

CLAIRE E. GONZALES
Public Services Librarian
Houston Community College
Northwest College – Alief Hayes Campus
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EDUCATION

Master of Science, Library and Information Science (Medical Informatics), University of North Texas, Denton, Texas, December 2011. 4.0 GPA

- Health Informatics Internship at University of Texas M.D. Anderson Cancer Center Research Medical Library, Fall 2011

Juris Doctor, University of Texas School of Law, Austin, Texas, 1984.

- Teaching Quizmaster (Legal Research & Writing Teaching Assistant), 1983 - 1984

Bachelor of Arts, English Literature, *cum laude*, University of Dallas, Irving, TX, 1981.

LIBRARY HONORS & AWARDS

- Beta Phi Mu (Library and Information Studies Honor Society)
- Outstanding Student – Houston Program, 2012
- 2011 Library Student Outreach Award -- National Network of Libraries of Medicine, South Central Region

WORK EXPERIENCE

Houston Community College System

Northwest College, Alief Hayes Campus Library

Houston, Texas

2013 – Present

- Principal responsibilities are the provision of reference and research services and information literacy instruction for HCC students and programmatic and information services support for faculty.
- Serve as designated HCC Libraries Liaison to HCC Engineering Center of Excellence and Engineering Department. Provide research instruction and communications support (i.e., development of critical thinking skills, writing and presentation skills, etc.) for students pursuing the Associate of Science in Engineering Science (ASES) degree program, particularly those in ENGR 1201 – Introduction to Engineering.
- Special expertise in introduction, research, and evaluation of Science, Technology, Engineering, and Math (STEM) resources.
 - Assisted in establishment of NW STEM Club at Alief Hayes Campus and provide communications support for NW STEM Club activities and student recruitment.
 - Initiated new communications program to promote awareness of and participation in Library sponsored and co-sponsored STEM programs, including original signage and targeted placement for student outreach.

- Provide nursing and other health sciences students with one-on-one guidance involving current information on academic pathways and transfer planning (particularly regarding how to obtain BSN degree).
- Developed and implemented very successful student voter registration program in Fall 2018 for three Northwest College campuses – Alief Hayes, Katy, and Spring Branch.
 - Produced original voter information documents tailored for diverse student population, including information on immigration status and voter registration.
 - Provided state and local voter information material and created attractive information and sign-up stations to encourage students to become involved.
- Perform general library public service functions, including circulation, electronic resource support (computer skills, basic writing applications, etc.) and library usage/performance measurements.
- Perform instruction on library orientation and use, information literacy, and research skills using HCC catalog and online database suite (over 200 academic databases), as well as appropriate use of Internet resources, copyright, plagiarism, and style/citation formats.
- Provide in-depth one-on-one writing instruction for students, including thesis and argument development, content outlining, standard structural requirements, grammar, and appropriate style and citation formats (e.g. APA, MLA, Chicago).
- One of two HCC Librarians tasked with developing and organizing the Opening Day Collection of the new Alief Hayes Library (opened February 2014)
- Work closely with faculty to support their library resource needs (e.g. curriculum development, orientation, research, writing instruction, equipment).

HCC Adjunct Public Services Librarian

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| – Northeast College, Pinemont Campus Electronic Resource Center | 2012 |
| – Northwest College, Katy Campus Library | 2013 |

Alternative Assignment Research Projects

*At the direction of Dr. Edmund “Butch” Herod, Director of the West Houston Institute
(Formerly Executive Dean, Academic and Student Services, HCC Northwest College)*

HCC Northwest College 2013 – 2015

- Conducted in-depth research to identify federal funding sources for new HCC Northwest science, technology, engineering and math (STEM) campus and programs.
- Prepared comprehensive report on research findings with recommendations for best funding opportunities for HCC Northwest to pursue.
- Performed research to evaluate National Science Foundation grant proposal for STEM funding linked to HCC/UT Tyler engineering program and local schools (2014).
- Performed broad research and assessment of various federal funding opportunities linked to STEM higher education program development with written memos on findings.

**University of Texas M.D. Anderson Cancer Center Medical Research Library
MLIS Internship**

Fall 2011

- Assisted with production of "Making Cancer History © Voices Oral History Project" digital website content. Project included working with audio, video, and website design equipment and programs.

Fannie Mae (FM) – Washington, D.C.
Ethics Director

2006 – 2007

- Supervised FM Ethics confidential hotline reporting process, including development of consistent internal policy interpretation and more effective case management procedures.
- Coordinated ethics case investigations and resolutions by working collaboratively with broad range of Fannie Mae business units.
- Prepared and delivered Code of Conduct and ethics policies and procedures instruction and training for new employees, both new hires and existing staff. Instruction materials included wide range of formats from print and PowerPoint presentations to web-based tutorials.
- Produced FM Ethics program reference materials, including FM Ethics Deskbook for everyday used by managers and staff.

American Academy of Ophthalmology (AAO) - Washington, D.C.
Advocacy Communications Manager

2005 – 2006

- Conducted AAO Washington D.C. Government Affairs Office legislative and regulatory communications activities to membership, industry media, agencies, and public.
- Supervised production of all government affairs media products, including press releases, briefing information, special reports to membership and partners, annual report (all delivered in both print and electronic formats).
- Collaborated with Legislative Affairs, Communications, and other departments on content for AAO Government Affairs website.
- Produced weekly online membership newsletter covering federal and state governmental health care policy issues and other matters of interest to the medical and ophthalmic communities.
- Coordinated membership-wide communications grassroots advocacy projects.

University of Texas Health Science Center at Houston – Houston, Texas
Chief Institutional Compliance Officer

2001 – 2003

- Coordinated re-design of Institutional Compliance Program to assure university's compliance with all applicable federal, state, local laws and regulations, and internal institutional policies.
- Managed institution-wide Compliance Program activities, including compliance/ethics confidential hotline and internal resolution of compliance issues.
- Wrote/edited all instructional and communications material for Compliance Program, including employee and manager compliance training.
- Developed/edited all content for Compliance Office Webpage.
- Conducted institution wide (six graduate schools) compliance and risk assessment/management training in collaboration with departmental staff. Instruction material tailored to meet the information needs and preferences of target audiences.

- Shared coordination responsibility for institution risk assessment (e.g., environmental health and safety, research and development, medical billing and practice, etc.).

Children at Risk - Houston, Texas

2000

President & CEO

- Chief Executive Officer of Houston-based children's advocacy organization.
- Performed first organizational assessment and developed strategic planning proposal to improve group's effectiveness.
- Supervised production of annual statistical analysis of children's issues and programs in Texas.

U.S. Equal Employment Opportunity Commission (EEOC) - Washington, D.C.

Director of Communications & Legislative Affairs (Senior Executive Service -2) 1994-1999

Appointed by President Bill Clinton

- Supervised EEOC Communications, Media Affairs, Government Affairs, Public and Stakeholder Relations
- Managed EEOC Headquarters Office of Communications and Legislative Affairs.
- Served on Chairman's immediate executive team; provided counsel to Chairman on issues involving media and communications, legislative/congressional matters, inter-agency projects, and political matters.
- Directed development and implementation of agency-wide communication strategies (i.e. public marketing, media presence, stakeholder messaging, etc.).
- Coordinated agency's outreach activities to external stakeholder communities and organizations (e.g., business, labor, community-based and special-interest organizations).
- Prepared/edited education and training material used in outreach to broad range of stakeholder audiences.
- Conducted internal and external education and training to broad range of constituencies, including introduction to agency's services, overview of laws enforced by EEOC, and budget and legislative briefings.
- Developed and edited EEOC's Briefing Book on the Status of Equal Employment Opportunity in the American Workforce, comprehensive summary of federal EEO and affirmative action compliance requirements and statistical review.

SPECIAL DETAILS DURING EEOC TENURE (*i.e.*, executive on loan for special projects):

IMMIGRATION AND NATURALIZATION SERVICE (INS)

Special Assistant to INS Executive Associate Commissioner for Policy and Planning

Detailed to Office of Houston Mayor Lee Brown

Houston, Texas

April 1999 - September 1999

- Coordinated special immigration leadership roundtable discussion on the inter-relationship of the INS, local law enforcement, government, and communities.

PRESIDENT'S INITIATIVE ON RACE (PIR) – The White House

Washington, D.C.

Deputy Director for Communications/Strategic Management

1997 – 1998

- Deputy Director for Communications/Strategic Management – Supervised production of public information products, and development of PIR website. Provided substantive and communications analysis of program operations to enhance effectiveness.

National Council of La Raza (NCLR) – Washington, D.C.

1990-1994

Senior Civil Rights Policy Analyst

- Performed policy analysis, research, legislative affairs, and community outreach and education on national Hispanic civil rights matters.
- Specialized in equal employment opportunity, voting rights, and diversity policy.
- Represented NCLR in national civil rights coalitions and to the media.
- Served as principal community advocate on two pieces of successful civil rights legislation, including drafting section of Civil Rights Act of 1991 requiring special EEOC outreach to language minorities and the 1992 reauthorization and extension of the language provisions of the Voting Rights Act of 1965.
- Provided assistance to NCLR affiliates (community-based organizations serving Hispanics) on civil rights issues at the local, state, and national level, including education and training on specific legislative issues.
- Authored The Empty Promise: The EEOC and Hispanics (1993), and co-authored State of Hispanic America 1991, status reports on national Hispanic population.

Baker Botts – Houston, Texas

1986-1989

Associate Attorney

- Corporate finance practice specializing in federal and state regulatory compliance matters affecting secondary mortgage market, banking, and thrift institutions with special emphasis on organizational restructuring.
- Developed internal education program for Banking and Finance department attorneys, including writing training materials on recent changes in law and new practice models.

Kennedy, Burleson & Hackney – Houston, Texas

1984-1985

Associate Attorney

- General corporate law practice, including real estate and bankruptcy.

June 2020