

## **Miriam Matteson**

Associate Professor, School of Library and Information Science  
Kent State University  
Library 318  
Kent, OH 44242  
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### **Curriculum Vitae**

(last updated October, 2020)

#### **ACADEMIC BACKGROUND**

Doctor of Philosophy in Information Studies, University of Maryland, 2009

Dissertation: "The Impact of Group interaction on Shared Cognition: An Analysis of Small Group Communication"

Certificate of Advanced Study, Information and Library Science, University of North Carolina-Chapel Hill, 2001

Master of Library Science, Indiana University, 1995

Bachelor of Science, Music and History, Indiana University, 1992

#### **TEACHING EXPERIENCE**

Kent State University School of Library and Information Science, 2008 -

- Information Institutions and Professions
- Research Methods and Assessment
- Management of Libraries and Information Centers
- Information Sources and Reference Services
- The Academic Library
- Information Literacy Initiatives and Instruction
- Developing a Research Agenda for Academic Librarians (workshop)

The Catholic University School of Library and Information Science, Adjunct Instructor

- Organization of Information, Summer 2001, 2003
- Business Information, Spring, 2002

University of Maryland University College, Adjunct Instructor

- Digital Information Literacy for K-12 Teachers, Spring, 2001
- Information Literacy and Research Methods, 2002-2007
- Introduction to Graduate Library Research Skills, 1999-2002

## **CURRICULUM DEVELOPMENT**

- LIS 30010 Information Fluency in the Workplace and Beyond: 3 hour required course for undergraduates in the Schools of Journalism and Mass Communication, Communication, and Visual Communication Design, based on the 2015 ACRL Information Literacy Framework
- LIS 60601 Information Sources and Reference Services: 3 credit hour elective course
- LIS 60615 The Academic Library: 3 credit hour seminar course
- LIS 60618 Information Literacy Initiatives and Instruction: 3 credit hour elective course
- LIS 60610 Management of Libraries and Information Centers: 3 credit hour core course
- LIS 60040 Information Institutions and Professions: 3 credit hour core course
- LIS 60050 Research Methods and Assessment: 3 credit hour core course

## **PROFESSIONAL WORK EXPERIENCE**

Interim Associate Dean for Research and Graduate Studies, Kent State University, College of Communication and Information, Kent, OH 2018-2020

Associate Professor, Kent State University School of Library and Information Science, Columbus, OH 2008-

Reference and Instruction Librarian, University of Maryland University College, Adelphi, MD, 1999-2002

Substitute Reference Librarian, National Public Radio, Washington, DC, 1999-2000

Information Specialist, A.T. Kearney, Caracas, Venezuela, 1997-1998

Assistant to the Director, Universidad Simón Bolívar Library, Caracas, Venezuela, 1996-1997

Senior Circulation Assistant, Indiana University Music Library, Bloomington, IN, 1993-1995

Sound Recordings Cataloger, Indiana University Music Library, Bloomington, IN, 1992-1993

## **PUBLICATIONS**

### ***Works Under Review***

Matteson, M. L., Ming, Y. & Silva, D. (2020). The relationship between work conditions and perceptions of organizational justice in library employees. (under review)

### ***Refereed Journal Articles***

- Lin, Z., Zhang, Y., & Matteson, M. L., Li, X., Tu, X., Zhou, Y., & Wang, J. (2020). Older adults' eHealth literacy and the role libraries can play. *Journal of Librarianship and Information Science*.
- Matteson, M. L., & Gersch, B. (forthcoming). Information literacy instruction in public libraries. *Journal of Information Literacy*.
- Matteson, M. L., & Gersch, B. (2019). Unique or ubiquitous: Information literacy instruction outside academia. *Reference Service Review*, 47(1). doi 10.1108/RSR-12-2018-0075
- Matteson, M. L., & Hankinson, E. (2018). Getting off on the right foot: Psychological contracts, socialization theory and library student workers. *Journal of Academic Librarianship*, 44(4), 486-492. doi 10.1016/j.acalib.2018.05.001
- Smith, C. S., Matteson, M. L. (2017). Information literacy in the age of machines that learn: Desiderata for machines that teach. *Libri - International Journal of Libraries and Information Studies*, 68(2), 71-84. doi: <https://doi.org/10.1515/libri-2017-0025>.
- Farooq, O., & Matteson, M. (2016). Opportunities and challenges for students in an online seminar. *Journal of Education for Library and Information Science*, 57(4), 271-282. doi: <https://doi.org/10.3138/jelis.57.4.271>
- Matteson, M. L., & Kennedy, S. (2016). The relationship between trait affect and job attitudes in library employees. *Journal of Library Administration*, 56(7), 810-822. doi: <https://doi.org/10.1080/01930826.2016.1179493>
- Matteson, M. L., Anderson, L., & Boyden, C. (2016). "Soft skills": A phrase in search of meaning. *Portal: Libraries and the Academy* 16(1). doi 10.1353/pla.2016.0009
- Matteson, M. L., Musser, S., & Allen, E. (2015). From good to great managers: The case for a structured continuing education program in library management. *Library Management*, 36(1/2).
- Matteson, M. L., Chittock, S., Mease, D. B. (2015). In their own words: Stories of emotional labor from the library workforce. *Library Quarterly*, 85(1), 85-105.
- Matteson, M. L. & Boyden, C. (2014). Old wine in a new bottle: Customer orientation in librarianship. *Reference Services Review* 42(3), 433-445. doi: <https://doi.org/10.1108/RSR-02-2014-0003>
- Matteson, M. L. & Miller, S. S. (2014). What library managers should know about emotional labor. *Public Library Quarterly*, 33(2).
- Matteson, M. L. (2014). The whole student: Cognition, emotion, and information literacy. *College and Research Libraries*, 75(6), 862-877.
- Matteson, M. L. (2013). Capturing shared mental models: An approach for bona fide groups. *Journal of Librarianship and Information Science*. 47(1), 56-70.

Matteson, M. L., Schlueter, E., & Hidy, M. (2013). Continuing education in library management: Challenges and opportunities. *Library Management*, 34(3).

Matteson, M. L., & Miller, S. S. (2013). A study of emotional labor in librarianship. *Library and Information Science Research*, 35(1).

Matteson, M. L., & Miller, S. S. (2012). Emotional labor in librarianship: A research agenda. *Library and Information Science Research*, 34(3), 176-183.

Matteson, M. L., Salamon, J., & Brewster, L. (2011). A systematic review of research on live chat service. *Reference and User Services Quarterly*, 51(2).

Jaeger, P. T., & Matteson, M. L. (2009). e-Government and technology acceptance: The case of the implementation of Section 508 guidelines for websites. *Electronic Journal of E-Government*, 7(1).

Matteson, M. L. (2008). Integrating theory and practice: The role of the professional library association. *Library Administration & Management* 22(1).

White, M. D., Matteson, M. L., & Abels, E. (2008). Beyond dictionaries: Understanding the information needs and information seeking behaviors of professional translators. *Journal of Documentation*, 64(4).

### **Refereed Book Chapters**

Matteson, M. L., Boozer, D., & Boyden, C. (2016). Plus ça change: Instilling foundational values within evolving reference service pedagogy. In L. A. Ellis & N. Sosulski, (Eds.), *Teaching Reference Today: New Directions and Approaches*.

Jaeger, P. T., & Matteson, M. (2012). E-government and technology acceptance: The implementation of Section 508 guidelines for e-government websites. In L. Remenyi (Ed.), *Case studies in e-government* (pp. 145-166). London: Academic Publishing.

Jaeger, P. T., & Matteson, M. (2012). E-government and technology acceptance: The implementation of Section 508 guidelines for e-government websites. In L. Worrell (Ed.), *Leading issues in e-government research* (pp. 231-242). London: Academic Publishing.

Matteson, M. (2011). The research habits of graduate students and faculty: Is there a need for reference sources? In S. Polanka, (Ed.), *E-Reference context and discoverability in libraries: Issues and concepts*. IGI Global.

Matteson, M. L. (2010). The impact of group interaction on shared cognition: An analysis of small group communication. *Advances in Library Administration and Organization*, 29, 37-106.

### **Invited Book Chapters**

Matteson, M. L. (2017). A Primer on Emotions in the Workplace. In S. S. Hines & M. L. Matteson (Eds.), *Emotions in the Library Workplace*, (Advances in Library Administration and Organization, Vol. 37) (pp. 1-14), Bingley, UK: Emerald.

Matteson, M. L. (2017). Afterword. In S. S. Hines & M. L. Matteson (Eds.), *Emotions in the Library Workplace*, (Advances in Library Administration and Organization, Vol. 37) (pp. 231-236), Bingley, UK: Emerald.

### **Conference Papers**

Matteson, M. L., Wheeler, H., & McShane, M. (2020). An exploratory study of the relationship between epistemic motivation and information literacy ability in college students. Accepted to the European Conference on Information Literacy, September 21-24, Bamberg, Germany. *Postponed to 2021 due to COVID-19*

Matteson, M. L., McShane, M., & Hankinson, E. (2019). Soft skills revealed: An examination of relational skills in librarianship. ACRL 2019 Proceedings, American Library Association, March 12, 2019. <http://www.ala.org/acrl/conferences/acrl2019/papers>

Matteson, M. L., Farooq, O., & Mease, D. B. (2013). Feeling our way: Emotional intelligence and information literacy competency. Association for College and Research Libraries (ACRL) National Conference Proceedings (2013).

### **Technical Reports**

Abels, E., Matteson, M. L., & Weinberg, A. (2006). *BRIDGE Usability Study*. College Park, MD: University of Maryland Institute for Advanced Computer Studies.

Abels, E., Matteson, M. L., Denman, D., & Weinberg, A. (2005). *BRIDGE Dictionary Use Study Report*. College Park, MD: University of Maryland Institute for Advanced Computer Studies.

### **KEYNOTES**

Matteson, M. L. (2020). The Whole Student: Emotional Intelligence and Information Literacy. Pennsylvania State University, Instructional Community of Practice Workshop, May 14, 2020, State College, PA.

### **CONFERENCE PRESENTATIONS (refereed)**

\*Matteson, M. L., Wheeler, H., & McShane, M. (2020). An exploratory study of the relationship between epistemic motivation and information literacy ability in college students. European Conference on information Literacy, September 21-24, Bamberg, Germany.

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\* Conference has been postponed until 2021 due to COVID-19

- Matteson, M. L. (2019). Emotional intelligence and emotional labor in librarianship. International Congress on Emotional Intelligence, July 2019, Fremantle, Western Australia.
- Matteson, M. L. (2019). Soft skills revealed: An examination of relational skills in librarianship. Association for College and Research Libraries (ACRL) Annual Conference, March 2019, Cleveland, OH.
- Matteson, M. L., & Gersch, B. (2018). Unique or ubiquitous? Information literacy instruction outside higher education. European Conference on information Literacy, September 24-27, Oulu, Finland.
- Matteson, M. L. (2017). Feeling' groovy: Making the most of workplace wellness options. Presentation for the Ohio Library Council Convention and Expo, October 4-6, 2018, Dayton, OH.
- Matteson, M. L. (2017). Developing your cultural competencies. Presentation for the Ohio Library Council Convention and Expo, September 28-30, 2016, Sandusky, OH.
- Matteson, M. L. (2017). Addressing the elephant in the room: An examination of soft skills in academic librarianship. Presentation for the Canadian Association Professional Academic Librarians (CAPAL) Conference, May 2017, Toronto, ON, CA.
- Matteson, M. L., Cooke, N. A., & Agosto, D. (2017). Bringing critical librarianship to your classroom: Practical approaches to tough concepts. Panel presentation for the Association for Library and Information Science Education (ALISE) Conference, January 2017, Atlanta, GA.
- Matteson, M. L., Castrillo, J., & Campbell, P. (2016). Promoting neutrality or privilege? Academic libraries and critical librarianship. Panel presentation for the Academic Library Association of Ohio (ALAO) Annual Conference, October 2017, Wilmington, OH.
- Matteson, M. L. (2016). A conversation on critical librarianship and privilege. Presentation for the Ohio Library Council Convention and Expo, September 28-30, 2016, Sandusky, OH.
- Matteson, M. L. & Reuter, K. (2016). Real world assessment: Using data to evaluate library products and services. Presentation for the Ohio Library Council Convention and Expo, September 28-30, 2016, Sandusky, OH.
- Matteson, M. L. (2016). Modeling work engagement in libraries. *Library Research Round Table Forum: Connecting Practice and Research, American Library Association Annual Conference*. June 2016, Orlando, FL.
- Matteson, M. L. (2016). *Diagnosing your interpersonal communication skills*. Ohio Library Council Chapter Conferences (Northwest, Northeast, North and Central/Southwest). March-April, 2016.
- Matteson, M. L. (2015). Increasing work engagement with resources within your reach. Presentation for the Ohio Library Council Convention and Expo, October 7-9, 2015, Cincinnati, OH.

- Matteson, M. L. (2015). Building innovation from the inside out. Presentation for the Ohio Library Council Convention and Expo, October 7-9, 2015, Cincinnati, OH.
- Boozer, D., Metzler, W., Matteson, M. L., & May, C. (2015). *Back to the Future (of Reference)*. Unprogram presentation for the Ohio Library Council Convention and Expo, October 7-9, 2015, Cincinnati, OH.
- Matteson, M. L., & Farooq, O. (2015). *Digging into the Frames: An exploration of context and conversation*. 14<sup>th</sup> Annual Information Literacy Summit, April 10, 2015, Palos Hills, IL.
- Gersch, B., & Matteson, M. L., (2015). *Sustainability through the middle ground*. Roundtable Discussion. Association for College and Research Libraries (ACRL) Annual Conference, March 26, 2015, Portland, OR.
- Matteson, M. L. (2015). *Theoretical considerations on emotions and engagement for systems design*. iConference 2015 Workshop, "On the Role of Engagement in Information Seeking Contexts: From Research to Implementation", March 24, 2015, Long Beach, CA. Available: <http://circle.ubc.ca/handle/2429/53951>
- Boozer, D., Metzler, W., Matteson, M. L., & May, C. (2014). *Reference is Dead! Long Live Reference! The Future of Reference Services*. Panel Discussion. Ohio Library Council Convention and Expo, October 8-10, 2014, Columbus, OH.
- Matteson, M. L. (2014). *Can we talk? Practicing the communication skills needed for difficult conversations*. Presentation. Ohio Library Council Convention and Expo, October 8-10, 2014, Columbus, OH.
- Matteson, M. L. (2014). *Hire for intelligence*. Libchat. Ohio Library Council Convention and Expo, October 8-10, 2014, Columbus, OH.
- Matteson, M. L. (2014). *Demystifying motivation: More than carrots and sticks*. Ohio Library Council Chapter Conferences (Northwest, Northeast, North and Southwest). April, 2014.
- Matteson, M. L. (2014). *The "emotions" in emotional labor*. International Conference on Advances in Management, 2014 Conference, July 2014, Los Angeles, CA.
- Matteson, M. L., Nichols, M. A., Salaba, A., & Zhang, Y. (2014). *Student perceptions of course delivery format: A challenge for excellence*. Association for Library and Information Science Education (ALISE) Conference, January 2014, Philadelphia, PA.
- Matteson, M. L., & Gersch, B. (2013). *Institutional support for information literacy initiatives*. Presentation for the Academic Library Association of Ohio (ALAO) Annual Conference, October 2013, North Canton, OH.
- Matteson, M. L., & Farooq, O. (2013). *Feeling our way: Emotional intelligence and information*

*literacy competency*. Association for College and Research Libraries (ACRL) Annual Conference, April 2013, Indianapolis, IN.

Brown, M., & Matteson, M. L. (2013). *Negative no more: Understanding and minimizing negative attitudes*. Ohio Library Council Convention and Expo, October, 2013.

Matteson, M. L., & Miller, S. S. (2012). Emotions at work: An examination of emotional labor in librarianship. *Library Research Round Table, American Library Association Annual Conference*. June 2012, Anaheim, CA.

Matteson, M. L. (2012). Emotional labor in libraries: Exploring measures and methods. *4th International Conference on Qualitative and Quantitative Methods in Libraries*. May 2012, Limerick, Ireland.

Matteson, M. L. (2007). The impact of group interaction on shared cognition: An analysis of small group communication in libraries. *"New Minds, New Approaches": Library Research Round Table Student Forum at the American Library Association Annual Conference*. June 24, 2007, Washington DC.

#### **PRESENTATIONS**

Matteson, M. L. (2020). Virtual management during COVID-19. Webinar presented for OhioLINK. April 29, 2020.

Matteson, M. L. & Brannon, B. (2020). Designing your next research project. Workshop presented for the Academic Library Association of Ohio sponsored by the Assessment Interest Group and Research and Publication Committee. March 26, 2020. *Postponed due to COVID-19*

Matteson, M. L. (2020). Emotions in the workplace. Invited webinar for the Association of College and Research Libraries Instruction Section Management and Leadership Committee. February 26, 2020.

Matteson, M. L. (2019). Introduction to emotional labor. Invited presentation for the Ohio Health Science Library Association. October 18, 2019.

Matteson, M. L. (2019). We evaluate because we care. Invited presentation to iLEAD Ohio, June 12, 2019.

Matteson, M. L. (2019). Teams. Invited presentation to iLEAD Ohio, March 20, 2019.

Matteson, M. L. & Reuter, K. A. (2018). Real-World assessment: Demystifying research. Two part Webinar presentation for OhioNET, June 4 and 17, 2018.

Matteson, M. L. (2018). From problem patrons to sensitive subjects: Dealing with difficult conversations. Workshop presentation for OhioNET, May 7, 2018.



- Matteson, M. L. (2018). Developing your cultural competencies. Presentation for the Tuscarawas Public Library Staff Day, February 19, 2018.
- Matteson, M. L. (2018). Intro to emotional labor: Strategies to increase your engagement and satisfaction at work. Webinar presentation for OhioNET, January 17, 2018.
- Matteson, M. L. (2017). *Teams in the workplace*. Presentation for the Ohio Library Support Staff Institute, July 31, 2017, Central State University.
- Matteson, M. L. (2017). *Teams greatest hits*. iLEAD Ohio, March 22, 2017.
- Matteson, M. L. (2016). *Skills for small group decision-making and problem-solving*. Webinar presentation for OhioNET, November 17, 2016.
- Matteson, M. L. (2016). *Diagnosing your interpersonal communication skills*. Presentation for the Westerville Public Library Staff Day, October 12, 2016.
- Matteson, M. L. (2016). Increasing work engagement with resources within your reach. Presentation for the Ohio Library Support Staff Institute, July 25, 2016, Ohio Northern University.
- Matteson, M. L. (2016). *Diagnosing your interpersonal communication skills*. Webinar presentation for OhioNET, July 20, 2016.
- Matteson, M. L. (2016). *Diagnosing your interpersonal communication skills*. Ohio Library Council Chapter Conferences (Northwest, Northeast, North and Central/Southwest). March-April, 2016.
- Matteson, M. L., & Miller, S. (2016). Intro to emotional labor: Strategies to increase your engagement and satisfaction at work. Webinar presentation for OhioNET, June 13, 2016.
- Matteson, M. L., & Miller, S. (2016). Women & the workplace: Understanding emotional labor and increasing your engagement. Celebrate Women 2016, March 19, 2016, Ohio University Lancaster.
- Matteson, M. L. (2016). *Workplace Communication*. Workshop prepared for the Ohio Private Academic Libraries (OPAL) Association. January-February, 2016.
- Matteson, M. L. (2015). *Horses or camels? How to improve small group decision-making*. iLEAD USA Ohio, June, 2015.
- Matteson, M. L. (2014). *21<sup>st</sup> century library management education*. Poster presented at the Poster presented at the Association for Library and Information Science Education Annual Conference (ALISE). January 121, 2014, Philadelphia, PA.
- Matteson, M. L. (2013). *Horses or camels? How to improve small group decision-making*. iLEAD USA Ohio, June, 2013.

- Matteson, M. L., and Miller, S. S. (2013). *Emotions at work: Examining emotional labor in librarianship*. Webinar presentation for OhioNET, February 19, 2013.
- Matteson, M. L., and Miller, S. S. (2012). *Emotions at work: Examining emotional labor in librarianship*. Webinar presentation for OhioNET, August, 2012.
- Matteson, M. L. (2012). *Emotional labor in librarianship*. Poster presented at the Association for Library and Information Science Education Annual Conference (ALISE). January 17, 2012, Dallas, TX.
- Matteson, M. L. (2008). The impact of group interaction on shared cognition: An analysis of small group communication. Poster presented at the *Association for Library and Information Science Education Annual Conference (ALISE)*. January 9, 2008, Philadelphia, PA.
- Matteson, M. L. (2007). The impact of group interaction on shared cognition: An analysis of small group communication. Poster presented *Annual Meeting of the American Society for Information Science and Technology*. October 24, 2007, Milwaukee, WI.
- Matteson, M. L. (2007). The impact of group interaction on shared cognition: An analysis of small group communication. *Connections 2007 Conference*. May 19, 2007, Philadelphia, PA.
- Matteson, M. L., Karagol-Ayan, B., & Sidhu, T. (2005). An insider's look at BRIDGE - the Bilingual Resource Inference and Dictionary Generation Environment. *University of Maryland College of Information Studies Research Seminar Series*, October 27, 2005, College Park, MD.
- Matteson, M. L. (2005). Understanding Dictionary Use. Poster presented at the *Association for Library and Information Science Education Annual Conference*. January 12, 2005, Boston, MA.
- Matteson, M. L. (1999, May). Using the Internet. Workshops conducted for journalists in Buenos Aires and Tucumán, Argentina, and Lima and Arequipa, Peru sponsored by The Freedom Forum and the Special Libraries Association.

### **EXTERNAL GRANT APPLICATIONS SUBMITTED**

Source: Institute of Museum and Library Services  
 Program: Laura Bush 21<sup>st</sup> Century Library Program: Research in Service to Practice  
 Project Title: *Public Libraries: Leaders in Older Adult Electronic Health Literacy*  
 Submitted: March 30, 2020  
 Amount Requested: \$394,723  
 Not funded

Source: Institute of Museum and Library Services  
 Program: Laura Bush 21<sup>st</sup> Century Library Program: Research in Service to Practice

Project Title: *Public Libraries: Leaders in Older Adult Electronic Health Literacy*  
Submitted: March 20, 2019  
Amount Requested: \$498,978  
Not funded

Source: ALA Diversity Research Grant  
Project Title: *Defensiveness and Diversity: Exploring Internal Barriers in Inclusion in Librarianship*  
Submitted: April 15, 2017  
Amount Requested: \$2,500  
Not funded

Source: ALISE Research Grant  
Project Title: *Exploring Soft Skills in Academic Librarianship*  
Submitted: October 1, 2015  
Amount Requested: \$5,000  
Not funded

Source: Institute of Museum and Library Services  
Program: Laura Bush 21<sup>st</sup> Century Library Program: Early Career Grant  
Project Title: *The Soft Skills of New Librarianship: Training for the Future*  
Submitted: September 16, 2013  
Amount Requested: \$322,677  
Not funded

Source: Institute of Museum and Library Services  
Program: Laura Bush 21<sup>st</sup> Century Library Program: Early Career Grant  
Project Title: *Once More With Feeling: Developing a Model of Emotional Labor in Librarianship*  
Submitted: December 15, 2011  
Amount Requested: \$217,361  
Not funded

Sources: Online Computer Library Center (OCLC) and Association for Library and Information Science Education (ALISE)  
Program: OCLC/ALISE Library and Information Science Research Grants  
Project Title: *Once More With Feeling: Investigating Emotional Labor in Librarianship*  
Submitted: September 15, 2011  
Amount Requested: \$15,000  
Not funded

Source: Institute for Museum and Library Service Laura Bush 21<sup>st</sup> Century  
Program: Laura Bush 21<sup>st</sup> Century Library Program: Early Career Grant  
Project Title: *Once More With Feeling: Investigating Emotional Labor in Librarianship*  
Submitted: December 15, 2010  
Amount Requested: \$234,845  
Not funded

## **INTERNAL GRANT APPLICATIONS SUBMITTED**

Kent State University

University Research Council Research and Creative Activity Appointments

Project Title: *Building an Instrument to Measure Soft Skills for New Librarianship*

Submitted: Fall, 2014

Amount Requested: summer stipend of \$6,500

Not funded

Kent State University

University Research Council Research and Creative Activity Appointments

Project Title: *Continuing Education in Library Management: New Opportunities*

Submitted: Fall, 2013

Amount Requested: summer stipend of \$6,500

Not funded

Kent State University

University Research Council Research and Creative Activity Appointments

Project Title: *An Investigation of Emotional Labor in Libraries*

Submitted: Fall, 2011

Amount Requested: summer stipend of \$6,500

Not funded

## **TEACHING**

### ***Doctoral Advisees***

Jennilyn Wiley, 2019, "A Network Analysis of Career Motivation and Progression in U.S. Librarians"

Omer Farooq, 2018, "The Effect of Elaborative Interrogation on Synthesis of Ideas from Multiple Sources of Information"

Mollie Hartup

Yue Ming

### ***Doctoral Committees***

Zach Humphries, 2020

### ***Independent Investigations***

Nick Rozumy, "Knowledge Sharing in Law Enforcement" Spring, 2017

Pearson, Donald. "Clinical Information Seeking." Summer, 2016

Mamolen, Megan. "Issues in Academic Libraries." Spring, 2016

Anderson, Joanna. "Perry and Information Literacy." Spring, 2010

### ***Culminating Experience: Research Papers supervised***

Wheeler, Hannah, Fall 2019

Rocio Sanz, "Knowledge Retention in International Organizations", 2018

Lehmen Michayla, Spring 2017

Maloney, Kelly, Fall 2016  
Everett, Stephanie, Fall 2016  
Salanova, CaseyAnn, Summer 2016  
Pearson, Donald, Summer 2016  
Erlinger, Allison, Summer 2016  
Rummell, Rachel, Spring 2016  
Minnis, Samantha, Spring 2016  
Vasiliche, Irina, Spring 2016  
St. John, Phoenix, Fall 2015  
O'Neal, Angela, Fall 2015  
Jones, Kari, Summer 2015  
Valentine, Kandace, Summer 2015  
Robeson, April, Spring 2015  
Wages, Emily, Fall 2014  
Ramey, Jessica, Fall 2014  
Emmelhainz, Celia, Summer 2014  
Graver, Amanda, Spring 2014  
Kennedy, Sean, Spring 2014  
Hyun, Seon Whan Timothy, Fall 2013  
Bowman, Adam, Spring 2013  
Crosby, Laura, Spring 2012  
Farooq, Omer, Spring 2012  
Hutchinson, Pamela, Spring 2012  
Baker, Sarah, Summer 2011  
Parrott, Justin, Summer 2011  
Olivera, Aaron, Spring 2011  
Taylor, Cynthia, Fall 2010  
Newman, Tracey, Summer 2010  
Haupt, Rachel, Spring 2010  
Sneed, Thomas, Fall 2009

***Culminating Experience: Research Projects supervised***

Grannell, Matthew, Summer 2016  
Mease, David, Summer 2013  
Steinbrink, Jessica, Summer 2011

**AWARDS**

Distinguished Advising Award, College of Communication and Information, Kent State University, 2014

Outstanding Student Reviewer Award, Managerial and Organizational Cognition Division, Academy of Management, 2009

Association for Library and Information Science Education (ALISE) Doctoral Student Conference Grant, 2008

LAMA/YPB Student Writing & Development Award, Library Administration and Management Association, 2007

Participant in the ASIST Doctoral Seminar on Research and Career Development, 2006

Dean's Award for "A walk through D-Space", co-authored with Christine Hogan, University of Maryland College of Information Studies, 2003

### **ASSISTANTSHIPS AND INTERNSHIPS**

Graduate Assistant, University of Maryland, College of Information Studies, 2006-2007

Graduate Assistant, University of Maryland Institute for Advanced Computer Studies, 2004-2006

Summer Intern, National Public Radio Reference Library, Washington, DC, 1999

### **ACADEMIC SERVICE**

#### **Kent State University, College of Communication and Information**

- CCI Leadership, 2018-
- College Curriculum Committee, 2018-2020, co-chair
- Doctoral Studies Committee, 2018-2020, Chair
- Graduate Deans Advisory Council, 2018-2020, member
- School of Visual Communication Design Director Search Committee 2019, chair
- School of Journalism and Mass Communication Director Search Committee 2019, chair

#### **Kent State University, School of Information**

- Awards and Admissions Committee, 2008-09; 2009-10; 2010-11, 2011-12
  - Chair, 2012-13, 2013-14, 2014-15
- Ad-Hoc Handbook Committee, 2009-10, 2011-12, 2013, 2014
- Ad-Hoc Committee to develop measures for core course and program learning outcomes, 2012
- Curriculum Committee, Core Course Revision Group, Co-Chair 2014-2016
- Curriculum Committee, 2015-2017
- Director Search Committee, 2010-11, 2011-12
- Doctoral Studies Committee, 2015-16, 2016-2017
- Faculty Search Committee, 2014-15, 2015-
- Student Academic Complaints Committee, 2009-10; 2010-11, 2011-12; 2015-16

### **EDITORIAL SERVICE**

Column Editor, Future Voices in Public Services, *Public Services Quarterly*, 2017-

Editorial Advisory Board, *Advances in Library Administration and Organization*, 2014-

- Guest Editor, *Emotions in the Library Workplace*, 2016

Emotional, Social and Cognitive Track Chair for the International Conference on Advances in

- Management, 2015 Conference

Reviewer, Emonet Conference, 2013, 2015, 2017, 2020-  
Reviewer, Academy of Management Conference, 2010-2012  
Reviewer for *Library and Information Science Research*, *Journal of Librarianship and Information Science*, *Small Group Communication*, *Journal of Education for Library and Information Science*

## **PROFESSIONAL SERVICE**

Academic Library Association of Ohio (ALAO)

- Board Member at Large, 2015-2017

American Library Association

- Library Leadership and Management Association (LLAMA)
  - Continuing Education Committee, 2011-2013; Co-Chair 2013

Association for Library and Information Science Education (ALISE)

- Academy Committee 2008-2009
- Membership Advisory Committee, 2012-2013
- Bohdan S. Wynar Research Paper Committee 2012-2013
- Doctoral Student Poster Competition Judge, 2014
- Nominating Committee, 2019-20

iLead Ohio

- Steering Committee Member, 2017, 2019

Ohio Library Council

- Human Resources and Trainer Development Division Council, 2012-2017
- Program Planning Committee, 2017-2018

## **PROFESSIONAL MEMBERSHIPS**

Academic Library Association of Ohio (ALAO)

American Library Association (ALA)

Association for College and Research Libraries (ACRL)

Library Leadership and Management Association (LLAMA)

Association for Library and Information Science Education (ALISE)

Ohio Library Council (OLC)