

CLARISSA MORENO

6360 Bluestone Way
Fontana, CA 92336
Phone (909) 921-9792
Clarissap.moreno@gmail.com

EDUCATION

- | | | |
|-------------|---|---------------|
| MLIS | University of Southern California, Los Angeles
Master of Management in Library and Information Science | May 2022 |
| BA | California State University, San Bernardino
English - Creative Writing | December 2013 |
| AA | San Bernardino Valley College, San Bernardino
Library Technology | May 2020 |

RESEARCH INTERESTS

Distance Learning; Distance Pedagogy and Online Program Development; Learner-Centered Pedagogy; Academic Library Outreach; Leadership and Assessment; Academic Program Development; Equity in Higher Education; Information Literacy and Student Success; Social Justice and Critical Librarianship; Teaching Information Literacy via Social Media; Mindfulness Awareness in Academic Libraries; Libraries and Mental Health Support; Access Services to Improve the Student Experience; User Experience in Higher Education; Information Literacy an Latino Students; First Generation Students and Libraries;

WORK EXPERIENCE

- | | |
|---|-----------------|
| University of Southern California, Libraries – Los Angeles, CA
Social & Behavioral Sciences Librarian | 2022 to present |
| <ul style="list-style-type: none">● Develop and implement instruction via online workshops on search strategies and research methods.● Conduct reference interviews and research consultations.● Collaborate with faculty in the design and development of research guides for course-integrated instruction.● Develop online tutorials, modules, and asynchronous materials● Collaborate with faculty on emerging Social Science methodologies● Outreach services | |
| Chaffey College, Library - Rancho Cucamonga, CA
Library Clerk, I | 2019 to 2022 |
| <ul style="list-style-type: none">● Guide students in understanding databases, searching the catalog, and locating material. | |

- Collaborate with the Library Coordinator in developing new policies and guidelines.
- Enforce and ensure students adhere to library and campus policies.
- Development and implementation of new programs in collaboration with other departments to ensure equitable access to library resources.
- Assist in implementation and migration to ILS (Alma).
- Compile library reports and statistics to measure input and engagement.
- Assist in screening and interviewing potential employees.
- Provide training for and supervise library staff.
- Adapt to quickly changing circumstances to provide ease of access.
- Leading task force on communications improvement and implementation of Ocelot Chatbot.
- Provide online services to students and assist in multiple fields via LibChat - database use to general college needs.

University of Southern California - Los Angeles, CA

2021

Intern - Education, Social Work, and Gerontology Library Services

- Develop and deliver instruction via online workshops on search strategies and research methods.
- Conduct reference interviews and research consultations.
- Collaborate with faculty in the design and development of research guides for course-integrated instruction.
- Support students via in-person and virtual reference - monitor email and LibChat.
- Engage with university faculty and staff by participating in committee and library department meetings.

Fontana Unified School District - Fontana, CA

2018 to 2020

Substitute Library Specialist

- Guide students and teachers in the use of library catalog and electronic resources.
- Instruct, assist, and troubleshoot computer terminals.
- Compile reports for students and teachers.
- Promote reading through storytelling and reading incentive programs.
- Maintain and update catalog.
- Enforce and ensure students adhere to library and district policy.

San Bernardino County Library- Chino Hills, CA

2018 to 2019

Library Assistant/Volunteer Coordinator

- Plan and present volunteer orientation and young adult/children's programs.
- Supervise volunteer and weekend staff.
- Managed and monitored volunteer and staff schedules.
- Provide general reference services through in-person, telephone, and email interactions.
- Guided patrons in the use of the catalog and electronic resources.
- Compile library reports and statistics to determine the effectiveness of library programs.
- Assist in collection development - selection and weeding.
- Collaborate with library staff in cataloging and processing new material.

- Enforce and ensure patrons adhere to library policies.
- Provide mutually agreeable solutions when conflict arises between patron and staff.

Lipond International - Ontario, CA

2016 to 2018

HR Manager/Accounts Receivable

- Led and trained a team of 5.
- Screened and interviewed potential employees.
- Conducted Payroll.
- Produce invoices and payment plans.
- Process incoming payments.
- Apply knowledge and understanding of employment laws.
- Create and uphold contracts between the company and customers.

TEACHING EXPERIENCE

Library Instruction Session

October 2021

University of Southern California, Los Angeles, CA

- Integrated Instruction Freshman Writing and Critical Reasoning Course in locating academic sources using search strategies and narrowing techniques

PROFESSIONAL DEVELOPMENT

Backowski, R., Evangelestia-Dougherty, T., & Galvan, S. (2021, June 2). *Cultures of collecting: Sustaining diversity, equity, and inclusion in collection development* [Webinar]. ACRL.

<https://www.youtube.com/watch?v=641k-uyndHA&list=PLxXeYesBGzGg5OxaiPdgmHMW8vS-f9sLl&index=6>

Description: Experts from academic libraries and special collections repositories provide insights into including diverse perspectives in scholarly collections with diversity in mind, how to assess collections for diverse content, continuing to include underrepresented voices when funding is restricted, and ensuring diverse voices are preserved when collections are weeded or reappraised.

Dye-Reeves, A., Westbrook, T., Williams, A., & Williams, A. (2021, February 18). *Let's keep doing this! Found UX opportunities in the midst of the pandemic* [Webinar]. ACRL.

<https://www.youtube.com/watch?v=NSuIU0bTJ4s&list=PLxXeYesBGzGg5OxaiPdgmHMW8vS-f9sLl&index=8>

Description: User Experience initiatives established by speakers during the pandemic proven to work well, with hopes to continue post-pandemic.

BLOOM. (2021). *Transforming into Anti-Racist Educators* [Lecture]. Chaffey College.

Description: A learning community to discuss, identify, and practice anti-racist practices to interrupt systemic oppression and racism.

Sexual Harassment Training

Chaffey College, 2020

Active Shooter Training

Chaffey College, 2019

California Basic Educational Skills Test, California Commission on Teacher Certification,
10/9/2017

PROFESSIONAL AFFILIATIONS

American Library Association, Member	2020-Present
Association of College and Research Libraries, Member	2021-Present
California Library Association, Member	2019-Present
The National Association to Promote Library & Information Services to Latinos and the Spanish Speaking (REFORMA), Member	2022-Present

COMMUNITY SERVICE

Girl Scouts of America

Troop Leader/Treasurer, Greater Los Angeles - Troop 154 2017 - Current

City of Rancho Cucamonga

Peewee Soccer Coach, Rancho Cucamonga 2014 - 2016

LANGUAGES

English: Native Language

Spanish: Advanced Listening, Speaking, Reading, and Writing

AWARDS, GRANTS, & RECOGNITION

Dean's list, 4 semesters, University of Southern California 2021 – 2022

Classified Employees Senate, Senator 2019 - 2020

RELEVANT SKILLS

Ocelot: Chatbot, Knowledge base input, analytics

Ex Libris Alma: Cataloging, accounts, fulfillment, analytics

Springshare: LibGuides, LibChat, LibAnswers, LibCal, LibInsight

Verso: Cataloging, accounts, fulfillment, analytics

Polaris: Cataloging, accounts, fulfillment, analytics

SCHOLARLY ACTIVITIES

USC Social Work 544 LibGuide: <https://libguides.usc.edu/SOWK544>

REFERENCES

Alyssa Brissett, Head, Education, Social Work and Gerontology Library Services
University of Southern California Libraries
University of Southern California
Phone: (213) 821-0494
Email: abrisset@usc.edu

Annette Young, Online Librarian
Business & CIS
Cypress College
Phone: (714) 484-7000 ext. 48195
Email: ayoung@cypresscollege.edu

Selene Pineda, Library Coordinator
Chaffey College Libraries
Chaffey College
Phone: (909) 652-6815
Email: selene.pineda@chaffey.edu

Diana Jimenez, Lead Library Clerk
Chaffey College Libraries
Chaffey College
Phone: (909) 652-9804
Email: Diana.Jimenez@chaffey.edu