

CONSUELLA A. ASKEW
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PROFESSIONAL EXPERIENCE

2004 – present **Chief Librarian, CUNY Graduate School of Journalism**
City University of New York, New York, NY

- Report to the Dean and Associate Dean of the School of Journalism
- Serve as part of school's administrative team
- Provide administrative as well as service functions for the library
- Responsible for start-up of the library facility and creation of library services
- Provide a vision for the library which includes the creation of a statement of mission and goals
- Establish and implement library policies
- Balance print and electronic library services based on school curriculum
- Work with the CUNY Council of Chief Librarians and other senior academic administrators to identify appropriate electronic sources for University-wide licensing
- Prepare budgets and reports
- Execute all duties of library operations (i.e., reference, circulation, interlibrary loan, collection development, acquisitions)
- Negotiate with library vendors
- Assess the performance of library functions and services and prepares statistical analyses to illustrate such
- Identify and build relationships with other NYC educational and cultural institutions to enhance access to information resources
- Represent the institution in local, regional, and national academic library organizations and initiatives
- Teach graduate level course about journalism research

Chief Librarian and Chair Library and Information Services, Charles Evans Inness Memorial Library

Medgar Evers College/CUNY, Brooklyn, NY

- Reported to the Vice President of Academic Services and Instructional Technology
- Established and implemented policies for the library
- Balanced print and digital library services which included overseeing digital information services for the campus focusing on the library's role in campus web-based information technologies and applications
- Worked with the CUNY Council of Chief Librarians and other senior academic administrators to identify appropriate electronic sources for University-wide licensing
- Collaborated with the college's Academic Computing, Information Services and New Media Production groups
- Prepared and justified budgets
- Sought grants and participated in other college fundraising activities to enhance library funding, resources, programs and services
- Assessed the performance of library functions and areas to improve patron services and prepared statistical analyses of such
- Identified and enhanced access to information resources with other NYC educational and cultural institutions
- Represented the college in local, regional, and national academic library initiatives
- Responsible for development and implementation of the revised Information Literacy Instruction curriculum
 - Created and taught an online version of the established LIB100: Libraries and Research Methods a 2 credit hour library course.

- 2003 – 2004 **Project Consultant, Historically Black Colleges and Universities Library Alliance Planning Grant**
Historically Black Colleges and Universities Library Alliance, Atlanta, GA
- Reported to the HBCU Library Alliance Steering Committee
 - Developed focus group agenda and discussion questions
 - Facilitated focus group discussions
 - Oversaw preparation of individual focus group reports and the combined report
 - Reported the general results of meetings, resource review, and focus groups to the funding agency, the Andrew W. Mellon Foundation
 - Identified resources for inclusion in the Alliance website
 - Drafted an educational institute program plan
 - Documented all aspects of the planning process and providing recommendations for ongoing record-keeping
- 2001 – 2004 **LibQUAL+™ Program Specialist, Statistics and Measurement Program**
Association of Research Libraries, Washington, DC
- Coordinated, designed, and facilitated training activities and workshops for the LibQUAL+™ project
 - Planned events including meetings and workshops related to the LibQUAL+™ assessment project
 - Coordinated communications between participants, prospective participants and project staff
 - Responded to queries concerning the research and development of the project instrument
 - Provided supervision for the projects assistant
 - Wrote newsletter articles, grant reports and provide electronic updates regarding project
- 1999-2003 **Mentor, 2+2 Distance Learning Undergraduate Studies Program in Information Studies**
Florida State University, Tallahassee, Florida
- Served as facilitator of instruction for the following online distance learning courses:
Technical Communication for the Information Professions
Information Needs & Preferences
New Communication Technology and Contemporary Society
 - Provided timely feedback for student assignments
 - Addressed any concerns or needs that students may have in relation to course work or materials
- 2000-2001 **Reference Librarian/Distance Education Specialist, Founders Library**
Howard University, Washington, D.C.
- Provided reference services for students, faculty, staff and the Howard University community members
 - Liaison and consultant for distance education programs
 - Library liaison for the English Department
 - Assisted faculty with finding full-text electronic materials and incorporating these into course assignments/syllabi
 - Created user aids for the CD-ROM/Online database collection
 - Provided bibliographic instruction
 - Provided limited LAN troubleshooting

- 1997 - 2000 **Bibliographic Instruction/Reference Librarian, University/College Library**
Broward Community College, Davie, Florida
- Designed and developed a formal bibliographic instruction (BI) program which resulted in a 11% increase in requests for library instruction in a one academic year period
 - Developed policies and procedures for the BI program
 - Developed short and long term goals and objectives for the bibliographic instruction program
 - Performed assessments to establish bibliographic instruction needs
 - Established and maintained a web page on the University/College Library web site concerning BI program.
 - Provided reference assistance for students, faculty, staff and area community members
- Adjunct English Instructor, English Department**
Broward Community College, Davie, Florida
- Taught basic level grammar to first semester freshmen
- 1996 - 1997 **Curriculum Materials Center Librarian, James E. Shepard Library**
North Carolina Central University, Durham, North Carolina
- Managed departmental library resources and provided monthly reports as required
 - Administered the departmental budget and managed personnel
 - Managed one library assistant and one graduate assistant
 - Library liaison for the School of Education and committees participant
 - Insured accessibility to resources
 - Developed policies and procedures for CMC operations
 - Managed public relations for the department
 - Webmaster for the library's web site
 - Provided library instruction
 - Provided reference services for students, faculty, staff and community members
- Adjunct Instructor, School of Education**
North Carolina Central University, Durham, North Carolina
- Taught Education undergraduate course, *Classroom Utilization of Instructional Technology* during Summer and Fall 1996
- 1994-1996 **Staff Assistant II**
Durham County Library, Durham, North Carolina
- Worked at the Circulation desk assisting with the circulation of library materials, collected overdue fines and handled customer inquiries.
- 1994-1995 **School Media Coordinator**
Durham Public Schools, Durham, North Carolina
- Managed instructional program in accordance to the Information Skills curriculum set forth by the North Carolina State Department of Public Instruction
 - Managed one library aide
 - Planned for media program
 - Managed library resources
 - Managed and maintained library facility

- Planned and implemented public relations activities to promote library usage

EDUCATION

- Ed.D., Higher Education Administration, Florida International University, Miami, Florida
- M.L.S., Library and Information Studies, University of North Carolina at Greensboro, Greensboro,
- B.A., English, Spelman College, Atlanta, Georgia

ACHIEVEMENTS AND ACTIVITIES

- Fall 2005 CUNY Online Sloan Grant participant
- Spring 2005 CUNY Online Sloan Grant participant
- 2003 participant in ACRL/Harvard Leadership Institute
- 2003 participant in IMLS funded UIUC Outcome Based Assessment Institute
- 2001 participant in the ARL sponsored Leadership and Career Development Program
- 2000 Participant in the Association of College and Research Libraries' Information Literacy Immersion '00 program
- Wrote a successful grant that funded a successful series of library sponsored multicultural programs for the University/College Library at Broward Community College – Central Campus during the 1999-2000 academic year
- 1996 participant in the first biennial Leadership Institute sponsored by the North Carolina Library Association
- 1995 selected to participate in North Carolina's Department of Public Instruction Teacher Academy Program

UNIVERSITY/COLLEGE COMMITTEES

- CUNY Committee on Academic Technology, 2008
- Curriculum Committee, CUNY Graduate School of Journalism 2008
- Library and Technology Committee, CUNY Graduate School of Journalism 2008
- CUNY Council of Chief Librarians, 2004-present
- CUNY Libraries Institutional Repository Task Force 2006
- Academic Council, Medgar Evers College, 2004 - 2006
- College Council, Medgar Evers College, 2004 - 2006
- Personnel and Budget Committee, Medgar Evers College, 2004 - 2006
- Chair, Library Personnel and Budget Committee, Medgar Evers College, 2004-2006
- Co-Chair, National Agriculture Library Steering Committee, Medgar Evers College, 2004
- Library Resources Committee, Medgar Evers College, 2004 - 2006
- Curriculum Committee, Broward Community College, Davie Campus, 1999
- Collective Bargaining Negotiations Team Member – Broward Community College, Davie Campus, 1999 - 2000
- Shepard Library, Chair Program Committee, North Carolina Central University 1996 - 1997

PROFESSIONAL MEMBERSHIPS

American Library Association
Special Libraries Association

PRESENTATIONS AND WORKSHOPS

“Information Literacy vis a vis Information Technology”. Askew, C. Faculty Development Conference, Medgar Evers College, Brooklyn, NY. January 12, 2006.

“LibQUAL+™: A 180° Perspective” Askew, C. Presentation held during ALA Midwinter Conference, January 17, 2005. Boston, MA.

“Becoming a 21st Century Library” Askew, C. 2005 Intersession Faculty Development Workshop, Medgar Evers College, Brooklyn, NY. January 14, 2005.

- “Determining Your Values“ Askew, C. and Hazeur C. Workshop held at Westchester Community College, Westchester, NY. January 13, 2005.
- “Values and Vision” Askew , C. and Hazeur, C. Workshop held for Westchester Community College Library faculty, January 11, 2005. Valhalla, NY.
- “LibQUAL+™ Process Management” Askew, C. and Hoseth, A. Presentation held during ALA Midwinter Conference, January 10, 2004. San Diego, CA.
- “LibQUAL+™ Assessment to Action” Askew, C. and Kyrillidou, M. Workshop held during ALA Midwinter Conference, January 10, 2004. San Diego, CA.
- “LibQUAL+™ New Measures, New Tool” Askew, C. and Sousa, J. Presentation at the 2003 NCES Summer Data Conference, July 23, 2003. Washington, DC.
- Guest lecturer for *Diversity in Librarianship* course at the College of Information Studies, University of Maryland, July 22, 2003. College Park, MD.
- “LibQUAL+™ Process Management” Askew, C. Presented at Lauinger Library, Georgetown University, May 20, 2003. Washington, DC.
- “New Ways of Listening to Users: LibQUAL+™” Askew, C. Poster session presented at the ACRL National Conference, April 12, 2003. Charlotte, NC.
- “Two (or Twelve) Heads are Better than One: Addressing the Complexities of Working with ACRL's Information Literacy Learning Outcomes to Develop Assessment Tools.” Lowe, L., Radcliffe C., Seamans, N., Sheetz, C., and Askew Waller, C. Panel Session presented at the ACRL National Conference, April 12, 2003. Charlotte, NC.
- “New Ways of Listening to Users: LibQUAL+(tm)” Pre-conference session presented at the ACRL National Conference April 10 2003. Charlotte, NC.
- “Old and New Measures ... Why Bother?” Kyrillidou, M. and Askew, C. Presented at Georgetown University Library, February 24, 2003, Washington, DC.
- “LibQUAL+™: A Total Market Survey” Panel session ARL workshop held during ALA Midwinter Conference. January 26-27, 2003. Philadelphia, PA
- “LibQUAL+™ Process Management” ARL workshop held during ALA Midwinter Conference, January 24, 2003. Philadelphia, PA.
- “OhioLINK LibQUAL+™ Orientation” Askew Waller, C. January 14, 2003. Columbus, OH.
- “LibQUAL+™: A UK Pilot” Cook, C., Thompson, B. and Askew Waller, C. January 6-7, 2003. Bristol, England.
- “NY3Rs LibQUAL+™ Orientation” Askew Waller, C. and Hoseth, A. November 8, 2002. Rochester, NY.
- “LibQUAL+ Process Management” Askew Waller, C. Presented at New Ways of Listening to Library Users Workshop, September 28, 2002, Washington, D.C.
- “Benchmarking and Assessment Exercise” Presented at ARL/SLA/FLICC Library and Assessment Benchmarking Institute 2000, September 14, 2002. Monterey, California.
- OhioLINK LibQUAL+™ Workshop, Cook, C., Thompson, B. and Askew Waller, C. August 29, 2002. Columbus, OH.
- “Library Quality Assessment” Kyrillidou, M., Blixrud, J., and Askew Waller, C., Presented at NCES Forum & Summer Data Conference, 25 July 2002, Washington, D.C

“LibQUAL+™ Process Management” ARL workshop held during ALA Annual Conference, June 15-16, 2002. Atlanta, Georgia

PUBLICATIONS

Askew, C. (2008). “An Examination of Lotka’s Law in the Field of Library and Information Studies”.
Doctoral dissertation, Florida International University, Miami, Florida.

Heath, F., Kyrillidou, M. and Askew, C. Eds. (2004). From data to action: Libraries act on their
LibQUAL+™ findings. West Hazelton, PA: Haworth Press.

Askew Waller, C. (August 2002) Service quality evaluation academy is a success.
ARL Newsletter: A Bimonthly Report of Research Library Issues and Actions from ARL, CNI,
and SPARC 221 (220): 12-13.

Askew Waller, C. and Hipps, K., (April 2002). Using LibQUAL+ and developing a culture of assessment
in libraries. ARL Newsletter: A Bimonthly Report of Research Library Issues and Actions from
ARL, CNI, and SPARC 221 (223): 11.

Askew Waller, C., Hoseth, A. and Kyrillidou, M. (2002) LibQUAL+™ policies and procedures manual.
Washington, DC: Association of Research Libraries.