

Shana Higgins
Curriculum Vitae - Fall 2022

EDUCATION

EdD, Leadership for Educational Justice, Higher Education emphasis, University of Redlands, expected 2023

MLS, Library Science, Indiana University, Bloomington, 2006.

MA, Latin American and Caribbean Studies, Indiana University, Bloomington, 2006.

AB, English, Literature concentration, Film Studies minor, University of California, Davis, 2002.

PROFESSIONAL EXPERIENCE

California State University, San Bernardino

May 2022 - present

Access Services Librarian

- Oversee Access Services operations and personnel management at Pfau Library, and coordinate with the Pfau Library Multimedia Center, Pfau Library IT, and the Helene A. Hixon Information Resource Center at the Palm Desert Campus to fulfill corresponding services.
- Liaise with relevant campus units regarding access, facilities, and safety.
- Collaboratively resolve problems, and assess and revise policies and processes.
- As a library faculty member, provide critical information literacy and library research instruction, reference and research consultation services, and collection development in assigned subject areas.
- As a faculty member, engage in scholarship and professional and community service.

University of Redlands – Redlands, CA

July 2006 – May 2022

Appointed Assistant Librarian, 2006; promoted to Associate Librarian, 2012; promoted to Librarian, 2018

Director of the Library and Learning Commons

April 2021 – May 2022

- Oversaw operations of the Armacost Library, including budget and personnel management.
- Participated as a member of the Provost's leadership team.
- Built sustainable staff infrastructure in the library, creating a leadership team and establishing clearly articulated areas of responsibility for faculty, staff, and work-study students.
- Liaised with Graduate Theological Union Library and Marin Graduate School of Theology branch librarian.
- Collaborated with staff and administrators in ITS, Facilities Management, Office of Career & Professional Development, and other Learning Commons partners to build and review facilities, programs, and services.
- Participated in foundation and sponsored research grant opportunities.
- Led fund and friend raising in collaboration with University Advancement.
- In conjunction with University's Director of Assessment, coordinated initial planning and development of a program review of Armacost Library.

Interdisciplinary & Area Studies Librarian

July 2006 – May 2022

- Subject liaison for Asian Studies, Latin American Studies, Native American Studies, Race and Ethnic Studies, Sociology & Anthropology, Media & Visual Culture Studies, and Women's, Gender, and Sexuality Studies.
- Served on the program advisories of Latin American Studies; Media & Visual Culture Studies; and Women's, Gender, & Sexuality Studies programs.
- In collaboration with disciplinary faculty, developed information literacy and library research learning opportunities for students, assessed student learning, and used feedback and assessment results to improve instruction and student learning.
- Developed, managed, and assessed collections in subject areas.
- Managed book and media funds for subject areas; collaboratively made decisions on continuing resources budget.
- Recruited content for institutional repository.
- Assisted University of Redlands students, faculty, staff, and the general public at Armacost Library by appointment and during reference and research consultation hours (in-person, chat, various virtual conferencing platforms).

Associate Director of the Library for Public Services

July 2020 – April 2021

- Oversaw operations, programs, and services in Access Services (circulation, course reserves, interlibrary loan, stacks maintenance, building maintenance), Instruction, and Reference and Research Support.
- Assisted Associate Provost & Director of the Library and Learning Commons in strategic planning, budget decisions, policy decision-making, and personnel management.
- Directly supervised Access Services staff members, convened, and facilitated Access Services biweekly meetings.
- Led Access Services team in systems migration from ILLiad to Tipasa for interlibrary loan operations, cross-training staff and collaboratively making policy decisions.
- Coordinated Library's access, reference, and instructional continuity efforts, 2020-2021.
- Coordinated renovation of the Library's classroom facilities.

Access Services and Library Instruction Coordinator

July 2019 - June 2020

- Oversaw operations, programs, and services in Access Services (circulation, course reserves, interlibrary loan, stacks maintenance, building maintenance) and Library Instruction Program.

Interim Library Director

January 2017 - May 2019

- Oversaw operations of the Armacost Library, including budget and personnel management.
- Participated as a member of the Provost's leadership team.
- Provided continuity for implementing a three-year strategic plan, including space renovation planning, migrating to a new integrated library system (ILS), and growing an institutional repository.
- Facilitated a Library Advisory group composed of faculty, administrators and staff, and students.
- Maintained staff infrastructure in the library and articulated areas of responsibility for faculty, staff, and work-study students.
- Developed in collaboration [Community Agreements](#), reciprocal commitments to equitable and inclusive spaces and services.

Interim Library Co-Director

May 2016 - December 2016

- Shared responsibility with co-directors for operations for Armacost Library, including budget and personnel management.
- Provided continuity for implementing a three-year strategic plan, including space renovation planning, migrating to a new integrated library system (ILS), and growing an institutional repository.
- Facilitated a Library Advisory group comprised of faculty, administrators and staff, and students.

Library Instruction Coordinator

July 2006 – June 2020

- Coordinated Armacost Library's information literacy and library research instruction program, in which all librarians participate (7-9 librarians).
- Planned, coordinated, and collaboratively produced analyses of assessment of library instruction program in relation to impact on student learning. Including University of Redlands's ACRL's *Assessment in Action* project (<http://library.redlands.edu/assess>).
- Developed, in coordination with librarians and other disciplinary faculty, values- and outcomes-driven instruction and learning objects.
- Served on the General Education Working Group, College of Arts & Sciences, producing new undergraduate curriculum that included information & media literacy requirements.
- Designed, presented, and facilitated faculty workshops on pedagogy and teaching strategies for information literacy, copyright and fair use, and various online tools.
- Designed, presented, and facilitated professional development opportunities on pedagogy, instructional design, and assessment for librarians.
- Co-designed and co-taught a for-credit, semester-long information studies course that contributes to the general education curriculum by fulfilling the IML and researched writing (WR) requirements.
- Managed the Library's classroom facilities; and developed classroom use policy.
- Led implementation of LibGuides, developed templates for course and subject guides.
- Developed an annual Armacost Library Undergraduate Research Award (ALURA).
- Developed student-staffed peer reference services, elements of which have been incorporated into our one-desk service (circulation, basic reference, and research consultation referral).
- Campus liaison for participation in *Project Information Literacy's* "Lifelong Learning Study."

AWARDS & DISTINCTIONS**PUBLICATIONS****Book**

Gregory, Lua and Shana Higgins, eds. *Information Literacy and Social Justice: Radical Professional Praxis*. Duluth, MN: Library Juice Press, 2013.

Articles, Chapters, and Proceedings

Gregory, Lua and Shana Higgins. "Information Studies for Social Justice: An Undergraduate Course." In *The Critical Librarianship and Pedagogy Symposium: An Anthology of Works*, edited by Yvonne D. Mery and Anthony R. Sanchez. Chicago, IL: Association of College & Research Libraries, (forthcoming).

Higgins, Shana. "Situating Service: Care and Equity in Academic Libraries." In *Deconstructing Service in Libraries: Intersections of Identities and Expectations*, edited by Veronica Arellano Douglas and Joanna Gadsby. Sacramento, CA: Library Juice Press, 2020.

Gregory, Lua and Shana Higgins. "In Resistance to a Capitalist Past: Emerging Qualities of Critical Librarianship." In *The Politics of Theory and the Practice of Librarianship*, edited by Karen Nicholson and Maura Seale. Sacramento, CA: Library Juice Press, 2018.

Higgins, Shana. "Embracing the Feminization of Librarianship." In *Feminists Among Us: Resistance and Advocacy in Library Leadership*, edited by Shirley Lew and Baharak Yousefi. Sacramento, CA: Library Juice Press, 2017.

Gregory, Lua and Shana Higgins. "Critical Information Literacy in Practice: A Review Essay." *Communications in Information Literacy*, 11.2 (2017). doi: 10.15760/comminfolit.2017.11.2.10.

Gregory, Lua and Shana Higgins. "Reorienting an Information Literacy Program Toward Social Justice: Mapping the Core Values of Librarianship to the ACRL Framework." *Communications in Information Literacy*, 11.1 (2017). doi : 10.15760/comminfolit.2017.11.1.46.

Battista, Andrew, Dave Ellenwood, Lua Gregory, Yasmin Sarkar Harker, Shana Higgins, & Jeff Lilburn. "Seeking Social Justice in the ACRL Framework." *Communications in Information Literacy*, 9.2 (2015): 111-125. doi : 10.15760/comminfolit.2015.9.2.188.

Gregory, Lua and Shana Higgins. "Forces of Oppression in the Information Landscape: Free Speech and Censorship in the United States." In *Information Literacy and Social Justice: Radical Professional Praxis*. Duluth, MN: Library Juice Press, 2013.

Higgins, Shana. "Feminist Publishing." *College and Research Libraries News* 69.8 (2008): 456-457.

Higgins, Shana. "Afro-Latinas/os: An Annotated Guide for Collection Building." *Reference & User Services Quarterly* 47.1 (2007): 10-15.

Book Reviews

Higgins, Shana. Review of *Feeling Women's Liberation* (2013) by Victoria Hesford. *Feminist Collections: A Quarterly of Women's Studies Resources* 37.4 (2016): 10-11.

Higgins, Shana. Review of *The Ashgate Research Companion to Queer Theory* (2009) eds. Noreen Giffney and Michael O'Rourke. *Feminist Collections: A Quarterly of Women's Studies Resources* 32.1 (2011).

Higgins, Shana. Review of *The Dictionary of Homophobia: A Global History of Gay & Lesbian Experience* (2008) by Louis-Georges Tin. Trans. by Marek Redburn. *Feminist Collections: A Quarterly of Women's Studies Resources* 30.2 (2009): 21-22.

Higgins, Shana. Review of *Modern Blackness: Nationalism, Globalization, and the Politics of Culture in Jamaica* (2004) by Deborah A. Thomas. *Ethnic & Racial Studies* 29.4 (2006): 756-758.

PRESENTATIONS (Selective list)

Invited Presentations and Workshops

"Library Work Through a Feminist Lens." Invited panelist for *Women in Information: Women's Heritage Month Free Symposium*, San Jose State University School of Information, March 22, 2022.

<https://ischool.sjsu.edu/webcasts/women-information>

"Information Literacy and Social Justice: Revisiting Our Professional Core Values." With Lua Gregory. Invited keynote speakers for *Building a Teaching Community, 4th Annual Summer Retreat for Librarians*, Chapman University-Leatherby Libraries, Orange, CA, July 11, 2014.

"Learning Activities: The Application of Learning Theories and Backward Instructional Design." With Lua Gregory. *SCIL/IE LEADS Library Instruction 101*, University of California, Riverside, November 22, 2013.

Peer Reviewed Presentations

"F is for Feminism: Mainstreaming Feminist Leadership in Academic Libraries." Association of College & Research Libraries, Pittsburgh, PA, March 15-18, 2023.

"Realizing Praxis in the Classroom." With Lua Gregory. Critical Librarianship & Pedagogy Symposium, Tucson, AZ, November 2-4, 2022.

"Decentering Policies." Engaging in Practice session, California and Academic Research Libraries Virtual Conference, June 4-5, 2020.

"Information Literacy for Social Justice: Three Years of Teaching Data." With Lua Gregory. Poster presentation, IFLA 86th World Library and Information Congress (WLIC) . Dublin, Ireland, August 15-21, 2020 [Cancelled due to pandemic].

"Resisting Capitalist and Neoliberal Conceptions of Information Literacy." With Lua Gregory. Facilitated Roundtable session, Critical Librarianship & Pedagogy Symposium, Tucson, AZ, November 14-16, 2018.

"Mapping Our Values Across the Curriculum: A Social Justice Oriented Program at a Liberal Arts University." With Lua Gregory. Poster presentation, European Conference on Information Literacy. Prague, Czech Republic, October 10-13, 2016.

"Embracing the Feminization of Librarianship." Paper presented, *Gender and Sexuality in Information Studies Colloquium*. Simon Fraser University, Vancouver, British Columbia, April 23, 2016.

"We've Only Just Begun: Determining the Value of Information Literacy Instruction in the First Year." Panel session, Association of College & Research Libraries Conference, Portland, OR, March 25-28, 2015.

"Information Literacy and First-year Students: What Do They Know, What Do They Learn, and What Do We Learn?" With Lua Gregory. Presentation for the European Conference on Information Literacy, Dubrovnik, Croatia, October, 2014.

Panel on Assessing Core Competencies in General Education. WASC Academic Resource Conference, Los Angeles, CA, April 23-25, 2014.

"Activism as Leadership: Lessons from Occupy Library Workers." With Lua Gregory. Presentation for the California and Academic Research Libraries Conference, San Jose, CA, April 4-6, 2014.

"Critical Information Literacy: Using Social Justice Pedagogy to Deconstruct Power Structures." With Lua Gregory. Presentation for the European Conference on Information Literacy, Istanbul, Turkey, October 21-25, 2013.

"Sharing the Stage: Theatre Arts and Information Literacy." With Victoria Lewis, PhD. Panel session, Association of Theatre in Higher Education Conference, Los Angeles, California, August 3-6, 2010.

"Hollywood's Native Encounters: Representations of Latin America's Indigenous Peoples in U.S. Mainstream Cinema." Paper presentation, Seminar on the Acquisition of Latin American Library Materials, New Orleans, Louisiana, May 30-June 3, 2008.

"Family Ties: Ruth Behar's *Adio Kerida* (2002) and Juan Carlos Zaldívar's *90 Miles* (2001)." Paper presentation, Latin American Studies Association Congress, Montreal, Quebec, September 5-8, 2007.

"Constructing the (Post) Colonial Nation: *Mi Puerto Rico* (1995) and *Brincando El Charco: Portrait of a Puerto Rican* (1994)." Paper presentation, Society for Cinema and Media Studies Conference, Chicago, Illinois, March 8-11, 2007.

Campus Presentations

Panelist, "Digital Humanities Forum with Distinguished Faculty Fellow Dr. Edward L. Ayers, University of Redlands, February 9, 2016.

"Gender, Creativity, and Change: A Multidisciplinary Seminar." With Kathleen Feeley, Dorene Isenberg, Victoria Lewis, Jennifer Nelson, and Pauline Reynolds. *Faculty Forum*, University of Redlands, October 2015.

"Studying Students, Transforming Libraries." With Sanjeet Mann. *Faculty Forum*, University of Redlands, March 2012

Referee/Reviewer

In the Library with a Lead Pipe; *Journal of Radical Librarianship*; *Library Trends*; WAC Clearinghouse, *Perspectives on Writing Series*

AWARDS/GRANTS

Director, "Developing Capacity to Adapt and Create Accessible, Inclusive, Culturally-relevant Open Educational Resources (OER) at a Liberal Arts University," IMLS American Rescue Plan Grant, Institute of Museum and Library Services [June 2021, submitted for review. Not funded.]

Faculty Research Grant, University of Redlands, 2018-2019

Outstanding Faculty Award for Research/Creative Activity, University of Redlands, 2018

Multidisciplinary Faculty Seminar Grant: "Mapping Outside the Lines: Gender & Disciplinarity in GIS,"
Office of the Provost, Academic Affairs, 2017-2018

Co-Director, "Re-drawing the Map of (World) Religion," Undergraduate Department Grant, Wabash
Center for Teaching & Learning in Religion & Theology, 2016-2017 (\$30,000)

Multidisciplinary Faculty Seminar Grant: "Gender, Creativity, and Change," Office of the Provost,
Academic Affairs, 2014-2015

Faculty Research Grant, University of Redlands, 2008-2009

PROFESSIONAL DEVELOPMENT (Selective list)

Recruiting and Retaining Librarians from Underrepresented Minoritized Groups, Library Juice Academy,
Tarida Anantachai, Twanna Hodge (Instructors), March 2022

EUREKA Diversity Certificate Program, September – November 2015

Project Team Leader, Assessment in Action Program, Association of College and Research Libraries
(ACRL), 2013-2014

Mentee, Leadership Mentoring Program, Library Leadership and Management Association (LLAMA),
American Library Association (ALA), 2011-2012

Teacher Track, Institute for Information Literacy Immersion Program, Association of College and Research
Libraries (ACRL), San Diego, California, July 27-31, 2008

Writing Across the Curriculum Workshop, University of Redlands, Fall 2007

COURSES (credit-bearing, does not include "one-shot" information literacy and research instruction)

Social Justice in Information Studies (LIB 201), co-instructor with Lua Gregory, University of Redlands,
Spring 2020

Nuestra America: Latinidades in the Americas (FS-10), University of Redlands, Fall 2019

Information is Power: Hacktivists, Watchdogs, and Whistleblowers (FS-33), co-instructor with Lua
Gregory, University of Redlands, Fall 2018

Re-drawing the Map of (World) Religions (<http://library.redlands.edu/redrawmap>),
co-facilitator/instructor with Dr. Lillian Larsen, University of Redlands, Spring 2016-Spring 2017

Introduction to Latin American Cinema (LAST 220), University of Redlands, Fall 2013

Bleep!: Free Speech and Censorship in the United States (FS-23), co-instructor with Lua Gregory,
University of Redlands, Fall 2010

PROFESSIONAL SERVICE

California State University, San Bernardino

Pfau Library

Member, Space Planning Advisory Committee (SPAC), 2022-

University of Redlands

University

Faculty Review Committee, 2020-2021 [elected]

Faculty Review Committee, 2014-2016 [elected]

Chair, 2015-2016

Ex Officio Member, Committee on Academic Planning and Standards (CAPS), 2010- 2011 [Library Director Designee], 2017-2018 [Interim Library Director], 2021- 2022 [Library Director]

Assessment Leadership Group, 2008-2010

College of Arts & Sciences

Women, Gender, and Sexuality Studies Program Advisory, 2015-2021

Information & Media Literacy Embedded Experience Task Force (subcommittee of General Education Revision Oversight Committee), 2013-2015

Writing Across the Curriculum Advisory Committee, 2013-2015

Officer-at-Large/Vice-President/President, Phi Beta Kappa, Xi Chapter, 2011-2014

General Education Revision Working Group, College of Arts & Sciences, 2011-2013

Media & Visual Culture Program Advisory, 2011-2017

Faculty Mentor, Students Together Empowering Peers (STEP, formally known as PUEDE), 2010-2015

College of Arts & Sciences Curriculum Committee, 2007-2009 [elected]

Latin American Studies Faculty Search Committee, 2007-2008

Latin American Studies Program Advisory, 2006-2022

Armacost Library

Member, Wayfinding Working Group, 2019

Chair, Search Committee for Scholarly Communications Librarian, 2016-2017

Member, Search Committee for Library Director, 2010-2011

Chair, Selection Committee, Armacost Library Undergraduate Research Award, 2009-2014

Member, Search Committee for Technical Services Librarian, 2009

Member, Search Committee for Library Director, 2008-2009

Member, Search Committee for Off-Campus Services Librarian, 2008

Member, Search Committee for Administrative Assistant, 2008

Regional

Chair, Program Planning Committee [appointed], California Academic & Research Libraries Conference 2016, 2015-2016

Southern Vice-President/Senior Vice-President/President/Past-President, California Academic & Research Libraries, 2013-2017 [elected]

Southern Campus Liaison [appointed] & Private Institutions Director-at-Large [elected], California Academic & Research Libraries (CARL), 2009-2011, 2011-2013

National

Member, Equity, Diversity, and Inclusion (EDI) Assembly, American Library Association, 2022-2024

Member, Conference Planning Committee, LOEX 2021 Conference (virtual), 2020-2021
Secretary, Women's & Gender Studies Section, Association of College & Research Libraries, 2012-2013
Member, Communication Committee, Instruction Section, Association of College & Research Libraries,
2010-2012
Intern, Professional Education Committee, Instruction Section, Association of College & Research
Libraries, 2009-2010
Membership Committee, Library Instruction Roundtable, American Library Association
Member, 2008-2009
Co-Chair, 2009-2011
Editor of Mass Media and Film & Television lists, Women's Studies Section Core Books Database,
Association of Academic & Research Libraries, 2006-2013