

CAROLINE ROWE THOMPSON

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EDUCATION

University of West Florida, Pensacola, Florida. 1984-
Undergraduate courses in computer software, legal research, statistics, and literature;
six graduate courses in psychology; and three doctoral courses in education.

Florida State University, Tallahassee, Florida.
M.S. Library Science, 1983.

Florida State University, Tallahassee, Florida.
B.A. Art History, 1980

EXPERIENCE

December 2004-
Science Reference Librarian, John C. Pace Library, University of West Florida,
Pensacola, Florida

Participates in information literacy and library instruction efforts. Creates research guides on LibGuides and tutorials using Camtasia. Promotes service innovations including information commons, information literacy, web page redesign, and library as place (chaired Space Committee in 2010). Responsible for ordering resources and weeding the circulating and reference collections in the science and sports areas. Conducts reviews of journal and database subscriptions in science and sports to obtain the most relevant and supportive materials for programs in these disciplines.

Coordinator of Interlibrary Loans (2009-). Supervise interlibrary loan services, including leading and mentoring two information specialists. Implemented ILLiad and its subsequent upgrades. Implemented RAPID, OCLC's new electronic article delivery, Worldshare, and e-book short term loan services. Participates in UBORROW implementation, a statewide book delivery service.

Head of Department in rotating position (2004-2009 and Summer 2011). Led and mentored five professionals and four information specialists in the reference department. Represented the reference department at library and university meetings.

Hired, supervised, and evaluated full time employees. Reviewed and updated job assignments and descriptions. Provided overall coordination for Interlibrary Loans, Government Documents, Reference Collection Development, and Community Resources.

Coordinated reference public services and service desk scheduling. Provided reference assistance, maintained statistics, and implemented reference technology.

Database Coordinator (2004-2009 and 2011-)

Created and maintained the online database list using federated searching software (Metalib) in 2004 and LibGuides in 2011.

Assisted Serials Librarian with establishing database trials and maintaining access to all library databases.

October 1999-December 2004

Head, Circulation Department. John C. Pace Library, University of West Florida, Pensacola, Florida

Supervised a department of seven library technical assistants and several student assistants. Hired, supervised, and evaluated full-time employees. Reviewed and updated personnel job descriptions and task statements. Coordinated policies and procedures. Coordinated shared functions with appropriate departments.

Coordinated circulation operations of the main library with Curriculum Materials Library, Fort Walton Beach Campus Library, Instructional Media Center, and the Music Department.

Acted as UWF Circulation Liaison with FCLA to coordinate, test, and implement enhancements to the system. In 2004, coordinated the circulation module implementation of Ex Libris/ALEPH.

Provided directional and referral services to patrons. Assisted patrons with instructional services in the use of library access tools, including the online catalog.

Recommended additions and withdrawals for reserve and main library book stack titles based on usage and condition; served on the Collection Development Committee

Coordinated collection maintenance in main library book stacks and reserve areas.

February 1985 - October 1999

Social Science Reference Librarian. John C. Pace Library, University of West Florida, Pensacola

Provided reference assistance to students, faculty, staff, and other library patrons. Taught library instruction classes including general orientations, subject area presentations, workshops, and individual research consultations. Taught a

library workbook in Social Work. Developed the Reference Collection in the social science subject areas and in assigned areas of the government documents collection. Created in-house publications including bibliographies, point of use instructions, and study guides.

Head of the Reference Department (1996-1999).

Three year rotating position responsible for planning, scheduling, budgeting, supervising librarians and staff, and representing department to the library and university administration.

Coordinator of the Library Homepage (1996- 2000).

Coordinated the development and maintenance of the library's web page (<http://library.uwf.edu>). Created web pages for the social science areas of the Electronic Library Initiative (Eli), which involved integrating print and electronic resources into virtual libraries.

Coordinator of the Interlibrary Loan Unit (1992-1996).

Supervised two support staff personnel in the Interlibrary Loan Unit of the Reference Department. Initiated document delivery service, developed policy and procedure manuals, and redesigned work flows within the unit.

Coordinator of the Bibliographic Instruction Program (1985-1992).

Coordinated the four step library instruction program which involved scheduling classes, coordinating the instruction activities of reference colleagues, and publicizing the instruction program.

SKILLS

Camtasia, ILLiad, UBorrow, MetaLIB, HTML, DreamWeaver, Dialog, Datastar, Library Management Systems (CLSI, WebLUIIS, Ex Libris), Classroom Management Software (Web CT, Prometheus ,Desire2Learn), OCLC, Lexis-Nexis, Westlaw, Microsoft Office Suite, JAWS and other special needs software.

PUBLICATIONS

Thompson, C and Hoyt, R., Online Medical Resources (ch. 13) and Search Engines (ch. 14) *in* Medical Informatics: Practical Guide for the Healthcare Professional. 3rd Edition. Lulu Press, 2013.

Shroyer, A. & Rowe, C. (1999). Psychology journal content on the Internet: A case study in availability, Behavioral and Social Sciences Librarian,18, 21-32.

Rowe, C. E. (1994). Modern library instruction: Levels, media, trends, and problems, Research Strategies,12, 4-17.

Rowe, C. E. (1991). Individual research consultations: A safety net for patrons and librarians, Southeastern Librarian 41, 5-6.

PROFESSIONAL AFFILIATIONS

American Library Association
Florida Library Association
Gamma Chapter of Beta Phi Mu
Gulfcoast Online and Automated Libraries, Secretary/Treasurer 1985-1986, Vice President/President Elect 1986, President 1987-1988

SERVICE

University Service

Member, Provost/Vice President for Academic Affairs Search Committee, 1985; 2003-2004
Faculty Senate, 1988-1991, 2002-2003
Lower Division Committee, 1992 -1994
Womens' Studies Advisory Committee, 1993-2005
Honors Advisory Committee and Honors Librarian, 1994-2000
Council on General Studies, 1994-1996
Instructional Technology Committee, 1998-1999
Facilitator, Diversity Training 1999-2005
Member, University Planning Council, IT Committee 1999-2001
Reasonable Access Task Force, 2001-2004
Chair, Dean of Libraries Search Committee, 2009
Member, Dean of Libraries Search Committee, 2007
Member, Vice President of Diversity and International Programs Search Committee, 2009
SACS QEP Committee, 2003-2007
Scholarly and Creative Activities Committee, 2006-2012
Web Advisory Group, 2005-

Library Committees

Humanities Reference Librarian Search Committee, 1985
Chairperson, Library Faculty Council, 1986-1987, 2002-2003
Member, Library Faculty Council, 1985-
Collection Development Committee, 1988-1991; 1999-
Co-Chair, Electronic Collection Development Committee, 1995-1999; 2004-2009
Chair, Document Delivery Committee, 1993-1994
Member, Associate Director of Libraries Search Committee, 1989
Chair, Library Faculty Evaluation Committee, 1991
Chair, Reference Librarian Search Committee, 1993-1994;1999-2000;2005-2006, 2012; 2014
Chair, Serials Department Head Search Committee, 2004
Chair, Interlibrary Loan Assistant Search Committee, 2008
Statewide Committee on WebLUIS OPAC, 1995-1999
Coordinator, Library Homepage Committee, 1996-2000
Political Science Faculty Search Committee, 2000
Statewide Circulation Committee, 1999-2005; 2009-2014
Chair, Library Faculty Council Promotion Committee, 2001, 2006
Chair, Library Space Committee 2010

Chair, Task Force on Book Ordering, 2014
Secretary, Library Faculty Council, 2001, 2011
FCLA Circulation Services Subcommittee, 1999-2004
FCLA ILL Services Subcommittee 1992-1996
FCLA Public Services Planning Committee, 2004-2009
FCLA Access Services Subcommittee 2009-2012
FCLA UBorrow Implementation Team 2009-
SUL Resource Sharing Committee 2013-