

Lynn Westbrook

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Education

Ph.D. University of Michigan; 1995; Information and Library Studies
MA University of Chicago; 1982; Library Studies
BS Illinois State University; 1979; Education, Theatre, English

Academic and Professional Experience

- Associate Professor, School of Information, University of Texas at Austin, 9/2009-
- Assistant Professor, School of Information, University of Texas at Austin, 2005-2009
- Associate Professor, Center for Women and Gender Studies, University of Texas at Austin, 9/2009- [Courtesy Appointment]
- Assistant Professor, Center for Women and Gender Studies, University of Texas at Austin, 2005-2009 [Courtesy Appointment]
- Interim Director, School of Library and Information Studies, Texas Woman's University, 2003-2004
- Associate Professor, School of Library and Information Studies, Texas Woman's University, 2001-2004
- Assistant Professor, School of Library and Information Studies, Texas Woman's University, 1995-2001
- Adjunct Instructor, School of Information and Library Studies, University of Michigan, 1992-1995
- Coordinator, Reference and Instruction, Undergraduate Library, University of Michigan, 1987-1995
- Reference Librarian, Main Library, University of Georgia at Athens, 1983-1984 and 1986-1987
- Special Librarian, Georgia Center for Continuing Education, University of Georgia at Athens, 1984-1985
- Adult Services and Reference Librarian, Hillside Public Library, Hillside, Illinois, 1982-1983

SCHOLARSHIP: PUBLICATIONS, PRESENTATIONS, GRANTS

Monographs:

- *Identifying and Analyzing User Needs: A Complete Handbook and Ready-to-Use Assessment Workbook with Disk*. Neal-Schuman. 2001.
- *Interdisciplinary Information Seeking in Women's Studies*. With a foreword by Professor Joan C. Durrance, University of Michigan, Information School. McFarland. 1999. [Note: Received the Women's Studies Section/Routledge Award for Significant Achievement in Women's Studies Librarianship, 2000]
- *Qualitative Evaluation Methods for Reference Services: An Introductory Manual*. Washington, D.C.: Association of Research Libraries/Office of Management Studies, January 1989.
- *Paper Preservation: Nature, Extent, and Recommendations*. University of Illinois, Graduate School of Library and Information Science. Champaign, IL: Occasional Papers, Number 171, November 1985.

Editing, Book Chapters

- Qualitative Research Methods. Chapter in Ronald Powell's *Basic Research Methods for Librarians*, fifth edition. Westport, CT: Libraries Unlimited. 2010.
- Co-editor, *Virtual Reference Service*. With David Lankes (Associate Professor, Syracuse University), Scott Nicholson (Associate Professor, Syracuse University), Marie Radford (Associate Professor, Rutgers University), Joanne Silverstein (Assistant Research Professor, Syracuse University), and Philip Nast (editor). New York: Neal-Schuman, 2007.
- Editor, Research Methods in Library and Information Studies Series, *Studying Children's Questions: Imposed and Self-Generated Information Seeking at School*, Melissa Gross. Lanham, MD: Scarecrow Press, 2006.
- Editor, Research Methods in Library and Information Studies Series, *Library Anxiety: Theory, Research, and Applications*, Anthony Onwuegbuzie, Qun Jiao, Sharon Bostick. Lanham, MD: Scarecrow Press, 2004.
- Qualitative Research Methods. Chapter in Ronald Powell's *Basic Research Methods for Librarians*, fourth edition. Westport, CT: Libraries Unlimited, 185-210. 2004.
- Qualitative Research Methods. Chapter in Ronald Powell's *Basic Research Methods for Librarians*, third edition. Greenwich: Ablex, 143-164. 1997.

Articles/Conference Proceedings

[Peer reviewed and sole authored unless otherwise noted]

- Internet Access and Use in Domestic Violence Shelters: Policy, Capacity, and Management Barriers. *Journal of Social Work* [Accepted 2/11].
- Finn, Jeanine and Lynn Westbrook. Unprepared for Information Interactions: Abuse Survivors and Police. *Journal of Documentation* [Accepted 12/14/10].
- Westbrook, Lynn and Maria Gonzalez. Information Support for Survivors of Intimate Partner Violence: Public Librarianship's Role. *Public Library Quarterly*. 30 (2): 132-157. 2011.
- Social Science Professional Literatures and Their Users. A solicited, reviewed article for the *Encyclopedia of Library and Information Sciences*, Marcia Bates (Professor, Department of Information Studies, U.C.L.A.) and Mary Niles Maack (Professor, Department of Information Studies, U.C.L.A.), editors. Taylor & Francis. 3/2010.
- Area and Interdisciplinary Studies Literatures and Their Users. A solicited, reviewed article for the *Encyclopedia of Library and Information Sciences*, Marcia Bates and Mary Niles Maack, editors. Taylor & Francis. 3/2010.
- Unanswerable Questions at the Internet Public Library: User Expectations of the Email Reference Transaction. *Journal of Documentation*. 65 (3): 367-395. 2009.
- Information Myths and Intimate Partner Violence: Sources, Contexts, and Consequences. *Journal of the American Society of Information Science and Technology*. 60 (4): 826-836. 1/2009.
- Crisis Information Concerns: Information Needs of Domestic Violence Survivors. *Information Processing and Management*. 45 (1): 98-114. 1/2009.
- Megison, Susan and Lynn Westbrook. Hospital Dissemination of Information Resources on Intimate Partner Violence: Statewide Analysis of Texas Emergency Room Staff. *Journal of Hospital Librarianship*. 9 (3): 231-248. 2009.
- Understanding Crisis Information Needs in Context: The Case of Intimate Partner Violence Survivors. *Library Quarterly*. 78 (3): 237-261. 2008. [Winner of 2008 Jesse Shera Research Award]
- E-Government Access to Social Service Information: State Web Resources for Domestic Violence Survivors. Dee Dee Davenport, Jennifer Richey, and Lynn Westbrook. *Journal of the American Society of Information Science and Technology*. 59 (6): 903-915. 2008.
- E-Government Support for People in Crisis: An Evaluation of Police Department Web Site Support for Domestic Violence Survivors Using "Person-in-Situation" Information Need Analysis. *Library and Information Science Research*. 30: 22-38. 2008.
- Chat Reference Communication Patterns and Implications: Applying Politeness Theory. *Journal of Documentation*. 63(5): 638-658. 2007.
- Digital Information Support for Domestic Violence Victims. *Journal of the American Society of Information Science and Technology*. 58 (3): 420-432. 2007.
- Surviving Domestic Violence: Seeking Support in Cyber-Space. In *Proceedings of the Information Resources Management Association International Conference*,

- Vancouver, British Columbia, Canada, May 22, 2007.* Mehdi Khosrow-Pour, editor. Information Resources Management Association, Hershey, PA: 1294-1296. 2007.
- Mental Models: A Theoretical Overview and Preliminary Study. *Journal of Information Science.* 32 (6): 563-579. 2006.
 - Virtual Reference Training: The Second Generation. *College & Research Libraries.* 67 (3): 249-259. 2006.
 - The Search for Women's Information: A Research Perspective. *Asian Journal of Women's Studies.* 11 (1): 38-57. 2005.
 - Problem-Based Learning: A Staff Development Model for Tight Budget Times. *Technical Services Quarterly.* 23 (1): 27-34. 2005.
 - Ways of Knowing: Community Information Needs Analysis. Lea Worcester and Lynn Westbrook. *Texas Library Journal.* 80(3): 102, 104-107. 2004.
 - Seeking Satisfaction: Evaluating Four Years of a Graduate Distance Education Program. *Third International Conference on Technology in Teaching and Learning in Higher Education, July 14-16, 2003, Heidelberg, Germany.* Costas Spirou, editor. Chicago, IL: National-Louis University: 307-311. 2003.
 - Information Needs and Experiences of Scholars in Women's Studies: Problems and Solutions. *College and Research Libraries.* 64 (3): 192-209. 2003.
 - Understanding Faculty Information Needs: A Process in the Context of Service. Lynn Westbrook and Steven Tucker. *Reference and User Services Quarterly.* 42 (2): 144-148. 2002.
 - LIS Distance Education: Modes and Plans. *Journal of Education for Library and Information Science.* 43 (1): 62-8. 2002.
 - Faculty Relevance Criteria: Internalized User Needs. *Library Trends.* 50 (2): 197-206. 2001. [NOTE: an invited article]
 - Reference Support for Interdisciplinary Scholars: Resources for Working with Women's Studies Faculty. *Proceedings of the Association of College and Research Libraries 10th National Conference, March 15-18, 2001, Denver, Colorado.* Hugh Thompson, editor. Chicago, IL; Association of College and Research Libraries, 265-270. 2001.
 - Understanding Faculty Information Needs in a Special Education Setting: Method and Results of a Community Analysis. *Knowledge Quest.* 30 (2): 39-42. 2001.
 - Pinning the Shift: Examining the Impact of Information Technology on Personal and Institutional Roles. *Journal of Academic Librarianship.* 26 (1): 59-63. 2000.
 - Passing the Halfway Mark: LIS Curricula Incorporating User Education Courses. *Journal of Education for Library and Information Science.* 40 (2): 92-98. 2000.
 - Advising: Create, Coordinate, Communicate. *Proceedings of the Sixth Annual Distance Education Conference: Learn Virtually Anywhere, San Antonio, Texas, January 12-15, 1999.* Jim Woosley and Tom Adair, editors. College Station, TX: The Center for Distance Learning Research, 213-224. 1999.
 - Analyzing Community Information Needs: A Holistic Approach. *Library Administration and Management.* 14 (1): 26-30. 1999.
 - Using Periodicals in Women's Studies: The Faculty Experience. *The Serials Librarian.* 35 (1-2): 9-27. 1998.

- Information Access Issues for Interdisciplinary Scholars: Results of a Delphi Study on Women's Studies Research. *Journal of Academic Librarianship*. 23 (3): 211-216. 1997.
- User Needs. *Encyclopedia of Library and Information Science*. Allen Kent, Editor. New York, Marcel Dekker. 59, supplement 22: 316-347. 1997.
- The Information Seeking Experiences of Faculty in Women's Studies. Dissertation. University of Michigan, School of Information and Library Studies. Joan C. Durrance, advisor. 1995.
- Qualitative Research Methods: A Review of Major Stages, Data Analysis Techniques, and Quality Control. *Library and Information Science Research*. 16: 241-254. 1994.
- User Needs: A Synthesis and Analysis of Current Theories for the Practitioner. *RQ*. 32: 541-549. 1993.
- Supporting User Needs and Skills to Minimize Library Anxiety: Considerations for Academic Libraries. *Reference Librarian*. Lynn Westbrook and Sherry DeDecker. 40: 43-51. 1993.
- Outreach in Academic Libraries: Principles into Practice. *Research Strategies*. Lynn Westbrook and Robert Waldman. 11: 60-65. 1993.
- Partnerships to Bridge the Gap. *Media Spectrum*. Gail Beaver, Jim Piper, and Lynn Westbrook. 17 (4): 32-3. 1990.
- Evaluating Reference: An Introductory Overview of Qualitative Methods. *Reference Services Review*. 18 (1): 73-78. 1990.
- Mutual Benefits: Academic Library BI in the Local High School. *College and Research Libraries News*. Cathryn Canelas and Lynn Westbrook. 51 (3): 217-220. 1990.
- NOTIS Instruction for the Public. *College and Research Libraries News*. 50 (11): 1006-1008. 1989.
- Innovations: Students and Support Staff on the Reference Desk. *College and Research Libraries News*. 50 (9): 808-810. 1989.
- Getting in Gear: A Short Term Program to Revitalize Your BI Staff. *Research Strategies*. 6 (4): 177-184. 1988.
- Supporting Continuing Education Through Library Services. *Lifelong Learning*. Helen Mills and Lynn Westbrook. 11 (2): 6-7. 1987.
- Censors: What Makes Them Tick? *Public Library Quarterly*. 6 (4): 49-53. 1986.
- Weeding Reference Serials. *Serials Librarian*. 10 (4): 81-100. 1986.
- Developing an In-House Preservation Program: A Survey of Experts. *Library and Archival Security*. 7 (3/4): 1-21. 1985.
- Catalog Failure and Reference Service: A Preliminary Study. *RQ*. 24 (1): 82-90. 1984.

External Grants and Awards Funded

- Institute of Museum and Library Services, Research Grant. *Information for People in Crisis: An Assessment*. Awarded June 16, 2009. \$215,862 awarded; \$0 matching, \$215,862 total.

- Institute of Museum and Library Services, 2007 Leadership Grant. With Gary Geisler, Luis Francisco-Revilla. *Cultivating Digital Librarianship Faculty: Tomorrow's Leaders in Research and Curriculum Development*. Awarded June 16, 2008. \$978,613 funded; \$254,376 matching; \$1,232,993 total.
- Institute of Museum and Library Services, 2007 Librarians for the 21st Century Grant. With Loriene Roy. *Stepping Up*. 2007-2010. \$407,780 funded; \$324,286 matching; \$744,366 total.
- Institute of Museum and Library Studies, *Building for Tomorrow*. 2001. \$77,520.
- Carroll Preston Baber Research Grant, American Library Association, *The Information Seeking Strategies of Interdisciplinary Faculty: Implications for Reference Service*. 1997. \$7,500.

University Grants and Awards Funded

- Graduate School Diversity Mentoring Fellowship, 2011-2012. Full funding for the GSDM fellow for two semesters.
- Faculty Research Assignment, University of Texas, *Law Enforcement Information Needs Regarding Domestic Violence Support*. 2010. Full semester course release.
- Undergraduate Research Apprenticeship Grant, 2009. \$2,000 and tuition support for the URAG fellow for one semester.
- Faculty Travel Grant, 2009. \$1200.
- Faculty Travel Grant, 2008. \$1200.
- Special Research Grant, University of Texas, *Police Department Information Resources for Domestic Violence Survivors*. 2008. \$750.
- Special Research Grant, University of Texas, *Internet Implementation Issues in Texas Domestic Violence Shelters*. 2007. \$700.
- Faculty Travel Grant, 2007. \$1200.
- Faculty Travel Grant, 2006. \$1200.
- Summer Research Assignment, University of Texas, *Formal Information Support for Domestic Violence Victims: An Exploratory Analysis of Texas Issues*. 2006. \$10,000.
- Faculty Travel Grant, 2005. \$325.
- Faculty Special Competition Grants, Texas Woman's University, *Impact of Current Awareness Technology on Scholarly Information Seeking: A Comparative Case Study of Nursing and Political Science*. 1999. One course release.
- Research Enhancement Program, Texas Woman's University, *Relevance Criteria Utilized by Women's Studies Faculty*. 1998. \$2,008.
- Faculty Research Grant, Texas Woman's University, *Building a Digital Scholarly Community*. 1996. \$1,000.

School Grants and Awards Funded

- Temple Teaching Fellowship, School of Information, University of Texas, *Family Justice Center Information Patterns*. 2009-2010. \$6,500.
- Temple Teaching Fellowship, School of Information, University of Texas, *Community Support for Crisis Information Needs: A Proto-Type in Action*. 2008-2009. \$5,000.

- Temple Teaching Fellowship, School of Information, University of Texas, *Acting on Expectations: Perspectives of Domestic Violence Survivors and Public Librarians on Information Services*. 2007-2008. \$6,000.
- Temple Teaching Fellowship, School of Information, University of Texas, *Web-Havens: A National Map of the Formal Information Systems Designed to Support Domestic Violence Victims via the Internet*. 2006-2007. \$5,000.
- Temple Teaching Fellowship, School of Information, University of Texas, *Mental Models of Academic Information Seeking: Graduate Student Perspectives*. 2005-2006. \$5,000.
- Faculty Fellow Research Stipend, Center for Women and Gender Studies, *Information Needs and Experiences of Domestic Violence Survivors*. 2005-2006. \$2,000.
- Faculty Development Leave, Texas Woman's University, to examine human-information interaction theory. Spring 2002, Semester of full course release.
- Overhead award, School of Library and Information Studies, Texas Woman's University, *Relevance Criteria Utilized by Women's Studies Faculty*. 1999. \$750.

Grants Submitted and Pending

- Institute of Museum and Library Services, 2010 Laura Bush 21st Century Grant, Doctoral Support Priority. With Randolph Bias. *Community Embedded Digital Literacy*. \$1,016,468.
- Institute of Museum and Library Services, 2007 Leadership Grant, Research Priority. *Community Support for Domestic Violence Survivors*. 2007. \$131,519.
- Institute of Museum and Library Services, 2006 Leadership Grant. With Loriene Roy. *Stepping Up*. 2006. \$378,728.
- Research Internship Program, University of Texas, proposal to provide graduate student research internship for a joint School of Information and Center for Women and Gender Studies project. 2005.
- Institute of Museum and Library Services, 2005 Leadership Grant. *STIR: Staff Tutorials on Information and Research*. 2005. \$249,969.
- OCLC/ALISE Library and Information Science Research Grant, *Supporting the Front-Line: Resource and Staff Development Needs of Virtual Reference*. 2005. \$15,000.
- Institute of Museum and Library Services, Leadership Grant. *Online Goal Tending: Communication, Goals, and Effectiveness*. With Dr. Lynn Akin. 2004. \$327,030.
- Institute of Museum and Library Services, Leadership Grant. *Building for Tomorrow*. 2000. \$96,560.
- Goldspiel Grant, Special Library Association, *Means of Identifying Special Libraries' Resources: The User Perspective*. 1999. \$10,000.
- Online Computer Library Center (OCLC), *Relevance Criteria Used by Interdisciplinary Scholars: Analysis of Decisions Regarding Web and Database Resources*. 1998. \$10,000.
- Goldspiel Grant, Special Library Association, *Means of Identifying Special Libraries' Resources: The User Perspective*. 1998. \$10,000.
- Research Enhancement Program, Texas Woman's University, *Gender-Ratios in*

Academic Discussion Lists, 1998. \$2,000.

- Online Computer Library Center (OCLC), *Building a Digital, Scholarly Community Based on User feedback: Academic Librarians as Information Facilitators in the Women's Studies Academy*, 1997. \$9,962.
- Research Enhancement Program, Texas Woman's University, *Criteria for Faculty Information Judgments*, 1995. \$5,366.

International Presentations [Peer reviewed unless otherwise noted]

- Online Searching Workshop. Bahrain Library Association. Al Manamah, Bahrain, May 2009. [Fulbright review]
- Reference, Collection Management, and Information Literacy Workshops. University of Bahrain, May 2009. [Fulbright review]
- The Significance of Information and Data Collection in a Changing World. Kanoo International School, Al Manamah, Bahrain, May 2009. [Invited]
- Community Information Networks for Domestic Violence Survivors: Gaps and Safety-Nets. Library Research Seminar IV, London, Ontario, October 10-12, 2007.
- Surviving Domestic Violence: Seeking Support in Cyber-Space. Information Resources Management Association International Conference, Vancouver, British Columbia, Canada, May 22, 2007.
- Tales from the Other Side: Constructive Developments in Distance Education Communication. Third International Conference on Technology in Teaching and Learning in Higher Education, Heidelberg, Germany, July 2003.
- Speaker, Identifying and Analyzing User Needs, Teleconference Instructional Session, Ontario Library Association, Community Information Needs Analysis, 2003.
- Searching for Enlargement of Women's Information: A Research Perspective. An invited, closing, keynote panel for the National Women's Education Center's International Conference on Women's Information, Tokyo, November, 2001.
- American Women's Studies Libraries: Models and Challenges. Part of an invited panel discussion for the National Women's Education Center's International Conference on Women's Information, Tokyo, November, 2001.

National Presentations [Peer reviewed and sole authored unless otherwise noted]

- Underrepresented, Disadvantaged, and Underserved: Conceptualizations of Diversity in LIS Curriculum and Pedagogy. Library Research Seminar V. October, 6-9, 2010. Invited panelist.
- Research with Vulnerable Populations: Ethical Concerns in Information Studies. Library Research Seminar V. October, 6-9, 2010. [Full paper reviewed].
- Pay Attention to Your Users: Conducting Qualitative Research to Reinvent Library Services. With Sandra Hughes –Hassell (University of North Carolina at Chapel Hill, School of Information and Library Science) and Denise Agosto (Drexel University, School of Information). American Library Association Committee on Research and Statistics. July 13, 2009. Invited presentation.
- Silent Crises: Understanding the Information Landscape in an Online Community of Individuals in Crisis. With Maria Gonzales (Wayne State University, Library and

Information Science). American Library Association Library Research Round Table. July 11, 2009.

- Progressive Information Engagement Model: Service Implications of Using and Losing Information in Crisis Situations. American Library Association Conference at the Library Research Round Table Research Forum. June 28, 2008.
- Problems, Processes, and Judgments: User Expectations of Online Reference Service. American Library Association Conference at the Reference Research Forum. June 29, 2008.
- “I left with only my clothes and my laptop”: The Information Experiences of Domestic Violence Survivors. An invited presentation at the Association for Library and Information Science Education Annual Conference, Philadelphia PA, January 2008.
- See It, Hear It, Touch It: How Do Communication and Learning Styles Affect Virtual Reference? Invited Presentation at the Reference and User Services Association Research Panel, American Library Association Annual Conference, Washington, D.C., June 25, 2007.
- Google the Random Stuff: Mental Models of Academic Information Seeking. Library Research Round Table, American Library Association Annual Conference, Washington, D.C., June 23, 2007.
- Formal Information Support Systems for Domestic Violence Victims. Poster Presentation, American Society for Information Science and Technology Annual Conference, Austin, TX, November 5, 2006.
- User Expectations: A Sense-Making Approach to Mental Models of Information Seeking. RUSA Reference Services Section's Research & Statistics Research Panel, American Library Association Annual Conference, New Orleans, LA, June 25, 2006.
- Information Support for Victims of Intimate Partner Violence: An Analysis of Police Department Cyber-Connections. Library Research Round Table Forum on Research in a Wired World, American Library Association Annual Conference, New Orleans, LA, June 25, 2006.
- Second Generation Training for Digital Reference: Research-Based Refinements. 21st Annual Computers in Libraries Conference, Washington, D.C., March 22-24, 2006.
- U Rock: Informality in Chat Reference. With Joseph Dobbs. Brick and Click Libraries, Maryville, MO, October 14, 2005.
- Seeing the Invisible User: Support for the Virtual Patron. With Joseph Dobbs. Brick and Click Libraries, Maryville, MO, October 14, 2005.
- Reference Support for Interdisciplinary Scholars: Resources for Working with Women's Studies Faculty. Association of College and Research Libraries 10th National Conference, Denver, March 2001.
- Teaching Tomorrow's Teaching Librarians. Library Instruction Round Table, American Library Association National Conference, June 1998.
- Evaluating User Education: Process, Practice, and Product. Bibliographic Instruction Program, American Library Association National Conference, June 1998.
- ALA Poster Sessions: How Are They Used? American Library Association Annual Conference, Poster Session, 1991.

- Multiple Needs, Multiple Solutions: Partnerships in the Electronic Information Age. With Karen Downing. Conference on the Freshman Year Experience, Contributed Paper, 1990.
- Partnerships to Bridge the Gap: Critical Thinking, Advanced Pieces. American Library Association Annual Conference, Poster Session, 1990.
- Weaving Social Responsibility into the Fabric of Everyday Reference. American Library Association Annual Conference, Poster Session, 1989.
- Evaluating Reference Service, Programs, and Personnel. American Library Association Annual Conference, Poster Session, 1989.
- Expanding the Tool Kit: Qualitative Evaluation Tools for Reference. Reference and Adult Services Division program, American Library Association Annual Midwinter Conference, 1989.
- Tips and Warnings Concerning the Application of Qualitative Research Methods in an Academic Reference Setting. American Library Association Annual Conference, Poster Session, 1987.

State and University Research Presentations

- “I left with only my clothes and my laptop”: The Information Experiences of Domestic Violence Survivors. Gender and Technology Research Series, Center for Women and Gender Studies, University of Texas at Austin, Research Presentation, [volunteered] Fall 2007.
- The Madonna and the Alien: Mental Models of Information Seeking. Center for Women and Gender Studies, University of Texas at Austin, Fellowship Presentation, September 9, 2005.
- Digging Deeper: Learning From Our Sister Disciplines. Texas Library Association Annual Conference, Contributed Papers Session IA, [peer reviewed] March 2004.
- Pinning the Shift: Identifying the Impact of Information Technology on Personal and Institutional Roles. Texas Library Association Annual Conference, Contributed Papers Session, [peer reviewed] 1999.
- Community Information Needs Analysis: A Holistic Approach. Texas Library Association Annual Conference, Contributed Papers Session, [peer reviewed] 1999.
- Knowledge Management Concerns in an Interdisciplinary Field: The Case of Women’s Studies. Texas Library Association Annual Conference, Contributed Research Papers Session, [peer reviewed] 1996.
- Research Connections Between Women’s Studies Faculty and Graduate Students: Implications for Service. Texas Library Association Annual Conference, Contributed Research Papers Session, [peer reviewed] 1996.

Reviews

- Review of *Human Perspectives in the Internet Society: Culture, Psychology and Gender* edited by K. Morgan, C. A. Brebbia, J. Sanchez, and A. Voiskounsky. For *Journal of the American Society for Information Science and Technology*. 58 (1): 150-151. 2007.

- Review of *Evolution in Reference and Information Services* edited by D. Su. For *ePortal*. 3 (3): 536-538. 2003.
- Review of *Utilization-Focused Evaluation* by Michael Quinn Patton. For *Library and Information Science Research*. 20 (4): 427-429. 1998.
- Review of *Women, Information, and the Future* edited by E. S. Moseley. For *Library Quarterly*. 66 (4): 492-493. 1996.
- Review of *Reference and Information Services: An Introduction* by R. Bopp and L. Smith. For *The Journal of Academic Librarianship*. 17 (January): 379-380. 1992.
- Review of *Library and Information Science Research* by C. McClure and P. Hernon. For *Research Strategies*. 10 (fall): 185-187. 1992.
- Review of *A Place to Stand* edited by E. Frick. For *The Journal of Academic Librarianship*. 15 (March): 31-32. 1989.
- Review of *Conceptual Frameworks for Bibliographic Education* edited by M. Reichel and M.A. Ramey. For *Journal of Academic Librarianship*. 14 (September): 243. 1988.

Honors, Scholarship

- Member of the Graduate Faculty, University of Texas, 2005-
- Co-editor, *Research Methods in Library and Information Studies*, with Professor Emeritus Ronald Powell of Wayne State University, Scarecrow Press, 2002- .
- Member, Editorial Board, *Library & Information Science Research*, 2010-2012.
- Member, Editorial Board, *College & Research Libraries*, 2008-2010.
- Member, Editorial Board, *Library Quarterly*, 2008-2012.
- Fulbright Senior Specialists Roster, approved for candidacy, 2004- 2009.
- Jesse Shera Research Award of 2008 for Understanding Crisis Information Needs in Context: The Case of Intimate Partner Violence Survivors. *Library Quarterly*. 78 (3): 237-261. 2008.
- Honorable Mention Award for Best Information Behavior Conference Poster, American Society for Information Science and Technology, Information Needs, Seeking and Use Special Interest Group, 2006.
- Faculty Fellow, Center for Women and Gender Studies Faculty Development Program, 2005-2006.
- Women's Studies Section/Routledge Award for Significant Achievement in Women's Studies Librarianship awarded for *Interdisciplinary Information Seeking in Women's Studies*, 2000.
- Nomination, Horace H. Rackham Distinguished Dissertation Award, 1996.
- Library Instruction Round Table's Top Twenty Bibliography listing awarded to *User Needs: A Synthesis and Analysis of Current Theories for the Practitioner*, 1993.
- Horace H. Rackham Doctoral Scholarship, one of ten awarded at the University of Michigan, 1991-1994. First such award in the Information School.
- Member of the Graduate Faculty, Texas Woman's University; Associate Member 1996-7; Full Member 1998-2004.

Reviewer of Scholarly Submissions

- The American Society for Information Science & Technology Conferences [paper and poster submissions].
- *College & Research Libraries*.
- *Encyclopedia of Library and Information Science*.
- *Information Processing & Management*.
- *Journal of Education for Library and Information Studies*.
- *Journal of Information Science*.
- *Journal of the American Society for Information Science and Technology*.
- *Library and Information Science Research*.
- *Library Quarterly*.
- *Nordic Journal of Feminist and Gender Research*.
- *Reference & User Services Quarterly*.
- Neal-Schuman Publications, manuscript submissions and *Reference Renaissance*.

Reviewer of Research Grant Applications

- Institute of Museum and Library Services.
- National Science Foundation.
- Department of Education, Improving Literacy Through School Libraries.
- Qatar National Research Fund.

TEACHING

Graduate Teaching

- INF 180J, Introduction to Information Studies, S.I., U.T., Fall 2008-2009.
 - INF 181, Individual Study, S.I., U.T., 2007.
 - INF 381, Individual Study, S.I., U.T., 2005-2011.
 - INF 384D, Collection Management, S.I., U.T., 2006, 2008, 2010.
 - INF 387C, Managing Information Services and Organizations, S.I., U.T., 2005-2011.
 - INF 382D, Introduction to Information Resources and Services, S.I., U.T., 2005-2007.
 - INF 388K.2, Academic Libraries, 2011.
 - INF 388L, Professional Experience and Project, S.I., U.T., 2006-2011.
 - INF 398R, Master's Report, S.I., U.T., 2008.
 - INF 398T, Supervised Teaching, S.I., U.T., 2010.
 - INF 698A, Master's Thesis, S.I., U.T., Fall 2008- 2011.
-
- LS 5003, Collection Development, S.L.I.S., T.W.U., 1996.
 - LS 5013, Information Storage and Retrieval, S.L.I.S., T.W.U., some sections taught via Blackboard, 1997-2004.

- LS 5263, Reference Sources and Services, S.L.I.S., T.W.U., some sections taught via Blackboard and/or interactive television, 1995-2004.
- LS 5313, College and University Libraries, S.L.I.S., T.W.U., 1996-8.
- LS 5553, Electronic Information Retrieval, S.L.I.S., T.W.U., 1996-8.
- LS 5813, Information Professions, S.L.I.S., T.W.U., some sections taught via interactive television, 1995-9.
- LS 5843, Practicum, S.L.I.S., T.W.U., 1995-2004.
- LS 5901, Capstone, S.L.I.S., T.W.U., some sections taught via Blackboard and interactive television, 2000-2002.
- LS 5901, Instruction in the Use of Information, S.L.I.S., T.W.U., 2000
- LS 5903, Adult User Education, S.L.I.S., T.W.U., 2001-2.
- LS 6003, Theory of Communication, S.L.I.S., T.W.U., 1998.
- LS 6753, Research Methods, S.L.I.S., T.W.U., 1998-9.
- LS 6903, Information Needs Analyses, S.L.I.S., T.W.U., 1998-2001.

Undergraduate Teaching

- LS 4843, Practicum, S.L.I.S., T.W.U., 1999-2000.

New Courses Created

- INF 398T, Supervised Teaching in Information Studies. [A doctoral seminar]. 2010.
- LS 6903, Information Needs Analysis. Taught 1998-2001.
- LS 5903, World of Women's Information. Offered 1998; did not make.
- LS 5903, Adult User Education. Taught 2001-2002.
- LS 3263, Interdisciplinary Information Seeking. Accepted by the T.W.U. Honors Curriculum Committee. Offered; did not make.

Doctoral Student Supervision

Supervised three completed doctoral dissertations:

- Bailey, Lea. *Variables of Information Literacy in Academically Successful Elementary Schools in Texas*. T.W.U., PhD awarded 2005.
- Kingrey, Kelly. *Perceptions of Intellectual Freedom Among Conservative Christian Advocacy Groups: A Grounded Theory Analysis*. T.W.U., PhD awarded 2005.
- Rho, Jin-Ja. *An Investigation of the Perceived Information Needs, Information-Seeking Behaviors, and the Use of Community Public Libraries among First-Generation Adult Korean Immigrants Living in the Dallas, Texas Area*. T.W.U., PhD awarded 2002.

Chaired two additional dissertation committees

- Cissell, Mary. 1998-2000.
- Strickland, Susan. 1998-2004.

Member 16 dissertation committees

- Bailey, Lea. 2002-2004. [Graduated]
- Belcik, Kimberly. 2010. (Nursing)
- Boone, Belinda, Spring 2005-2006. [Graduated]
- Burke, Susan. 1999-2000. (LIS minor) [Graduated]
- Cammack, Ann. 1998-2000. [Graduated]
- Davenport, Dee Dee. 2009-current
- Fitzsimmons, Gary. 2001-2004.
- Houston, Ronald, Fall 2006-2009. [Graduated]
- Latham, Clara. 2002-2004. [Graduated]
- Letalien, Bethany, Spring 2005-2009. [Graduated]
- Little, Sherry. 2002.
- McNeely, Bonnie. 1998-2000.
- Miles, Kevin. 2001-2003.
- Moore, Jennifer. 2009-2011. [Graduated]
- Swinney, Victoria. 2002-2003. [Graduated]
- Worrell, Diane. 1996-2002. [Graduated]

Chaired 12 doctoral program committees

- Austin, Sandra. 2000-2003.
- Finn, Jeanine. Fall 2008-current.
- Friday, Arglenda. 2003-2004.
- Kingrey, Kelly. 2001-2003.
- Latham, Clara. 1998-2003.
- Miles, Kevin. 1996-2001.
- Noble, Jennifer. 2010.
- Schoonover, William Keith. 2001-2003.
- Sehgal, Gurmeet. 1999-2003.
- Strickland, Susan. 1996-1998.
- Swinney, Victoria. 2000-2002.
- Yi, George. 2003-2004.

Member 19 doctoral program committees

- Alexander, Michael. 2007-2009.
- Bailey, Lea. 1999-2001.
- Belcik, Kimberly. 2008-2010. [Nursing]
- Burke, Susan. 1996-1999. [IS minor]
- Cammack, Ann. 1998-2000.
- Cissell, Mary. 1996-1998.
- Crow, Jeff. 2009-current.
- Davenport, Dee Dee. 2005-2009.
- Houston, Ron. 2005-2006.
- Klepper, Bobbie Jean. 1996.

- Letalien, Bethany. 2005.
 - Little, Sherry. 1996-1997.
 - McCormick, Jennifer. 2005.
 - McGinness, Bettie. 2005-2010.
 - Moore, Jennifer. 2005-2009.
 - Muallem, Miriam. 1996.
 - Reynoso, Pedro. 2006-2007.
 - Rho, Jin-Ja. 1998-2000.
 - Whitworth, Eryn. 2009-current.
 - Wiley, Brandon. 2009-current.
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- Chaired 30 Master's Papers in information services, management, user education, reference, and communication.
 - Over 80 practica, internships, and capstones supervised in school, academic, public, and special libraries as well as other educational and non-profit settings.
 - Over 40 Master's Independent Studies supervised in information needs analysis, reference, user education, management, collection development, and research methods.
 - Over 30 doctoral Independent Studies supervised in information needs, qualitative research methods, communication theory, information seeking behavior, and instructional design.

Honors, Teaching

- Nominated, Texas Exes Teaching Award (TETA), 2006.
- Nominated, Outstanding Advisor-Mentor, College of Professional Education, 2004.
- Nominated, Outstanding Research Mentor, College of Professional Education, 2004.
- Superior LIS teacher, ALISE study, Chuck Curran Principal Investigator, 1998.

SERVICE

Professional Association Memberships

- American Library Association, Association of College and Research Librarians, Women's Studies Section, Library Research Round Table, Reference and User Services Association, Instruction Section. 1983-.
- American Society for Information Science and Technology. 1995-.
- Association of Library and Information Studies Educators. 1993-2006, 2008-.
- Texas Library Association. 1995-2005, 2008-2009.

Administrative Responsibilities (Interim Director, T.W.U., 2003-2004)

- American Library Association accreditation: led faculty to complete self-study document, complete review process, and respond to report
- Faculty searches: worked with faculty search committee to fill four positions (25% of faculty lines)
- Distance education and admission policies: worked with faculty and University administration to implement major changes in policy, fee structure, and admission criteria
- Strategic plan: worked with faculty to develop strategic planning document and begin initial implementation of key components
- Management: worked with faculty to manage a 74% enrollment increase via scheduling, support development, faculty recruitment, and budgeting
- Organization: worked with faculty to update the MA student handbook to reflect major program changes; developed the first support resources for our extensive array of adjunct faculty
- Program review: worked with Dean to review Mass Communication program
- S.A.C. accreditation: worked with faculty to meet and document School's responsibilities for the University's accreditation process
- School integration: worked with a new Provost and a new Dean to establish the School's place in the College of Professional Education

Administrative Responsibilities (Distance Education Advisor, T.W.U., 1998-2002)

- Organized logistics for two cohorts at five distance education video conferencing sites including coordination with local libraries, digital classrooms, and offices
- Recruited, admitted, enrolled, and advised students through site visits, electronic lists, postal mail, phone conferences, and newsletters
- Facilitated move from video conferencing to Blackboard for students and faculty
- Developed Blackboard course and advising support materials for students and faculty

Consulting Responsibilities

- Presenter, Texas State Library and Archives Commission; developed and presented all-day workshops, Find Out What They Need: Analyzing Community Information. May 1999.
- Community Information Needs Analysis, a consulting contract completed for the Frisco Public Library, spring 1999.
- Presenter, Texas State Library and Archives Commission; developed and presented train-the-trainer workshops on the *New Handbook of Texas*; spring 1997.
- Consultant, with Providence Associates, conducted focus group with the administrators of the Dallas Public Library, March 1997.
- Presenter, with the School of Library of Information Studies Providence Associates of Texas Woman's University, Online Searching Techniques. A half-day, train-the-

trainers workshop for the Public Library System of Louisville, Kentucky. August 1996.

- Presenter, with the School of Library of Information Studies Providence Associates of Texas Woman's University, Reference Search Strategies. A half-day, train-the-trainers workshop for the Public Library System of Louisville, Kentucky. August 1996.
- Presenter, with the School of Library of Information Studies Providence Associates of Texas Woman's University, Reference Interview Techniques. A full-day, train-the-trainers workshop for the Public Library System of Louisville, Kentucky. July 1996.
- Presenter, Qualitative Data Gathering Techniques, the University of Michigan Library. Designed and presented a series of three different three-hour workshops. Spring 1996.
- Author, with the School of Library of Information Studies Providence Associates of Texas Woman's University, final draft report of the review of the Louisville Kentucky Public Library System. March 1996.
- Collection analyst, with the School of Library of Information Studies Providence Associates of Texas Woman's University, analyzed adult reference and nonfiction collections of the Louisville Kentucky Public Library System. Data gathered November 1995; report presented January 1996.

Service Presentations, All Levels

[Peer reviewed and sole authored unless otherwise noted]

- Staff Development Resources in Tight Budget Times, with Lea Worcester. Texas Library Association Annual Conference, Contributed Papers Session IA, March 2004.
- Ways of Knowing: Community Information Needs Analysis, with Lea Worcester. Texas Library Association Annual Conference, Contributed Papers Session II, March 2004.
- Nurturing Our Roots: Identifying Information Needs. An invited two-hour presentation for the Centennial Celebration of the Dallas Public Library, Dallas, October, 2001.
- Finding Out What They Need. An invited two-hour workshop for the Texas Library Association Annual Conference, Houston, April, 2000.
- Techno-Stress: Do More Than Survive, Thrive. Invited keynote address for the program sponsored by the Continuing Education and Development Committee of the Texas Library Association, Texas Library Association Annual Conference, Houston, April, 2000.
- Advising: Create, Coordinate, Communicate. Sixth Annual Distance Education Conference, San Antonio, 1999.
- Finding Out What They Need: Community Assessment Issues and Techniques for Librarians. An invited three-hour workshop for the Texas Library Association District 8 Fall Conference, Houston, October 1999.
- Evaluating User Education. Two three-hour, invited workshops for the Association of College and Research Libraries Learning to Teach Pre-conference, Detroit, April 1999.

- User Education Evaluation Techniques. Materials contributed to the Learning to Teach Virtual Task Force web site. {<http://webcourses.colgate.edu:8900/public/ACRL/index>} September 1999.
- How Am I Doing? Evaluating the One-Shot Lecture, Practical Essentials. An invited, 1.25 hour workshop for the Maryland Library Association Annual Conference, Hagerstown, PA, May 1999.
- Distance Education: Opportunities and Plans. Invited presentation at the Texas Library Association Annual Conference, April 1999.
- Qualitative Evaluation of Reference Services. An invited, full-day workshop for the Michigan Library Association, 1993.
- Evaluation. Presentation materials published in *Learning to Teach: Workshops on Instruction*. Chicago: American Library Association, 71-6, 1992.
- Evaluating Bibliographic Instruction. Michigan Library Association Annual Conference, 1992.
- Critical Thinking in User Education. An invited, full-day workshop for the public services librarians of the Washington State University Library, 1991.
- Critical Thinking at the Reference Desk. Michigan Library Association, 1990.
- Critical Thinking at the Reference Desk. An invited, two-hour workshop for the Iowa Library Association/Association of College and Research Libraries Spring Conference, 1990.
- Info*Fest. American Library Association Annual Conference, Poster Session, 1989.
- In-House Training for BI. American Library Association Annual Conference, Poster Session, 1989.

Committee Appointments, National and International

- Chair, SIG Use, ASIST, 2010-2011. {Elected}
- Member, Reference Renaissance Planning Committee, 2009-10.
- Member, Canadian Association for Information Science Conference Program Committee, 2010.
- Member, Elfreda Chatman Research Award Jury, American Society for Information Science & Technology, SIG-USE, 2009.
- Member, SIG USE Award Juried Paper Committee, 2009.
- Member, ALISE Conference Juried Papers Committee, 2009.
- Co-chair, Education and Professional Development for Reference Committee, Reference and User Services Section, Reference and User Services Association, American Library Association, 2007-2008.
- Reference Renaissance Planning Committee, 2008.
- Member, Program Committee, Information Resources Management Association International Conference, 2007.
- Member, Nominations Subcommittee, Library Research Round Table, American Library Association, 2007.
- Chair, Mentoring Committee, Library Research Round Table, American Library Association, 2006-2010.

- Member, Education and Professional Development for Reference Committee, Reference and User Services Section, Reference and User Services Association, American Library Association, 2005-2007.
- Member, Review Committee for the Graduate Student Research Forum, Library Research Round Table, American Library Association, 2005-2006.
- Chair, Nomination Committee, Library Research Round Table, American Library Association, 2005-2006.
- Member, Ingenta Research Award Jury, 2005.
- Member, Library School Outreach Taskforce, Association of College and Research Libraries, American Library Association, 2006-2008.
- Member, Library Research Round Table Graduate Student Research Forum Jury, 2004, 2005.
- Member, Library Research Round Table Steering Committee, American Library Association, 2004-2005.
- Chair, Education Committee, Instruction Section, Association of College and Research Libraries, American Library Association, 2003-2005.
- Member, Education Committee, Instruction Section, Association of College and Research Libraries, American Library Association, 2003-2004.
- Member, Planning Committee for Library Research Seminar III, Library Research Round Table, American Library Association, 2001-2004.
- Member, Association of College and Research Libraries, Women's Studies Section Program Planning Committee, 2002-2003.
- Chair, Academic/Research Librarian of the Year Award Selection Committee, Association of College and Research Libraries, 2001-2002.
- Member, Academic Librarian of the Year Award Selection Committee, Association of College and Research Libraries, 2000-2001.
- Member, Carroll Preston Baber Research Grant Award Jury, Association of College and Research Libraries, 2000-2001.
- Member, Publications Committee, Association of Library and Information Science Educators, 1999-2001.
- Chair, Planning Committee for Library Research Seminar II, Library Research Round Table, American Library Association; led planning for this national 2001 research conference, 1997-2002.
- Member, Recruitment Committee, Association of Library and Information Science Educators, 1997-1999.
- Member, Research Committee, Association of College and Research Libraries, American Library Association, 1989-1991.
- Member, Education for Bibliographic Instruction Committee, Bibliographic Instruction Section, Association of College and Research Libraries, American Library Association, 1989-1991.
- Intern, Research Committee, Association of College and Research Libraries, American Library Association, 1988-1989.
- Intern, Education for Bibliographic Instruction Committee, Bibliographic Instruction Section, Association of College and Research Libraries, American Library Association, 1988-1989.

Committee Appointments, State and University

- Member, Dean's Evaluation Task Force, 2007-2008.
- Member, Task Force on Academic Success, 2003-2004.
- Member, Research Support Committee, 1998-2002.
- Member, Information Technology Committee, 2003.
- Member, Continuing Education and Development Committee, Texas Library Association, 1998-2001.
- Member, Student Research Advisory Council, 1997-2000.
- Member, Task Force on Emerging Instructional Technologies, 1997-1998.
- Member, Distance Education Program Evaluation Committee, 1997-1998.
- Member, Committee on Library and Technology Support for Women's Studies, 1998-1999.
- Member, Library and Information Committee, 1996-1998.
- Member, Human Subject Review Committee, 1996-1998.

Committee Appointments, College

- Chair and founder, Research Support Committee, 2000-2002.

Committee Appointments and Service, School

- Member, Doctoral Program Committee, 2010-2011.
- Departmental Research Chair, Fall 2008-current.
- Member, Accreditation and Assessment Committee, Fall 2008-2009.
- Member, Search Committee, 2007-2008.
- Member, Strategic Planning Committee, 2007-2008.
- Member, Executive Committee, 2007-2008, 2008-2009, 2009-2010.
- Ex-officio member, Strategic Planning Committee, 2006-2007.
- Member, Doctoral Program Committee, 2006-2007.
- Member, Strategic Planning Committee, 2005-2006.
- Member, Subcommittee on Management Curriculum, 2005-2006.
- Member, Subcommittee on User Needs Curriculum, 2005-2006.
- School Representative to the Association for Library and Information Science Education, 2003-2004.
- Member, Doctoral Program Committee, 2002-2003.
- Member, Curriculum Committee, 2002-2003.
- Co-Chair, Committee on Accreditation Preparation, 2001-2002.
- Chair, Faculty Search Committee for the School of Library and Information Studies and Mass Communication, 2001-2002.
- Chair, Doctoral Program Committee, 2000-2002.
- Member, Curriculum Committee, 2000-2001.
- Special project, reporting to Doctoral Program Committee, framework for directed studies model for the revision of the doctoral program, 1999.
- Chair, Curriculum Committee, 1998-1999.

- Member, Enrollment Management Committee, 1997-1998.
- Member, Doctoral Program Committee, 1995-1997.

Service Contributions, International

- Fulbright Senior Specialist, National Library of Bahrain and University of Bahrain Library, Project 2947, May 2009.
- Outside reviewer, promotion and tenure, [site redacted], 2003.
- Outside reader, Doctor of Education thesis, [site redacted], 2001.
- Facilitator and discussant, ISIS Online Conference, Australia, July 19-29, 1999.

Service Contributions, National

- Member, Editorial Advisory Board, *Interpersonal Relations and Social Patterns in Communication Technologies*. Information Science Reference. 2010.
- External Review Panel, American Library Association Office of Accreditation, [sites redacted]: Chair, 2009-2010; Visiting member, 2001, 2006, 2008; Off-site member, 1998.
- Reviewer, faculty tenure applications, [sites redacted], 2002, 2004, 2010, 2011.
- Reviewer, librarians' promotion and tenure application, [sites redacted], 2005, 2007.
- Mentor: Library Research Round Table Mentoring Program, 2007-2008; *ePortal* research mentoring program, 2000-2001; Social Responsibility Round Table-Feminist Taskforce Mentoring Program, 1997.
- Co-Convener, American Library Association Mid-Winter Conference, Association of College and Research Libraries Instruction Section Discussion Forum, Agents of Change, 2005.
- Facilitator, joint American Library Association/Association of Library and Information Science educators program on user education, 1997.
- Reviewer, American Library Association Poster Session Review Panel, alternate years 1988-1998.

Service Contributions, Regional

- Presenter, one-hour talk on shifting responsibilities in library services, University of Texas at Arlington Library, July 2000.
- Chair, Placement Subcommittee and Member, Local Arrangements Committee, Texas Library Association, 1999.
- Community Information Needs Analysis, a service to the Hurst Public Library, spring 1999.
- Community Information Needs Analysis, a service to the Fairhill School, Plano Texas, fall 1998.
- Community Information Needs Analysis, a service to the Blagg-Huey Library, Texas Woman's University, fall 1998.

Service Contributions, University

- Member, Faculty Council, 2011-2012.
- Faculty mentor, Center for Women and Gender Studies Mentoring Program, 2011-2012.
- Faculty mentor, Diversity Mentoring Fellowship Program, 2011-2012.
- Faculty mentor, Undergraduate Research Mentor Program, 2009-2010.
- Faculty Fellow for Residence Halls, 2005-2010.
- Member, Dissertation Fellowships Jury, Center for Women and Gender Studies, 2008.
- Faculty Mentor, Ann Richards School Mentoring Program, sponsored by the Center for Women and Gender Studies, 2007-2008.
- Faculty Mentor, Academic Enrichment Services, 2005-2008.
- Presenter, Planning Your Course and Syllabus, New Faculty Teaching, Learning, and Orientation Seminar, Division of Instructional Innovation and Assessment, Fall 2006.
- Presenter, Breaking Boundaries: Interdisciplinary Information Seeking in Women's Studies, Women's Studies lecture series, Women's Studies Program, Texas Woman's University, April 2004.
- Distance education mentor and speaker, LINKS project on Blackboard course development, 2001-2002.
- Workshop leader and creator, Research Resources on the Web, Faculty Development Day, August 1998.
- Member, T.W.U. team participating in the Teaching, Learning, and Technology Round Table, March 1997.
- Presenter, Making Connections: Information Seeking in Women's Studies, presented in the Women's Studies speaker's series, November 1997.

Service Contributions, School

- I-Forum research presentations within the School of Information, 2005-2007, 2009.
- Co-author, with Luis Francisco-Revilla, Proposal for iSchool Annual Student Research Conference, 2008.
- School representative to the Internet Public Library Consortium planning meeting, University of Michigan, August 1-2, 2006.
- Presenter, Digital Librarianship, SLIS Fall Forum, September 2004.
- Faculty Advisor, GLISA (student association for SLIS), 2001-2002.
- Liaison, Association of Library and Information Studies Educators, 1997-2001.
- Compile and contribute to handouts and exhibit for Texas Library Association Annual Conference, April 2000.
- Author various policies and procedures including Final Exam Requirements and FAQ (summer 2000), Policy for Alternative Final Exam for Distance Education Students (spring 1999).
- Coordinator, Brown Bag Series, Faculty Research Presentations, Spring 1996-Spring 1998.
- Brown Bag Series Speaker, Faculty Research Presentations, Spring 1998.
- Presenter and Designer, Professional Paper Workshop, Off-site, 1995-1996.
- Author, editor, Professional Paper Procedures Manual, 1995-1997.

- Author/analyst, curriculum review of LS5813, 1996.
- Organizer, Reference Evaluation Workshop given by Dr. Bryce Allen, fall 1995.

Honors, Service

- Elected, Member, Steering Committee, Center for Women and Gender Studies, U.T., 2007-2009.
- Nominated, Representative-at-Large, Texas Library Association, 2007.
- Elected Chair/Vice-Chair, Library Research Round Table, American Library Association, 2002-2004. [Developed Ingenta Research Award with attendant grant.]
- Elected, Member, Peer Review Committee, School of Library and Information Studies, T.W.U., 2002-2003.
- Elected, Secretary-Treasurer, Library Research Round Table, American Library Association, 2001-2002.
- Elected, Chair, Federation of North Texas Area Universities Library Science Committee, 1998-1999.
- Elected, Secretary, Federation of North Texas Area Universities Library Science Committee, 1995-1998.

Professionally Related Community Service

- Austin Children's Shelter, school library design support, 2007-2008. Presented with the "Unsung Hero Award" for 2009.