

CURRICULUM VITAE

I. Name: **Jane B. Malcolm**

Rank: Assistant Professor

Department: University Library and College of Business

Year joined: 2003

Academic experience:

2003 – present	Assistant Director, Library Public Services, Oral Roberts University
1981 – 1983	Head of Reference, Oral Roberts University
1979 – 1981	Reference Librarian, Oral Roberts University

II. Educational Background

Legal Research Methods Course, 1983, Southern Methodist University School of Law
M.L.S. (Master of Library Science), 1979, Emporia State University
B.L.S. (Bachelor of Liberal Arts), 1978 (*Summa cum Laude*), Oral Roberts University

III. Prior Experience not in Education

Professional Research Services 1988 – present

Founded and operated information and research consulting firm.
Worldwide clients included international consulting firms (McKinsey & Co., KPMG Peat Marwick, Booz Allen & Hamilton, Bain and Company, Axiom Information Consulting, JayAlix Partners), market research firms (Agewave, The M/A/R/C Group, The Marketing Continuum), advertising agencies (Tracy-Lock BBDO), law firms (Locke Purnell Rain Harrell), banks (Federal Home Loan Bank, Dallas), venture capitalists, and other businesses (TGI Fridays, HEB Mexico, The Holmes Organization, ARCOutdoors and others).

Services provided included:

- Advanced secondary research and analysis
- Information/knowledge needs assessment
- Gathering and using information from primary and secondary sources to obtain a variety of facts and information for business decision making, benchmarking, business expansion, marketing strategies, and mergers and acquisitions activities.
- Written and oral client communications

Long-term clients included Booz Allen & Hamilton, a major international consulting firm (1992-2002). Accomplishments include the following:

- Worked with consultants and fellow information professionals to provide external research for the firm's clients and analysis necessary to help develop and support ongoing business, financial, and sales objectives
- Provided research and analytic insight necessary to identify and qualify industry/market trends, validate business opportunities, benchmark competitively, aid in business decision-making, and support high-value client pursuits.
- Developed strategies for identification and acquisition of data and information sources
- Participation in firm-wide information/research services professional group
- Served on implementation team for firm-wide Knowledge Management system (Knowledge Online)
- Development and maintenance of local resource collection (print and electronic)
- Conducted an information audit and wrote a proposal for structure, policies and procedures of Dallas office research department

1985 - 1988 Corporate Librarian, Texas Oil & Gas Corp.

- Research services for corporate planning, finance, engineering, environmental, geology and pipeline departments.
- Development and maintenance of Corporate Research Center
- Management of corporate records management program

1983 – 1984 Researcher, Jerry W. Jones, Attorney at Law

Legal and business research to support law practice and business development.

IV. Professional Memberships

- Society for Competitive Information Professionals (2005, and 2013 to present)
- Association of College and Research Libraries, Oklahoma Chapter (2005 to present)
- Association of Independent Information Professionals (1994 – 2004)
- Special Libraries Association (1997-2000)

V. Professional meetings attended

Conference on Quality in Higher Education: 117th Annual Conference of the Higher Learning Commission. March 30-April 3, 2012.

Marketing Intelligence Tools, American Marketing Association (Tulsa Chapter)
April, 2005

Association of Independent Information Professionals Annual Conferences:
Info Pros Link Up (2004)

2004 Pre-Conference Workshops:

Resources for Small Businesses, Small Business Administration

Factiva (Dow Jones/Reuters) Research Update
Dialog Research Update
California Teaming (2002)
Network in New Orleans (2001)
Capital Gains: Investing Now For Future Growth (2000)
Bridges to Better Business (1999)

VI. Presentations at Professional Meetings

“Strategic Intelligence begins with Information” at: Knowledge & Project Management Symposium. (Jointly organized by OU-Tulsa School of Library and Information Studies and Project Management Institute) August 19-20, 2008.

“Competitive Intelligence for Libraries and Librarians.” at: GC-KIP Workshop on Knowledge Management: Libraries in the Digital Age: Challenges and Opportunities. (Jointly Organized by Green Country Knowledge/Information Professionals and OU-Tulsa School of Library and Information Studies) April 20, 2007

Workshop: Oklahoma Chapter of the Special Libraries Association , May 26, 2006

- Session I: Competitive Intelligence and the Rest of Us
- Session II: Business Research for Non-Business Types
- Session III: Super Research Tips

Current Awareness Sources and Strategies

Program presented to Institute of Management Consultants, Dallas Chapter. September 18, 2000

VII. Publications

Book review of *The Successful Academic Librarian: Winning strategies from library Leaders*. Edited by Gwen Meyer Gregory. in *Business Information Alert* July/August, 2006

Book review of *Innovation Strategies and Performance in Small Firms*, by John Baldwin and Guy Gellatly. published in *Business Information Alert* July/August, 2005

Book review of *Grace for the Workplace: Monday Morning Incentive*, by Paul G. Johnson. *Christian Librarian*, April, 2007.

Conference Session: Minding Your Own Business -- Tax and Record keeping Information for Self-Employed People. *AIIP Connections*, Summer/Fall 1999.

VIII. Consulting

Professional Research Services 1988 – present
(see III. Prior Experience not in Education)

IX. Professional growth activities

- Skeptical Knowledge-Seeking: Business Research in the Age of Truthiness -Webinar (January 29, 2013)
- Introduction to Camtasia - Eighth Floor Course. (February 16, 2012).
- *Mashups: A Little Bit of This, A Little Bit of That*. SirsiDynix Institute Webcast (March 6, 2007)
- Regular attendance at ORU Faculty Brown Bag Luncheons (2004-present)
- Oklahoma Leadership Development Institute (July 25, 2006)
- Oklahoma Leadership Development Institute (May 2-4, 2005)
- *Copyright Law in the Digital Age*, by Laura N. Gassaway. Special Libraries Association, Oklahoma Chapter (February 11, 2005)
- *ILL Doesn't Mean You're Sick: Interlibrary Loan for Everyone* Oklahoma Library Association. (January 28, 2005)
- *Business Information on the Internet*, Amigos Library Services (July 14-15, 2004)
- *OCLC's New ILL Interface* (online workshop), Amigos Library Services (October 5-8, 2004)
- *Realities of Digital Reference: Challenges, Tools, and Opportunities*, College of DuPage Soaring to Excellence Teleconference (April 16, 2004)
- *Scanning: the Transformation from Paper to Electronic Format*, Special Libraries Association - Oklahoma Chapter (April 25, 2000)
- *Copyright Law in the Digital Age*, Special Libraries Association - Oklahoma Chapter (March 10, 2000)

X. Seminars, training programs, etc., conducted for business and industry

High Impact Information (Business research seminar presented to Axiom Information Consulting, Inc. San Francisco, July, 1994)

XI. Institutional services performed

ORU Service

- Global Campus Committee (2012-present)
- ORU iTunes taskforce (2012-present)
- Intellectual Property (formerly Copyright) Committee (2004-present)
- New Faculty Orientation Committee (2005-present)
- HLC Self Study Resource Room Committee (2010-2012)
- HLC Self Study Criterion 5 Sub Committee (2010-2012)
- HLC Self Study Criterion 4 Sub Committee Member (2005-2007)
- HLC Educating the Campus Committee (2007)
- Identity Theft Committee (2007-2008)
- New Faculty Mentor (2005-2006)
- Hispanic Nursing Student Recruitment Grant Project (2005)

AIIP Service Corp President (2000 – 2002)

- Called and presided over board meetings of AIIP Service Corp, the for-profit affiliate of the Association of Independent Information Professionals

- Directed the marketing activities and developed new products and marketing strategies for AIIP Service Corp.
- Worked with AIIP Executive Board to coordinate efforts of the two entities and to improve processes for marketing and distribution of AIIP products.
- Evaluated potential affiliations with vendors and related organizations
- Participated in planning and financial aspects of AIIP annual conferences.

Special Libraries Association, Oklahoma Chapter Secretary (1998 – 2000)

Planned and hosted OKSLA Information Vendor Expo at Rogers University
(February 27, 1998)

NorthEast Texas Online Users Group (NETOLUG) Secretary, 1989-1990

XII. Recognitions and honors

- Outstanding Liberal Arts Graduate, Oral Roberts University, 1978
- Special Graduate Assistantship to Dean, Emporia State University School of Library Science, 1979-1980