

LAUREEN P. CANTWELL

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EDUCATION

Graduate School of Education, University at Buffalo – SUNY (Buffalo, NY)

PhD in Information Science, Advisor: Dr. Amy VanScoy, Doctoral Program Chair Anticipated completion: 2023-24

Research focus: Curiosity, the spirit of inquiry, and evidence-based practice in undergraduate nursing populations

The iSchool at Drexel University (Philadelphia, PA)

Master of Science in Library & Information Science (MSLIS, 2011)

Concentration: Academic Libraries

Vassar College (Poughkeepsie, NY)

Bachelor of Arts in English with Honors (BA, 2006)

Concentration: Literature, Creative Writing/Poetry

CORE SKILLS FOR THIS POSITION

- Providing and overseeing **public services** in academic libraries within higher education
- **Networking** and **building relationships and partnerships** on the Library's behalf across and beyond campus, and **establishing library presence and value** for campus and broader community
- **Leading** projects, teams, and initiatives
- Designing, promoting, and executing **library outreach** content and events
- Constructing and driving **collaborative engagements**
 - with institutional and external colleagues,
 - within and beyond the library, and
 - within library science and in interdisciplinary contexts
- **Balancing** competing responsibilities, timelines, and priorities with **an entrepreneurial, problem-solving mindset** and a **strong sense of mission and purpose**
- Pursuing and securing **internal and external funding** for library initiatives

PROFESSIONAL HISTORY

⇒ **Tomlinson Library (Colorado Mesa University), Grand Junction, CO**

October 2019—Current

Head of Access Services & Outreach (promotion)

- Provide leadership in the development and implementation of exceptional access and delivery services to create a welcoming, helpful library environment to support student and faculty needs.
- Evaluate and recommend updates to departmental procedures.
- Evaluate the effectiveness of services and provides data to the Library Director.
- Ensure access services are inclusive and responsive to the needs of a diverse campus community so all feel welcome and well-served.
- Supervise, develop, and evaluate classified staff in Checkout & Reserves and Inter-Library Loan departments.
- Support and coordinate library outreach, including library events, workshops, displays, and social media, and act as liaison to campus marketing staff.
- Engage with the broader community, including alumni and emeritus faculty, as well as local libraries and school districts, under the direction of the Library Director.
- Support on-campus and online students, faculty, and staff through individual consultations, chat, email, and regularly scheduled reference hours (typically one shift per day, one evening per week, and weekend rotations), and using a wide range of physical and virtual resources.
- Provide an engaging, professional, and service-oriented experience for library patrons.
- Serve as a Library Liaison to assigned academic departments by providing information literacy instruction, coordinating relevant acquisitions with department faculty, and preparing collection and service assessments for new courses, new programs, and accreditation reviews.
- Serve on Library and University committees, working groups, and consortia related to areas of responsibility.

- Provide in-classroom and online information literacy instruction and assessment, and create learning resources to support student success, fostering a student-centered, service-oriented learning environment.
- Keep abreast of current trends in policy, practices, and technologies as they pertain to Access Services and professional librarianship in general.
- **Special projects/accomplishments:**
 - Led Access Services team through Covid-driven work-from-home period (late March through mid-June 2020) and participated in campus re-opening protocol implementation
 - Wrote job description for Library Greeter positions, created for Spring 2021 semester to help with mask-up encouragement and symptom checking at library entrance
 - Rewrote job description for the Checkout & Reserves Coordinator and Interlibrary Loan Assistant
 - Redesigned ILL-related webpage for the library
 - Led initiative to clear long-standing fines and billed items off patron records
 - Designed a new course reserves request form in Qualtrics
 - Establishing a student worker performance evaluation process for Access Services team
 - Advocated for and secured library member role on campus IRB, and now assisting IRB with developing new flow charts for scholar-researcher guidance and revamping IRB webpages
 - Participate regularly as an affirmative action representative on campus hiring committees
 - Oversaw a student intern for a project using GIS tools to map our OCLC interlibrary loan data
 - Mentored a library science student in a virtual reference statistics analysis project
 - Serve as Library's liaison to faculty with OER grants for copyright and other consultatory needs
 - Collaborating with a Nursing faculty member on a research project about Nursing students and curiosity
 - Co-editing a book about spatial literacy with a Geography faculty member
 - Organized and moderated literacy-focused faculty discussion panels (e.g., spatial literacy, media literacy) as well as on other hot topics like the 2016 election and also free speech on college campuses
 - Designed a metaliteracies-focused assessment tool for our Cultural Café events

⇒ **Tomlinson Library (Colorado Mesa University), Grand Junction, CO** September 2014—October 2019
Reference & Distance Services Librarian

- Planned, coordinated, promoted, and assessed services to distance students through research assistance, research guide creation, embedded librarianship efforts, and more.
- Provided reference assistance both in-person (reference desk(s) and by appointment) and virtually (instant message and Skype; institutional and consortial chat obligations).
- Provided in-classroom and online information literacy instruction and assessment.
- Served as liaison to assigned academic departments for purposes of collection development (Mass Communications; all Business departments, and Western Colorado Community College).
- Participated in the collection development process, including evaluating resources for inclusion or withdrawal from the collection.
- Assisted in the design, planning and implementation of library programs, policies, and procedures.
- Represented the Library on- and off-campus at the discretion of the Library Director.
- Participated actively on committees (Essential Learning, Assessment, and WCCC Curriculum; others [e.g. search/accreditation committees] as requested).
- Created innovative online learning resources (e.g. online tutorials, web applications, etc.); assisted in course integrated library instruction (e.g. LibGuides, D2L integration, etc.).
- Served as primary librarian in charge of assessment efforts.
- Oversaw the work of 1-2 student workers for public services / reference department.
- **Special projects/accomplishments:**
 - Brainstormed and participated in outreach initiatives, e.g., library renovation communications and outreach materials design and updating

- Advocated for and secured library role on campus-wide Assessment Committee
- Advocated for and secured library as host of Library Instruction West 2018, chaired planning committee, found and secured keynote speaker, etc.
- Led and supervised the Tomlinson Library's ACRL Assessment-in-Action (AiA) project within the institution and within the project cohort within the American Library Association (both as team leader) (took over this project due to staff departure)
- Co-led revision of the library's information literacy learning outcomes
- Initiated library-led instruction on GIS tools for business research, especially for marketing, hospitality, and entrepreneurship students
- Serve as a research assistance contact for the campus Maverick Innovation Center
- Developed local versions of the Citation Relay activity (originally by Univ. of Northern Colorado) for various styles as well as a quicker, more foundational Citation Sprint activity, and post-assessments for each
- Worked with Distance Education team to establish the role of "Librarian" within our LMS (D2L) with custom privileges for embedded librarian roles
- Hosted local community radio show focused on books and highlighting faculty (and local community) members' expertise in discussions about the books

⇒ **University Libraries (University of Memphis), Memphis, TN**

August 2012—August 2014

Instructional Services Librarian (tenure-track faculty)

- Provided individual and group instruction for library users, in person and virtually.
- Created and administered LibGuides and other research tools as needed, for liaison areas and beyond.
- Administered and oversaw LibChat and LibAnswers services for the University Libraries.
- Participated in planning, implementing, and evaluating instruction-related programs and services.
- Staffed the Research and Information Services Desk as scheduled, including weekends and evenings.
- Served as liaison for instruction and collection development for assigned departments (Physics, Communication & Film, Theatre & Dance, and Educational Leadership [PhD], Electrical & Computer Engineering).
- Acted as informal liaison for STEM Education/CRISTAL and for our Student Success Programs.
- Conducted research and published in appropriate professional publications and presented at conferences.
- Attended Library Faculty and Writing Group meetings and served as a resource for faculty colleagues.
- Served on internal (University Libraries), external (University of Memphis), and field (local, state, regional, and national) committees.
- **Special projects/accomplishments:**
 - Secured grant funding from the university to trial a new virtual reference service (\$2,500/yr for 2 years; library received budgeting in perpetuity for the service)
 - Secured grant funding from the university for an ADA-friendly, multi- and large-format KIC scanner (\$25,000K) and requisite software contract
 - Judged in FIRST® LEGO® League Championship tournaments to connect with Engineering faculty
 - Invited several University of Memphis creative writing faculty to submit stories for *Memphis Noir* collection (Akashic Books, 2015; co-editor), and published several of those stories
 - Participation in public health program interdisciplinary team research challenge (won)
 - Revamped ENGL 1010 and ENGL 1020 instruction sessions for librarians engaged in instruction
 - Established embedded librarian liaison relationship with UNIV 4995 capstone course sections
 - Interviewed undergraduate students for a Project Information Literacy (PIL) study about the information-seeking behaviors of college freshmen

⇒ **Grinnell College Libraries (Grinnell College), Grinnell, IA**

August 2011—July 2012

Term Research & Instruction Librarian (non-tenure track; faculty)

- Liaison to the departments of: French and Arabic; German; Russian; Russian, Central, and Eastern European Studies; and Classics, Ancient Greek, and Latin; Music; and the American Studies concentration.
- Provided subject area and broad research support to students of any/all discipline individually or in groups.
- Met with faculty members within liaison areas regarding their research, outreach opportunities/events/speakers in connection with their departments, and regarding collection acquisitions.
- Engaged in collection development for liaison areas, both print and electronic, and communicate with faculty in those departments about opportunities for course reserves.
- Co-managed the Outreach, Instruction, and Access (OIA) cluster and served on the Libraries' Management Council
- Developed, oversaw, and coordinated outreach efforts at the Grinnell College Libraries through my role in the OIA and independent or other initiatives related to outreach and library events.
- Instructed information literacy and research assistance sessions for liaison department courses as well as in Grinnell's Tutorial Program for first-year students.
- ***Special projects & accomplishments:***
 - Developed library FAQ
 - Served on Peer Mentoring Committee and its Grant Sub-committee
 - Served on the (newly-formed) Reference Services Task Force (assisted in the hiring additional Reference Fellows, rebranding the reference desk ("Research Desk") and our related staff – "Research Librarian" and "Library Research Tutors")
 - Coordinated a banned books and readings event in collaboration with campus faculty and an art gallery alumni exhibit
 - Secured several volumes of *Women's Wear Daily* archives for temporary reserves for an American Studies course

⇒ **Van Pelt Library (University of Pennsylvania), Philadelphia, PA**

June 2009—July 2011

Research & Instructional Services Intern

- Worked in the Research & Instructional Services Department (RIS) of Van Pelt Library.
- Assisted patrons at the Reference Desk in using Penn's collection of both print and digital resources.
- Served as a virtual chat staff, Reference Desk staff, Weigle Information Commons and Information Desk staff.
- Responded to patron queries and needs through the Van Pelt email address and referred messages.
- Provided library instruction workshops in Weigle Information Commons for RefWorks and Zotero.
- Instructed in Freshman Critical Writing Program Seminar library research sessions each semester.
- Created and managed Blackboard resources for assigned Critical Writing Program courses.
- ***Special projects:***
 - Developed general library email response protocols
 - Facebook page posting and management
 - Research guide creation
 - Used tagging software to link group resources on research topics
 - Served on ASCLA Committee for the Revision of the *Guidelines for Library and Information Services to the American Deaf Community* (ISBN: 083897807X).

ARTICLES

- **Cantwell, L. P.** (2021). Developing a curbside pickup scheduling tool on the fly using Springshare's LibCal. *Marketing Libraries Journal*, 5(1), 42-66. Retrieved from https://journal.marketinglibraries.org/summer2021/04_MLJv5i1.pdf
- **Cantwell, L. P., McGowan, B., Conklin, J., Raszewski, R., Planchon Wolf, J., Slebodnik, S., McCarthy, S., & Johnson, S.** (2021). Building a bridge: A review of information literacy in nursing education. *Journal of Nursing Education*, 60(8), 431-436. <https://doi.org/10.3928/01484834-20210722-03>

- McGowan, B. S., **Cantwell, L. P.**, Conklin, J. L., Raszewski, R., Planchon Wolf, J., Slebodnik, M., McCarthy, S., & Johnson, S. (2020). Evaluating nursing faculty's approach to information literacy instruction: A multi-institutional study. *Journal of the Medical Library Association*, 108(3), 378-388. DOI: 10.5195/jmla.2020.841.
- **Cantwell, L. P.** (2019). Editorial. *Reference Services Review*, 47(3), 257-260. <https://doi.org/10.1108/RSR-08-2019-094>
- Ashmore, B., **Cantwell, L. P.**, & Morris, S. (2016). From Scraps to Reams to Mobile Screens? An Update on Printing Services in Academic Libraries. *College & Undergraduate Libraries*, 23(1), 28-43.
- **Cantwell, L. P.**, & Van Kampen-Breit, D. (2015). Librarians and the Institutional Review Board (IRB): Relationships matter. *Collaborative Librarianship*, 7(2), 66-78.
- **Cantwell, L. P.** (2014). Maximizing STEM Education Initiatives on a Minimized Library Budget. *CODEX*, 2(4): 45-71. (See: <http://journal.acrlla.org/index.php/codex/article/view/83>)
- Landry-Hyde, D., & **Cantwell, L. P.** (2013). Virtually yours: Online embedded librarianship in higher education. *Internet Learning*, 2(2): 21-37. http://www.ipsonet.org/images/Westphalia_Press/Internet_Learning_Journal_2-2/2.%20Landry-Hyde%20%20Cantwell%20-%20Virtually%20Yours.pdf
- **Cantwell, L. P.** (2013). MOOL in a MOOC: Opportunities for Librarianship in the Expanding Galaxy of Massive Open Online Course Design and Execution. *Internet Learning*, 2(2): 47-82. http://www.ipsonet.org/images/Westphalia_Press/Internet_Learning_Journal_2-2/4.Cantwell-22MOOL22_in_a_MOOC.pdf
- **Cantwell, L. P.** (2012). The term or temporary position and making the most of a short time (Part 1). *Library Worklife*, 9(6). Retrieved from <http://ala-apa.org/newsletter/2012/06/10/the-term-or-temporary-position-and-making-the-most-of-a-short-time-part-1-of-2/>
- **Cantwell, L. P.** (2012). The term or temporary position and making the most of a short time (Part 2). *Library Worklife*, 9(7). Retrieved from <http://ala-apa.org/newsletter/2012/07/07/the-term-or-temporary-position-and-making-the-most-of-a-short-time-part-2-of-2/>

BOOK CHAPTERS & BOOK PROJECTS

- **Cantwell, L. P.**, & Parece, T. (Eds.). (*Anticipated Fall 2023*). *Spatial literacy in public health*. ACRL.
- Harnett, S. M., & **Cantwell, L. P.** (Eds.) (*Anticipated Feb. 2022*). *Finding your seat at the table: Roles for librarians on institutional regulatory boards and committees*. Rowman & Littlefield.
- **Cantwell, L. P.**, & Wells, M. (2021). Bad influence: Disinformation and ethical considerations of influencer marketing campaigns on social media platforms. In C. Small et al. (Eds.), *Teaching About Fake News: Lesson Plans for Different Disciplines and Audiences* (pp. 163-176). ACRL.
- **Cantwell, L. P.**, & Rose, K. K. (2018). Addressing Stakeholder Needs in Establishing Meaningful Digital Badging in Higher Education. In Kelsey L. O'Brien & Trudi E. Jacobsen (Eds.), *Information Literacy Badges: Innovations in Teaching* (pp. 31-60). Lanham, Maryland: Rowman & Littlefield.
- **Cantwell, L. P.** & Gill, L. (Eds.) (2015). *Memphis Noir*. Brooklyn, NY: Akashic Books.

INSTITUTIONAL & LOCAL COMMITTEE PARTICIPATION

- **Current CMU and local committees:** Marmot Access Services Committee (2020-current); Marmot Privacy, Security, and Accessibility Committee (2020-current); Institutional Review Board (2020-current); Faculty Senate (2019-current).
- **Past CMU committees:** Assessment Committee (2017-2020); Essential Learning Committee (2014-2020); Western Colorado Community College Curriculum Committee (2014-2020); KAFM 88.1 Board of Directors (2017-2020); and Distance Learning & Technology (Faculty Senate sub-committee, ad-hoc; 2014-2020).
- **Host, Readers Radio on KAFM 88.1:** Monthly community affairs radio show (2017-2020) - Read globally and talk locally; bonding local expertise with current nonfiction books.

PROFESSIONAL ACTIVITIES & PARTICIPATION

- Medical Library Association (MLA) member (2021-current)
 - Community Manager, Public Services Caucus (PSC) (*starting June/July 2021*)
 - Liaison, Education Hub, Data Caucus (*starting June/July 2021*)

- Association for Information Science and Technology (ASIS&T) member (2020-current)
- Nursing IL Framework Working Group co-chair (2017-current), under ACRL Health Sciences Interest Group:
 - McGowan, B. & **Cantwell, L. P.** (2020) ACRL Health Sciences Interest Group Virtual Discussion Forum: An update from the ACRL HSIG/Information Literacy for Nursing Education Mapping Working Group. Recording available: https://youtu.be/Yza1e6_1GwM. (*Invited Speaker.*)
 - McGowan, B. & **Cantwell, L. P.** (2019) ACRL Information Literacy Frameworks and Standards Committee Virtual Discussion Forum: Developing disciplinary companion documents to the ACRL *Framework*. Recording available: <https://youtu.be/Zjf9eFWS9mI>. (*Invited Speaker.*)
- Library Instruction West 2018 (Host: Colorado Mesa University, Grand Junction, CO), Summer 2016-Summer 2018, *Host Site Proposal Author and Conference Planning Committee Chair*
- *Marketing Libraries Journal*, March 2017-current, *Layout Editor*
- *Collaborative Librarianship*, Spring 2016-current, *Layout Editor*
- ACRL: Association of College & Research Libraries (2009-present):
 - ACRL Instruction Session (ACRL-IS; 2011-present) and ACRL Distance Learning Section (2011-present)
 - ACRL-IS listserv administrator (July 2013-June 2015)
 - ACRL-IS Communications Committee Vice Chair (2014-2015) and Chair (2015-2016)
- Tennessee Library Association member (2012-2015): Instruction Section Roundtable Chair (May 2013-2014), College & University Libraries [CULS] vice-chair (2013- 2014) & CULS Chair (2014)
- University of Memphis, School of Public Health 2014 Annual Case Competition 1st Place Winner (2014)
- Project Information Literacy (PIL): Volunteer Researcher/Interviewer (October 2012), report: "[Learning the Ropes: How Freshmen Conduct Course Research Once They Enter College.](#)"
- ASCLA Committee for the Revision of the *Guidelines for Library and Information Services to the American Deaf Community* (ISBN: 083897807X)