R. David Lankes
Curriculum Vitae

School of Information Science
Davis College
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University of South Carolina
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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

2016-Present   University of South Carolina, School of Library & Information Science, Columbia, SC. <u>Professor, Director, and Associate Dean</u>. Oversees and administers the school. Also serve as Associate Dean for the College of Information & Communications.

2016-2017   Dominican University, Graduate School of Library and Information Science, Chicago, IL. <u>Follett Chair in Library and Information Science</u>. This prestigious appointment is the highest academic honor bestowed by GSLIS upon a master researcher and scholar who has achieved renown in the profession

2011-2016   Syracuse University, School of Information Studies, Syracuse, NY.
                <u>Professor and Dean's Scholar for New Librarianship</u>. Served as tenured member of the faculty.

2009-2011   Syracuse University, School of Information Studies, Syracuse, NY.
                <u>Director of the Library and Information Science Program</u>. Oversee the Masters of Science in Library and Information Science. Duties include curriculum development, program promotion, scholarship decisions, new program development, and recruitment.

2007-2010   American Library Association's Office for Information Technology Policy, Washington, DC.
                <u>First OITP Fellow</u>. Provided research input to the office and staff.

2005-2011   Syracuse University, School of Information Studies, Syracuse, NY.
                <u>Associate Professor</u>. Served as tenured member of the faculty.

2002-2004   National Library of Canada, Ottawa, Canada
                <u>Visiting Fellow</u>. Worked with National Library staff on digital reference projects.

2001-2004   OCLC Institute, Dublin, OH.
                <u>Adjunct Instructor</u>. Reference curriculum redesign and delivery as part of OCLC's outreach effort.

2001-2002   Upstate Medical University, College of Health Professions, Syracuse, NY.
                 <u>Adjunct</u>. Worked with faculty to create joint research programs in technology, education and public health information.

2000-2001   Harvard University, School of Education, Cambridge, MA.
                 <u>Visiting Scholar</u>. Worked with the Gutman Library on library and education research.

2000   Syracuse University, Syracuse, NY.
                 <u>Faculty Technology Associate</u>. Worked with Faculty Computing to organize and deliver faculty development programs.

1998-2005   Syracuse University, School of Information Studies, Syracuse, NY.
                 <u>Assistant Professor</u>. Served as tenure track member of the faculty.

1998-2016   Information Institute of Syracuse, Syracuse, NY.
                 <u>Executive Director</u>. 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.
                 <u>Associate Director</u>. Set policy and managed a major research institute at Syracuse University.

1997   University of North Carolina, Chapel Hill, Chapel Hill, NC.
                 <u>Adjunct Faculty</u>. Taught INLS 110-82, Information Reporting and Presentation (Summer).

1996   Syracuse University, School of Information Studies, Syracuse, NY.
                 <u>Adjunct Faculty</u>. 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.
                 <u>Instructor and Teaching Assistant</u>. 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.
                 <u>Coordinator Research & Development</u>. Co-creator of the AskERIC project with Mike Eisenberg.

PUBLICATIONS

Journal Articles and Special Issues

Freeburg, D. & Lankes, R. David (2019). Special issue: Knowledge school within an historical context. *Journal of New Librarianship*. Volume 4, Special. Available: https://www.newlibs.org/issue/1623

Lankes, R. David (2019). Why Do We Need a New Librarianship? *Journal of New Librarianship*. Volume 4, Special. Available: https://doi.org/10.21173/newlibs/7/3

Lankes, R. David (2019). Forget the future: Our time is now. *Journal of New Librarianship*. Volume 4, Special. Available: https://doi.org/10.21173/newlibs/7/2

Lankes, R. David (2019). Eulogy for the Information Age: The future is impact not access. *Journal of New Librarianship*. Volume 4, Special. Available: https://doi.org/10.21173/newlibs/7/8

Walter, S. & Lankes, R. David (2015). The Innovation Agenda. *College & Research Libraries.* 76(7). Available: http://crl.acrl.org/content/76/7/854.full.pdf+html

Lankes, R. David, Stephens, M. & Arjona, M. (2015). Participatory and Transformative Engagement In Libraries And Museums: Exploring And Expanding The Salzburg Curriculum. Volume 56, Supplement 1. *Journal of Education for Library and Information Science*. Available: http://www.dpi-journals.com/index.php/JELIS/article/view/1323

Lankes, R. David (Summer, 2012). Libraries are Obsolete. *OLA Quarterly* 18(2). [Available at http://www.olaweb.org/assets/documents/olaq_18no2.pdf].

Lankes, R. David (February, 2012). Joining the Conversation: School Librarian as Facilitators of Learning. *Teacher | Librarian. 39(3), 8-12.*

Stanton, J. M., Kim, Y., Oakleaf, M., Lankes, R. D. Gandel, P., Cogburn, D. & Liddy, E. D. (June 2011). Education for eScience Professionals: Job Analysis, Curriculum Guidance, and Program Considerations. *Journal of Education in Library and Information Science*. 52(2).

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. *Also published in Besnoy, A. L. (2009). Ethics and integrity in libraries. London: Routledge.*

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, 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 (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.

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 (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.

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 64st 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

Lankes, R. David (2016). *The New Librarianship Field Guide*. Cambridge, Ma: MIT Press

Lankes, R. David (2014). *The Boring Patient*. Jamesville, NY: Riland Publications.

Lankes, R. David (2012). *Expect More: Demanding Better Libraries For Today's Complex World*. Jamesville, NY: Riland Publications. (also available as an audio book). 2nd Edition 2016. Translations: Spanish, Portuguese, German, French (*Exigeons de meilleures* bibliothèques by Ateliers de [sens public])

Lankes, R. David (2011). *The Atlas of New Librarianship*. Cambridge, Ma: MIT Press. – **2012 ABC-CLIO/Greenwood Award for the Best Book in Library Literature.** Translations: Italian [L'atlante della biblioteconomia moderna].

Radford, M. & Lankes, R. David (Eds.) (2010). *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. (also translated into Arabic)

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. (2001). *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 (2011). Forward. In Fontichiaro, K. and Hamilton, B. (Eds.), *School libraries ebook project.* Available: https://docs.google.com/document/d/1SaWhOId9ZqywMuJaKfMIQjgyNl8f-SPEaQYF1TTnTLQ/edit?hl=en_US

Lankes, R. David (2010). Innovators wanted: No experience necessary? In Walter,, & Williams (Eds.), *The expert library: Sustaining, staffing, and advancing the academic library in the 21st century.* Association of College & Research Libraries.

Lankes, R. David & Jureller, P. (2010). Conversations and the true knowledge of generations. In Rothstein & Schull (Eds.), *Longevity and libraries: Unexpected voices.* American Library Association.

Lankes, R. David (2010). 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 (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 (2015). *Expect more: Why libraries cannot become STEM educators*. For the Public Libraries & STEM Conference. [Available at http://www.lpi.usra.edu/education/stemlibraryconference/events/Lankes_Expect_More_PRINT.pdf].

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/ParticiaptoryNetworks.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 (July, 2017). "New Librarianship." BuB. Forum Bibliothek und Information" 69 -07/2017 (S.400-403) [in German translated from an English text]

Lankes, R. David (March, 2010) "Ereaders, the iPad—Is That All There Is?" School Library Journal. [available http://www.schoollibraryjournal.com/article/CA6723753.html].

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 AND DEVELOPMENT ACTIVITIES

2017-Present	Library Scholars, Various. **PI**. Built school library cohort programs with South Carolina School districts to transition classroom teachers to school librarians. $500,000
2015-2016	Community as Collection: Building the Community Profile System, IMLS. **Co-PI**. A three-year investigation into building a community profile system to allow libraries to better connect to community expertise. $281,000
2015-Present	Expect More Collaboratory, Various. PI. A two-year collaborative effort to develop advocacy and training materials for librarians and libraries based on the Expect More book. $63,000
2014-2016	Design On Learning: 21st Century Online Learning For Library Workers, IMLS. **Co-PI**. A three-year continuing education (CE) development and implementation partnership project among South Central Regional Library Council, Syracuse University's School of Information Studies, and the NY 3Rs Association, Inc. *Design on Learning* will 1) enable librarian-trainer participants to successfully transfer their in-person teaching skills/pedagogy to the online environment; 2) enable librarian-trainers to evaluate and gain experience with various delivery platforms; and 3) teach library workers to learn effectively in the online environment.

2012-2015	Project ILEAD USA, 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. $470,000
2012-2013	Cyber Security and Information Systems, U.S. Department of Defense. **Researcher**. Assist Quanterion, as it operates the CSIAC, in developing a community of practice platform. $307,000
2012-2014	Developing the Salzburg Curriculum, IMLS and The Global Salzburg Seminar. **Principal Investigator**. Develop a high-level curriculum framework for librarians and museum professionals and then map it to relevant curricula and standards. $10,000
2010-2012	DACS – Digital Library Research, U.S. Department of Defense. **Principal Investigator for Digital Library Portion.** Assist Quanterion, as it operates the DACS, in identifying, recommending, and applying technologies and techniques, particularly automated techniques, for efficiently identifying, collecting, cataloging, and aggregating electronic information resources in targeted focal software related technology areas. $646,844
2010-2011	Reference Extract, John D. and Catherine T. MacArthur Foundation. **Co-Principal Investigator.** First phase of development for Reference Extract, a credibility engine, allowing users to embed the credibility judgments of librarians worldwide into their applications. $350,000
2009-2012	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
2008-2009	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
2008-2011	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
2007-2010	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
2006-2008	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
2006-2008	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 Caroline (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.

PRESENTATIONS AND KEYNOTES

2019

"Never Neutral, Never Alone." Transforming LIS education for professionals in a global information world: digital inclusion, social inclusion and lifelong learning IFLA Satellite Conference. Vatican City (via video).

"The Knowledge School: or Why Teaching Library Science is Getting Harder." École de bibliothéconomie et des sciences de l'information, Université de Montréal. Montreal, Canada.

"Neighbors Not Users, Members not Customers, Partners not Patrons." Congrès des professionnel.les. de l'information. Montreal, Canada.

"Data, Media, and Society." University of Maryland Libraries Future of the Research Library Series. College Park, MD.

"Library as Movement: How Public Libraries are Building Communities" Presentation for the U.S. Embassy at the International Lima Book Fair. Lima, Peru. (via Video Conference)

"Library as Movement." Victoria Libraries 2019 Planning Summit. Kalorama, Victoria, Australia. (via video conference)

"Decoding AI and Libraries." KB College: AI en de Bibliotheek – de computer leest alles. The Hague, Netherlands. (via video conference)

"Librarianship in an Era of Big Data: The Vital Human Touch." Conference of European National Librarians. Mo i Rana, Norway. (via video conference)

2018

"Expect More: From Change Agent to Change Advocate" Congrès des professionnels de l'information. Montreal, Canada.

"Information Science Versus Library Science in the in the Era of Technology." Keynote to the ICLIS International Conference 2018. Bandung, Indonesia

"New Librarianship: How Transformation is Necessary to Sustain Our Communities." 13th National Congress of Librarians Archivists and Documentalists. Portugal.

"A Manifesto for Global Librarianship" Next Library Conference. Berlin, Germany

2017

"The Social Responsibility of the Library and the Librarian in a Post-Factual World" Dominican University School of Information Studies Annual Follett Lecture. Chicago, IL.

"The Opportunities and Obligations of the Knowledge School" South Carolina Association of School Librarians. Greenville, SC.

"A Knowledge Organization in an Age of Alternative Facts" Sarasota County Public Library Staff Development Day. Sarasota, FL.

"Expecting More From Our Libraries & Communities" Florence Public Library Staff Development Day. Florence, SC.

2016

"Data, Information, & Knowledge: The Right Profession for The Right Time" 2016 Maine Library Association Conference. Newry, ME.

"Building the Knowledge School" 2016 Charleston Conference. Charleston, SC.

"The Future of Libraries: Predicting Through Invention" LACONI Workshop. Schaumburg, IL.

"How to Check Out a Teacher in a Non-Creepy Way" South Carolina State Library Collaboration Meeting. Columbia, SC.

"Pragmatic Utopians & Building a Movement" LLAMA Thought Leaders Webinar. Video Conference

"A Faculty of One: Navigating the Complexities of Interdisciplinary Work" Dominican University's McGreal Lecture. Chicago, IL.

"From Books and Mortar to Community Hubs" The Society of Chief Librarians Seminar 2016 – Changing Horizons: challenges, trends and new ways of delivering. Warwick University, England

"Rocket Science is Easy" Urban Librarians Conference. Brooklyn, NY.

"Building an Academic Platform for the Future (and NOW)" Reinventing the Library: The Future Role of Libraries within SUNY and Beyond. Syracuse, NY.

"Librarianship: Saving The World One Community At A Time" VALA 2016. Melbourne, Australia.

"Librarianship in the Growing Information Domain…or How I Learned to Stop Worrying and Love Information" University of Sydney Library's Experts Program Series. Sydney, NSW, Australia.

The Obligation of Innovation" OLA Super Conference 2016. Toronto, ON, Canada.

2015

"New Narratives for Librarians" SLA Military Libraries Division Training Workshop 2015. Washington, DC.

"Customer, Consumer, Users, and Other Mistakes" LIANZA Annual Conference 2015. Wellington, New Zealand.

"7 White Guys and a Weather Balloon" MakerSpace 3.0: Retinkering Libraries. Westport, CT.

"From Bringer of Doom to Bringer of Hope" Upstate New York and Ontario Chapter of the Medical Library
  Association. Buffalo, NY.

"Day 45,626" NYLA's 125th Annual Conference. Lake Placid, NY.

"Librarians as Agents of Transformation" Informatie aan Zee 2015. Oostende, Belgium.

"Expect More: What's In It For the Information Professional?" European Social Innovation Week. Tilburg,
  Netherlands.

"Expect More: Why Libraries Cannot Become STEM Educators" Public Libraries and STEM. Denver, CO.

"The Changing Role of Librarians in Learning" Vatican Library School Lecture. Rome, Italy.

"Community as Collection" Workshop at the Sangiorgio Library in Pistoia. Pistoia, Italy.

"An Action Plan for World Domination Through Librarianship" CILIP 2015 Annual Conference. Liverpool, UK.

"Everything You Learned in Library School is Wrong" ILEAD USA. Springfield, IL.

"Expecting More From Our Libraries and Communities" Professional Development Speaker Series. Toronto,
  Canada.

"Radical Librarians" 50th Anniversary Bertha Bassam Lecture University of Toronto Faculty of Information.
  Toronto, Canada.

"The Librarian, The Closet, & The Empty Room" School Library Systems Conference. White Plains, NY.

2014

"The Future *some assembly required" 9th Sebina Day. Rome, Italy (via pre-recorded video).

"The Turning Tide: From Collection Development to Community Facilitation" Saint John's University Invited
  Lecture. New York City, NY.

"Burn the Libraries and Free the Librarians" University of Maryland iSchool Talk. College Park, MD.

"Publisher of the Community: We're All Doomed" Closing keynote for the NISO Workshop on "Using the Web as
  an E-Content Distribution Platform: Challenges and Opportunities."

"The Faithful and the Radicals" Opening Keynote for Expect More, The NYLA-SSL Annual Conference 2014.
  Syracuse, NY.

"The Community is Your Collection" Closing Keynote for ILEADU March Session. Springfield, IL (via pre-
  recorded video).

"Libraries as Community" Information Resource Center Directors (branch libraries in US Embassies) from East and Central Africa, U.S. Embassy, Kigali (via pre-recorded video).

"The Bad, The Good, and The Great" 2nd Annual Wild Wisconsin Winter Web Conference (via pre-recorded video)

2013

"Library as Facilitator" KUB Project, Sweden (via pre-recorded video).

"Don't Save Libraries, Save the World Instead" The Librarian's Toolbox: Reopened! Fayetteville, NY.

"The Mortal in the Portal or Why Almost Everything you Learned in Library School is Wrong" Digital Library Federation Annual Forum. Austin, TX (via Video Conference).

"Community as Collection" iGroup Users Group Meeting. Singapore (via video conference)

"Changing Literacy Changes Literacy Organizations" Unspoken Conference. Utica, NY.

"From Loaning to Learning" Slovenian Library Association Congress. Lasko, Slovinia (via video conference)

"New Librarianship Master Class: A MOOC Case Study" Internet Librarians International Pre-Conference. London, UK (via video conference).

"What Higher Education Can Learn From Libraries" Hamilton College Couper Phi Beta Kappa Library Lecture. Clinton NY.

"Engineers of Innovation" NCSLMA 2013 Annual Conference. Winston-Salem, NC.

"New Librarianship Master Class: MOOC Statistics" Pushing the Envelope in Education: Roles for Libraries-MOOCs, eLearning & Gamification. Toronto, CA. (via video conference)

"Realigning Higher Education: From Starting Them Off to Keeping Them Going" Future Professoriate Program. Hamilton, NY.

"Moving Past the Deficit Model and Demonstrating Our Worth" Texas Library Association Annual Conference. Fort Worth, TX (via video conference).

"School Librarians As Facilitators of Learning" Texas Library Association Annual Conference. Fort Worth, TX (via video conference).

"Learning, Information, and Technology Walk Into a Bar…" Jefferson Community College Spring Convocation. Watertown, NY.

"Success Through Collaboration" HELIN Annual Conference. Smithfield RI. (video conference)

2012

"Master Class on New Librarianship" de Library School, Amsterdam, Neterlands.

"New Librarianship and the Library as Platform" Ticer 15th International Summer School on Digital Libraries 2012, Tillburg, Netherlands.

"Library as Platform: Unlocking the Potential of Our Communities" SCRLC Leadership Luncheon Webinar.

"Digital Libraries as Platforms" DILL Florence Residency, Web.

"Community Outreach/Understanding Community Needs" The 4th Annual Connecticut Library Leadership Institute, West Hartford, CT.

"The Road to Self-Publishing" ALA 2012 Conference Session, Anaheim, CA.

"Making a New Promise With Our Communities" ALSC Leadership Meeting, Anaheim, CA.

"The Bad, The Good, and The Great" Keynote Academic Librarians 2012, Syracuse, NY.

"New Librarianship's New Promise" Keynote New Jersey Library Association Annual Conference, Atlantic City, NJ.

"New Librarianship: From Sharing to Lending and Back Again" Tennessee Library Association Brown Bag Series, Webinar

"Libraries are Obsolete" Harvard Library Strategic Conversations, Cambridge, MA

"World Domination Through Librarianship" Keynote 2012 Annual Conference Kansas Library Association, Wichita, KA.

"Expect More" Hunters and Gatherers: Reshaping College Libraries for the 21st Century, Syracuse, NY.

2011

"Expect More: Our Most Important Conversation" ALA Midwinter 2012 Presidents Program, Dallas, TX.

"A New Librarianship for a New Age" 57Â° Congresso nazionale AIB (57th National Congress of the Italian Library Association), Rome, Italy

"Librarians as Change Agents" Video Webchat, U.S. Embassy in Rome, Rome, Italy.

"Expect More: Service is Proactive" CARLI Virtual Meeting, Webcast.

"Publisher of the Community: New Librarianship Unencumbered by Our Stacks" PLS President's Program at the NYLA 2011 Annual Conference. Saratoga Springs, NY.

"Building the Skills of Library and Museum Professionals" Lecture to the Libraries and Museums in an Era of Participatory Culture Summit, Salzburg Global Seminar, Salzburg, Austria.

"Killing Librarianship" Keynote New England Library Association Annual Conference, Burlington, VT.

"LIS Grand Challenges and the Death of the User" iSchool Colloquium Series University of Pittsburgh, Pittsburgh, PA.

"New Librarianship in Rural Libraries" PEACE Library System Annual Conference (via video conference), Alberta, CA.

"LIS Grand Challenges and the Death of the User" iSchool Colloquium Series University of Pittsburgh, Pittsburgh, PA.

"Reinventing Library Services and Librarians in the Digital Age" University of Pittsburgh Staff Development Participatory Librarianship: A Vital Conversation about Librarianship and its Future, Pittsburgh, PA.

"Fulfilling the Potential: Digital Libraries and The Future" Visiting Lecture, Digital Library Learning (DILL) International Masters Program, Florence, Italy.

"Reinventing Librarianship" Keynote ALA 2011 Virtual Conference

"The Future of Librarianship" Delaware Library Town Hall, Dover, DE.

"The Future of Librarianship" Keynote FLICC Forum, Washington, DC.

"Grand Challenges of Librarianship" Keynote Swedish Library Association's Annual Conference 2011, Visby, Sweden.

"Radical" Keynote Florida Library Association's Annual Conference 2011, Orlando, FL.

"The Heart of Teaching and Learning Into the Future" SUNY Oswego Library, Oswego, NY.

"The Post Recession Library" PLA Virtual Spring Symposium 2011, Online.

"Awesome Librarians" ILEADU Kickoff, Springfield, IL.

"Libraries and Broadband: Forging a New Social Compact" Delaware Library BTOP Launch, Newark, DE.

2010

"Libraries of the Future" Presentation to the Friends of the Dallas Public Library, Dallas, TX.

"Libraries and Broadband: Becoming Radical Change Agents in Our Communities" Vermont FiberConnect: The Library Link Summit, Stowe, VT.

"The Librarian Militant, The Librarian Triumphant" NEXT: A Library Futures Symposium, The Alberta Library, Edmonton, Alberta, Canada

"You Must Focus on Connection Management Instead of Collection Management" Allegheny County Library Association, Pittsburgh, PA.

"Killing the User and Other Necessary Acts" Keynote, Polaris Users Group Annual Meeting, Syracuse, NY.

"The New Librarianship in the Age of the Ebook" Closing Keynote, ebooks: Libraries at the Tipping Point, Library Journal/School Library Journal Virtual Summit.

"Reference in the Crowd" Trendy Topics Online Conference on Digital Reference

"Turn Right at the Obelisk" Keynote American Association for Law Libraries Annual Conference. Denver, Co.

"The Need for a New Librarianship" Presentation for the U.S. Consulate, Naples, Italy

"Building a New Librarianship" U.S. Embassy Rome's spring event Libraries in the 21st Century, Rome, Italy

"Year of the Librarian: The Future is ours for the Taking" Keynote Illinois Association of College and Research Libraries Annual Conference, Springfield, IL.

"Year of the Librarian: Enduring Value and Shifting Mission" Invited Talk, State Library of Illinois, Springfield, IL

"Year of the Librarian: Of the People," Keynote Pennsylvania District Library Center/Library Systems Meeting. Hershey, PA.

"What Does the Future Hold for Reference Services" Institute on the Future of Reference and its Impact on Library and Information Science Education, Philadelphia, PA.

"Participation and Leadership" ILEAD U Keynote, Springfield, IL.

"A Call for a New Librarianship" HMCPL Staff Development Day, Huntsville, AL.

2009

"New Librarianship" Keynote Charleston Conference 2009, Charleston, SC.

"Inventing the Future of Librarianship" Keynote Knutpunkt 2009, Linkoping, Sweden.

"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.

"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.

"Customer Service in Academic Libraries" Jackson Library Speaker Series, UNC Greensboro, Greensboro, NC.

"Reference Authoring" School of Information's iForum, University of Texas, Austin, TX.

2005

"Reference Authoring" Friday Seminar SIMS, UC Berkeley, Berkeley, CA.

Closing Session at the Virtual Reference Desk Annual Conference, San Francisco, CA.

"Reference Authoring" Virtual Reference Desk Annual Conference, San Francisco, CA.

Opening Session at the Virtual Reference Desk Conference, San Francisco, CA.

"Digital and Information Trends on the Library Landscape" AASHTO RAC, Wilmington, NC.

"Building DREW" Reference Research Roundtable, ALA Annual Conference, Chicago, IL.

"Virtual Reference" NYSLAA Annual Conference, Geneva, NY.

"Tools and Precision of a User Perspective" Symposium on the Credibility of Internet Information from a User
    Perspective, Seattle, WA.

"Cooperative Reference" AgNIC Tenth Annual Meeting, Potomac, MD.

"Breaking the K-12 Crust: The Realities of Digital Libraries for Education" WebWise, Washington, D.C.

"Creation of Shared Electronic Collections" Harvard Symposium on the Education Information Commons,
    Cambridge, MA.

2004

"Archiving Human Intermediation: The Digital Reference Electronic Warehouse (DREW) Project" ASIS&T Annual
    Conference, Providence, RI.

Closing Session at the Virtual Reference Desk Annual Conference, Cincinnati, OH.

"Research in Digital Reference" Session at the Virtual Reference Desk Conference, Cincinnati, OH. Co-.

"Archiving Human Intermediation: The Digital Reference Electronic Warehouse (DREW) Project" Virtual
    Reference Desk Annual Conference, Cincinnati, OH.

Opening Session at the Virtual Reference Desk Conference, Cincinnati, OH.

"Standardizing your Website" Preconference Presentation VRD2004, Cincinnati, OH.

"The Rise and Fall of the National Library of Education" Transportation Research Board, Washington, DC.

"Reenergizing the Academic Library: A Knowledge Driven Organization in an Information Age" Pennsylvania
    Library Association Annual Conference, Valley Forge, PA.

"The Roles of Digital Reference in a Digital Library Environment" International Conference of Digital Library-
    Advance the Efficiency of Knowledge Utilization, Beijing, China.

"Managing Services in the Digital Library: Future of Reference Services" National library of China, Beijing, China.

"The Reference Revival" WiLS World, Madison, WI.

"Technology Trends in Public Libraries" OCPL Leadership Workshop Series, Syracuse, NY.

"The Digital Reference Transition" University of Maryland Digital Dateline Lecture, College Park, MD.

"Costs and Benefits of Virtual Reference: Is it Worth It?" Ontario Library Association's Superconference, Toronto,
    ON Canada.

"The Educator's Reference Desk: Building on an 11 Year Investment to Promote Libraries" EBSS Discussion
    Group, San Diego, CA.

"Repackaging Librarianship" OCLC Symposium: The Reference Reality Check - A Practical Look at Rethinking Reference, San Diego, CA.

"Re-Packaging Librarianship: Some Assembly Required" Presentation to Villanova Library Staff Retreat, Virtual Presentation.

2003

"Education Information: Lessons Learned in Supporting K-12 Education" Presentation to the Joint PI Meeting of NSF and IMLS Washington, D.C. A

Closing Session at the Virtual Reference Desk Conference, San Antonio, TX.

"Digital Reference Research: Fusing Research and Practice" Session at the Virtual Reference Desk Conference, San Antonio, TX.

"Reference Roundup - Integrating the Virtual Reference Experience: Theory and Practice" Opening Session at the Virtual Reference Desk Conference, San Antonio, TX.

"Personnel Management and Training for Digital Reference Services" Pre-Conference Session at the Virtual Reference Desk Conference, San Antonio, TX.

"The Future of Reference" Columbia University Libraries, New York, NY.

"Can Librarians Afford the Cutting Edge?" Keynote Polaris Users Group, Syracuse, NY.

"Customer Service: Part of a Grand Tradition" Pennsylvania State University Libraries, State College, PA.

"The Evolving Education Digital Library: Or Why the Plumbing Matters" Apple Education Leadership Institute, Key West, FL.

2002

"AskNSDL: A Revelatory Case?" 2002 NSDL All Projects Meeting, Washington, D.C.

"Introduction" VRD 2002 Annual Conference, Chicago, IL.

"Impact and Opportunity of Digital Reference in Primary and Secondary Education" VRD 2002 Annual Conference, Chicago, IL.

"The Future of Reference" VRD 2002 Annual Conference, Chicago, IL.

"The Future of Reference" MINITEX Reference Symposium, Minneapolis, MN.

"Virtual Think" Bibliocentre Libraries Meeting, Toronto, CA.

"Impact and Opportunity of Digital Reference in Primary and Secondary Education" Digital Reference Research Symposium, Cambridge, MA.

"Introductory Thoughts: Charting the Course" RUSA/MARS Pre-Conference Keynote at the ALA Annual Conference, Atlanta, GA.

"Setting the Standards in Digital Reference: Defining Quality and Performance Measures" RUSA/MARS Pre-Conference at the ALA Annual Conference, Atlanta, GA.

"Setting the Standards for Virtual Reference" National Library of Canada Forum on Digital Reference, Ottawa, Canada.

"Digital Reference Services" Pennsylvania Library District Library Centers Meeting, Hershey, PA.

"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.

2001

"Using Virtual Reference to Rule the World" Teleconference to Washington State Library Grant Kickoff, Syracuse, NY. State of Washington.

"Setting the Standards and Making it Real" Opening Presentation at VRD 2001 Annual Conference, Orlando, FL.

"The Question Interchange Profile" Presentation at VRD 2001 Annual Conference, Orlando, FL.

"Creating a New Reference Librarianship" Presentation at VRD 2001 Annual Conference, Orlando, FL.

"Assessing Quality in Digital Reference" Presentation at ASIS&T 2001 Annual Meeting, Washington, D.C.

"Digital Reference: Setting the Standards" Presentation at the Centennial Pennsylvania Library Association Conference, Philadelphia, PA.

"The Question Interchange Profile" Presentation at the ACCESS 2001 Conference on digital reference standards, Winnipeg, Canada.

"Digital Reference: The Future of Academic Reference?" Satellite IFLA Meeting sponsored by ACRL and Harvard, Cambridge, MA.

"Digital Reference: The Future of Academic Reference?" Panel for ACRL Conference, Denver, CO.

"Exploring Virtual Reference Services" Lecture to Purdue University Librarians, West Lafayette, IN.

"Current Status and Future Directions for Digital Reference" Symposium on Digital Reference Co-hosted by Library of Congress and OCLC, Washington, D.C.

2000

"The Future of Library Service: Context is King" California Millennium Conference (part of the California Library Association Annual Conference), Santa Clara, CA.

"The Emerging Global Education Information Infrastructure" NYS TESOL, Rochester, NY.

"Opening Remarks" 2nd Annual Virtual Reference Desk Conference, Seattle, WA.

"Impacts of Digital Reference" Virtual Reference Desk 2nd Annual Conference, Seattle, WA.

"Digital Reference Standards" Virtual Reference Desk 2nd Annual Conference, Seattle, WA.

"Online Learning: Schools as Producers and Consumers" Blackboard Day/Liverpool Virtual School, Liverpool, NY.

"Professional Portfolios" Teaching Assistant Orientation Program, Syracuse, NY.

1999

"Question Interchange Profile: Metadata for Cooperative Reference" ASIS Annual Meeting, Washington, D.C.

"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.

"The Reference Revolution: Laying the Foundation for a Question Economy" Connecting Users with Services: Reference Service in the Networked Environment Conference, Minneapolis, MN.

"AskAs: Lessons learned from K-12 Digital Reference Services" Library of Congress Institute Reference Service in a Digital Age, Washington, D.C.

"KidsConnect" National Education Computing Conference (NECC). San Diego, CA

"AskERIC" National Education Computing Conference (NECC). San Diego, CA.

"The National Library of Education" Special Library Association, Washington, D.C.

1997

"ERIC Unbound" ERIC Technical Meeting, Washington D.C.

"The Impact of the Internet on Educational Publishing" Harcourt Brace, Orlando, FL.

"Technology is the Answer, What's the Question?" Society of Information Management (Upstate New York Chapter), Syracuse, NY.

"Education Information Network" U.S. Department of Education's Secretary Summit on Research, Washington D.C.

"The Virtual Reference Desk" White House Briefing, Washington, D.C.

"Issues: Internet in the Classroom" Manlius Pebble Hill School, Syracuse, NY.

"GEM and FIBRE" FIBRE Interagency Working Group, Washington D.C.

"Internet in the Classroom" Alaska Society for Technology in Education, Anchorage, AK.

"AskERIC" Alaska Society for Technology in Education, Anchorage, AK.
"GEM: Accessing the Facets of Educational Material" U.S. Department of Education, Washington, D.C.

1996

"Internet 101" National School Board Association pre-conference workshop, Dallas, TX.

"Applying the Internet in the Classroom" National School Board Association pre-conference workshop, Dallas, TX.

"Evolution versus Revolution in Schools" Keynote speech, Chittenango Superintendent Day.

"AskERIC R&D" ERIC Joint Meeting, Washington, D.C.

"Internet 101" Consortium for School Networking pre-conference workshop, Washington D.C.

"Building Successful Web Sites" Consortium for School Networking pre-conference workshop, Washington D.C.

1995

"Internet 101" National School Board Association pre-conference workshop, Atlanta, GA.

"Applying the Internet in Schools" National School Board Association pre-conference workshop, Atlanta, GA.

"Challenges for the Telecommunications Industry in the K-12 Market" BICSI Fall Conference, Tucson AZ.

"Levels of the Internet" SIRM Conference, Syracuse NY.

"Technology Issues in Internet Services" SIRM Workshop, Washington D.C.

"AskERIC, A Case Study" SIRM Workshop, Washington D.C.

1994

"ERIC and AskERIC" Chief State School Officers, Washington D.C.

"AskERIC" NYSC&TE Annual Conference, Uniondale, NY.

"AskERIC and the National Library of Education" Federal Department of Education, Washington, D.C.

"Building and Managing Internet Services" University of Rochester Library, Rochester NY.

"Virtual Communities" National Alliance of Community and Technical Colleges, Chicago, IL.

"Surviving the Internet" Wayne/Finger Lakes BOCES Superintendents Conference, Rochester NY.

"AskERIC: The Virtual Reference Librarian" Multimedia Schools Conference, San Fransico, CA.

"AskERIC as Information Science in K-12 Education" ASIS, Washington D.C.

"AskERIC: The Virtual Reference Librarian" NECC, Boston, MA.

"Surviving the Internet" Global Enterprises, Princeton NJ.

"Community Networks" Syracuse FreeNet Meeting.

"Establishing Internet Services" Colgate Computer Science Department, Hamilton, NY.

"Using the Internet in the Classroom" NYSERNet Annual Conference, Rochester, NY.

1993

"AskERIC" SENDIT Conference, Fargo, ND.

"SPIN: Syracuse Projects in Information Networking" Coalition for Networked Information Winter Conference , San Fransico, CA.
"SUN Microsystems, Apple Computers, IBM: Cognitive Space" Syracuse, NY.

"What is the Internet?" School Library Media Conference, Syracuse, NY.

"Context of Telecommunications" Keynote: Superintendent's Conference, Waterloo, NY.

"IST 444: Teaching Multimedia with Multimedia" Teaching Tools, Syracuse, NY.

"AskERIC" Nation Net '93, Washington D.C.

"Partnership for Education" Eisenhower Clearinghouse, Columbus, OH.

1992

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

MEETINGS AND SYMPOSIA

2015

"Public Libraries & STEM" Invited Contributor to an NSF sponsored conference on the role of public libraries in STEM formal and informal education. Denver, CO.

2012

"Empowering Voices/ Transforming Libraries" Facilitated a conference wide dialog as part of the ALA President's Program, ALA Midwinter Conference, Dallas, TX.

2011

"Libraries and Museums in an Era of Participatory Culture" Salzburg Summit, Salzburg, Austria. The session plunged fifty-eight library, museum, and cultural heritage leaders from thirty-one countries around the world into discussion, debate, and the development of a series of practical recommendations for ensuring maximum access to and engagement in museums and libraries, as they examined the meaning of "participatory culture" writ large.

2010

"Institute on the Future of Reference and its Impact on Library and Information Science Education," Philadelphia, PA.

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 3rdAnnual 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 marinating 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

2015-2016   Personnel Committee

2015-2016	Research Committee
2010-2012	Doctoral Committee
2009-2012	Director Library Science Program
2009-Present	School of Information Studies Executive Committee
2009-2010	School of Information Studies, Personnel Committee
2008-2010	University Committee on Sustainability in the Curriculum
2007-Present	WISE Program Advisor
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

2020	ETS Praxis Library Media Specialist National Advisory Committee
2017-Present	Founding Member Public Libraries 2030
2015-Present	Advisory Group for ALA's Center for the Future of Libraries
2012-Present	AIB Studi Editorial Board
2008-2010	OITP Committee on The Future of America's Libraries in the 21st Century
2009-2010	OCLC Library Advisory Council
2008-2009	WebWise Planning Committee
2008-2009	IMLS 21st Century Skills Task Force
2008-2009	ALISE Paper Chair
2008	ASIS&T Conference Reviewer
2007	ALISE Panel Moderator
2006-2009	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
2002-2005	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
1997-2003	Executive Committee/Founding Member National Education Network

AWARDS & HONORS

2016	American Library Association's 2016 Ken Haycock Award for Promoting Librarianship
2012	ABC-CLIO/Greenwood Award for the Best Book in Library Literature for the book *Atlas of new librarianship*
2009	Emerald Literati Network 2009 Outstanding Paper Award Journal of Documentation for the article *Credibility on the internet: shifting from authority to reliability*
2009	Aslib-Emerald Award for the article *Credibility on the internet: shifting from authority to reliability*
2007-2010	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

(revised July 7, 2020)