

LAUREN MANDEL

COLLEGE OF COMMUNICATION & INFORMATION • SCHOOL OF LIBRARY &
INFORMATION SERVICES
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Education

**Florida State University, College of Communication & Information,
School of Library & Information Studies**

Doctoral candidate; Chair: Melissa Gross, PhD

Tallahassee, FL
August 2007 – present

Dissertation: *Lost in the Labyrinthine Library: A Multi-Method Case Study Investigating Public
Library User Wayfinding Behavior*

Anticipated defense date: January 2012

Simmons College

MS in Library & Information Science with Archives Management Concentration

Boston, MA
January 2005

Vassar College

Bachelors of Arts in History

Poughkeepsie, NY
May 2001

Research interests

Library facility evaluation, wayfinding, public libraries, use of GIS in LIS, library as place

Academic employment

Information Use Management & Policy Institute

Research Coordinator

Assist Director to coordinate various research projects; serve as lead researcher on projects in such areas as broadband, digital libraries, and e-government; handle Human Subjects submissions; and organize proposal and report writing.

Tallahassee, FL
May 2009 – present

Graduate Research Associate

Participated in funded research projects and helped write grant proposals in such areas as e-government and Health Informatics.

January 2009 – May 2009

Florida State University College of Information

Lead Instructor

Information Science for Information Professionals

Incorporated lessons learned from first term leading this course to improve planning and deliverance of lectures, facilitation of class discussions, and assessment of students' work during second term.

Tallahassee, FL

Fall 2008, Spring 2008

Graduate Teaching Assistant

Planning, Evaluation, and Financial Management

Supported an online Master's level course; maintained the course Blackboard site; developed quizzes; assisted students and assessed their work.

Summer 2008

Graduate Teaching Assistant

Information Science for Information Professionals

Fall 2007

Supported undergraduate course through communications with and assessment of students.

Professional Employment

City of Hialeah Public Libraries

Hialeah, FL

Librarian II/Reference and Children's Services Supervisor *December 2006 - August 2007*

Oversaw adults' and children's reference staff and services - library instruction, programming, and readers' advisory; coordinated and implemented young adult programming; analyzed and reported annual library statistics; participated in collection development and library committees; researched and implemented library practices and policies.

Librarian I/Circulation Supervisor

May 2005 - December 2006

Supervised Circulation operations and staff; provided reference services to library patrons; compiled monthly Circulation statistics and annual library statistics; participated in collection development; organized a system-wide inventory in the summer of 2006.

Miami Dade College, Hialeah Campus Library

Hialeah, FL

Part-time Reference Librarian

September 2006 - April 2007

Provided reference services to college students and faculty; taught bibliographic instruction workshops; participated in collection development.

The Bostonian Society

Boston, MA

Library Assistant

May 2004 - May 2005

Answered reference inquiries; facilitated researchers' visits to the library; managed photograph orders; processed manuscript collections; tabulated monthly statistical report.

Simmons College, Beatley Library

Boston, MA

Student Assistant

June 2004 - August 2004

Staffed the circulation desk at an academic library; responded to patron inquiries.

The Supreme Judicial Court Archives

Boston, MA

Archives Intern

February 2004 - May 2004

Processed a 3.5 cu. ft. collection and produced a finding aid; conducted research in court records; answered reference questions; reorganized police docket books.

Publications

Peer-Reviewed Journal Articles

Bishop, B. W., Mandel, L. H., & McClure, C. R. (2011). Geographic information systems (GIS) in public library assessment. *LIBRES*, 21(1), 1-18.

Bishop, B. W., & Mandel, L. H. (2010). Utilizing geographic information systems (GIS) in library research. *Library Hi Tech*, 28(4), 536-547. doi:10.1108/07378831011096213

Mandel, L. H. (2010). Geographic information systems: A tool for displaying in-library use data. *Information Technology and Libraries*, 29(1), 46-51.

Mandel, L. H. (2010). Toward an understanding of library patron wayfinding: Observing patrons' entry routes in a public library. *Library and Information Science Research*, 32(2), 116-130.

Mandel, L. H., Bishop, B. W., McClure, C. R., Bertot, J. C., & Jaeger, P. T. (2010). Broadband for public libraries: Importance, issues, and research needs. *Government Information Quarterly*, 27(3), 280-291.

Journal Articles

Alemanne, N. D., **Mandel, L. H.,** & McClure, C. R. (in press). The rural public library as leader in community broadband services. *Library Technology Reports*.

Bishop, B. W., McClure, C. R., & **Mandel, L. H.** (2011). E-government service roles for public libraries. *Public Libraries*, 50(3), 32-37.

Mandel, L. H., McClure, C. R., Brobst, J., & Lanz, E. C. (2010). Helping libraries prepare for the storm with web portal technology. *Bulletin of the American Society for Information Science and Technology*, 36(5), 22-26.

McClure, C. R., Ryan, J., **Mandel, L. H.,** Brobst, J., Hinnant, C. C., Andrade, J., & Snead, J. T. (2009). Hurricane preparedness and response for Florida public libraries: Best practices and strategies, *Florida Libraries*, 52(1), 4-7.

Mandel, L. H., & Thorup, S. (2007). How do you manage?: Weed killer. *Library Journal*, 132(6), 58-59.

Mandel, L. H. (2007). Promoting arts education in libraries. *Public Libraries*, 46(6), 59-61.

Book Chapters

Brobst, J., **Mandel, L. H.,** & McClure, C. R. (in press). Public libraries and crisis: Roles of public libraries in hurricane/disaster preparedness and response. In C. Hagar (Ed.), *Crisis information management: Communication and technologies*. Cambridge, UK: Woodhead.

Mandel, L. H., McClure, C. R., & Bishop, B. W. (2011). Assessing Florida public library broadband for E-government and emergency/disaster management services. In J.C. Bertot, P. T. Jaeger, & C. R. McClure (Eds.), *Public libraries and the Internet: Roles, perspectives, and implications* (pp. 103-127). Santa Barbara, CA: Libraries Unlimited.

McClure, C. R., **Mandel, L. H.,** Brobst, J., Hinnant, C. C., Snead, J. T., & Ryan, J. (2011). Public libraries in hurricane preparedness and response. In J.C. Bertot, P. T. Jaeger, & C. R. McClure (Eds.), *Public libraries and the Internet: Roles, perspectives, and implications* (pp. 75-90). Santa Barbara, CA: Libraries Unlimited.

Research Reports

- McClure, C. R., Weissenberger, L. K., & **Mandel, L. H.** (2011). *Gale-Cengage outreach evaluation, 2010-2011: final report of project activities*. Tallahassee, FL: Information Use Management & Policy Institute, College of Communication & Information, Florida State University.
- Mandel, L. H.**, McClure, C. R., & Doster, K. C. (2010). *Gale training evaluation, 2009-2010: Final report*. Tallahassee, FL: Information Use Management & Policy Institute, College of Communication & Information, Florida State University.
- McClure, C. R., Bishop, B. W., **Mandel, L. H.**, & Snead, J. T. (2010). *Pasco County Public Library Cooperative E-government services in public libraries, 2010: Final report of project activities*. Tallahassee, FL: Information Use Management & Policy Institute, College of Communication & Information, Florida State University.
- McClure, C. R., **Mandel, L. H.**, Pierce, S., & Snead, J. T. (2010). *Hurricane/disaster preparedness and response by utilizing Florida public libraries: Final report*. Tallahassee, FL: Information Use Management & Policy Institute, College of Communication & Information, Florida State University.
- McClure, C. R., Ryan, J., **Mandel, L. H.**, Snead, J. T., & Bishop, B. W. (2009). *Needs assessment of Florida public library E-government and emergency/disaster management broadband services*. Tallahassee, FL: Information Use Management & Policy Institute, College of Communication & Information, Florida State University.
- Gibson, A. N., Bertot, J. C., McClure, C. R., **Mandel, L.**, & Snead, J. T. (2008). *Florida public libraries and E-government: Services, issues, and recommendations*. Tallahassee, FL: Information Use Management & Policy Institute, College of Information, Florida State University.

Conference Papers

- Mandel, L. H.**, McClure, C. R., Bishop, B. W., & Snead, J. T. (2010, October). *Conducting practical library assessments that promote program change and improvements*. Juried paper presented at the ARL Library Assessment Conference, Baltimore, MD.
- Hinnant, C. C., McClure, C. R., **Mandel, L. H.**, & Alemanne, N. D. (2010). *Broadband deployment as technological innovation: Assessing the needs of anchor institutions*. Proceedings of the iSchools iConference, 2010, 102-108.

Presentations

- Alemanne, N. D., **Mandel, L. H.**, & McClure, C. R. (2011, January). *Designing and evaluating broadband training and diagnostics programs for anchor institutions and community based organizations*. Poster presented at the Association for Library and Information Science Education, San Diego, CA.
- McClure, C. R., **Mandel, L. H.**, & Weissenberger, L. K. (2011, August). *Designing a user and usage database to promote, market, and demonstrate the value of selected statewide databases: The*

Florida Electronic Library as an example. Paper presented at the 9th Northumbria International Conference on Performance Measurement in Libraries and Information Services, York, UK.

McClure, C. R., Saunders, J. D., & **Mandel, L. H.** (2011, August). *Broadband and libraries and information organizations: Measuring levels of broadband access and perceptions of broadband impact and value.* Paper presented at the 9th Northumbria International Conference on Performance Measurement in Libraries and Information Services, York, UK.

Mandel, L. H. (2010, August). *Hurricane preparedness and response: Advantages of working with local emergency management agencies.* Invited presentation at OCLC-sponsored WebJunction webinar, Online.

Mandel, L. H., Goldsmith, A., & Landbeck C. (2010, January). *Service in professional organizations.* Invited panel presentation at Florida State University College of Communication & Information, School of Library & Information Studies Research and Teaching Proseminar, Tallahassee, FL.

McClure, C. R., & **Mandel, L. H.** (2010, January). *Florida broadband needs assessment: Implications for U.S. information policy.* Invited panel presentation at the Association for Library and Information Science Education, Boston, MA.

Mandel, L. H. (2009, October). *Hurricane preparedness and response.* Invited presentation at OCLC-sponsored WebJunction webinar, Online.

Bengford, T., **Mandel, L. H.,** & Quinn, M. (2008, August). *Experienced TA panel: What I wish I had known before I started teaching.* Invited member of panel presentation at Florida State University's Fall Program for Instructional Excellence (PIE) Teaching Conference, Tallahassee, FL.

Posters

Alemanne, N. D., **Mandel, L. H.,** & McClure, C. R. (2011, January). *Designing and evaluating broadband training and diagnostics programs for anchor institutions and community based organizations.* Poster presented at the Association for Library and Information Science Education, San Diego, CA.

Johnston, M. P., & **Mandel, L. H.** (2011, January). *Wayfinding in the school library: Designing school library layouts for student users.* Poster presented at the Association for Library and Information Science Education, San Diego, CA.

Mandel, L. H. (2010, February). *Wayfinding in the labyrinthine library: A mixed methods study investigating public library user wayfinding behavior.* Poster presented at the iConference, Champaign, IL.

Mandel, L. H., & Weimer, Katherine H. (2010, January). *Necessary skills for map and GIS librarians: Job descriptions for inform LIS curriculum.* Poster presented at the Association for Library and Information Science Education, Boston, MA.

Mon, Lorri M., & **Mandel, L. H.** (2010, January). *Temporal cycles in virtual questioning*. Poster presented at the Association for Library and Information Science Education, Boston, MA.

Mandel, L. H. (2009, January). *Toward an understanding of library patron wayfinding: Observing patrons' entry routes in a public library*. Poster presented at the Association for Library and Information Science Education, Denver, CO.

Scholarships & Awards

ALISE Norman Horrocks Leadership Award	2011
College of Communication & Information Leadership Award	2010
iConference Doctoral Student Colloquium Participant	2010
Florida State University College Teaching Fellow	2007 - 2008
Sunshine State Library Leadership Institute Graduate	2007
Vassar College Ford Scholar	2000

Professional & Student Service

Government Information Quarterly <i>Peer Reviewer</i>	2011
Library and Information Science Research <i>Peer Reviewer</i>	2011
School Libraries Worldwide <i>Peer Reviewer</i>	2011
ALISE, Doctoral SIG <i>Co-convenor</i>	2009 - 2010
ASIS&T <i>Annual Conference Paper Reviewer</i>	2009
FSU College of Information Doctoral Program Team <i>Graduate Student Representative</i>	Tallahassee, FL 2008 - 2009
FSU Program for Instructional Excellence <i>College of Information PIE Associate</i>	Tallahassee, FL 2008 - 2009
FSU Congress of Graduate Students <i>College of Information Representative; Judiciary Committee Member</i>	Tallahassee, FL 2008 - 2009
ALA, New Members Round Table Resume Review Service <i>Resume reviewer</i>	Fall 2006 - present
Vassar College Miscellany News <i>Layout Editor</i>	Poughkeepsie, NY 1998, 2000
Vassar College Food Committee <i>Chair</i>	Poughkeepsie, NY 2000 - 2001

Vassar College Founder's Day Committee
Co-Chair

Poughkeepsie, NY
2000

Professional Memberships

Association for Library and Information Science Education (ALISE)

American Library Association (ALA)

Public Library Association (PLA)

Map and Geography Round Table (MAGERT)

Florida Library Association (FLA)