Team, 2014-2017

University of Arkansas Libraries Committees and Assignments

- Video & Interactive Tutorial Group, 2014
- Diversity Committee, 2013-2014
- Web Development Committee, 2013-2014

University Service

Middle Tennessee State University

- Tenure & Promotion Policy Review Committee, 2022-2023
- Community Engagement Advisory Group, 2023-Present
 - Co-Chair, Academic & Student Success Subcommittee, 2023-Present
- Inclusive Training Work Group, 2022-2023
- Chairs' Council, 2022-2023
- Vice Provost for Faculty Affairs Search Committee, 2023

San Francisco State University Committees and Assignments

- Senator, Academic Senate, 2020 - 2021
 - Student Affairs Subcommittee, 2020-2021
- Executive Board, California Faculty Association, San Francisco State Chapter, 2019 - 2021. (elected)

San Diego State University Committees and Assignments

- Student Research Committee, 2015-2017
- Academic Resources & Planning, 2014-2017

University of Arkansas Committees and Assignments

- All University Academic Integrity Board, 2014
- Public Safety Council, 2013-2014

Professional Service

American Library Association

- Access Services in Libraries
 - Program Planning Committee, Access Services Conference, 2026
- Core: Leadership, Infrastructure, Futures (Core)
 - Diversity and Inclusion Committee, 2023-2025
 - Core Forum 2023 Planning Committee, 2023-2024
 - Co-Chair, Marketing Working Group, 2023
- Association of College & Research Libraries' (ACRL)
 - Equity, Diversity, and Inclusion Committee, 2023-2024
- Business Reference & Services Section (BRASS)
 - BRASS Discussion Group, 2021-2023
 - BRASS Fall Thing Planning Committee, 2021

- BRASS Education Committee, 2017-2021
 - Co-Chair, 2019 - 2021.
 - Business Reference Sources Committee, 2013-2017.
 - Chair, 2016-2017.
- Library Instruction Round Table
 - Adult Learners Committee, 2014-2016.
- Gay, Lesbian, Bisexual, and Transgender Round Table
 - Membership Promotion Committee, 2014-2016.