

Curriculum Vitae of

KATE ZOELLNER

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EDUCATION

Master of Science in Information, Library and Information Services, School of Information, The University of Michigan at Ann Arbor, 2005

Bachelor of Arts, Sociology/Anthropology and Women's Studies, Earlham College, Richmond, Indiana, 1998

Graduate Coursework, The University of Montana at Missoula, 2007 to present. Courses include: Advanced Educational Psychology, Authentic Assessment, Education Across Cultures, Educational Research, History of American Education, Measurement and Analysis of Educational Data, Qualitative Methods

PROFESSIONAL EXPERIENCE

Associate Professor, Reference and Instruction Librarian, Maureen and Mike Mansfield Library, The University of Montana, Missoula, MT. October 2005 to present.

- **Reference and Instruction.** Provide research and reference services face-to-face and via chat, email and text. Teach information literacy skills to students in the liaison departments I serve. Facilitate library instructional outreach to area high schools. Serve on internal library and external University committees.
- **Liaison.** Provide tailored information literacy instruction and consultation; develop print, electronic and media collections; and design online guides to support the research, teaching and learning needs of the College of Education and Human Sciences, and the Psychology Department (as of July 2008).
- **Assessment Coordinator.** Work with colleagues to assess the library's reference and instruction services. Co-developed a centralized internal repository and organizational system for tracking quantitative data; instituted an Assessment Services Group; and promoted assessment practices for all library divisions. Prepared trend analyses and reports for library administration. Managed, administered, and analyzed LibQUAL+® survey. Completed national surveys on behalf of the library including the ACRL Trends and Statistics Survey and NCES Academic Libraries Survey.

PRE-PROFESSIONAL EXPERIENCE

Public Library Associate, Substitute Librarian, Ann Arbor District Library, Ann Arbor, MI. May 2004 – August 2005.

Provided reference and information services to AADL customers; assisted customers in utilizing library resources including the public catalog and electronic subscription databases. Maintained branch collections through analysis of statistics and assessment of physical condition; repurchased materials based on collection size and space, material use, and budget. Inventoried Reference collection at multiple branches: shelf checked materials against catalog records and edited catalog records in Sirsi's DRA Classic/Netcat to improve record accuracy. Delivered digital reference services, both chat and co-browsing, through AADL Anytime.

Survivors of the Shoah Visual History Foundation Archive Intern, Harlan Hatcher Graduate Library, The University of Michigan at Ann Arbor. January – May 2005.

Created end-user documentation on the Archive for distribution via the University's web portal. Wrote brochure text to advertise Archive to the University community. Trained users in search and use of the Archive through group presentations.

Workflow Intern, African and Middle Eastern Division, Library of Congress, Washington D.C., February 28-March 4, 2005. Documented and analyzed the workflow of serials routed to the African Section through document review, scripted interviews, and observations. Presented short and long-term recommendations to Area Specialists to enhance workflow processes, bibliographic control and tracking, and researcher access.

Research Assistant, Information Behavior in Everyday Contexts (IBEC), The University of Michigan at Ann Arbor. September 2004 – May 2005. Created and maintained website for IBEC Co-Principal Investigator, Dr. Joan C. Durrance. Team-developed, tested, and implemented research instruments for IBEC studies, including online surveys and follow-up phone interview questionnaires. Performed literature searches, edited and formatted research studies.

Processing Intern, Archives Center, National Museum of American History, Washington D.C., February 23-27, 2004. Processed photographic prints and slides of the Southern Agricultural Oral History Project. Drafted Finding Aid section on prints and slides to enable researcher and public access to images.

Cataloging Intern, Ann Arbor Hands-on Museum (AAHOM), Ann Arbor, MI. January – May 2004. Documented AAHOM Education Department's collections and reorganization process. Created cataloging plan by assessing current state of collection, FileMaker Pro collection database (2,500 records), staff needs, and museum goals. Installed and implemented the use of Alexandria library automation software for Education Department; began MARC copy cataloging to build Alexandria database. Evaluated AAHOM collection and made acquisition and weeding recommendations.

Library Assistant, Center for the Education of Women, The University of Michigan, Ann Arbor, MI. September – December 2003. Answered participants' research questions. Performed administrative library duties, including basic cataloging and implementation of overdue procedures.

TEACHING EXPERIENCE

Associate Professor, University of Montana, Missoula, MT. October 2005 to present.

Provide course-integrated information literacy instruction and consultation to support students' research and learning needs for liaison departments in the College of Education and Human Sciences, the Psychology Department, historically departments in the Physical Sciences, and visiting high schools. Train graduate students and faculty on the use of bibliographic management systems EndNote Web and RefWorks, and research alerting services.

Select course-integrated library instruction provided for the following courses: Counseling Fundamentals, Educational Research, Fluency Disorders, Health and Human Performance Senior Seminar, Health Issues of Children and Adolescents, History and Systems in Psychology, History of American Education, Instructional Media and Computer Applications, Psychology Research Methods I and II, Qualitative Research, and Young Adult Literature.

AmeriCorps Volunteer, Project POWER, Asheville, NC. September 1998 – September 1999.

Tutored 18 at-risk elementary age students in reading. Taught conflict resolution to students.

AWARDS

ACRL National Conference Librarian Scholarship, 2009.

Competitive scholarship awarded biennially by the Association of College & Research Libraries (ACRL) to librarians with five or fewer years of post-MLS experience to update their skills and knowledge by participating in an ACRL professional development experience. Scholarship provided a complimentary conference registration and travel stipend.

3M/NMRT Professional Development Grant, 2008.

Competitive grant awarded annually to three ALA/NMRT members by 3M and the New Members Round Table (NMRT) for participation by new American Library Association (ALA) members in national ALA and NMRT activities. Grant covered all expenses to attend the ALA annual conference.

Scholarship Award, Michigan Chapter of the Special Libraries Association, 2004.

Awarded annually to a University of Michigan School of Information student for making positive contributions to the Special Libraries Association.

RESEARCH PROJECTS AND GRANTS

Director, *Education & Behavioral Sciences Faculty Research & Publication Practices, The University of Montana, 2011.*

Qualitative study utilizing interviews to document how faculty in the Education & Behavioral Sciences locate, retrieve and use resources for their research and writing, and the ways that they publish and store their publications.

Director, *Measuring Mansfield Library Service Quality: The LibQUAL+® Lite Survey, The University of Montana, 2010.*

Managed the library's implementation of the Association of Research Libraries (ARL) sponsored LibQUAL+™ service quality survey including administration, sampling, advertising and distribution. Led Task Force to analyze and make service recommendations based on the quantitative and qualitative results from the 2003, 2006, and 2010 survey iterations.

Co-Director, *UM Scholars Use of the Mansfield Library Website for Research Purposes: An Exploratory Study, The University of Montana, 2009.*

Usability and user-study aimed at understanding how library users approach the library web site when they have a research question or assignment.

Grant Recipient and Director, *Small Grant Program, Library Instruction Across the Education Continuum: Assessing the Relationship Between Library Instruction at Montana High Schools and The University of Montana, The University of Montana, 2007 – 2008.*

Amount requested: \$2250 Amount granted: \$2250

Director of exploratory study of Montana high school Library Media Center instructional practices and resources.

Co-Director, *Library Service Quality Assessment, The University of Montana, 2006 – 2007.*

Co-managed the library's implementation of ARL's LibQUAL+® survey and analyzed the quantitative and qualitative results from both the 2003 and 2006 survey iterations.

Director, *COMM111 Spring 2006 Research Surveys, The University of Montana, 2005 – 2006.*

Developed, implemented, and analyzed research confidence levels, webpage evaluation abilities, and the perceived importance of research resources and assistance-seeking attitudes of students enrolled in Introduction to Public Speaking via pre- and post- library instruction online surveys.

PUBLICATIONS

Refereed/Edited

Foreman, M., & Zoellner, K. (in press). Reference and information services. In S. Walter (Ed.). *Handbook of education librarianship*. New York: Neal-Schuman.

Forrest, C., Munro, K., & Zoellner, K. (in press). Toward sustainable conferences: Going green at the 2009 ACRL 14th national conference in Seattle. In Antonelli, M., & M. McCullough (Eds.). *Greening libraries*. Duluth, MN: Library Juice Press.

EBSS Instruction for Educators Committee (2011). Information literacy standards for teacher education: Approved by the ACRL Board of Directors, May 11, 2011. *College & Research Libraries News*, 72(7), 420-436. Retrieved from <http://crln.acrl.org/content/72/7/420.full.pdf+html>

McCann, S., Ravas, T., & Zoellner, K. (2010). The researcher's journey: Scholarly navigation of an academic library website. *Journal of Web Librarianship*, 4(4), 391-412. doi: 10.1080/19322909.2010.525368

Zoellner, K., & Potter, C. (2010). Libraries across the education continuum: Relationships between services at the university of Montana and regional high schools. *Behavioral & Social Sciences Librarian*, 29(3), 184-206. doi: 10.1080/01639269.2010.498761

Zoellner, K. (2009). Using educational data to inform and persuade. In D. Orcutt (Ed.), *Library data: Empowering practice and persuasion* (pp. 17-24). Santa Barbara, CA: Libraries Unlimited.

Zoellner, K., Samson, S., & Hines, S. (2008, July). Continuing assessment of library instruction to undergraduates: A general education course survey research project. *College & Research Libraries*, 69, 370-383. Retrieved from <http://crl.acrl.org/content/69/4/370.full.pdf>

Reviews and Encyclopedia Entries

Zoellner, K. (2010). [Review of the article *Life in a small world: Applicability of gratification theory to information-seeking behavior*]. *Evidence Based Library and Information Practice*, 5(2), 107-110. Retrieved from <http://ejournals.library.ualberta.ca/index.php/EBLIP/article/download/6011/6957>

Zoellner, K. (2009). Council for exceptional children; isolation therapy; Figueroa, Patricio; & Little locksmith, the. In S. Burch (Ed.), *Encyclopedia of American disability history* (Vol. 1, pp. 212-213; Vol. 2, pp. 359-360, 510, 570). New York: Facts on File, Inc.

Zoellner, K. (2007). [Review of the book *Sport and gender identities: Masculinities, femininities and sexualities*]. *gender forum*, 19. Retrieved from <http://www.genderforum.org/issues/illuminating-gender-ii/>

Zoellner, K. (2007, Winter). [Review of the book *The change function: Why some technologies take off and others crash and burn*]. *LOEX Quarterly*, 33, 2-3. Retrieved from https://dspace.emich.edu:8443/dspace/bitstream/1970/339/2/334_zoellner.pdf

Other Publications

Edwards, J. B., Loyal, A., Stark, M., & Zoellner, K. (2009, Fall). From inside out: Promoting diversity awareness in ourselves and our library users. *PNLA Quarterly*, 74(1). Retrieved from <http://unllib.unl.edu/LPP/PNLA%20Quarterly/edwards-loyal-stark-zoellner74-1.htm>

Zoellner, K. (2008, August). ALA annual at Anaheim. *Footnotes*, 38(1). Retrieved from http://www.ala.org/ala/mgrps/rts/nmrt/news/footnotes/august2008/3m_nmrt_essay_zoellner.cfm

Zoellner, K. (2007, January). Planning your leap. *Info Career Trends*. Retrieved from http://lisjobs.com/career_trends/?p=420

Zoellner, K. (2006, December/January/February). Getting the most out of your MLIS experience. *Big Sky Libraries*, 94, 7-8.

Library Reports

Zoellner, K. (2010, December). *LibQUAL task force analysis and recommendations*. Unpublished report, Maureen and Mike Mansfield Library, The University of Montana at Missoula.

McCann, S., Ravas, T., & Zoellner, K. (2009, August). *Spring 2009 Mansfield Library website usability study*. Unpublished report, Maureen and Mike Mansfield Library, The University of Montana at Missoula.

Edwards, J., Hines, S., Ravas, T., Samson, S., & Zoellner, K. (2009). *Library information literacy curriculum* (Updated ed.). Retrieved from Maureen and Mike Mansfield Library website: <http://www.lib.umt.edu/informationliteracy>

Samson, S., & Zoellner, K. (2008, October). *Mansfield Library trends and directions: FY 2004-2008*. Unpublished report, Maureen and Mike Mansfield Library, The University of Montana at Missoula.

Samson, S., & Zoellner, K. (2008, January). *LibQUAL 2003 and 2006 narrative analysis*. Retrieved from Maureen and Mike Mansfield Library website: <http://www.lib.umt.edu/files/LQNarrativeForWeb0108.pdf>

Edwards, J., Hines, S., Ravas, T., & Zoellner, K. (with Potter, C.). (2008, August). *Mansfield Library instruction curriculum task force final report*. Unpublished report, Maureen and Mike Mansfield Library, The University of Montana at Missoula.

PRESENTATIONS

National Presentations

Zoellner, K., & Samson, S. (2011, June). *Instruction rubrics and assessment: Identifying student learning outcomes and misperceptions*. Poster presented at the annual conference of the American Library Association, New Orleans, LA.

Granath, K., McCann, S., Ravas, T., Samson, S., & Zoellner, K. (2009, July). *The researcher's journey: Scholarly navigation of an academic library website*. Poster presented at the annual conference of the American Library Association, Chicago, IL.

Forrest, C., Huling, N., Kerico, J., Munro, K., Odess-Harnish, K., Sheehan, S., Walker, P., & Zoellner, K. (2009, March). *How to green a library conference*. Session presented at the biennial conference of the Association of College & Research Libraries, Seattle, WA.

Zoellner, K. (2008, August). *Communicating assessment: What academic library web sites tell us*. Poster presented at the biennial Library Assessment Conference, Seattle, WA.

Zoellner, K., & Potter, C. (2008, June). *Library instruction and resources across the education continuum: Assessing the relationship between western Montana high schools and the university of Montana*. Poster presented at the annual conference of the American Library Association, Anaheim, CA.

Brown, B., & Zoellner, K. (2007, June). *Curricular program proposals: Interactive tools enable a new strategy for formulating library responses*. Poster presented at the annual conference of the Association for Library Collections & Technical Services, Washington, DC.

State and Regional Presentations

Edwards, J. B., Loyal, A., Stark, M., & Zoellner, K. (2011, October). *Best of the Web: You, your students, and IEFA*. Session presented at the annual Educator's Conference of the Montana Education Association-Montana Federation of Teachers, Missoula, MT.

Edwards, J. B., Loyal, A., Stark, M., & Zoellner, K. (2009, August). *From inside out: Promoting diversity awareness in ourselves and our library users*. Session presented at the annual conference of the Pacific Northwest Library Association, Missoula, MT.

Zoellner, K. (2009, April). *Reference 2008-2009*. Session presented at the annual conference of the Montana Library Association, Kalispell, MT.

Zoellner, K. (2008, April). *Library instruction across the education continuum*. Session presented at the annual conference of the Montana Library Association, Great Falls, MT.

Zoellner, K. (2007, October). *Library instruction across the education continuum*. Session presented at the annual Educator's Conference of the Montana Education Association-Montana Federation of Teachers, Belgrade, MT.

Samson, S., Zoellner, K., & Granath, K. (2007, April). *Using your data to capture your attention*. Session presented at the annual conference of the Montana Library Association, Helena, MT.

Zoellner, K. (2007, April). *Assessing ongoing instruction services to first-year students: Introduction to public speaking survey research project*. Session presented at the annual conference of the Montana Library Association, Helena, MT.

UNIVERSITY AND COMMUNITY COMMITTEES AND SERVICE

Maureen and Mike Mansfield Library

- Assessment Services Group, 2006 – 2008
- Collection Development Committee, 2005 –
 - Ad Hoc eBook Evaluation Committee, October – December 2008
 - Ad Hoc Reference Evaluation Committee, May 2007
- Diversity Committee, 2007 – 2009
- Faculty Committee, 2005 –
 - Ad Hoc Faculty Individual Performance Review Subcommittee, February – May 2006
- Fitzgerald Scholarship Selection Committee, April 2006
- Information & Research Services Committee, 2005 –
 - Text a Librarian Pilot, 2009 – 2010
 - Website Editor, September 2008 –
 - Ad Hoc Reference Wiki Implementation Committee, April 2008
 - Continuing Education, 2007 –
 - Library Curriculum Task Force, 2008
 - Key Constituencies Committee, 2006 – 2008
- Key Constituencies Committee, 2006 – 2008
 - Zoellner, K. (2006, October). Assessment in libraries. *InfoIssues: A Publication of the Mansfield Library at the University of Montana*. Retrieved from <http://www.lib.umt.edu/services/infoissues/archive/oct2006.htm>
 - Zoellner, K. (2006, February). Bibliographic/reference management software. *InfoIssues: A Publication of the Mansfield Library at the University of Montana*. Retrieved from <http://www.lib.umt.edu/services/infoissues/archive/feb2006.htm>

- Professional Development Committee, 2006 – 2008, 2010 – 2012
 - Chair, 2007 – 2008, 2010 – 2011
- Search and Screen Committee for Head of the Mansfield Library at the College of Technology Librarian position, Chair, March – July 2011
- Search and Screen Committee for First-Year Experience Librarian position, Member, May – August 2006
- User Studies Committee, 2008 – 2009
 - Co-Chair, 2008 – 2009

The University of Montana

- Academic Standards and Curriculum Review Committee, 2008 – 2011
- Writing Committee, 2008 – 2011
- Presentation Moderator, Meet Me in Montana, 24th National Conference on Undergraduate Research hosted by The University of Montana, April 17, 2010
- University Court, 2006 – 2008
- Family Weekend Committee, 2006 – 2008
- Application Reviewer, The University of Montana General Scholarship, February 2006 and 2008
- Volunteer, Traditional Knowledge and Western Science: Finding Common Ground, Conference hosted by The University of Montana chapter of the American Indian Science and Engineering Society, March 3, 2006

Community

- Volunteer Surveyor, Praxis – Building Knowledge for Action, Missoula, MT, November 2010
- Peer Reviewer, *Journal of Librarianship and Information Science*, April 2009
- Volunteer Consultant, Ecosystem Research Group, Missoula, MT, March and October 2006
- Volunteer, Volunteer for Wilderness, The Wilderness Institute, August 4-6, 2006

PROFESSIONAL AFFILIATIONS AND SERVICE

American Library Association, 2004 –

- Intellectual Freedom Round Table, 2004 –
- Library Instruction Round Table, 2005 –
- Library Research Round Table, 2008 –
- New Members Round Table, 2006 –
 - Member, Online Discussion Forum Committee, 2011 – 2012
 - Liaison, ACRL Education and Behavioral Sciences Section, 2010 – 2012
 - Chair, Orientation Committee, 2009 – 2010
 - Assistant Chair, Orientation Committee, 2008 – 2009
 - Member, Orientation Committee, 2007 – 2008
- Social Responsibilities Round Table, 2004 –

Association of College and Research Libraries, 2006 –

- ACRL 2009 Green Conference Planning Component Committee, 2007 – 2009
 - Forrest, C., & Zoellner, K. (2009, July). *ACRL 2009 Green component planning committee conference planning report*. Unpublished report, Association of College and Research Libraries.
- ACRL Information Literacy Competency Standards Review Task Force, 2011 – 2013
- Education and Behavioral Sciences Section, 2006 –
 - Member, Scholarly Communications Committee, 2011 – 2013
 - Co-Chair, Instruction for Educators Committee, 2009 – 2011
 - Member, Instruction for Educators Committee, 2007 – 2009
- Instruction Section, 2006 –

- University Libraries Section, 2005 –

Montana Education Association, 2006 –

Montana Library Association, 2005 –

- Academic and Special Libraries Division, 2005 –
 - Bylaws Committee, 2006 – 2008
 - Chair, 2007 – 2008
 - Co-Chair, 2006 – 2007
 - Strategic Planning Committee, 2006 – 2007
 - Co-Chair, 2006 – 2007
- Zoellner, K. (2011). Learning about our users. *Montana Library Focus*, 29(1), 4. Retrieved from <http://www.mtlib.org/Focus/201102focus.pdf>

National Education Association, 2006 –

Pacific Northwest Library Association, 2006 –

- Chair, PNLA Centennial Conference Sponsorship Committee, January – August 2009

RESEARCH INTERESTS

- Information seeking behaviors and work practices of faculty and students
- Information needs of pre-service and practicing educators
- Assessment of library services, specifically the use of qualitative methodologies
- Information literacy definitions, instruction, standards, and outcomes

CONTINUING EDUCATION

Select continuing education activities:

- Faculty Research Behavior Workshop, Council on Library and Information Resources (CLIR), Cambridge, Massachusetts, 2010
- Know Your Users: Employing Ethnographic Methods in User Needs Research and Library Assessment, Association of College and Research Libraries (ACRL) Online Seminar, 2010
- Mobile Learning 2.0: The Next Phase of Innovation in Mobility, EDUCAUSE Learning Initiative (ELI) Online Spring Focus Session, 2010
- Project LETTERS (Literacy Education and Teacher Training for Excellent Reservation Schools) Summit, The University of Montana at Missoula, 2010
- Multi-Cultural Literature for Children and Young Adults, American Association of School Librarians Online Course, 2008
- Assessing Student Learning Outcomes, ACRL Online Seminar, 2006
- Current Copyright Issues Facing Academic Librarians, ACRL Online Seminar, 2006

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