

Nancy Gotcher
Curriculum Vitae
Texas Woman's University
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Education

University of North Texas - August 1995 - **Master of Library Science Degree** / emphasis in Academic Medical Libraries

Florida State University - August 1985 - **Master of Science Degree in Leisure Services and Studies** / emphasis in Therapeutic Recreation

University of North Texas - August 1982 - **Bachelor of Science Degree in Recreation and Leisure Studies** / emphasis in Therapeutic Recreation

Professional Experience

August 2001 - Present

Instructional Design Coordinator / Web Designer / Adjunct Instructor, College of Professional Education, Texas Woman's University

Provide faculty and student support for the development of online curricula materials. Provide 1:1, small group and classroom instruction on web development, distance education, and campus software/standards/procedures; Develop and maintain College and departmental websites. Teach graduate level courses on research methods and practices.

February 1999 - August 2001

Manager, Web Consultation Services, University of Texas Southwestern Medical Center Library

Develop, coordinate, and promote web consultation services for staff, students, and faculty at UT Southwestern. Provide web publishing consultation services in the areas of design, technology, instructional technology, software, and standards. Provide individual and group instruction in web publishing and related skill areas to faculty, staff, students and library staff. Provide training and supervision of library staff providing web publishing consultation. Communicate campus publication and graphic standards in instruction and consultation. Produce instructional and support materials in both electronic and print format. Promote the use of Library services through internal and external collaborative efforts.

August 1996 - February 1999

Manager, Education Services, University of Texas Southwestern Medical Center Library

Manage the development and implementation of the Education Services curriculum for staff, students, and faculty of UT Southwestern and its affiliated institutions. Provide educational experiences regarding information access, use and management using traditional and electronic instructional methods. Coordinate all print and Web-based information products from the Education Services unit. Collaborate with the Office of Continuing Medical Education in the provision of AMA approved educational experiences. Provide consultation for other health professionals in the access and development of Web-based health and medical information. Provide presentations for local health care professionals and professional organizations on the topic of health and medicine on the Internet.

August 1995 - August 1996**Faculty Associate, Education Services, University of Texas Southwestern Medical Center Library**

Participated in the design and implementation of educational programs, materials and online products produced by the Education Services unit. Consult, teach and develop print & Web-based materials about using the Internet, the Ovid search system and other Library systems. Coordinate specialized programs with medical center faculty and other health professionals.

September 1994 - August 1995**Information Desk Specialist; University of Texas Southwestern Medical Center Library**

Provided circulation and reference services to faculty, staff and students of UT Southwestern and its affiliated institutions. Assisted customers in the use of print and electronic media. Provided point of contact instruction in the use of Library systems and products.

October 1993 - September 1994**Educational Technology Lab Specialist; University of Texas Southwestern Medical Center Library**

Provided assistance in the use computer and audiovisual equipment in the Library's Educational Technology Lab. Responsible for the maintenance of equipment and the audiovisual collection. Assisted in the management of software for both Mac and PC computers. Provided troubleshooting as necessary.

Teaching**2001 - Present**

- *Electronic Information Retrieval* for the Texas Woman's University graduate curriculum.
- *The Internet* for the Texas Woman's University's graduate curriculum.
- *Information Storage and Retrieval* for the School of Library and Information Studies at Texas Woman's University.
- *Information Literacy* course as part of curriculum for the College of Professional Education Teacher Certification program at Texas Woman's University.

1995 – 2001**Taught the following classes at UT Southwestern Medical Center School of Medicine; School of Allied Health Sciences; Graduate School of Biomedical Sciences**

- Internet skills development
- Online searching
- Web Publishing
- Computer Basics
- Effective Presentation Skills
- Library Research
- Digital Imaging

1995 - 1998

Guest lecturer for University of North Texas School of Library and Information Sciences; Medical Informatics class

June 1998

Coordinated the development of online tutorials for *Enhancing Your Clinical Practice Using the Computer: The Physician and the Internet*.

Committee/Team Participation

Virtual Library Team - Design Subteam

Develop a redesign the Library 's Web presence. Conduct usability studies.

Marketing Team

Develop and implement a marketing strategy for library products and services.

Staff Development Team

Develop and implement staff development strategies and opportunities.

Campus Intranet Task Force

Assist in the development of the UT Southwestern Medical Center Intranet. Determine content organization.

Library Intranet Team (present)

Assist in the development of the design and development of the Library's Intranet. Provide staff training for publishing to the Intranet.

Feedback/Survey Subteam (1996-7)

Develop and implement survey instruments to gather client data and improve overall library services.

Faculty Advisory Committee - Continuing Medical Education (1997-9)

Provided guidance, planning, facilitation of continuing medical education programs and events.

Information Systems Survey Team (1996)

Developed and implemented a customer survey to determine the use and quality of library electronic systems.

Presentations/Research

Medical Informatics (*continuing medical education*)

June 1999 Enhancing Your Clinical Practice: Internet and New Technology Trends (Dallas, TX)
1996-1999 Quarterly Mini-Fellowship/Continuing Medical Education (Dallas, TX)
Oct 1998 Enhancing Clinical Practice Using the Computer: the Physician and the Internet (Harris Methodist Health Systems - Stephenville, TX)
June 1998 Enhancing Clinical Practice Using the Computer: the Physician and the Internet (Dallas, TX)
June 1999 Enhancing Clinical Practice Using the Computer: the Physician and the Internet (Dallas, TX)

Beginning/Advanced Internet/Web Publishing (*health care professionals*)

July 1998 21st Annual Seminar in Women's Health Care (Dallas, TX)
May 1998 Teach it Online! Allied Health Faculty Development Workshop (Dallas, TX)
Nov 1997 Allied Health Educators: Are You Ready for the Next Millennium? (Dallas, TX)
Sep 1997 American Massage Therapy Association/North Texas Chapter (Dallas, TX)

Research Presentations

May 2000 Web Publishing Literacy and Consultation: Establishing a new role
Medical Library Association Annual Meeting (Vancouver, BC)
May 1999 Designing a Customer Service Survey Instrument for Use in Academic Medical Libraries
Medical Library Association Annual Meeting (Chicago)
Oct 1998 Designing a Customer Service Survey Instrument for Use in Academic Medical Libraries; Medical Library Association/South Central Chapter **Research Award Winner** (Ft. Worth, TX)
May 1998 Measuring the Quality of Service in Document Delivery; Medical Library Association Annual Meeting (Philadelphia, PA)
Oct 1997 Measuring the Quality of Service in Document Delivery; Medical Library Association/South Central Chapter **Research Award Winner** (Albuquerque, NM)
May 1997 Beyond Hypertext: A Personalized Library Navigator; Medical Library Association Annual Meeting (Seattle, WA)
June 1996 Learning Styles and the Delivery of Library Education Programs; Medical Library Association Annual Meeting (Kansas City, KS)

Publications

CROSSNO JE, BERKINS B, GOTCHER N, HILL JL, MCCONOUGH M, WALTERS M.
Assessment of customer service in academic health care libraries (ACSAHL): an instrument for measuring customer service. Bull Med Libr Assoc 2001 Apr; 89(2):170-6.

The 2nd Annual Enhancing Your Clinical Practice: Internet Modules (*site administrator and module author*)

The 3rd Annual Enhancing Your Clinical Practice: Internet Modules (*site administrator and module author*)

Grantsmanship

Fall 1998 - Summer 2000 - Funding Source: National Library of Medicine; National Network of Libraries of Medicine, SCR; Centers for Disease Control and Prevention

Administered the development of a model web-oriented curriculum in public health informatics for faculty and students of schools of public health in Texas.

Fall 1998 - Funding Source: South Central Academic Medical Libraries (consortium)

Participated in the design, testing, and implementation of a customer service assessment tool to be used in academic library settings. This research project involved collaboration across three academic health science institutions.

Summer 1993 - Funding Source: Texas Council on Alcohol and Drug Abuse

Developed a Summer day camp program for youth-at-risk in conjunction with Denton County Juvenile Probation Services as part of a larger project aimed at prevention of high risk behavior.