

Cheryl Stenström

Overview Experienced manager and instructor; expert researcher in the areas of interpersonal influence in information seeking and decision making, and libraries.

Education **PhD, Library and Information Science - QUT**
Queensland University of Technology, Brisbane, Australia, 2012
Dissertation: Factors influencing funding decisions by elected politicians at the state/provincial level: A case study of public libraries in Canada. Advisor: Dr. Ken Haycock.

MLIS, Library and Information Science
University of British Columbia, Vancouver, BC, 1997

BA, Spanish and French Linguistics (joint major)
Simon Fraser University, Burnaby, BC, 1994

Academic Experience **Assistant Coordinator, San José/QUT Gateway PhD Program, School of Information, San José State University, San Jose, CA, 2013–Present.**
Provide administrative leadership and support to candidates and faculty; coordinate and lead monthly and annual meetings; provide academic support to applicants and candidates on an ad hoc basis; develop and lead candidate and faculty support structures; lead candidate seminars; support program marketing.

Full-time Lecturer, School of Information
San José State University, San Jose, CA, 2012–Present.
Courses: Research Methods (Program Evaluation); Information Professions; Reference and Information Services; Seminar in Library Management (Advocacy, Advocacy for School Librarians).
Graduate student advisor (directed studies, general academic advising).

Part-time Lecturer, School of Information
San José State University, San Jose, CA, 2006–2011.
Courses: Reference and Information Services, Research Methods.

Sessional Lecturer, School of Library & Information Studies
University of Alberta, Edmonton, AB, 2011.
Course: Reference and Information Services.

Selected Additional Experience **CEO/Chief Librarian**
South Shore Regional Library, Bridgewater, NS, 2007–2010.

Manager, Library Policy and Technology Systems
Public Library Services Branch, Vancouver, BC, 2004–2007, 2000–2001.

Selected Additional Experience **Manager, Systems and Outreach**
South Shore Regional Library, Bridgewater, NS, 2002–2004 and Surrey Public

continued

Library, Surrey, BC, 1998–2000.

Reference Librarian

Surrey Public Library and Fraser Valley Regional Library, Fraser Valley, BC, 1997–2000.

Other Research & Consulting Experience

Senior Associate, ReWerx, 2015–Present.

Associate, Ken Haycock and Associates, 2010–Present.

Instructor and Consultant, Community Library Training Program (Government of British Columbia), 2004–2014.

Publications

Peer-Reviewed Articles and Chapters

Haycock, K. & Stenstrom, C. (2016). Reviewing the research and evidence: Towards best practices for garnering support for school libraries. *School Libraries Worldwide* 22(1).

Bernier, A., and Stenstrom, C. (2016). Moving from chance and “chemistry” to skills: Improving online student learning outcomes in small group collaboration. *Education for Information* 32 (1). [special innovative pedagogies issue], 55-69.

Stenström, C. (2015). Decision-making experiences of public library CEOs: A study exploring the roles of interpersonal influence and evidence in everyday practice. *Library Management*, 36 (8/9), 644-652. Republished in *The Informed Librarian* (2016, February) as Feature article as Decision-making experiences of public library CEOs: A study exploring the roles of interpersonal influence and evidence in everyday practice.

Hirsh, S., Simmons, M.H., Christensen, P., Sellar, M., Stenström, C., Hagar, C., Bernier, A., Faires, D., Fisher, J., Alman, S. (2015). International perspectives in LIS education: Global education, research, and collaboration at the SJSU School of Information. *Journal of Education for Library and Information Science*, 56 (Supplement 1), S27-46.

Stenström, C. (2015). Demonstrating value: Assessment [book chapter]. In *Introduction to Today's Information Services*, Hirsh, S. ed. Rowman & Littlefield Publishing Group.

Stenström, C., & Haycock, K. (2015). The role of interpersonal influence in budget decision making: The Canadian public library experience. *Administration & Society* 47 (8), 983-1014.

Stenström, C., Roberts, K., & Haycock, K. (2014). The role of influence in city and public library partnerships: An exploratory study. *Library Management* 35(3), 213-223. Republished in *The Informed Librarian* (2014, March) as Feature article: The role of influence in city and public library partnerships: An exploratory study.

Stenström, C., & Haycock, K. (2014). Influence and increased funding in Canadian public libraries: The case of Alberta in 2009-10. *Library Quarterly* 84(1), 49-68.

Additional Articles and Papers

Stenström, C. & Haycock, K. (2015, Jul/Aug). Public library advocacy: An evidence-based perspective on sustainable funding. *Public Libraries* 54(4), 38–41.

Stenström, C., & Colborne, M. (2010, June). The future of library services for Nova Scotians with print disabilities. *Feliciter*, 56(3), 100–101.

Stenström, C. (2008, October). Coming to work: Disaster or delight? *Feliciter*, 54(5), 217–218.

Wisniewski, J., & Stenström, C. (2007). Helping you buy: Library content managers. *Computers in Libraries*, 27(2). Republished in *Library and Information Gazette* (2007, June 15) as “Content management is king”, p. 2.

Technical and Consulting Reports

Stenström, C., & Abbott, B. (2007). *Alternate format production service in Nova Scotia: A university and community college collaborative study*. Halifax: The Atlantic Centre of Research, Access, and Support for Students with Disabilities.

Peer-Reviewed Conference Sessions

Stenström, C. (2015, July). *Decision-making practices of public library CEOs*. Presented at the 8th International Evidence Based Library and Information Practice Conference, Brisbane, QLD.

Otero-Boisvert, M., Romaniuk, MJ, Stenstrom, Fisher, B. & Haycock, K. (2015, January). *Transforming LIS professionals into self-confident leaders*. Juried panel. ALISE meeting, Chicago, IL.

Stenström, C. (2012, January). *Factors influencing funding decisions by elected politicians at the state/provincial level: A case study of public libraries in Canada*. Poster. ALISE meeting, Dallas, TX.

Presentations

Professional Conference Presentations

Libraries Connect: (2016, May). Keynote at the BC Library Trustees' Association Annual Conference, Richmond, BC.

Telling our Story. (2015, June). Keynote at the Atlantic Provinces Library Association Annual Conference, St. John's, NL.

In for the Long Haul: Mining the Past to Create Successful Libraries Now and in the Future (2014, August). Presented with S. Head at the Pacific Northwest Library Association Annual Conference, Helena, MT.

Factors influencing funding decisions by elected politicians at the state/provincial level: A case study of public libraries in Canada (2013, October). Federation of Ontario Libraries Advocacy for Public Libraries Training Series, online.

Cheaper or faster: Who benefits when cities manage the public library's information technology services? (2013, January). Presented with K. Roberts at the Ontario Library Association (OLA) Annual Conference, Toronto, ON.

Presentations

Influencing decision makers to give libraries more funding? (2012, October). Presented for the School of Information Colloquia Series, San José State

continued

University, online.

Cheaper or faster: Who benefits when cities manage the public library's information technology services? (2012, October). Presented at the Library 2.012 Conference, online.

Influencing decision makers to give libraries more funding? (2011, October). Presented at the Library 2.011 Conference, online.

Getting your politician's attention: Factors affecting the funding decisions of elected politicians. (2011, May). Presented with K. Haycock at the Canadian Library Association (CLA) Annual Conference, Halifax, NS.

Getting your politician's attention. (2011, February). Panel session presented with K. Haycock and S. Hall at the OLA Annual Conference, Toronto, ON.

Public library funding in the political arena: New insights into decision making about your budget. (2011, May). Presented with K. Haycock and S. Hall at the British Columbia Library Association (BCLA) Annual Conference, Victoria, BC.

Advocacy and libraries. (2011-2012, November). Guest lectures for the marketing class, School of Library and Information Studies, University of Alberta, online.

Universal accessibility in libraries. (2010, May). Keynote presentation at the Nova Scotia Universal Library Access Boot Camp, Lunenburg, NS.

Looking to the future. (2009, June). Keynote presentation at the Nova Scotia Association of Library Technicians, Annual Conference, Wolfville, NS.

Draft model for public libraries. (2009, June). Plenary presentation presented at the Nova Scotia Provincial Library and CNIB Joint Summit on Equitable Library Services, Halifax, NS.

Alternate format production in Nova Scotia. (2007, May). Presented at the CLA Annual Conference, St. John's, NL.

Disabilities including alternate format production service in Nova Scotia. (2007, May). Keynote presentation at the Mt St Vincent University Library Staff Conference, Halifax, NS.

A celebration of 25 years of service. (2006, June). Keynote presentation at the Inonoaklin Valley Reading Centre 25th Anniversary, Edgewood, BC.

Making, managing & maintaining the library's website. (2006, October). Keynote presentation at the Kootenay Library Federation (KLF) Annual Meeting, Castlegar, BC.

Collaborative technologies in BC's public libraries. (2006 June). Keynote presentation at KLF Administrators' Meeting, Cranbrook, BC.

Choosing an integrated library system. (2006, February). Keynote presentation at the KLF Technical Staff Meeting, Cranbrook, BC.

Presentations

Careers in public libraries. (2006, February). Presented at the School of Library and

continued

Information Studies Brown Bag Series, Edmonton, AB.

Careers in public libraries. (2006, January). Presented at the School of Library, Archival and Information Studies Brown Bag Series, Vancouver, BC.

Choosing the right content management system. (2005, October). Presented at the Internet Librarian Conference, Monterey, CA.

The changing landscape of alternate formats for print disabled patrons. (2001, May). Presented at the BCLA Annual Conference, Burnaby, BC.

New technologies for print disabled patrons. (1999, May). Presented at the BCLA Annual Conference, Burnaby, BC.

Workshops

Advocating for public libraries: New insights (2017, March). Workshop for the West Vancouver Public Library Board, West Vancouver, BC.

Advocating for public libraries: New insights (2014, January). Workshop for the Vancouver Public Library Board, Vancouver, BC.

Creating an exceptional workplace. (2013, August, October, November; 2014 August). Multi-part series presented to the University of British Columbia Okanagan Campus Library Staff, Kelowna, BC.

Introduction to reference and information services. (2012, December). Presented to the IslandLINK Library Staff, Powell River, BC.

Time management for library staff. (2009, October). Presented at the Nova Scotia Library Boards Association of Nova Scotia Conference, Yarmouth, NS.

Time management in rural and small libraries. (2008, May). Presented at the Ontario Library Service North Libraries and Trustees Conference, Thunder Bay, ON.

Delivering training from a distance. (2006, June). Presented at The Partnership Education Institute's webcast series, online

CMS case studies. (2006, February). Presented at The Partnership Education Institute's webcast series, online.

IT collaboration in public libraries. (2005, October). Guest lecture for the University College of the Fraser Valley Library Technician program, online.

Using online databases for reference. (2004, May). Presented to the South Shore Regional School District Teacher Librarians, Bridgewater, NS.

Online safety. (2004, June). Workshop presented at the Nova Scotia Western Community Access Program Conference, Digby, NS.

Library applications software. (2004, October). Guest lecture for the University College of the Fraser Valley Library Technician program, online.

Grants & Contracts

- Public Services Review and Community Consultation. (2016-2017). Saskatoon Public Library. Project Lead: Cheryl Stenström.
- Strategic Planning for School Libraries. (2015-2016). Downey Unified School District of Los Angeles. Project co-leaders: Mary Ann Harlan and Cheryl Stenström.
- Library Leadership Development in InterLINK Public Libraries: Needs Assessment. (2015-2016). Project Lead: Ken Haycock.
- Realizing Service Strategy Directions: A Review of the Organizational Structure of the Burnaby Public Library. (2015). Project Lead: Ken Haycock.
- Strategic Planning and Community Consultation for Northern BC Public Libraries. (2015). North Central Library Federation. Project Lead: Cheryl Stenström.
- Strategic Planning for Vancouver Island Regional Library. (2015). Project Lead: Bruce Gillespie.
- Conversations on library leadership for managers. (2014). Kootenay Library Federation. Project Lead: Cheryl Stenström.
- Decision-making practices of public library CEOs. (2014). CLA Research and Development Grant. Principal Investigator: Cheryl Stenström.
- Public library information technology models of service. (2012). Canadian Urban Libraries Council. Principal Investigator: Cheryl Stenström.
- Province-wide training strategy for public library staff. (2012). Government of British Columbia. Principal Investigator: Cheryl Stenström.
- Supervision in public libraries. (2010). Southern Ontario Library Service. Project Lead: Cheryl Stenström.
- British Columbia web development project. (2007). Government of British Columbia. Project Lead: Cheryl Stenström.
- Provincial resource sharing at the Atlantic Centre for Students with Disabilities. (2006). Saint Mary's University. Principal Investigator: Cheryl Stenström.

Honors & Awards

- Distinguished Service (Faculty) Award, School of Information, San José State University, 2016.
- Outstanding Lecturer, School of Information, San José State University, 2013.
- Nominated for Outstanding Thesis Award, Queensland University of Technology, 2012.
- Writing for Publication Scholarship, Queensland University of Technology, 2012.
- Fraser Valley Regional Library Scholarship, University of British Columbia, 1995.
- Summer Language Bursary Program, Simon Fraser University, 1991. Provincial

Entrance Scholarship, Simon Fraser University, 1990.

Service

University and academic

Chair, Student Scholarships and Awards Committee, iSchool, San José State University (SJSU), 2014-Present.

Co-chair, Management and Leadership Program Advisory Committee, iSchool of Information, (SJSU), 2013–Present.

Participant, Core Curriculum Review Committee, iSchool of Information, SJSU, 2012–Present.

Doctoral Dissertation Review Panel Member for Melissa Fraser-Arnott, *Personalizing Success: The Professional Identity Experiences of LIS Graduates in Non-Library Roles* (Queensland University of Technology), 2015.

Doctoral Dissertation Review Panel Member for Laura Challman Anderson, *Information Sharing in Distance Collaboration: A Software Engineering Perspective* (Queensland University of Technology), 2015.

Doctoral Dissertation Review Panel Member for Maria Otero-Boisvert, *Funding the Academic Library: An Ethnography* (Queensland University of Technology), 2015.

Doctoral Confirmation (Proposal) Review Panel Member for Melissa Fraser-Arnott, *Professional Identities of “Hidden Librarians” (Library and Information Science Graduates in Non-Traditional Roles)* (Queensland University of Technology), 2013.

Master's Thesis Confirmation (Proposal) Review Panel Member, Sue Hutley, *GLAM*ourous Digitisation : Australian content for the Digital Economy* (Queensland University of Technology), 2013.

Professional—National/International

Mentor, Project LLEAD, 2016.

Faculty Member and Mentor, Northern Exposure to Leadership Institute, 2009–Present.

Canadian Library Association:

Observer, American Library Association Committee on Accreditation's External Review Panel (University of British Columbia), 2013.

Chair, Library Statistics and Values Task Force, 2012–Present.

Member, Emerging Leader Awards Committee, 2012–2014.

Chair, Scholarships Committee, 2012–2014.

Member, Executive Council Committee on Restructuring, 2010–2011.

Member, Executive Council, 2007–2011.

Member, Participation Committee, 2008–2010.

Chair, Initiative for Equitable Library Access, 2007–2011.

Accessibility Advisor, Web Redesign Task Force, 2007.

Mentor Participant, Professional Partnering Program, 2001–2010.

Member, Public Libraries Nominating Committee, 2006–2007.

Executive Member, Public Libraries Association, 2004–2006.

Executive Member, InformCanada, 2007–2010.

Professional—Regional

Service continued

Member, Atlantic Provinces Library Association (APLA) Programming Committee, 2008.

Member, Nova Scotia Council of Regional Librarians, 2007–2010.

Advisory and Editorial Boards

Member, Nova Scotia Libraries Funding Review Task Force, 2007–2008.

Chair, British Columbia Visunet Advisory Committee, 2005–2006.

Executive Member, University of the Fraser Valley Library Technicians' Advisory Committee, 1999–2001.

Community Service

Volunteer Information Provider, Royal BC Museum, Victoria, BC, 2013.

Member, Lunenburg County Lifestyle Centre Society, Bridgewater, NS, 2008–2010.

Board Member, Lunenburg County Community Health Board, Bridgewater, NS, 2008–2010.

Board Member, Lunenburg Queens Regional Development Association, Bridgewater, NS, 2008–2010.

Developer, Girl Guides of Lunenburg County, Lunenburg, NS, 2007–2010.

Member, Lunenburg County Health and Wellness Information & Referral Committee, Lunenburg, NS, 2003–2004.

Member, National Web Awareness Committee, 2003–2004.

Member, Nova Scotia Provincial 211 Working Group, 2003–2004.

Executive Member, Lunenburg County Seniors' Advisory Committee, Blockhouse, NS, 2002–2004.

Chair, Lunenburg/Queens Community Access Program Society, Bridgewater, NS, 2003.

Memberships

American Library Association (ALA), 2013–Present.

American Society for Information Science & Technology (ASIS&T), 2011–Present.

Association for Library and Information Science Education (ALISE), 2006–Present.

British Columbia Library Association (BCLA), 1997–Present.

Canadian Library Association (CLA), 1997–2016.

Atlantic Provinces Library Association (APLA), 2006–2010.

Nova Scotia Library Association (NSLA), 2006–2009.

**Continuing
education
courses**

Enhancing Your Speaking Voice – Udemy, 2015

Applying the Quality Matters Rubric – Quality Matters (online), 2013.

Power Searching with Google – Google (online), 2012.

Online Social Networking – San Jose State University, 2009.

Plone Boot Camp – Plone Organization (Seattle), 2007.

Teaching Online – San Jose State University, 2006.

Opening Doors to Information (Print Disabilities) – College and Institute Library Services (BC), 2006.

Federated Search Symposium – The Alberta Library, 2006.

Techniques for Teaching Technology to Adult Learners – Computers in Libraries, 2005.

Associate Certificate, Web Technologies – British Columbia Institute of Technology (partial fulfillment), 2004-2006.

Writing for the Web – The Education Institute, 2004.

Introduction to Networks – Vancouver Community College, 2000.

Introduction to Windows NT– Vancouver Community College, 2000.

Introduction to Unix – University of British Columbia, 2000.

Teaching Skills workshop – British Columbia Library Association, 1999.

Building High Performance Teams – City of Surrey, 1999.

An Overview of Volunteer Management – Vancouver Community College, 1998.

Last updated November 1, 2016.