

Education

- M.H.C.** University of Southern California, (expected, 2023)
School of Architecture
Master of Heritage Conservation
- Ed.D.** University of Southern California, (August, 2018)
Rossier School of Education
Doctor of Education, Educational Leadership
Dissertation Title: *Mind, Motivation, and Meaningful Learning: A Cognitive Science Approach To Learning How To Learn*
- M.M.L.I.S.** University of Southern California, (December, 2014)
Marshall School of Business
Master of Management in Library and Information Science
Magna cum Laude
- B.A.** University of Southern California, (May, 2013)
Dornsife College of Letters, Arts, and Sciences
Bachelor of Arts, Psychology
- A.A.** Pasadena City College, (June, 2011)
Associate of Arts, Humanities
Associate of Arts, Social and Behavioral Sciences
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Professional Experience

Head, Hoose Library of Philosophy / Faculty Librarian, Humanities, University of Southern California (1/2018 - Present)

Assistant Professor, Adjunct, Research and Professional Applications, Master of Management in Library and Information Science, Marshall School of Business, University of Southern California (1/2019 - Present)

Library Employment

Library Supervisor, Hoose Library of Philosophy, University of Southern California (5/2013 – 1/2018)

Library Supervisor, Architecture and Fine Arts Library, University of Southern California (5/2013-12/2013)

Metadata and Monograph Student Cataloger-Special Projects, Libraries Technical Services, University of Southern California (5/2012-5/2013)

Library Student Assistant-Public Services, Doheny Memorial Library, University of Southern California (3/2012-5/2013)

External Professional Experience

West Coast Region Operations Mobile Communications Manager – Home Depot Supply/White Cap Construction Division, The Home Depot, Inc. – West Coast Corporate Offices in Southern California (2006-2009)

Senior Manager Executive Administrator – Expo West Coast Division Call Center, The Home Depot, Inc. – West Coast Corporate Offices in Southern California (2005-2006)

West Coast Region Assistant Advertising Manager – Expo West Coast Division, The Home Depot, Inc. – West Coast Corporate Offices in Southern California (2004-2005)

West Coast Region Assistant Purchasing Merchant – The Home Depot/Expo West Coast Divisions, The Home Depot, Inc. – West Coast Corporate Offices in Southern California (2001-2004)

West Coast Logistics Coordinator – The Home Depot West Coast Division, The Home Depot, Inc. – West Coast Corporate Offices in Southern California (2000-2001)

West Coast District Operational Auditor – The Home Depot West Coast Division, The Home Depot, Inc. – West Coast Corporate Offices in Southern California (1999-2000)

Administrator Operation/Logistics – Receiving Department – Monrovia Home Depot, The Home Depot, Inc. (1992-1999)

Certification

American Library Association (ALA), Reference and User Services Association (RUSA)

- Genealogy Research (April, 2015)

Book Publication

Miller, M., (January, 2020). *Mind, Motivation, and Meaningful Learning: Strategies for Teaching Adult Learners*.

Forthcoming, unpublished manuscript, University of Southern California Libraries', University of Southern California, Los Angeles, California. Association of College & Research Libraries, American Library Association.

Invited National/International Academic Conference Presentations

Miller, M., (January, 2020). *Between The Covers: Rediscovery of the Illuminated Medieval and Renaissance Manuscripts of the University of Southern California, Hoose Library of Philosophy*. Presentation for the 18th Annual Hawaii International Conference on Arts and Humanities, held in Honolulu, Hawaii.

Miller, M., Galoozis, E., Vicedo, M. (June, 2019). *Perceptions of Reference Services at a Large Research University*. Presentation for the *Reference and User Association, Research and Statistics (RUSA/RSS) 25th Annual Reference Research Forum* at the 2019 ALA Annual Conference, held in Washington, DC.

Miller, M., Shih, W., Lesinska, Z. (June, 2019). *Alexa for Business and USC Libraries*. Presentation for the *Library and*

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Information Technology Association (LITA) at the 2019 ALA Annual Conference, held in Washington, DC.

Miller, M., Winn, J. (February, 2019). ***Meta-Literacy and Emerging Technologies: Educational Leadership Beyond the Horizon***. Poster presentation at the EDUCAUSE Learning Initiative (ELI) held in Anaheim, CA.

Miller, M. (September, 2018). ***Mind, Motivation, and Meaningful Learning: A Cognitive Science Approach To Learning How To Learn***. Poster presented at the International Mind, Brain, and Education Society (IMBES) sixth biennial conference held at the University of Southern California.

Lesinska, Z., Miller, M., Scimeca, R. (July, 2017). ***Crossing Disciplinary Boundaries with the Narrative: College Success Found in Collaborative Partnerships***. Presented at the Fifteenth International Conference on New Directions in the Humanities, 2017 Special Focus: New Directions of the Humanities in a Knowledge Society, New Directions in the Humanities Research Network, Imperial College London, London, United Kingdom.
http://cgpublisher.com/conferences/385/web/session_descriptions.html

Miller, M., Scimeca, R., Young, C., & Nolasco, W. (February, 2017). ***Social capital and first-generation college students***. Presented at the annual **First-Generation College Student Summit** at the University of Southern California, Los Angeles, CA. <http://dornsife.usc.edu/first-generation-summit-program-breakout-session>

Invited Local Academic / Conference Presentation

Miller, M. (September, 2018). ***Building rapport, instructional design conversations***. Presented at the annual final reflection workshop for instructional design of the University of Southern California, Libraries, Los Angeles, CA.

Miller, M., & Winn, J. (October, 2015). ***Re-imagining Information Literacy Discussions: Reverse Engineering Student Learning Outcomes from ACRL Framework and Institutional Goals***. Workshop presented at the annual conference of the **California Library Association**, Pasadena, CA.

Grants Awarded

USC Libraries – Dean’s Challenge Grant (2019-2020) Grant: \$3,000

Project Co-Developers and Co-Organizers: Dr. Danielle Mihram, USC Libraries; Dr. Melissa L. Miller, USC Libraries; Dr. Sabina Zonno, Postdoctoral Scholar - Research Associate, USC-Huntington Early Modern Studies
Project title: *Medieval and Renaissance Manuscripts at USC: A Multifaceted, Polymathic, and Multimodal Digital Project*

Abstract: The Illuminated Medieval and Renaissance Manuscripts, Rare Books, and Incunabula Collection at USC Libraries’ Hoose Library of Philosophy, includes eleven unique and invaluable Medieval and Renaissance manuscripts originating in Europe, the existence of which has remained largely unknown by our USC community of scholars and students, as well as researchers nationwide and worldwide. We envision a new use and promotion of these rare manuscripts through their digitization. By digitizing these volumes, we can preserve them, make them easily accessible and available to a wider audience on campus, locally, and internationally, with the goal to create a community of practice that includes (as a start) faculty and students in disciplines such as history, philosophy, religion, art history, music, classics, manuscript culture, and medieval literature.

USC Visions & Voices Event - USC Provost Arts and Humanities Initiative (2019-2020) Grant: \$18,000

Project Co-Developers and Co-Organizers: Dr. Danielle Mihram, USC Libraries; Dr. Melissa L. Miller, USC Libraries;

Dr. Melissa Lynn Miller
millerm@usc.edu

Dr. Curtis Fletcher, USC Ahmanson Lab/Sidney Harman Academy for Polymathic Study, and Emily Liu, USC Undergraduate Research Associates Program (URAP) Award Recipient.

Co-Presented by: USC Libraries and USC Sidney Harman Academy for Polymathic Study/Ahmanson Lab

Event title: *Emotionally Intelligent Robots: More Human Than Human?*

Short Description: We have been fascinated with machines and automata ever since ancient Greek myths about artificial humans and animated statues coming to life. Developments in artificial intelligence (AI) and the creation of AI companions and helpers may fundamentally alter how we perceive ourselves and our relationships with others. Emotionally Intelligent Robots explores our increasingly complex interactions and emotional bonds with machines and what they tell us about what it means to be human.

USC Sidney Harman Academy for Polymathic Study & Ahmanson Lab / USC Visions & Voices Event (2018-2019)

Grant: \$19,500

Project Co-Developers and Co-Organizers: Melissa L. Miller, USC Libraries; Perry Hoberman, MA+P, USC School of Cinematic Arts; Richard Lemarchand, USC Games, IMGD, USC School of Cinematic Arts

Co-Presented by: USC Libraries, USC Sidney Harman Academy for Polymathic Study/Ahmanson Lab, USC MxR Lab, USC Mobile and Environmental Media Lab (MEML), and the USC Game Innovation Lab

Event title: *Dreaming with Eyes Open: The Art, Histories, Philosophies and Practices of Virtual Reality*

USC Libraries – Dean’s Challenge Grant (2018-2019) Grant: \$3,000

Project Co-Organizers and Members: Win Shi, Zofia Lesinska, Melissa Miller, Adam Sexton, Royd Muraoka, Snehal Shirgure

Project title: *Alexa for Business and USC Libraries*

Abstract: With the rapid advancement of artificial intelligence (A.I.), there is a growing interest in applying this technology in higher education (Adams Becker et al., 2017; Roddy, 2017; Seckel, 2017), and in library service particularly (Enis, 2018a). Amazon Alexa is one of the best-known consumer products employing A.I. technology. It enables businesses to develop customized applications and knowledge base within the organizational context and allows users to query directions, manage devices in conference rooms, and organize events in their calendar, and report building or equipment problems. Library vendors also recognize the potential of Alexa for Business such as EBSCO and Demco.

USC Visions & Voices Event - USC Provost Arts and Humanities Initiative (2016-2017) Grant: \$25,000

Project Co-Developers and Co-Organizers: Melissa Miller, Tyson Gaskill

Co-presented by: USC Institute for Creative Technologies (ICT), USC Sidney Harman Academy for Polymathic Study and USC Libraries

Event title: *Uncanny Valleys: Thinking and Feeling the Age of Synthetic Humans*

Abstract: Uncanny Valleys explores the complexities of human-machine interaction as artificial intelligence (AI), virtual humans, and software agents grow more sophisticated and more ever-present in our daily lives. Our discussion will include moderator Jonathan Gratch, director for virtual human research at the USC Institute for Creative Technologies (ICT); pioneering robotics researchers Hiroshi Ishiguro, Yoshio Matsumoto, and Travis Deyle; and Stanford University historian of science Jessica Riskin.

USC Visions & Voices Event - USC Provost Arts and Humanities Initiative (2015-2016) Grant: \$3,000

Project Co-Organizers: Melissa Miller, Eric Haas, Marje Schuetze-Coburn

Co-presented by: USC Libraries, USC School of Architecture, USC Sidney Harman Academy for Polymathic Study

Event title: *Microlibraries in the Everywhere*

Funded Pilot Projects

USC Libraries – Pilot Project (2018-2019)

Project Co-Developers and Co-Organizers: Elizabeth Galoozis, Melissa Miller, Melanee Vicedo

Title: *Perceptions of Reference Services*

Abstract: This IRB approved study aims to gather feedback, in the form of qualitative data, about research help from current students in order to examine and possibly revise or modify the current models used by the libraries to connect students with research help. Feedback data will be gathered via focus groups, and used to improve reference services. The three submitters are all current or past members of the USC Libraries Reference Taskforce.

USC Libraries – Pilot Project (2018-2019)

Project Co-Developers and Co-Organizers: Zofia Lesinska and Melissa Miller

Title: *Strategic Research Skills Certificate Program for the Narrative Studies (NARS) Program*

Abstract: This pilot program is for students who elect to strengthen their Narrative Studies Capstone projects with thorough research conducted in collaboration with three USC faculty librarians from different focus areas. The purpose of the pilot project is to help determine whether structured interactions with librarians have a significant positive impact on the overall quality of Narrative Studies Capstone theses, many of which are multidisciplinary, innovative and creative endeavors (poetry, fiction, documentary films, multimedia art, and cultural studies of popular culture). After the Strategic Research Skills Certificate Program is concluded, the program co-leads will confer with Professor Lawrence Green (Director of Undergraduate Studies, English Department), and other faculty members who oversee Narrative Studies Capstone theses, to determine whether structured interactions with librarians should be incorporated into the Narrative Studies program curriculum.

Research Guides

- USC Libraries: Hoose Library of Philosophy: Collections, History, Art & Architecture, Digital Humanities Projects Resources Guide: <http://libguides.usc.edu/philosophylibrarycollections>
- Co-authored: Humanities Research Guide: <http://libguides.usc.edu/humanitiesresearch>
- Co-authored: Visions and Voices Event: Uncanny Valleys: Thinking and Feeling in the Age of Synthetic Humans
- USC Libraries - Student Assistant Training Guides: <http://libguides.usc.edu/training>, <http://libguides.usc.edu/philtraining>
- USC Visions and Voices Event: *The Magic Flute*: <http://libguides.usc.edu/magicflute>
- USC Visions and Voices Event: *Swan Lake*: <http://libguides.usc.edu/swanlake>

Committees, Service, Associations

USC

English Department Research Advisory Group – English Honors Thesis Students (2015-present)

English Department Research Advisory Group – Narrative Studies Thesis Students (NARS) (2016-present)

USC Libraries

USC Chair, Faculty Elections Committee (2019-2020)

USC Member, Faculty Elections Committee (2018-2019)

USC Digital Voltaire Group (2018-present)

USC Digital Humanities Interest Group (2018-present)

USC Reference Taskforce (2018-present)

USC Liaison Reimagined Taskforce (2018-2019)

Dr. Melissa Lynn Miller
millerm@usc.edu

USC Instructional Learning Community Group (2017-2019)
USC Undergraduate Orientation and Academic Workshop Planning Group (2014-2019)
USC Trojan Family Weekend (TFW) Planning Committee (2016-present)
USC Information Literacy Instruction Services Provider for undergraduates & graduates (2014-present)
USC Reference Services: In-person, virtual and research consultations (2014-present)

Local

California Library Association (CLA) (2013-present)
California Academic & Research Libraries (CARL) (2013-present)

National

American Library Association (ALA) (2013-present)
Association of College & Research Libraries (ACRL) (2013-present)

International

International Mind, Brain and Education Society (IMBES) (2016-2019)
International Federation of Library Associations and Institutions (IFLA) (2012-present)
• Standing Committee Member: Reference and Information Services Section (RISS) (2014-2020)

Outreach

USC Price School of Public Policy International Summer Scholars Program (ISSP) (2017- 2018)

- Invited research collaborator/instructor - introduction to USC Libraries research and services
<https://priceschool.usc.edu/initiatives/international/summer-scholars/>

USC Bovard Scholars Bridge Program (2017-present)

- Invited participant in the introduction to USC Libraries research and services
- Presidential program supporting USC's commitment to college access. High achieving high school students who are first generation and/or identified as having potential to being "under matched"
<https://bovardscholars.usc.edu/our-program/>

USC Hybrid High Program (2015-present)

- Invited co-instructor – USC Hybrid High School – senior theses
- Research Guide: <http://libguides.usc.edu/hhs>

Subject Specialist Services

Engagement: Serve with the primary liaison to subject area(s) faculty, students and staff; take initiative to identify, meet, and facilitate ongoing communication about their resource needs and service expectations. (Ex: Departments of Philosophy, Anthropology, Religion, History of Science & Technology, Comparative Literature, and Linguistics monthly newsletters, Did You Know? Time Saving Tips Series, and programming communication). (2014-present)

Curriculum Design and Instruction: Design and implement strategic and pedagogically appropriate instruction for library users through a variety of methods; promote library services and collections to the broader USC community. (2014-present)

Research Services: Provide in-depth, specialized research consultation and reference for USC Libraries users. (2014-present)

Collection Development: As the Head of the USC Philosophy Library develop knowledge and skills for managing collections to support research and instruction in subject area(s). (2018-present)

Honors/Awards

- USC Staff Assembly, Staff Assembly Scholarship for outstanding contributions to the USC community, and recognition of the pursuit of higher education while working full-time at the University. (August 4, 2017). <http://employees.usc.edu/meet-your-six-staff-scholarship-winners/>
- ACRL Member of the Week, October 2017
- USC Rossier School of Education, Educational Doctoral Student Assembly (EDSA) Doctoral Member of the Week for Educational Psychology (Oct, 2015)
- IFLA Reference & Information Services Section (RISS) featured member interview (Oct, 2015)
- USC Marshall School of Business & USC Libraries MMLIS Ken Haycock Award for Leadership (2015)
- Association of College & Research Libraries (ACRL) 2015 Conference Support Staff Scholarship - "Creating Sustainable Community"
- USC Marshall School of Business MMLIS Magna Cum Laude graduate – inaugural cohort
- USC MMLIS Guest Lecturer: January 15, 2015
- USC MMLIS ALA Student Chapter, Inaugural President (2014-2015)
- USC Marshall School of Business Dean's List (Summer 2013, Fall 2013, Spring 2014, Summer 2014, Fall 2014)
- USC Marshall School of Business MMLIS Team Leader (2013-2014)
- USC Marshall School of Business Beta Phi Mu Award (Spring 2014)
- USC Marshall School of Business Library and Information Science Student Award (2013)
- USC Marshall School of Business Haines Memorial Scholarship (2013)

External Professional Service

Invited Referee for Peer-reviewed Journal Article (2017)

- Associate Editor (August, 2017). *Ubiquitous Learning: An International Journal*. New Directions in the Humanities Journal Collection, Common Ground Publisher. (Referees will be credited as *Associate Editors* for the volume of the journal)