

## Education

- 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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## Certification

- American Library Association (ALA), Reference and User Services Association (RUSA)
- Genealogy Research (April, 2015)
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## Professional Experience

Head, Hoose Library of Philosophy / Humanities Faculty Librarian, 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)

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## **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)

**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)

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## **Invited National/International Academic Conference Presentations**

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, which will take place in Washington, DC.

Miller, M., Shih, W., Lesinska, Z. (June, 2019). ***Alexa for Business and USC Libraries***. Presentation for the *Library and Information Technology Association (LITA)* at the 2019 ALA Annual Conference, which will take place in Washington, DC.

Miller, M., Winn, J. (Feb., 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. (Sept., 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](http://cgpublisher.com/conferences/385/web/session_descriptions.html)

Miller, M., Scimeca, R., Young, C., & Nolasco, W. (Feb, 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-sessions/>

## **Invited Local Academic / Conference Presentation**

Miller, M. (Sept., 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. (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.

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## **Grants Awarded and Funded Pilot Projects**

### **USC Sidney Harman Academy for Polymathic Study & Ahmanson Lab / USC Visions & Voices Event (2018-2019) Grant: \$19,500**

**Project 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 Organizers:** 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, 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 Libraries – Pilot Project (2018-2019)**

**Project 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 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

**Melissa Lynn Miller**  
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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.

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

**Project 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*

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

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

**Project 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*

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## Research Guides

- USC Libraries: Hoose Library of Philosophy: Collections, History, Art & Architecture, Digital Humanities Projects Resources Guide: <http://libguides.usc.edu/philosophylibrarycollections>
  - This Research Guide serves to support and cultivate collaborative interdisciplinary partnerships that integrate, develop and promote the collections of the Hoose Library of Philosophy into scholarship, projects, instruction, events & programming, as well as the USC Libraries Collection Convergence Initiative (CCI). Part of the mission of CCI is, "The initiative will begin with three pilot areas that reflect current collections strengths and that offer rich opportunities for multidisciplinary scholarship and creative production: the history of Los Angeles, California and the American West, including study of the border regions; Holocaust, genocide and exile studies; and LGBTQ history and culture, particularly relating to West Coast activists and activism."
- 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>

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## Subject Specialist/Liaison 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)

### EDUCATION AND OUTREACH

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)

### **DIGITAL TOOLS**

Promote use of subject-specific information resources and services to meet user needs and expectations, utilizing current technologies and information tools. (2014-present)

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## **Committees and Service**

### **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 Liaison Reimagined Taskforce (2018-2019)

USC Faculty Elections Committee (2018-2020)

USC Digital Voltaire Group (2018-present)

USC Digital Humanities Interest Group (2018-present)

USC Reference Taskforce (2018-present)

USC Instructional Learning Community Group (2017-present)

USC Undergraduate Orientation and Academic Workshop Planning Group (2014-present)

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)

USC Faculty Orientation Group (2016-2017)

USC Science & Engineering Librarian Search Committee (2017)

USC Open Access Week Planning Group (2016)

USC Distance Library Group (DLG) (2016)

USC First-Generation College Students Group (2016)

USC Writing 150 Assessment Committee (2014-2016)

USC Writing and Research Support Group (2015-2016)

USC Professional Development Committee Council (2014-2016)

USC Music Library Head Librarian Search Committee (2015-2016)

USC Music Library Supervisor Search Committee (2016)

### **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

New Directions in the Humanities Research Network (2017-present)

International Mind, Brain and Education Society (IMBES) (2016-present)

International Federation of Library Associations and Institutions (IFLA) (2012-present)

- Standing Committee Member: Reference and Information Services Section (RISS) (2014-2018)

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## Outreach

### **USC Price School of Public Policy International Summer Scholars Program (ISSP) (2017-present)**

- 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 research collaborator/instructor - USC Hybrid High School senior theses. <http://libguides.usc.edu/hhs>

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## 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)