

# 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  
Minor in Art History  
*University of Florida*, Gainesville, Florida  
Dec. 2005

## Professional Experience

### ***Library Engagement Strategist – The Ohio State University, Health Sciences Library***

Columbus, Ohio 12/20 – 12/21 (grant-funded contract)

Convened and led a working group of librarians, across participating Ohio campuses, to advance the goals of the Ohio Innovation Exchange (OIEx). Led online and in-person team meetings, presentations, and training programs; captured system feedback and built engagement to accelerate OIEx adoption. Facilitated introductions between OIEx and the library community by identifying and organizing network collaboration meetings and other outreach events.

### ***Public Services Librarian, Associate Professor - Otterbein University***

Westerville, Ohio 08/12 – 12/20

Manages public services, marketing, and outreach for the library with an emphasis on creating an inclusive environment for all. Develops curricular materials and teaches instruction sessions to enhance information literacy skills and support life-long learning. Provides academic support to students and faculty and serves as liaison to various departments. Develops user-centered standards, policies and procedures, and manages schedules for the research help desk.

### ***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 & Circulation Departments - Columbus, Ohio 08/11 - 02/12

## Publications

- McIntosh, J. C. (2020). Bringing Libraries Together Through Serving a Shared Community, *Ohio Libraries Quarterly*, 9(1), 2020.
- McIntosh, J. C., Peninger, K. (2018). Book Nook for All: How Library Partnerships Can Grow Advocacy. *Marketing Libraries Journal*, 2(1), 10-15.
- 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

## Professional Writing

- A First Time for Everything: A Librarian's Sabbatical Experience, *The Librarian Parlor: Building a community of researchers*. Retrieved from <https://libparlor.com/>
- 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/>
- 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](http://www.arbaonline.com).

## Presentations

- *The Library as a Safe(r) Space*, ACRL 2021 (virtual conference) April 13-16, Poster presentation
- *Meaningful Connections: Campus Literacy, Student Success and Libraries*. 2020 Ohio Inspiring Practices: Achieving Student Success in Undergraduate Education. Columbus, OH, February 2020 (Panel Presentation)
- *Accidental Partnerships: Making Your Serendipitous Collaborations More Strategic*, panelist, Library Marketing and Communications Conference, November 2019
- *Great Minds Think Alike: Expanding Outreach through Community Partnerships*, Academic Library Association of Ohio Annual Conference, October 2019
- *Low-Budget Programming as Student Outreach*, roundtable co-facilitator, Academic Library Association of Ohio Annual Conference, October 2019
- *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 Annual 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- Otterbein University: *The Intersection of Social Justice and Public Services: An Action Plan for the Academic Library*, 2019. Funding to support sabbatical project
- Faculty Scholarship Development Grant- Otterbein University: *The Intersection of Social Justice and Public Services: An Action Plan for the Academic Library*, 2019. Funding to support sabbatical project
- 2019 RPC Research Grant, Research and Publications Committee, Academic Library Association of Ohio (ALAO). Supported student focus groups inquiring about the library as a “safe space.”
- Continuing Education Grant, Professional Development Committee, Academic Library Association of Ohio (ALAO). Supported attendance to ACRL 2019 Conference.
- Humanities Advisory Grant- Otterbein University: *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.

## Committees/Associations

- Faculty Manual Revision Committee, 2019-present

- 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 & Outreach

- VP/President-elect of American Library Association of Ohio (ALAO), 2020-present
- Hosted Whetstone High School students for National History Day, 2019
- Westerville Central High School “Getting Ready for College” Panel, 2018
- COI Coordinator, OPAL Executive Committee, 2017-present
- Chair, OPAL User Services Committee, 2018
- 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

ILS systems including Millennium and Sierra  
 Springshare Software administrator  
 Cataloging rules including AACR2, MARC and DublinCore  
 Adobe Creative Suite  
 Canva  
 Buffer and Hootsuite  
 Windows and Mac operating systems  
 Microsoft Office Suite  
 Google applications  
 simple HTML markup language