

CHANTELLE SWAREN

Email: Chantelle-Swaren@utc.edu

UTC Office Phone: 423-425-2204

PROFESSIONAL EXPERIENCE

University of Tennessee at Chattanooga, UTC Library

Associate Professor, Info Analyst & Visualization Librarian	2025 – present
Associate Professor, Assessment & Outreach Librarian	2019 – 2024
Assistant Professor, Assessment & Outreach Librarian	2013 – 2019

Edmonton Public Library System

Senior Marketing Consultant	2009 – 2013
-----------------------------	-------------

Canadian Home Builders Association - Edmonton Region

Member Services Manager	2008 – 2009
-------------------------	-------------

British Columbia Automobile Association, regional affiliate of AAA

Product Manager, Roadside Assistance Membership	2006 – 2008
---	-------------

Carswell, a division of Thomson Reuters

Information Solutions Associate	2005
---------------------------------	------

priMED Medical Products Inc.

Product Manager	2001 - 2004
-----------------	-------------

TD Bank

Customer Service Representative (Teller)	1998 - 2001
--	-------------

EDUCATION

University of Tennessee Master of Legal Studies degree (MLS)	2023
University of Alabama Master of Library and Information Studies degree (MLIS)	2012
University of Alberta Master of Business Administration degree (MBA)	2005
University of Lethbridge Bachelor of International Management degree	2001
Northern Alberta Institute of Technology Business Administration Marketing diploma	1999

SCHOLARSHIP

Schwertfeger, R. L., Swaren, C., Patsy, D., Annie, P., & Jessica, L. (2024, July). *We did a thing? Measuring the effectiveness of library programming, outreach, and other engagement events*, [Conference Panel Presentation]. 2024 Southeastern Library Association Annual Conference, Huntsville, Alabama.

Swaren, C. (2024). Recognizing the Academic Library as a Staging Area for Developing Harmonious Societies. In P. Wallin, D.A.A. Engen, F. Dakka & M. Solli (Eds.) *Bringing Higher Education to Life: 6th Annual Philosophy and Theory of Higher Education Conference* (pp.78-79). Peer reviewed contributed paper and conference presentation in Trondheim, Norway.

Swaren, C. (2024). [Review of the book *Social media strategy: marketing, advertising, and public relations in the consumer revolution*, by K. Quesenberry]. *Choice*, 62(1), <https://choiceconnect.org/review/magprint/235709>

Swaren, C., Cowden, C., & Smith, W. (2022). Exploring New Narratives to Overcome Historical Assumptions. *portal: Libraries and the Academy* 22(1), 111- 126. <https://dx.doi.org/10.1353/pla.2022.0012>

Swaren, C. (2022). [Review of the book *Andrew Jackson: A Rhetorical Portrayal of Presidential Leadership*, by A. Kiewe]. *Tennessee Libraries*, 71(2), https://www.tnla.org/page/72_3_Swaren

Continues on following page

- Swaren, C., Liedtka, T. (2021, November). Assembling a Virtual Student Library Advisory Board During COVID-19. *14th International Conference on Performance Measurement in Libraries* (pp. 36 – 45).
https://libraryperformance.files.wordpress.com/2021/12/libpmc14_2021_proceedings.pdf
- Swaren, C. (2021). Three Emergency Broadband Benefit (EBB) goals for Tennessee libraries. *Tennessee Libraries*, 71(2), https://www.tnla.org/page/71_2_Swaren
- Swaren, C. (2021). [Review of the book *Searching for Woody Guthrie: A personal exploration of the folk singer, his music, and his politics*, by R. Briley]. *Tennessee Libraries*, 71(2), https://www.tnla.org/page/71_2_SwarenReview
- Swaren, C., Schwertfeger, R. (2017, November). *So You Are a New Assessment Librarian – What Do You Need to Know?*, [Conference Presentation]. 2017 Southeastern Library Assessment Conference, Atlanta, GA.
<https://scholarworks.gsu.edu/cgi/viewcontent.cgi?article=1041&context=southeasternlac>
- Swaren, C., Tekulve, N., Milewicz, L., & Herndon, J. (2015, April). *Creating a Sustainable Workshop Series on Your Campus*, [Webinar]. Spring ULS Members-Only Online Discussion, Webex Presentation, Online.
- Swaren, C., Tekulve, N., Cairns, V., & Bowron, C. R. (2015, April). *Digging into data: Mining for statistical gold at the Reference Desk* [Conference Presentation]. 2015 TLA Annual Conference, Memphis, TN. [Click here to read the full description and view the slides.](#)
- Tekulve, N., & Swaren, C. (2015, March). *Growing a Sustainable Workshop Series: Best Practices for Making Library Workshops a Vital Part of the Campus Ecosystem*, [Poster presentation]. ACRL 2015, Portland, OR.
<https://librariandesignshare.files.wordpress.com/2015/04/growing-asustainable.jpg>
- Swaren, C. (2015, February). *More Than Just Books: Campus Libraries as Strategic Assessment Partners*, [Conference Presentation]. 15th Annual Texas A&M University Assessment Conference, College Station, TX.
- Swaren, C. (2014, September). *Using Regression to Move Forward: Strategically Analyze Data for Better Planning* [Short Presentation]. Tenn-Share 2014 DataFest, Nashville, TN.
- Swaren, C. (2014, August) *Storytime Station: A case study on using public library-created animated videos to reinforce early literacy skills and practices* [Paper presented virtually]. International Federation of Library Associations and Institutions Annual Conference 2014, Lyon, France. <https://library.ifla.org/id/eprint/829>
- Swaren, C. (2014, May). *Using Regression to Move Forward: How to Strategically Analyze Data for Better Planning*, [Lightning Talk Presentation]. LOEX Annual Conference 2014, Grand Rapids, MI.

PROFESSIONAL ACADEMIC SERVICE

- Member, Library Faculty Council, 2024 - present
- Appointed Member, Friends of University of Alabama SLIS, 2023 – present
- Appointed Member, UTC Faculty Senate Ad hoc Retention Committee, 2025
- Appointed Member, Library Faculty Search Committee, 2025
- Chair, Halloween Planning Committee, 2024
- Appointment Member, Library UX Committee, 2023 – 2024
- Appointed Member, Library Faculty Search Committee, 2023
- Elected Chair, Library Retention, Tenure, and Promotion Committee, 2022 – 2023
- Elected Library Senator, UTC Faculty Senate, 2021 – 2023
- Appointed Member, Southeast Data Librarians Symposium Planning Committee, 2022
- Appointed Member, Library Faculty Search Committee, 2022
- Appointed Member, Library Staff Search Committee, 2022
- Elected Vice Chair, Library Retention, Tenure, and Promotion Committee, 2021 – 2022
- Appointed Member, UTC Undergraduate Curriculum Committee. 2019 – 2021
- Appointed Member, Faculty Athletics Committee, 2018 – 2019
- Chair, Library Outreach Committee, 2013 – 2019
- Elected Member, University of Alabama Library School Association Board, 2014 – 2018
- Appointed Chair, UTC Student Rating of Faculty Instruction Committee, 2016 – 2017
- Appointed Chair, Library Faculty Search Committee, 2016
- Appointed Member, Student Rating of Faculty Instruction Committee, 2015 – 2016
- Appointed Member, Library Electronic Resources Committee, 2014 – 2015
- Appointed Member, Tenn-Share's DataFest Planning Committee, 2014 - 2015
- Appointed Chair, Tennessee Library Association Development Committee, 2014 – 2015
- Appointed Member, UTC Budget & Economic Status Committee, 2014 – 2015