

## PROFILE

- An accomplished library professional with 33 years of experience, 24 in academic library administration.
- A proven leader and manager capable of directing an academic library, and skilled at maximizing human and material resources in the delivery of dynamic, innovative, faculty and student-centered information services.
- Dedicated to integrating library services and resources into the teaching and learning process.
- A “Mover & Shaker” (profiled in *Library Journal*’s inaugural 2002 “Movers & Shaker’s” issue)
- Author the weekly “From the Bell Tower” column for *Library Journal Academic Newswire*
- Strong commitment to public service, professional development, publishing and public speaking.

## PROFESSIONAL EXPERIENCE

TEMPLE UNIVERSITY LIBRARIES  
Temple University, Phila., PA 19122

1/07 to present

As **Associate University Librarian for Research and Instructional Services** I oversee all public service including reference and instruction services, access services, branch libraries, and media services. My primary responsibilities include participation in the conception, design and implementation of improved library services, the coordination, development and delivery of library and information services to the campus community, the development and implementation of service policies and the assessment of those services. I also lead the library’s scholarly communications initiatives. To achieve these responsibilities I provide initiative and creative leadership in the design and implementation of research and instructional services. I supervise an operation that includes four department heads and 45 professional and support staff.

PAUL J. GUTMAN LIBRARY  
Philadelphia University, Phila., PA 19144

8/97 to 12/06

As the **Director of the Library** I was responsible for all phases of library operations. My primary responsibilities included planning, budgeting, overseeing public and technical services, technology and web site development, and managing the staff and the library facility. In this capacity I oversaw those human, electronic, print, and environmental resources that merge in the delivery of excellent library service to the faculty, students, and staff of Philadelphia University. I served as a member of the Provost's Academic Council, the Academic Program Committee, and the Curriculum Planning Committee. I was the Chair of the University's Teaching, Learning and Technology Roundtable, which focuses on strategies for integrating technology into academic programs. I supervised a staff of five professionals, and seven support staff.

LIPPINCOTT LIBRARY OF THE WHARTON SCHOOL  
University of Pennsylvania, Phila., PA 19104

12/95 to 8/97

As **Assistant Library Director**, I worked with the Library Director to determine strategic direction for the library. I was primarily responsible for managing the library's public service operations, developing service policies, and ensuring customer satisfaction. I supervised four-and-a-half FTE professional librarians, five union employees and nineteen student workers. I was the coordinator of Lippincott Library's bibliographic instruction programs, and outreach and liaison activities to Wharton faculty. I identified, evaluated, and selected electronic and print resources, and oversaw their acquisition and deployment. I served on several Penn Library committees and task forces, including those for strategic planning, electronic resource development, and OPAC implementation. I continued to provide reference services, plan and teach instructional programs, and serve as the library's expert in several online search systems.

LIPPINCOTT LIBRARY OF THE WHARTON SCHOOL  
University of Pennsylvania, Phila., PA 19104

9/89 to 11/95

As **Head of Circulation and Reserve**, I managed the library's circulation and reserve room functions. This included policy setting, development of FRANKLIN (NOTIS) applications for circulation and reserve routines, and relations with faculty and patrons. I supervised four full-time union employees and ten student assistants. I continued to be active in reference services, online searching, bibliographic instruction, collection development and the editing of the library newsletter.

LIPPINCOTT LIBRARY OF THE WHARTON SCHOOL  
University of Pennsylvania, Phila., PA 19104

1/86 to 8/89

As **Reference Librarian**, I provided business information services to the University community and public. In addition to reference desk duties, I was responsible for the library's collection of corporate documents, publishing the library newsletter and bibliographies, services to career placement and alumni, and collection development. I developed expertise with multiple online systems and CD-ROM databases. I supervised three student employees.

LAVENTHOL AND HORWATH

8/84 to 12/85

As **Business Information Specialist** for the consulting division of this accounting firm, I provided library services to a staff of eighty consultants in areas including management information services, health care, real estate, market research and demography. I provided manual and online research, reference services and current awareness services. I was responsible for technical processing duties, and the supervision of one employee. I had significant exposure to micro-computing.

PHILADELPHIA CORPORATION FOR AGING

2/78 to 7/84

As the first librarian for this organization, I developed a collection of gerontology materials and instituted a program of full public and technical services. I gained experience in library management,

health care and social science research, legal and legislative research and government documents. I was editor of the agency newsletter, and purchased and maintained all audio-visual equipment

## EDUCATION

UNIVERSITY OF PENNSYLVANIA	Philadelphia, PA	1/92 to 5/97
Ed.D. with specialization in Higher Education Administration		
DREXEL UNIVERSITY	Philadelphia, PA	6/76 to 8/77
M.S. in Library Science	Grade Point Average - 3.7	
TEMPLE UNIVERSITY	Philadelphia, PA	9/72 to 5/76
B.A. in Liberal Arts	Grade Point Average - 3.25	
Graduated Cum Laude with Honors in American Studies		

## PRESENTATIONS

Presented the talk “The Public-Technical-Systems Connection: It Matters for a Great Library Experience” at the American Association of Law Librarians Annual Conference on July 25, 2011 in Philadelphia.

Co-presented (with Brian Mathews) the full-day pre-conference workshop “It Helps to Have Presence: Establishing Presence for Personal and Library Leadership” at the 2011 American Library Association Conference on June 24, 2011 in New Orleans.

Presented the talk ““Design Thinking for Better Libraries: Deep Diving into Our Wicked Problems” at the Special Libraries Association Annual Conference on June 14, 2011 in Philadelphia.

Invited by the North Carolina State University Libraries to deliver the I.T. Littleton Seminar Lecture on May 24, 2011. Presented the talk “Fish Markets, Coffee Shops and Hotels: Finding the Right User Experience in Academic Libraries”.

Delivered the closing keynote talk for the Amigos Members Virtual Conference on May 19, 2011 and presented the talk “Vanishing Library Staff or Empowered Users: Humanizing the Self-Service Library Experience”.

Presented the closing keynote talk at the Michigan Library Association’s ACRL Chapter Annual Conference on May 6, 2011 and gave the talk “Library + Design – Innovation: Putting Design Thinking into Your Practice” in Grand Rapids, Michigan.

Presented the keynote talk “Exploration Not Exploitation = Evolution: Why Library Directors Must Lead the Search for New Mysteries” at the Maryland Congress of Academic Library Directors Annual Meeting on April 15, 2011 in Towson, MD.

Presented the paper “A WOW User Experience: Do Academic Libraries Measure Up?” at the ACRL 2011 Conference on March 31, 2011 in Philadelphia.

Presented the keynote talk “Putting the Science Back in Library Science: The Research-Practice Connection” for the Student Research Symposium at the Indiana University School of Library and Information Science at IUPUI on March 24, 2011 in Indianapolis

Presented the talk “Greatly Exaggerated: The Death of the Academic Library” for the University of Missouri LIS Student Association on March 17, 2011 in Columbia.

Participated as a panelist at the ALISE Conference. The panel session was “Design Methods for the LIS Curriculum” and my presentation was “A Modest Proposal: Integrating Design Philosophy Into the LIS Curriculum” on Jan. 5, 2011 in San Diego.

Presented the talk “Designing the Future-Proof Library: Using Design Thinking to Make it Happen” for the Missouri Library Network Corporation on November 9, 2010 in Ballwin, MO.

Presented the paper “Do LibGuides Make a Difference: A Quasi-Experimental Investigation Into the Impact of LibGuides” at the 16<sup>th</sup> Reference Research Forum on June 27, 2010 at the American Library Association Conference in Washington, D.C.

Presented the closing keynote speech for the 2010 WILU Conference and delivered the talk “Exploring the Instruction Mystery: Designing Our Way Past a Wicked Problem” on Friday, May 14, 2010 at McMaster University in Hamilton, Ontario.

Presented the keynote speech “From Customer Service to User Experience: Developing Strategies for A Better Library User Experience” for the Howard County Public Library System Staff Development Day on May 4, 2010 in Anne Arundel, MD.

Presented a session at the ACRL/LLAMA Spring Virtual Institute on the topic “Building an Entrepreneurial Academic Library: Eight Behaviors Leaders Need to Know and Share with Staff and Colleagues” on April 21, 2010.

Presented the talk “Developing a Competitive Edge for Libraries: Improving the User Experience” at the Texas Library Association Conference on April 16, 2010 in San Antonio, TX.

Presented the talk, “Why Are We Doing This: Designing Future Technology Adoption into the Business of Libraries” for the staff members of the University of Maryland library system and the Maryland academic library community on February 23, 2010 at College Park, MD.

Presented the keynote speech “Technology is Good, but Fitness is Better: Design Your Way to a Future Proof Library” at the Georgia Library Association conference on October 8, 2009 in Columbus, GA.

Panel speaker for the program “What Do I Need to Know? Strategies for Career Growth and Promotion” sponsored by the John C. Tyson Award Committee of the Black Caucus of American Library

Association and presented the talk “Hills and Valleys: Moving Strategically on the Long Road of Your Library Career” on Sunday, July 12 at the American Library Association Conference in Chicago, IL.

Presented the closing keynote speech for the Inspiration, Innovation and Celebration: Entrepreneurial Librarians Conference on the topic “Librarian Entrepreneurs: Demystifying a Professional Oxymoron” on June 4, 2009 at the University of North Carolina-Greensboro.

Presented the keynote speech “Designing the Future-Proof Library: Here’s How We Do It” at the Iowa Library Association/ACRL Chapter Spring conference on April 17, 2009 in Waterloo, IA.

Participated as a facilitator, panelist, and/or moderator for the following sessions at the Association of College and Research Libraries 14<sup>th</sup> National Conference in Seattle, March 13 – March 15, 2009:

- (1) Mapping Your Path to the Mountaintop: Planning Where You Want to be in Your Career;
- (2) If Fish Markets Can Do It So Can Libraries: Creating Memorable Library Experiences for Students and faculty;
- (3) They Made it to the Top: What ACRL’s Hall of Fame Tells Us About Ourselves and Our Profession (poster session).

Presented the talk “From Customer Service to User Experience: Using Design Thinking to Exceed User Expectations” for the Pioneer Library System on November 21, 2008 in Canadigua, NY.

Presented the four-hour workshop “Are You Feeling the Pressure: The Ratcheting Up of Library Technology” for the Rochester Regional Library Council on November 20, 2008 in Fairfield, NY.

Appeared as the featured speaker for the Soaring To Excellence program on “Reversing the Ratchet: Basic Technology Adoption Strategies for Library Workers” on November 7, 2008. Soaring To Excellence is a national satellite teleconference series with over 400 subscribing library institutions. It originates from the College of DuPage, Glen Ellyn, Illinois

Presented the session “The LIS Faculty Perspective: The Evolving Digital Age at Drexel University” at the Pennsylvania Library Association’s College and Research Library Division’s “In the Transition Zone: Making the Move From Print to Electronic Journals” program on September 12, 2008 in Grantville, PA.

Presented the keynote speech “Why Are We Doing This: Designing Future Technology Adoption Into the Business of Libraries” at the New Jersey Library Association’s Future Tech for Libraries Symposium on June 13, 2008 in Ewing Township, New Jersey.

Presented the keynote speech “From Encounters to Experiences: Using Design Thinking to Exceed User Expectations” at the Indiana University Libraries Annual Librarians Day Program on May 30, 2008 in Indianapolis, Indiana.

Co-Presented the session “Intentional Design: How Blended Librarians Use Design Thinking to Enhance Library Services” (with John Shank, Penn State) at the Connecticut Library Association Annual Conference on April 28, 2008 in Mystic, Connecticut.

Presented the keynote speech “The Search for Tomorrow’s Library Leaders in a Dissin’ the Director Landscape at the SUNY Library Directors Council Annual Conference on April 14, 2008 in Saratoga Springs, New York.

Presented the four-hour workshop “Are You Feeling the Pressure? The Ratcheting Up of Library Technology” for the Tampa Bay Library Consortium on February 1, 2008 in Seminole, Florida.

Appeared as a featured speaker for the Soaring To Excellence program on “Finding the Trends That Matter: Get Your Environmental Scan On” on October 26, 2007. Soaring To Excellence is a national satellite teleconference series with over 400 subscribing library institutions. It originates from the College of DuPage, Glen Ellyn, Illinois.

Presented the five-hour workshop “Web 2.0 for Libraries” for the Washington/Green County Library District on August 2, 2007 in Washington, Pennsylvania.

Participated as a panelist for the LAMA/PRMS program “Ignite your Library’s Public Relations and Outreach Using Hot Technologies” at the American Library Association Annual Meeting on Monday, June 25. Also participated as the program moderator and a panelist for the RUSA President’s Program “Time Odyssey: Visions of Reference and User Services” on Monday, June 25.

Presented the keynote speech “It’s a Mad Mad Mad Web 2.0 World: Hidden Treasure or Just More Pressure?” at the Library 2.0 Seminar sponsored by and held at the Ohio State University Library on Wednesday, June 13 in Columbus Ohio.

Presented the keynote speech “Reversing the Technology Ratchet: Using Design Thinking to Align Hi-Tech and Hi-Touch” at the 2007 LACUNY Institute (Librarians Association of the City University of New York) on May 18, 2007 at Baruch College in New York City.

Participated as a facilitator, panelist, and/or moderator for the following sessions at the Association of College and Research Libraries 13<sup>th</sup> National Conference in Baltimore, March 29 – April 1, 2007:

- (1) Getting Blended: Injecting Instruction Design and Technology Skills Into Academic Library Jobs;
- (2) Keeping Libraries in the Flow: Being Relevant in the World of Amazoogle.
- (3) Technology and Change in Academic Libraries: What Does the Future Hold?

Presented the keynote speech “Designing Better Library Experiences: Evolving Professionally Through Design Thinking” at the Indiana Library Federation District One Conference held at Valparaiso University on March 13, 2007.

Participated in the Columbia University Libraries 2007 Reference Services Symposium as a affirmative debater for the program “Be it Resolved: There Will Be No Reference Desks in Large Academic Libraries in 2012. The program took place in New York City on March 9, 2007.

Presented the session “Are You Feeling The Pressure? The Ratcheting Up of Academic Library Technology” at the November 15, 2006 meeting of the Tri-State College Library Cooperative as the first

in a series of workshops for the group's "Solving the Puzzle of Library Technology ... Piece by Piece" program. The program took place at the American College in Bryn Mawr.

Appeared as a featured speaker for the Soaring To Excellence program on "Best New Technologies: Keeping Up with the Storm" on October 27, 2006. Soaring To Excellence is a national satellite teleconference series with over 400 subscribing library institutions. It originates from the College of DuPage, Glen Ellyn, Illinois.

Presented the session "Academic Librarianship by Design: Evolving Through Design Thinking" for the Western New York Library Resources Council annual meeting on "Library Adaptation: Evolution of a Species" that took place in Grand Island, New York on October 19, 2006.

Participated as a panelist for the program "Next Stop Blogging: Building a Professional Blog for your Library" for the LITA (Library and Information Technology Association) program that took place at the American Library Association Conference in New Orleans on June 26, 2006.

Presented the workshop "Exploring Google and New Search Options" for the Berks County Library System spring program that took place in Reading, Pennsylvania on June 2, 2006.

Presented the workshop "Google and Your Patrons" for the Nassau County Library System in Uniondale, NY on June 15, 2006.

Presented the keynote speech "The Simplicity – Complexity Conundrum: Challenges For Academic Librarians in the Age of User Experience," for the Southwestern Ohio Council for Higher Education program on, "Academic Libraries in a Googelized World," that took place in Dayton, Ohio on May 3, 2006.

Presented the session "Googlization and Google Migration: What Does It Mean and How Does It Affect You" at the NetGen Symposium held by the Metropolitan New York Chapter of the Association of College and Research Libraries, December 2, 2005 in New York City.

Appeared as the guest speaker for the Soaring To Excellence program on "Google and Your Patrons" on November 18, 2005. Soaring To Excellence is a national satellite teleconference series with over 400 subscribing library institutions. It originates from the College of DuPage, Glen Ellyn, Illinois. (additional information at: <http://www.dupage.edu/COD/index.php?id=11>)

Organized and served as a panelist for the program "Building an Online Learning Community for Blended Librarians" presented at EDUCAUSE 2005, October 21, 2005 in Orlando, Florida.

Presented the session "If You're Going to Blog It, Blog It to Courseware" at the Annual Conference of the Pennsylvania Library Association, September 25, 2005 in Hershey, Pennsylvania.

Organized and served as a panelist for the program "Googelization, Visualization, Metasearch, Mapping and Other Disruptive Technologies: Implications of Revolutionary Change for User Education and Information Literacy" presented at the 12<sup>th</sup> National Conference of the Association of College and Research Libraries, April 9, 2005 in Minneapolis, Minnesota.

Presented a one-hour session on “Keeping Up: Professional Development and Emerging Technologies” for the Academic and Research Library Division of the Maryland Library Association, March 4, 2005 at Washington College in Chestertown, Maryland.

Appeared as a guest panelist for the Soaring To Excellence program on “Teaching in the Modern Library” on November 19, 2004. Soaring To Excellence is a national satellite teleconference series with over 400 subscribing library institutions. It originates from the College of DuPage, Glen Ellyn, Illinois. (additional information at: <http://www.dupage.edu/COD/index.php?id=11>)

Organized and served as a panelist for the program “Googlelizers Versus Resistors: A Debate On The Librarian’s Role In A Googlelized World,” presented at the Annual Conference of the Pennsylvania Library Association, September 28, 2004 in Valley Forge, Pennsylvania. The session was covered by *Library Journal* and appeared in the December 2004 issue (Vol. 29 No. 20, pp. 44-46).  
<http://www.libraryjournal.com/article/CA485756>

Co-presented the online workshop (with John Shank), “Effective Collaboration For Campus-Wide Information Literacy: The Blended Librarian’s Perspective On How To Make It Work.” This workshop was sponsored by The TLT Group and the Association of College and Research Libraries, and was conducted in three sessions between September 7, 2004 and September 21, 2004, and between April 6, 2004 and April 20, 2004.  
(see: <http://www.ala.org/ala/acrl/acrlproftools/collaboration.htm>)

Presented the keynote speech, “Passion For The Profession: Tapping It In Tough Times”, for the Simmons Graduate School Of Library and Information Science Beta Phi Mu Induction Program, April 14, 2004 in Boston, Massachusetts.

Organized and presented at the panel session, “Looking For LTAs? Discover Low-Threshold Applications At The Campus Library,” at EDUCAUSE 2003, November 6, 2003 in Anaheim, California. This session was co-presented with Jean Johnson, Lehigh University, and Loanne Snaveley, Penn State University.

Presented the keynote speech, “Say, Can You Googlelize That For Me: Why Libraries Will Prevail Over Google,” for the Panhandle Library Access Network Annual Meeting, October 3, 2003 in Panama City, Florida.

Presented the paper, “Put Away Your White Flag: Why Academic Librarians Will Prevail Over Google,” at the College and Research Library Division of the Pennsylvania Library Association Annual Conference in Harrisburg, May 20, 2003 in Harrisburg, Pennsylvania.

Co-presented the session, “From The Marginal To The Mainstream: Academic Libraries And Courseware,” with John Shank, Penn State University, at the Tri-State College Library Cooperative Annual Spring Program, April 30, 2003 in Bryn Mawr, Pennsylvania.

Presented a one-hour program, "Stop Sending Those Cards: Equipping Faculty With E-Selection Tools For Collaborative Collection Management," at the Annual Conference of the Pennsylvania Library

Association Conference, November 11, 2002 in Hershey, Pennsylvania. This program was co-presented with Jordana Shane, Electronic Instruction Librarian at Philadelphia University.

Presented the keynote speech, "Getting The Professional Juices Flowing@Your Library," for the Kentucky Chapter of the Association of College and Research Libraries at the Annual Conference of the Kentucky Library Association, October 17, 2002 in Louisville, Kentucky.

Presented a one-hour program, "Live Reference Meets Live IT Support: Collaboration For Real-Time Chat Service," at the Eighth Annual Mid-Atlantic College Conference on Teaching, Learning and Managing with Technology, October 18, 2002 at the Montgomery County Community College in Blue Bell, Pennsylvania. This program was co-presented with Jeffrey Cepull, Assistant Vice-President for Information Technology at Philadelphia University.

Presented a paper titled, "A Small University Information Literacy Model: The Role Of Assessment In Transitioning From Pilot To Campus-Wide Implementation," at the American Association of Higher Education Annual Assessment Conference, June 22, 2002 in Boston, Massachusetts. This paper was co-presented with Marion Roydhouse, Dean of the School of General Studies, and Anne Smock, Assistant Professor in the School of Textiles, both of Philadelphia University.

Presented a paper titled, "Why Isn't The Library Link Linking To The Library: Academic Libraries Confront The New Competitive Marketplace," at the EDUCAUSE 2001 Conference, October 31, 2001, in Indianapolis, Indiana.

Presented a one-hour program, "How Do You Keep Up?: E-Strategies For A Personal Development Program" at the Annual Conference of the Pennsylvania Library Association, October 15, 2001 in Philadelphia, Pennsylvania.

Presented a one-hour program on "Web-Based Tutorials For The Time and Technology Challenged," at the Association of College and Research Libraries - Delaware Valley Chapter spring program, June 1, 2001 at the University of Delaware Wilmington campus.

Presented a two-hour workshop, "A Web-Based Tutorial Primer For the Time and Technology Challenged," for the Philadelphia Chapter of the Special Libraries Association, April 27, 2001 at the Federal Reserve Bank in Philadelphia.

Presented a two-hour workshop, "Cool Tools For Productivity: Using Web-Based Utilities For Enhanced Communication And Collaboration," at the Textiles Information Users Council Annual Conference, April 19, 2001 in New Orleans, Louisiana.

Organized, moderated and presented at a session, "The Grass IS Greener At College Libraries: Making The Move From Mid-Level Research Library Manager To College Library Director," at the Association of College and Research Libraries 10<sup>th</sup> Annual Conference, March 15, 2001 in Denver, Colorado.

Presented at the Continuing Higher Education Region IV Video Conference, March 29, 2001 in Philadelphia, discussing library and information technology issues related to the delivery of distance education programs.

Presented a one-hour program, "Keeping Up: How Do You Do It" at the Florida Library Association Annual Conference, April 12, 2001 in Orlando, Florida.

Presented a paper titled, "Web-based Utilities: Cool Productivity Tools For Faculty And Academic Administrators, But What About Students and Classroom Applications," at the Sixth Annual Mid-Atlantic College Conference on Teaching, Learning and Managing with Technology, October 20, 2000 at the Montgomery County Community College in Blue Bell, Pennsylvania.

Presented a paper titled, "Preparing For The Inevitable: Back-Up Strategies for Internet Content Presentations," at the Annual Conference of the Pennsylvania Library Association Conference, September 25, 2000 in Lancaster, Pennsylvania.

Presented a paper titled, "Preparing For The Inevitable: Back-up Strategies For Online Instruction When Networks Are Down," at the Fifth Annual Mid-Atlantic College Conference on Teaching, Learning and Managing with Technology, October 15, 1999 at the Montgomery County Community College in Blue Bell, Pennsylvania.

Organized, moderated, and presented at the program, "Coping With Life In A Digital Library," at the Tri-State College Library Cooperative Annual Spring Program, April 14, 1999 in Great Valley, Pennsylvania (Penn State Great Valley Campus).

Presented a paper titled, "Using The Scenario Approach For Achieving Sustainable Development In Academic Libraries," at the Association of College and Research Libraries (ACRL) 9<sup>th</sup> National Conference, April 11, 1999 in Detroit, Michigan.

Presented a paper titled, "Scavenger Hunts And Other Online Research Assignment Disasters: Faculty and Librarian Collaboration For Teaching Effective Digital Research Skills," at Conference '99 - Online Teaching & Learning, March 11-12, 1999 at Duquesne University in Pittsburgh, Pennsylvania.

Presented a paper titled, "Mounting Presentations On The Web: Presentation Software, HTML Or Both," at the Fourth Annual Mid-Atlantic College Conference on Teaching, Learning and Managing with Technology, October 16, 1998 in Blue Bell, Pennsylvania.

Organized, moderated and participated as a presenter in the panel discussion session, "Teaching Tomorrow's Online Searchers," October 12, 1998 at the Online World '98 Conference in Washington, D.C.

Presented a paper titled "Impact Of Web Interfaces On The Emotive Aspects Of Online Searching," at the 1998 American Library Association Conference, Reference and User Services Association (RUSA) program titled, "What Are They Doing?: Understanding Patron Behavior in the Digital Environment.," June 28, 1998 in Washington, D.C.

Presented a four hour workshop on "Presentation Software Skills For Effective Programs," at the 1998 American Library Association Conference, Library and Information Technology Association (LITA)

Preconference program, June 26, 1998 in Washington, D.C.

Presented a paper titled "The Advantages Of Creating And Mounting Instructional Presentations On The World Wide Web: Presentation Software And HTML Options," at the Tri-State College Library Cooperative Annual Technology Program, April 2, 1998 at the Penn State Great Valley campus.

Presented a paper on "To Web Or Not To Web: Interface Options For Professional Searchers" at the 1997 Online World Conference, September 16, 1997 in Washington, D.C..

Presented a one-and-a-half hour workshop on locating business information resources on the World Wide Web for the Philadelphia Chapter of the Special Libraries Association on November 6, 1996.

Presented a three hour workshop on "Using Presentation Software For Effective Library Programs" at the 1996 Online World Conference, October 27, 1996 in Washington, D.C.

Presented a paper titled "Five Societal Revolutions In The Age of Information" at the Association of College and Research Libraries (ACRL) 7th National Conference, March 30, 1995 in Pittsburgh, Pennsylvania.

Presented a lecture on "Wireless Communication: Technologies And Applications" at the New York chapter of the American Society for Information Science's Technology Day program, September 23, 1994 in New York.

Presented a lecture on the topic "Librarians In The Year 2001" for the Crozier Chester Medical Center's Computer and Information Fair, June 28, 1994 in Chester, Pennsylvania.

Presented a paper titled "Wireless Data Communications: Implications For The Information Profession" at the Special Libraries Association conference in Cincinnati on June 7, 1993. This presentation was given at a program sponsored by the SLA Telecommunications Division.

Presented a workshop titled "Remote Access To CD-ROMs" at the Online/CD-ROM '92 Conference held October 26-28, 1992 in Chicago, and November 11-13, 1991 in San Francisco.

Presented a lecture on "Business Information Resources And The Chemical Industry" for the Philadelphia Chapter of the American Chemical Society's Chemical Information Division on November 14, 1990.

Presented a paper titled "Logistical And Functional Considerations For End-User Searching," at the Online/CD-ROM '90 Conference, November 5-7, 1990 in Washington, D.C.

Presented a workshop titled "Library Applications For Remote Communications Software," at the Philadelphia Chapter/Special Libraries Association's Technology Day, October 10, 1990, Villanova, Pennsylvania.

"Show Them We Mean Business: Business Information for Health Sciences Librarians," is a workshop I developed. It was a Medical Libraries Association accredited continuing education course. This workshop was presented for the following organizations:

- Pennsylvania State Medical Libraries Association Conference on March 22, 1990 in Lancaster, Pennsylvania.
- Medical Libraries Association National Conference on May 18, 1989 in Boston.
- Northeast Ohio Medical Librarians Group on March 3, 1989 in Cleveland.
- Philadelphia Regional Medical Librarians Association on October 27, 1988 in Philadelphia.
- Washington Medical Librarians Association Annual Meeting on April 23, 1988 in Seattle.
- North Atlantic Health Sciences Librarians Annual Meeting on October 14, 1987 in Manchester, Vermont.

Presented a paper titled "Searching For The Ultimate Set-Up: Online Communications In An End User Environment," at the Ninth National Online Meeting, May 10-12, 1988 in New York City.

Presented a paper titled, "DIALOG Business Connection And The Academic Business Library," at the DIALOG UPDATE '87, September 9-10, 1987 in Philadelphia.

Presented a lecture on the value of business information for health sciences librarians at the February 11, 1987 meeting of the Philadelphia Regional Medical Librarians Association.

Presented a paper titled, "Finding Applications Software: A Comparison Of Online Resources," at the Online '85 Conference, November, 4-6, 1985 in New York City.

Presented a paper titled, "Special Libraries In Nonprofit Organizations: Victims Of Cutback Management?," at the 75th Anniversary Conference of the Special Libraries Association held October 20-21, 1983 in University Park, Pennsylvania.

Served as a panel member for the May 19, 1981 meeting of the Philadelphia Area Reference Librarian's Information Exchange and spoke on, "Staffing The Reference Desk: Current Concepts And Practices."

## **PUBLICATIONS**

Bell, Steven J. Antidote for Entitled Customers. Inside Higher Ed July 29, 2011.

[http://www.insidehighered.com/views/2011/07/29/bell\\_essay\\_on\\_changing\\_classroom\\_experience\\_to\\_meet\\_student\\_demands](http://www.insidehighered.com/views/2011/07/29/bell_essay_on_changing_classroom_experience_to_meet_student_demands)

------. Keeping the Antennae Up: How Listening Improves Service (in) Peter Hemon, and Joseph R. Matthews. Listening to the Customer. Santa Barbara, CA : Libraries Unlimited, 2011.

------. Fish Market 101: Why Not A Reference User Experience? *Library Journal (Reference Supplement)* 6-7, November 15, 2010.

------. Fit Libraries Are Future-Proof. *American Libraries* 41 (10): 37-39, October 2010.

Krasulski, Michael J. and Steven J. Bell. ACRL's Hall of Fame: An Analysis of the Academic/Research Librarian of the Year Award. *portal: Libraries and the Academy* 10 (3): 283-307, July 2010.

Bell, Steven J. Using Video in Your Next Presentation: A Baker's Dozen of Ideas and Tips. *Computers in Libraries* 30 (6): 20 – 25, July-August 2010.

----- Mastering Moderation. *American Libraries* 41 (6&7): 48-50, June-July 2010.

----- Taming the Textbook Market. *Inside Higher Ed* June 11, 2010.  
<http://www.insidehighered.com/views/2010/06/11/bell>

----- 'Design Thinking' in Higher Education. *Inside Higher Ed* March 2, 2010.  
<http://www.insidehighered.com/views/2010/03/02/bell>

----- What Good Are All These Links? Rethinking the Academic Library Website. *Library Issues* 30 (2): 1-4, January 2010.

----- The Librarian Entrepreneur? Demystifying an Oxymoron. *Against the Grain* 21 (4): 18-21, September 2009.

----- From Gatekeepers to Gate Openers. *American Libraries* 40 (8 & 9): 50-53, August-September 2009.

----- Online or Out the Door: Continuous Learning for Academic Librarians in Economic Downturns. *Library Issues* 29 (5): 1-4, May 2009.

----- The Library Web Site of the Future. *Inside Higher Ed* February 17, 2009.  
<http://www.insidehighered.com/views/2009/02/17/bell>

----- Keeping Them Enrolled: How Academic Libraries Contribute to Student Retention. *Library Issues* 29 (1):1-4, September 2008.

----- Guest editor and preface author for the spring 2008 issue of *Urban Library Journal*, V. 15 (1), a special issue on "The Creative Library". <http://lacuny.cuny.edu/ulj/>

Bell, Steven J., John Shank and Greg Szczyrbak. Instructional Technologies (in) Christopher N. Cox and Elizabeth Blakesley Lindsay. *Information Literacy Instruction Handbook*. Chicago, IL: ALA Editions, 2008.

----- Stop Having Fun and Start Being Quiet: Noise Management in the Academic Library. *Library Issues* 28 (4):1-4, March 2008.

----- Design Thinking. *American Libraries* 39 (1 & 2): 44-49, January-February 2008.

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## **TEACHING / AWARDS AND HONORS / GRANTS**

Grants obtained at Temple University include:

March 2010: \$25,000 for a digitization project (LSTA)

September 2009: \$49,000 for a digitization project (Saving America's Treasures)

Grants obtained at Philadelphia University include three from the Arcadia Foundation:

November 2004: \$23,000 for a faculty-student digitization project

November 2002: \$25,000 for a wireless network and laptop lending project

November 1999: \$22,000 for a book cataloging project

Selected for and profiled in Library Journal's First Annual Movers & Shakers issue, *Library Journal* (supplement), March 15, 2002, p.24. Also found at:

<http://www.libraryjournal.com/article/CA200915?display=LJMS&pubdate=3%2F15%2F2002>

Named to the "LIRT Top 20" for 2000, awarded by the American Library Association's Library Instruction Round Table, for publishing one of the top 20 articles on library instruction for 2000 (for the article, "Creating Learning Libraries...")

As an adjunct instructor at the Drexel University College of Information Science and Technology, I taught the following courses: Academic Library Service; Information Services & Resources; Online Bibliographic Searching; Advanced Online Searching; Business Information Resources. I have taught as an adjunct at Drexel University since 1995.

Adjunct Associate Professor at St. Joseph's University School of Business from 1997 – 2001. I taught an annual twelve-hour seminar titled "Finding Business Information" for the Executive Masters of Business Administration program.

Named to the "LIRT Top 20" for 1998, awarded by the American Library Association's Library Instruction Round Table, for publishing one of the top 20 articles on library instruction for 1998 (for the article, "Weaning Them From the Web...")

Received the Eleventh Annual Award for Excellence in Writing on an Information Topic for the best article in *Online* or *Database* magazines published between May 1991 and June 1992. The award was for the article, "Online without a line..." published in the September, 1991 issue of *Online*.

Named to the "LIRT Top 20" for 1990, awarded by the American Library Association's Library Instruction Round Table, for publishing one of the top 20 articles on library instruction for 1990 (for the article, "Using the Live Demo...")

## **CONTINUING EDUCATION**

Completed the "Grant Writing for Preservation and Digitization Projects" workshop provided by PALINET on February 23, 2005.

Currently enrolled as a Post-Masters student in the Instructional Technology Specialist program at Philadelphia University.

Attended and successfully completed the Harvard University Graduate School of Education Management Development Program, a two-week continuing education program for higher education administrators, June 16-28, 2002 in Cambridge, Massachusetts.

Attended the 6<sup>th</sup> Annual New College Library Directors Seminar, held in New Orleans, January, 1998, as a participant in the Association of College and Research Libraries' College Libraries Section's College Library Director Mentor Program.

Completed the "Penn Supervisor" program at the University of Pennsylvania in November, 1989. This intensive five day management course covers topics such as leadership, motivation, conflict resolution, communication, performance evaluation and hiring.

Completed multiple courses at the University of Pennsylvania Wharton Evening College, focusing on core business subjects including economics, accounting and others.

Completed the "Business Information Resources" course at the Drexel University College of Information Studies in March, 1985 as a post-graduate student.

## **PROFESSIONAL ORGANIZATIONS / ACTIVITIES / EDITORIAL BOARDS / CONSULTATIONS**

ASSOCIATION OF COLLEGE AND RESEARCH LIBRARIES; elected Vice-President/President-Elect in May 2011.

ASSOCIATION OF COLLEGE AND RESEARCH LIBRARIES; served as Co-Chair of the President's Program Planning Committee. 2011.

Served as Library Consultant to the Villa Julie College in Stevenson, Maryland. Conducted an onsite on December 3, 2007 and submitted a final evaluation report on January 21, 2008.

LIBRARY JOURNAL Academic Newswire  
Author of the weekly column "From the Bell Tower"  
2009 -

THE REFERENCE LIBRARIAN  
Editor and Contributor for the column (about technology and reference service) "Pencils Never Crash".  
2005 – 2009

PORTAL: LIBRARIES AND THE ACADEMY  
Current Member of Editorial Board, 2007 -

LIBRARY ISSUES: BRIEFINGS FOR FACULTY AND ADMINISTRATORS  
Current Member of Contributing Editors Board, 2004 –

INNOVATE: JOURNAL OF ONLINE EDUCATION  
Past Member of Editorial Board, 2004 – 2007

PROQUEST INFORMATION AND LEARNING  
Current Member of Advisory Board, 2005 - 2008

XREFER (full-text electronic reference book database)  
Current Member of Advisory Board, 2003 - 2008

ASSOCIATION OF COLLEGE AND RESEARCH LIBRARIES; served on the 15<sup>th</sup> National Conference Executive Planning Committee as the Co-Chair of the Keynote Speakers Committee, 2009-2011.

ASSOCIATION OF COLLEGE AND RESEARCH LIBRARIES; Chair of the Vice-President/President-Elect's Appointments Committee, 2008-2009.

ASSOCIATION OF COLLEGE AND RESEARCH LIBRARIES; served on the ACRL President's Program Planning Committee, 2007-2008.

PALINET Board of Trustees, Pennsylvania Representative, 2002- 2005 ; Member of Finance Committee, 2002; Member, Strategic Planning Task Force, 2003-2004; Chair, Retreat Planning Task Force, 2005.

TRI-STATE COLLEGE LIBRARY COOPERATIVE; Executive Board member 1999-2002.

ASSOCIATION OF COLLEGE AND RESEARCH LIBRARIES; served on the 13<sup>th</sup> National Conference Executive Planning Committee as the Co-Chair of the Innovations Committee, 2005-2007.

ASSOCIATION OF COLLEGE AND RESEARCH LIBRARIES; current member of the College Libraries Section; member of the Research for College Librarianship Committee, 2002 - 2004 ; Chair of Research for College Librarianship Committee, 2004 – 2006; Vice-Chair of the College Libraries Section, 2006-2007; Chair of the College Libraries Section, 2007-2008; Past-Chair of the College Libraries Section, 2008-2009.

ASSOCIATION OF COLLEGE AND RESEARCH LIBRARIES; past member of the Doctoral Dissertation Fellowship Committee, 2000-2004.

ASSOCIATION OF COLLEGE AND RESEARCH LIBRARIES; past member of the Excellence in Academic Librarianship Award Nominating Committee, 1999-2000.

ASSOCIATION OF COLLEGE AND RESEARCH LIBRARIES-DELAWARE VALLEY CHAPTER; current member and Chapter Past-President; Chapter President 1999-2000; Vice-President/President-Elect 1998-1999.

AMERICAN LIBRARY ASSOCIATION: current member; member of Association of College and Research Libraries (ACRL) and Library Administration and Management Association (LAMA).

SPECIAL LIBRARIES ASSOCIATION: Philadelphia Chapter Secretary 1983-1985; Chairman of the Philadelphia Chapter Public Relations Committee 1979-1984.

PHILADELPHIA AREA REFERENCE LIBRARIANS INFORMATION EXCHANGE: current member; Reference Program Coordinator 1981-1984; Chapter Secretary 1985-1987.

DREXEL COLLEGE OF INFORMATION STUDIES ALUMNI ASSOCIATION: current member; Past-President 1989-1990; President 1988-1989; President-Elect 1987-1988; Secretary 1985-1987.

## REFERENCES

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