

Cinthya Maria Ippoliti

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EDUCATION

Master of Library Science University of California, Los Angeles	2000
Bachelor of Arts, English University of California, Santa Barbara	1997

CONTINUING EDUCATION AND LEARNING**LEADERSHIP TRAINING:****Leading Change Institute (2016)**

- Selected after a competitive application process to attend the institute co-sponsored by EDUCAUSE and CLIR focusing on key higher education issues such as “new sources of competition, use of technology to support effective teaching and learning, distance learning, changing modes of scholarly communications, an increasing focus on students and, fundamentally, a transformation in the qualities necessary for leadership in today's increasingly ambiguous and rapidly changing environment.”

Harvard Leadership Institute for Academic Librarians (2013)

- Selected to attend the week-long institute focusing on framing organizational issues and becoming a catalyst for change from various perspectives which define and influence us as leaders.

INSTRUCTION TRAINING:**ACRL Immersion Program (2002)**

- Selected after a competitive application process to attend the Teacher Track of the program emphasizing pedagogical best practices and assessment methodologies for Information Literacy instruction.

EMPLOYMENT HISTORY**Associate Dean for Research and Learning Services**

October 2014 - present

Professor and Claud D. Kniffin Endowed Chair***Edmon Low Library, Oklahoma State University, Stillwater, OK***

Provide direct administrative leadership for graduate and undergraduate library services, reference and information services, liaison efforts with teaching and research faculty, and assessment of library services. Participating actively on the Library's senior management team to develop new services, foster creativity and collaboration, contribute to the Library's strategic process, and providing

leadership and mentoring for faculty, staff, and student assistants within the Research and Learning Services division and throughout the Library.

Major Accomplishments: Outreach, Fundraising, and Grants

- As part of Oklahoma's Council for Online Learning Excellence, serving as Co-PI for an upcoming National Science Foundation's Experimental Program to Stimulate Competitive Research Workshop Opportunities proposal to develop a statewide faculty training program to integrate open educational resources into the curriculum.
- In collaboration with the library's Grant Coordinator and the Head of the Digital Resources and Discovery Services department, submitted a \$25,000 Sparks! Ignition IMLS grant *"Research as Design-Design as Research: Developing a Researcher-driven Collaborative Model for Data Services"* for a project involving researchers in developing data support services throughout the life cycle of a project. We have been invited to submit a full proposal in January of 2018.
- In collaboration with the library's Grant Coordinator, submitted a \$15,000 grant to the Holleman Foundation to update the library's instructional lab. This grant will allow us to update our instructor's station, projection and display system. We were able to make a compelling case for the high demand of this learning space within the library.
- Established a partnership with the School of Entrepreneurship to bring 3D printing into the library and embed prototyping into the EEE 3023 course where students create a product prototype to market. Through my advocacy efforts, the School of Entrepreneurship co-funded the costs of the printers, accessories, and warranties for four Makerbot 3D printers, including a larger model Z18 for a total of \$23,000.
- Coordinated the library's Wise OSU Library Open Textbook initiative pilot where we are encouraging instructors to integrate open educational resources/open texts into their course curriculum by offering cash incentives to faculty who adopt or create open textbooks. Although funding was secured from an existing library donor via the dean, I had direct responsibility to ensure stewardship of the donor's \$35,000 gift, which included reviewing proposals, coordinating disbursement of funds, and establishing publication workflows-copyediting, peer review, copyright permissions. To date, we have successfully recruited eight faculty members who are creating their own textbooks, and we are planning to work with an additional cohort of 20 faculty who are adopting OER which includes collaboration on training, pedagogy, and assessment: <https://epress.library.okstate.edu>
- In collaboration with the library's Director of Communications, developed a comprehensive outreach plan designed to raise university awareness of librarian expertise, accomplishments, and increase the virtual presence of the division. This new model includes:
 - New web presence for the RLS division: <https://info.library.okstate.edu/RLS>
 - Online appointments: <http://okstate.libcal.com/appointments/>
 - An outreach program that includes:

- Materials that liaisons leave with faculty during individual meetings
- Email message templates for effective online communication
- Marketing and materials for targeted workshops
- Materials for departmental visits

Major Accomplishments: Strategic Campus Partnerships and Projects

- The creation of Oklahoma State University's Coalition for Advancing Digital Research and Education <https://temp-cadre.okstate.edu/> in partnership with the High Performance Computing Center. This is a collaborative, campus-wide program that is jointly sponsored by the Vice President for Research and the OSU Libraries' Dean, and provides researchers with assistance in all aspects of creating and implementing data management plans, applying best practices for organizing their data, as well as storing, archiving, and sharing that data once their project is completed. More specifically:
 - Consulting: Access to a referral network both within the libraries and across the university of dedicated experts
 - Research data services resources: A central location that houses information about services, best practices, and additional learning tools
 - Workshops and Training: Both drop-in and on-demand opportunities designed to address the needs of researchers in any discipline or point in their career, including graduate and undergraduate students
 - Ongoing researcher engagement and needs assessment: data needs assessment activities, examine needs for specific areas of focus such as: visualization, GIS, imaging, digital humanities.
 - Cyberinfrastructure planning and support
 - Programming and events such as forums, speaker series, exhibits
- Co-PI on a research project led by Dr. Tilanka Chandrasekera, Assistant Professor in the department of Design, Housing, and Merchandising, where we will study how virtual and augmented reality assists teams in problem solving. The process will be documented by recording video, audio and screen capturing, and the collected data will be distributed among faculty from different disciplines who will analyze the information from their own theoretical frameworks. This project is slated to begin in January of 2018.
- A partnership with the Graduate College and the University College to create a digital badge program for graduate and undergraduate students. Students attend workshops on subjects such as data literacy and making effective presentations and earn badges towards a culminating Graduate Dean's/University College Certificate. Information about the program is available here: <https://info.library.okstate.edu/GraduateDigitalBadges>. Undergraduate badge program is forthcoming.
- A partnership with the Department of Management Science and Information Systems to provide Virtual Reality training and resources. Students are able to check out equipment via the Edmon Low Creative Studios and reserve two study rooms which house the computers, software (Steam and Unity) and additional peripherals needed to run the HTC Vive headsets.

Major Accomplishments: Library-initiated projects

- Primary responsibility to develop a new Research and Innovation Commons that will house and centralize services, resources, and programming in such areas as research data workshops and consultations (data management plans, data storage/access, visualization), research impact resources (institutional repository, access to Altmetric data, researcher profiles), open access support, as well as a new makerspace and technology sandbox. Initial construction is scheduled to begin in the Summer of 2018. In order to effectuate this project:
 - Led two internal taskforces to conduct an environmental scan and program planning to determine to develop a model that includes:
 - A vision for flexible physical and virtual collaborative learning spaces
 - Support for the integration of new technologies into research and teaching and experimenting in a sandbox-type environment such as a makerspace
 - Specialized instruction in the form of workshops, classes, and online learning objects on topics ranging from data and digital literacy to design thinking and visualization
 - Specialized research services including: Consultations and drop-in assistance with library faculty and other campus specialists and staff on data services, research impact support, digital humanities platforms and methodologies, etc.; Access to specialized software/hardware and platforms; Digital scholarship project management support
 - Convening an Advisory Council comprised of faculty across campus who can serve as consultants for developing a research model for the space
- In collaboration with the library's Digital Resources and Discovery Services and the High Performance Computing Center, established the library's Research Data Services program:
 - Web presence and resources: <https://www.library.okstate.edu/research-support/research-data-services/>
 - On-demand workshops: <https://info.library.okstate.edu/workshops>
 - Data information literacy training for graduate students. We held our first Data Day event in October of 2017
 - Workflows and infrastructure to assist faculty in depositing data sets into our institutional repository, ShareOK: <https://www.library.okstate.edu/collections/digital-collections/shareok/>
 - Tools and resources for research information management: Altmetric and ORCID <https://orcid.library.okstate.edu/>
 - Implementing Open Science Framework for Institutions web presence and workflows to assist librarians in connecting with faculty with this platform: <https://osf.io/institutions/okstate/>

Major Accomplishments: Leadership, Strategic Planning, and Professional Development

- Restructured the Research and Learning Services Division to undergo a major transformation that shifts focus away from traditional reference and collection activities and seeks to provide comprehensive research support and project development opportunities for faculty and students in the areas of design thinking and prototyping, digital scholarship, open access, author rights, and research impact (altmetrics). This consists of:
 - Hiring key faculty and staff positions to support this new structure in times of budgetary constraints:
 - One new functional specialist position dedicated to providing leadership for the library and the campus in areas such as digital scholarship and research information management
 - First Year librarian responsible for developing a model for a new and robust program for first-year Information Literacy under the Director for Undergraduate Instruction and Outreach
 - Undergraduate Outreach visiting faculty responsible for supporting outreach activities for undergraduate students under the Director for Undergraduate Instruction and Outreach
 - Instructional developer responsible for developing, supporting, and maintaining pedagogically sound and technology-centered programming, services and materials as part of the division's instruction and research programs under the Director for Undergraduate Instruction and Outreach
 - Implemented a managerial and mentoring program dedicated to:
 - Offering both formal and informal recognition and establishing an ongoing dialogue with employees about their strengths and interests
 - Developing new performance guidelines to assess and evaluate the level, quality, and impact of the work being done by librarians within these new functional areas and establishing both general as well as discipline-specific standards using a combination of work product, feedback from departments, and statistics as evidence of success. The guidelines cover areas such as outreach, instruction, research support, scholarly communications (data management, research impact, author rights, and open access issues), and collection development: <https://info.library.okstate.edu/tracking>
 - Providing continuous feedback as part of an ongoing evaluation cycle that promotes open communication, is positive, measureable and highlights accomplishments as much as areas of improvement
 - Inclusive strategic and operational planning which focuses not only on the unit's initiatives, but ensures a process that engages everyone within the unit
 - Developed an annual interactive PDF report in collaboration with the library's Director of Communications to communicate the value and impact of research and learning activities on three key university-wide strategic initiatives (faculty scholarship, student success, attracting faculty/students):
<https://library.okstate.edu/files/libguides-files/infographic.pdf>

- Created a two-part training program for RLS that is being shared by other library units:
 - A training Libguide where we are storing and sharing materials, handouts, and links from our various sessions and webinars: <https://info.library.okstate.edu/training>
 - Monthly workshops on topics of interest such as the new Framework For Information Literacy, data management plan development, outreach strategies, and design thinking.
- In collaboration with colleagues from our Communications, Systems, Access Services, and Digital Resources and Discovery Services, coordinated the extension of the library's Lunch and Learn professional development series to include a technology-training component entitled TechBytes. These sessions feature an emerging technology and provide staff with project and application ideas.
- In collaboration with the library's Human Resources Director, developed a library-wide "Leadership Bootcamp" consisting of a weeklong program featuring workshops for all library employees on topics ranging from project management to strategic planning and innovation.

Major Accomplishments: Instruction, Reference, and Collection Services

- In the process of integrating the library's instruction program into OSU's general education assessment program at a university-wide level. We plan to report our assessment data on a yearly basis and develop benchmarks for determining our impact in student learning for Information Literacy outcomes.
- Coordinated a curriculum mapping project to help us determine where our instructional efforts are being directed for subject-specific and upper level courses and chart a plan for integrating instruction into those courses that will offer the maximum impact for student learning. To date, we have developed a tailored curriculum in collaboration with the Technical Writing program, whose ENG 3323 course appears as an elective in over 198 undergraduate degree plans.
- Developed a partnership with the Department of Media and Strategic Communications to teach a fake news module for the Media in a Diverse Society course that reached over 500 students in Fall of 2017 and covered content such as recognizing the reasons why people cannot easily agree on a definition or use of the term "fake news", identifying the information creation process and its impact on the creation of news and its message.
- Coordinated the re-design of the library's program for non-credit library instruction ranging from first year to subject specific instruction. This included development of programmatic learning outcomes, in-class activities and assessment, and piloting this model with selected sections of ENG 1213 (first year composition course). In addition, we expanded the role of the Director of Library Undergraduate services to Director of Undergraduate Outreach and Instruction to signify the library's ongoing commitment to the support of undergraduate students both in and out of the classroom.

- In collaboration with the assistant director of Access Services, re-envisioned the library's tiered reference services whereby we successfully replaced liaison librarian scheduled shifts with a combination of consultations, on the spot appointment scheduling via LibScheduler and a tiered referral system for in-person and online questions.
- As chair of the Collection Development Committee, led the updating of collection development policies and processes and the implementation of a new collection development model for liaison librarians that combines data-driven decisions regarding cancellations and purchases, automated approval plans, patron-driven acquisitions, and flexible fund code expenditures to allow them to focus their energies and expertise into building strong collections that can support the general needs of digital scholarship activities with targeted discipline-specific assets.

Head, Teaching and Learning Services

July 2013 – October 2014

McKeldin Library, University of Maryland, College Park, MD

Managed the libraries' First Year Information Literacy programs, such as ENG 101 and UNIV 100, which included coordinating the scheduling of classes, assessment and curriculum development. Administered staffing, spaces and services provided through the Terrapin Learning Commons. Supervised four full-time faculty librarians and two full-time staff. Taught library instruction sessions as part of the libraries' partnership with the various first year programs as well as Professional Writing, GEMSTONE and others as appropriate. Answered reference questions, both in person and via online chat. Monitored and supported the Ask Us email/chat service via LibAnswers and QuestionPoint. Performed collection development for the general reference collection for the libraries through August 2013.

Major Accomplishments:

- Successfully partnered with Library Media Services, the Architecture Librarian and program directors for UNIV 100 and ENG 101 to plan two pilot programs in Fall of 2014 that reflect a significant update to our library instruction curriculum and blend a strong pedagogical foundation with emerging technologies and a rubric-based programmatic assessment model.
- In collaboration with the Digital Services and Stewardship Department, oversaw the implementation of a donor-funded makerspace in the TLC which features:
 - Equipment such as next generation 3D printers and scanners, virtual reality sets, robotic and electronic kits
 - Services
 - Specialized equipment checkout
 - Reservable space
 - Consultations
 - Project-based and drop-in assistance
 - Programming

- Partnered with the Academy for Innovation and Entrepreneurship to offer makers-in-residence support for those wishing to create product prototypes
- Successfully transitioned reference services into a new virtual reference model whereby we combined all online services into our LibAnswers system. Coordinated and led the conversion from OCLC's QuestionPoint to Springshare's LibChat which included setting up the new system, managing timelines and communication with vendors. Conducted in-person training for public services faculty, staff and students and created a Libguide to document new processes and procedures.
- Co-chaired the Customer Service Training taskforce and led the creation of a non-credit course in Canvas (our CMS) that will become part of the professional development activities of all employees working at public service points for which they will earn a digital badge.
- Led an informal Ebook group tasked with creating a troubleshooting guide for our Ebook collections and hosted an open house to invite the campus community to learn about using and downloading Ebooks in Spring 2014 with over 50 attendees.
- Established ongoing partnerships with the following areas on campus which have resulted in several exciting initiatives:
 - In collaboration with the Learning Technologies (Division of campus IT) division, co-coordinated the Tea-time Tech Talk workshop series in Fall 2013/Spring 2014 where faculty discussed pedagogical issues related to teaching with technology in the classroom. This entailed scheduling rooms, preparing the spaces, determining the content of each session and securing facilitators from the libraries. A total of 10 sessions were held in Fall and eight sessions were held in Spring 2014.
 - Several campus offices hosted events and workshops in the Terrapin Learning Commons which ranged from small group meetings for the Business School's Innovation Fridays to large events such as a reception for the Future of Information Alliance. To prepare for these events scheduled the rooms, coordinated any marketing needs, and ensured that the rooms are properly set up and communication is clear among our areas.
- In Fall 2013, oversaw the implementation of a new 3D printer, which included generating policies, securing training for our staff and students, and marketing this service to the campus community.
- In Fall 2013, created a Terrapin Learning Commons workshop series entitled Learn at Lunch, which has expanded to include workshops on a variety of topics. The series allows participants to earn a digital badge upon successful completion of the learning objectives for the series via a skill-based assessment methodology. A total of 34 participants registered for the series and two received the badges. Workshops are offered in partnership with librarians and staff across the libraries and include:

- Multimedia production
- Use of images and visual literacy
- Special collection resources
- Poster and 3D printing and production
- Citation management software

**Head, Terrapin Learning Commons and Student Support Services
McKeldin Library, University of Maryland, College Park, MD**

September 2011 – July 2013

Directed staffing, spaces and services provided through the Terrapin Learning Commons on the 2nd floor of the McKeldin Library. Managed the libraries' reference services, both in-person and via virtual reference. Supervised four full-time faculty librarians and eight full-time staff. Taught library instruction sessions as part of the libraries' partnership with the Professional Writing Program. Answered reference questions, both in person and via online chat. Performed collection development for the general reference collection for the libraries.

Major Accomplishments:

- Led a team which oversaw the incorporation of the Copy and Print Services department into the Terrapin Learning Commons service model and coordinated the migration of staff and services.
- Managed the construction and opening of the TLC Tech Desk in Fall of 2013, a multifunctional service point which has expanded to include:
 - Technology troubleshooting
 - Equipment loan
 - Room reservation
 - Specialized services including three-dimensional and poster printing, laminating, faxing and binding
 - Event setup and coordination
- Spearheaded the implementation of the LibAnswers system at all public service points across all eight libraries and provided continuing leadership on system functionality and marketing and ongoing internal training and coordination needs.
- Implemented RefAnalytics as a pilot method of tracking and assessment at the McKeldin Information Desk with the idea to expand use of the system at all public service points which successfully occurred in Spring 2012.
- Participated as a member of the libraries' ethnographic study team and conducted design workshops where participants drew their ideal library space.
- Successfully implemented a room reservation pilot for the Terrapin Learning Commons using the LibCal software.

Chair, Library Division

August 2009 – August 2011

Warren Buxton Library, Paradise Valley Community College, Phoenix, AZ

Managed a budget of approximately \$1 million, which included staffing and capital resources. Supervised four full-time faculty librarians, five adjunct faculty librarians and five professional staff. Led and organized annual and 3-5 year strategic and operational planning for the library. Assisted with coordination of library exhibits involving topics such as Native American education, the Holocaust, and various course-related student projects. Coordinated library services and instruction to students at our satellite campus at Black Mountain via Skype and in person. Taught library instruction sessions ranging from class-related research to specialized courses in collaboration with faculty in such areas as Nursing, English and the Behavioral Sciences. Answered reference questions, in person and online chat. Acted as liaison and performed collection development for respective academic departments including Nursing and English.

Major Accomplishments:

- Created and implemented the dissemination of a student library survey in an effort to measure the connection between student success and learning and library use.
- Created and implemented a library survey for faculty in an effort to measure the effectiveness of library services.
- Taught IFS 101 (Information Skills for the Digital Age); a 3-credit course as part of a Learning Community with an Eng 102 class. Piloted a textbook-free course reading list and implementing student-created digital coursepacks as part of course assignments.
- Applied the ILab model to the Nursing curriculum resulting in an embedded librarian model where students took a pre-test to gauge their level of proficiency with Information Literacy concept prior to instruction, followed by a series of tailored in-person workshops, one on one consultations with students and grading of papers for quality of sources used and synthesis of concepts learned in class, followed by a post-test at the end of the academic year. Scores rose consistently 10%-15% and resulted in high student engagement with research concepts and resources. This was the first collaboration of its kind for both the department and the libraries.
- Created a Friends of the Library Group in collaboration with the college's Director of Institutional Advancement to begin fundraising activities for the library and promote community involvement.

Assessment, Learning Communities and Instruction Librarian

August 2006 – August 2009

Warren Buxton Library, Paradise Valley Community College, Phoenix, AZ

Responsible for departmental and college-wide assessment of Information Literacy initiatives, which included researching and testing both quantitative and qualitative assessment methods as well as gathering, analyzing and synthesizing data for reporting for hundreds of students each semester.

Coordinated library instruction program and taught library instruction sessions ranging from class-related research to specialized courses in collaboration with faculty in such areas as Nursing, English and the Behavioral Sciences. Answered reference questions, in person and online chat. Acted as liaison and performing collection development for respective academic departments including: English/Journalism, Communication/Humanities, and Nursing.

Major Accomplishments:

- Collaborated with the campus Instructional and Multi-Media Developer to create an original interactive Information Literacy tutorial, which was utilized at all ten campuses in the Maricopa Community Colleges District.
- Taught IFS 101 (Information Skills for the Digital Age), a 3-credit course as part of a Learning Community with an English 102 class.
- Received a Maricopa Center for Learning and Instruction grant to initiate and implement an instruction related project:
 - Information Literacy Partnership Program which led to the creation of the ILab instruction model consisting of students taking a pre-test to determine their level of proficiency with the ACRL standards for Information Literacy. Based on the results of the pre-test, a series of in-class instruction sessions were tailored to the needs identified and the assignment, followed by a post-test to measure improved learning. Assessment scores improved over each semester by as much as 10%-20% consistently.

Information Literacy Librarian

October 2004 – August 2006

Paul A. Elsner Library, Mesa Community College, Mesa, AZ

Taught library instruction sessions ranging from class-related research to specialized courses in collaboration with faculty in such areas as English and Social Sciences. Answered reference questions during daytime hours and weekends, in person and on the telephone. Acted as liaison and performing collection development for respective academic departments including: English/Journalism, Social Sciences, and Nursing.

Major Accomplishments:

- Co-developed a 3-credit course, IFS 101 (Information Skills for the Digital Age) for the Spring 2006 semester, which featured a face-to-face format with a WebCT component.
- Collaborated with the Instruction Librarian to develop new ways of reaching students through such activities as make-up sessions for instruction and library workshops for faculty.
- Received an internal grant through the Results Outreach Committee and chaired an interdisciplinary committee of faculty that created and implemented a year-long series of workshops for faculty to increase assessment scores and design tools for improving student

learning through Information Literacy. Assessment scores rose approximately 12% as a result of this initiative.

Reference Librarian

August 2001 – September 2004

Louise M. Darling Biomedical Library, University of California Los Angeles, Los Angeles, CA

As the Research, Instruction, Collection and Services Division Instructional Coordinator, scheduled all classes in addition to performing file maintenance and organization. Acted as the digital reference liaison for the Research, Instruction, Collection and Services Division, which entailed training eight professional and graduate student staff on chat reference software and coordinating departmental efforts with library wide initiatives. Taught courses ranging from class-related research to in-service sessions for faculty, staff and students in such areas as Psychology, Life Sciences and Medicine. Answered health and life science reference questions during daytime, evenings and weekends in person, on the phone and via digital reference. Provided consultations for faculty, staff and students in identifying and using the appropriate resources for their research needs. Acted as liaison and performed collection development for respective academic departments including: Anesthesiology, Pharmacology, Pathology, Radiation Oncology, Radiological Sciences and Urology.

Major Accomplishments:

- Assisted the Technology and Learning Center in designing a database-driven website for the Nathanson Family Resource Center using Cold Fusion to create a dynamic web presence.

Information Specialist

September 2000 – August 2001

Pearson Library, California Lutheran University, Thousand Oaks, CA

Responsible for the processing of all library materials into and out of the library collection, ranging from acquisitions to cataloging and use of the DRA Web2 system. Coordinated subscriptions to all electronic resources involving collaboration within the Statewide California Electronic Library Consortium in addition to extensive liaison work with various vendors. Allocated departmental budgets to purchase materials for the curriculum in print and electronic formats. Participated in developing a strategic plan to enhance the quality of the overall collection and effectively manage limited physical space in the Pearson Library. Answered reference questions during daytime, evenings and weekends in person and on the phone. Provided consultations for faculty, staff and students in identifying and using the appropriate resources for their research needs. Presented customized Information Literacy instruction to classes. Acted as liaison and performed collection development for respective academic departments including: Biology, Chemistry, Computer Science, Geology, Mathematics, Multimedia, Physical Education and Physics. Supervised and evaluated the performance of two full-time library staff.

SERVICE

A. Library

○ Oklahoma State University

Serving as Chair:

- Chair, Collection Development Committee tasked with providing library-wide leadership on collection-related policies and processes. (2014-present)

Serving as Member:

- Member, Faculty Affairs Committee tasked with looking at issues for library faculty (2016-present)
- Member, Library Executive Council which serves as the primary governing body for planning and development of library services, facilities and collections; monitors the Library's progress on its Strategic Directions; and handles other management responsibilities. (2014-present)
- Member, Library Leadership Council which works collaboratively to implement key strategies and initiatives; brings ideas and suggestions forward for discussion; provides briefs on activities and issues in each department. (2014-present)
- Member, Library Advisory Council which serves as a faculty advisory body to the Dean of the Libraries. (2014-present)
- Member, Library Customer and Organizational Support Team, which discusses how services achieve library goals and strategic directions, recommends changes to existing programs, and suggests new initiatives. (2014-present)

○ University of Maryland

Serving as Chair:

- Co-chair, Instructional Council, which served as the primary advisory body to the heads of Teaching and Learning and Research Services on issues of assessment, training, and pedagogical best practices in both online and face-to-face instruction. (2014)
- Co-chair, Customer Service Training Committee, which created a training curriculum for all staff and students working at public service points. I will continue to co-chair the implementation process of this curriculum. (2013-2014)
- Chair of the Microform Implementation Taskforce, which coordinated the weeding of the microfilm/form collection on the first floor of McKeldin in preparation for relocating the remaining items once remodeling begins. (2013)

- Chair of the Access Services Post MLS position search committee, which resulted in a successful candidate being promoted to a permanent full-time position. (2012)
- Co-chair, User Experience Group, designed to measure and make recommendations on improving our users' library experiences both in-person and virtually. The work of this group has since expanded to be included as part of the responsibilities of the Teaching and Learning Services unit. (2012)

Serving as Member:

- Invited Member of the Assessment Planning Taskforce which planned to redesign and support our assessment efforts across the libraries, including for Information Literacy, user studies, ethnographic studies and others as appropriate. (2014)
- Invited Member of the Master Space Planning committee, which examined library-wide space needs and planning activities. (2013)
- Invited member of the Faculty-Staff Campaign, engaging in fundraising efforts for the libraries and interacting with donors. (2013)
- Member of the Liaison Training Program taskforce charged with creating a comprehensive training curriculum for liaison librarians in areas such as scholarly communications, instruction, data management and technology. (2014)
- Member of the Research Commons Taskforce which wrote a report outlining the creation of a graduate and faculty centered learning space and service model. (2013)
- Member of the Multimedia Commons Taskforce which outlined the creation of a learning space and service model focusing on multi-media production and support. (2013)
- Member of the Collection Management Team which broadly coordinated the libraries' collection activities. (2011-2013)
- Coordinator of the Student Tech Fee Group responsible for managing the Terrapin Learning Commons budget and purchasing process. (2011-2102)
- Member of the Safety and Security Committee which oversaw all safety processes, communications and training activities in the libraries. (2011-2012)

- Member of the Non-print re-envisioning planning group tasked with charting a new course for the Non-Print Media Department. (2012)
- Member of the Web Advisory Committee, responsible for development and maintenance of the libraries' web presence. (2012)
- Paradise Valley Community College (2010-2011)
 - Chair of the Library Advisory Council, a faculty driven group responsible for providing input regarding library services and resources.
- University of California, Los Angeles (2001-2004)
 - Member of a UCLA Information Literacy Initiative taskforce, which assessed Information Literacy competencies for UCLA faculty and graduate students.
 - Member of the UCLA Information Literacy Initiative Informing Group, which marketed and created a web presence for the Initiative.
 - Member of the Graduates of Immersion Strike Team, charged with assessing the UCLA Information Literacy Initiative to determine future goals and directions.
 - Member of the library led E-learning Group, which aimed to develop and implement instructional models and technologies such as learning objects in collaboration with faculty and the Office of Instructional Development.

B. Campus or College

- Oklahoma State University

Serving as chair:

- Co-chair, Coalition for Advancing Digital Research and Education, a campus-wide committee that centrally coordinates university-wide data and cyberinfrastructure activities. (2017-present)
- Chair, Women's Faculty Council Advisory Group to the Provost. (2015-present)

Serving as member:

- Member, of a committee tasked with assessing the research climate on campus and making recommendations for sustaining and further developing these efforts. (2018)
- Member, Core Facilities Taskforce which examines the policies surrounding the access, use, and development of core facilities on campus. (2017-present)
- Member, Textbook Affordability Committee tasked with examining textbook options (including OER) for OSU students. (2017-present)

- Member, Collaborative on Academic Careers in Higher Education Working Group tasked with looking at campus-wide family and personal policies following COACHE survey results for the university. (2017)
- Member of the Assessment & Academic Improvement Council which coordinates campus-wide assessment efforts. (2015-present)
- Member, Associate Deans for Research Graduate Studies Committee which meet to discuss issues of importance to graduate education and research across the university. (2015-present)
- Member, Institute for Teaching Excellence Advisory Board (2015-present)
- Member, Screening Committee for *Director of P-12 Partners* and *Coordinator of Concurrent Students* as part of the new University College. (2015)
- Member, Women's Faculty Council which works to improve the status of all women at Oklahoma State University, serving in an advisory capacity to the administration and university community. (2015-present)
- University of Maryland
 - Invited member of the St. John's Teaching and Learning Center Advisory Committee tasked with providing input into the design of the new center. (2012)
 - Member of the DIT Strategic Planning Sub-committee on Infrastructure tasked with assisting in campus-wide IT strategic planning. (2012)
- Paradise Valley Community College (2007-2011)
 - Member of the Strategic Planning Steering Team, responsible for creating and implementing a new strategic planning vision for the college.
 - Member of the Threat Assessment Team, responsible for creating a threat assessment plan/process, website and education program for college employees.
 - Member of Division Chairs, a group consisting of all college chairs which met to discuss instruction-related issues and provide input to the Vice President of Academic Affairs.
 - Member of the Technology Coordinating Team responsible for coordinating the technology needs of the college, including strategic planning and budgeting.

- Mesa Community College (2004-2006)
 - Member of the Student Outcomes Committee which evaluated Information Literacy as part of the general education assessment program.

C. District-wide

- Maricopa Community Colleges (2004-2011)

Serving as Chair:

- Tri-chair of the Information Literacy Group tasked with coordinating instructional collaboration and innovation across the district. (2008-2011)

Serving as Member:

- Member of the District Libraries Chairs, a collaborative group of all ten library chairs which worked with the Executive Vice Chancellor of Academic Affairs to provide guidance for the libraries' operational and long-term direction. (2010-2011)
- Member of the Information Technology Council responsible for providing support to the Vice Chancellor of IT in making decisions at the district level. (2010-2011)
- Member of the Library Instruction Council that examined for-credit instruction at the District level. (2004-2011)

D. State and Regional

- Invited Chair, Community of Oklahoma Instruction Librarians (2017)
- Member, Greater Western Library Alliance Committee on Research Data Management (2017-present)
- Member, OK-ACRL Executive Board (2017)

E. National

Chair (please see committee descriptions below):

- Chair, LLAMA Innovation Project Team charged with exploring the development of an innovation program-forthcoming (2018)
- Vice Chair/Incoming Chair, LITA Education Committee (2017-2019)
- Co-editor, LITA Blog (2017-present)
- Invited Chair, ACRL Libraries Transform Taskforce (2016-2018):
<http://www.acrl.ala.org/acrlinsider/archives/11018>.
- Invited Chair, LIRT Teaching, Learning, and Technology Committee (2016-2018)
- Invited Chair, RSS Marketing and Public Relations for Reference Services Committee (2016-2017)
- Co-convener, Digital Badges Interest Group (2014-present)
- Chair and Member, RSS Management of Reference Committee (2013-2016)

Member:

- LLAMA Assessment: Services, Marketing and Communications, Organizational Practices, Competencies and Methods, Planning and Evaluation of Library Services Committees. Responsible for various programs and activities related to the assessment methods and best practices (2017-2019)
- LITA Communications and Marketing Committee develops and implements LITA's strategic communications and marketing plan to promote LITA's mission, vision, values, and important news around membership, publications, education, volunteering, events (2017-present)
- LLAMA Program Committee charged with coordinating content and developing criteria for LLAMA Annual Conference programs (2017-2019)
- LLAMA Systems and Services: Management Practices Committee who collect, organize, and disseminate information on management practices for all types of libraries in the area of systems and services (2017-2018)
- ARL Innovation Lab Advisory Group: Charged with fostering the process of innovation within the ARL community by encouraging greater risk-taking and creative thought processes, soliciting innovative ideas, and identifying and nurturing specific innovative projects. (2016-2018)
- Invited MISSILE (Mobile Information Skills and Solutions in Library Education) Advisory Board member in collaboration with the School of Information Science at the University of Tennessee which aims to put together an interdisciplinary graduate coursework for library and information science (LIS) students to serve as mobile technology consultants for all types of libraries in the U.S. (2016-2017)
- ACRL Value of Academic Libraries Committee charged with creating a comprehensive effort including coalition building, professional development, publications, research, advocacy, and consultation services (2016-2018)
- LITA Forum Assessment & Alternatives Task Force charged with making recommendations for updating the content and format of the annual conference (2016-2017)
- ACRL Virtual Conference Committee responsible for selecting proposals for online programs offered during the ACRL Conference (2015-2017)
- LITA Blog group (2015-2017)
- LITA Education Committee responsible for selecting professional development proposals to be offered virtually (2015-2017)
- LIRT Teaching, Learning and Technology Committee responsible for offering professional development content around the themes of instruction and technology (2015-2016)
- Digital Scholarship Centers Interest Group (2015-present)
- CIC Instruction Librarians Committee (2013-2014)

PROFESSIONAL MEMBERSHIPS (chronological by end date)

Library Leadership and Management Association	2016-present
EDUCAUSE/ELI	2014-present
Library and Information Technology Association	2014-present
Library Instruction Round Table	2014-present
American Library Association	2000-present
Association of College and Research Libraries	2000-present

RESEARCH, SCHOLARLY, AND CREATIVE ACTIVITIES

Books

- Ippoliti, C. (2018). *Moving Beyond the Wow Factor: The Savvy Librarian's Guide to Technology Innovation in Academic Libraries*. City, State: Rowman & Littlefield. (Forthcoming)
- Ippoliti, C., & Gammons, R. (2016). *User-Centered Design for First Year Instruction Programs*. Santa Barbara, CA: Libraries Unlimited. <http://bit.ly/28kzpAl>

Chapters in Books:

- Baker, A. and Ippoliti, C. (2017). Student Driven OER: Championing the Student Voice in Campus-Wide Efforts in *OER: A Field Guide for Academic Librarians*. Wesolek, A., Lashley, J., & Langley, A. (Eds.) Forest Grove: Pacific University Press.
- Ippoliti, C. (2017). Introduction to digital badges in *Innovations Literacy Digital Badges: Innovations in Teaching*. O'Brien, K. & Jacobson, T. (Eds.), Lanham: Rowman & Littlefield.
- Ippoliti, C. (2015). If you build it will they come? The learning commons helps engage students out of class in *Innovative Solutions for Building Community in Academic Libraries*. Bonnard, S. & Hansen, M. (Eds.), Hershey: IGI Global.
- Ippoliti, C. (2011). Vignettes From the Field (ILab) in *Transforming Information Literacy Instruction Using Learner-Centered Teaching*. Kaplowitz, J. (Ed.), Los Angeles: Neil Schuman.
- Bartel, C., Ippoliti, C., & Turnbow, D. (2004). Lesson plan on Dissecting a Database in *Empowering Students II: Hands-On and Minds-On Library Instruction Activities*. Germain, C.A., & Bernnard, D. (Eds.), Pittsburgh: Library Instruction Publications.

Articles in Refereed Journals:

- Ippoliti, C. (2107). *Extreme Makeover: A Blueprint for Redefining the Role of the Liaison Librarian in the Academic Library*. Perspectives on Public Services Column for the International Information & Library Review, <http://www.tandfonline.com/doi/full/10.1080/10572317.2017.1383743>.

- Ippoliti, C. & Baeza, V. (2017). *Using digital badges to unify student learning opportunities*. Journal of Electronic Resources Librarianship, <http://dx.doi.org/10.1080/1941126X.2017.1378541>.
- Ippoliti, C., German, J. & Nykolaiszyn, J. (2016). *What If the Library...Engaging Users to Become Partners in Positive Change and Improve Services in an Academic Library*. Public Services Quarterly, 13(1), 1-14. <http://www.tandfonline.com/eprint/xQiwNNiD3sk9X2U5qhFV/full>
- Ippoliti, C. (2106). *From Zero to Sixty in Under One Year: A Practical Approach to Building New Programs and Services, Managing Change, and Embracing Innovation as a New Library Administrator*. Journal of Library Leadership and Management, 31(1), 1-20. <https://journals.tdl.org/llm/index.php/llm/article/view/7193/6390>
- Ippoliti, C. (2014). *Are You Being Served? Designing the Customer Service Curriculum*. Public Services Quarterly, 10(3), 177-192.

Book reviews, other articles, and notes:

- Ippoliti, C. (2015-2017) LITA Blog Posts: <http://litablog.org/author/cippoliti/>
 - Building campus-wide IT collaborations: Mission Impossible? Posting was highlighted in the July 31st issue of AL Direct: <https://goo.gl/ySZYjA>
- Ippoliti, C. (2015) *ACRL Keeping Up With...National Credentialing and Academic Libraries* http://www.ala.org/acrl/publications/keeping_up_with/credentialing
- Ippoliti, C. (2015). [Review of the book *The Quality of Infrastructure: Measuring, Analyzing and Improving Library Services* by Megan Oakleaf]. Oklahoma Library Association Newsletter, 65(3).
- Ippoliti, C. (2013). *Tips From The Trenches*. *ULS Universe*. ACRL University Libraries Section. Guest Blogger. <http://www.acrl.ala.org/ULS/?p=838>
- Ippoliti, C. (2004). *Reading between the Pixels: A review of the Access Medicine suite of electronic books*. Electronic Resources in Medical Libraries, 2(1), 67-72.
- Ippoliti, C. (2003). [Review of the book *Informing young women: Gender equity through literacy skills* by L. Farmer]. Education Libraries Journal, 26(1), 35-62.

Talks, abstracts, and other professional papers presented:

- Griffis P., & Luesebrink M., Ippoliti C., & Clements, H. (2017). *Academic Liaison Librarians in the Middle of Research Data Management on Campus*. Presentation at the International Association for Social Science Information Services and Technology, Lawrence, KS.
- Ippoliti, C. & Baeza, V. (2017). *Digital badges, A Tool for More Than Micro-Credentialing*. Presentation at the annual Electronic Resources and Libraries Conference, Austin, TX.

- Ippoliti, C. (2017). *Are we there yet? How to keep organizational momentum going after the excitement of change is over*. Webinar for the Library Leadership and Management Association (LLAMA). <https://goo.gl/jYD621>
- Ippoliti, C. (2017). *Extreme Makeover: A Blueprint for Redefining the Role of the Liaison Librarian in the Academic Library*. ACRL IS Virtual Discussion for the ALA Midwinter Conference.
- Ippoliti, C. (2016). *Step Away From the Reference Desk: Practical Tips for Implementing An Integrated Research Support Model for Library Liaisons*. Webinar for the Research and User Services Association (RUSA).
- Ippoliti, C., Julian, R., Kollen, C., Koshofer, A., Minor, D., & Rozum, B. (2016). *Creating a Campus-wide Research Data Services Committee: The good, The bad, and The...* Virtual Presentation for the eScience Program, New England Regional Medical Library Office, University of Massachusetts Medical School and for the Association of Information Science and Technology in collaboration with the Research Data and Preservation Summit Committee. <https://goo.gl/x8vZ2q>
- Ippoliti, C. (2016). *Research as design-Design as Research: Applying Design Thinking to Data Management Needs Assessment*. Paper presented at the Association of Research Libraries Assessment Conference, Washington D.C. Paper will appear in conference proceedings.
- Ippoliti, C., Archer, A., Eschelman, J., Goodsett, M., Finch, J. & Van Arnhem, J. (2016). *Ready to Roll: Incorporating the Framework into Online Instruction*. Virtual Presentation for the Library Instruction and Teaching Roundtable (LIRT) Teaching and Learning With Technology Committee.
- Ippoliti, C., Cain-Wood, B., & German, J. (2016). *Leader Development on a Dime*. Presentation for Annual Oklahoma Library Association Conference, Tulsa, OK.
- Ippoliti, C., Locy, S., & Oberhelman, D. (2015). *Re-thinking the One Shot: An Integrated Approach to Re-envisioning the Information Literacy Curriculum*. Presentation for Annual OK-ACRL Conference, Tulsa, OK.
- Ippoliti, C., & Rimland, E. (2015). *National Credentialing and Academic Libraries*. Virtual Presentation for the ACRL Online Discussion Forum.
- Ippoliti, C. (2015). *Research as Design-Design as Research: A Practical Guide for Creating or Reinvigorating Your Information Literacy Program*. Presentation for Reframing Information Literacy unCoiled Conference, Oklahoma City, OK.

- Ippoliti, C., & Rimland, E. (2015). *Put A Badge On It!* Virtual Presentation for the ACRL Digital Badges Interest Group.
- Ippoliti, C. (2015). *Applying Design Thinking to Information Literacy Instruction*. ACRL IS Virtual Discussion for the ALA Midwinter Conference: <https://goo.gl/1amKVX>
- Ippoliti, C., Behler, A., Charles, L., & Hinchliffe, L. (2014). *CIC Virtual Panel on Teaching Support for Librarians*. Virtual Presentation for the CIC Instructional Librarians Committee.
- Ippoliti, C. (2014). *The Return of the Odd Couple? Digital Literacy and the Learning Commons Curriculum*. Presentation at the EDUCAUSE Annual Conference, Orlando, FL.
- Ippoliti, C. (2014). *Digital Badges and the Learning Commons Curriculum: A New Frontier*. Virtual Presentation at the Encouraging Innovation and Technology: HandHeld Librarian 9 Conference.
- Ippoliti, C., Wray, T., & Williams, J. (2012). *Ethnographic Research and Participatory Design at the University of Maryland Libraries: Pioneering Partnerships Beyond Library Walls*. Presentation at the ACRL Research Forum, ALA Conference, Anaheim, CA.
- Ippoliti, C. (2011). *Information Technology Collaboration Between Cross-functional Units*. Panelist at the Maricopa Teaching and Learning with Technology Conference, Phoenix, AZ.
- Ippoliti, C. (2010-2011). *So You Want to Create an Information Literacy Tutorial?* Virtual Presentation for the Association of College and Research Libraries E-Learning Series.
- Ippoliti, C. (2009). *ILab @ PVCC Library*. Presentation at the Technology, Colleges and Community Conference, Maricopa Community Colleges, Phoenix, AZ.
- Ippoliti, C., & Vargas, J. (2008). *Research in the 2.0 Classroom*. Presentation at the Technology, Colleges and Community Conference, Maricopa Community Colleges, Phoenix, AZ.
- Ippoliti, C., & Luter Z. (2005). *Using Information Literacy and Outreach to Give Students What They Need*. Presentation at the Arizona Library Association Annual Conference, Phoenix, AZ.
- Ippoliti, C. (2004). *Dissecting a Database: Leading Students to Discovery-Based Learning*. Presentation at the Southern California Instruction Librarians Winter Open House, San Diego, CA.

Invited talks:

- Ippoliti, C. (2017). *Keeping Organizational Momentum After the Excitement of Change is Over*. Webinar for the Massachusetts Library System.
- Ippoliti, C., Bell, S., Clarke, R., Diaz, G., Frisque, M., Marek, K., & Howarth, L. (2017). *From MLS to MLD: It's time to Integrate Design Thinking and Philosophy into LIS Education*. Panel reactor for the ACRL LIS Education Interest Group at the American Association of Libraries' Annual Conference, Chicago, IL.
- Ippoliti, C., Atkinson, A., & Upson, M. (2017). *Library instruction: From Kindergarteners to Collegians, Helping Students Make the Grade*. Presentation for the Library Instruction Roundtable (LIRT) program at the American Association of Libraries' Annual Conference, Chicago, IL.
- Ippoliti, C. (2015). *Reframing Information Literacy*. Panel presentation, unCoiled Conference, Oklahoma City, OK.
- Ippoliti, C. & Hudson, S. (2014). *First Year Programs @ UMD*. Online Presentation for the Maryland Chapter of ACRL, Baltimore County.
- Ippoliti, C. (2014). *Ethnographic Research and Participatory Design at the University of Maryland Libraries: Pioneering Partnerships Beyond Library Walls*. Keynote presentation for the UMBC Library Development Day, Upper Marlboro, MD.
- Ippoliti, C., & Tchangalova, N. (2013). *Navigating User Limits and E-book Device Compatibility Testing*. Panel presentation, University System of Maryland & Affiliated Institutions (USMAI) Fall Forum, University of Maryland University College (UMUC), Upper Marlboro, MD.

Exhibits, performances, demonstrations, and other creative activities:

- Ippoliti, C. (2015). Online course for ALA Publishing eCourses. *Intermediate Instructional Design for Information Literacy*. Offered September 14th-October 23rd, 2015 and May 2nd-June 3rd, 2016.
- Ippoliti, C. (2015). *Research As Design; Design As Research*. Professional development workshop held during the 2nd annual Big XII Teaching and Learning Conference, Stillwater, OK.
- Wray, T., Luckert, Y., Ippoliti, C., Tchangalova, N., Barnachea, L., & Williams, J. (2012). *The Role of Participatory Design in Redesigning an Academic Library: Capturing Users' Work through an Artistic Lens*. Poster presented at the Library Assessment Conference of the Association of Research Libraries (ARL), Charlottesville, VA. Available online at: <http://hdl.handle.net/1903/13285>

- Ippoliti, C. (2004). *Dissecting a Database: Leading Students to Discovery-Based Learning*. Poster Session for the California Academic and Research Libraries Conference, Los Angeles, CA.
- Ippoliti, C., & Brown, C. (2002). *Marketing as Instruction-Instruction as Marketing*. Poster Session for California Academic and Research Libraries Conference, Los Angeles, CA.
- Ippoliti, C., & Lampert, L. (2001). *Leading the Path Across the Digital Divide: The Librarian's Strategy for Supporting Campus Web Development*. Poster Session for the Association of College and Research Libraries Conference, Denver, CO.
- Ippoliti, C., & Lampert, L. (2000). *Solving for Generation X and Beyond - Outreach + Technology + Librarians: California Lutheran University's Equation for the Promotion of Information Literacies*. Poster Session for the Pacific Bell/UCLA Summit, Los Angeles, CA.

Mentorship activities:

- LLAMA mentorship program mentor 2017-Present

Boards, editorial boards, and reviewing activities for journals:

- Editorial Board Member and Co-Editor for Innovation and Creativity Column, Journal of New Librarianship <http://newlibs.org/edboard.html> 2016-Present
- Reviewer for the EDUCAUSE Learning Initiative Conference Proposals 2015 and 2017
- Editorial Advisor for Electronic Journal of Evidence Based Practice 2012-Present