

RACHEL CALLISON

EDUCATION

MLS, University of Pittsburgh, Pittsburgh, PA. April 1995

Awarded graduate student assistantship based on academic merit.

Field Placement: Conducted survey and wrote report " *Collection Assessment Survey Report on the Monographs of the Pennsylvania Department*" for the Carnegie Library of Pittsburgh, *Spring 1995*

BFA, cum laude, Ohio University, Athens, OH. June 1991

Treasurer, Undergraduate Art League 1990 - 1991

President and Editor for *In Progress*, a newsletter for fine and live arts 1989 - 1990

PROFESSIONAL EXPERIENCE

■ **Senior Reference & Research Librarian** 2004 - present

(Faculty Librarian, Carnegie Mellon University Libraries; promoted to Senior Librarian in July 2011)

Software Engineering Institute, Carnegie Mellon University

Software Engineering Institute Library

Provide reference and information services using print and electronic resources to SEI employees. Contribute to collection development activities and document delivery services. Manage Circulation Services Desk. Develop content for and co-maintain library web site on SEI Intranet. Coordinate and organize procedure and policy materials. Participate in supervision and training of library staff.

■ **Public Services/Reference Librarian** 2001 - 2003

(Full-time Temporary/Annual Appointment)

University Library System, University of Pittsburgh

Bevier Engineering Library

Provided reference and information services using print and electronic resources to diverse patron base in busy departmental library. Coordinated, designed, and implemented a library instruction program for 800 first-year engineering students for 2001 and 2002 academic years. Contributed to collection development activities. Managed Circulation Services Desk. Coordinated and organized procedure and policy materials. Participated in supervising and training student workers. Provided additional reference services to patrons using social science and humanities resources during tri-weekly shifts at Hillman Library.

■ **Administrator III, Assistant to the Chair** 1999 - 2001

School of Information Sciences, University of Pittsburgh

Department of Library and Information Science

Oversaw the daily administration of the Department of Library and Information Science, with emphasis on recruitment, financial aid, professional placement, and graduate student field work/internships. Provided information, support, and correspondence with regard to and on behalf of DLIS Chair and Faculty, prospective and current students, and alumni. Supervised work assignments related to graduate student assistants. Coordinated departmental activities and events. Maintained DLIS Web Site. Initiated and managed MLIS Listserv. Worked with the DLIS Chair and the Dean's Office on administrative issues. Participated in committee work on both departmental and school-wide levels.

■ **Public Services/Reference Librarian** 1995 - 1999

(Part-time Annual Appointment / Week-end Supervisor)

University Library System, University of Pittsburgh

Information Sciences Library

Provided reference and information services using print and electronic resources. Participated in the hiring, supervision, and training of student workers and graduate student assistants for two busy service desks. Developed, coordinated, and provided Library Instruction Sessions. Maintained ARL statistical records and circulation information. Further developed and updated the Public Services Manual and the Procedures Manual. Developed and wrote a training manual for student workers.

Provided additional reference and information services for patrons at the **Graduate School of Public & International Affairs/Economics Library** *May - June 1998* and the **Business Library** *August - September 1997 & January - March 1996* at the bequest of ULS Associate Director during searches for full time librarians.

TEACHING EXPERIENCE

- **SEI New Employee Orientation** *2004 - present*
Software Engineering Institute, Pittsburgh, PA
Designed content for a half hour orientation session that provides overview of library services to all new employees. Coordinate scheduling of sessions with SEI Human Resources and track for statistical purposes.

- **Adjunct Faculty** *1999 - 2008*
School of Information Sciences, University of Pittsburgh
Department of Library and Information Science
LIS 2545: Science & Technology Resources and Services *Summer 2008, Summer 2009*
Information resources and services in science and technology including primary & secondary publications, electronic text, image and numeric databases; user needs and communication patterns within the scientific community. (Prerequisites: LIS 2002; Graduate Level Course)
LIS 2970: Special Topics - Library Instruction *Summer 2001*
Graduate level survey course of the current practice and research in library instruction. Students are introduced to major concepts and issues involved in designing, developing, implementing, and evaluating instruction programs in different information environments, with an emphasis on developing practical experience.
MLIS Technology Workshops *1999 - 2001*
Created, organized and taught basic information technology workshops for MLIS students.

- **Course Integrated Instructional Activities** *1995 - 2003*
University of Pittsburgh, Pittsburgh, PA
Freshman Engineering Seminar, ENGR0081 & ENGR0181 *2001 - 2003*
Swanson School of Engineering
Coordinated, designed and implemented library research component that was integrated into Freshman Engineering Seminar.
Library Research Instruction Sessions *2002*
Swanson School of Engineering
At bequest of Engineering Faculty designed and provided in-course sessions for Industrial (graduate), Civil, Chemical and Biomedical Engineering Courses.
Library Research Instruction Sessions *1995 - 1999*
School of Information Sciences
Co-designed, implemented and coordinated instruction sessions on using electronic and print research resources for library science, information science and telecommunication graduate students.

- **Computer Lab Instructor** *1996*
School of Information Sciences, University of Pittsburgh
Department of Library and Information Science
LIS 2600: Applications of Microcomputer Software
Introduction to information technologies used as a basis for electronic services produced in libraries and information centers. Selection of hardware and software; and basic telecommunications applications. Requirement of School Library Certification Program.
LIS 2003: Professional Experience Component
Orientation/socialization to the information professions in which students develop specific overarching competencies, including basic information technology skills. Was a required course for MLIS Degree.

■ Professional Development Workshop Instructor

School of Information Sciences, University of Pittsburgh

Advanced Searching on the Web	July 14 & July 24, 2000
Creating a Web Page	July 7-9, 1999
Reference Resources on the Internet	July 12-14, 1999
Reference Resources for Librarians	July 20-22 & July 28-30 1998
Searching the World Wide Web	June 23-25 & July 9-11, 1997
Exploring the World Wide Web	July 15-17, 1996

PUBLICATIONS

A Bibliography of the Personal Software Process (PSP) and the Team Software Process (TSP).

SEI Technical Report. October 2009. CMU/SEI-2009-SR-025. Co-author Marlene MacDonald
<http://www.sei.cmu.edu/library/abstracts/reports/09sr025.cfm>

"Your Library Instruction is in Another Castle: Developing Information Literacy Based Video Games at Carnegie Mellon University" in **Gaming in Academic Libraries**. ACRL Casebook. Summer 2008. Co-authors: Donna Beck, John Fudrow and Dan Hood

"Becoming a Science Librarian: Accident, Serendipity or Purposeful Plan?"

Science & Technology Libraries. v. 27 (1/2) Spring 2007. Co-author: Donna Beck

"Library Research Project for First-Year Engineering Students: Results from Collaboration by Teaching and Library Faculty." *The Reference Librarian*. v. 43 (89/90) Summer 2005. Co-authors: Dan Budny and Kate Thomes

Encyclopedia of Library and Information Science, Volume 73 (Index). Marcel Dekker

December 2002. Co-indexed volumes 48-72. Co-indexed with Mike Bolam, Tina Gross, Sarah Leroy, Elizabeth T. Mahoney, Dianne Mizzy and Eve Wider

"Simulated Conference Meets Academic, Advising, and Library Goals for Freshman Engineering Students."

Proceedings of the 2002 American Society for Engineering Education Annual Conference & Exposition, Freshman Programs Division. Co-authors: Dan Budny, Bob Lawrence and Kate Thomes

"Electronic Databases" in **Instruction and Training for Enhanced Reference Service Using Hands-on Active Learning Techniques**. Library Instruction Publications. Lancaster, PA. 1998. Co-author: Ammon Ripple

Student Manual for Professional Libraries 1997

Wrote a manual used for training of student workers in the Professional Libraries of the University Library System. Manual was implemented for use in the University Library System in 1999.

Departmental Library Guides 1996

Designed guides for each of the departmental libraries of the University Library System based on information collected by the Departmental Library Guide Committee.

Web Sites:

Pittsburgh Chapter, Special Libraries Association 2006 - present

Oversaw revision in 2006. Responsible for content and updates.

<http://units.sla.org/chapter/cpit/index.htm>

SEI Library (Intranet) 2004 - present

Develop content and maintain the site.

Department of Library and Information Sciences Web Site 1999 - 2001

Developed content and updated the site. <http://www.sis.pitt.edu/~dlis>

Information Sciences Library Web Site 1995 - 1998

Co-created, maintained, and developed content for the site. Was merged into ULS Web Site.

Elizabeth Nesbitt Room Web Site 1995 - 1999

Co-created, maintained, and developed content for the site.
<http://www.library.pitt.edu/libraries/is/enroom>

PRESENTATIONS

"Buzzwords: Understanding Library Trends" Panel Member. March 2008
School of Information Sciences - Student Group of Special Libraries Association

"Library Arcade Project at Carnegie Mellon University Libraries." November 2007
Western Pennsylvania / West Virginia Chapter ACRL - West Liberty State College
Co-presented with Donna Beck, John Fudrow and Dan Hood

Update on Information Literacy Game Group Activities. November 2007
CMU Libraries Brown Bag. Co-presented with Donna Beck, John Fudrow and Dan Hood

"Flickrimg, Digging and being LinkedIn: What's so Del.icio.us about Web 2.0?" June 2007
Western Pennsylvania / West Virginia Chapter ACRL - La Roche College
Co-presented with John Fudrow

"Field Placements for MLIS Students." Panel Member. April 2007
School of Information Sciences - Student Group of Special Libraries Association

CMU Libraries Tours. November 2006
Presentation on SEI and SEI Library to library staff of CMU libraries

Information Treasure Hunt. April 2005
Software Engineering Institute. Part of 'Take Your Children to Work' activities

Panel Discussion and Resume Review for MLIS Students. Panel Member. February 2005
School of Information Sciences - Alumni and Special Libraries Association, Pittsburgh Chapter

"SEI Archive Project Plan." January 2005
for SEI Director's Office and Senior Management Team Members

"Information Fluency and the Engineering Student: Building a Better Engineer." July 2004
for library faculty and staff of University Libraries, Carnegie Mellon University

"Overview of Library Resources." June 2004
for Acquisition Support Program, Software Engineering Institute

"Search Process & Strategy." March 2003
for Interns in Reference Intern Program. Hillman Library, University of Pittsburgh

"Conducting the Reference Interview." November 2002
for Interns in Reference Intern Program. Hillman Library, University of Pittsburgh

"Conferences: Discussion of Presentations." August 2002
Brown Bag Panel Discussion. Hillman Library, University of Pittsburgh

"Indexing ELIS: Reconciling 40 Years of Publishing."
As part of ELIS Indexing team, worked on a presentation presented by Michael Bolam and Elizabeth T. Mahoney at American Society of Indexers, Galveston, TX. July 2002

"Simulated Conference Meets Academic, Advising and Library Goals for Freshman Engineering Students."
Session 3553. American Association for Engineering Education. Montreal, Canada. June 2002

Invited Guest Speaker on Library Science. October 1996, September 1997
LIS 2544 Social Sciences Resources and Services
School of Information Sciences - Department of Library and Information Sciences

COMMITTEE WORK

Software Engineering Institute

SEI Library Committee, *2004 - present*
AJ Awards Committee, *2005 - 2007*

Carnegie Mellon University Libraries

Libraries Council, *2011 - present*
Assessment Committee, *2011- present*
Library Instruction Committee, *2004 - present* | Chair, *2005 - 2006*
Information Literacy Game Group, *2007 - present*

Special Libraries Association, Pittsburgh Chapter

President, *2007 - 2008*
Web manager, *2006 - present*
Communications Committee: Chair, *2007 - present*
Awards Committee, *2008 - present*

PALINET

Educational Program Advisory Group *2005 - 2007*

Western Pennsylvania & West Virginia Chapter of ACRL

Membership Chair, *2011 - present*
Program Committee, *2008 - present* | *Co-chair, 2009 - 2011*
Communications Committee, *2002 - 2007*

Department of Library and Information Science & School of Information Sciences

Admissions Committee, *1999 - 2001*
Financial Aid Committee, *1999 - 2001*
Planning and Budgeting Committee, *1999 - 2001*
Committee on Accreditation (COA), *1999 - 2001*
SIS Student Conference Funding Committee, *2000 - 2001*

University of Pittsburgh

Graduate & Professional Schools Admission and Recruitment Committee, *2000 - 2001*
Implemented and maintained GPARC Listserv.

University Library System, University of Pittsburgh

Current Contents Survey Committee, *November 1995*
Departmental Library Guide Committee, *December 1995 - March 1996*

AWARDS & RECOGNITION

Special Libraries Association, Pittsburgh Chapter

Leadership Award - 2010
Publication ~ Author Award - 2008
Innovations in Technology Award - 2007

Software Engineering Institute

Certificate of Appreciation, Financial & Business Services - 2005
Certificate of Appreciation, Financial & Business Services - 2004

MEMBERSHIPS

American Library Association 1994 – 2004

American Society for Engineering Education 2002 - 2003
Engineering Library Division, 2002 – 2003

Special Library Association, 2004 - present

Academic Division, 2009 - present

Engineering Division, 2008 - 2009

Knowledge Management Division, 2007 - present

Science & Technology Division, 2005 - present

Pittsburgh Chapter, 2004 – present

Western Pennsylvania & West Virginia Chapter of ACRL 2002 - present