

DEBORAH TURNER

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RESEARCH INTERESTS

Leadership/management of information institutions. Knowledge management.

EDUCATION

PhD—University of Washington 2004-Present
MILS—University of Michigan 1994
BA—University of California, Berkeley 1991
Major: English, Native American Studies emphasis

WORK EXPERIENCE

Adjunct Faculty, *Association of Research Libraries* 2002-Present
Facilitate in-person and online trainings for staff in libraries nationally and internationally.
Lead in creation and on-going modifications of conflict management workshop.

Head of Access Services, *University of California at Santa Cruz (UCSC)* 1998-2004
Directed five library units—managed staffing (one librarian, 21 library assistant, ~65 students), space, equipment, and technology; coordinated with branch library.
Actively served on senior management team and other campus, regional, and statewide committees.
Reported to the University Librarian.

Interim Head of Reference, *UCSC* 1997
Oversaw daily operations of Reference Unit.
Managed 4 librarians, 2 library assistants, and 4 students.

Acting Instruction Coordinator, *UCSC* 1994-1995
Coordinated Bibliographic Instruction.
Assessed, designed, delivered, and evaluated instruction services.
Collected and analyzed statistics.
Improved communication with faculty instructors.

Multicultural Outreach Coordinator/Reference Librarian, *UCSC* 1994-1998
Managed extensive outreach program aimed at increasing diverse students' effective use of services.
Provided instruction services; managed a complex Faculty Mentor Program coordinated with faculty, campus departments, and community agencies.
Provided recommendation on policies; updated University Librarian on relevant matters.

Additional experience

Head, Residence Hall Library, *Couzens Residence Hall, UM* 1994-1995
Reference/Research Assistant, *Harlan Hatcher Graduate Library and M-LINK, UM* 1992-1993
Library Intern, *Intergroup Relations and Conflict Project Library, UM* 1992-1993
Manuscript Assistant, *Clemens Library, UM* 1992-1993
Assistant Editor, *Mark Twain Project, The Bancroft Library, UCB* 1989-1991

PUBLICATIONS

Refereed Publications

- “Interlibrary lending special collections: A Test Run for the University of California,” with Kerry Scott. *Journal of Access Services*, volume 2(2), 2004:23-38. <http://www.hawthorne.com/web/JAS>
- “Tennis Anyone: A Case Study of Inaccurate Patron Referrals.” *Journal of Access Services*, volume 2(1), 2004:23-32. <http://www.hawthorne.com/web/JAS>

Collections

- “Countee Cullen.” In *Gay and Lesbian Literature*, Volume 2. T. and S. Pendergast. Detroit: Saint James Press, 1998.
- Slavens, T. P. *Sources of Information for Historical Research*. New York: Neal-Schuman, 1994.
- *Union Catalog of Letters to Clemens*, edited by Paul Matchless with the assistance of D. Turner. Berkeley, California: University of California Press, 1992.

Non-refereed Publications

- “ ‘Find subject affirmative action’: UC Santa Cruz Library reacts to policy changes.” *California Academic and Research Libraries Newsletter*, volume 18(3), September 1995: 13.

Book Reviews

- *Making Weight: Men’s Conflicts with Food, Weight, Shape, and Appearance*. By Arnold E. Andersen. (Carlsbad, CA: Gürze Books). In *Journal of Hospital Librarianship* 1(3): 97, 2001.
- Reviewer for “Women in Libraries: American Library Association Feminist Task Force Newsletter,” 1996-1999.
Titles reviewed include *Woman between Two Worlds: Portrait of an Ethiopian Leader* by Judith V. Olmstead (Urbana: University of Illinois Press, 1997) and *Across Boundaries: the Journal of a South African Woman Leader* by Mamphela Ramphele (New York: Feminist Press at the City University of New York, 1996).

Posters

- “A Different Frame for Reference: Using Reference Skills for Conflict Resolution.” Diversity: Building a Strategic Future Third National Conference on Diversity in Academic Libraries. Iowa City, Iowa, April 4-6, 2002.

PRESENTATIONS

Invited Talks

- “Cuban libraries,” University of San Francisco Speaker Series. (San Francisco, California). May 2001.
- “Focus on Cuba,” Santa Cruz Public Library Community Lecture (Santa Cruz, California). January 2001.
- “Bringing Your Whole Self to Work,” keynote. Annual UCSC Women at Work Retreat (San Juan Baptista, California). May 1998.
- Various, poetry. “In Celebration of the Muse,” Annual event (Santa Cruz, California). 1995-2003.

Conference and Workshop Presentations

- “The Centrality of the Library: views of Presidents and Provosts.” Association of College and Research Libraries 12th National Conference (Minneapolis, Minnesota), April 7-10, 2005.
- “Evolving Roles for [professional and support] Staff in Libraries.” 8,000 Libraries, One Voice. 105th Annual California Library Association Conference (Ontario, California), November 15-17, 2003.
- “Management strategies for the first year,” California State Library Transition Into Management Program (Sacramento, California), May 2000.
- “Reaching Underrepresented Population.” American Librarian Association Conference (New York, New York), June 1996.

Exhibits coordinated

- “Jazzin’ Up Our Roots” Exhibition, radio show talks, and reception. Sponsored by several campus departments and local businesses. McHenry Library, UCSC, spring 1996.
- “Mobile Muse,” Santa Cruz County Art Commission quarterly (juried) exhibitions of local artists work displayed on municipal transportation vehicles, Santa Cruz County Metro Transit District, 1998-2003.

CONTINUING EDUCATION

Invited Programs

- Fellow, Senior Fellows Program, Graduate School of Education & Information Studies, University of California, Los Angeles. September 1-21, 2003
- Participant, Leadership and Career Development Program, Association of Research Libraries. Mentored by Carla Stoffle, Dean of the University of Arizona Libraries, 2001-2002
- Participant, Conflict Mediator Training Programs, Conflict Resolution Center, Santa Cruz, California, 1996-1997
- Participant, Transition into Management, California State Libraries (Sacramento, California), 1995

Workshops and Courses Attended (selected)

- *Secrets of Super Grant Writers*, Info People, San Jose, California, May 2002
- *Project Management*, led by Association of Research Libraries, pre-conference to the University of Arizona's Living the Future IV Conference, Tucson, Arizona, April 2002
- *Interlibrary Loan Best Practices* Workshop for the University of California, led by Mary Jackson, Association of Research Libraries, Berkeley, California, June 2000
- *Library Management Skills Institute I: The Manager*, ARL, Atlanta, Georgia, November 1999
- *Root Cause Analysis*, University of California Extension, San Jose, California, July 1999
- *Library Services and Technology Act Grant Application Training* Workshop, California State Library, Stockton, California, October 1998
- *Facilitation Skills Intensive*, with Sam Kaner, San Francisco, California, April 1998
- "Measuring up: new models for assessing outcomes and evaluating services," Northern California Academic Libraries in Management chapter of California Academic and Research Libraries, 1996

Educational Travel

- "Librarian's Tour of Cuba." Global Exchange. Havana, Cuba. May 2000

SERVICE

State: University of California (UC) System-wide Committees

- Chair, Position Paper Review Task Force, Librarians Association of UC (LAUC), 2003-2004.
- Executive Board member, LAUC and Chair (elected), LAUC-Santa Cruz Division, 2001-3
- UC Resource Sharing Committee, 1999-2004
- Liaison Librarian, UC California Digital Library, 1998-2004
- Cultural Diversity Committee (appointed), LAUC-Systemwide, 1994-1996

Regional: California State Regional Committees

- Administrative Council member, Monterey Bay Area Cooperative Library System, 1998-2004
- Ad Hoc Hiring Committee, Santa Cruz City/County Public Library System, August 1999
- Ad Hoc Hiring Committee, Monterey County Free Libraries, August 1996

Campus: UCSC Campus Committees

- University Librarian Search Committee, 2003-2004
- McHenry Library Addition Space Planning Committee (\$73k building project), 1999-2004
- Chancellor's Americans with Disabilities Act Advisory Committee, 1998-2001
- Board member, UCSC Women's Center, 1994-1997

Local: UCSC University Library Committees (selected)

- Chair and Vice Chair (elected), LAUC-SC. Represented librarians to the Academic Senate, administer \$3,500 budget, oversaw appointment and elections of officers, reviewed grant applications, 2001-03
- Hiring Committees (various, appointed), LAUC-SC, 1996-2004

- Secretary (elected), LAUC-SC, 1995-1996
- Coordinator, Annual Book Collection Contest, Friends of the UCSC Libraries, UCSC, 1997-1998

Community Service

- Commissioner (appointed by County Board of Supervisors), Santa Cruz County Arts Commission. Chair (elected 1998-1999). Founder and Chair, Mobile Muse Program, 1997-2004
- Mediator and Trainer (volunteer), Conflict Resolution Center, Santa Cruz, Ca, 1997-2003
- Commissioner (appointed by Mayor and City Council), Santa Cruz Citizens' Police Review Board, 1998-1999
- Volunteer, UCSC Speaker's Bureau, 1995-2004

MEMBERSHIPS

- American Library Association (ALA)
- Association of College and Research Libraries (ACRL)
- Library Administration and Management Association (LAMA)
- California Academic and Research Libraries (CARL)

HONORS AND AWARDS

- Presidential Graduate Fellow, The Graduate School, University of Washington (2004-Present)