

Jennifer Downey
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EDUCATION:

Master of Library and Information Science, San Jose State University, San Jose, California, June, 2005
Master of Science, Clinical Mental Health Counseling, Canisius College, Buffalo, New York, August, 1994
Bachelor of Arts, Psychology, State University of New York, Buffalo, New York, August, 1992

EMPLOYMENT HISTORY:

Principal Librarian, A.K. Smiley Library, Redlands, CA
October, 2017 - Present

- Plan, coordinate, and supervise activities and all work related to the adult services section
- Supervise and participate in the maintenance of the adult collection
- Directly supervise ten reference and circulation employees
- Assist patrons with inquiries and requests for reference information and use of electronic resources
- Perform and supervise duties at the circulation desk and reference desk
- Maintain and update adult services policies
- Respond to patron complaints and concerns regarding policies and procedures
- Review and evaluate new publications and collection materials and make recommendations on materials for acquisition
- Participate in budget preparation and administration
- Represent the City and library system at professional meetings
- Prepare library activity reports and statistics
- Supervise, schedule, train, and evaluate assigned personnel
- Assist in the interview and selection process of library support staff

Reference Librarian, Rancho Cucamonga Public Library, Rancho Cucamonga, CA
January, 2005 – October, 2018

- Advise and assist patrons with selecting and locating appropriate library materials
- Educate patrons on-site and remotely on the use of electronic databases, e-books, and other digital resources
- Purchase and catalog a wide variety of books and media
- Create original and copy-catalog records for books and media
- Order, receive, and distribute interlibrary loan materials
- Directly supervise four library assistants and 15 volunteers
- Teach technology classes in Microsoft Word, PowerPoint, resume writing and job-searching skills

Reference Librarian, John M. Pfau Library, California State University at San Bernardino, San Bernardino, CA
September, 2004 – December, 2004; April, 2005 – February, 2006

- Provided reference services to students and faculty
- Assisted students in using the library's online catalog and electronic databases
- Ordered and received interlibrary loan materials for students and faculty
- Taught specialized bibliographic instruction classes
- Created a searchable electronic database of the university's educational and psychological test materials

Reference / Local History Intern, Palm Springs Public Library, Palm Springs, CA
June, 2004 – August, 2004

- Selected and indexed historic news articles for an online news index
- Created a database of periodicals, newspapers, maps, and historic telephone books for the library website
- Created a local history information page for the library's website
- Assisted patrons with reference concerns and genealogical fact-gathering, both on-site and remotely

Intake Coordinator, The Village of Childhelp, Beaumont, CA

October, 1997 – June, 2003

Screened and evaluated referrals to an 80-bed residential treatment facility for abused and neglected children

- Actively recruited appropriate clients
- Performed assessments of therapeutic needs
- Prepared detailed reports for use in therapeutic and judicial decisions
- Developed and maintained statistics and outcome data
- Developed and conducted follow-up research

Family Service Worker, Snohomish County Head Start, Everett, WA

August, 1994 - August, 1997

- Delivered task-oriented social work services to low-income families
- Coordinated provision of literacy and health services
- Facilitated parent groups and adult education activities
- Served as liaison between school, family and community
- Conducted home visits and group experiences
- Assisted clients in transitioning from public assistance to employment
- Maintained extensive records and documentation in accordance with federal guidelines

GRANTS AND FELLOWSHIPS:

Transforming Life After 50 IMLS Western Region Fellowship, July, 2010 – June, 2011

- Selected as one of 96 fellows to receive a continuing education scholarship for library professionals with the purpose of advancing skills related to improving services and engagement for Boomer-age adults
- Participated in a three-day interactive training institute
- Completed a nine-month online curriculum focused on building skills and applying lessons learned
- Conducted an in-depth community assessment and series of focus groups for adults age 50+ , which were used to plan and implement new adult programs
- Presented on a panel of fellows at the Public Library Association 2012 conference

California Reads, Cal Humanities in partnership with the California Center for the Book, January, 2012, \$5500

- Created a community-wide reading of *Farewell to Manzanar* by Jeanne Wakatsuki Houston
- Coordinated a large-scale author event with Jeanne Wakatsuki Houston
- Led book discussions and other community events based on the theme of democracy and the power of literature to stimulate meaningful discussion around difficult topics

Live & Learn Program Series, Rancho Cucamonga Library Foundation, April, 2012, \$3000

- Developed a series of adult programs based on healthy lifestyle choices
- Presented workshops by expert speakers on healthy cooking, meditation, stress reduction techniques, gardening and composting
- Collected statistics and outcome data for use in future programs

CONFERENCE PRESENTATION:

Transforming Life After 50: Public Libraries and Baby Boomers, Public Library Association Annual Conference, Philadelphia, PA, March, 2012

AWARDS AND SCHOLARSHIPS:

- **Recipient**, San Jose State School of Library and Information Science Special Session Scholarship, August, 2004
- **Winner**, Miriam Braverman Memorial Award, Progressive Librarians Guild, March, 2005

PUBLICATIONS:

- **Public Library Collections in the Balance: Censorship, Inclusivity, and Truth**, Santa Barbara, CA: Libraries Unlimited, July, 2017
- **“Learning on the Job: Censorship and Intellectual Freedom in the Real World,”** *The Journal of New Librarianship*, forthcoming 2018
- **“Community Assessments: Friend or Foe?”** Libraries Unlimited Professional Learning Network, February, 2016
- **“LGBT Materials and Collection Development: the Good, the Bad, and the Ugly,”** Libraries Unlimited Professional Learning Network, February, 2016
- **“Self-Censorship in Selection of LGBT-Themed Materials,”** *Reference & User Services Quarterly*, Volume 53, Issue 2, Winter, 2013
- **Book Review:** “Hidden Victims: The Effects of the Death Penalty on Families of the Accused,” *Choice*, June, 2006
- **Book Review:** “The Handbook of Group Research and Practice,” *Choice*, December, 2005
- **Book Review:** “The Freedom Outlaw’s Handbook,” *Counterpoise*, Fall, 2005
- **Book Review:** “Nonfiction Readers’ Advisory,” *Midwest Book Review*, September, 2005
- **Book Review:** “No Place for Children: Voices from Juvenile Detention,” *Counterpoise*, Summer, 2005
- **“Public Library Collection Development Issues Regarding the Information Needs of GLBT Patrons,”** *Progressive Librarian*, Issue 15, Summer, 2005

MEMBERSHIPS:

- **American Library Association**, 2003 – Present
- **American Library Association Social Responsibilities Round Table**, 2005 – Present
- **American Library Association Intellectual Freedom Round Table**, 2015 – Present
- **Progressive Librarians Guild**, 2005 – Present