# ANDREA M. FALCONE

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## EDUCATION

**Indiana University**, School of Library and Information Science, Bloomington, IN
**MLS**, 2007, Merit Scholarship Recipient

**University of Toledo**, Toledo, OH
**MA/English**, 2004, Teaching/Research Assistantship

## PROFESSIONAL APPOINTMENTS

**Associate Director of Education & Public Services, University of Colorado Denver**,
Denver, CO
August 2017-present
Guide and provide support for Education and Outreach Services and Access and Public
Services departments; develop and implement new models for student learning, academic
support, and patron services; oversee library-wide communications and marketing efforts;
manage newly renovated library facility; oversee library security and emergency planning;
provide oversight for planning, formulating, and administrating policies in these areas; and
coordinate recruitment and development of EPS Division staff

Significant Accomplishments:
- Oversee annual renovation and building maintenance budgets (~$500,000) and the
  communications budget ($5,000)
- Plan and execute small-cap facilities projects:
  - Construction of door and security upgrades for "Named Room" in Special
    Collections, creation of policies and procedures with donor
  - Installation of 22 internal security cameras and corresponding policy creation
  - Installation of new emergency exit and staff entrance on first floor
  - Design and installation of new security desk, including reorganization of
    stacks and seating configuration
  - Installation of vinyl signage throughout first and second floors
- Collaborate with campus police to develop and implement security plans and
  processes
- Lead outcomes-based assessment projects for services and spaces
- Lead library's first LibQUAL implementation across three institutions
- Hire and onboard two department heads in the EPS Division
- Lead implementation of Clinical Teaching Track, new promotion process for library
  faculty

**Head of Education & Outreach Services, University of Colorado Denver**, Denver, CO
March 2015-June 2018
Supervised faculty; established workloads; conducted evaluations; developed departmental
initiatives; designed and implemented program assessments; facilitated internal professional
development for library instructors; cultivated relationships and outreach opportunities; and
facilitated management of research help services

Significant Accomplishments:

- Normalized workload distribution and instruction scheduling procedures
- Developed standardized curriculum to efficiently and consistently integrate instruction into GtPathways courses across three institutions
- Designed and hired two new positions – Pedagogy & Assessment Librarian and Graduate Teaching & Learning Librarian – in anticipation of campus needs
- Normalized research help services for patrons using cross-departmental resources
- Established regular internal professional development series for instructors to develop pedagogical philosophies and skills
- Implemented peer teaching observation program

**Supervisor for Access and Public Services Department (temporary), University of Colorado Denver**, Denver, CO
January 2017-July 2017
Identified departmental goals and priorities; supervised staff; reviewed staff annual plans; established service point staffing model; and reviewed and approved budget and professional development requests

**Head of Instructional Services, University of Northern Colorado**, Greeley, CO May 2012-March 2015 (tenured in 2014)
- Supervised faculty and staff; established workloads; conducted evaluations; developed departmental initiatives; designed and implemented course and program assessments; facilitated internal professional development for library instructors; cultivated relationships with academic programs and student support services; designed and taught bibliographic instruction sessions and credit-bearing information literacy courses (traditional and online); served as liaison to undergraduates in the First Year Experience Program; and developed collection for English

**Instruction Librarian, University of Northern Colorado**, Greeley, CO August 2009-April 2012
- Designed and taught bibliographic instruction sessions and credit-bearing information literacy courses (traditional and online); served as liaison to undergraduates in the First Year Experience Program; served as liaison to the Center for Human Enrichment Program; collection development for Journalism, Mass Communications and English; and provided reference services

**Virtual Services Librarian, Western Illinois University**, Macomb, IL January 2008-July 2009
- Evaluated the use of and built social networking and Web 2.0 tools (wikis, blogs, podcasts, etc.); developed collection for Education Department; served as liaison to undergraduates and developed programs and services; designed and taught bibliographic instruction sessions; and provided reference services

**Editorial Assistant**, *Journal of Computer-Mediated Communication*, Bloomington, IN, January 2007-January 2008
- Managed online submission and review system (Manuscript Central) to assign reviewers and monitor progress of article submissions through the review process; communicated with authors and reviewers via email; and assisted Editor-in-Chief in preparing periodic summaries of journal activity

**Copy Editor**, Cronin, B. (Ed.) (2008). *Annual review of information science and technology* (Vol. 42). Medford: Information Today, Inc.

- Added revisions from editor, Blaise Cronin, and associate editor, Debora Shaw; made stylistic changes for consistency; proofread copy; and indexed ARIST database to include recent volumes

**Bibliographic Instructor,** Indiana University Libraries
June 2007-December 2007
- Designed and taught bibliographic instruction sessions; introduced students to the academic library and research techniques; created handouts; and conducted tours of the library

**Copy Editor**, McInerney, C. R. and Day, R. E. (2007). *Rethinking knowledge management: From knowledge management to knowledge processes*. Berlin, Germany: Springer.
- Edited and formatted copy for stylistic consistency

**Librarian Assistant II and Intern,** Indiana University Libraries, English & American Literature Collection
May 2007-December 2007
- Assisted collection development librarian by reviewing, selecting, and recommending materials for the collection; assisted with special projects, including assessing the nineteenth-century studies collection; created a web guide to Victorian poetry

**Adjunct English Instructor,** Owens Community College
August 2004-December 2007
- Designed and taught Accelerated College Writing and Composition I courses (traditional and online); introduced students to the academic library and research techniques; identified and commented on writing strengths and weaknesses; utilized Blackboard as an additional resource for course needs or as primary educational format; corresponded via email; conducted individual conference sessions; and explained/upheld academic regulations and standards

**Graduate Assistant,** Indiana University, School of Library and Information Science
August 2006-December 2007
- Assisted faculty members Ron Day and Debora Shaw with special projects; assisted Director of Admissions and Placement with office work; wrote weekly departmental news stories for publication on website by corresponding with students and faculty; and wrote stories for bi-annual alumni magazine

**Adjunct English Instructor and Teaching Assistant,** University of Toledo
August 2002-December 2004
- Designed and taught Composition I and II courses; responsibilities similar to those described above with additional emphasis on reviewing research techniques and practicing advanced research and communication methods in Composition II

**Curator,** Ward M. Canaday Center, University of Toledo
January 2004-June 2004
- Conducted in-depth research of the Center's nineteenth-century collection of books, magazines, photographs, and artifacts; wrote descriptions for and proofread drafted catalog; created exhibit displays for Spring 2004 exhibit "Till Death Us Do Part: Courtship, Marriage, and Family in 19th Century America"; and organized and co-authored finding aid for the Toledo Sight Center for the Blind collection, including scrapbooks, newspaper articles, community outreach letters, negatives, photographs, and videos from the founding date of 1920

## PUBLICATIONS

Falcone, A. (forthcoming 2019). *Title to be determined*. In C. Caffrey Gardner, E. Galoozis, and R. Halpern (Eds.) *Hidden Architectures of Information Literacy Programs: Structures, Practices, and Contexts.* Chicago: ACRL.

Ellis, L. F., Falcone, A., & Smith, S. M. (forthcoming 2019). The impact of professional development on library faculty attitudes, practices, and knowledge of student learning assessment. *Public Services Quarterly*.

Falcone, A. & Ellis, L. F. (2018). Be critical, but be flexible: Using the Framework to facilitate student learning outcome development. *College & Research Libraries News, 79*(1), 16-19.

Falcone, A. (2016). Practical strategies for demonstrating the value of public services in academic libraries. *International Information & Library Review*, *48*(1), 51-56.

Cuthbertson, W., & Falcone, A. (2015). Elevating engagement and community in online courses. *Journal of Library & Information Services in Distance Learning, 8*(3-4), 216-224.

Falcone, A. (2014). Steps to success: Exploring the research process with first-year students. In C. Kvenild and K. Calkins (Eds.), *Embedded Librarian's Cookbook*. Chicago: ACRL.

Falcone, A. & Wiegand, S. (2013). Beyond classroom evaluation: Structuring research for dissemination. In B. Sietz (Ed.), *Proceedings of the 40th National LOEX Conference (Library Orientation Series No. 45).* Ann Arbor, MI: Pierian Press.

Falcone, A. & Ellis, L. (2012). Lose the lists! Elevating your LibGuides to a new level. In B. Sietz (Ed.), *Proceedings of the 39th National LOEX Conference (Library Orientation Series No. 44).* Ann Arbor, MI: Pierian Press.

Falcone, A. (2012). Step away from the podium! A lesson plan for peer learning. In B. Sietz (Ed.) *Proceedings of the 38th National LOEX Conference (Library Orientation Series No. 43).* Ann Arbor, MI: Pierian Press.

Ellis, L. & Falcone, A. (2011). The library quest: A game for understanding database searching. In T. McDevitt and K. Heider (Eds.), *Let the games begin! Engaging students with interactive information literacy instruction.* New York: Neal-Schuman.

Falcone, A. (2009). Google vs. Academic Search Premier: The evaluation challenge. In R. Sittler and D. Cook (Eds.) *The Library Instruction Cookbook: 50+ Active Recipes for 1-Shot Sessions*. Chicago: ACRL.

## PRESENTATIONS, INTERVIEWS, GRANTS, AND AWARDS

**Invited Presentations & Interviews**

Planning, Assessing, and Communicating Library Impact: Putting the Standards for Libraries in Higher Education into Action, KLA Preconference, October 24, 2018

Falcone, Andrea (2018) "The Quarterly Interview: Andrea Falcone," *LOEX Quarterly*: Vol.

44: Iss. 2, Article 6. Available at: https://commons.emich.edu/loexquarterly/vol44/iss2/6

Interview for LLAMA New Professionals Section: Break Room Chats (podcast), June 2018

Get to Know the Revised Standards for Libraries in Higher Education: A Guide for Supporting Planning and Assessment, ACRL Presents Webcast, May 24, 2018

Planning, Assessing, and Communicating Library Impact: Putting the Standards for Libraries in Higher Education into Action, MiALA Preconference, May 16, 2018

Planning, Assessing, and Communicating Library Impact: Putting the Standards for Libraries in Higher Education into Action, Clemson University Libraries, May 24, 2016

Planning, Assessing, and Communicating Library Impact: Putting the Standards for Libraries in Higher Education into Action, University of Colorado Denver, Auraria Library, December 18, 2015

Planning, Assessing, and Communicating Library Impact: Putting the Standards for Libraries in Higher Education into Action, Southeast Florida Library Information Network, March 5, 2015

Planning, Assessing, and Communicating Library Impact: Putting the Standards for Libraries in Higher Education into Action, Texas Library Association Conference, April 7, 2014

Applying the ACRL *Standards for Libraries in Higher Education*: Communicating Results and Crafting the Library's Story, ACRL Webcast, November 13, 2013

Applying the ACRL *Standards for Libraries in Higher Education*: Strategic Planning and Benchmarking, ACRL Webcast, October 23, 2013

Applying the ACRL *Standards for Libraries in Higher Education*: Designing Assessments, ACRL Webcast, October 2, 2013

Planning, Assessing, and Communicating Library Impact: Putting the Standards for Libraries in Higher Education into Action, ACRL e-learning course, June 3-28, 2013

Beyond Classroom Evaluation: Structuring Research for Dissemination, Kansas Library Association, October 4, 2012

**Juried Presentations & E-Learning Courses**

Designing Curriculum & Developing Educators for the Information Literacy Courses of Tomorrow, ACRL e-learning course, July 18-August 5, 2016 and April 3-May 21, 2017

Communicating Value through Student Learning Assessment, LILAC, Dublin, March 21, 2016

Facilitating Student Learning Outcome Conversations Using the *Framework*, LOEX Fall Focus, November 13, 2015

Peer-Driven Organizational Culture: Librarians' Perceptions of Assessing Student Learning, CALCON, October 15, 2015

Elevating the Quality of Instructor Performance through Local Professional Development, European Conference on Information Literacy, October 20, 2014

Elevating Engagement and Community in Online Courses, Distance Library Services Conference, April 25, 2014

BINGO!: A Winning Strategy for Teaching Research Tools, LOEX, May 4, 2013

Collection of Online Learning Objects for Research Success, Library Research Round Table, ALA, June 24, 2012

All the Classroom's a Stage: Techniques for Perfecting Your Performance, CoALA Academic Library Summit, May 23, 2012

Beyond Classroom Evaluation: Structuring Research for Dissemination, LOEX, May 4, 2012

Techie-Tools for Non-Techie Types, CAL Preconference Workshop, October 13, 2011

Easy Social Media Mashup: Using Storify, a Multimedia Reporting Tool, Colorado Learning and Teaching with Technology Conference, August 4, 2011

Lose the Lists!  Elevating Your LibGuides to a New Level, LOEX Encore webinar, May 26, 2011

Lose the Lists!  Elevating Your LibGuides to a New Level, LOEX, May 6, 2011

Don't Settle for Normal When There's XtraNormal!, Cyber Zed Shed, ACRL Conference, April 1, 2011

Techie-Tools for Non-Techie Types, CoALA-Building Bridges with Technology Workshop, January 28, 2011

Enhancing Class Discussions with FREE Web Tools, Colorado Learning and Teaching with Technology Conference, August 12, 2010

Step Away from the Podium! A Lesson Plan for Peer Learning, LOEX Encore webinar, May 25, 2010

Techie-Tools for Non-Techie Types, CALC Summit Preconference Workshop, May 19, 2010

Step Away from the Podium! A Lesson Plan for Peer Learning, LOEX, May 1, 2010

Get Your Game On: Transforming the Library into a Social Learning Space, Illinois Library Association, October 8, 2009

Feed Your Students: Using RSS to Improve Student Performance, Faculty Summer Institute, University of Illinois, May 2009

User-Generated Videos and the Classroom: Going Beyond YouTube, Faculty Summer Institute, University of Illinois, May 2009

**Non-Juried Presentations**

Mapping the Library One-Shot, UNC Assessment Fair, March 31, 2015

Student Perceptions of Active Learning: Results Revealed, UNC Assessment Fair, March 31, 2015

Student Perceptions of Active Learning, UNC Assessment Fair, March 4, 2014

How to Give a Stellar Oral Presentation, Student Research Workshops, University of Northern Colorado, March 13, 2014

Designing Research Assignments for Courses: Cultivating Student Research Skills, CETL Scholar in Residence Workshop, February 10, 2015

Overcoming Deficits in Student Research Skills, CETL Scholar in Residence Workshop, February 5, 2015

Polish Your One-Shot–Back by Popular Demand!, CETL Teaching & Learning Faculty Forum, November 18, 2013

Unveiling Your Teaching Philosophy, CETL Teaching & Learning Faculty Forum, October 8, 2013

How to Give a Strong Oral Presentation, Student Research Workshops, University of Northern Colorado, March 11, 2013

Polish Your One-Shot, CETL Teaching & Learning Faculty Forum, March 7, 2013

Creating Benchmarks and Adjusting Outcomes: Adapting through Assessment, UNC Assessment Fair, February 26, 2013

All the Classroom's a Stage: Techniques for Perfecting Your Performance, CETL Teaching & Learning Faculty Forum, November 28, 2012

Making the Grade: An Interactive Panel on Proven Grading Practices and Effective Techniques, CETL Teaching & Learning Faculty Forum, November 27, 2012

Text Me This Call Number, Tech Fest 2009 at Western Illinois University, April 15, 2009

Feed Your Students: Using RSS to Improve Student Performance, 3rd Annual Western Illinois University Innovations in Teaching Forum, April 3, 2009

Copyrights: What You Can Do, Center for Innovation in Teaching & Research at Western Illinois University, April 1, 2009

Free and Easy Tools for Economic Development, Galesburg Public Library, July 15, 2008

Laying the Foundation: MediaWiki Training, Western Illinois University Library, May 9, 2008

**Grants**

Library Faculty Attitudes about Student Learning Assessment, Assessment Mini-Grant,

ANDREA M. FALCONE

University of Northern Colorado, 2014-2015, $1,500

Student Perceptions of Active Learning, Assessment Mini-Grant, University of Northern Colorado, 2013-2014, $575

Collection of Online Learning Objects for Research Success (COLORS) Pilot Program, FRPB New Project Proposal, University of Northern Colorado, 2011-2013, $2,000

**Awards**

UNC Distinguished Scholar for University Libraries 2014-2015

Scholar in Residence 2014-2015 (competitive position dedicated to advancing teaching and learning at UNC)

ACRL Information Literacy Best Practices: Exemplary Programs (category of Pedagogy) awarded to the Instructional Services Department at UNC, 2014

Provost Award for Travel for ALA Midwinter, $800, January 2015

Annual Scholarly Activity Travel Support Award for European Conference in Information Literacy, $5,000, October 2014

CETL Scholar in Residence, UNC, 2014-2015

Provost Award for Travel Support Award for Distance Library Services Conference, $800, April 2014

University of Northern Colorado, University Libraries 2014 College Scholar

Provost Award for Travel for LOEX Annual Conference, $800, April 2013

Provost Research & Dissemination Award, $3,500, April 15, 2012

Digital Humanities Summer Institute Tuition Scholarship, $650, November 6, 2011

Provost Award for Travel for ALA Midwinter, $1,349, September 26, 2011

Annual Scholarly Activity Travel Support Award for Colorado Learning and Teaching with Technology Conference, $177, July 7, 2011

Annual Scholarly Activity Travel Support Award for LOEX, Fiesta de Excelencia, $800, January 26, 2011

ACRL 2011 Librarian Scholarship, $625, January 18, 2011

CALC Summit Scholarship, $250, April 20, 2010

Annual Scholarly Activity Travel Support Award for LOEX, Bridging and Beyond: Developing Librarian Infrastructure, $800, February 3, 2010

October 22, 2009, 2009 Technology Award by the Illinois Library Association, presented to the V-Team at Western Illinois University

Faculty Summer Institute, University of Illinois, May 2009, $1,000 award

Podcasting Academy, WIU Center for Innovative Teaching & Research, June 2008, $500 award

Faculty Summer Institute, University of Illinois, May 2008, $1,000 award

## COURSES TAUGHT (at UNC)

**Fall 2009- Spring 2014**
 LIB 150: Introduction to Undergraduate Research
 13 sections; face-to-face and online

 LIB 201: Power & Control in an Information Society
 2 sections; online

## SERVICE

**National:**
| | |
|---|---|
| 2016-present | Peer Reviewer, *International Information & Library Review* |
| 2016-2018 | Chair, ACRL *Standards for Libraries in Higher Education* Review Task Force |
| 2015-present | Column Editor, Perspectives on Public Services, and Editorial Board Member for *International Information & Library Review*, a Taylor and Francis journal (publish four columns per year) |
| 2015-present | Editor, Beta Phi Mu *Scholars Series* published by Rowman & Littlefield |

- *Young Adult Literature, Libraries and Conservative Activism* by Loretta Gaffney (2017)
- *School Librarianship: Past, Present, and Future* edited by Susan Alman (2017)
- *Six Issues Facing Libraries Today: Critical Perspectives* by John Budd (2017)
- *Access to Information, Technology, and Justice* by Ursula Gorham (2017)
- *Academic Library Metamorphosis and Regeneration* by Marcy Simons (2018)

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| 2013-present | Workshop Presenter, ACRL Standards for Libraries in Higher Education |
| 2013-2015 | Co-Chair, LOEX 2015 Conference Planning Committee |
| 2014-2015 | Chair, ACRL Liaisons Grants Committee |
| 2013-2014 | Vice-Chair, ACRL Liaisons Grants Committee |
| 2012-2013 | Chair, ACRL Liaisons Grants Committee |
| 2011-2012 | Vice-Chair, ACRL Liaisons Grants Committee |
| 2010-2011 | Member, ACRL Liaisons Grants Committee |
| 2010-2015 | Member, ACRL Professional Development Coordinating Committee |
| 2008-2012 | Bibliographer, Modern Language Association |

**University of Colorado Denver:**
 **Libraries**
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|---|---|
| 2018-present | Chair, Clinical Teaching Track Task Force |
| 2018-present | Chair, LibQUAL Task Force |
| 2018-2018 | Chair, Education and Outreach Services Department Head Search Committee |
| 2017-2017 | Chair, Graduate Teaching & Learning Librarian Search Committee |
| 2017-2017 | Chair, Access & Public Services Department Head Search Committee |
| 2017-2017 | Member, CU System Libraries Instruction Unconference Planning Committee |
| 2017-present | Member, Clinical Teaching Track Task Force |
| 2016-2018 | Member, Auraria Library Director Search Committee |

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| 2016-2018 | Member, Website Content Review Team |
| 2015-present | Member, Auraria Library Faculty |
| 2015-present | Member, Shared Leadership Team |
| 2015-2017 | Member, Electronic Resources Committee |
| 2015-2017 | Member, Creative Technology Commons Faculty Advisory Committee |
| 2015-2017 | Member, CU South Denver Library Taskforce |
| 2015-2016 | Member, User Experience Committee |
| 2016-2016 | Chair, Teaching & Learning Librarian Search Committee |
| 2016-2016 | Chair, Pedagogy & Assessment Librarian Search Committee |
| 2015-2016 | Member, CU Libraries Professional Development Planning Committee |
| 2015-2016 | Secretary, Auraria Library Faculty |

**University**
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| 2015-present | Member, Core Curriculum Oversight Committee |

**University of Northern Colorado:**
**Libraries**
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| 2012-2015 | Chair, Curriculum Committee |
| 2011-2014 | Editor-in-Chief, *Library Letters* |
| 2009-2012 | Member, Curriculum Committee |
| 2009-2011 | Member, *Library Letters* Editorial Board |
| 2009-2013 | Member, Assessment Committee |
| 2009-2012 | Member, Librarians United for Continuing Knowledge & Information |

**University**
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| 2012-2014 | CETL Teaching & Learning Circle Faculty Fellow |
| 2011-2015 | Member, Editorial Board & Copy Editor, *Undergraduate Research Journal* |
| 2011-2015 | Member, First Year Seminars Faculty Advisory Council |
| 2011-2014 | Member, Undergraduate Council |
| 2009-2012 | Member, Co-Curricular Transcript Committee |

**Western Illinois University:**
**Libraries**
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|---|---|
| 2008-2009 | Chair, Gaming Committee |
| 2008-2009 | Member, Executive & Planning Committee |
| 2008-2009 | Member, Digital Studio Planning Committee |

**University**
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| 2009-2009 | Member, Search Committee, position of Faculty Associate-Pedagogy for the Center for Innovative Teaching & Research |

## PROFESSIONAL DEVELOPMENT (selected)

- CoALA Summit: Diversity and Inclusion in the Academic Library, Denver, CO, July 17, 2018
- Digital Scholarship Planning Workshop, Providence, RI, November 8-10, 2017
- Digital Pedagogy Lab Institute, Fredericksburg, VA, August 7-11, 2017
- CU System Libraries Instruction Unconference, May 2017
- Library Assessments Conference, Colorado Association of Libraries, November 2016

- Analytics in Decision-Making: Learners, Learning & Life, CU Denver, October 2016

- Librarians' Information Literacy Annual Conference, Dublin, Ireland, March 2016

- European Conference on Information Literacy, October 2014

- Harvard Leadership Institute, Harvard Graduate School of Education, July 28-August 2, 2013

- Assessment Leadership Institute, University of Northern Colorado, August 2013-May 2014

## PROFESSIONAL AFFILIATIONS

- International Federation of Library Associations and Institutions, 2016-2017
- American Library Association, 2006-present
- Association of College and Research Libraries, 2006-present
- Modern Language Association, 2004-2013