

Janice F. Chindlund

Library Dean

Columbia College Chicago

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Education

Benedictine University, Lisle, Illinois, MBA, Concentration in Innovation and Technology, 1997 - 2002

Dominican University (formerly Rosary College), River Forest, Illinois, MLS, Graduate School of Library and Information Science, 1986 -1989

Northern Illinois University, DeKalb, Illinois, 1985 -1986, began MLS work (transferred to Rosary College)

Wheaton College, Wheaton, Illinois, BA, Education Major, 1966 - 1970

Continuing Education

Special Libraries Association, 1987 - date

CE courses, workshops, seminars, sessions, and programs in management and technology:

Annual Conference: 1989-1990, 1992, 1994-2006, 2008-2012

Leadership Summit: 1995, 1996, 2001, 2003, 2010

Great Lakes Regional Conference: 1995

Educause

Midwest Conference, 2008, 2009, 2011

American Library Association

Annual Conference, 2009

Columbia College Chicago, Spring 2008 - date

Grant Proposal Writing, Gospel Choir, Annual Giving, various workshops

McDonald's Hamburger University, 1995 - 2007

Presentaton Skills, Facilitation Skills, Foundations of Leadership, Global Mindset, Marketing eLearning, McDonald's Hamburger Marketing University, various workshops and seminars

Dun & Bradstreet, 1979 - 1986

Every Credit & Financial Analysis correspondence course offered

College of DuPage, 1979 - 2007

Accounting, Business Law, Calligraphy, Spanish

Professional Experience

Columbia College Chicago, Chicago, Illinois

Library Dean 2012 – date, Library Director, 2007 - 2012

- Collaboratively lead the Library staff of 37, plus 40 student workers, in providing access to resources and student-centered programs and services for student body (up to ~12,500; currently ~11,500), faculty and staff.
- Manage administration of the Library including human resources, budget, technology, space utilization, processes and policies.

- Provide direction for all functions within the Library including Reference & Instruction, Technical Services & Collection Development, Access Services, College Archives (including digital collections), Space Planning, Staff Development, Marketing & Outreach, Special Collections, Friends of the Library
- Participate in college-wide committees, task forces, working groups

McDonald's Corporation, Oak Brook, Illinois

Group Project Manager/Head Librarian, Global Business Research Information Center, 2001 - 2007

- Created vision and develop strategies for growth of information center and competitive intelligence.
- Lead and consulted on a variety of information and knowledge based initiatives and projects.
- Orchestrated change of technology platforms for proprietary databases.
- Managed Information Center move in 2006.
- Developed staff; collaborated with Dominican University GSLIS, UIUC GSLIS, College of DuPage and Joliet Junior College on cooperative practicum experiences.
- Participated on cross-functional teams which address business needs including Restaurant Solutions Group Knowledge Sharing, 5 Ps Principles and Guidelines, Customer of the Future, Brand Destination, Business Research Values (lead), and Brand Business Planning Activation.
- Presented Information Center capabilities to internal audiences and departments: Global Marketing, U.S. Restaurant Development, U.S. Consumer & Business Insights, Investor Relations, Corporate Controller department, Human Resources.

Research Manager/Head Librarian, Business Research Information Center, 1999 - 2001

- Managed Information Center move in 1999.
- Continued with previous responsibilities.
- Participated on cross-functional teams including Assessment, Communications Deal, Chicago Market Share, USCEC, Competency, and Archie (Intranet) Management.

Manager/Head Librarian, Business Research Information Center, May 1997 - 1999

- Added internal customers: Strategic Planning, Business Research, Science & Technology and Corporate Development.
- Continued with previous responsibilities.
- Cross-functional team involvement included several Intranet teams, Competency Development. Employee Recognition (lead) for Business Research.

Head Librarian, Marketing Services McLibrary, July 1995 - May 1997

- Started library for Fortune 500 company.
- Managed library/information center for Marketing Department and other internal customers.
- Managed staff and consultants.
- Handled reference and research questions and projects on a wide variety of business topics.
- Evaluated and selected information resources. Negotiated contracts.
- Managed internal knowledge base.
- Trained staff, consultants and internal customers in use of CD-ROM databases, online databases and Internet for researching.
- Promoted services internally to cross-functional teams and management through formal presentations, demonstrations, tours and discussion.
- Participated on cross-functional teams. Consulted and partnered with internal customers on research projects.
- Partnering with a cross-functional team, evaluated, selected and implemented the installation of a real-time scrolling news at desktops service.
- Implemented Lotus Notes application rollout.

Duff & Phelps, Chicago, Illinois

Assistant Vice President & Head Librarian, December 1992 - July 1995

- Lead dynamic special library serving investment advisory business of 500 employees including domestic branches and foreign joint ventures. Research Library supported the company's coverage of 55 industries and 3,000 companies.
- Managed staff of 5 FTE.
- Prepared and implemented budget in excess of \$1 million. Negotiated contracts.
- Made recommendations to senior management for enhancing information management.
- Participated on teams addressing business needs.
- Trained analysts, clients, and library staff.
- Arranged for installation of real time scrolling news and market data service to over 130 desktops.
- Reviewed processes to streamline costs and converted from paper to electronic clipping service.
- Initiated library newsletter.
- Networked CD-ROMs.

Head Librarian, October 1991 - December 1992

- Managed library with staff of 4 FTE.
- Collaborated on teams across departments.
- Recommended and executed change of off-site records storage vendor.
- Made CD-ROMs searching available to end-users.
- Moved online searching to PC environment.
- Publicized library capabilities.

Assistant Librarian, October 1989 - October 1991

- Assisted Head Librarian.
- Handled high level of complex reference activity.
- Developed state demographics and other specialized collections.

Lumbermen's Credit Association, Inc., Chicago, Illinois

Business Analyst advanced to Senior Business Analyst, 1987 - 1989

- Interviewed principals in the lumber industry in the U.S. and Canada for pertinent credit information. Researched and analyzed data from suppliers, public records and business. Compiled credit reports. Assigned credit ratings.
- Selected to serve on Rating Committee which made recommendations regarding special circumstances. Selected, evaluated and recommended new sources of information, such as the Chicago SEC reading room and Lexis/Nexis.

Dun & Bradstreet, Glen Ellyn, Illinois

Business Analyst advanced to Senior Business Analyst, 1979 - 1986

- Personally interviewed principals in a wide range of businesses with up to \$1 billion in revenues in Illinois and Indiana for pertinent credit information. Analyzed information from business, bank, trade suppliers, SEC, courts and public record information to assign a credit rating. Wrote credit and key account reports.
- Reporter of the Year (in the Region) 1984. Raised financial content of universe of companies in territory by average of 10% annually.

College of DuPage, Glen Ellyn, Illinois

Co-Head Teacher in Child Development Lab School, 1974 - 1976

Certification

Illinois Teaching Type 3 (K-9), 1970 - date

Publications

- *Please Note: Much of my writing was for my parent organizations, proprietary in nature, therefore, unpublished, and unavailable for listing.*
- Chapter 9 “Where will Knowledge Management Take Health Care: Lights, Camera, Action” in upcoming (April 2013) *Knowledge Management and Health Care* (Gower publishing (Ashgate Imprint). ISBN 978-1-4094-3883-0) with Geri Amori and Lorri Zipperer and edited by Lorri Zipperer and Becky Steward. <http://www.gowerpublishing.com/isbn/9781409438830>
- “The Portable MLS,” *Reporter*, Illinois Library Association, Volume XXX, Issue 2, April 2012.
- *One Columbia: A Report to the Columbia College Chicago Community from the Blueprint Prioritization Academic Team*, March 19, 2012, co-author with 12 others on Academic Team.
- With Denise Chochrek, Jean Scanlon, David Schumaker, Julie Stich, “Institute of Museum and Library Services Study on the Future of the Library Workforce” on Business Libraries, one of a series, 2005.
- Featured in “Chapter Profiles by Suzanne Arist,” *Informant*, Volume 69, May/June 2005.
- “President’s Corner,” *Informant*, Volume 68, Number 5, Summer 2004.
- “President’s Corner: It’s All About Electricity,” *Informant*, Volume 68, Number 4, March/April, 2004.
- “President’s Corner: It’s All About Learning, Advocacy and Networking,” *Informant*, Volume 68, Number 3, January/February, 2004.
- “President’s Corner: It’s All About Collaboration,” *Informant*, Volume 68, Number 2, November/December, 2003
- “President’s Corner: It’s All About Connectivity,” *Informant*, Volume 68, Number 1, September/October 2003.
- With Susan Fifer Canby. “What Did I Say ‘Yes’ To?” *Information Outlook*, Special Libraries Association, July/August 2003.
- With Laura Claggett, Cathy Friedman, Maureen Malinowski, Krista Pospisil, Bonnie Tilton Sebbby, Megan Sweeney, Prudence Dalrymple and Elisa Topper. “Library Practicum 101,” *Information Outlook*, Special Libraries Association, September 2002.
- “Cross Pollination”, *Informant*, Volume 65, Number 2, November/December 2001.
- With Rita Costello. “Business & Finance Embarks on Strategic Planning Process,” *Business & Finance Division Bulletin*, Number 117, Spring 2001.
- With Cynthia Lesky. “What’s the Big Idea,” *Informant*, Volume 64, Number 1, September /October 2000.
- With Hal Kirkwood. “Business & Finance Division Mentoring Initiative: Lifelong Learning,” *Business & Finance Bulletin*, Number 112, Fall 1999
- With Cathy Porter, Mary Beall, Rebecca Corliss, Christina Krawczyk, Sara Tompson, Lori Zipperer. *Special Libraries: A Guide for Management*, Special Libraries Association, 1997
- “Highlights from the Illinois Chapter Archives--From the Birth of the Baby Boomers to the First Earth Day,” *Informant*, Volume 60, Number 4, March 1996.
- “Highlights from the Illinois Chapter Archives--The First 20 Years: From the Roaring Twenties to the World War II Victory,” *Informant*, Volume 60, Number 1, September 1995.

Editorial Board

- *Journal of Business & Finance Librarianship*, The Haworth Information Press, Inc., 1996 - 2007

Teaching and Speaking

- *Please Note: Much of my speaking was for my parent organizations and proprietary in nature.*

- Illinois Library Association Annual Conference, October 11, 2017, “Build on Your Library’s Strengths”
- LIBRAS Annual Meeting, “Redesigning Libraries” Panelist, St. Xavier University, Chicago, June 1, 2012
- Columbia College Chicago, Chicago, Adjunct Faculty, First-Year Seminar, Fall 2011
- Columbia College Chicago, Chicago, Guest Lecturer in Oral Expression, 2009 - date
- Dominican University Graduate School of Library and Information Science, Guest Lecturer, 1998 - date.
- Columbia College Chicago, Faculty Retreats (three Schools), Chicago, August 2009
- Columbia College Chicago, All College Faculty Retreat, Delavan Wisconsin, August 2008 organized and co-presented: “Rethinking Resources, Rights and Research: Access in the Digital World”
- Spectrum Institute American Library Association, June 2005 (with Cindy Romaine from Nike)
- Dominican University Graduate School of Library and Information Science Special Libraries Association Student Chapter Inaugural Event, “It’s All About Connectivity”, September 16, 2003
- Special Libraries Association Annual Conference, “Mentoring” Panelist, San Antonio, Texas, 2001
- Special Libraries Association Annual Conference, “What Your Management Needs to Know” Panelist, Indianapolis, Indiana, June 1998
- Dominican University Graduate School of Library and Information Science, Special Libraries course team teacher, Spring 1998

Service at Columbia College Chicago

- **Academic Affairs Committee of the Faculty Senate**, Fall 2017 – date
- **Library Strategic Planning Committee**, 2012 – 2013
- **Blueprint Prioritization Academic Team**, Fall 2011 - Spring 2012, chosen to serve on one of two teams (one team of 13 and the other of 12) adapting process for prioritization based on book *Prioritizing Academic Programs* and implementing process which will rank all ~400 programs at the College.
- **Library Technology Committee (cross-functional)**, 2012 - 2013
- **Library Planning Steering Committee (cross-functional)**, 2011 – 2013
- **Faculty Repository / Institutional Repository**, developing a process for making faculty works accessible outside the College, Fall 2010
- **Focus 2016** (College-wide Strategic Planning), 2010
- **Library Technology Strategy Committee (Library staff)**, 2009 – 2012
- **Edible Books (collaboration with Center for Book & Paper Arts)**, Spring 2008 – date.
- **Academic Affairs Committee of the College Council**, Fall 2007 - Fall 2011 (disbanded and new committee formed by the Faculty Senate)
- **Library Liaison** to various academic departments and administrative offices, Fall 2007 – date

Grant Activity

- **National Endowment for the Arts Big Read, Administrative Director**: 2009 (Ray Bradbury’s *Fahrenheit 451*); 2011 (Tim O’Brien’s *The Things They Carried*; 2013 (Julia Alvarez’ *In the Time of the Butterflies*), 2016 (Dashiell Hammett’s *Maltese Falcon*)
- **National Endowment for the Humanities Sustaining Cultural Heritage Collections Planning Grant, Project Director** (awarded \$38,009, however, changes in college plans necessitated declining grant)

Boards and Councils

- **Chicago Collections Consortium**, Executive Board 2014 – date
- **Consortium of Academic and Research Libraries in Illinois (CARLI) Governing Directors**, 2007-date
- **LIBRAS Directors**, 2007-date
- **Dominican University Library Advisory Board**, 2009 - 2011
- **Consortium of Academic and Research Libraries in Illinois (CARLI)**, elected to Board of Directors, Finance Committee, 2008 - 2011
- **The Conference Board's Information and Research Management Council (formerly known as Information Services Advisory Council)** elected to membership in Spring 1999; Nominations Committee, 2003, 2005; resigned due to transition to Columbia College Chicago, September 2007
- **Dominican University Graduate School of Library and Information Science Alumni Council**, 1997 - 2003, 2005 - 2009
- **Factiva Advisory Board**, 2001 - 2003; and its predecessor **Dow Jones News/Retrieval Advisory Board**, 1992 - 1995

Memberships and Responsibilities

- **Special Libraries Association**, 1987- date
 - **Association Level**
 - Students and New Professionals Advisory Council, 2015-2017
 - Contributed Papers Co-Chair, 2015-2016, Judge 2017-2018
 - 2012 Annual Conference Advisory Council (Chicago), Local Arrangements Co-Chair, 2010 -2012
 - 2011 Annual Conference Advisory Council (Philadelphia), 2009 - 2011
 - Nominating Committee, 2008 - 2009, 2009 - 2010 (Chair)
 - President's Task Force on Professional Value, 2005 - 2006
 - 2005 Annual Conference Advisory Council (Toronto), 2003 - 2005
 - **Business & Finance Division**, 1987- date
 - Centers of Excellence, Judge, 2002 - 2003
 - Nominating Committee member, 2002 - 2003
 - Director, 1998 - 2000
 - Corporate Business Roundtable Coordinator, 1997 - 1998
 - Nominating Committee member, 1996 - 1997
 - Grants & Stipends Committee member, 1996 - 1997
 - Secretary, 1994 - 1996
 - Corporate Information Centers, 2005 - 2008
 - College & University Business Libraries, 2007 - 2008
 - **Leadership & Management Division**, 1993 - date
 - **Advertising & Marketing Division**, 1995 - date
 - **Food, Agriculture & Nutrition Division**, 1995 - 2008
 - Director June 2006 - September 2007
 - **Education Division**, 2007 - 2010
 - **Information Futurists Caucus**, 2006 - date
 - **Fellows, 2006 –date**
 - **Voices of SLA**, Co-Chair, 2010 - date
 - **Knowledge Management Division**, 2007 - date
 - **Museums, Arts & Humanities Division**, 2008 - date

- **Academic Division**, 2010 - date
- **Encore Caucus**, 2011 - date
- **Illinois Chapter, 1987 - date**
 - Program Committee, SLA Illinois Chapter Liaison (one of several) to co-sponsored conference Fall 2007
 - Past President, 2004 - 2005
 - President, 2003 - 2004
 - President-Elect, 2002 - 2003
 - Chapter Recommended Practices Committee Co-Chair, 2004 - 2006
 - SLA Illinois Chapter Liaison (one of several) to co-sponsored conference with DuPage Library System, Metropolitan Library System, North Suburban Library System, "Find Your Customer: Drive Your Business", Oak Brook, Illinois, October 2004.
 - Great Lakes Regional Conference V, Sponsorship Committee, 2003
 - Knowledge Management Committee, 2000 - 2002
 - Strategic Planning Committee, 1997 - 2000 (Co-Chair, 1998 - 2000)
 - Nominating Committee Chair, 1996 - 1998, 2004 - 2005, 2005 - 2006
 - Archives Committee, 1996 - 1998
 - Awards Committee Chair, 1995 - 1996, 2006 - 2007
 - *Informant* (Chapter Bulletin) Co-Editor, 1993 - 1995
 - Great Lakes Regional Conference III, Registration Chair 1995
 - Public Relations Committee, 1993 - 1995
 - Student Outreach Co-Chair, 1992 - 1993
 - Hospitality Committee Chair, 1991 - 1992
 - Program Committee, 1989 - 1991, 2008 - 2009
- **American Library Association**, 2006 - date
- **Association of College and Research Libraries**, 2006 - date
- **Toastmasters International**, 1995, 2003 - 2005
- **McDonald's Women's Leadership Network**, 1999 - 2007; Education Committee, 2002 - 2006; Corporate Citizenship Committee, 2006 - 2007
- **Society of Competitive Intelligence Professionals**, 1995 - 2000
- **American Marketing Association**, 1995 - 2002, 2006 - 2007

Awards and Honors

- Association of College and Research Libraries Excellence in Academic Libraries Award (for College Division), 2017 (awarded to Columbia College Chicago Library not to Jan Chindlund individually)
- Special Libraries, Illinois Chapter, first recipient of Janice Chindlund Award
- Special Libraries, The Rose L. Vormelker Award. 2010
- Columbia College Chicago, Center for Instructional Technology, Tech Fellow, 2008 – 2009 (co-developed a short course on copyright for faculty in Moodle)
- Special Libraries, Fellow, 2006
- McDonald's Women's Leadership Network Award, 2005
- Seguin Services Public Service Award, 2005
- Dominican University Graduate School of Library and Information Science, named one of 75 Notables, 2005
- Special Libraries, Illinois Chapter Library Inspiration Award, 2004
- McDonald's Brand Business Planning Activation Team Award, 2002
- McDonald's Assessment Team Award, 2001
- McDonald's Assessment Core Team Award, 2001

- McDonald's Communications Deal Team Award, 2001
- McDonald's President's Award, 2000
- Dow Jones Leadership Award, 2000
- Special Libraries, Business & Finance Division Award for Co-Founding Mentoring Initiative, 2000
- McDonald's Chicago Market Share Team Award, 2000
- McDonald's USCEC Team Award, 2000
- McDonald's Competency / Deal Team Award, 2000
- McDonald's Archie (Intranet) Management Team Award, 1999
- Special Libraries, Illinois Chapter, Outstanding Achievement Award, 1998
- Special Libraries, Illinois Chapter, Student Stipend Award, 1989
- Beta Phi Mu (International Library Science Honor Society) inducted 1989