DENISE O'SHEA

Head of Access Services & Systems, Harry A. Sprague Library
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EDUCATION

M.A., Public and Organizational Relations, Montclair State University, 2017, with honors
M.L.S., Graduate School of Communication, Information and Library Science, Rutgers University, 1987.
B.A., Spanish and Communication, Rutgers College, Rutgers University, 1986.
Certificate, Harvard Graduate School of Education, Library Leadership in a Digital Age, 2018

PROFESSIONAL EXPERIENCE

MONTCLAIR STATE UNIVERSITY   July 2011 – present
Harry A. Sprague Library
Head of Access Services and Systems
- Provide vision for and direct the Access Services Department, which includes the Systems, Course Reserves, Stacks Maintenance, Building Security, and Circulation functions.
- Serve as the primary support liaison to OCLC, and manage the ongoing implementation of OCLC's WorldShare Management Services (WMS) system.
- Manage human resources, including hiring, training, and evaluating Access Services staff (1 professional and 4.5 full-time classified staff, 7 part-time staff and student assistants).
- Collaborate with the Dean, librarians and staff to plan for facilities changes and improvements.
- Collect and analyze statistics and feedback from stakeholders, including students, faculty, and staff to evaluate Access Services programs and services, and develop and execute plans for enhancing them to ensure service quality.
- Actively pursue partnerships and collaborations with departments and external institutions that enhance the library's visibility of information systems and services.
- Serve as the liaison to several academic departments; make collection development recommendations, and provide reference services and library instruction on a limited basis.
- Prepare accreditation and evaluation review reports.
- Participate in a variety of department and campus committees, and represent Library issues, ideas, and concerns.
- Manage the Library's social media accounts.
- Keep informed regarding professional trends and practices regarding Access Services and library technology.
- Coordinate the selection and management of library system applications.
- Manage the Access Services department budget and monitor expenditures.
- Library committee leadership and involvement:
  - ContentDM Committee, Member (2011 – 2015)
  - Discovery Review Team, Chair (2017)
  - Homepage Committee, Member (since 2011)
  - Institutional Repository Committee, Member (since 2016)
  - Library Administrative Council, Member, since 2011)
  - Library Personnel Action Committee, Member (since 2017)
  - Online Public Access Catalog Committee, Chair (since 2011)
  - Popular Reading Committee, Chair, (2013 – 2015)
  - Search Committee for Access Services Part-time Staff Members, Chair (2012 – 2013)
  - Search Committee for Library Security Guard, Chair (2015)

- o Search Committee for Access Services Senior Library Assistant, Chair (2015)
- o Sirsi Northeast Regional Group Conference Planning Committee, Member (2012)
- o Social Media Committee, Chair (since 2011)
- o Website Content Strategy Committee, Member (since 2016)
- o Website Usability Committee, Member (since 2015)
- o WMS Implementation Team, Member (2013 – 2015)
- Montclair State University Campus Committees
  - o Gen Ed Committee, Member, 2012
  - o Search Committee for Campus Recreation Center Marketing Director, Fall 2012
  - o Provost LMS (Learning Management System) Committee, Member, Spring 2013
  - o Search Committee for OIT Instructional Designers, Fall 2013
  - o University Sabbatical Review Committee, 2017 –
  - o Search Committee for Pre-Award Office, Office of Sponsored Programs and Research
  - o Institutional Review Board, 2018 –

FAIRLEIGH DICKINSON UNIVERSITY   September 2006 – July 2011
Teaneck and Madison, New Jersey
Systems Librarian and Technical Support Specialist
- Served as the liaison between the campus libraries and the Office of Information Resources Technology (OIRT).
- Served as the primary liaison to ExLibris, and managed the ongoing implementation of ExLibris' Voyager system.
- Collaborated with librarians, library staff and OIRT staff to plan for Voyager system changes and improvements.
- Assisted with managing and updating the library website including management of the EZProxy configuration for the online library.
- Developed Libguides and managed the library's implementation of the Libguide software.
- Provided leadership for library technology initiatives:
  - o Launched the first tablet and eReader lending program in an academic library in New Jersey in collaboration with the Center for Teaching and Learning with Technology and OIRT.
  - o Implemented web-based chat services at four of the campus libraries in Teaneck, Hackensack, Madison and Convent Station.
  - o Collaborated with the Digital Projects Librarian to launch and manage the Library Archives in ContentDM.
  - o Launched the library's first social media sites.
  - o Integrated library resources within the campus LMS (Blackboard).
- Developed and delivered hands-on technology instruction classes to librarians, library staff, and faculty on a variety of topics including Voyager, mobile technology, eReaders, social media, and End Note software.
- Collected and analyzed feedback from stakeholders, including students, faculty, and staff for enhancing the library technology-related programs and services to ensure service quality.
- Participated in campus committees and represented Library and OIRT issues, ideas and concerns.
- Professionally active in regional library and technology organizations; delivered poster sessions and other presentations, and brought visibility to the FDU Libraries.
- Fairleigh Dickinson University Campus Committees
  - o Institutional Review Board (IRB) 2008 – 2010
  - o Library Management Committee, Member, 2010 – 2011

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NATIONAL NETWORK OF LIBRARIES OF MEDICINE (NN/LM),   January 2003 – August 2006
MIDDLE ATLANTIC REGION (MAR), NEW YORK ACADEMY OF MEDICINE,
New York, New York
Coordinated by the National Library of Medicine, the NN/LM is a network of health science libraries and information centers located throughout the United States.
Technology Programs Manager
- Worked with NN/LM network members in Delaware, New Jersey, New York and Pennsylvania in addressing technological access to online health information.
- Managed the NN/LM MAR website and launched its first blog.
- Provided hands-on training to members on the use of online library resources including Medline Plus, PubMed, and LinkOut in English and Spanish.
- Developed and delivered hands-on training in the use of mobile and wireless devices for conducting medical research.
- Represented the National Library of Medicine at regional and national medical and library conferences.
- Professionally active in the Medical Library Association (MLA), HSLANJ (Health Science Library Association of New Jersey), and the NY-NJ MLA Chapter; presented at conferences and brought visibility to the Regional Library and to the National Library of Medicine.
- Collaborated with Technology Program Managers in other regional offices on national technology and website issues and programs.

BOND TECHNOLOGIES, INC.,   April 1993 – October 2002
New York, New York
A medium-sized international technology consulting firm.
Training and Information Technology Manager
- Initiated and managed formal worldwide corporate training and mentoring programs.
- Developed and delivered classroom training and documentation for internal and external clients.
- Provided technology consulting services within a wide variety of industries including the finance, insurance, legal and manufacturing industries.
- Managed teams of consultants on project-based work.
- Developed and managed detailed and complex project plans.
- Developed and implemented groupware applications and managed email and messaging servers.

PRICE WATERHOUSE, LLP,   November 1990 – April 1993
New York, New York
Technical Services Librarian
- Cataloged library materials for the National Information Center.
- Managed the online catalog and other electronic resources for the National Information Center and its branch libraries across the United States.
- Developed and managed the worldwide corporate *Competitive Intelligence* database and S*peakers Reference Bureau* in Lotus Notes.
- Trained library staff in New York and other Price Waterhouse locations in the use of library software and Lotus Notes groupware.
- Professionally active in the Special Library Association; presented at conferences and brought visibility to the Library and to the Firm.

OTHER RELEVANT EXPERIENCE
- Young Adult and Reference Librarian, New York Public Library, 1987-1990
- Graduate Assistant, Technical Services, Rutgers University Libraries, 1986-1987

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PROFESSIONAL SERVICE

- Let's Circulate Access Services Special Interest Group
  - 2017 Meeting Co-Convener
  - 2015 Meeting Co-Convener
  - 2014 Meeting Co-Convener
  - Manage the circNJ-l listserv for Access Services and ILL staff in New Jersey.
- LibraryLinkNJ Technology Advisory Group, Member, 2011 – 2014
- New Jersey Library Association (NJLA)
  - Academic Representative to the Executive Board, 2013 – 2016
  - Nominations and Elections Committee, Member, 2013 – 2014
- NJLA College and University Section / Association of College and Research Libraries (ACRL) NJ Chapter
  - NJLA Executive Board Liaison, 2013 – 2016
  - President, 2012 – 2013
  - Past President, 2013-2014
  - Marketing and Communication Committee, Member, 2011 – 2017
  - Website Liaison, 2013 – 2017
  - Technology Committee, Member and Former Committee Chair, 2008 – 2012
- Virtual Academic Library Environment of NJ (VALE)
  - Resource Sharing Committee, Member, 2011 – 2015
  - Digital Media Committee, Member, 2007 – 2011
  - Conference Committee, Co-Chair, 2012 – 2013
  - Open Source Steering Committee, Member, 2011 – 2013
  - Website Committee, Member and Former Committee Chair, 2008 – 2012

SELECTED TEACHING EXPERIENCES

- *PubMed in Your Pocket: Medical Research at Your Fingertips*, a workshop held at the Wireless Medicine conference in Wilmington, DE on April 30, 2004, and at UMDNJ's Smith Library, Newark, NJ, on August 4, 2005.
- *Research Simplified Using EndNote,* a series of workshops for librarians and faculty at Fairleigh Dickinson University, posted on SlideShare on April 9, 2009: https://www.slideshare.net/denoshea/research-simplified-using-endnote
- *Getting Started with the Kindle Fire,* a two part workshop offered through the Montclair Adult School, October 2012.
- *Sprague Library Mobile Apps and Websites,* a series of workshops, part of the CHSS Emerging & Instructional Technology seminars (2012-2013), also presented at the MSU Annual Summer Institute for Online Teaching and Learning (2013), at a meeting of the Academic Technology Committee (April 8, 2013), and at the CHSS Summer Tech Advance (August 22, 2013). http://tti.montclair.edu/instructionaldesign/faculty_dev_pres2013.html
- *Disaster Communication*, an online class with University of Wisconsin in Madison, School of Library and Information Studies, *Get Your Ducks in a Row: Disaster Planning for Librarians* (April 2014). http://www.slis.wisc.edu/continueed-DisasterPlanning.htm

- *Transition to OCLC WMS for Sprague Library Staff,* a series of hands-on workshops, conducted as part of the migration from the Sirsi ILS to OCLC (August 2014). http://montclair.libguides.com/c.php?g=297224&p=1981636

PUBLICATIONS

O'Shea, D. (2005). "MEDLINE Database on Tap: Medical Research at Your Fingertips". In *Journal of Electronic Resources in Medical Librarie*s, Vol. 2(4).

O'Shea, D. (2011). Retooling the CUS website with Drupal. *New Jersey Libraries Newsletter*, 9(3), 8-9.

O'Shea, D. (2012) A review of "The Medical Library Association's Master Guide to Authoritative Resources in the Health Sciences", *Journal of Electronic Resources Librarianship*,24:3, 253-254, DOI: 10.1080/1941126X.2012.706163

O'Shea, D. (2012) A review of "Location-Aware Services & QR Codes For Libraries", *Journal of Electronic Resources Librarianship,* 24:4, 334-335, DOI:10.1080/1941126X.2012.732858

O'Shea, D. (2012). CUS, NJLA and ACRL – perfect together! *NJLA College & University Section/ACRL-NJ Chapter Newsletter*, Fall 2012, 1.

O'Shea, D. (2012). From the President column. *NJLA College & University Section/ACRL-NJ Chapter Newsletter*, Fall 2012, 2.

O'Shea, D. (2013). *2013 NJLA Conference Newsletter*.

O'Shea, D. (2013). From the President column. *NJLA College & University Section/ACRL-NJ Chapter Newsletter*, Spring 2013, 2.

O'Shea (2013) A review of "Screencasting for Libraries", *Journal of Electronic Resources Librarianship*, 25:2, 163-164, DOI: 10.1080/1941126X.2013.785306

O'Shea, D. (2013). VALE annual conference: demonstrating value for every attendee. NJLA College & University Section/ACRL-NJ Chapter Newsletter, Spring 2013, 5-6.

O'Shea, D., & Sewell, B. (2015). Let's circulate: a report on the 1st annual New Jersey access services meeting. *Journal of Access Services*, 12(1/2), 14-20. doi:10.1080/15367967.2015.972763

O'Shea, D. *Disaster Communication* in Mallery, M. (2015). Technology disaster response and recovery planning : A LITA guide (LITA guide; LITA guides). Chicago: ALA TechSource, An imprint of the American Library Association.

O'Shea, D. (2016). A review of "Makerspaces: A Practical Guide for Librarians". *Journal of Electronic Resources Librarianship*, *28*(1), 61. doi:10.1080/1941126X.2016.1131076

O'Shea, D. (2016). A review of "The Complete Guide to Using Google in Libraries, Vols. 1 and 2". *Journal Of Electronic Resources Librarianship*, *28*(4), 299-300. doi:10.1080/1941126X.2016.1243899

POSTER SESSIONS AND PRESENTATIONS

O'Shea (Whitmire), D. and Dilno, D. (1992, June). "Lotus Notes and Quality Competitive Intelligence". In Professional Papers from the 83rd Annual Conference of the Special Libraries Association held in San Francisco, CA, June 6-11, 1992, 139-147. Washington, DC: Special Libraries

O'Shea, D. (2005, April). *NLM in Your Pocket…WISER*, a presentation at the Harnessing Information Technology for Public Health conference, held at New York Medical College, School of Public Health, in Valhalla, NY.

O'Shea, D. (2007, April) "Google or PubMed: Which is Better for Medical Research?" presentation given during National Library Week at New York Metropolitan Hospital in Brooklyn, NY.

O'Shea, D. (2008) "Blogging, RSS & Academic Libraries: Applications and Technology" presentation at the Annual NJLA conference in Long Branch, NJ.

O'Shea, D. (2009, December) "E-book Readers in Libraries" presentation at Metro, the Metropolitan NY Library Resources Council, in New York, NY.

O'Shea, D. and Kelley, C. (2010, April). "The FDU Library E-book Reader Pilot Program" presentation at the NJEdge meeting held at Fairleigh Dickinson University, in Florham Park, NJ.

O'Shea, D. (2010, October). "Using Social Media and Other Web Tools to Promote Reference Services" presentation at the NJLA Adult Services Forum NJLA, in Manalapan, NJ.

O'Shea, D. (2010, November). "Using iPads and eReaders to Expand Library Services" e-Poster at the annual NJEdge conference in Plainsboro, NJ.

O'Shea, D., Hoang, A, & Lo, M. (2011, January). "Strengthening Connections via the VALE Drupal Website" joint presentation at the VALE Users Conference in Piscataway, NJ.

O'Shea, D. & Petrozzello, L., (2012, January). *BookScan station at the library: a fast and easy scanning solution.* Poster session presented at the VALE Users' Conference, Piscataway, NJ.

Cooke, N. & O'Shea, D. MSU (2012, April). *Harnessing your personal connections: building a personal learning network.* Presentation at the meeting of the New Jersey Library Association, Atlantic City, NJ.

O'Shea, D. & Hofmann, M. (2012, April). *Retooling the CUS Website with Drupal.* Presentation at the meeting of the New Jersey Library Association, Atlantic City, NJ.

O'Shea, D. (2012, June) *Strengthening your library's community through social media.* Presentation at the SNRG (Sirsi Northeast Regional Group) 2012 conference, Montclair, NJ.

O'Shea, D., Petrozzello, L., & Wagner, V. (2013, January). *Moving beyond the circ desk*, Poster session presented at the VALE Users Conference, Piscataway, NJ.

Mallery, M., Hughes, K., & O'Shea, D. (2013, June). *Sirsi integration with a discovery tool*, Presentation at the SNRG (Sirsi Northeast Regional Group) conference, Radnor, PA.

O'Shea, D. & Sewell, B. (2014, June). *Let's circulate: a report of the 1st annual access services meeting*. Poster session presented at the meeting of the New Jersey Library Association, Atlantic City, NJ.

O'Shea, D. (2014, October). *Communication and disaster response.* Presentation at the Back in Circulation Again conference, Madison, WI.

POSTER SESSIONS AND PRESENTATIONS, Continued

O'Shea, D. (2015, January). *Pop Picks! (NJ FEAST2015).* Presentation at the VALE Users Conference, Piscataway, NJ.

O'Shea, D., Schmidt, G, Dalrymple, J., et.al. (2015, April). *Mock interview panel.* Panel discussion conducted at the meeting of the New Jersey Library Association, Long Branch, NJ.

O'Shea, D., Mallery, M., Erlandson, R., & Petrusa, J. (2015, June). *WMS workflows.* Panel discussion conducted at the meeting of the American Library Association, San Francisco, CA.

O'Shea, D. (2015, June). *Access services in the garden state. (FEAST 2015).* Presentation at the meeting of the American Library Association, San Francisco, CA.

Baird, C., Vincenti, W., Sweeper, D., Martinez, P. & O'Shea, D. (2015, July). *Weaving a seamless online library experience through usability testing and user research.* Poster session presented at the VALE Assessment Fair, Piscataway, NJ.

O'Shea, D. (2016, February). *Interview on Carpe Diem re: Pet Therapy program at Sprague Library.* https://www.youtube.com/watch?v=Smz9anKHMXw&feature=youtu.be

O'Shea, D., Hossain, K. (2017, January). *Become an Agent of Change in your Library Community: NJLA CUS/ACRL-NJ.* Poster session presented at the VALE Users Conference, Piscataway, NJ.

O'Shea, D., ACRL-NJ Marketing and Outreach Committee (2017, January). *Leading the Change and Changing the Way Users See Your Library: Academic Libraries as Marketing Agents.* Moderator for panel discussion at the VALE Users Conference, Piscataway, NJ.

O'Shea, D. & Haxhui, D. (2017, June). WMS Professional Development Day. Bergen Community College, Sidney Silverman Library, Paramus, NJ.

O'Shea, D., Powell, J., Ridenour, L. & Schwartz, N. (2017, September). *Course Reserves Best Practices Roundtable.* Panel discussion I chaired at the 2017 OCLC WMS Global Community + User Group Meeting 2017, Dublin, Ohio

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GRANTS, AWARDS AND HONORS

- Member, Alpha Epsilon Lambda, graduate student honor society at Montclair State University
- 2010-2011 Campus Recognition for Exceptional Service Award, Fairleigh Dickinson University, College at Florham
- Recipient of FY'14, FY'15 and FY'18 Career Development Awards, Montclair State University.
- 2016 OCLC award for active participation ("Superstar Contributor") in the OCLC Community Center
- 2017 Wayne Bond Graduate Achievement Award for excellence in the Public and Organizational Relations graduate program at Montclair State University.
- 2017 OCLC Community Collaborator award
- 2017 Distinguished Achievement in Access Services Award

VOLUNTEER WORK

- **MFEE Grant Liaison | Glenfield Middle School, Montclair, NJ, 2017 –**
    - Promote MFEE (Montclair Fund for Educational Excellence) Grants to middle school teachers.
    - Assist teachers with submitting grant applications.
    - Collaborate with Principal to review school objectives and priorities.
    - Review applications, provide feedback and recommendations to the MFEE on the grant application submissions.
- **Hillside School Chorus Liaison | Hillside Elementary School, Montclair, NJ 2014 – 2015**
    - Recruit, train, and supervise parent volunteers for the Spring and Winter concerts.
    - Solicit donations.
    - Sell ads for the concert programs.
    - Provide content to the program production artist.