

R. David Lankes
Curriculum Vitae

School of Information Studies
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EDUCATION

- Ph.D. 1999 Syracuse University, School of Information Studies
Syracuse, NY. Information Transfer
Advisor: Michael B. Eisenberg
Dissertation: Building & Maintaining Internet Information Services
- M.S. 1999 Syracuse University
Syracuse, NY. Telecommunications
- B.F.A. 1992 Syracuse University
Syracuse, NY. Special Studies in Art (Multimedia Design)

TEACHING AND PROFESSIONAL EXPERIENCE

- 2009-Present Syracuse University, School of Information Studies, Syracuse, NY.
Director of the Library and Information Science Program. Oversaw the Masters of Science in Library and Information Science. Duties include curriculum development, program promotion, scholarship decisions, new program development, and recruitment.
- 2007-Present American Library Association's Office for Information Technology Policy, Washington, DC.
First OITP Fellow. Provided research input to the office and staff.
- 2005-Present Syracuse University, School of Information Studies, Syracuse, NY.
Associate Professor. Served as tenure track member of the faculty.
- 2002-2004 National Library of Canada, Ottawa, Canada
Visiting Fellow. Worked with National Library staff on digital reference projects.
- 2001-2004 OCLC Institute, Dublin, OH.
Adjunct Instructor. Reference curriculum redesign and delivery as part of OCLC's outreach effort.
- 2001-2002 Upstate Medical University, College of Health Professions, Syracuse, NY.
Adjunct. Worked with faculty to create joint research programs in technology, education and public health information.
- 2000-2001 Harvard University, School of Education, Cambridge, MA.
Visiting Scholar. Worked with the Gutman Library on library and education research.
- 2000 Syracuse University, Syracuse, NY.
Faculty Technology Associate. Worked with Faculty Computing to organize and deliver faculty development programs.
- 1998-2005 Syracuse University, School of Information Studies, Syracuse, NY.
Assistant Professor. Served as tenure track member of the faculty.
- 1998-Present Information Institute of Syracuse, Syracuse, NY.

- Executive Director. Set policy and manage a research institute that has included the ERIC Clearinghouse on Information & Technology, AskERIC, the Gateway to Educational Materials, the Virtual Reference Desk and others. Sponsors have included the U.S. Department of Education, MCI/WorldCom, ATT, Microsoft, AASL, NSF, IMLS, ALA, The John D. & Catherine T. MacArthur Foundation.
- 1996-1998 Information Institute of Syracuse, Syracuse, NY.
Associate Director. Set policy and managed a major research institute at Syracuse University.
- 1997 University of North Carolina, Chapel Hill, Chapel Hill, NC.
Adjunct Faculty. Taught INLS 110-82, Information Reporting and Presentation (Summer).
- 1996 Syracuse University, School of Information Studies, Syracuse, NY.
Adjunct Faculty. Taught IST 600, Building and Managing Internet Services (Spring), Designing Multimedia with the Internet (Summer 1996).
- 1992-1995 Syracuse University, School of Information Studies, Syracuse, NY.
Instructor and Teaching Assistant. Developed and co-taught a new graduate course, IST 600, Building and Managing Internet Services (Summer, 1994).
- 1992-1995 AskERIC, ERIC Clearinghouse on Information & Technology, Syracuse, NY.
Coordinator Research & Development. Co-creator of the AskERIC project with Mike Eisenberg.

PUBLICATIONS

Journal Articles and Special Issues

- Lankes, R. David (2008). Extending the conversations at the department of justice. *Conversants, 1*. [Available at <http://conversants.syr.edu/2008/05/01/61/>].
- Lankes, R. David (2008). Collecting conversations in a massive scale world. *Library Resources & Technical Services, 52*(2), 12-18.
- Lankes, R. David (2008). The ethics of participatory librarianship. *Journal of Library Administration, 47*(3/4), 233-241.
- Lankes, R. David (2008). Credibility on the Internet: Shifting from authority to reliability. *Journal of Documentation, 64*(5), 667-686. - 2009 Literati Outstanding Paper Award
- Lankes, R. David, Silverstein, J.L., Nicholson, S., & Marshall, T. (2007). Participatory networks: The library as conversation. *Information Research, 12*(4). [Available at <http://informationr.net/ir/12-4/colis/colis05.html>].
- Lankes, R. David, Silverstein, J.L., Nicholson, S. (2007). Participatory networks: The library as conversation. *Information Technology and Libraries, 26*(4), 17-33.
- Nicholson, S. & Lankes, R. David (2007). The Digital Reference Electronic Warehouse (DREW) project: Creating the infrastructure for digital reference research through a multi-disciplinary knowledge base. *Reference and User Services Quarterly, 46*(3), 45-59.
- Lankes, R. David (2005). Digital reference research: Fusing research and practice. *Reference and User Services Quarterly, 44*(4), 320-326.
- Lankes, R. David (2004). The digital reference research agenda. *Journal of the American Society for Information Science and Technology, 55*(4), 301-311.

- Lankes, R. David, Gross, M., & McClure, C.R. (2006). Costing reference: Issues, approaches, and directions for research. *The Reference Librarian*, 46(95/96), 171-184.
- Lankes, R. David (2002/2003). The digital reference fallacy. Co-published simultaneously in Bill Katz (Ed.), *Digital Reference Services*, New York: Hawthorn Press, Inc.; and *The Reference Librarian*, 79/80, 35-44.
- Pomerantz, J., Nicholson, S., Belanger, Y., & Lankes, R. David (2004). The current state of digital reference: Validation of a general digital reference model through a survey of digital reference services. *Information Processing & Management*, 40(2), 347-363.
- Lankes, R. David (2003). Current state of digital reference in primary and secondary education. *D-Lib Magazine*, 9(2), 21.
- Pomerantz, J., Nicholson, S., & Lankes, R. David (2003). Digital reference triage: An investigation using the Delphi Method into the factors influencing question routing and assignment. *The Library Quarterly*, 73(2), 103-120.
- Lankes, R. David & Bonner, H. (2003). Building an education infrastructure for allied health. *Journal of Allied Health*, 32(1), 32-37.
- Lankes, R. David, Gross, M., & McClure, C. (2003). Cost, statistics, measures, and standards for digital reference services: A preliminary view. *Library Trends*, 51(3), 410-413.
- Belanger, Y.M., Lankes, R. David, & Shostack, P.L. (2003). Managing data collection for real time reference: Lessons from the AskERIC Live! experience. *Internet Reference Services Quarterly*, 8(1/2), 137-149.
- Lankes, R. David & Shostack, P. (2002). The necessity of real-time: Fact and fiction in digital reference systems. *Reference and User Services Quarterly*, 41(4), 350-355.
- Kasowitz, A., Bennett, B., & Lankes, R. David (2000). Quality standards for digital reference consortia. *Reference and User Services Quarterly*, 39(4), 355-363.
- Lankes, R. David (Ed.). (2000). The birth cries of digital reference [special section]. *Reference and User Services Quarterly*, 39(4), 352-390.
- Lankes, R. David & Sutton, S.A. (1999). Developing a mission for the national education network: The challenge of seamless access. *Government Information Quarterly*, 16(2), 169-181.
- Lankes, R. David (1999). AskA's: Lesson learned from k-12 digital reference services. *Reference & User Services Quarterly*, 38(1), 63-71.
- Lankes, R. David (1997). Digital reference on the Internet. *Internet Research*, 7(4), 342-346.
- Lankes, R. David (1995). AskERIC and the virtual library: Lessons for emerging digital libraries. *Internet Research* 5(1), 56.
- Nilan, M.S., Silverstein, J.L. & Lankes, R. David (1992). The VR technology agenda in medicine. Nilan, Michael S., *Virtual Reality 93 Special Report*, 33-37.

Peer Reviewed Proceedings

- Kim, Y., Zhang, P., & Lankes, R. David (2009). Future of Information Seeking on the Internet and Web Advertising: How Can We Guide Web Advertising. [Available at <http://nora.lis.uiuc.edu/images/iConferences/iConference-FutureOfInformationSeekingWebAds-Paper-Final-Ver21.doc>].

- Lankes, R. David, Cogburn, D., Oakleaf, M., & Stanton, J. (2008). Cyberinfrastructure facilitators: New approaches to information professionals for e-Research. Oxford e-Research Conference. [Available at <http://ora.ouls.ox.ac.uk/objects/uuid:392876bd-5d9f-40b0-822f-269332643e6b>].
- Lankes, R. David (2004). The roles of digital reference in a digital library environment. In Zhan Furui (Ed.), *The proceedings of digital library – advance the efficiency of knowledge utilization*. (pp. 262-274). Beijing, China: Scientific and Technical Documents Publishing House.
- Pomerantz, J., & Lankes, R. David (2003). Taxonomies for automated question triage in digital reference. In C. C. Marshall, G. Henry & L. Delcambre (Eds.), *Proceedings of the 2003 joint conference on digital libraries, May 27-31 2003, Rice University, Houston, TX*. (pp. 119-121). Washington DC: IEEE Computer Society.
- Lankes, R. David & McClure, C., & Gross, M. (2001). Assessing quality in digital reference services. In *2001 proceedings of the 64th annual meeting*. (pp. 323-329). Silver Spring, MD: The American Society for Information Science.
- Wasik, Joann M., Lankes, R. David (1999). The virtual reference desk: Supporting education through a network of human expertise. In Nixon, C. and Burmood, J. (Eds.), *Internet librarian 99: Proceedings of the third Internet librarian conference*. (pp. 198-202). Medford, NJ: Information Today.
- Lankes, R. David (1998). The virtual reference desk: Building human expertise into information systems. In Preston, C. (Ed.), *1998 proceedings of the 61st annual meeting (vol. 35)*. (pp. 81-90). Silver Spring, MD: The American Society for Information Science.
- Sutton, Stuart A., Lankes, R. David, Small, Ruth, & Eisenberg, Michael (1998). Networked information discovery and retrieval for educational materials on the Internet: Metadata development, deployment, and evolution. In Preston, C. (Ed.), *1998 proceedings of the 61st annual meeting (vol. 35)*. (pp. 54-62). Silver Spring, MD: The American Society for Information Science.

Books

- Radford, M. & Lankes, R. David (Eds.) (Forthcoming). *Reference renaissance: Current and future trends*. New York: Neal-Schuman Publishers.
- Lankes, R. David (2009). *New concepts in digital reference*. San Rafael, CA: Morgan-Claypool
- McClure, C., Lankes, R. David, Gross, M., & Choltco-Devlin, B. (2007). *Statistics, measures and quality standards for assessing digital reference library services: Guidelines and procedures*. Beijing: Beijing Library Press.
- Lankes, R. David, Westbrook, L., Nicholson, S., Radford, M., & Silverstein, J. (Eds.). (2007). *Virtual reference service: From competencies to assessment*. New York: Neal-Schuman Publishers.
- Lankes, R. David, Abels, E., White, L., & Haque, S. (Eds.). (2005). *Creating a reference future*. New York: Neal-Schuman Publishers.
- Lankes, R. David, Janes, Joseph, Smith, Linda C., & Finneran, Christina M. (Eds.). (2004). *The virtual reference experience: Integrating theory into practice*. New York: Neal-Schuman Publishers.
- Lankes, R. David, Goodrum, A., & Nicholson, S. (Eds.). (2003). *The digital reference research agenda*. Chicago: Publications In Librarianship, Association of College & Research Libraries.
- McClure, C., Lankes, R. David, Gross, M., & Choltco-Devlin, B. (2002). *Statistics, measures and quality standards for assessing digital reference library services: Guidelines and procedures*. Syracuse: ERIC Clearinghouse on Information & Technology.

- Lankes, R. David, McClure, C., Gross, M., & Pomerantz, J. (Eds.). (2002). *Implementing digital reference services: Setting standards and making it real*. New York: Neal-Schuman Publishers. Also published by Facet Publishing, the publisher of the UK Library Association.
- Lankes, R. David, Collins, J. & Kasowitz, A. S. (Eds.). *Digital reference services in the new millennium*. New York: Neal-Schuman. Also published by Facet Publishing, the publisher of the UK Library Association.
- Lankes, R. David (1998). *Building & maintaining Internet information services: K-12 digital reference services*. Syracuse: ERIC Clearinghouse on Information & Technology.
- Lankes, R. David & Kasowitz, A. S. (1998). *AskA starter kit: How to build and maintain digital reference services*. Lanham: Scarecrow Press.
- Lankes, R. David (1998). *Building & maintaining Internet information services*. Dissertation, Syracuse University.
- Lankes, R. David (1996). *The bread and butter of the Internet: A primer and presentation packet for educators*. Syracuse: ERIC Clearinghouse on Information & Technology.

Book Chapters

- Lankes, R. David (Forthcoming). Setting Sail with Map in Hand. In Radford, M. & Lankes, R. David (Eds.). *Reference renaissance: Current and future trends*. Neal-Schuman Publishers.
- Lankes, R. David & Jureller, P. (Forthcoming). Conversations and the true knowledge of generations. In Rothstein & Schull (Eds.), *Longevity and libraries: Unexpected voices*. American Library Association.
- Lankes, R. David (Forthcoming). Innovators wanted: No experience necessary? In Walter, Coleman, & Williams (Eds.), *The expert library: Staffing, sustaining, and advancing the academic library in the 21st century*. Association of College & Research Libraries.
- Lankes, R. David (2008). Trusting the Internet: New approaches to credibility tools. In M.J. Metzger & A.J. Flanagin (Eds.), *Digital media, youth, and credibility*. The John D. and Catherine T. MacArthur Foundation Series on Digital Media and Learning. (pp. 101-122). Cambridge, MA: The MIT Press. doi: 10.1162/dmal.9780262562324.101.
- Nicholson, S. & Lankes, R. David (2005). The Digital Reference Electronic Warehouse (DREW) project: Creating the infrastructure for digital reference research through a multi-disciplinary knowledge base. In Lankes, Abels, White, & Haque (Eds.), *Creating a reference future*. New York: Neal-Schuman Publishers, Inc.
- Lankes, R. David (2003). Digital reference. In M. Drake (Ed.), *Encyclopedia of library and information science*. (2nd ed.). New York: Marcel Dekker, Inc.
- Lankes, R. D. (2002). Virtual service. In M. Melling & J. Little (Eds.), *Building a successful customer-service culture: A guide for library and information managers*. London, UK: Library Association Publishing.
- Lankes, R. David (2002). Emerging standards for digital reference: The question interchange profile. In R. D. Lankes, C. McClure, M. Gross & J. Pomerantz (Eds.), *Implementing digital reference services: Setting standards and making it real*. New York: Neal-Schuman Publishers, Inc.
- Gross, M., McClure, C. & Lankes, R. David (2002). Assessing quality in digital reference services: An overview of the key literature in digital reference. In R. D. Lankes, C. McClure, M. Gross & J. Pomerantz (Eds.), *Implementing digital reference services: Setting standards and making it real*. New York: Neal-Schuman Publishers, Inc.

- Lankes, R. David (2002). Assessing quality in digital reference services: Preliminary findings. In R. D. Lankes, C. McClure, M. Gross & J. Pomerantz (Eds.), *Implementing digital reference services: Setting standards and making it real*. New York: Neal-Schuman Publishers, Inc.
- Lankes, R. David (2001). Assessing the provision of networked services: ERIC as an example. In C. McClure & J.C. Bertot (Eds.), *Evaluating networked information services: Techniques, policy and issues*. Medford, N.J.: Information Today.
- Lankes, R. David (2000). The growing support crisis in federal STI. In P.D. Fletcher & J.C. Bertot (Eds.), *World libraries on the information superhighway : Preparing for the challenges of the next millennium*. Hershey, PA: Idea Group Publishing.
- Lankes, R. David (1997). Building the virtual reference desk. In B. Collis & G. Knezek (Eds.), *Teaching & learning in the digital age: Research into practice with telecommunications in educational settings*. (pp. 119-128). University of North Texas, Denton, TX: TCET.
- Small, R. & Lankes, R. David (1996). Motivating students. In L. Lambert, S. Tice, & P. Featherstone (Eds.), *University teaching: A guide for graduate students*. Syracuse, NY: Syracuse University Press.

Juried Posters

- Nicholson, S., & Lankes, R. David (2005, 7-11 July). *DREW: Digital reference electronic warehouse*. Poster presented at the Joint Conference on Digital Libraries, Denver, CO.
- Pomerantz, J., & Lankes, R. David (2002, 14-18 July). *Integrating expertise into the NSDL: Putting a human face on the digital library*. Poster presented at the Joint Conference on Digital Libraries, Portland, OR.

Research Reports and White Papers

- Lankes, R. David (2008). *The future of libraries and librarians in a democracy*. For the John D. and Catherine T. MacArthur Foundation.
- Lankes, R. David, Silverstein, J. L., & Nicholson, S. (2007). *Participatory networks: The library as conversation*. For the American Library Association's Office of Information Technology Policy [Available at <http://quartz.syr.edu/rdlankes/ParticipatoryNetworks.pdf>].
- Lankes, R. David (2002). *Impact and opportunity of digital reference in primary and secondary education*. For the Harvard University Digital Reference Research Symposium.
- Silverstein, J. L., Pomerantz, J. & Lankes, R. David (2001). *Digital reference at the U.S. Department of Education: Implications for digital reference software tools*. For the U.S. Department of Education.
- Silverstein, J. L. & Lankes, R. David (1999). *Digital reference services and centers at the United States Department of Education: Analysis and recommendations*. For the U.S. Department of Education.
- Lankes, R. David (1999). *The Virtual Reference Desk: Question interchange profile*. For the Virtual Reference Desk.
- Lankes, R. David (1999). *Adjuncts, affiliates and partners: Building an ERIC network for the 21st century*. Paper presented to the ERIC Directors.
- Lankes, R. David (1998). *The Virtual Reference Desk: Building a network of expertise for America's schools*. White Paper for the Virtual Reference Desk. ERIC Clearinghouse on Information & Technology; Syracuse, NY. ED417728.

- Lankes, R. David & Kasowitz, A. (1998). *Virtual Reference Desk AskA software: Decision points and scenarios*. Paper presented to the ERIC Directors.
- Lankes, R. David (1997). *Building the Virtual Reference Desk*. White Paper for the Virtual Reference Desk.
- Lankes, R. David & Nilan, M. S. (1994). *SonicScreen: Use of alternate modalities in the user interface*. For the U.S. Air Force Office of Scientific Research.
- Nilan, M. S. & Lankes, R. David (1992). *User-Based requirements for large-scale distributed information management systems: Representation for system designers*. For the Rome Laboratory/Air Force Office of Scientific Research.

Other Invited Publications

- Lankes, R. David (Spring 2009). A Sparrow with a Machine Gun. *netConnect: Data in Context* supplement to Library Journal. [available <http://www.libraryjournal.com/article/CA6650838.html>].
- Gandel, P.B., Oakleaf, M., Stanton, J.M., Lankes, R. David, Cogburn, D.L., & Liddy, E.D. (2009). More people, not just more stuff: Developing a new vision for research cyberinfrastructure, *Research Bulletin*, 2. [Available at <http://www.educause.edu/>].
- Lankes, R. David. (2008, December/January). Virtual reference to participatory librarianship: Expanding the conversation. *ASIS&T Bulletin*. [Available at <http://www.asis.org/Bulletin/Dec-07/lankes.html>].
- Lankes, R. David (2007, September). Library association 2.0. *Searcher Magazine*.
- Lankes, R. David and Nicholson, S. (2005). Reference extract: Extending the reach of digital reference through collaborative data warehousing. *IEEE Technical Committee on Digital Libraries Bulletin* 2(1). [Available at <http://www.ieee-tcdl.org/Bulletin/current/nicholson/nicholson.html>].
- Lankes, R. David (2002). Introduction: I want my flying car. In R. D. Lankes, C. McClure, M. Gross & J. Pomerantz (Eds.), *Implementing digital reference services: Setting standards and making it real*. New York: Neal Schuman Publishers, Inc.
- Lankes, R. David (2000). Grabbing ERIC by the tail: Introducing the ERIC commissioned papers. *Government Information Quarterly*, 18(1), 3-4.
- Lankes, R. David (1998, November/December). Synthesis tools I. *The Big6 Newsletter: Teaching Technology and Information Skills*, 2(2), 12-13.
- Lankes, R. David (1998, July/August). A hyperfiction continuum. *The Big6 Newsletter: Teaching Technology and Information Skills*, 1(6), 12-15.
- Lankes, R. David (1998, May/June). Presenting a good image. *The Big6 Newsletter: Teaching Technology and Information Skills*, 1(5), 12-13.
- Lankes, R. David (1998, March/April). Real time messaging for collaboration. *The Big6 Newsletter: Teaching Technology and Information Skills*, 1(4), 12-13.
- Lankes, R. David (1998, January/February). AskA services. *The Big6 Newsletter: Teaching Technology and Information Skills*, 1(3), 12-13.
- Lankes, R. David (1997, November/December). Web authoring. *The Big6 Newsletter: Teaching Technology and Information Skills*, 1(1), 12-15..

- Lankes, R. David (1997, September/October). Intranets. *The Big6 Newsletter: Teaching Technology and Information Skills*, 1(1), 10-15.
- Lankes, R. David (1997). Build a World Wide Web commerce center. *Internet Research*, 7(4), 51-52.
- Lankes, R. David (1997, January). The bread and butter of the Internet: A primer and presentation packet for educators. *ERIC Digest*.
- Lankes, R. David (1996, March). New toys and trends for the Internet. *Information Searcher*, 8(2), 1-9.
- Lankes, R. David (1996, January). The World Wide Web or do spiders really surf? *Information Searcher*, 8(1), 1-8.
- Lankes, R. David (1995). Gopher: What if the world was one big menu?" *Information Searcher*, 7(4), 3-5.
- Lankes, R. David (1995). Telnet and FTP: The Internet's forgotten heroes. *Information Searcher*, 7(3), 16-19.
- Lankes, R. David (1995). E-Mail: The Net's common currency. *Information Searcher*, 7(2), 6-9.
- Lankes, R. David (1995). The Internet model. *Information Searcher*, 7(1), 3-6..
- Lankes, R. David (1993). AskERIC: The virtual librarian. *Information Searcher*, 6(1), 20-22.

FUNDED RESEARCH ACTIVITIES

- 2009-Present Project ILEAD U, IMLS. **Chair of the Instructor Corps**. A three-year continuing education initiative that directly addresses the need to expand librarians' leadership abilities to use participatory technology to effectively engage their libraries' constituents. The primary goals of this project are 1) to help library staff understand and respond to user needs through the application of participatory technology tools, and 2) the creation of an easy-to-replicate model program. \$418,658
- 2008-Present Reference Extract Planning Grant, John D. and Catherine T. MacArthur Foundation. **Principal Investigator**. Investigated and developed a business plan and technical architecture for a general-purpose search engine built around credible communities (initially reference librarians). \$97,428
- 2008 Future of Libraries, John D. and Catherine T. MacArthur Foundation. **Consultant**. Prepared a report on the area of libraries and their future evolution. \$2,500
- 2008-Present CI-Facilitators: Accelerating Knowledge Development and Collaboration across the STEM Disciplines, NSF. **Co-Principal Investigator**. Developing a curriculum to train cyber-infrastructure facilitators to aid in the adoption of technologies to further e-science. \$239,945
- 2007-Present A Virtual Learning Laboratory for Digital Reference: Transforming the Internet Public Library, IMLS. **Consultant**. Enhancing the Internet Public Library to make digital reference learning objects available to faculty in all ALA-accredited LIS programs, provide a laboratory with access to new technologies used to offer digital reference and digital library services and create a collaborative learning community for faculty, students and working librarians. \$613,478
- 2006-Present Exploring the Social Internet, American Library Association, **Principal Investigator**. Researching and writing a detailed technology brief on the topic of the social Internet. The brief will put an emphasis on interactive and social web applications such as blogs, social networks, and include a survey of the general "Web 2.0" and "Library 2.0" development world. \$12,000
- 2006-Present Credibility Commons, MacArthur Foundation. **Co-Principal Investigator**. The Credibility Commons is an experimental environment enabling individuals the opportunity to try out different

- approaches to improving access to credible information on the World Wide Web. Tools will be provided to researchers as well as the public, allowing them to try out search strategies, collections and other approaches to improving access to credible information. The Commons can be viewed as a collaborative space in which to share ideas, data sets, results and innovations. This project is sponsored by the MacArthur Foundation who is deeply invested in improving access to credible information on the World Wide Web. \$250,000
- 2004-2006 National Research Study on the Future of Librarians in the Workforce, IMLS. **Co-Principal Investigator**. Joined with the University of North Carolina (lead) to identify the nature of anticipated labor shortages in the library and information science (LIS) field over the next decade; assessed the number and types of library and information science jobs that will become available in the U.S. either through retirement or new job creation; determined the skills that will be required to fill such vacancies; and recommended effective approaches to recruiting and retaining workers to fill them. \$1,000,000
- 2003-2006 Digital Reference Education Initiative, IMLS. **Co-Principal Investigator**. Implemented an international effort to define core competencies in reference and built web-based resources to advance and educate the reference community. \$250,000
- 2002-2006 National Science Digital Library: Core Integration, NSF. **Principal Investigator** for Virtual Reference Desk Portion. Implemented, maintained and improved a distributed expert/support component of the NSDL. With Cornell University, UCAR, Columbia University, University of Massachusetts Amherst. \$1,200,000 (Syracuse University Portion)
- 2002-2004 Question Triage for Experts and Documents: Expanding the Information Retrieval Function of the NSDL, NSF. **Co-Principal Investigator**. Merged digital triage system with NSDL information retrieval system. With Bruce Croft, University of Massachusetts Amherst, and Matt Koll, Wondir Foundation. \$350,000
- 2002-2005 Education Digital Library Initiative, U.S. Department of Education. **Principal Investigator**. Operated and Improved the Virtual Reference Desk project and the Gateway to Educational Materials projects. \$5,000,000
- 2002 Digital Reference Research Symposium, National Library of Canada, ACRL, Harvard, Library of Congress, OCLC. **Principal Investigator and Organizer**. Organized a research symposium to develop an international research agenda in digital reference. \$35,000
- 2001-2003 Integrating Expertise into the NSDL: Putting a Human Face on the Digital Library, NSF. **Principal Investigator**. Created a distributed virtual reference desk for the NSF's NSDL program. \$350,000
- 2001-2002 Assessing Quality in Digital Reference Services, OCLC. **Co-Principal Investigator** with Charles McClure to develop quality assessment techniques and standards. \$150,000
- 2000-2001 Agile Collaboration Environments (ACE) for Systems Synthesis in Engineering Education, NASA. **Contributor** to a proposal to NASA for an advanced training environment for engineers and K-12 students. Partners included School of Engineering and Cornell University. \$1,000,000
- 2000-2003 Preparing Tomorrow's Teachers to Use Technology. **Consultant**. Worked with the Syracuse University School of Education on implementing projects to increase technology use of School of Education faculty. \$500,000
- 2000 Department of Education Referral Tool, U.S. Department of Education. **Principal Investigator**. Worked with the Department of Education to develop specifications and policies for a department-wide referral tool to improve customer service. \$60,000

- 1999-2000 MCI/WorldCom MarcoPolo Search Engine. **Principle Investigator**. A contract with MCIWorldCom to create a cross-site search system for the MarcoPolo project. Included cataloging nearly 7,000 records as well as systems development, network discovery and information retrieval, and interface research. \$250,000
- 1998-2003 ERIC Clearinghouse on Information & Technology. **Principal Investigator** and director of ERIC/IT. A U.S. Department of Education sponsored clearinghouse that collects, indexes, abstracts and distributes information related to library and information science and educational technology. \$5,000,000
- 1997-2002 Virtual Reference Desk, National Library of Education. **Principal Investigator** on a study to improve Internet reference services. [Later Education Digital Library Initiative] \$1,200,000
- 1996-2002 Gateway to Educational Materials, Federal Dept. of Education. Participated in a standards and cataloging project for Internet-based lesson plans. [Later Education Digital Library Initiative] \$5,000,000
- 1996-1999 KidsConnect, AASL. Assisted in ongoing work with the K-12 digital reference project. \$200,000
- 1996-1998 AskLN, AT&T. **Co-Principal Investigator** on a planning grant for AT&T's Learning Network mentoring service. \$250,000
- 1992-2003 AskERIC, U.S. Department of Education. **Co-created** an Internet service that sought to provide high quality education information to front-line educators through electronic networks. AskERIC related projects include:
- AskERIC: Research and Development, U.S. Department of Education. This project has involved setting a research agenda, project management, and placing AskERIC's R&D effort nationally. This work includes building relationships with Discovery/Learning Channels, CNN, Newton's Apple, the Northeast Parallel Architecture Center, and NASA.
 - Syracuse University SunSITE, Sun Microsystems. Responsible for establishing Syracuse University and AskERIC as a worldwide SunSITE, a project of Sun that supports Universities with equipment in their efforts to advance the dissemination of high-technology and software throughout the Internet community. (Part of the ERIC Clearinghouse on Information & Technology).

PRESENTATIONS

- 2009** "They Named the Building after Us" Northern New York Library Network 2009 Conference, Potsdam, NY.
- "A Time of our Choosing" Keynote for the Michigan Library Consortium Annual Meeting, Lansing, MI.
- "Change Management" Connecticut Library Association Leadership Institute, Hartford, Ct.
- "Conversants" Virtual Conference Presentation, ALA Annual Conference 2009, Chicago, IL.
- "The Death of the Document" Program for Cooperative Cataloging, American Library Association Annual Conference, Chicago, IL.
- "Einstein Goes to a Party..." State University of New York Library Association, Syracuse, NY.
- "Fighting for the Soul of Libraries" New York State Library Assistants Association, Troy, NY
- "Not Done Yet" Beta Phi Mu Induction, Syracuse, NY
- "Challenge your Thinking" Connecticut Library Association Annual Conference, New Haven, CT

- "Libraries Facilitating Conversations and Communities" Texas Library Association Annual Conference, Houston, TX
- "The Big Picture" Arizona State Library, Phoenix, AZ
- "Obligations and Opportunities" ALA Annual Conference, Denver, CO.
- "Panel: Participatory Librarianship" ALISE Conference, Denver, CO.
- 2008** "Participatory Librarianship and Change Agents" Blended Librarians, Webcast.
- "Obligations and Opportunities" IMLS Grants to States Conference, Washington, D.C.
- "The Times They are a-Changin'" NMRLS Annual Meeting, North Andover, MA.
- "Conversations: 2 Grand Pianos on a Stage" Joint Metrowest and SEMLS Annual Council of Members, Ashland, MA.
- "Not Done Yet: Charting a New Course for Librarianship" 40th Anniversary Speakers Series, Smithsonian Libraries, Washington, D.C.
- "The Library as Conversation" Library Adaptation: Expose Yourself, WNYLRC Conference, Buffalo, NY.
- "The Obligation of Leadership" Keynote 2008 LITA Forum, Cincinnati, OH.
- "Cyberinfrastructure Facilitators: New Approaches to Information Professionals for e-Research" Oxford e-Research08, Oxford University, Oxford, UK.
- "If They Build It They Will Come" Rethinking Access to Information IFLA Satellite Conference, Boston, MA.
- "Theory Meets Practice: Educators and Directors Talk" Reference Renaissance Conference, Denver, CO.
- "The Dewey-Level Shift" WiLSWorld Conference, Madison, WI.
- "Participatory Librarianship Update" ALA Annual Conference, Anaheim, CA.
- "Social Networking and Reference" Reinvented Reference 4: Emerging Technologies for Reference Services (an ALA pre-conference), Anaheim, CA.
- "You Are the Future of Libraries: No Pressure" Path to the Future, a University of Maryland Libraries Speaker Series, College Park, MD.
- "Same Old Story: Everything is Different" Metro Spring Conference, Brooklyn, NY.
- "LIS and the Ivy League" Cornell University Libraries, Ithaca, NY.
- "Participatory Librarianship and Radical Change Agents" Eastern New York ACRL, Syracuse NY.
- "The Innovation Imperative" Oregon Virtual Reference Summit 2008, Salem, OR.
- "The Library as Conversation" Connecticut Library Association Annual Conference, Groton, CT.
- "The Dewey-Level Shift" Information Futures Institute, Berkman Center, Cambridge, MA.

- "Information Technology, Participatory Librarianship, and Educating LIS Professionals" Rutgers MLIS Colloquium, New Brunswick, NJ.
- "Systems, Conversations and Participation" Innovative Interface's Academic Library Director's Conference, Berkeley, CA.
- "Conversations, Participation and Libraries" SILS Colloquium at the Catholic University of America, Washington D.C.
- "Participatory Libraries" Drexel University School of Information and Technology College Colloquium Series, Philadelphia, PA.
- "Scapes" OCLC Symposium on Reference and Social Networking, Philadelphia, PA.
- "Participatory Librarianship and Web 2.0 in the Curriculum" Presentation at the ALA/ALISE Meeting, Washington, D.C.
- 2007** "Participatory Librarianship" OCLC, Dublin, OH.
- "The Library as Conversation" Free Library of Philadelphia President's Forum, Philadelphia, PA.
- "Participatory Networks: The Library as Conversation" CoLIS 6, Boras, Sweden.
- "The Future of Retrieval: Finding Conversations" ALA Annual Conference, Washington, D.C.
- "Collecting Conversations in a Massive Scale World" ALCTS 50th Anniversary Conference, Washington, D.C.
- "Participatory Networks: The Library as Conversation" Presentation to the National Agricultural Library, Washington, D.C.
- "Library as Conversation" NYLink Annual Members Conference, Saratoga Springs, NY.
- "Participatory Networks: The Library as Conversation" Amigos Annual Members Conference, Dallas, TX.
- "Library as Conversation: Facing the Challenge" Informare a Distanza 2.0: Condividere e Cooperare nel Reference Oggi. Florence, Italy.
- "Developing an Open Infrastructure for the Greater Good" ASIDIC Spring Meeting, Orlando, FL.
- "Participatory Networks: The Library as Conversation" ALA/OITP. Information Island, Second Life.
- "Using Virtual Reference to Rule the World" Information Online Satellite Workshop, Sydney, NSW, Australia. Conducted a half-day workshop on planning and implementing digital reference services.
- "Technology as Conversation" TAFE New South Wales Meeting, Sydney, NSW, Australia.
- "The Changing Face of Reference" Information Online Conference 2007, Sydney, NSW, Australia.
- "Participatory Networks: The Library as Conversation" ALA Washington Office Update, ALA Midwinter Conference, Seattle, WA.
- "The K-12 Environment: A Compromised Setting for Studying Information Seeking" Panel Presentation, ALISE, Seattle, WA.

- 2006** “Massive Scale Librarianship” Plenary Presentation, Charleston Conference, Charleston, SC.
- “The Social Internet: A New Community Role for Libraries?” Lecture, Pratt Institute SILS, New York, NY.
- “Reference Authoring” Presentation to the Information School, Seattle, WA.
- “Reference: An Island of Chaos in a Sea of Order” Lazerow Lecture at Pratt, New York, NY.
- “The Future is Here: The New World for Integrated Environmental Data Systems” Environmental Geospatial Information for Transportation: An Exchange for the Mid-Atlantic Region, Washington, D.C.
- “Reference in Academic Libraries: Virtual Reference” Ontario College and University Library Association Spring Workshop, Toronto, ON, Canada. Conducted a day-long workshop on planning and implementing digital reference services.
- “Customer Service in Academic Libraries” Jackson Library Speaker Series, UNC Greensboro, Greensboro, NC. Presented on a more active and integrative approach to customer service in academic libraries.
- “Reference Authoring” School of Information’s iForum, Austin, TX. Overview of current research into reference authoring and knowledge bases.
- 2005** “Reference Authoring” Friday Seminar SIMS, UC Berkeley, Berkeley, CA. Discussed the intersection between digital reference and information retrieval.
- Closing Session at the Virtual Reference Desk Annual Conference, San Francisco, CA. Recap of conference topics, themes and ideas.
- "Reference Authoring" Virtual Reference Desk Annual Conference, San Francisco, CA. Presented current research on reference authoring emphasizing Reference Extract.
- Opening Session at the Virtual Reference Desk Conference, San Francisco, CA. Presentation on current issues and themes in digital reference and overview of the Virtual Reference Desk accomplishments.
- "Digital and Information Trends on the Library Landscape" AASHTO RAC, Wilmington, NC. Presented changes in libraries as a result of a changing technology landscape.
- "Building DREW" Reference Research Roundtable, ALA Annual Conference, Chicago, IL. Presentation on the Digital Reference Electronic Warehouse.
- "Virtual Reference" NYSLAA Annual Conference, Geneva, NY. Discussion on how virtual reference can impact library assistants.
- "Tools and Precision of a User Perspective" Symposium on the Credibility of Internet Information from a User Perspective, Seattle, WA. Discussion on how tools can be used to determine credibility of Internet information.
- "Cooperative Reference" AgNIC Tenth Annual Meeting, Potomac, MD. Presentation on the value of cooperative reference services.
- "Breaking the K-12 Crust: The Realities of Digital Libraries for Education" WebWise, Washington, D.C. Presentation on how libraries and museums can better work with K-12 schools.

“Creation of Shared Electronic Collections” Harvard Symposium on the Education Information Commons, Cambridge, MA. This presentation looked at major digital collections for education and the issues derived from how these services are made available to the education community.

- 2004** “Archiving Human Intermediation: The Digital Reference Electronic Warehouse (DREW) Project” ASIS&T Annual Conference, Providence, RI. Panel presentation on digital reference knowledge bases with Scott Nicholson.

Closing Session at the Virtual Reference Desk Annual Conference, Cincinnati, OH. Recap of conference topics, themed and ideas.

“Research in Digital Reference” Session at the Virtual Reference Desk Conference, Cincinnati, OH. Co-Moderated a session with Chuck McClure on supporting and coordinating research efforts in digital reference.

"Archiving Human Intermediation: The Digital Reference Electronic Warehouse (DREW) Project" Virtual Reference Desk Annual Conference, Cincinnati, OH. Presented on the DREW project for the research of digital reference transcripts with Scott Nicholson.

Opening Session at the Virtual Reference Desk Conference, Cincinnati, OH. Presentation on current issues and themes in digital reference and overview of the Virtual Reference Desk accomplishments.

"Standardizing your Website" Preconference Presentation VRD2004, Cincinnati, OH. Discussed the importance of technical standards in reference librarianship with Donna Dinberg.

“The Rise and Fall of the National Library of Education” Transportation Research Board, Washington, DC. Invited presentation to the National Academy of Science committee on transportation information infrastructure.

“Reenergizing the Academic Library: A Knowledge Driven Organization in an Information Age” Pennsylvania Library Association Annual Conference, Valley Forge, PA. Invited speech on positioning the academic library in the information age.

“The Roles of Digital Reference in a Digital Library Environment” International Conference of Digital Library-Advance the Efficiency of Knowledge Utilization, Beijing, China. Invited presentation on how digital reference can be integrated into digital libraries and the evolution of digital reference knowledge bases.

“Managing Services in the Digital Library: Future of Reference Services” National library of China, Beijing, China. Presented a lecture on digital reference and how it can be incorporated into digital libraries.

“The Reference Revival” WiLS World, Madison, WI. Discussed how the successes of digital reference can be translated to the larger field of librarianship.

“Technology Trends in Public Libraries” OCPL Leadership Workshop Series, Syracuse, NY. A day long workshop on using technology for strategic advantage in public libraries.

"The Digital Reference Transition" University of Maryland Digital Dateline Lecture, College Park, MD. An AskERIC case study and discussion of induction in libraries.

"Costs and Benefits of Virtual Reference: Is it Worth It?" Ontario Library Association's Superconference, Toronto, ON Canada. A discussion of the costs and benefits of digital reference.

- "The Educator's Reference Desk: Building on an 11 Year Investment to Promote Libraries" EBSS Discussion Group, San Diego, CA. An update on AskERIC and a proposal for the Educator's Reference Desk.
- "Repackaging Librarianship" OCLC Symposium: The Reference Reality Check - A Practical Look at Rethinking Reference, San Diego, CA. An introduction to librarians as knowledge organizations that must be facile in tools of the Information Age.
- "Re-Packaging Librarianship: Some Assembly Required" Presentation to Villanova Library Staff Retreat, Virtual Presentation. An introduction to librarians as knowledge organizations that must be facile in tools of the Information Age.
- 2003** "Education Information: Lessons Learned in Supporting K-12 Education" Presentation to the Joint PI Meeting of NSF and IMLS Washington, D.C. A presentation in the unique constraints of digital library development for the K-12 environment.
- Closing Session at the Virtual Reference Desk Conference, San Antonio, TX. Recap of conference topics, ideas and themes. Includes new and updated conference initiatives
- "Digital Reference Research: Fusing Research and Practice" Session at the Virtual Reference Desk Conference, San Antonio, TX. Presentation on the digital reference research agenda.
- "Reference Roundup - Integrating the Virtual Reference Experience: Theory and Practice" Opening Session at the Virtual Reference Desk Conference, San Antonio, TX. Presentation on current issues and themes in digital reference and overview of the Virtual Reference Desk accomplishments.
- "Personnel Management and Training for Digital Reference Services" Pre-Conference Session at the Virtual Reference Desk Conference, San Antonio, TX. Overview of digital reference training, and how it integrates with digital reference management.
- "The Future of Reference" Columbia University Libraries, New York, NY. Discussion of the evolution of reference and a discussion of environmental and technological factors pushing reference librarians to change.
- "Can Librarians Afford the Cutting Edge?" Polaris Users Group, Syracuse, NY. Keynote presentation on digital reference and a call for more software development in the library world.
- "Customer Service: Part of a Grand Tradition" Pennsylvania State University Libraries, State College, PA. Presented a case that customer service is essential for the future of academic libraries.
- "The Evolving Education Digital Library: Or Why the Plumbing Matters" Apple Education Leadership Institute, Key West, FL. Discussed technology infrastructure for providing education information.
- 2002** "AskNSDL: A Revelatory Case?" 2002 NSDL All Projects Meeting, Washington, D.C. Discussed a framework for service integration in digital libraries.
- "Introduction" VRD 2002 Annual Conference, Chicago, IL. Presented the current state of digital reference.
- "Impact and Opportunity of Digital Reference in Primary and Secondary Education" VRD 2002 Annual Conference, Chicago, IL. Presented the current research questions in digital reference as they relate to K-12 education.
- "The Future of Reference" VRD 2002 Annual Conference, Chicago, IL. A discussion of questions and factors shaping how library reference services are developing.

- "The Future of Reference" MINITEX Reference Symposium, Minneapolis, MN. A discussion of questions and factors shaping how library reference services are developing.
- "Virtual Think" Bibliocentre Libraries Meeting, Toronto, CA. Issues and strategies in setting up peer digital reference networks.
- "Impact and Opportunity of Digital Reference in Primary and Secondary Education" Digital Reference Research Symposium, Cambridge, MA. Presented the current research questions in digital reference as they relate to K-12 education.
- "Introductory Thoughts: Charting the Course" RUSA/MARS Pre-Conference Keynote at the ALA Annual Conference, Atlanta, GA. An introduction to upcoming trends in digital reference.
- "Setting the Standards in Digital Reference: Defining Quality and Performance Measures" RUSA/MARS Pre-Conference at the ALA Annual Conference, Atlanta, GA. Review of quality standards and performance measures developed out of the McClure/Lankes Digital Reference Quality study.
- "Setting the Standards for Virtual Reference" National Library of Canada Forum on Digital Reference, Ottawa, Canada. A discussion of digital reference standards (both technical and behavioral), and how the standards process can be used to promote Canadian work in digital reference.
- "Digital Reference Services" Pennsylvania Library District Library Centers Meeting, Hershey, PA. A discussion of how digital reference can be used to expand the reach of the library.
- "Intro and the Digital Reference Cloud plus Standards to Make it Work: Information about Standards and a Guide for Planning for a Digital Reference Service" ACRL Pre-conference Workshop at ALA Midwinter, New Orleans, LA. Workshop introducing the current state of the art (technologies?) in digital reference.
- 2001** "Using Virtual Reference to Rule the World" Teleconference to Washington State Library Grant Kickoff, Syracuse, NY. State of Washington. A discussion of how digital reference can be used to expand the reach of the library.
- "Setting the Standards and Making it Real" Opening Presentation at VRD 2001 Annual Conference, Orlando, FL. Setting the agenda for the VRD conference and identifying key issues in digital reference.
- "The Question Interchange Profile" Presentation at VRD 2001 Annual Conference, Orlando, FL. Introduction to the Question Interchange Profile and its role in digital reference standards.
- "Creating a New Reference Librarianship" Presentation at VRD 2001 Annual Conference, Orlando, FL. Discusses the opportunities of reference authoring and using digital reference for collection development.
- "Assessing Quality in Digital Reference" Presentation at ASIS&T 2001 Annual Meeting, Washington, D.C. Overview of a study to develop metrics related to quality in library digital reference. Presented with Melissa Gross of Florida State University.
- "Digital Reference: Setting the Standards" Presentation at the Centennial Pennsylvania Library Association Conference, Philadelphia, PA. Discussion of quality and technical standards in digital reference as well as general issues in the field.
- "The Question Interchange Profile" Presentation at the ACCESS 2001 Conference on digital reference standards, Winnipeg, Canada. Introduction to the Question Interchange Profile and its role in digital reference standards

- “Digital Reference: The Future of Academic Reference?” Satellite IFLA Meeting sponsored by ACRL and Harvard, Cambridge, MA. Outlining issues facing academic reference librarians in digital reference.
- “Digital Reference: The Future of Academic Reference?” Panel for ACRL Conference, Denver, CO. Outlining issues facing academic reference librarians in digital reference.
- "Exploring Virtual Reference Services" Lecture to Purdue University Librarians, West Lafayette, IN. Exploring the value and practice of digital reference in an academic library setting.
- "Current Status and Future Directions for Digital Reference" Symposium on Digital Reference Co-hosted by Library of Congress and OCLC, Washington, D.C. Discussion of current digital reference issues and future needs to make digital reference real.
- 2000** “The Future of Library Service: Context is King” California Millennium Conference (part of the California Library Association Annual Conference), Santa Clara, CA. Envisioning the future of library service and implications.
- “The Emerging Global Education Information Infrastructure” NYS TESOL, Rochester, NY. Discussion of education information trends and their impacts on teachers of English as a second language.
- “Opening Remarks” 2nd Annual Virtual Reference Desk Conference, Seattle, WA. Setting the agenda for digital reference.
- “Impacts of Digital Reference” Virtual Reference Desk 2nd Annual Conference, Seattle, WA. Moderated a panel on planning a digital reference service and its impact on an organization.
- “Digital Reference Standards” Virtual Reference Desk 2nd Annual Conference, Seattle, WA. Presented on the Question Interchange Profile and the need for technical standards in digital reference.
- “Online Learning: Schools as Producers and Consumers” Blackboard Day/Liverpool Virtual School, Liverpool, NY. Keynote speech at Blackboards first K-12 technology conference.
- “Professional Portfolios” Teaching Assistant Orientation Program, Syracuse, NY. Presented and discussed electronic portfolios in the higher education setting.
- 1999** “Question Interchange Profile: Metadata for Cooperative Reference” ASIS Annual Meeting, Washington, D.C. Discussing metadata for digital reference.
- “Reference in the New Millennium: The Evolving Role of the Information Professional” Virtual Reference Desk Annual Conference, Cambridge, MA.
- 1998** “The Virtual Reference Desk: Building Human Expertise into Information Systems” ASIS Annual Meeting, Pittsburgh, PA. Discussing the Virtual Reference Desk and its architecture.
- “The Reference Revolution: Laying the Foundation for a Question Economy” Connecting Users with Services: Reference Service in the Networked Environment Conference, Minneapolis, MN. Discussing the impact of digital reference on traditional libraries.
- “AskAs: Lessons learned from K-12 Digital Reference Services” Library of Congress Institute Reference Service in a Digital Age, Washington, D.C. Spoke of how libraries can learn from K-12 AskA services.
- “KidsConnect” National Education Computing Conference (NECC). San Diego, CA. Poster session highlighting KidsConnect Project.

- “AskERIC” National Education Computing Conference (NECC). San Diego, CA. Poster session highlighting AskERIC Project.
- “The National Library of Education” Special Library Association, Washington, D.C. Poster session highlighting the National Library of Education’s work in digital reference.
- 1997** “ERIC Unbound” ERIC Technical Meeting, Washington D.C. Examining issues that will impact the ERIC system in the near future.
- “The Impact of the Internet on Educational Publishing” Harcourt Brace, Orlando, FL. Presented on new Internet technologies and trends that affect text-book publishers.
- “Technology is the Answer, What’s the Question?” Society of Information Management (Upstate New York Chapter), Syracuse, NY. Co-presented with Mike Eisenberg on user-based technology implementation.
- “Education Information Network” U.S. Department of Education’s Secretary Summit on Research, Washington D.C. Presented a vision and scenario for an education dissemination network of the future.
- “The Virtual Reference Desk” White House Briefing, Washington, D.C. Briefed several White House offices and technical associations on the Virtual Reference Desk project.
- “Issues: Internet in the Classroom” Manlius Pebble Hill School, Syracuse, NY. Presented to the faculty issues related to applying the Internet in the classroom.
- “GEM and FIBRE” FIBRE Interagency Working Group, Washington D.C. Presented on the relationship of GEM to executive branch efforts to make educational resources available on the Internet.
- “Internet in the Classroom” Alaska Society for Technology in Education, Anchorage, AK. Examination of how the Internet can be applied in the classroom.
- “AskERIC” Alaska Society for Technology in Education, Anchorage, AK. Overview of the AskERIC service for educators.
- “GEM: Accessing the Facets of Educational Material” U.S. Department of Education, Washington, D.C. Overview of the Gateway to Educational Materials.
- 1996** “Internet 101” National School Board Association pre-conference workshop, Dallas, TX. Overview of the Internet and its applications.
- “Applying the Internet in the Classroom” National School Board Association pre-conference workshop, Dallas, TX. Examination of how the Internet can be applied in the classroom.
- "Evolution versus Revolution in Schools" Keynote speech, Chittenango Superintendent Day. A discussion of how technology enables a change in K-12 education and teaching.
- “AskERIC R&D” ERIC Joint Meeting, Washington, D.C. Presentation of AskERIC Research and Development as a model for R&D efforts throughout the ERIC system.
- “Internet 101” Consortium for School Networking pre-conference workshop, Washington D.C. Overview of the Internet and its applications.
- "Building Successful Web Sites" Consortium for School Networking pre-conference workshop, Washington D.C. Strategies and tactics in building Web services.

- 1995 “Internet 101” National School Board Association pre-conference workshop, Atlanta, GA. Overview of the Internet and its applications.
- “Applying the Internet in Schools” National School Board Association pre-conference workshop, Atlanta, GA. Examination of how the Internet can be applied in schools.
- “Challenges for the Telecommunications Industry in the K-12 Market” BICSI Fall Conference, Tucson AZ. Highlighted the need for telecommunications services in the K-12 market and the applications currently in use by that market.
- “Levels of the Internet” SIRM Conference, Syracuse NY. Presented a model of the Internet levels to help CIOs understand Internet implementations.
- “Technology Issues in Internet Services” SIRM Workshop, Washington D.C. An overview of Internet server technologies.
- “AskERIC, A Case Study” SIRM Workshop, Washington D.C. A review of AskERIC and its history highlighting it as a model Internet service.
- 1994 “ERIC and AskERIC” Chief State School Officers, Washington D.C. An overview of ERIC and AskERIC.
- “AskERIC” NYSC&TE Annual Conference, Uniondale, NY. A presentation on AskERIC and its use.
- “AskERIC and the National Library of Education” Federal Department of Education, Washington, D.C. An overview of AskERIC’s research and development efforts for the National Library of Education.
- “Building and Managing Internet Services” University of Rochester Library, Rochester NY. A presentation on how to establish and manage an Internet presence to meet user needs both locally and globally.
- “Virtual Communities” National Alliance of Community and Technical Colleges, Chicago, IL. An overview of how the changes in the telecommunications industry affect community colleges.
- “Surviving the Internet” Wayne/Finger Lakes BOCES Superintendents Conference, Rochester NY. An overview of the Internet and its potential impacts on the classroom.
- “AskERIC: The Virtual Reference Librarian” Multimedia Schools Conference, San Francisco, CA. An explanation of the AskERIC service.
- “AskERIC as Information Science in K-12 Education” ASIS, Washington D.C. A panel discussion on how information science and information technology can be used to impact K-12 education.
- “AskERIC: The Virtual Reference Librarian” NECC, Boston, MA. An explanation of the AskERIC service.
- “Surviving the Internet” Global Enterprises, Princeton NJ. Overview of the Internet and its uses.
- “Community Networks” Syracuse FreeNet Meeting. Overview of community networking and FreeNet activity.
- “Establishing Internet Services” Colgate Computer Science Department, Hamilton, NY. A discussion of emerging Internet protocols and a “how to” guide for setting up an Internet presence.
- “Using the Internet in the Classroom” NYSERNet Annual Conference, Rochester, NY. Presenting issues and ideas of Internet use in the classroom.

“AskERIC R&D: Final Presentation” Syracuse, NY. Presenting AskERIC Research and Development efforts to AskERIC and its partners.

1993 “AskERIC” SENDIT Conference, Fargo, ND. An explanation of the AskERIC service.

“SPIN: Syracuse Projects in Information Networking” Coalition for Networked Information Winter Conference, San Francisco, CA. An overview of AskERIC and the EGIS Government Locator Prototype.

“SUN Microsystems, Apple Computers, IBM: Cognitive Space” Syracuse, NY. Research briefing to technology partners. A discussion of alternative approaches to system building.

“What is the Internet?” School Library Media Conference, Syracuse, NY. Overview of the Internet.

“Context of Telecommunications” Keynote: Superintendent’s Conference, Waterloo, NY. Discussion of using telecommunications technology in a K-12 environment.

“IST 444: Teaching Multimedia with Multimedia” Teaching Tools, Syracuse, NY. Presenting lessons learned from teaching IST 444 to other educators.

“AskERIC” Nation Net ‘93, Washington D.C. Presenting AskERIC as a service for educators on the Internet.

“Partnership for Education” Eisenhower Clearinghouse, Columbus, OH. Presenting a plan for collaboration of Internet education service providers.

1992 “Communicating with Computers” Teaching Tools, Syracuse, NY. Presenting new technologies in multimedia and demonstrating curriculum integration of these tools.

MEETINGS AND SYMPOSIA

2008 “Participatory Librarianship and Web 2.0 in the Curriculum” Philadelphia, PA. Convened a meeting of LIS educators to discuss the implications of participatory librarianship in pre-professional education.

2007 “Participatory Librarianship” New York, NY. OITP meeting with New York City area LIS programs to discuss the implications of participatory librarianship in pre-professional education.

“The Future of Technology and Libraries” Wye River, MD. OITP meeting on upcoming technology and policy trends.

2006 NCHRP Meeting, part of the National Academies, Washington, DC. Part of Advisory Panel

“Environmental Geospatial Information for Transportation: An Exchange for the Mid-Atlantic Region” Washington, D.C. Part of organizing committee.

2005 “Celebrating the Success of Reference” Virtual Reference Desk 7th Annual Conference, San Francisco, CA. Convened and organized digital reference conference.

“Credibility of Internet Information” Chicago, IL. Participated in a MacArthur Foundation discussion of how users can determine the credibility of Internet information.

“Future of Reference Service in Public Libraries” Boston, MA. Participated in a discussion of reference service and the needs of public reference in light of findings by OCLC.

“Education Information Commons” Harvard Symposium. Participated in a discussion of the education information commons and possible collaborations of education libraries.

- 2004** “Creating a New Reference Future” Virtual Reference Desk 6th Annual Conference, Cincinnati, OH. Convened and organized digital reference conference.
- Transportation Research Board Research Panel on Transportation Information Infrastructure: Washington, D.C. Part of a TRB (part of the National Academy of Sciences) research panel exploring how to create a long term, stable technology infrastructure to share transportation information among local, state and federal agencies.
- “Charting the Landscape/Mapping New Paths: Museums, Libraries & K-12” Washington, DC. Was 1 of 60 invited individuals that participated in an IMLS sponsored workshop looking at the convergence of libraries, museums and education.
- DREI Advisory Board Meeting: Orlando, FL. Hosted a discussion of the Digital Reference Education Initiative Advisory board on developing digital reference competencies.
- Co-Chaired Gateway to Educational Materials Consortium Meeting: Alexandria, VA. Chaired GEM Consortium meeting.
- 2003** “Reference Roundup - Integrating the Virtual Reference Experience: Theory and Practice” Virtual Reference Desk 5th Annual Conference, San Antonio, TX. Convened and organized digital reference conference.
- Gateway to Education Materials Washington Mid-Year Meeting: Washington, D.C. Hosted and presented the GEM project to federal agencies.
- 2002** OCLC Research Invitational Web Services Seminar: Dublin, OH. One of 18 participants selected to advise OCLC Research on their research agenda in Web services.
- “Charting the Course of Reference: Towards a Preferred Future” Virtual Reference Desk 4th Annual Conference, Chicago, IL. Convened and organized digital reference conference.
- ERIC Director’s Symposium on the Dissemination of Education Information: Washington, D.C. Chaired and organized a symposium discussing the dissemination of education information for the U.S. Department of Education.
- Digital Reference Research Symposium: Cambridge, MA. Organized and chaired a research symposium to create a research agenda in digital reference.
- ERIC Executive Committee Meeting: Washington, D.C. Chaired the ERIC Executive Committee and helped organize a research symposium on the dissemination of education information.
- NISO Standards Committee AZ: Networked Reference: Washington, D.C. Participated in a NISO standards process for digital reference.
- Virtual Reference Canada: Ottawa, ON, Canada. Participated in founding forum for the National Library of Canada’s national digital reference network.
- 2001** Co-Chaired Gateway to Educational Materials Consortium Meeting: Denver, CO. Chaired GEM Consortium meeting.
- “Setting the Standards and Making it Real” Virtual Reference Desk 3rd Annual Conference, Orlando, FL. Convened and organized digital reference conference.
- Virtual Reference Desk Consortium Meeting: Orlando, FL. Chaired the Virtual Reference Desk Consortium Meeting.

- National Education Network. Washington, D.C. Participated as a member of executive committee of a group representing education information providers and the National Library of Education.
- 2000** Co-Chaired Gateway to Educational Materials Consortium Meeting: Dublin, OH. Participated in GEM Consortium meeting.
- “Facets of Digital Reference” Virtual Reference Desk Annual Conference, Seattle, WA. Convened and organized digital reference conference.
- Virtual Reference Desk Consortium Meeting: Seattle, WA. Chaired the Virtual Reference Desk Consortium Meeting.
- Japanese National Education Center: Syracuse, NY. Hosted a delegation from the Japanese government exploring education portals.
- 1999** National Education Network. Washington, D.C. Participated as a member of executive committee of a group representing education information providers and the National Library of Education. There were two meetings of this group.
- “Reference in the New Millennium: The Evolving Role of the Information Professional” Virtual Reference Desk Annual Conference, Cambridge, MA. Convened and introduced digital reference conference at Harvard’s Graduate School of Education.
- Virtual Reference Desk Consortium Meeting: Cambridge, MA. Chaired the Virtual Reference Desk Consortium Meeting.
- Co-Chaired Gateway to Educational Materials Consortium Meeting: Washington, D.C. Participated in GEM Consortium meeting.
- Intel Education Group. Discussed emerging Intel education and Web initiatives.
- Library of Congress Working Group: Collaborative Digital Reference Service. Served as head of technical working group at meetings at the Library of Congress (2), Virtual Reference Desk Conference and ALA Annual.
- OCLC. Met to discuss research and development opportunities between the Information Institute of Syracuse and OCLC. Topics included incorporation of GEM into CORC and Dewey Mapping.
- NCREL (North-Central Regional Education Laboratory) Meeting on Best Practices in Education Websites. Participated in a national forum on best practices in building and marketing Internet information services for K-12 education. This meeting was followed up by a NCREL visit to the Information Institute of Syracuse.
- AskERIC Summit. Hosted a meeting of AskERIC participants nationally.
- IBSTIPE. Presented to an international forum setting standards for education technology educators.
- 1998** National Education Network. Washington, D.C.
- Eisenhower National Clearinghouse Executive Committee. Washington, D.C. Participated as a member of the executive committee for the Eisenhower National Clearinghouse.
- White House Technical Workshop on the Virtual Reference Desk. San Jose, CA. Hosted a workshop on the Virtual Reference Desk for the White House. Participants included OCLC, NLE, NASA, Intel, and IBM

Virtual Reference Desk Stakeholder Meeting. Syracuse, NY. Hosted a stakeholder meeting for the White House and National Library of Education on the formation of an AskA consortium for the Virtual Reference Desk.

- 1997** Software Publishers Association, San Diego, CA. Attended a meeting to determine a research agenda for educational software.

Gateway to Educational Materials Stakeholder Meeting, Washington, D.C. Participated in a GEM stakeholder meeting.

Initial Gateway to Educational Materials Consortium Meeting, Syracuse, NY. Participated in the formation of the GEM Consortium.

Building and Supporting Library Research, Washington DC. Participated in an exploratory working group convened by the National Institute on Postsecondary Education, Libraries, and Lifelong Learning to develop a national research agenda for libraries.

- 1996** Internet Lesson Plan (later GEM) Stakeholder Meeting, Syracuse, NY. Participated in the formation of the GEM specification.

SYRACUSE UNIVERSITY SERVICE

2009	School of Information Studies Executive Committee
2009	School of Information Studies, Personnel Committee
2008-Present	University Committee on Sustainability in the Curriculum
2006-2007	School of Information Studies, Distance Education Committee
2004-2006	School of Information Studies, Chair Search Committee
2004-2006	University Fellowship Selection Committee
2004-2005	School of Information Studies, Web Committee
2003-2004	School of Information Studies, Personnel Committee
2002-2003	School of Information Studies, Curriculum Committee
2001-2003	University Fellowship Selection Committee, Engineering, Information Studies Division
2002	School of Information Studies, Student Services Search Committee, Chair
2000	School of Information Studies, MLS Accreditation Steering Committee
1999	School of Information Studies, Joint Search Committee
	School of Information Studies, Web Committee, Co-Chair
	School of Information Studies, Community Grant Program
1998	School of Information Studies, Community Grant Program
	School of Information Studies, Information Technology Committee
	School of Information Studies, Joint Search Committee
1996	School of Information Studies, Information Technology Committee
1995	School of Information Studies, Personnel Committee
1994	School of Information Studies, Information Technology Committee

SERVICE TO THE PROFESSION

2008-Present	WebWise Planning Committee
2008-2009	IMLS 21st Century Skills Task Force
2008-Present	OITP Committee on The Future of America's Libraries in the 21 st Century
2008-2009	ALISE Paper Chair
2008	ASIS&T Conference Reviewer
2007	ALISE Panel Moderator
2006-Present	Member National Academy of Sciences Review Board for NCHRP Study SP20-75

2006	Best Paper in JASIS&T Reviewer
2006	IMLS Grant Reviewer
2005	ASIS&T Conference Reviewer
2005-2006	Member Transportation Research Board Peer Exchange Planning Group
2004-2005	Member National Academy of Sciences Study on Transportation Information
2005	ASIS&T Conference Reviewer
2004	IMLS Grant Reviewer
2003	2004 ASIS&T Conference Committee
2003	QuestionPoint Advisory Board
2002-2003	Chair National Science Digital Library Technology Committee
2002-Present	Member NISO Standards Committee AZ: Networked Reference
2001-2003	SAGE Reference Advisory Board
2000-2007	Member Onondaga County Public Library Board
2000-2003	Chair ERIC Executive Committee
2000	Member CoSN Board
1999-2001	Member Library of Congress Working Group on Digital Reference
1999	Chair, ERIC Database Futures Committee
1998-2003	Member ERIC Executive Committee
1998-2000	ERIC System-wide Web Taskforce
1998-2003	Executive Committee Eisenhower National Clearinghouse
1997-Present	Executive Committee/Founding Member National Education Network

AWARDS & HONORS

2009	Emerald Literati Network 2009 Outstanding Paper Award Journal of Documentation for the article <i>Credibility on the internet: shifting from authority to reliability</i>
2009	Aslib-Emerald Award for the article <i>Credibility on the internet: shifting from authority to reliability</i>
2007-Present	First OITP Fellow, American Library Association
2002-2004	Visiting Fellow National Library of Canada
2001	Visiting Scholar Harvard University's Graduate School of Education
1997	ASIS/ISI Doctoral Proposal Award
1996	Certificate of University Teaching, Syracuse University
1996	Syracuse University Outstanding Teaching Assistant
1994	Syracuse University Fellowship, Syracuse University
1993	Graduate Teaching Associate, Syracuse University
1992	Syracuse University Fellowship, Syracuse University
1992	Research Assistant, Syracuse University
1992	Phi Beta Kappa, Syracuse University
1992	Graduate Magna Cum Laude, Syracuse University

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