

MONIQUE GONZALEZ

Attorney-Law Librarian

SUMMARY

Experienced research and knowledge management professional with a proven track record in the legal industry, complemented by extensive teaching and training experience. A robust background in leveraging technology to enhance data collection and analysis, optimize storage and dissemination of information, and streamline processes.

EDUCATION

M.L.I.S. (Master of Library and Information Science) - Law Librarianship and Legal Informatics Specialization, University of North Texas

J.D. (Juris Doctor), Thurgood Marshall School of Law, Texas Southern University

B.A. (Bachelor of Arts), English (Professional Writing), Texas A&M University

CERTIFICATIONS AND LICENSES

- No Code AI and Machine Learning: Building Data Science Solutions, MIT Professional Education
- Certified Knowledge Manager, Knowledge Management Institute
- Certified Knowledge Specialist: Information Architecture, Knowledge Management Institute
- Licensed Attorney, State Bar of Texas

HONORS AND AWARDS

- Ignite Award for Health Law Pivot Project, Thomson Reuters 2020
- Inspire Award for Westlaw Paralegal Certification Program, Thomson Reuters 2019
- Shine Award for Law Firm Rollouts, Thomson Reuters 2019
- AALL Annual Meeting Grant, Southwestern Association of Law Libraries 2007
- Appreciation Award, Board of Advocates, Thurgood Marshall School of Law 2006

TEACHING AND TRAINING EXPERIENCE

University of Texas School of Law, Austin Community College, Thurgood Marshall School of Law

Adjunct Faculty

June 2005-Dec. 2021

- Taught English, Legal Research, Advanced Legal Research, topical seminars, and Brief Writing and Oral Advocacy.
- Designed an asynchronous learning environment for first-year Legal Research course which utilized modules that progressively built upon prior lessons.
- Continuously improved instructional quality through comprehensive review and utilization of innovative methodologies, techniques, and delivery methods.
- Evaluated student performance and established effective strategies to communicate progress on an ongoing basis.
- Introduced collaborative learning and increased program impact by creating and facilitating an online community via Blackboard, TWEN and Lexis Classroom (Canvas).
- Utilized resources such as Interactive Citation Workstation, Lexis Learn and CALI to complement instruction.
- Designed, organized, and implemented a Clerkship Crash Course in Legal Research.
- Developed and presented program recommendations for the Curriculum Committee.

Thomson Reuters Westlaw

Customer Success Trainer

Apr. 2019-Nov. 2020

- Provided needs-based training and guidance to attorneys and staff members to enhance their ability to integrate relevant products into daily work and operations.
- Introduced and trained on technology used to plan, manage, and execute legal matters.
- Member of small, cross-regional team that created Westlaw's online Paralegal Certification Program (external) and Health Law Pivot Project (internal).
- Maintained records via CRM, collaborated with management and sales to achieve goals, and provided presentations, CLEs, and demonstrations for customers.

- Successfully established and retained customers by building relationships and identifying new opportunities.

LAW LIBRARY EXPERIENCE

Norton Rose Fulbright

Senior Research Librarian

July 2021-present

- Created and manage Knowledge and Research Services Learning Series, related intranet site and LMS coordination.
- Evaluate, select and implement technology solutions.
- Perform research across disciplines and practice areas utilizing various databases, subscription services, membership services and no-cost resources.
- Utilize tools such as Sharepoint, ServiceNow, Genie, Excel, iManage, and enterprise search strategies to manage, track and deliver research.
- Serve as administrator for platforms such as Westlaw Analytics, Lexis Account Center, Westlaw My Account, Case Portal, etc.
- Contribute to knowledge management resources and data reporting.
- Update electronic resources and access points to information.
- Perform cite checking for scholarly work and court documents.
- Create and maintain repositories to track research and trends.
- Created and maintain department's knowledge base.

Thurgood Marshall School of Law Library, Texas Southern University

Associate Director

Feb. 2013-Aug. 2014

- Supervised daily operations including staffing (hired, trained, and evaluated 15-20 staff and student workers).
- Prepared and administered \$2M annual budget.
- Oversaw the process of selecting and implementing a new library system, SiriDynix for cataloging, acquisition, and circulation.
- Set program goals and developed and implemented policies for teaching, research, and reference services.
- Negotiated vendor contracts and resolved related issues.
- Consulted with faculty to offer training and legal research opportunities.
- Successfully established and sustained networking contacts with law school, university, and public constituents through meetings, conferences, and committees.
- Supervised the evaluation, selection and implementation of technology solutions.

Learning Resources Librarian

June 2005-Jan. 2007

- Coordinated Reference and Legal Research instruction program and maintained usage statistics for reference and training.
- Provided comprehensive reference and research assistance to faculty, students, attorneys, judges, and members of the public.
- Utilized print, online resources and databases.
- Reviewed publications for accuracy, general editing, and correct citations.
- Created and updated research guides, bibliographies, and instructional material.
- Assisted with circulation, ILL requests and database management.
- Collaborated with library staff to select, catalog, organize, and maintain the collection to ensure accuracy and accessibility.

University of Texas School of Law

Head of Access Services

Jan. 2007-Dec. 2007

- Managed the day-to-day operations of the Access Services Department.
- Maintained usage statistics for circulation and access to collection.
- Served as library liaison to 30+ faculty members.
- Prepared performance reports and trained and supervised a six-member team.
- Oversaw circulation, course reserves, law library alumni relations, interlibrary loans, and general access needs.
- Consulted with key personnel to identify, evaluate, and recommend print, electronic, and Internet resources in accordance with budgetary constraints.

- Created and implemented multiple policies and procedures to enhance exhibits and services.
- Contributed to and edited the law library newsletter to maximize library services and outreach.

LEGAL EXPERIENCE

Texas Court of Criminal Appeals, Judicial & Court Personnel Training
Attorney/Program Administrator

Dec. 2009-Feb. 2013

- Administered a \$15M legislative appropriation and managed daily operation of the Judicial and Court Personnel Training Program.
- Created and analyzed annual budgets; established program goals, objectives, and guidelines.
- Recommended solutions to management, staff, and judges for program-related issues.
- Represented program interests during legislative sessions, meetings, etc.
- Developed a Policy & Procedure Manual after review and recommendation of proposed changes to program rules and conditions.
- Secured federal grants and ensured compliance with terms, conditions, laws, and regulations.
- Monitored judiciary response to legislative changes to training and qualifications.

Texas Legal Services Center
Managing Attorney

Dec. 2007-Dec. 2009

- Managed Texas Law Help (www.texaslawhelp.org), a website dedicated to providing free and reliable information to Texans as part of a statewide initiative to utilize technology to increase access to justice.
- Oversaw document automation, help via chat, and knowledge management.
- Coordinated with outside counsel regarding litigation matters.
- Implemented successful outreach program resulting in significantly increasing web traffic, available content, and partners.
- Wrote, researched, edited, and analyzed legal content.
- Managed grant acquisition, budget, and technology implementation.
- Developed and implemented a regular program to test usability and effectiveness of web presence.

The Cusic Law Firm, P.C.
Attorney

May 2004-June 2005

- Researched legal issues, evaluated evidence, and composed advisory memos.
- Prepared and edited orders, petitions, briefs, and subpoenas for court proceedings.
- Met with clients to discuss legal needs and provided updates on current matters.
- Advocated on behalf of clients in court proceedings, mediations and negotiations.

PUBLICATIONS

- *A New Frontier: Leveraging Generative AI for Legal Research*, [LinkedIn](#), June 2023
- *The Crossroads of Copyright and Licensing*, [The CRIV Sheet: The Newsletter of the Committee on Relations with Information Vendors](#), Vol. 46, No. 1, November 2023
- *Cool Tools Café*, [The CRIV Sheet: The Newsletter of the Committee on Relations With Information Vendors](#), Vol. 45, No. 1, November 2022
- Contributor, *Knowledge Services Resources Overview*, Norton Rose Fulbright, May 2022
- *A Timely Seminar: The Clerkship Crash Course in Legal Research*, [Perspectives: Teaching Legal Research and Writing](#), Vol. 15 Nov. 3, Spring 2007
- *2007 AALL Annual Meeting Experience*, [Southwestern Association of Law Libraries website](#) <<http://www.aallnet.org/chapter/swall/grants/AALL%20Experience.doc>>, September 27, 2007
- Contributing Editor, *Marshall News*, Thurgood Marshall School of Law Library Newsletter, 2006

SAMPLE PRESENTATIONS

- *Moving Beyond Print*, American Association of Law Libraries Annual Meeting, 7/2023
- *Legal Research for Litigators*, Summer Associate Orientation, Norton Rose Fulbright, 5/2022; 5/2023; 5/2024
- *Increasing Access to Justice Through Technology*, Texas Equal Access to Justice Foundation, 12/2008
- *Virtual Reference*, Southwestern Association of Law Libraries, 4/2007

- *Texas Legal Research*, University of Texas School of Law, 4/2007
- *Do Law Students Bloom: The Application of Bloom's Taxonomy in First-Year Legal Research Instruction*, University of Texas School of Law, 1/2007
- *Faculty Research Seminar*, Thurgood Marshall School of Law, 11/2006
- *Research Assistant Training*, Thurgood Marshall School of Law, 10/2006
- *Resources for Practitioners*, Texas Practice, Thurgood Marshall School of Law, 10/2006
- *Effectively Using Secondary Sources*, Clerkship Crash Course in Legal Research, 4/2006
- *Conducting Interdisciplinary Research*, Earl Carl Institute for Legal and Social Policy, 3/2006
- *What the Faculty Expects from Law Librarians*, Thurgood Marshall School of Law Library, 6/2005

PROFESSIONAL ASSOCIATIONS

American Association of Law Libraries (AALL) - ALL-SIS, BLL-SIS	2005-2007; 2013-2014
• ALL-SIS, PLLIP-SIS, BLL-SI S	2021-present
• Committee on Vendor Relations - LexisNexis Liaison	2022-2025
• Houston Area Law Librarians (HALL)	2005-2007; 2021-present
○ Chair of Community Service Committee	2022-2023
○ Vice President and Chair of the Continuing Education Committee	2023-present
State Bar of Texas, Access to Justice Commission	2007-2009
• Technology Committee	2008-2009
Houston Bar Association	2004-2006
• County Law Library Committee	2006
Southwestern Association of Law Libraries	2005-2007
• Public Relations and Publications Committee	2006-2007