



## Education

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- 1998                    **Master's of Library & Information Science (MLIS)**  
School of Information, University of Michigan, Ann Arbor, MI.
- 1996                    **Bachelor's of Arts**  
University of Oregon, Eugene, OR.  
Major: English. Minor: Medieval Studies.

## Experience

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- 1998 – Present            **Interim Library Director** (June 2011 – Present)  
Head of Reference and Electronic Services (2010 – May 2011)  
Reference & Electronic Services Coordinator (2008 – 2010)  
Electronic Services Coordinator (2006-2007)  
Reference & Electronic Resources Coordinator (2003-2006)  
Reference Librarian (1998 - 2003)  
Washington State University Vancouver Library, Vancouver WA
- Manage the Library budget and personal. Represent the Library on campus committees.
  - Manage access to the Library's electronic resources, which includes serving as webmaster of the Library's website, managing the authentication system, and maintaining access to databases, electronic journals and other online resources.
  - Provide technical support to other members of the library staff as part of the Library's systems team.
  - Teach instruction sessions and workshops on library and technology-related topics.
  - Work as a liaison with faculty in the areas of English, Environmental Science, and Science.
  - Purchase monographs and media materials for the Library collection in the areas of English, environmental science, and science.
  - Participate in library, campus and university committees.
  - Tenured and promoted to Librarian 3, July 2005. Sabbatical Leave, January – June 2006.
- September  
1997 - August  
1998                    **Reference Assistant**  
Shapiro Science Library, University of Michigan, Ann Arbor, MI.  
Assisted library patrons at the reference desk, using a variety of electronic and print resources. Developed new handouts for patrons and new training materials for other



librarians.

June 1997 -  
August 1997

**Station Librarian**

Biological Research Station, University of Michigan, Pellston, MI.

Served as onsite solo librarian at University of Michigan's Biological Station Library, managing the day to day operations of the library. Offered reference and interlibrary loan services; provided instruction to groups and individuals; and conducted library tours.

September  
1996 - August  
1998

**Evaluation Specialist**

Argus Associates, Ann Arbor, MI

Evaluated and rated Internet resource guides for The Clearinghouse (<http://www.clearinghouse.net>) using various criteria including site design, accuracy and organization.

September  
1996 -  
December  
1997

**Lab Assistant**

School of Information, University of Michigan, Ann Arbor, MI.

Provided basic troubleshooting of software and hardware in the School's student computer lab. Served as lab coordinator for one semester (Fall 1997).

1994-1996

**Student Reference Assistant**

Knight Library, University of Oregon, Eugene, OR.

Worked at the Reference Desk, providing assistance in the use of the reference collection and various online resources. Participated in various other projects.

## Courses Taught

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### DTC 478: Usability & Interface Design

Seminar course that explores user-centered design and usability testing methodologies (3 credits). Taught in Fall 2007 and in Fall 2008.

### Eng 356: Electronic Research & the Rhetoric of Information

Overview of the creation, organization, dissemination and evaluation of information (3 credits). Co-taught with Leslie Wykoff in Spring 2003 and with Karen Diller in Spring 2004.

### GE 301: Introduction to ePortfolio and Learning Goals

Introduction to the WSU Vancouver learning goals and the ePortfolio, an online learning environment, designed for transfer students (1 credit). Taught one section in Fall 2006 and two sections in Spring 2007.



### GE 303: Research Across the Disciplines

Introduction to the many research approaches used to create knowledge (1 credit). Taught in Spring 2008 and again in Spring 2009. .

### GenEd 300: Accessing Information for Research (1 credit)

Introduction to research methodologies and strategies (1 credit). Taught Spring Semester 2001 and Fall Semester 2001.

### T & L 521: Educational Technology for Teachers

Hands-on class focusing on learning how to use technology to enhance teaching (1 credit). Co-taught with instructors from the Education department and the Vancouver Information Services department during Summer Sessions from 1999 through 2003.

### Other Instruction

Library Instruction: Provide course-focused guest lectures to classes in English, Environmental Science, and Science. Give tours, library orientations, workshops and other instruction as needed.

VIS Workshops: Taught workshops on web design, including HTML, cascading style sheets, and web accessibility (1998 – 2009).

## Poster Sessions

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Campbell, Nicole and Sue F. Phelps. "Systematic Reviews for Evidence-Based Practice for Librarians." Presented at: *WSU Vancouver Research Showcase*. Vancouver, WA, April 15, 2010. PDF:

<http://directory.vancouver.wsu.edu/people/nicole-campbell/systematic-reviews>

Phelps, Sue F. and Nicole Campbell. "Systematic Reviews for Evidence-Based Practice: How to Glean Information from the Research of Your Peers". Presented at *Library Assessment Conference*. Baltimore, MA, to be presented October 25, 2010. PDF: <http://directory.vancouver.wsu.edu/people/nicole-campbell/systematic-reviews>

## Presentations

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### International

Co-Presenter (with Karen R. Diller and Janet Chisman): "Learning from Our Users: Usability Testing of WebPacs & Web Sites." Presented at *Internet Librarian International 2000*, March 2000, London, UK.

Online materials: <http://directory.vancouver.wsu.edu/people/nicole-campbell/usability-assessment>

### National

Co-Presenter (with Joel Cummings and Linda Frederiksen): "Are you a machine? User perceptions of virtual reference services." Presented at Virtual Reference Desk Conference 2003, November 13, 2003,



San Antonio, TX. Online materials: <http://directory.vancouver.wsu.edu/people/nicole-campbell/presentations>

Co-Presenter (with Karen R. Diller, Janet Chisman and Sharon Walbridge): "Designing for the User: How to Test for Usability." Preconference presented at *ACRL X: Crossing the Divide*, March 2001, Denver, CO. Online materials: <http://directory.vancouver.wsu.edu/people/nicole-campbell/acrl-2001-preconference>

Co-Presenter (with Karen R. Diller): "Effective Library Web Sites: How to Ask Your Users What Will Work for Them." Presented at *Integrated Online Library Systems '99 (IOLS)*, May 1999, New York, NY. Online materials: <http://directory.vancouver.wsu.edu/people/nicole-campbell/usability-assessment>

Co-Presenter (with Karen R. Diller): "Usability Testing: How to Analyze Your Web Pacs and Web Sites." Presented at the *Coalition for Networked Information (CNI) Fall 1999 Taskforce Meeting*, December 1999, Phoenix, AZ. Online materials: <http://directory.vancouver.wsu.edu/people/nicole-campbell/usability-assessment>

Presenter: "Put it to the Test: Usability Testing of Library Web Sites." Presented at *LITA Forum 2000*, November 2000, Portland, OR. Online materials: <http://directory.vancouver.wsu.edu/people/nicole-campbell/usability-assessment>

### Regional

Co-Presenter (with Michelle Eccles): "A Trip To The Zoo - A Lesson-Based Approach To Teaching Technology." Presented at *Northwest Council for Computer Education (NCCE) 2004*, April 15, 2004, Spokane, WA. Online materials: <http://directory.vancouver.wsu.edu/people/nicole-campbell/presentations>

Co-Presenter (with Linda Frederiksen): "The Networked Union Catalog: Requesting Items Using INNOPAC & INN-Reach." Presented at the *8th Annual Users Group Conference, NorthWest Innovative Users Group*, October 14, 2002, Portland, OR. Online materials: <http://directory.vancouver.wsu.edu/people/nicole-campbell/presentations>

Co-Presenter (with Karen R. Diller): "Usability Testing: How Effective is your Library's Web Site." Presented at *Online Northwest*, February 2000, Portland, OR. Online materials: <http://directory.vancouver.wsu.edu/people/nicole-campbell/usability-assessment>

Co-Presenter (with Linda Frederiksen, Kitty Mackey and Roxanne Dimyan): "Why is the sky blue? Implementing a Virtual Reference Service." Presented at *Online Northwest 2003*, February 21, 2003, Corvallis, OR. Online materials: <http://directory.vancouver.wsu.edu/people/nicole-campbell/presentations>



## Local

Co-Presenter (with Sharon Walbridge): "Web Site Usability Testing: Assuring a Quality Experience." Presented at the *Washington State University IT Forum*, March 14, 2005, Pullman, WA. Online materials: <http://directory.vancouver.wsu.edu/people/nicole-campbell/usability-assessment>

Panelist: "Instant Messaging (IM) Reference", a panel discussion for *Reference Forum: Web 2.0 / Library 2.0* at Multnomah Central Library and Midland Library, January 11 & January 12, 2007, Portland OR.

Panelist: "Methodologies for Usability Testing", a panel discussion presented by the *WSU Libraries Faculty Development Committee*, February 17, 1999.

## Publications

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### Refereed Publications

Campbell, Nicole. "Defining the User: A Practical Glance at Usability Testing." *The Electronic Library*, 17.5 (October 1999): 307-11.

Campbell, Nicole, ed. *Usability Assessment of Library-Related Web Sites: Methods and Case Studies*. Chicago: LITA Publications, 2001.

McCord, Sarah K., Linda Frederiksen & Nicole Campbell. "An accessibility assessment of selected Web-based health information resources." *Library Hi Tech*, 20.2 (2002): 188-98.

Phelps, Sue F. & Nicole Campbell. "Commitment and Trust in Librarian-Faculty Relationships: A Systematic Review of the Literature." *Journal of Academic Librarianship*, in press.

### Non-refereed Publications:

Campbell, Nicole. "Building the My Portal Experience: A Report of the LITA Human Machine Interfaces Interest Group Program. American Library Association Annual Conference, Atlanta, June 2002." *Technical Services Quarterly*, 21.1 (2003): 68-71.

Campbell, Nicole. "DLS Discussion Group Minutes." *DLS Newsletter*, 9.2 (Spring 2000): 2-3, 5.

Campbell, Nicole. "Easier Access to Library Databases from Home." *Vancouver Information Services Newsletter*, Fall 2002.

Campbell, Nicole. "New Electronic Resources." *Vis a Vis: The Newsletter of Vancouver Information Services at Washington State University Vancouver*, September 11, 2000: 1, 4.

Campbell, Nicole. "OpenURL and Related Products: A Managed Discussion. Report of the LITA Human Machine Interfaces Interest Group Meeting. American Library Association Annual Conference, Toronto, June 2003." *Technical Services Quarterly*, 21.4 (2004): 71-73.



Campbell, Nicole. "Science Fiction - The Literature of Ideas. Report of the LITA Imagineering Interest Group Meeting. American Library Association Annual Conference, Orlando, June 2004." *Technical Services Quarterly*, 22.3 (2005): 93-96.

Campbell, Nicole. "Searching For Marketing Tips." *Alki: The Washington Library Association Journal*, 15.2 (July 1999): 18.

Campbell, Nicole. "Security and the Digital Library." *DLS Newsletter*, 9.1 (Fall 1999): 4.

Campbell, Nicole, Karen R. Diller & Janet Chisman. "Learning from Our Users: Usability Testing of WebPacs & Web Sites." *Internet Librarian International 2000 Proceedings*. Medford, NJ: Information Today, 2000, pp. 30-35.

Campbell, Nicole & Marcia Suter. "New trends in accreditation and distance learning." Conference Circuit report. *C&RL News*, 61.8 (September 2000): 670.

Diller, Karen R. & Nicole Campbell. "Effective Library Websites: How to Ask Your Users What Will Work for Them." *Prepared for the Future: Proceedings of the Fourteenth IOLS '99*. Medford, NJ: Information Today, 1999: 41-54.

### Reviews

Campbell, Nicole. "Anthropology of Middle English Literature (1350-1485)" (Web site review). *College & Research Libraries News* 62.1 (January 2001): 74-5.

Campbell, Nicole. "BioTech: Life Sciences Resources and Reference Tools" (Web site review). *Reference Reviews* 15.6 (2001): 29.

Campbell, Nicole. "Building Electronic Library Collections: The Essential Guide to Selection Criteria and Core Subject Collection" (book review). *The Journal of Academic Librarianship*, 26.4, (July 2000): 288.

Campbell, Nicole. "Columbia Encyclopedia (6th edition)" (Web site review). *Reference Reviews* 15.7 (2001): 6.

Campbell, Nicole. "Daily Life through History" (cd-rom review). *Electronic Resources Review*, 4.7 (2000): 73-5.

Campbell, Nicole. "Greenwood Encyclopedia of Asian American Literature" (book review). *Reference Reviews* 23.7 (2009): 26-27.

Campbell, Nicole. "Internet Medieval Sourcebook" (Web site review). *Electronic Resources Review*, 4.10 (2000): 119-20.

Campbell, Nicole. "Lab Lit" (Web site review). *Reference Reviews*, 21.3 (2007): 37-8.



Campbell, Nicole. "Literary Index: Internet Resources in Literature" (Web site review). *Reference Reviews*, 22.6 (2008): 34.

Campbell, Nicole. "Mississippi Writers Page" (Web site review). *Reference Reviews* 15.5 (2001): 25.

Campbell, Nicole. "Museum of Ancient Inventions" (Web site review). *Reference Reviews* 15.1 (2001): 39.  
Also published in: *Online Information Review* 25.2 (2001): 139.

Campbell, Nicole. "National Reference Center for Bioethics Literature" (Web site review). *Electronic Resources Review*, 4.6 (2000): 64-5.

Campbell, Nicole. "NoodleTools" (web site review). *Reference Reviews* 15.3 (2001): 6-7.

Campbell, Nicole. "Our Virtual World: The Transformation of Work, Play and Life via Technology" (book review). *Government Information Quarterly*, 18.3 (2001): 261-63.

Campbell, Nicole. "PrimateLit" (Web site review). *Reference Reviews*, 16.8 (2002): 39.

Campbell, Nicole. "Review of Biblical Literature" (Web site review). *Electronic Resources Review*, 4.10 (2000): 127-28.

Campbell, Nicole. "Scientific and Technical Acronyms, Symbols, and Abbreviations" (Web site review). *Reference Reviews*, 17.7 (2003): 52.

## Committees

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### Current Appointments:

#### *WSU Vancouver Library:*

- Assessment Team. Member, August 2009 – Present.
- PR Committee. Member, June 2008 - Present.
- Web Committee. Chair, August 2008 - Present.
- Electronic Resources Team, Fall 2009 – Present.
- Learning Break Team, Fall 2009 – Present.
- Systems Team, Fall 2009 – Present.
- WorldCat Local Team, Fall 2009 – Present.

#### *WSU Vancouver:*

- WSU portal redesign discussion group, January 2011 – Present.

#### *WSU Libraries:*

- Web Working Group. Ex-officio Member, May 2004 - Present.
- WorldCat Local Implementation Team. Member, March 2009 – Present.



### Past Appointments:

#### *WSU Vancouver Library:*

- Ordering Materials Committee. Member, January 2008 - May 2008.
- Podcast Grant Committee. Member, July 2007 - April 2008.
- VIS Workshops Committee. Member, January 2008 - August 2008.
- Library Redesign Committee. Member, October 2002 - January 2003.

#### *WSU Vancouver:*

- Search Committee for Web Communications Manager. Member, May – June 2010
- WSU Vancouver Website Revision Group. Member, May 2010 – August 2010.
- Academic Journal Committee. Faculty Advisor, February 2008 – Fall 2009.
- Student Media Board. Member, April 2008 – Fall 2009.
- General Education Advisory Board (GEAB). Member, January 2008 – May 2009.
- Local Coordinator, Combined Fund Drive. August 2006 - 2009.
- Search Committee for Web Communications Manager. Chair, June 2008 - January 2009.
- Faculty/Staff Campaign. Faculty Representative, February 2008 - April 2008.
- Search Committee for Director of IT. Member, November 2007 - February 2008.
- Design Tech Committee. Member, August 2006 - April 2008.
- myWSU Vancouver Committee. Member, July 2006 - May 2008.
- WSU Vancouver S&A Facilities Fees Allocation Committee. Member, January 1999 - June 2002.
- Research Taskforce (part of the campus strategic planning process). Member, January 2001 - May 2001.
- Search Committee for Help Desk Technician (Vancouver Information Services). Member, May 2005 - August 2005.
- Search Committee for Computer Maintenance Technician II (Vancouver Information Services). Member, August - September 2001.
- Search Committee for Systems Coordinator/Operations Coordinator (Vancouver Information Services). Member, May 2000 - August 2000.
- Vancouver Information Services (VIS) Coordinators/Planning Committee. Member, February 2002 - August 2007.
- WSU Vancouver Safety Committee, September 1998 - August 1999.
- Search Committee for Computer Support Technician I (Vancouver Information Services). Member, January 1999.
- WebCom (the campus Web development committee), May 2001 - June 2005.
- Combined Fund Drive, Campus Coordinator, August 2001 - December 2005. Co-coordinator, August 2000 - December 2000.
- Web Users Group. Member, January 2002 - December 2003.

#### *WSU Libraries:*

- Library Faculty Affairs Committee (LFAC). Member, August 2008 – July 2010.
- Web Working Group. Member, September 1999 - June 2003.
- Nominations Committee for the Library Faculty Affairs Committee (LFAC). Member, April - May 2003.



- What is Griffin Taskforce. Member, February 2002 - May 2002.
- Circulation Working Group. Member, January - June 1999.
- Food & Drink Policy Taskforce. Member, April - August 1999.
- LFAC. Member, August 1999 - June 2000.
- New FirstSearch Taskforce. Member, September - October 1999.
- Nominations Committee for the Faculty Development Committee. November 2000-December 2000.
- Preservation Working Group. Member, September 1998 - September 2000. (Secretary: April -September 1999. Chair: October 1999 - April 2000.)
- Search Committee for Science Librarian & Information Services Coordinator position for WSU Owen Library. October 1999 - March 2000.

#### WSU:

- Combined Fund Drive Steering Committee. Member, August 2006 - August 2008.
- myWSU Coordinators Committee. Member, July 2006 - May 2008.

#### Professional Organizations:

- ACRL Distance Learning Section Program Planning Committee 2001. Member, January 2000 - July 2001.
- ALKI Editorial Committee, Washington Library Association. Member, September 2002 - August 2004.
- PORTALS Resource Access Committee. Member, November 1998 - August 1999.
- PORTALS Technology Access Group Virtual Catalog Project Taskforce. Member, November 1999.
- ACRL Distance Learning Section. Member-at-Large, January 2003 - June 2004.
- ACRL Distance Learning Section Discussion Group. Secretary, June 1999 - July 2000.
- Usability Subcommittee of the ALA Web Advisory Committee. Member, August 2003 - December 2005.
- ACRL Distance Learning Section Web Committee. Member, January 2000 - June 2005.
- LITA Human/Machine Interfaces Interest Group. Member, June 1999 - December 2005. Co-vice-chair, January 2001 - December 2001. Co-Chair, January 2003 - December 2003.
- PORTALS Web Committee. Member, June 2004 - June 2005.

## Other Professional Activities

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#### Research Interests:

- Systematic Review project: Sue Phelps and I are conducting a systematic review of professional literature on the topic of faculty and librarian collaboration. We are investigating if, and how, faculty and librarians collaborate and whether they nature of that collaboration in their publications.
- Usability assessment of library resources & services: Since libraries have grown to depend on web-based methods to delivering information and resources, I am interested in testing and ensuring that these resources are usable and user-friendly.
- Accessibility of electronic resources: I also focus on assessing whether library web-based resources and services are accessible and usable for all library patrons.
- Sabbatical Leave (January 2006 - June 2006): During my professional leave, I conducted a study analyzing a sample of university library websites. The study included: testing the accessibility of the websites using Bobby, a



tool which tests compliance with accessibility guidelines, and assessing the usability of the sites using screen reader software to determine if they were usable.

### Projects:

- Website Conversion to Drupal: As our campus moves to a content management system (Drupal), I am working on editing, designing and moving our Library website to this system. (January 2010 – present).
- Authentication System: Moved the library's authentication system, which uses Ezproxy, to a new, more secure server. This also involved updating the authentication scripts, adding security certificates and moving to a new login/password method, making it both more secure and more robust. (August 2006).
- Database / Website Project: Worked towards integrating all the various systems used on the library's website. This involved moving away from Coldfusion and Access for maintaining and displaying library resources to a PHP, MySQL solution. This allows for better integration with our news blog and future projects of creating flexible, subject and instruction pages. (July 2006 - August 2006).
- Evaluation of the Columbia River Basin Ethnic History Archive (CRBEHA): Worked as co-evaluator of the CRBEHA website. The archive is a grant-funded digital collection of historical materials about ethnic groups in the Pacific Northwest. My evaluation focused on user perceptions of the archive. (July - September 2003).
- Usability Testing Resources: Collection of web resources on usability testing. Developed and maintained for the Human/Machine Interfaces Interest Group of LITA. (July 2000- June 2005). (<http://www.vancouver.wsu.edu/fac/campbell/hmiig/usabres2.htm>)
- VIS Workshops Registration System: Created an online, database-driven system for the Vancouver Information Services (VIS) Workshops, including an online registration and automated email confirmations and reminders. (August 2002 - August 2004).

### Professional Service:

- Moderated several focus groups for a study evaluating the WSU Vancouver Nurse Educator program. The study was conducted by Renee Hoeksel, Dawn Doutrich and Christine Ludwig. (Fall 2003 and Fall 2004.)
- Peer reviewed two articles in a special issue on "Information Systems Accessibility" for Universal Access in the Information Society Journal. (Fall 2004).
- Peer reviewed an article for *Library Hi-Tech*. (Fall 2005.)
- Moderated brainstorming session for campus discussions on areas of distinctiveness. February 2008.

### Grants:

- Co-recipient: WSU/William and Flora Hewlett Foundation, "American Diversity Curriculum Development Grant." (2000-2001.)
- Co-recipient: Washington State Library Commission, "Virtual Reference Service Demonstration Project." This grant represents a collaborative effort between WSU Vancouver and Clark College Library to implement and develop a virtual reference service. (August 2002 - July 2003.)
- Co-recipient: Washington State Library Commission, Virtual Reference Demonstration Grant. This project focuses on further development and marketing of our virtual reference service. (October 2003 - September 2004.)



## Professional Affiliations

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### Current:

- CHIFOO: Computer-Human Interaction Forum of Oregon
- Modern Language Association (MLA)

### Past Memberships:

- American Library Association (ALA)
- American Society for Information Science & Technology (ASIS&T)
- Washington Library Association (WLA)

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