JESSICA CROSSFIELD MCINTOSH

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Education

M.L.I.S., Library and Information Science
Kent State University, Kent, Ohio
Dec. 2011

B.S., Journalism, specialization in photography and minor in Art History
University of Florida, Gainesville, Florida
Dec. 2005

Professional Experience

Public Services Librarian, Assistant Professor - Otterbein University
Westerville, Ohio 08/12 - present

• Assess, develop, and implement public service policies and inspire best practices and professionalism in the provisioning of sound faculty and student services
• Develop user-centered standards, policies and procedures, and manage schedules for the research help desk
• Serve as library liaison to Business, Accounting and Economics department (graduate and undergraduate), Music, and Academic Support Center
• Work with internal committees and campus-wide staff to market services that engage campus and community members
• Develop and conduct group instruction sessions to enhance information literacy skills
• Hire, train, evaluate, and supervise circulation supervisors, research tutors, and graduate assistants

Reference and Instruction Librarian - Columbus State Community College
Delaware, Ohio 03/12 - 08/12

• Developed and conducted group instruction sessions for students and faculty
• Answered research questions using a variety of print and electronic resources and educational knowledge and evaluated materials for acquisition
• Collaborated with faculty in development of instructional materials
• Initiated and planned tutorials and instruction modules to aid in student research
• Taught skills needed to identify, locate, access and evaluate information and resources

Library Specialist - Columbus State Community College
Periodicals Department - Columbus, Ohio 08/11 - 02/12
• Source of information to Columbus State students by providing light reference, technical assistance, and customer service
• Managed and checked-in periodical materials
• Collected and dealt with various discards
• Maintained records in Millennium and assisted in special projects

Circulation Department - Columbus, Ohio 10/10 - 08/11
• Circulated materials and monitored missing or late items
• Provided customer service and served as a liaison for library services
• Assisted in technical services with processing and editing
• Prepared books and materials for the shelves following set procedures
• Processed OhioLINK items for patron delivery

Publications

• (Forthcoming) McIntosh, J. C., Peninger, K. (2018). Book Nook for All: How Library Partnerships Can Grow Advocacy. Marketing Libraries Journal, 2(2).
• McIntosh, J. C. (2015, October 14). Into the Gauntlet! Letting Students Teach One Another. Retrieved February 11, 2016, from https://alaoinstructionig.wordpress.com/2015/10/14/into-the-gauntlet-letting-students-teach-one-another/
• McIntosh, J. C., Krumsee, K., Zaveloff, J., & Zoladz, D. (2015). Know the lingo: How ILEAD Ohio influenced library collaboration and discovery for patrons. Library Hi Tech News, 32(5), 16-18. doi:10.1108/LHTN-01-2015-0008

American Reference Book Annual (ARBA) Book Reviews:
• 2017 no. 587- Covering American Politics in the 21st Century. American Reference Books Annual, Santa Barbara, Calif.: Libraries Unlimited, 2017
• 2015 Vol. 46 no. 790 - Film Firsts: The 25 Movies That Created American Cinema. American Reference Books Annual, Volume 46. Santa Barbara, Calif.: Libraries Unlimited, 2015.
• 2015 Vol. 46 - Occupational Outlook Handbook. American Reference Books Annual, Volume 46.
Retrieved from www.arbaonline.com.

LibGuides (Available at otterbein.libguides.com)
Accounting & Public Accounting
ASC 1100: College Reading and Study Strategies
APA Style
ASC 1150: Argumentative Writing
Business Administration

Citing and Evaluating Resources
Economics
ESL Research Guide
Finance
FYS 1024: Leadership Pathways
HNRS 3500: Writing Your Honors Thesis
Introduction to RefWorks
Management
Marketing
MBA Resources Guide
MKTG 3850: Marketing Analytics
MKTG 4300: Integrated Marketing Communications
Music
Music Performance
SYE4501 Africa

Presentations

• *Creating Strong Partnerships between Public and Academic Libraries*, co-Presenter, Annual OPAL Conference (Ohio Private Academic Libraries), August 3, 2018
• *Book Nook for All: Growing a Community Partnership*, Annual OPAL Conference (Ohio Private Academic Libraries), August 3, 2018 (poster presentation)
• *Exploring Information Literacy Needs Abroad: Librarians and International Service Learning*, ACRL National Conference (Association of College and Research Libraries), March 22-25, 2017 (poster presentation)
• *Exploring Information Literacy Abroad: Librarians and Service Learning*, Annual OPAL Conference (Ohio Private Academic Libraries), August 7, 2016. (poster presentation)
• *Into the Gauntlet: Letting Students Teach One Another*, co-Presenter, 2016 LOEX Conference, Pittsburgh, Pennsylvania, May 2016.
• *What are They Doing in There? Using Google Analytics to Better Understand Our Students*, co-presenter, Annual OPAL Conference, August 7, 2015.
• *Jump into the Game: How Libraries Can Adapt to Institutional Assessment Plans*, co-Presenter, 2014 LOEX Conference, Grand Rapids, Michigan, May 2014.
• *LinGO: How iLead Ohio Influenced Team Collaboration and Discovery for Patrons*, co-Presenter, Academic Library Association of Ohio Conference: The Changing Faces of Academic Libraries, October 2013.
• *LinGO, an iLead Experience*, co-Presenter, Presentation for State Library Board of Ohio, Deer Creek State Park, Ohio, October 2013.
• *Evolution of Service: Reference at Otterbein*, Librarian Exchange/Visiting Scholar, Shanghai Jiao Tong University, June 2013.
• *Increased Enrollment: Challenges and Solutions*, Poster presentation, ALAO 2011 Conference, Toledo Hilton, University of Toledo Health Science Campus, November 2011.

Grants

• Humanities Advisory Grant: Information Literacy Needs Abroad: Exploring Cultural Communication and Research Assistance Among Information Seekers, awarded Spring 2016. Grant supported travel, meals, and lodging for library-based humanities support and research.

• LSTA Open Grant- Going for the Gold: Enhancing Literacy, Accessibility, and Inclusivity @ the Courtright Memorial Library, 2015-2016. Co-coordinator with Kera Manley, Academic Support Center. Grant supported unlimited purchase of Literacy and study software for campus.

• iLead Ohio, February 2013 - October 2013. Team Grant recipient from the $470,000 Laura Bush 21st Century Librarian Program awarded by the Institute of Museum and Library Services. Our grant is in the process of creating a library app to aid in patron discovery.

Volunteer Work

Volunteer- IFLA World Library and Information Congress 2016
Columbus, Ohio 08/16
Volunteer- 40th Annual LOEX Conference 2012
Columbus, Ohio 05/12
Digital Library Volunteer- Knowlton School of Architecture Digital Library
Columbus, Ohio 01/12 - 04/12

Committees/Associations

• Otterbein Transfer and Articulation Committee, 2018-present
• Otterbein Institutional Effectiveness Committee, 2018-present
• Courtright Memorial Library Marketing Committee, Chair, 2016-present
• Otterbein Total Compensation Committee, 2015-2018
• Otterbein University Senate, 2012-2016/17 and 2018-2019
• Ohio Private Academic Libraries (OPAL) – 2012-present
• Otterbein University Faculty Assembly, 2012-present
• American Library Association of Ohio (ALAO), 2010-present

Service

• Chair, OPAL User Services Committee, 2018
• COI Coordinator, OPAL Executive Committee, 2017-present
• OhioLINK Summit Planning Committee, 2017
• Member of library IFLA Taskforce, 2017
• Secretary, OPAL User Services Committee, 2015
• Member of ALAO Instruction Interest Group, 2015-present
• Distinction Project volunteer faculty representative, April 2014

• Faculty Advisor, Fall 2013-present
• Honors Representative, 2012-present

Technical Skills

• Experience with a variety of ILS systems including Millennium and Sierra
• Administrator of LibGuides and LibAnswers Springshare software
• Skilled in various cataloging rules including AACR2, MARC and DublinCore
• Proficient in using video, digital imaging, and audio equipment and editing software (Adobe Creative Suite, iMovie, Audacity, and Camtasia)
• Proficient in Windows and Mac operating systems, Microsoft Office Suite, Google applications, Web 2.0 tools, and HTML markup language
• Knowledge of a variety of digital asset management systems, including DSpace and Drupal