

## ERICA A. CARLSON

120K Holland and Terrell Libraries  
Washington State University  
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### EDUCATION

- ◆ **MS in Library and Information Sciences, University of Illinois at Urbana Champaign, May 2005**
- ◆ **MA in English Literature, Loyola University Chicago, May 1998**
- ◆ **BA in English Literature, Luther College, Decorah, IA, May 1996**

### PROFESSIONAL EXPERIENCE

*Librarian II, Humanities/Social Sciences Reference and Electronic Facilitator Librarian, September 2005 – present*

- ◆ As subject specialist for the Communication, the Women's Studies, and Juvenile Literature, provide specialized reference service, teach library instruction sessions, create guides and handouts, and handle collection development.
- ◆ Provide reference service to library patrons at the Holland and Terrell Libraries reference desk.
- ◆ Work as a liaison with Library Systems to ensure that the Holland and Terrell Libraries' public and office workstations are serving the needs of librarians and patrons.
- ◆ Serve as a resource for librarians and patrons working with computer hardware and software.

### OTHER LIBRARY EXPERIENCE

*Reference Assistant, Funk Agricultural Library at the University of Illinois at Champaign Urbana, January 2004 – May 2005*

- ◆ Provided reference assistance to students and faculty.
- ◆ Designed and maintained web pages for the Funk Agricultural Library, most particularly the Food Science and Human Nutrition department page, located at the following URL: [http://www.library.uiuc.edu/agx/internet\\_links/food.htm](http://www.library.uiuc.edu/agx/internet_links/food.htm).
- ◆ Answered patron queries through "Ask a Librarian," the University's online chat reference service.

### TEACHING EXPERIENCE

*Humanities/Social Sciences Reference Librarian, Washington State University, September 2005 – present*

- ◆ Librarian/Facilitator for a Freshman Seminar section, Spring 2006
- ◆ Library Instruction Session for Sociology 300, January 2006
- ◆ Library Instruction Session for Journalism 305, January 2006
- ◆ Library Instruction Session for Advertising 382, October 2005

*Graduate and Teaching Assistant, Loyola University Chicago, August 1996 – May 2000*

- ◆ Planned and organized courses and designed effective lesson plans, lectures and homework assignments.
- ◆ Worked individually with students to improve their writing and critical thinking skills.

- ◆ Taught English 272, Introduction to Drama, Fall 1999
- ◆ Taught English 289, Society and Literature, Summer Session 1999
- ◆ Taught English 106, Introduction to Composition, Spring 1998
- ◆ Taught English 105, Introduction to Composition, Fall 1997

### **LIBRARY COMMITTEES**

- ◆ Web Working Group, ex officio (Chair 2006)
- ◆ Institutional Repository Task Force, 2005 –
- ◆ Usability Testing Volunteer Group, 2006 –

### **OTHER UNIVERSITY SERVICE**

*Washington State University, 2005 – present*

- ◆ Member of the President's Commission on the Status of Women 2006-2008
- ◆ Faculty Senate, elected at-large, 2006-2009

*Loyola University Chicago, 1996 – 2000*

- ◆ Member of the Graduate Scholars Program in Women's Studies at Loyola University August 1999-May 2000
- ◆ Member of the Board of the English Graduate Student Association at Loyola University August 1996-May 1998
- ◆ Publicity assistant for the McElroy Shakespeare Celebration at Loyola University, 2000
- ◆ Member of the Board of the English Graduate Student Association at Loyola University, August 1996-May 1998

### **PROFESSIONAL ASSOCIATIONS**

- ◆ American Library Association
- ◆ Association of College and Research Libraries (ACRL)
  - Instruction Session
  - Literature in English Section
  - Women's Studies Section
- ◆ Library and Information Technology Association (LITA)
- ◆ Reference and User Services Association (RUSA)
  - Library Instruction Section
  - Reference Services Section
- ◆ ACRL, Washington State Chapter
- ◆ Washington State University Association for Faculty Women

### **PROFESSIONAL SERVICE**

- ◆ Member, User Education and Information Literacy Committee, RUSA Reference Services Section

### **RELEVANT WORK EXPERIENCE**

*Customer service representative and processor at the Seminary Cooperative Bookstore, October 2000 – August 2003*

- ◆ Assisted customers in locating and ordering books, handled customer problems and complaints.
- ◆ Processed book orders, updated inventory in the store computer system.

*Customer service representative at the Newberry Library Bookstore (the downtown branch of the Seminary Cooperative Bookstore) October 2000 – the present*

- ◆ Sold books at the bookstore, as well as at Library readings, lectures, and events.
- ◆ Assisted Newberry seminar instructors in selecting seminar reading materials for their courses.

#### **ACADEMIC HONORS AND AWARDS**

- ◆ Graduate Assistantship at the Funk Agricultural, Consumer, and Environmental Sciences Library, January 2004-June 2005
- ◆ Graduate Student Assistantship at Loyola University, August 1996-May 2000
- ◆ Member of the Graduate Scholars Program in Women's Studies at Loyola University, August 1999-May 2000

#### **CONFERENCE PAPERS**

- ◆ "A Tale of Two Sanctities: Women and Holiness in the *Canterbury Tales*" was presented at the thirty-fifth International Congress of Medieval Studies, May 2000, in Kalamazoo, Michigan.

#### **CONFERENCES ATTENDED**

- ◆ Online Northwest, Corvallis, OR, 2006
- ◆ ACRL Washington and Oregon Chapters Fall Conference, Pack Forest, WA, 2005
- ◆ ALA Annual Conference, Chicago, IL 2005
- ◆ Thirty-fifth Congress of Medieval Studies, Kalamazoo, MI, 2000
- ◆ Thirty-fourth Congress of Medieval Studies, Kalamazoo, MI 1999
- ◆ Conference on the York Cycle of Mystery Plays, University of Toronto, 1998

#### **COMMUNITY SERVICE**

- ◆ Volunteered as a tutor at the Loyola Literacy Center 1997-2001, working with adult ESL learners