

CAROL TENOPIR

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EXPERIENCE:

- University of Tennessee, Knoxville
 - Chancellor's Professor, 2008- present
 - Board of Visitors Professor, 2012-2015
 - Interim Associate Dean for Research, College of Communication & Information, January 2019-June 2019
 - Director of Research, College of Communication & Information, 2007-June 2014
 - Director of the Center for Information and Communication Studies, 2003-June 2014
 - Interim Associate Dean for Research, CCI, January 2019-June 2019
 - Professor, tenured, 1994 – present, School of Information Sciences (Subject Areas: the information industry, electronic journals, scholarly communication)
- University of Hawaii at Manoa, School of Library and Information Studies
 - Professor, tenured, 1993-1994
 - Associate Professor, tenured, 1988-1993
 - Assistant Professor, 1983 – 1988
 - Department of Communications, Adjunct Professor, 1988-1994
 - Interdisciplinary Doctorate in Communication and Information Sciences, Graduate Faculty, 1987 – 1994
- University of Illinois at Urbana-Champaign, Information Retrieval Research Laboratory
 - Graduate Research Assistant, September 1981-March 1983
- University of Hawaii at Manoa, University Libraries
 - Library Systems Librarian, September 1979-May 1981
- Cibbarelli and Associates, Huntington Beach, CA.
 - Vice-President of Operations, January 1978-June 1979
 - Supervisory Librarian, January 1976-December 1977

EDUCATION:

- Ph.D., University of Illinois at Urbana-Champaign, Graduate School of Library and Information Science, 1984. Dissertation: "Retrieval Performance in a Full Text Journal Article Database"
- Master of Science, Library Science, California State University, Fullerton, January 1976
- Bachelor of Arts, English and history with a cognate area of natural sciences, Whittier College, Whittier, CA., 1974

HONORS AND AWARDS:

- Macebearer Award “The highest honor bestowed on a faculty member of the University of Tennessee”, 2019-2020
- University of Tennessee Research Spotlight Award (most highly cited in the College of Communication and Information), March 2019
- Fulbright-Nokia Distinguished Chair in Information and Communications Technologies, Hanken School of Economics, Helsinki, Finland, September 2016-May 2017
- Fulbright Specialist Award to University of Tampere, Finland, September 2015
- Whittier (California) High School Hall of Fame, inducted April 2014
- Fellow of the American Association for the Advancement of Science (AAAS), inducted February 2013
- Board of Visitors Professorship, College of Communication and Information, inaugural recipient, 2012-2015
- Faculty Achievement Award, Southeastern Conference Academic Consortium, inaugural recipient representing the University of Tennessee, 2011-2012
- University of Illinois, Graduate School of Library & Information Science Alumni Association, Distinguished Alumnus Award, 2010
- Emerald Publishing, Best Paper Award for *Aslib Proceedings*, 2010, for “Electronic Journals and Changes in Scholarly Article Seeking and Reading Patterns”
- American Society for Information Science & Technology, Award of Merit, 2009 (“the Society’s highest honor”)
- Chancellor’s Professor, University of Tennessee, Knoxville, Appointed August 2008 (“the designation constitutes the highest permanent academic honor that can be accorded to a member of the faculty by the University of Tennessee, Knoxville”)
- Contribution to Information Science & Technology Award 2007, Los Angeles Chapter of the American Society of Information Science & Technology “to honor an individual who has made significant contributions to the field of information science”, January 2008
- Whittier College Alumni Achievement Award, October 2007
- Miles Conrad Award, “For achievement in the field of Information Science and distinguished service to the Federation,” NFAIS (National Federation of Abstracting and Indexing Services), 2006
- Fulbright Senior Specialist, University of Oulu, Finland, Fall 2005.
- American Society for Engineering Education, Engineering Libraries Division, 2005 Best Publication Award: “Communication Patterns of Engineers,” with Donald W. King
- Distinguished Lecturer, Alice Rankin Distinguished Lecture for “an individual who has made significant contributions to librarianship/information science.” New Jersey Chapter of the Special Libraries Association, 2005
- Lifetime Achievement Award, The International Information Industry Awards, 2004
- Univ. of Tenn. Chancellor’s Citation for Research & Creative Achievement Award, 2003
- Research in Information Science Award, American Society for Information Science and Technology, 2002

- Distinguished Lectureship Award, New Jersey Chapter, American Society for Information Science and Technology, March 2001
- Award for Excellence in Teaching, Association of Library and Information Science Education, 2000
- Information Technology Award for Excellence in Research and Scholarship, Southeastern Library Association, October 2000
- Named “Distinguished Librarian” in a resolution by the Hawaii Library Association, 1994
- Outstanding Information Science Teacher Award, American Society for Information Science/Institute for Scientific Information, 1993
- Nominated for the University of Hawaii Excellence in Teaching Award, 1984, 1986, 1988 and University of Tennessee Teaching Award, 1998
- Assoc. of Records Managers and Administrators, Hawaii Chapter, Award of Merit, 1985
- Berner-Nash Award for outstanding doctoral dissertation, University of Illinois, Graduate School of Library and Information Science, 1984 (one of two winners)
- Doris Banks Publications Award, California State University, Fullerton, Library Science Alumni Association, 1983
- Institute for Scientific Information/American Society for Information Science Doctoral Dissertation Scholarship Award, 1983
- Josie B. Houchens Fellowship in Library and Information Science, University of Illinois, 1982-1983 and University Fellow, University of Illinois, 1981-1982
- Beta Phi Mu, Library Science National Honor Society
- Phi Kappa Phi National Honor Society
- Graduated with Highest Honors, Whittier College

OTHER RECOGNITION AND INTERNATIONAL APPOINTMENTS:

- Akhilesh K.S. Yadov, “Trends, Challenges, and Opportunities for LIS Education: An Interview with Carol Tenopir.” *Library Connect*, March 23, 2018.
- Featured as seventh in “most influential researchers in information behaviour”. [Faramarz Soheili, Ali Akbar Khassseh, Afshin Mousavi-Chelak](#), (2017) "The most influential researchers in information behaviour: An integrative view on influence indicators", *Aslib Journal of Information Management*, Vol. 69 Issue: 2, pp.215-229, <https://doi.org/10.1108/AJIM-01-2017-0027>
- Research featured in *International Innovation* report by Research Media Ltd, July 2014.
- John Metcalfe Visiting Fellow, University of New South Wales, Sydney, Australia, August and September 2004, May 2005, September 2006, March-April 2013.
- Spotlight on Women in Science feature in *Royal Society Publishing Newsletter* Quarter 4, 2012 <http://newsletters.royalsociety.org/q/13kGMuImTC/wv>
- U.S. House of Representatives Science and Technology Committee Roundtable on Open Access, 2009-2010.
- Featured with SIS Director Ed Cortez on “Campus Conversations”, a UTTV television program hosted by Chancellor Loren Crabtree, spring 2007.
- Visiting scholar, The Robert Gordon University, Aberdeen Business School, Department of

Information Management, Aberdeen, Scotland, March 2007.

- Adkins, D., & Budd, J. (2006). Scholarly productivity of U.S. LIS faculty. *Library & Information Science Research*, 28, 3, Autumn 2006, Pages 374-389. Identified as the most productive faculty member among LIS educators from 1999-2004.
- Visiting Senior Fellow, Hanken School of Economics, Helsinki, Finland, Department of Management and Organisation, spring 2006 and Visiting Professor, Spring 2014.
- Honorary Senior Research Fellow, Centre for Information Behaviour and the Evaluation of Research (Ciber), University College London, 2004- 2012.
- Interviewed for the New Members Round Table, American Library Association, "Interviews with Library Leaders," NMRT Footnotes newsletter, February 2005 <http://louisville.edu/~tlholt02/nmrt/Footnotes/february2005/leadersTenopir.htm>
- Interviewed for Tennessee Board of Regents Library Deans and Directors Web page, 2003, Future of the Academic library, <http://faculty.jscc.edu/scohen/tenopirinterview.html>
- Dedication Speaker for the Whittier College Rose Hills Foundation Center for Library and Information Resources, November 2003.
- Budd, John M. "Scholarly Productivity of U.S. LIS Faculty: An Update," *Library Quarterly* 70 (April 2000). Identified as one of the most productive faculty members among LIS educators.
- Featured as one of 9 "Leaders of the online industry," *Online*, Tenth Anniversary issue, January 1987 and one of 20 (only one in academe) in "Online Comes of Age," *Online*, Twentieth Anniversary issue, January 1997.
- White, Howard and McCain, Katherine W., "Visualizing a Discipline: An Author Co-Citation Analysis of Information Science: 1972-1995." *Journal of the American Society for Information Science* 49 (April 1, 1998): 327-355. Featured as one of the top 100 authors in information science.
- Lilley, Dorothy B. and Trice, Ronald W. *A History of Information Science: 1945-1985*. San Diego: Academic Press, Inc., 1989. Featured as one of nine "specialists" in "online activity." See pages 94-102.
- Featured biography in the spring 2000 issue of *Dow Jones In Action*, a newsletter for information professionals.
- Scholarly journals research featured in *Chemical and Engineering News*, 1998.

RESEARCH GRANTS AND CONTRACTS:

- IMLS, "CALL (Collaborative Analysis Liaison Librarians)," Wade Bishop (P.I.), Carol Tenopir (Co-P.I.), Suzie Allard (Co-P.I.), \$883,034, June 2019-May 2022.
- Gloria and Dave Sharrar Faculty Research Fund, "Does Workplace Matter? Designing Information Services and Products to Meet the Needs of Scientists and Engineers in Government and Industry Workplaces" P.I., \$5000. 2018-2019.
- Engineering Information Foundation, "Understanding Use of Scholarly Sources to Improve Engineering Education (UUSSEE)", Principal Investigator, \$24,750. Jan. 2018-June 2019.
- IMLS, "Experience Assessment: Building User Experience and Assessment Capabilities in Libraries and Information Centers", Carol Tenopir (P.I.), Dania Bilal and Rachel Fleming-

- May (Co P.I.s). \$811,501.00. June 2016-May 2018. NCTE: June 2018-June 2019.
- U.S. Geological Survey, USGS Core Science Analytics and Synthesis (CSAS) Ecosystem Studies Program, Suzie Allard, P.I., Carol Tenopir, Senior Personnel. \$450,000. September 2015-August 2020.
 - U.S. Geological Survey, USGS Libraries Review. Suzie Allard, P.I., Wade Bishop and Carol Tenopir, co-P.I.s. 04/12/2018-08/01/2019. \$123,618.
 - Mellon Foundation, “Pay It Forward: Investigating a Sustainable Model of Open Access Processing Charges for Large North American Research Institutions,” MacKenzie Smith University of California, Davis, P.I. Leader of Focus Group and Survey Team. \$94,738. January 2015-July 2016.
 - NSF DataONE (Observation Network for Earth), Phase 2. Part of an international team led by William Michener, P.I., University of New Mexico. University of Tennessee, subcontract, ~\$2.7 million. Co-leader of the Usability & Assessment Working Group, Co-Investigator, and member of the Leadership Team. August 2014-2019.
 - Elsevier, “Beyond Downloads,” Principal Investigator, \$244,000. 2014-2015.
 - IMLS, Team Science. Suzie Allard, P.I., Carol Tenopir, Co-P.I. ~\$438,993, August 2014-May 2016.
 - Alfred P. Sloan Foundation, “Trust and Authority in Scholarly Communications in the Light of the Digital Transition,” Principal Investigator, \$271,000. September 1, 2012-November 2013.
 - JISC U.K. (Joint Information Systems Committee), Scholarly journal information-seeking: measuring activity and value. Principal Investigator, \$77,000. Jan 2011-Dec 2011.
 - IMLS, Data Curation Education in Research Centers (DCERC), sub-recipient to the Univ. of Illinois. UT portion, \$316,656. Co-Project Director. August 1, 2010-July 31, 2013.
 - IMLS, Value, Outcomes, and Return on Investment of Academic Libraries (Lib-Value). Principal Investigator. \$1 million. December 1, 2009-November 30, 2013.
 - NSF DataNet, DataONE (Observation Network for Earth). Part of an international team led by William Michener, P.I., University of New Mexico. University of Tennessee subcontract, \$3.1 million. Co-leader of the Usability & Assessment Working Group and member of the Leadership Team. 2009-2014.
 - USGS, Increasing Biodiversity Information Sources (IBIS), Principal Investigator, total for 3 years: \$498,298. 2009-2011.
 - IMLS, ScienceLinks2: Phd. Co-Principal Investigator, \$711,726 from IMLS, 2009-2013, total project cost \$1,280,454.
 - University College London, subcontracting on a project for U.K. Research Information Network (RIN). \$20,277. March 2009-January 2010.
 - Publishing Research Consortium, “Scholarly Journal Brands: A Study of Power and Perception,” \$20,000. 2009-2010.
 - Elsevier, “Return on Investment” of e-journals to academic libraries: Phase 2, Principal Investigator, 2008-2009.
 - CSA, Project to evaluate “Deep Indexing”, co-Principal Investigator, 2006.
 - IMLS, “The Growth of Democracy in Tennessee: A Grass-Roots Approach to Volunteer

- Voices,” Head of evaluation team, 2005-2008. Total \$938,580, SIS portion \$150,000.
- IMLS, National Leadership Grants for Libraries, Research & Demonstration, “Maximizing Library Investments in Digital Collections Through Better Data Gathering and Analysis (MaxData),” Principal Investigator. \$446,988. December 2004-2008.
 - IEEE, Grant to study communication patterns of high tech engineers in the United States and India, Co-Principal Investigator, 2005-2007.
 - American Academy of Pediatrics, Contract to survey and analyze journal reading patterns of Pediatricians, Co-Principal Investigator, 2004.
 - Council on Library and Information Resources. Contract to analyze and critique research studies on user behavior with electronic resources. \$24,500. October 2002 – May 2003.
 - NSF, National Science, Mathematics, Engineering, and Technology Education (SMETE) Digital Library (NSDL) program grant, Principal Investigator. \$251,961. Sept. 2001-2003.
 - American Astronomical Society (AAS). Survey of AAS members about their use of print and electronic journals. As part of a NASA grant, Summer-Fall 2001; Spring 2003. \$15,000.
 - University of Tennessee, Interdisciplinary Council on Computational and Information Sciences. Seed-money grant to continue research on scholarly journals and explore opportunities for seeking external funding for projects with the University Libraries. With Linda Phillips, Hodges Library. \$8,800. 2001.
 - University of Tennessee, Knoxville Professional Development Award from the Vice-Provost’s Office to revise and resubmit grant to NSF, December 2000-May 2001. \$3,500.
 - Engineering Information Foundation. December 2000-June 2001. \$7,000 to do a comprehensive literature review of scholarly communication of Engineers, with D.W. King.
 - Corporate research gifts to study electronic journal use among scientists, Principal Investigator, 1999-2000: \$26,900. 2001: \$10,000. 2002: \$10,000. Continues work begun in 1995 under a SLA grant with D.W. King.
 - Corporate research gift to study simultaneous use of online databases in libraries, 1997, Principal Investigator, \$25,000. Project was completed in fall 2000.
 - Instructional Technology Center, University of Tennessee, grant to develop a “Virtual Digital Laboratory” for the core curriculum, co-investigator with 5 other SIS faculty, 1997.
 - Special Libraries Association Steven I. Goldspiel Memorial Research Grant to study “The Impact of Electronic Publishing on Special Libraries in the Future,” 1995-1997, \$20,000. Principal Investigator with co-investigator Donald W. King.
 - Rural health care clearinghouse and database specifications, 1991-1992, U.S. Department of Health and Human Services, subcontract to U.H. School of Social Work, \$15,000. Co-investigator with Gerald W. Lundeen.
 - Council on Library Resources, grant to study “Users and Uses of Full Text Databases,” 1988-1989, \$2,900.

PROFESSIONAL ACTIVITIES:

- Whittier College President’s Executive Advisors Group (2019-Present)
- Advisory Board to IMLS Grant, for Rong Tang of Simmons on “Retooling the Librarian Workforce: Innovative Post-Master’s Certificate Program for Developing Inter-Professional

- Informationalists (IPI),” 2019-2020.
- External member of the Libraries and Information Studies Centre program review, University of Cape Town, South Africa (2017-2018)
 - Whittier Poet Council (Advisory Board), Appointed by the President of Whittier College, fall 2017-2019.
 - Advisory Group, “Researcher Attitudes and Practices to Open Science,” a grant from the Wellcome Trust to Veerle Van Den Eyden at the University of Essex, U.K. 2016.
 - Advisory Board, Resource Center for Minority Data, University of Michigan Institute for Social Research, 2016-2017.
 - Board of Directors, Dryad Data Repository, 2013-2016.
 - Charleston Insights in Archival, Library and Information Sciences/Purdue University Press Editorial Board, 2014-present.
 - Cengage Research and Learning Advisory Board, 2011-2013
 - Board of Directors, COUNTER Online Metrics, 2008-2011; second term 2012-2014
 - Member, IMLS Library Statistics Working Group, December 2008-2009
 - STN Advisory Council, 2009-2013
 - U.S. House of Representatives Roundtable on Access to Research, 2009-2010
 - Editorial Board, JELIS, 2009-2013
 - Chair, ALISE Publications Committee, 2009-2010
 - Member, Research Oversight Group, Publishing & Ecology of European Research PEER, 2009-2012
 - Publications Advisory Board for ACM, 2006-2008
 - External Assessor, Board of Assessors for Professorship of Library and Information Studies, University College Dublin, 2008-2009
 - Advisory Board for ProQuest, 2005
 - Leadership Team, NSF DataONE, 2008-2014
 - Reviewer for EIPub conference, 2011, 2012; CoLIS Conference, Boras, Sweden, 2007; EBRF Conference in Finland, 2007, 2008, 2011; ICAL Conference, Delhi, India, 2009; Usage Metrics Conference, Lille, France, 2009
 - Editorial Board, “Information Science and Knowledge Management” book series. Kluwer Academic Publishers, 2004-2010.
 - Advisory Board for Information Science and Technology Abstracts, 2002-2004
 - Advisory Board, Ingenta, Inc., 2002 – 2003
 - Information Pro Advisory Board for Factiva/Dow Jones Interactive Publishing, 1999-2002
 - Editorial Board, Library Computing, 2000
 - Judge for Online, Inc. best article award, 1997; UMI Excellence in Writing Award, 1986, 1994, 1998, 2001; OCLC “On the Front Line” award, 1991; Roger K. Summit Award, 2001.
 - Organizing/Review Committee, Integrated Online Library Services Meeting, 1996; National Online Meeting, 1987 and 1991.
 - Appointed Delegate, Hawaii Governor’s Conference for Library and Information Services,

- 1990, and facilitator for California Conference, 1977.
- Editor, Database Searching Series, Libraries Unlimited, 1988-2005
 - Editorial Board, Online Inc., 1986-1997
 - Editorial Board, Bowker-Saur Publishers, 1994-1996
 - Editorial Board, “Gale Directory of Databases,” Gale Research Publications, Inc., 1992-2000.
 - InfoPro Technologies (Maxwell Online), 1990-1993
 - LITA Leaders, Top Technology Trends Committee, 1999
 - SilverPlatter Forum on Knowledge Management, October 1999, Newport, Rhode Island
 - DIALOG Information Services Inc., 1992-1993. Inform and instruct Hawaii teachers about DIALOG’s Classmate instructional program.
 - Japan-America Institute for Management Science. February 1991. Present overview and options for online databases.
 - Hawaii, Department of Education, School Library Services. 1989-1990. Help librarians and teachers choose options for starting online and CD-ROM searching in Hawaii’s public schools.
 - Hawaii, Department of Education, Public Library System. 1989-1990. Serve as technical expert to help public librarians choose options for starting online and CD-ROM searching in Hawaii’s public libraries.
 - Kraft Foods, Chicago. 1990-1991. Review specifications of in-house document automation.
 - H.W. Wilson Company, New York. 1990. Present options for full text databases.
 - Association for Information Science & Technology (ASIST)
 - Award of Merit, Juror, 2013-2014; Chair 2015
 - Chair, Research Award Jury, 2011
 - Member, Publications Committee, 2007-2010
 - Member, Task Force on electronic publishing, 2003-2007
 - Chair, Task Force on Open Access, 2007
 - Member, Task Force to select editor for JASIST, 2007-2008
 - Juror, Research Award, 2003, 2005, 2006, 2007
 - Member, Nominations Committee, 2004
 - JASIST best paper Award, Juror, 1999, 2016; Chair 2000
 - Mentor, Doctoral Student Mentoring Program, 2000, 2006, 2007 Annual Meetings
 - Board of Directors (Elected), 1994-1997
 - Juror, ASIS/ISI Citation Analysis Research Award, 1998, 2008
 - Co-Chairman, Awards and Honors Committee, 1997-1998
 - Juror, ASIS/ISI Doctoral Dissertation Award, 1992
 - Member, Standards Committee 1991 – 1994
 - Chairman, Special Interest Group on Education 1985-1986
 - Chairman, Contributed Papers, ASIS Annual Meeting 1985
 - Chairman-Elect, Special Interest Group on Education 1984-1985
 - Chairman, Education Committee 1982-1984
 - Member, Conference Theme Issues Task Force 1984

- Newsletter Editor, SIG on Library Automation and Networking, 1981-1983
- Referee manuscripts for the Journal of the Association for Information Science & Technology (JASIST), Information Processing and Management, Journal for Education of Library and Information Science, Learned Publishing, iConference, Annual Review of Information Science and Technology, Online, National Research Council (2003) and others.
- Review proposals for American Association for the Advancement of Science.
- Periodically review dissertations/theses for universities in Finland, India, Australia, and elsewhere.
- Association of Records Managers and Administrators, Hawaii Chapter
 - Chairperson, Professional Development Committee, 1984-1985
- Tennessee Library Association
 - Member 1994-present
 - Publications Committee, 2000-2002
 - Founded and organized SIS student forum at TLA Annual Meeting, 1999-present
 - Professional Development Committee, 1997-2000
- Hawaii Library Association
 - Director, 1990-1992
 - Chairperson, College and University Section, 1980-1981
 - Member, Executive Board, 1980-1981
- Special Libraries Association
 - Research Committee, 2004-2005
 - Student Chapter Advisor, 2001-2002
 - Chairman, H.W. Wilson Publication Award, 1987
 - Juror, H.W. Wilson Publication Award, 1986
 - Director, Hawaii-Pacific Chapter, 1984-1986
 - Advisor, University of Hawaii Student Chapter, 1983-1994
- University of Tennessee Campus-Wide or Interdisciplinary Committees
 - Search Committee for Provost, 2017-2018
 - Honorary Doctoral Degree Committee, 2015- 2018 (chair 2015-2016)
 - Mossman Distinguished Lecture Series, 2015- 2019
 - Provost's Internal Review for the Department of History, 2015
 - Chancellor's Top 25 Task Force, 2010-2012
 - Search Committee for Vice Chancellor of Research, 2010-2012
 - Newfound Press Editorial Board, 2008-2012
 - Strategic Planning Subcommittee on Research, 2008
 - Chancellor's Synchronous Learning Task Force, 2007-2008
 - Institutional Review Board, Alternate, 2004-2012.
 - Search Committee for Dean, College of Communication and Inform., 2003-2004
 - Chancellor's Task Force for Review and Redirection, 2003- 2004
 - Research Council, 2003-2014 (ex officio)
 - Vice-President for Budget and Finance's Research Hiring Task Force, 2002-2003
 - Search Committee for Interim Dean for College of Comm. and Inform., 2002
 - Reallocation Task Force, 2001-2002

- CIS/Mathematics Honors Committee, 2000-2001
- Provost's Council for Computational and Informational Sciences, 2000-2001
- Program Review for the College of Education, Depart. of Instructional Technology, Research and Curriculum, 2000
- College of Communications Graduate Studies Committee, 2000-2002
- Chancellor's Advisory Committee for Computational and Informational Sciences, 1998-1999
- Vice Chancellor's Task Force for Continuing Studies and Distance Education, 1997-1998
- Research Awards Review Panel, Graduate School, 1997
- General Education Requirements Committee 1995-1997
- SIS/Communications Merger Committee, 1997-1998
- University of Hawaii Campus-Wide Committee
 - Manoa Library Committee, 1992-1994
 - Tenure and Promotion Review Committee, 1991-1992, 1993-1994
 - Information Tech. Advisory Committee, Subcommittee on Access, 1991-1992
 - Mentoring Project, 1990-1994
 - Core Curriculum Committee, 1988-1990
 - Faculty Senate (Elected), 1987-1989
- University of Tennessee, School of Information Sciences and College of Communication and Information Committees
 - CCI Research Advisory Committee, ex-officio Chairperson, 2005-2012
 - SIS Director Search Chair, 2004-2005; 2015-2016
 - SIS Faculty Search Committee, Chair, 1995, 1999, 2008; Member, 1996, 2003, 2005, 2008, 2019
 - SIS Faculty Affairs Committee, Chair, 1999-2004; 2006-2010; 2015-2016, member 2019-2020.
 - SIS Curriculum Committee/ Core Curriculum Committee, 1995-2000, 2002-2004; 2015-2016
 - SIS Student Affairs Committee, 2002-2003
 - College Horizontal Structure Task Force, 2003
 - College Tenure and Promotion Committee, 2002-2005
 - College Dean's Advisory Council, 2015-2016

SPEECHES (1988 to present):

- "The Time Has Come...to Talk About Why Research Data Management Isn't Easy," Neapolitan session, Charleston Conference, November 2019.
- "Showing Library ROI with Data," Sage-Choice Podcast, August 2019.
- "Librarians in an Age of Data Sciences: Research Data Management Services," Laurence Livermore National Laboratory, Webinar, May 2019.
- "The Winds of Change: A new Model for Specialized LIS Education," (with Rachel Fleming-May, Regina Mays, Carol Tenopir), Charleston Conference, November 2018
- "Demonstrating Library ROI: Success Stories and Strategies to Replicate in Your Library,"

- panelist, Charleston Conference, November 2018
- “Measuring (and increasing) the Value of Library Services and Collections,” Route 66 Special Libraries Association Chapter, Arizona-New Mexico, September 16, 2018
 - “Data Sharing and Re-Use: Barriers and Incentive,” Indiana University, Department of Information and Library Science Colloquium Series, September 28, 2018
 - “Building A Research Agenda: Reflections on 4 Decades,” Empirical Librarians Conference, Knoxville, February 2018
 - “Measuring the Value of Library Services and Collections,” Trondheim, Norway, October 2017
 - “Research Data Services and The Role of Libraries,” Trondheim, Norway, October 2017
 - “Data Sharing and Re-Use: Barriers and Incentives,” Oslo, Norway, October 2017
 - Scholarly Publications in the Worklife of Researchers, Oslo, Norway, October 2017
 - “Are Academic Journals Still Relevant for Researchers?,” Swedish Library Association, Växjö, Sweden, May 11, 2017.
 - “Research data services --what researchers need and what libraries are doing,” University Library Växjö, Sweden, May 12, 2017.
 - “Research Data Services in European Libraries: Current Offerings and Plans for the Future,” University of Tartu, Estonia, April 20, 2017.
 - “Research Data Services in European Universities,” Helsinki University Library, American Resource Center (American Embassy), and Fulbright-Finland, Helsinki, Finland, April 24, 2017
 - “Why Academics Read and How Libraries Contribute,” webinar for Finland librarians, April 26, 2017.
 - “Reading for Research: Scholarly Publications in the Worklife of Researchers,” Association of Health Information Professionals, Helsinki, Finland, April 7, 2017
 - “Research Data Services in European Libraries: Current Offerings and Plans for the Future,” Universidade do Minho, Portugal, March 31, 2017.
 - “Measuring the Value of Academic Libraries,” Universidade do Minho, Portugal, March 30, 2017.
 - “The Three States of Tennessee,” Finnish Speakers of English Conference, March 25, 2017.
 - “Reading for Research: Scholarly Publications in the Worklife of Researchers,” Fulbright Forum, Jyvaskyla, Finland, March 16, 2017.
 - “Scholarly Reading by Academics,” Universidad Carlos III de Madrid, Spain, March 2, 2017.
 - “Data Management Services in EU Libraries,” Universidad Carlos III de Madrid, Spain, March 3, 2017.
 - “Open Science: What, Why, and How?,” University of Eastern Finland, February 8, 2017.
 - “Reading for Research: Scholarly Publications in the Worklife of Researchers,” Hanken Breakfast Seminar, January 31, 2017.
 - “Researchers Need Information Too!: How Information Improves the Quality of Worklife.” BOBCATSSS Conference Keynote, Tampere, Finland, January 25, 2017.
 - “Research Data Services in European Libraries: Current Offerings and Plans for the Future,”

Webinar for LIBER (League of European Research Libraries). December 1, 2016 and January 17, 2017.

- “E-Scholarship and New Roles for Research Libraries,” invited keynote CONCERT (CONsortium on Core Electronic Resources in Taiwan), November 2016
- “Is A Gold Open Access World Viable for Research Universities?,” 36th Annual Charleston Conference, November 2016
- “From Hawaii to Tennessee: A 5,000 Mile Journey,” American Voices Fulbright Seminar, University of Turku, October 2016.
- “Research Data Services in European Libraries: Current Offerings and Plans for the Future,” LIBER Scientific Information Infrastructures Working Group Workshop: Skills for Supporting Research Data Management, Helsinki, 29 June 2016
- “Trust in Scholarly Publications: The Times They are A-Changin’,” ProQuest IS Division meeting, Ann Arbor, June 2016
- “Beyond the Download: Issues in Developing a Secondary Usage Calculator,” Quantitative and Qualitative Methods for Libraries (QQML) annual meeting, London, May 2016
- “Librarians Do Research Too!,” A webinar for the University of Colorado, Denver, Medical Librarians, February 2016
- “Technological Opportunities and Human Realities for Dissertations in The Future,” Council of Graduate Schools Future of the Dissertation Workshop, January 2016
- “Data Sharing and Re-Use: Barriers and Incentives,” Presented at the Synergy in Science Tri-Societies Conference (ASA, CSSA, SSSA), Minneapolis, November 18, 2015
- “The Secret Life of Articles: From Download Metrics to Downstream Impact,” Neapolitan Speaker, 35th Annual Charleston Conference, November 5, 2015
- “Research Data Services: Multiple Roles for Academic Libraries,” Tampere University Library, Finland, September 29, 2015
- “Scholarly Reading and Scholarly Sharing: Some Indicators of Change,” Tampere University TRIM research center, Finland, September 24, 2015
- Closing Speaker. The Fiesole Collection Development Retreat Series, 17th Fiesole Retreat, Berlin, Germany. May 6-8, 2015
- “Librarians Do Research Too,” part of “Building a Professional Identity,” Library Connect Webinar, April 16, 2015
- “Scholarly reading in a digital age: The library role,” Presented at Syracuse University Libraries, April 2, 2015 (invited)
- “The LibValue Project: Lessons Learned and Replication Possibilities,” University of Puerto Rico, March 4-5, 2015 (invited)
- “Research in Library and Information Sciences: the how and where to submit successful proposals,” University of Puerto Rico, March 4-5, 2015 (invited)
- “Use of Scholarly Information: Reflections on 4 Decades of Research,” CCI Annual Research Symposium, Knoxville, February 25, 2015
- “What Researchers Want from Publishers and How Data Fits In,” AGU 2015 Editors in Chief Meeting, Bernalillo, NM, February 3, 2015
- “The Importance of Data, Information, and Knowledge in Scholarly Communication,”

Invited Presentation for the 75th Anniversary Conference for the Library and Information Studies Center, University of Cape Town, Cape Town, South Africa. November 27-28, 2014

- “To Boldly Go Beyond Downloads,” Charleston Conference, Charleston, November 2014
- Panelist on “Transforming the Data Landscape: Connecting Data, Policies, and Communities,” and “Responding to Emerging Data Workforce Demand: Harnessing Data Center Expertise,” ASIST Annual Meeting, Seattle, November 2014
- “Scholarly Reading Patterns of US Graduate and Undergraduate Students,”; “Introduction to LibValue”; “Beyond Downloads: How Are Journal Articles Used and Shared?,” ARL Assessment Conference, Seattle, August 2014
- “Text + Images + Data: A More Complete Way to Convey Results of Scientific Research,” Strand Symposium, London, June 2014
- “Measuring (and Increasing) the Value of Library Services,” invited keynote International Association of Science and Technology University Libraries (IATUL), June 2014
- “Assessing Data Practices for DataONE,” seminar for Hanken School of Economics, Helsinki, May 2014
- “Trust and Authority in Scholarly Communications in the Light of the Digital Transition, invited keynote, UKSG, April 2014
- “Value of Scholarly Reading: The LibValue Project,” two presentations at ROI-Elico Conference, Université Claude Bernard, Lyon, February 2014
- “Trust in Reading, Citing, and Publishing,” NFAIS annual meeting, February 2014
- “Research Data Services: A New Focus for Libraries,” invited keynote CONCERT (CONsortium on Core Electronic Resources in Taiwan), November 2013
- “Research Data Services in Academic Libraries,” and “Scholarly Reading in a Digital Age,” Brigham Young University library presentations, October 2013
- “Altmetrics and Traditional Metrics: What Do Scholars Use to Judge Quality?,” presented at the 15th Fiesole Collection Development Retreat, Singapore, August 2013
- “Trust and Authority of Scholarly Resources,” presented at the Strand Symposium, London, June 2013
- “Scholarly Reading in a Digital Age: Some Things Change, Some Stay the Same,” presented at the University of New South Wales, Australian National University, and University of Queensland, April 2013
- “Research Data Services: New Roles for Academic Libraries?,” presented at Charles Sturt University, April 2013
- “Use and Users of Scholarly Information: A Closer Look at Methods,” presented at University of New South Wales, March 2013 and Charles Sturt University, April 2013
- “Shaping the Future of Scholarly Communication,” invited keynote at Beyond the PDF 2, Amsterdam, March 2013
- “COUNTER at 10: Evolving Measures of Journal Impact, Value and Utility,” moderator and session wrap-up, Charleston Conference, November 2012
- “Measuring and Applying Data About Users in the Seton Hall Library,” co-presenter, Charleston Conference, November 2012

- “Scholarly Reading and the Value of Library Resources,” invited keynote at DEFF (Denmark’s Electronic Research Library) consortium annual meeting, Copenhagen, Denmark, September 2012
- “Academic Librarians and Research Data Services: Preparation and Attitudes,” IFLA World Conference, Science & Technology Section, Helsinki, Finland, August 2012
- “Building Evidence of the Value and Impact of Library and Information Services: Methods, Metrics, and ROI,” keynote speaker at the DREaM Conference, British Library, London, UK, July 2012
- “The Lib-Value Project: Status Report,” ARL Preconference at ALA Annual, Anaheim, Ca, June 2012
- “Scholarly Reading in a Digital Age: Some Things Change, Some Stay the Same,” NFAIS workshop and webinar, Philadelphia, June 2012
- “Just Because You Can’t See Them, Doesn’t Mean They Aren’t There,” 14th Fiesole Collection Development Retreat, Fiesole, Italy, April 2012
- “Value and Outcomes of Scholarly Library Resources,” UKSG, Glasgow, March 2012
- “Indicators of Value,” 2012 ARL Preconference, Dallas, January 2012
- “To Dialog or Not to Dialog,” Panel participant, ALISE Annual Conference, Dallas, January 2012
- “Beyond Usage: Measuring Library Outcomes and Value,” a webinar presentation sponsored by the East Tennessee Library Association, November 2011 and presented at the Open University, Milton-Keynes, U.K., November 2011
- “The LibValue Project: Value of Scholarly Reading,” 2011 Charleston Conference, Charleston, S.C., November 2011
- “Sharing Data: Practices, Barriers, Incentives,” ASIST Annual Meeting, New Orleans, October 2011
- “Understanding the Data Management Needs and Data Sharing Challenges of Environmental Scientists,” Environmental Information Management Conference, Santa Barbara, September 2011
- Keynote speaker, “Social Media and Scholarly Reading,” Information Science and Social Media (ISSOME) conference, Turku, Finland, August 2011
- Opening Keynote speaker, “Measuring Value and ROI of Academic Libraries: The IMLS Lib-Value Project,” 9th Northumbria International Conference on Performance Measurement in Libraries and Information Services, York, England, August 2011
- Keynote speaker, “Return on Investment in Academic Libraries,” SCONUL 2011, Cardiff, Wales, June 2011
- “Social Media Use and Scholarly Reading Patterns,” 5th Annual Bloomsbury Conference on Electronic Publishing, London, June 2011
- Keynote speaker, “Beyond Usage: Measuring Library Outcomes and Value,” QQML2011 Conference, Athens, Greece, May 2011
- “Demonstrating The Value of Scholarly Collections Through ROI and Other Methods,” Acquisitions Institute at Timberline Lodge, May 2011
- “The Reading of Scholarly Articles: Behavior on Today’s Campuses,” NFAIS workshop,

April 2011

- “Measuring the Value of Academic Libraries,” ALPSP meeting, London, Feb 2011
- “DataNet: Collaboration, Curation, and Data in the iSchools: DataONE,” iConference 2011, Seattle, Feb 2011
- “Beyond Topic: How Readers Choose Which Articles to Read,” Serials Solutions Breakfast, ALA Mid-Winter, San Diego, January 2011
- “Lib-Value – Status Report: Value, Outcomes, and Return on Investment of Academic Libraries,” ARL Preconference to ALA Mid-Winter, San Diego, January 2011
- Keynote speaker, “Sharpening the Value Edge of Academic Libraries,” Library and Information Association of New Zealand Aotearoa (LIANZA) Conference 2010, Dunedin, New Zealand November 28, to December 1, 2010
- “Measuring the Value of Scholarly Publications and Libraries,” Chancellor’s Associates Meeting, November 9, 2010
- “Measuring (and Increasing) the Value of Academic Libraries,” Korean Library Association 40th Anniversary Meeting, Seoul, Korea, October 8, 2010
- “Beyond Topic: How Readers Choose Which Articles to Read,” International STM Publishers Association Annual Meeting, Frankfurt, Germany, October 5, 2010
- “Baseline Assessment of Scientists’ Data Sharing Practices,” 4th Bloomsbury Conference on E-Publishing and E-Publications: Valued Resources: Roles and Responsibilities of Digital Curators and Publishers, London, June 24-25, 2010
- “Building the Future by Understanding the Past: Scholarly Use Patterns and E-Pubs,” 14th International Conference on Electronic Publishing, Helsinki, June 16-18, 2010
- “E-Science: Transcending Disciplines and New Roles for Librarians,” Medical Library Association annual meeting, Washington, DC, May 23, 2010
- “Measuring the Value of Academic Libraries,” Keynote, Michigan Library Association, May 6-7, 2010
- “University Investments in the Library: Measuring the Return,” UKSG annual conference, Edinburgh, Scotland, April 12-14, 2010
- “Measuring Value and Outcomes of Reading,” 12th Fiesole Collection Development Retreat, Leuven, Belgium, April 8-10, 2010.
- “Value and Future of Library E-Resources,” VALA 2010 Meeting, Melbourne, Australia, February 9-11, 2010
- “Value, Outcomes, and Return on Investment of Academic Libraries (Lib-Value),” ARL Pre-Conference to ALA Midwinter, Boston, January 2010
- “Return on Investment in Academic Research Libraries: Phase 2, The Role of Libraries in the Grants Process,” ALA Midwinter, Boston, January 2010
- “Return on Investment in Academic Research Libraries: Phase 2-The Role of Libraries in the Grants Process in Nine Countries,” Online Information Conference, London, 1-3 December 2009
- “The DataNet Partners: Sharing Science, Linking Domains, Curating Data,” panel participant, Annual Meeting of the American Society for Information Science & Technology, Nov. 8-12, 2009

- “DataONE: Protecting the Future of Environmental and Ecological Data,” panel participant, Annual Meeting of the American Society for Information Science & Technology, Nov. 8-12, 2009
- “Getting Started in an Academic Career,” panel participant, Annual Meeting of the American Society for Information Science & Technology, Nov. 8-12, 2009
- “Measuring the Value and Return on Investment of Academic Libraries,” International Conference on Academic Libraries (ICAL), Delhi, India, October 5-8, 2009
- “Brand X: Trust and Authority in Scholarly Publishing,” ALPSP Annual Meeting, Thame, England, 9-11 September 2009
- “DataONE: A Virtual Data Center for Biology, Ecology, and the Environmental Sciences,” 94th ESA Annual Meeting, Albuquerque, NM, August 7, 2009
- “Electronic Publication: The Narrowing of Science and Scholarship?,” 11th Fiesole Collection Development Retreat, Glasgow, Scotland, July 23-25, 2009
- “Books and Journals and Beyond,” Third Annual Bloomsbury Conference, London, June 25-26, 2009
- “Interdisciplinary Science and its Impact on Information Professionals,” SLA Annual Meeting, Washington, DC, June 16, 2009.
- “Measuring the Value of the Academic Library: Return on Investment and Other Value Measures,” NASIG annual meeting, Asheville, NC, June 6, 2009
- “Measuring Value and Journal Article Reading Patterns: Changes Over Time,” INFORUM 2009 Meeting, Prague, Czech Republic, 27-29 May 2009.
- “DataONE,” ARL Annual Meeting, Houston, Texas, May 20, 2009
- “Retorno de la Inversión en Colecciones Científicas (“ROI Study”) –Resultados Consolidados en la Fase II de 10 Instituciones a Nivel Mundial” or “Investment in the Library: What’s the Return?,” conference organized by the Spanish Ministry of Science and Innovation CSIC, 20 April 2009, Madrid, Spain
- “Measuring Academic Libraries’ Return on Investment (ROI),” Round Table Discussion leader, ACRL 14th National Conference, Seattle, March 12-15, 2009
- “University Investment in the Library: What’s the Return?,” 9th International Bielefeld Conference, Germany, February 3, 2009
- “Return on Investment of Academic Library E-Journal Collections: A Study of ROI in Grant Writing Activities,” Charleston Conference, 2008
- “Do E-Journals Narrow or Broaden Science?,” Charleston Conference, 2008
- “Women Pioneers in Information Science: Martha E. Williams,” Annual Meeting of ASIST, October 2008
- American Psychological Association’s fourth annual Science Leadership Conference, Tempe, Arizona, October 2-4, 2008
- “Reading Patterns of E-articles by Academics: Measuring the Purpose and Value of Reading and Demonstrating the Value of Library-Provided Electronic Journal Collections,” keynote speaker at the National Libraries with Statistics and Evaluation session, IFLA Annual Meeting, Quebec, August 2008
- “The continuing (and not quite complete) transition from print to digital scholarly reading:

A long-term view,” 2nd Bloomsbury Conference on Electronic Publishing, London, June 26-27, 2008

- “Deep Indexing and Discovery of Tables and Figures,” presented as part of a Webinar on “Deep Indexing: A New Approach to Searching for Scholarly Literature,” sponsored by Library Journal and ProQuest, May 20, 2008
- “How E-Journals Are Changing Scholarly Reading Patterns,” keynote at VTLS User’s Group Annual Meeting, Blacksburg, VA, April 24, 2008
- “Annual SIS Student Research Forum,” moderator, annual meeting of the Tennessee Library Association, April 10, 2008 Kingsport, TN
- “Witnessing Change: Studying Scholarly Article Reading Over Time,” Presentation to accept the 2007 Contributions To Information Science And Technology Award, Los Angeles Chapter of ASIST, Los Angeles, January 31, 2008
- “What Does Usage Data Tell Us About Our Users?,” with David Nicholas, Online Information Meeting, London, December 2007
- “What Does Usage Data Tell Us About Our Users?,”—an introduction to and expansion of the MaxData Project, Evidence Base meeting, King’s College, London, December 2007
- “Journal Reading Behaviour: 5 Things That Are Changing,” Presentation for students and faculty, Graduate Institute of Library, Information, and Archival Studies, National Chenchi University, Taipei, Taiwan, November 2007
- “Digging Deeper into E-Journal Use: Outcomes, Value, and Interdisciplinary Reading,” CONCERT 2007 Annual Meeting, Taipei, Taiwan, November 2007
- “Perspectives on Current Researcher Behaviour: 5 Things That Are Changing,” Presentation for International Association of STM Publishers, Frankfurt, Germany, October 2007
- “How the Internet Has Affected the Use of Academic Journal Collections,” American Society for Information Science & Technology Annual Meeting, Milwaukee, October 2007
- “How Electronic Journals are Changing Reading Patterns,” Library Connect Meeting, Hangzhou, China, April 2007
- “What Does Usage Data Tell Us?,” Library Connect Meeting, Hangzhou, China, April 2007
- “Electronic Resources and User Behaviour,” BiblioStar Annual Meeting, Milano, Italy, March 2007
- 3 presentations for faculty, students, and local librarians, Robert Gordon University, Aberdeen, Scotland, March 2007
- “How Electronic Journals Are Changing Scholarly Reading Patterns.” CONCERT 2006 Annual Meeting, Taipei, Taiwan, November 2006
- “The Impact of Scholarly Communication on LIS Education,” Chinese Association of Library and Information Science Education, November 2006
- “Indexing of Tables and Figures: Scientists’ Reaction,” Library Fair & Forum 2006, Yokohama Japan, Nov. 11, 2006
- “Enhanced Searching Through Deep Indexing: Scientists’ Reaction,” Charleston Conference, November 2006
- “Scatter and Decay: E-Journal Usage Patterns,” Charleston Conference with Gayle Baker and David Nicholas, November 2006

- “Being User Oriented: An International Distributed Essay Team of Master’s Students,” Annual Meeting of the American Society of Information Science & Technology, November 2006
- “How Researchers Are Using Your Journal: Preparing for Change,” Blackwell’s Medical Journal Editors Meeting, Boston, October 2006
- “Journal Reading Patterns in Australia and the U.S.,” University of New South Wales and University of Queensland libraries, September 2006
- “User’s Perceptions of Libraries,” Michigan Library Consortium meeting, Lansing, October 2006
- “The Future of the Journal,” Mississippi Library Association, Annual Conference, ACRL Luncheon, October 2006
- “How Electronic Journals are Changing Journal Use,” Helsinki, Hanken University and Helsinki School of Business, June 2006
- “How Electronic Journals are Changing Reading Patterns,” Helsinki, Hanken, PhD seminar, May 2006
- “Knowing our Users: What User Studies Tell Us,” Lund, Sweden, presentation for Lund University librarians, April 2006
- “Journal Reading Patterns and Preferences for Pediatricians,” Lund, Sweden, doctoral student and faculty seminar, April 2006
- “How Electronic Journals are Changing Scholarly Journal Use,” Helsinki, FinELib Annual Conference, May 2006
- “User Behaviour in a Digital Age,” Malmoe, Sweden. Invited speaker at the Swedish Library Association Annual Library Days, May 2006
- “How Electronic Journals are Changing Reading Patterns,” Goteborg, Sweden, Chalmers Technical University library staff, May 2006
- “Usage Data: A Comparison of Some Collection Methods,” Boras, Sweden, Boras University doctoral student and faculty seminar, May 2006
- “How Electronic Journals are Changing Reading Patterns,” Helsinki, Hanken faculty research seminar, May 2006
- “E Journals and Alternatives for Scholarly Communication: User’s Needs and Expectations,” Ohio State Library Seminar, Columbus, Ohio, April 2006
- “Building Bridges to Information Products and Services,” Miles Conrad Memorial Lecture, NFAIS Annual Meeting, Philadelphia, February 2006
- “Not for profit Scholarly Societies and Open Access Journal Publishing,” ALISE, San Antonio, January 2006
- “Surveys of Scientists and Engineers: Ensuring Reliable Research and Evidence for Good Practice,” ASIST Annual meeting, Charlotte, North Carolina, November 2005
- “Data, Data Everywhere: Making Sense of the Sea of User Data,” 24th Annual Charleston Conference, Charleston, South Carolina, November 2005
- “Methods of Collecting Usage Data,” “Digital Library Collections and Libraries,” “How Electronic Journals are Changing Reading Patterns,” and “The Role of Scholarly Publishing for Authors and Readers,” Oulu, Finland, October 2005

- “The Role of Journal Reading in Scholarly Communication,” Tampere, Finland, Oct 2005
- “How Electronic Journals and Alternatives to Journals are Changing Reading Patterns,” Turku, Finland, October 2005
- “UT SIS Current Projects,” DOE Librarians Meeting, Oak Ridge, Tennessee, October 2005
- “E Collections: Where Are We Going and How Will We Get There?,” Ticer, Netherlands, August 2005
- Keynote Speaker, “What Does Data Usage Tell Us?” and “Researching Researchers: How Electronic Journals Are Changing Reading Patterns,” Japan & Korea, July 2005
- “How Researchers Are Using Your Journal: Preparing for Change,” Blackwell Publishing Executive Seminar, National Press Club, Washington D.C., June 2005
- Keynote Speaker, “The Role of Publishing in the Research Process,” JISC Meeting, London England, June 2005
- Keynote Speaker, “How Electronic Journals are Changing Reading Patterns,” and Presenter, “Collecting Usage Data on Electronic Journal Collections (A Study of Methods and Motivations),” Association of Christian Librarians, June 2005
- “What Scientists Really Need,” American Association for the Advancement of Science (AAAS), Washington D.C., April 2005
- Alice Rankin Lecturer, “EJournals and Print: How Usage Patterns are Changing,” NJ SLA, April 2005
- “What We Know About User Behavior,” Search Engines Conference, Boston, April 2005
- “Journal Reading in Universities: Comparing the U.S. and Australia,” Fiesole Collection Development Retreat Series, Melbourne, Australia, April 2005 and VALA (Victorian Assoc for Library Automation) Meeting, April 2005, and University of Technology, Sydney, May 2005
- “What Does Data Usage Tell Us?,” Professional Society Publishers/American Association of Publishers (PSP-AAP), Washington D.C., February 2005
- “Communication Patterns of Engineers,” Transportation Research Board, Washington D.C., January 2005
- “Mental Models of Information Retrieval Systems,” ASIST Annual Meeting, Providence, November 2004
- “Knowing Journal Users, Methods for User Focused Research with a Case Study of Pediatricians,” Charleston Serials Conference, Charleston, SC, November 2004
- “A snapshot of Journals and their Alternatives,” Charleston Serials Conference, Charleston, SC, November 2004
- “Measuring Impact and Value from a U.S. Perspective,” U.K. Directors’ Forum, Oct 2004
- Featured speaker, “Faculty and Student Use of Scholarly Journals,” various locations in Australia, including University of Queensland, University of Sydney, Univ. of New South Wales, August 2004
- Featured speaker, “Reference Services for the New Millennium,” Perth, Australia Aug 2004
- “Introduction to Electronic Publishing and the Role of the Library,” TICER course on “The Digital Library and ePublishing for Science, Technology and Medicine,” Geneva, Switzerland, June 2004

- PreConference Speaker, “Communication Patterns of Engineers,” Special Libraries Association, Annual Meeting, June 2004
- Plenary Speaker, “Researching Researcher: What User Studies Tell Us,” Annual Meeting of the Society for Scholarly Publishing, San Francisco, June 2004
- Keynote Speaker, “Development of Collections: The Impact of Electronic Resources,” Quebec university librarians, “Le développement des collections à l’ère du numérique,” Montreal, May 2004
- Keynote Speaker, “Discovering the Magic: Faculty and Student Use of Electronic Journals,” NASIG Regional Conference, Mississippi State University, May 2004
- “User Behavior Across International and Disciplinary Boundaries,” Fiesole Collection Development Retreat, Fiesole, Italy, March 2004
- “What We Know About User Behavior,” NFAIS Annual Meeting, Philadelphia, Feb. 2004
- “The Role of Situational and Individual Differences in Journal Reading Patterns of Subject Experts,” College Research Symposium, Knoxville, TN, February 2004
- Plenary Speaker, “Using Electronic Journals to Promote Information Worldwide,” Latin America Conference on Electronic Publishing, Valparaiso, Chile, January 2004
- Keynote Speaker, “Quality in the Online Environment,” Latin American Conference on Electronic Publishing, Valparaiso, Chile, January 2004
- “Increasing Effective Student Use of the Scientific Journal Literature,” NSDL-IMLS AII Project Meeting, December 2003
- “Patterns of Journal Use: What Are Our Users Telling Us?,” Charleston Conference 2003, Charleston, SC, November 2003
- Keynote Speaker, “Cost and Price Models of Scholarly E-Journals,” Council of Scientific Society Presidents, Washington, D.C., November 2003
- “Undergraduate Science Students and Electronic Scholarly Journals,” ASIST, Long Beach, CA, October 2003
- Panelist, “What Can We Learn About Different Usage Data Methods,” ASIST, Long Beach, CA, October 2003
- Keynote Speaker, “Journal Reading Patterns of Medical Faculty in a Digital Age,” Southern Chapter, Medical Library Association, Shreveport October 2003
- Keynote Speaker, “Understanding User Behavior,” ASIDIC Annual Meeting, Montreal Sept2003
- Keynote Speaker, “How Scholars Value and Use Scholarly Digital Resources?,” DigiLib Conference, Espoo, Finland, September 2003
- “Science Journals and Science Students: Bringing Them Together,” Fiesole Collection Development Retreat Series, Oxford, UK, July 2003
- “How Are Electronic Journals Changing Patterns of Journal Use?,” 18th Annual NASIG Conference, Oregon, June 2003
- “The Digital Journal Collection in Libraries-What Libraries Are doing -Impact on Scientists,” Elsevier Science Editors Conference, Sonoma, April 2003
- “What It Really Costs,” 19th International Learned Journals Seminar, London, April 2003
- “Review of User Studies,” CLIR Annual Sponsors’ Symposium, Washington D.C. March

2003

- Plenary Speaker, “EJournals: What Are You Really Getting?,” Australia Online Meeting, Sydney, January 2003
- Poster Session, NSDL All-Projects Meeting, Washington, D.C., December 2002
- Elsevier Science Editors Conference, Atlanta, November 2002
- “A Glimpse of the Future Use of Scholarly Journals with Data from the Past and Present,” Charleston Conference 2002, Charleston, SC, November 2002
- “The Way Forward: Issues to be Addressed in Moving Towards More Efficient Models of Provision, Access, and Pricing,” Ingenta Institute, London and Charleston, S.C., September and October 2002
- “Scholarly Publishing at the Crossroads,” Scholarly Publishing and the Common Good, Knoxville, September 2002
- “Use Patterns of Print and Electronic Journals,” 4th Annual Fiesole Series Symposium, Amsterdam, July 2002
- “Information Metrics and User Studies,” Center for Information Behaviour and Evaluation of Research (CIBER), Symposium, Bedford, U.K., July 2002
- Presenter, “Astronomer’s Use of Journals,” Special Libraries Association Annual Meeting, Los Angeles, June 2002
- “EJournals vs. Print Journals: Similarities and Differences in Reader Behavior,” Information Today 2002 Meeting, New York, May 2002
- Panelist, “The Debate on Scholarly Publishing,” Information Today 2002 Meeting NY, May 2002
- “How Scientists Use Electronic Journals,” Council of Science Editors Annual Meeting, San Diego, CA, May 2002
- Plenary Speaker, “Electronic or Print: Are Scholarly Journals Still Important?,” UK Serials Group, 25th Anniversary Meeting, University of Warwick, April 2002
- “Electronic Journals: How User Behaviour is Changing,” Online Information Meeting, London, December 2001
- Poster Session, NSDL All-Projects Meeting, Washington, D.C., December 2001
- Plenary Speaker, Reveling in Reference Symposium, Australia, October 2001
- “Electronic Publishing and the Economics of Information,” Special Libraries Association Annual Meeting, San Antonio, June 2001
- CoSpeaker with Donald W. King, “What Do We Know About Scientists’ Use of Information in General: The Role of the Literature and Other Information Sources,” Metadiversity II: Assessing the Information Requirements of the Biodiversity Community, USGS and the National Federation of Abstracting and Information Services, Charleston, SC, June 2001
- “Academic Publishing,” University of Tennessee Library Faculty, May 2001
- “Scientific Journals: Bytes out of Myth, Bits of Reality,” Knoxville Area Health Sciences Library Consortium, May 2001
- “The Importance of Journals to the Scientific Endeavor,” CRICS 5–The Fifth Regional Congress on Health Sciences Information, Havana, Cuba, April 2001

- “Getting Your Money’s Worth: Patterns of use of Reference Databases,” Tennessee Library Association Annual Meeting, April 2001
- “The Use and Value of Scientific Journals,” New Jersey/ American Society of Information Science and Technology, March 2001
- Cospeaker with Donald W. King, “The Use and Value of Scholarly Journals” and “The Cost and Price Dilemma of Scholarly Journals,” ASIS Annual Meeting, November 2000
- Keynote speaker, “Scholarly Journals: Do They Have a Future?,” Connections 2000, Knoxville, October 2000
- “The Impact of Electronic Publishing on Scholarly Communication: A Forum on the Future,” University of Illinois October 2000
- Featured speaker, “Are Fee-Based Online Services Dinosaurs?” & “The Future of Scholarly Journals: Bytes Out of Myths and Bits of Reality,” Iowa Library Association, October 2000
- Featured speaker, “Use and Value of Scholarly Journals,” International Federation of Science Editors, Rio De Janeiro, Brazil, August 2000
- Cospeaker with Donald W. King, on research in Scientific Publishing, Elsevier Science, Amsterdam and Oxford, England, July 2000
- Cospeaker, with Donald W. King, “Towards Electronic Journals: Realities for Scientists, Librarians, and Publishers,” Special Libraries Association, June 2000
- CoKeynote speaker, “History and Hysteria: The (un)Changing Nature of Scholarly Publishing,” and participant in panel on authors and readers Society of Scholarly Publishing Baltimore, June 2000
- Keynote speaker, “Database Use in Academic Libraries,” Wisconsin Association of Academic Librarians, Fond-du-Lac, April 2000
- Principal speaker, “Looking Forward, Looking Back: Context for the New Millennium” North Carolina Librarians meeting, March 2000
- Keynote speaker, “Human Values and Technology Visions,” Virginia Library Association Annual Meeting, Homestead, October 1999
- Keynote speaker, “The Human Side of Computer Networks,” Kentucky Library Association Annual Meeting, Louisville, October 1999
- University of Hawaii Libraries Staff Development program, Honolulu, July 1999
- Featured speaker at two programs, “The Changing World of Public Services Librarians” and “Can We Ever Cancel Anything,” ALA Annual Meeting, New Orleans, June 1999
- “Full Text Sources on the Web,” National Online Meeting, New York, May 1999
- Tennessee Library Association, “Mentoring” and “State of the School,” Nashville, April 1999
- Featured speaker, “User Studies,” Search Engines Conference, Boston, April 1999
- Panelist on “Users and Their Use of Information,” NFAIS annual conference, Philadelphia, February 1999
- Keynote speaker, Alabama Health Libraries Association, Mobile, August 1998
- Panelist: “Electronic Publishing,” and “State of the School,” Tennessee Library Association, Memphis, April 1998
- Keynote speaker, “The Librarian’s Role in EndUser Searching,” Library of Congress

FEDLINK program, Washington, D.C., November 1997

- Keynote speaker, Nevada Library Association, Carson City, October 1997
- Panelist, “Reva’s (W)rap Session,” Online World’97, Washington, D.C., September 1997
- With D. W. King, SLA, update on Goldspiel grant, Seattle, June 1997
- “Human Side of Computer Systems,” Central Ark. Library District, Little Rock, May 1997
- “Electronic Publishing,” American Medical Publishers Assoc., Philadelphia, March 1997
- Tennessee Library Association, state of the school panel, Nashville, March 1997
- Panelist, Job Placement, Association of Library and Information Science Education Annual Meeting, Washington, D.C., February 1997
- “Emotions of Online Searching,” Knoxville Regional Health Librarians, February 1997
- With Donald W. King, Southern Appalachia Chapter of the Special Libraries Association, Knoxville, November 1996
- Keynote speaker, “Changes in Technology and the Information Flow,” Southern Medical Library Association, Memphis, October 1996
- Plenary speaker, “Trends in End User Online,” Online World Conference, Washington, D.C., October 1996
- Panel member, search strategy session, Online World, October 1996
- Keynote speaker, “The Human Side of Computer Networks,” Arkansas Library Association, Little Rock, Arkansas, September 1996
- “Electronic Publishing and Editing,” Electronic Publishing Conference, Knoxville Sept 1996
- With Donald W. King, Special Libraries Association, June 1996
- “Is CD-ROM Obsolete?,” Washington Library Association, May 1996
- “Transforming Online Searching For Tomorrow’s Information Society,” Florida Library Association, April 1996
- Tennessee Library Association, Resource Sharing Roundtable, April 1996
- Tennessee Library Association, Reference Roundtable, April 1996
- Mary Utopia Rothrock lecturer, East Tennessee Library Association, November 1995
- Chattanooga Library Association, May 1995
- “Librarians in the 21st Century,” Memphis Library Council, April 1995
- OCLC Distinguished Lecturer, Columbus, March 1995
- Southern Ohio Chapter of ASIS, Columbus, March 1995
- Columbus Ohio Public Library, March 1995
- Moderator, “New Solutions to Document Delivery,” Association of College and Research Libraries annual meeting, Pittsburgh, March 1995
- Plenary speaker, “Online in 1994: Tradition, Developments, and New Choices,” “Online’94 meeting, San Francisco, October 1994
- Keynote speaker, “Internet, InfoHighways, and Information Resources,” Georgia Online Databases 1994 annual conference, Macon, Georgia, August 1994
- Keynote speaker, Edith Cowan University, “The Changing Roles of Information Professionals in the 21st Century,” Perth, Australia, June 1994
- Keynote speaker, “Collaboration Through Networking: The Online Experience in School

Libraries in the United States,” Australian School Library/Media Centers annual conference, Perth, Australia, June 1994

- Hawaii-Pacific Chapter of the Special Libraries Association, Honolulu, May 1994
- “Quality of Information Sources and Distribution Channels,” LatinBase’93, Guadalajara, Mexico, November 1993
- Organizer and moderator, “Natural Language Searching: An Update,” Online/CD-ROM’93, Washington, D.C., November 1993
- Keynote speaker, “The Reference Puzzle: Putting Together the Pieces,” AMIGOS Annual Meeting, Dallas, Texas, May 1993
- Tulsa City-County Library Association, Tulsa, Oklahoma, May 1993
- Keynote speaker, “The Impact of Technology on Library Instruction and Reference,” LOEX Annual Conference, Racine, Wisconsin, May 1993
- Keynote speaker, “Information Search Options That Support Access and Utilization,” Information Access Conference, University of South Carolina, April 1993
- “Online Databases, Internet, and Telecommunications Networks,” Information Access Conference, University of South Carolina, April 1993
- Keynote speaker, “Discovering the World of Internet.” Oklahoma Library Association, March 1993
- “What Makes a Quality Database?” and “How Searchers Can Test Databases,” Conference on Information Services, Finnish Society for Information Services, Finland, March 1993
- “Users and Uses of Full Text Databases,” University of Tampere, Finland, March 1993
- “The Same Databases on Different Systems,” Toronto, 3rd Annual Computers in Libraries Canada, October 1992
- Online Information Industry Track “KickOff” speaker, “Online: Predicting the Future,” Toronto, 3rd Annual Computers in Libraries Canada, October 1992
- “Full Text Electronic Access to Periodicals: Part 1: Recent Developments,” Pittsburgh, American Society for Information Science 55th Annual Meeting, October 26-29, 1992
- “Choices, Choices, Choices ... Full Text on CDROM,” San Francisco, Special Libraries Association Annual Meeting, June 6-13, 1992
- Copresenter, preconference workshop on database design, Champaign, Illinois, 29th Annual Clinic on Library Applications of Data Processing, University of Illinois, April 5-7, 1992
- “Software for CD-ROM,” International Online Meeting, London, December 1991
- “Survey, Analysis, and Evaluation Criteria of Full Text Systems,” Washington, American Society for Information Science 54th Annual Meeting, October 1991
- “Impact of CDROM on Reference Collections and Services,” and “CDROM, Online, and OPAC Databases: Competition or Coexistence?” Northern Illinois University Graduate Colloquium, October 1991
- Keynote speaker, “Online Databases: Today and Tomorrow,” 12th New Zealand Computer Conference, August 1991
- New Zealand Library Association Dunedin Branch, August 1991
- “Full Text Databases,” New Zealand Special Libraries Association, August 1991
- “Future of Databases,” Victoria University, Wellington, New Zealand, August 1991

- “Evaluating, Selecting, and Installing CDROM,” Annual Meeting of the Hawaii Library Association, March 1991
- Cospeaker, “Textual Databases on Microcomputers: Software Options and Evaluation Methods (Tutorial),” 53rd Annual Meeting of the American Society for Information Science Toronto, November 1990
- Moderator, Contributed paper session, Annual Meeting of the American Society for Information Science, Toronto, November 1990
- “Electronic Reference,” New Mexico State Library Automation Institute, Santa Fe, Aug 1990
- 3-day workshop, “Database Searching in Schools,” Honolulu, June 1990 and July 1991
- “CDROM,” Alaska Library Association Annual Meeting, Anchorage, March 1990
- “General Periodical Indexes on CDROM,” Hawaii Library Association, Honolulu, Oct 1989
- “Database Searching on a Budget,” New Mexico Library Association, Santa Fe, April 1989
- “Designing Information Retrieval Systems,” Hawaii Museums Association Spring Meeting, Honolulu, 1989
- “Managing Text: Software Choices for Textual Databases,” Online’88, NY, Oct. 1988
- “An Interface for Self Service Searching,” New Mexico Reference Training Institute, Albuquerque, August 1988
- Keynote speaker, Northwest Online Meeting, Oregon, January 1988

PUBLICATIONS:

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