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### Education

2014, Ph.D., "Restorative Library Study Spaces", Emporia State University, Kansas  
1989, M.I.L.S., University of Michigan, Ann Arbor, MI  
1984, B.A., Classical Archaeology, George Washington University, Washington, DC

### Career History

**Director and Tenured Faculty Member**, 7/2015 – Present. Washington State University Vancouver Library, Vancouver, WA 98686.

Duties: Oversee all operations of the Library including strategic planning, budgeting, administration and management of library faculty and staff. Responsible for a \$1.5 million budget, 7 permanent library faculty, 1.5 part-time librarians, and 5 staff. Represent the Library and the Campus within the distributed WSU-system and the community. Serve on the Campus' Leadership Council. Partner with campus departments and community groups to accomplish mutually-held goals. Organize and participate in library development activities and enable faculty and staff to successfully pursue grant funding. Mentor tenure-track library faculty.

**Associate Library Director and Tenured Faculty Member**, 08/2009- 06/2015, Washington State University Vancouver, Vancouver, WA 98686.

Duties: Spearhead long-term initiatives such as strategic planning and assessment. Responsible for integrating outcomes assessment into the Library's culture. Responsible for building the Library's role as a partner for campus initiatives around scholarly discourse, diversity and undergraduate research. Create events in the Library that lead users to perceive of the Library as a "third" place, after home and work spaces. Coordinate all reference services and build and maintain reference collection. Chair Assessment and Library Undergraduate Research Excellence Award Committees. Represent the Library faculty on the Vancouver Faculty Organization Executive Committee. Serve as faculty liaison for Business and Fine Arts. Teach bibliographic instruction classes as needed. Starting in 2013, oversee collections budget and coordinate purchasing. Supervise one full-time staff member and four adjunct faculty. Represent the Library when Director is unavailable.

**Interim Assistant Vice-Chancellor of Academic Affairs**, 08/2007-08/2009, Washington State University Vancouver, Vancouver, WA 98686.

Duties: Provide leadership for the General Education Program. Working in partnership with the Vice Chancellor, provide leadership/coordination for University Scholars, Faculty Affairs, Service Learning and other initiatives as assigned. Work closely with academic units and the academic leadership of the campus in fulfilling the campus mission and in advancing the campus diversity agenda. Represent the University on community boards such as Workforce Development. Represent the Vice Chancellor when he is absent.

**Promoted to Librarian 4** (full professor) effective July 1, 2007.

**Associate Library Director and Tenured Faculty Member**, 08/2003- 08/2007, Washington State University Vancouver, Vancouver, WA 98686.

Duties: Manage the daily operations of all areas of the Library. Directly supervise five library faculty, 1 technology instructor and two staff. Hire, train and supervise faculty and staff. Prepare annual reports, statistical reports and budgets for all areas of the Library. Serve on the Planning Committee for the Vancouver Information Services Department. Coordinate and instruct the Vancouver Information Services Workshops. Serve as faculty liaison for Business, Anthropology, and General Education. Teach bibliographic instruction classes as needed. Build and maintain the reference collection.

Teach in the Digital Technology and Culture Program and in the General Education Program. Coordinate the planning and teaching of GE101/301, GE303, and GE401. Consult on a variety of campus initiatives involving the ePortfolio, Web-based instruction, and information technology.

**Assistant Professor and Assistant Campus Librarian**, 11/1995- 07/2003, Washington State University Vancouver, Vancouver, WA 98686.

Duties: Manage public services, including Reference, Instruction, Circulation and Reserves. Staff the reference desk. Hire, train and supervise faculty, staff and students working at the reference and circulation desks. Coordinate and instruct the Vancouver Information Services Workshops. Serve as faculty liaison for Psychology, Business, Criminal Justice, Anthropology, History and Human Development. Teach bibliographic instruction classes as needed. Build and maintain the reference collection. Coordinate computer services in the library. Train staff on new OPAC, circulation and serials system (Innovative Interfaces). Prepare annual reports, statistical reports and budgets for public service areas. Manage the library in the absence of the Campus Librarian.

Teach in the Digital Technology and Culture Program and in the Masters in Teaching Program. Consult on a variety of campus initiatives involving educational technology, Web-based instruction, and information and technology literacy. Participate in faculty governance and campus activities.

**Adjunct National Faculty**, 2002-Present, Emporia State University School of Library and Information Management, Portland Cohort.

**Assistant Professor and Reference Librarian**, 8/1994-10/1995, Linfield College, McMinnville, OR 97128

**Acting Head of Reference/Periodicals and Reference Librarian/Library Instruction Liaison**, 1/1993-8/1994, Hornbake Library, University of Maryland, College Park, MD, 20742.

**Reference Librarian/Library Instruction Liaison**, Hornbake Library, 7/1991-1/1993, University of Maryland, College Park, MD, 20742.

**Reference Librarian**, 9/1989 - 7/1991, Penrose Memorial Library, Whitman College, Walla Walla, WA, 99362.

**Reference Desk Assistant**, 9/1988 - 8/1989, Undergraduate Library, University of Michigan, Ann Arbor, MI 48109.

**Interlibrary Loan Assistant/Archives and Special Collections Assistant**, 6/1986 - 8/1988, Shadek-Fackenthal Library, Franklin and Marshall College, Lancaster, PA 17604.

### Publications, Refereed

- Lohmann, S. H., Diller, K. R., Phelps, A. S. (in press). Potholes and pitfalls on the road to authentic assessment. *Portal: Libraries and the Academy*, 19.
- Diller, K. R. (2018). Perspectives on leadership. *Alki: the Washington Library Association Journal*, 34, 20-21. [https://wala.memberclicks.net/assets/Alki/Alki\\_November%202018.pdf](https://wala.memberclicks.net/assets/Alki/Alki_November%202018.pdf)
- Diller, K. R. (2017). Dementia-friendly libraries: extending access and equity to a growing population. *Alki, The Washington Library Association Journal*, 33, 13-14.
- Diller, K. R. (2017). Space assessment: an interdisciplinary look at past and present studies. In S. E. Montgomery (Ed.), *Assessing Library Space for Learning* (pp. 3-20). Boulder, CO: Rowman & Littlefield.
- Diller, K. R. (2015). Reflective practices: library study spaces in support of learning. *Proceedings of the 2015 ACRL Conference*, 631-635. <http://www.ala.org/acrl/sites/ala.org.acrl/files/content/conferences/confsandpreconfs/2015/Diller.pdf>
- Diller, K. R. (2014). *Restorative Library Spaces* (Doctoral dissertation). Retrieved from <http://hdl.handle.net/123456789/3296>
- Diller, K. R. & Olsen, L. N. (2013). The development of information transfer theory: revolution or evolution? *Zarządzanie Biblioteką*, 1(5), 87-106. Retrieved from <https://cwf.ug.edu.pl/ojs/index.php/ZB/issue/viewIssue/66/136>
- Thielen, A. & Diller, K. R. (as faculty advisor). (2012). Through the lens of attention restoration theory: the pursuit of learning in gardens throughout history. *Undergraduate Research Journal for the Human Sciences*, 11. Retrieved from <http://www.kon.org/urc/v11/thielen.html>
- Phelps, S. F., Senior, H., & Diller, K. R. (2011). Learning from each other: a survey of alliance libraries about information literacy instruction. *Journal of Collaborative Librarianship*, 3(3), 140-153.
- Diller, K. R., & Phelps, S. F. (2011). Multiple methodologies for space assessment to support learning. In *2010 Proceedings of the National Library Assessment Conference*. (pp 195-200). Washington, DC: Association of Research Libraries.
- Diller, K. R., & Phelps, S. F., (2008). Learning outcomes, portfolios, and rubrics, oh my! Authentic assessment of an information literacy program," *portal: Libraries and the Academy*, 8(1), 75-89.
- Sawyer, R., Diller, K. R., & Eccles, M. (2001). Technology for inquiry: (mis)uses of electronic reflective portfolios in a teacher certification program. *Issues in Teacher Education*, 10(1), 9-27.
- Diller, K. R. (2001). New Alliances: Supporting Faculty in the Development of Electronic Learning Environments. *Online Educa Berlin Book of Abstracts*, (pp. 272-273). Berlin, Germany: ICEF.
- Diller, K. (2000, January). Review of *Librarians as Learners, Librarians as Teachers*, edited by Patricia O'Brien Libutti. *Journal of Academic Librarianship*, 71-72.
- Campbell, N. M., Diller, K. R., & Chisman, J. (2000). Learning from our users: usability testing of WebPacs & Web Sites. In *Internet Librarian International 2000, Proceedings* (pp. 30-35). Medford, NJ: Information Today.
- Chisman, J., Diller, K. R., & Walbridge, S. (1999). Usability testing: a case study. *College and Research Libraries*, 60(6), 552-569.

- Campbell, N., Walbridge, S., Chisman, J., & Diller, K.R. (1999). Discovering the user: a practical glance at usability testing. *Electronic Library*, 17(5), 307-311.
- Diller, K. R. (1999). Death, taxes and public speaking. *Alki, the Washington Library Association Journal*, 15(2), 17;19.
- Diller, K. R. & Campbell, N. (1999). Effective library Web sites: how to ask your users what will work for them. In *Prepared for the Future, IOLS '99 Proceedings* (pp 41-54). Medford, NJ: Information Today.
- Diller, K. R. & Harrsch, C. (1999). Hard drives and hardbacks: partnerships between computer centers and libraries. In K. Anderson *et al.* (Eds.), *LOEX of the West: collaboration and instructional design in a virtual environment* (pp 39-50). Stamford, CT: JAI Press.
- Diller, K. R. & Huling, N. (1997). Distance learning: opportunities and challenges. *Alki, The Washington Library Association Journal*, 13(3), 10-13.
- Diller, K. (1997). Helping your campus navigate electronic environments: collaboration is a necessity. *Research Strategies*, 15(3), 187-192.
- Diller, K. R. (1996). Content is king: evaluating Web sites as information sources. *Alki, The Washington Library Association Journal*, 12(3), 7.

### Publications, Non-Refereed

- Diller, K. R., & Walbridge, S., & Chisman, J. (2007). Questionnaires and Forms within Testing the Usability of a WebPac. In S. Dobrin *et al.* (Eds.), *Technical Communications in the 21st Century*. Prentice Hall.
- Diller, K. R. (2006, Fall). Developing the General Education Program at WSU Vancouver. *ACRL Washington Newsletter*, 4-5.
- Diller, K. R. & Weible, A. (1998). Legislative sources: knowing the process. *DttP: Documents to the People*, 26(4), 10-19.
- Diller, K. R. & Weible, A. (1996). Legislative sources: knowing the process. Handouts for GODORT presentation, published in the 1996 GODORT Education Committee Handout Diskette.
- Diller, K. R. (1993, Jan/Feb). Don't assume, ask" and campus-wide information systems. Reviews of sessions at Computers in Libraries. In *Library Hi Tech News*, 17-18.
- Diller, K. (1991). How to choose the best index or where to take your date for dinner. In L. Shirato (Ed.), *Judging the Validity of Information Sources: Teaching Critical Analysis in Bibliographic Instruction* (pp. 57-58). Ann Arbor, MI: Pierian Press.

### Presentations (Most Recent)

- Co-Leader, "Not your Ordinary Space Planning: understanding how design professionals, librarians and patrons build narratives around physical spaces," a four-hour workshop, Environmental Design and Research Association, Brooklyn, NY, May 22, 2019.
- Co-Presenter, "Design for Success: can place attachment and cognitive architecture theories be used to develop library space designs that support student success?" Contributed Paper, 2019 ACRL National Conference, Cleveland, OH, April 12, 2019.
- Co-Panelist, "Alternative Narratives for Space Planning," 2019 ACRL National Conference, Cleveland, OH, April 13, 2019.
- Presenter, "Learning in Libraries: New Questions, Innovative Measures," Research Paper, 11<sup>th</sup> annual International Northumbria Conference, Edinburgh, Scotland, July 22-24, 2015.
- Presenter, "Reflective Practices: Library Study Spaces in Support of Learning," Contributed Paper, Association of College and Research Libraries, Annual Conference, Portland, OR, March 25-28, 2015.

Co-Panelist, "Assess within your Means: Two Methods, Three Outcomes, a World of Possibilities," Panel Discussion, Association of College and Research Libraries, Annual Conference, Portland, OR, March 25- 28, 2015.

Presenter, "Putting Learning First in the Assessment of Learning Environments," Contributed Paper, Society for College and University Planning, Pacific Regional Conference, Portland, OR, March 22-24, 2015.

Presenter, "Restorative Library Study Spaces," Invited Learning Break, WSU Libraries, Pullman, WA, January 28, 2015.

Presenter, "Restorative Library Spaces", Contributed Paper, 2014 International Conference, International Association for People Environment Studies, Timisoara, Romania, June 24-27, 2014.

Poster Presenter, "Restorative Library Study Spaces", Poster Session, Association of Library and Information Science Educators, Philadelphia, PA, Jan 21-24, 2014.

Presenter, "Library Space Design and Student Learning: How Do We Assess the Connection?", Paper at the International Constructed Environment Conference, Vancouver, BC, Oct 25-26, 2012.

Poster Presenter, "What can Restorative Environments Research tell us about Library Study Space?", Poster 2012 International Conference, International Association for People Environment Studies, Glasgow, Scotland, June 24-29, 2012.

Poster Presenter, "Libraries as "Lakes of Mental Energy", Works in Progress Poster, 2012 ALISE Annual Conference, Dallas, TX, January 17-20, 2012.

Co-Presenter, "Multiple Methodologies for Space Assessment to Support Learning", 2010 National Library Assessment Conference, Baltimore, MD, October 25, 2010.

Presenter, "Writing Measurable Goals," WSU Vancouver Library Learning Breaks, July 16, 2010 & September 17, 2010.

Co-Presenter, "Learning from Each Other: A Report on Information Literacy Programs at Orbis Cascade Alliance libraries", Oregon Information Literacy Summit, April 3, 2010.

Dinner Speaker, "Assessment: What you Need to Know". Multicultural Scholarship Recipient Dinner, SLIM, ESU, Portland, OR. February 27, 2010.

Co-Panelist, "Voices of Authentic Assessment", 2008 National Library Assessment Conference, Seattle, WA, Aug 4-6 2008.

Co-Poster Presenter, "Effective Information Literacy Assessment", 2008 National Library Assessment Conference, Seattle, WA, Aug 4-6 2008.

Prepared but not given, "Assessing Learning Outcomes in Programs Large and Small: A Hands on Approach", Half-Day ACRL Professional Development Workshop, Philadelphia, PA, January 11, 2008.

Co-Presenter, "Transforming the Library: Applying Multiple Assessment Methodologies to Library Instruction and Planning", Transforming the Profession, Evidenced-based Library & Information Practice 4th International Conference, Chapel Hill, NC, May 6-11, 2007.

Presenter, "ePortfolio at WSU Vancouver", 3rd Annual WSU IT Forum, March 2007.

Presenter, "The WSU Vancouver ePortfolio", Learning Break for Vancouver Information Services, Nov 27 & Dec 6, 2006.

Co-Presenter, "Information Literacy and General Education at WSU Vancouver", Learning Break for WSU Libraries, Pullman, WA, November 16, 2006.

Presenter, "The Vancouver ePortfolio", for faculty at WSU Tri-Cities, October 16, 2006.

Presenter, "The WSU Vancouver ePortfolio", for the WSU UACCT members, September 20, 2006.

Facilitator, "Are You Preparing for Your Next Job?", LAMA Education Committee, ALA Annual Conference, Chicago, June 2005.

Panelist, "Connecting Theory to Practice," OLA Conference, Portland, OR, April 2005.

## Grants

- Recipient, WSUV Diversity Council Grant, 2017-2018. \$5619.
- Recipient, WSUV Diversity Council Grant, 2016-2017. \$4838.
- Recipient, WSUV Diversity Council Grant, 2014-2015. \$2000.
- Recipient, WSUV Internal Research Mini-Grant, 2011-2012. \$3348.
- Applicant as Principal Investigator, IMLS Project Planning Grant, "Bringing the Story Forward: The Transformation of Vancouver from a Western Outpost to a Global Community", \$50,000. 2010. Submitted but not funded.
- Co-Principal Investigator, Humanities Washington, fall 2009 Project Grant, "Heartsong of Charging Elk", Awarded \$7,000.
- Recipient, 2007/8 Washington Campus Compact Civic Engagement Grant, \$25,000.
- Recipient, 2007/8 Washington Campus Compact AmeriCorps Grant, \$43,000.
- Principal Investigator, Humanities Washington, fall 2007 Project Grant, "Living in Asphalt Nation", \$7,700. Awarded \$5,000.
- Recipient, WSU/William and Flora Hewlett Foundation, "American Diversity Curriculum Development Grant", 2000-2001, \$1,235.
- Recipient, WSUV Internal Research Mini-Grant, 2000-2001, \$2,000.
- Recipient, WSU General Education/William and Flora Hewlett Foundation, Grant # 97-1405, 1999, \$5,000.

## Development Activities

- Provost's Leadership Academy, 2017-2018. My focus was Development.
  - Created Development Plan for the Library.
  - Organized and held first LEAPers Event (Library Employee Alumni Partners)
- WSU Foundation, Development Training, April 2017.
- Case Development Conference for Deans. San Francisco, February 2016.

## Diversity and Equity

- Currently investigating the ACRL Diversity Fellowship program, talking with our Equity and Diversity Director and reading about issues related to the hiring and retention of librarians of color in order to create a plan to bring more diversity to the Library's faculty as we fill vacant positions. The goal is to bring more voices into the Library's leadership and activities and to better reflect the growing diversity of our student body.
- "Intercultural Development Inventory (IDI), Individual Debrief," Building a Culture of Equity (BaCE) Workshop, WSU Vancouver, December 10, 2018.
- "IDI Group Debrief," BaCE Workshop, WSU Vancouver, November 30, 2018.
- "Search Committees," BaCE Workshop, WSU Vancouver, October 31, 2018.
- "Access Center," BaCE Workshop, WSU Vancouver, September 19, 2018.
- "Bystander Training," BaCE, April 25, 2017.
- Courageous Conversations Training, WSU Vancouver, April 26, 2016.
- Cultural Competency Training, October 28, 2015.
- WSU Cultural Competency Training, 2008, WSU Vancouver.
- "Assessment and Design of Library Services for a Multicultural Population," Seminar sponsored by the Association of Research Libraries, Office of Management Services, May 10-11, 1994.

## Leadership and Management Training

- “Understanding the Employee Assistance Program as a Supervisor,” WSU, February 27, 2018.
- Hazardous Chemicals Training, May 2014, WSU.
- Title XI Training, April 2014, WSU.
- WSU Sexual Harassment Training, 2012, WSU.
- WSU Ethics Training Workshop, WSU Vancouver, April 6, 2007.
- “The 3 Rs of Licensing: Risks, Rights and Restrictions”, Preconference, Oregon Library Association Conference, April 6, 2005.
- Frye Leadership Institute, Council on Library and Information Resources, EDUCAUSE and Emory University, Emory University, June 4-16, 2000. Competitive admissions.
- “The Art and Practice of Leadership,” WLA Continuing Education Council, North Spokane Library, September 24, 1999.
- “Managing Educational Services,” LAMA Regional Institute, OSU, May 7, 1999.
- “Managerial Competencies: Building Tools for Organizational and Individual Success,” LAMA Preconference to 1998 ALA Annual Conference, June 26, 1998.
- “How to Manage Conflict and Maintain Emotional Control,” Workshop sponsored by the National Businesswomen's Leadership Association, August 1993.
- “Excellent Customer Service in an Academic Library Setting,” Workshop sponsored by the University of Maryland Libraries, August 1992.

## Assessment Activities

- Research Project, Assessment of undergraduate information literacy skills, 2014-2016.
- PhD research on the assessment of physical learning environments.
- Completed Service Quality Evaluation Academy. ARL, Toronto. March 2011.
- Appointed. ARL Library Assessment Conference Planning Committee. March 2011.
- Completed "Know Your users: Employing Ethnographic Methods in User Needs Research and Library Assessment" ACRL e-learning. August 2010.
- Multiple Methodologies for Space Assessment to Support Learning, 4-year research project at WSU Vancouver. Presented paper at 2010 National Library Assessment Conference.
- Supervised an "Independent Study" student who conducted research project on study space on campus. Fall 2010.
- Taught LI811OR, "Community Needs Assessment", Fall 2011, SLIM, ESU, 3 credits.
- Taught LI861OR, "Current Issues in Assessment", Spring 2010, SLIM, ESU, 1 credit.
- Attended "Qualitative Research Methods" workshop sponsored by the Orbis Cascade Alliance Research Interest Group, February 19, 2010.
- 3-year research project (2005-2008) on using electronic portfolios to assess student learning, including information literacy learning. See publications and presentations.
- Usability testing, 1999-2001. Presentations/publications available upon request.

## Courses Taught

### WSU Vancouver

- Hum 499, "Independent Study", Fall 2011, Spring 2013, Fall 2014, 1-3 credits.
- Engl 499, "Independent Study", Fall 2010, 3 credits.

UH 398, "Honors Thesis Proposal Seminar", Spring 2009, 1 credit.  
GE401, "Connecting Learning to Life", Fall 2007, 1 credit.  
GE303, "Research across the Disciplines", Spring 2007, 1 credit.  
GE101, "Introduction to University Learning Goals", Fall 2006, 1 credit. (5 sections)  
GE301, "Connecting to University Learning Goals", Fall 2006, 1 credit.  
DTC 356, "Electronic Research and the Rhetoric of Information", 1997-2000; 2005-2006, 3 credits.  
T&L 521, "Introduction to Educational Technology", 1997-2000, 1 credit.

#### School of Library and Information Management, Emporia State University

LI810XO, "Research in Library and Information Science", Fall 2017, 3 credits.  
LI880OR, "Capstone Course", Summer 2014, 1 credit.  
LI835OR, "Information Transfer in the Disciplines", 2004-2016, 1-2 semesters per year, 2 credits.  
LI811OR, "Community Needs Assessment", Fall 2010, Fall 2011, 3 credits.  
LI861OR, "Current Issues in Information Transfer: Assessment", Spring 2010, 1 credit.  
LI837OR, "Teaching in the Information Professions", 2007, 2 credits.  
LI813OR, "Basic Reference Sources", 2002-2006, 2 credits.

#### Mentoring and Advising

- Member, Dissertation Committee, Amy Beth, "Libraries and the Missing Narrative: Practitioner Explorations in the Use of Design Psychology and Environmental Autobiography for Library Building and Design"
- Mentor, Tenure-Track Librarian, 2016-.
- Practicum Advisor, 1 graduate student. Most semesters since 2010.
- 4 undergraduate students. 2010-2011.
- 6 undergraduate students who have been identified as "at-risk". 2008-2010
- Committee member for 4 honors student theses.
- Chair, WSUV Advising Committee, 2008-2009.

#### Community Involvement

- Trustee, Clark County Historical Museum, 2018-Present.
- Member, Collections Committee, Clark County Historical Museum, 2018-Present.
- Member, Vancouver Chapter, American Association of University Women, 2017-Present.

#### Current Committees

- Academic Leadership Council, WSU Vancouver, 2015-.
- WSU Vancouver Housing Committee, 2017-2018.
- Chair, WSU Libraries, Media Task Force, 2017-2018.
- OER Committee, 2016-2018.
- Scholarship Committee, 2010-Present.
- Chair, Library Faculty Search Committees, 2016 & 2017.
- Academic Integrity Committee, 2013-2018.
- Student Support Programs Committee, 2016-2017.
- Chair, Library Remodel Committee, 2014-2015.



- Tenure & Promotion Guidelines Subcommittee, Library Faculty Affairs Committee, WSU Libraries, 2015.
- Chair, Printing Committee, WSU Vancouver Library, 2014-Present.
- Chair, Undergraduate Library Research Excellence Award, WSU Vancouver Library, 2013- Present.
- Collections Management Working Group, WSU Libraries, 2013-Present.

#### Other (Recent)

- Coordinator, Wikipedia Edit-thon, “Representing the Under-represented,” a collaborative event with the Fine Arts Department, February 22, 2019.
- Judge, Research Showcase, WSU Vancouver, 2013-2015, 2017-2018.
- Conducted Data Security Audits for the Library, 2014-2015.
- Worked with donor on donation of biology books to the Library. 2014.
- Hosted one Radio Show for the Library's Radio Show, 2014.

#### Memberships

- American Library Association, ACRL & LAMA
- Washington Library Association
  - Board Member, *Alki*, 2017-2018
- Council for the Support of Education (Development & Fund Raising), 2016-Present