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CURRICULUM VITA

Education

Ph.D., Information Science, University of Washington	2006
Master's in Information and Library Science, University of Michigan	1998
Bachelor's in English, San Francisco State University	1986

Research Projects & Publications

2008, "Evaluating Remote Reference Service: A Practical Guide to Problems and Solutions," with Dr. Jeffrey Pomerantz of UNC-Chapel Hill and Dr. Charles R. McClure of FSU. *Portal: Libraries and the Academy*, 8(1): 15–30.

2008, "The Internet Public Library as Service-Based Experiential Learning," with Dr. Denise E. Agosto, and Dr. Eileen G. Abels of Drexel University, and Dr. Lydia Eato Harris of Rutgers University, in The Service Connection, edited by Dr. Lorlene Roy, ALA President. Chicago: American Library Association, (pending publication in Summer 2008)

2008, "Reference Service Encounters in Face-to-Face and Virtual Environments," book chapter in *American Library Association's ACRL Publications in Librarianship* book series, with Dr. Marie Radford of Rutgers University, (accepted 2007, pending publication in Summer 2008)

2007, "The Internet Public Library: An Online Learning Laboratory for Digital Libraries," *ACM Digital Library*, with Dr. Larry Dennis & Dr. Kyunghye Kim of FSU, <http://portal.acm.org/citation.cfm?doid=1255175.1255312>

2007, "The Thank You Study: User Feedback in E-mail 'Thank You' Messages," with Dr. Joseph W. Janes of U. of Washington, *Reference and User Services Quarterly*, Summer 2007, 46(4): 53-59.

2007, "A New Decade of Online LIS Education," with Dr. Lydia Harris of Rutgers University, and Dr. Michelle M. Kazmer of Florida State University, *Journal of Education for Library and Information Science*, Winter 2007, Vol. 48, No. 1: 1-4.

2006, "Ubiquitous Computing and Digital Reference in the Classroom," *Knowledge Quest*, January/February 2006, Vol. 34, No. 3: 20-23.

2005-2006, Dissertation, "User Perceptions of Digital Reference Services." Doctoral supervisory committee: Dr. Joseph W. Janes (chair), Dr. Karen E. Pettigrew Fisher, Dr. Matthew L. Saxton, Dr. Jeremiah Sullivan, Dr. Marie Radford (Rutgers University).

2005, "Face Threat," in Theories of Information Behavior: A Researcher's Guide, Ed. by Karen E. Fisher, Sanda Erdelez, & E. F. McKechnie. Medford, NJ: Information Today.

2004, Review published in the *Journal of the American Society for Information Science & Technology*:

- "Chat Reference: A Guide to Live Virtual Reference Services," 55(4): 366-368.

2002-2004, Digital reference research with Dr. Joseph Janes including *The Thank You Study*, awarded 2003 OCLC/ALISE Research Grant to study spontaneous user feedback on digital reference services.

2003, with John Shuler, "Understanding Government Digital Reference," in Implementing Digital Reference Services: Setting Standards and Making It Real, David Lankes et al., Eds. New York: Neal-Schuman, 21-28.

2003, Research with Dr. Elizabeth Marcoux on training workshops for K-12 librarians for the Washington State Library K-12 Initiative Project.

2002, Research with Dr. Mel Oyler on assessment of the results of information literacy training workshops for the Washington State Library Information Literacy Project.

2000, "Digital Reference Service," *Government Information Quarterly*, ed. Peter Hernon & Charles R. McClure, Stamford, CT: JAI Press Inc., Vol. 17, No. 3, pp. 309-318.

Britannica Study Guides for Britannica.com "Schools":

- "Ask an Expert" • "Web Directories" • "Bibliographic Search" • "Search Engines"

Reviews published in *Government Information Quarterly (GIQ)*, Stamford, CT: JAI Press Inc.:

- 2001, "AskERIC and AskERIC Question Archives," *GIQ*, Vol. 18, No. 3, pp.257-259.
- 2001, "FirstGov," *GIQ*, Vol. 18, No. 2, pp. 147-149.
- 2001, "Federal Agencies' Fair Information Practices and Internet Privacy," *GIQ*, 18(1), 67-69.
- 2000, "Kids and the Internet: The Promise and the Perils," *GIQ*, Vol. 17. No. 3, pp. 355-356.
- 2000, "Global Information Infrastructure," *GIQ*, Vol. 17, No. 4, pp. 458-459.
- 1999, "Government Information on the Internet," *GIQ*, Vol. 16, No. 3, p. 302.

Research Grants Awarded

\$613,478	2007 - Laura Bush Grant 21 st Century Librarian Grant, "A Virtual Learning Laboratory for Digital Reference: Transforming the Internet Public Library," together with Dr. Sabah Currim of FSU, and Dr. Eileen Abels & Dr. Denise Agosto of Drexel University
\$16,000	2007 – First Year Assistant Professor Research Grant, "The Clearinghouse of Library and Information Science Education," Florida State University
\$5,000	2007 - ALISE Research Award, "Remote Reference in Practice and in the Classroom," together with Dr. Eileen Abels and Dr. Denise Agosto of Drexel University
\$5,000	2007 –State Library of Florida Research Grant, "Who's Asking? Geography & Demographics of Florida's Ask A Librarian Service," together with Dr. Charles McClure, FSU Information Use Policy and Management Institute
\$1,000	2007 - Elfreda Chatman Research Award, "Information Service Providers in Intermediated Information-Seeking in Virtual Worlds," ASIS&T SIG-USE

Teaching

LIS 5603, *Intro to Information Services* (online), Fall 2006, Spring 2007 & Spring 2008, FSU

LIS 5916, *Intro to Information Professions* (online), Fall 2007, Florida State University

LIS 5916, *Virtual Reference Environments* (online), Fall 2007, Florida State University

DLIS 526, *Government Publications* (online), Spring 2006, University of Washington.

DLIS 520, *Information Resources, Services, Collections* (online), Winter 2006, University of Wa.
DLIS 521, *Principles of Information Services* (online), Autumn 2005, University of Washington.
DLIS 521, *Principles of Information Services* (online), Spring 2005, University of Washington.
LIS 522, *Collection Development*, Winter 2005, University of Washington.
LIS 529, *Digital Reference Theory*, Summer 2004, University of Washington.
LIS 521, *Principles of Information Services*, Winter 2004, University of Washington.
DLIS 521, *Principles of Information Services* (online), Spring 2004, University of Washington.
LIS 529, *E-Government*, Summer 2003, University of Washington.
LIS 520, *Information Resources, Services, and Collections*, Fall 2002, University of Washington.
INFO 320, *Information Needs, Searching, and Presentation*, Fall 2004, UW [teaching assistant]
LIS 523, *Advanced Information Services*, Spring 2002, UW [teaching assistant]

Workshops taught:

“*Internet Skills*,” Chicago Foundation for Women and the Chicago Public Library. (1999-2001)
“*Legislative History*,” and “*Standardized Tests*,” University of Illinois - Chicago. (1999-2001)
“*Web Design Skills*,” School of Social Work, University of Michigan. (1997)
“*Digital Reference & Collection Development*,” University of Michigan, (1997)

Professional Experience

Electronic Government Information Services Librarian, U. of Illinois-Chicago Library, 1998- 2001.
Digital Reference Librarian, Virtual Reference Desk Consortium, 2001.
Reference Desk Staff, University of Michigan Graduate Library, Main Reference, 1997-1998.
Digital Reference Librarian and Administrator (Volunteer), Internet Public Library, 1997-2001.

Presentations

ALISE Conference 2008, “*Experiential Learning in Virtual Environments: The Internet Public Library, Second Life, and Web 2.0*,” Distance Education SIG Session, (1/9/08)

ASIS&T Conference 2007, “*The Geography of Virtual Questioning: Mapping Florida’s Ask-a-Librarian Service*,” ASIS&T Poster Session & Conference Proceedings, (10/22/07)

ASIS&T Conference 2007, “*Web 2.0: A New Dynamic in Information Services for Libraries*,” ASIS&T Poster Session & Conference Proceedings, (10/22/07)

LRS-IV Conference 2007, “*Questioning in Context: The Geography of Florida’s Ask-a-Librarian Service*,” (10/11/07)

JCDL Conference 2007, “*The Internet Public Library: An Online Learning Laboratory for Digital Libraries*,” demonstration session, (6/20/07)

ALISE Conference 2007, “*Seeing Ourselves through Users’ Eyes: Reflections on Digital Reference Service*,” (1/16/07)

ASIS&T Conference 2006, “*Affect in Intermediated Information-Seeking of Adult Digital Reference*

Users,” SIG-USE Symposium, (11/4/06)

ASIS&T Conference 2005, “*Digital Reference Users,*” SIG-USE Symposium, (10/29/05)

Washington Library Association Annual Conference, “*Keeping Current: What's New in Reference Research,*” with Dr. Matthew Saxton, (4/21/05)

ALISE Conference 2005, Dissertation Poster Session, “*Perspectives on User Satisfaction with Digital Reference Services,*” (1/12/05)

Library Research Seminar III, 2004. “*Perspectives on User Satisfaction with Digital Reference Services.*” Dissertation Research Poster Session, (10/14/04-10/15/04)

Public Library Association, 2004. “*Virtual Reference Realities: Current Research and Customer Feedback,*” with Dr. Joseph W. Janes, Peter Bromberg, and Karen Hyman. Conference Presenter, (2/26/04)

ALISE Conference 2004. “*The Thank You Study,*” 2003 ALISE/OCLC Research Grant. (1/6/04)

Virtual Reference Desk Conference 2003. “*The Thank You Study,*” with Dr. Joseph W. Janes. (11/18/03)

ASIS&T Conference 2003, “*Economics of Information,*” in workshop panel “Getting Your Money’s Worth” with Dr. Joseph Janes, Dr. Matthew Saxton, and Lydia Harris. (10/20/03)

Virtual Reference Desk Conference 2001. “*Government Digital Reference: The DOSFAN Partnership at UIC,*” with John Shuler of the University of Illinois at Chicago. (11/13/01)

Professional Service

Organizer, Distance Education SIG Session, “*Experiential Learning in Virtual Environments: The Internet Public Library, Second Life, and Web 2.0,*” ALISE Conference 2008.

Peer reviewer, *Journal of the American Society for Information Science & Technology*, 2007-2008.

Co-Editor, *Journal of Education in Library and Information Science* (JELIS) 2007 special issue on Distance Education, with Dr. Michelle Kazmer and Lydia Harris.

Elected Member at Large, American Library Association's Library Research Roundtable (LRRT) Steering Committee – (2004-2007)

ALISE Conference 2006, Co-Organizer of Distance Education Pre-Conference Workshop with Dr. Michelle Kazmer and Lydia Harris.

Member of the Board, Digital Reference Education Initiative (DREI) – (2003-2006)

Chair and Organizer, Library Research Roundtable, “Innovations in Service at the Seattle Public Library: Connecting Research and Practice,” American Library Association Annual Conference, with Dr. Karen Fisher and SPL Assistant Director Jill Bourne, (5/25/05)

Assistant Book Review Editor, *Government Information Quarterly*, (1999-2001)

Assistant Editor, *DttP: Documents to the People*, (1998-2001)