

PROFILE

- Proven leader and manager capable of leading complex organizations, and skilled at maximizing human and material resources in the delivery of dynamic, innovative, faculty and student-centered research, learning and technology services.
- Dedicated to integrating library services and resources into the teaching and learning process.
- Profiled as a “Mover & Shaker” in *Library Journal*’s first “Movers & Shakers” issue, 2002.
- Author the weekly “From the Bell Tower” column for *Library Journal*.
- Author the monthly “Leading from the Library” column for *Library Journal*.
- President, Association of College & Research Libraries, 2012-2013.
- Strong commitment to public service, publishing, public speaking, and professional development.

PROFESSIONAL EXPERIENCE

TEMPLE UNIVERSITY LIBRARIES
TEMPLE UNIVERSITY, Philadelphia, PA

1/2007 - Present

Associate University Librarian for Research and Instructional Services

Oversee all public services including reference and instruction services, access services, branch libraries, and media services. Participate in strategic planning; conception, design and implementation of improved library services; coordination, development and delivery of library and information services to the campus community; and development, implementation, and assessment of service policies. Participate in scholarly communications initiatives. Provide initiative and creative leadership in the design and implementation of research and instructional services. Supervise operations including working with four department heads and over 30 professional and support staff. Serve on the Teaching, Learning and Technology Roundtable, and a joint Library-IT technology strategic planning committee.

PAUL J. GUTMAN LIBRARY
PHILADELPHIA UNIVERSITY, Philadelphia, PA

8/1997 - 12/2006

Director of the Library

Managed all phases of library operations including planning, budgeting, overseeing public and technical services, technology and website development, and supervised a staff of five professionals and seven support staff. Oversaw human, electronic, print, and environmental resources that merged in the delivery of excellent library service to the faculty, students, and staff of Philadelphia University. Work closely with CIO to integrate library into campus technology infrastructure. Served as a member of the Provost's Academic Council, Curriculum Planning Committee, and chaired the Teaching, Learning and Technology Roundtable.

LIPPINCOTT LIBRARY OF THE WHARTON SCHOOL
UNIVERSITY OF PENNSYLVANIA, Philadelphia, PA

12/1995 - 8/1997

Assistant Library Director

Worked with the Library Director to determine the strategic direction for the library. Managed the library's public service operations, developed service policies, and ensured customer satisfaction. Supervised four-and-a-half FTE professional librarians, five union employees and nineteen student workers. Coordinated the Lippincott Library's bibliographic instruction programs, and outreach and liaison activities to Wharton faculty. Identified, evaluated, and selected electronic and print resources, and oversaw their acquisition and deployment. Served on several Penn Library committees and task forces, including those for strategic planning, electronic resource development, and OPAC implementation. Provided reference services, planned and taught instructional programs, and served as the library's expert in several online search systems. Main point of contact to the Project Architect during the 18-month library renovation. Assisted with planning, scheduling, and execution for the newly designed space involving remodeling from 3 to 2 floors and improved utilization of floor and wall layouts.

LIPPINCOTT LIBRARY OF THE WHARTON SCHOOL
UNIVERSITY OF PENNSYLVANIA, Philadelphia, PA

9/1989 - 11/1995

Head of Circulation and Reserve

Managed the library's circulation and reserve room functions including policy setting, development of FRANKLIN (NOTIS) applications for circulation and reserve routines, and relations with faculty and students. Supervised four full-time union employees and ten student assistants. Held an active role 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, Philadelphia, PA

1/1986 - 8/1989

Reference Librarian

Provided business information services to the University community and public. In addition to reference desk duties, responsible for the library's collection of corporate documents, publishing the library newsletter and bibliographies, services to career placement and alumni, and collection development. Developed expertise with multiple online systems and CD-ROM databases. Supervised a team of three student employees.

LAVENTHOL AND HORWATH, Philadelphia, PA

8/1984 - 12/1985

Business Information Specialist

Provided library services to a staff of 80 consultants on management information services, health care, real estate, market research and demography. Provided manual and online research, reference services and current awareness services. Performed technical processing duties and supervised one employee.

PHILADELPHIA CORPORATION FOR AGING, Philadelphia, PA
Librarian

2/1978 - 7/1984

As the first librarian for this organization, sourced and developed the collection of gerontology materials and instituted a program of full public and technical services. Gained experience in library management, health care and social science research, legal and legislative research and government documents. Editor of the agency newsletter. Purchased and maintained all audio-visual equipment.

EDUCATION

TEMPLE UNIVERSITY, Philadelphia, PA
Certificate in Instructional Technology and Learning, 2015

UNIVERSITY OF PENNSYLVANIA, Philadelphia, PA
Ed.D. with specialization in Higher Education Administration, 1997

DREXEL UNIVERSITY, Philadelphia, PA
M.S. in Library Science, 1977

TEMPLE UNIVERSITY, Philadelphia, PA
B.A. in Liberal Arts, 1976
Graduated Cum Laude with Honors in American Studies

PRESENTATIONS

Keynote Speaker

“Designing Better Library Experiences: Meeting Great Expectations with Way We Serve Statements” at the Association of Christian Librarians Annual Conference in Grand Rapids, Michigan on June 13, 2017.

“Going There Together: How Consortia Can Advance Textbook Affordability” at the International Coalition of Library Consortia (ICOLC) Spring Conference in Jacksonville, Florida on April 24, 2017.

“We’re In This Together: Better Library-Bookstore Relationships for Student Academic Success” at the Independent College Bookstore Association Annual Retail Meeting in Las Vegas, Nevada on February 7, 2017.

“Think Like Ford: Inspiration for Library Innovation” at the Colorado Library Association Annual Conference in Loveland, Colorado on October 21, 2016.

“Thinking Like Ford: Designing Future-Proof Libraries” at the New York Academic Librarians Annual Conference in Syracuse, New York on July 15, 2016.

“Design Think Your Way to a Better Library” at the Associate of Independent School Librarians Annual Meeting in Albany, New York on June 22, 2016.

“Think Like Ford: Looking Beyond Today to What Comes Next” at the Michael P. Tyler Lecture for the Michigan Library Network in Novi, Michigan on April 13, 2016.

“Designing Library Experiences: Reaching the Right Experience For Your Library” at the NEFLIN Technology Conference 2015 in Jacksonville, Florida on June 6, 2015.

“Pursuit of Happiness: Designing a Library Experience for Happiness” at the 2015 Connecticut Library Association Conference in Mystic, Connecticut on April 27, 2015.

“Libraries in the Great Age of Experimentation” at the 2014 On The Front Lines Conference in Springfield, Illinois on August 4, 2014.

“Collections Are for Collisions: Let’s Design It into the Experience” delivered online for the 2014 AMIGOS Virtual Library Conference on May 15, 2014.

“Opening the Virtual Gate: Extending User Experience to the Distance Learner” at the 16th Annual Distance Library Services Conference in Denver, Colorado on April 24, 2014.

“Collections Are for Collisions: Let’s Design It into the Experience” at the 2013 Charleston Conference in Charleston, South Carolina on November 8, 2013.

“New Librarianship for a New Age” at the Mid-Continental Medical Librarians Association Annual Conference in Salt Lake City on September 16, 2013.

“Transform Your Library: Begin By Mapping the Journey” delivered online for the American Library Association Annual Virtual Conference on July 25, 2013.

“Leading from Wherever You Are: Higher Ed Needs Grassroots Library Leaders” at the Delaware Valley Chapter of the Association of College & Research Libraries Spring Conference on April 19, 2013 in Philadelphia, Pennsylvania.

“Cutting Through the Noise: Academic Librarians Need to Capture [and be] the Signal” at the Kentucky Library Association Spring Conference in Lucas, Kentucky on March 20, 2013.

“Escape Your Culture to Achieve Innovation” at the Annual Symposium of the New York City Metro Chapter of the Association of College & Research Libraries on December 7, 2012 in New York, NY.

“Evolution of the Alt-Librarian: Design for an Emerging Role” at the Pacific-Northwest Chapter of the Medical Libraries Association Annual Conference on Oct. 12, 2012 in Portland, OR.

“Design for an Alt-Librarian: Retooling Yourself for a Retooled Tomorrow” at the New Jersey Library Association Conference on June 6, 2012 in Atlantic City, NJ.

“Disrupted Higher Education: Leading from the Library” at the New England Association of College & Research Libraries on May 18, 2012 in Worcester, MA.

“Adopt a Design Approach to Accelerate Library Innovation” at the Annual Meeting of the Illinois Association of College & Research Libraries on March 16, 2012 in Oak Brook, IL.

“Change + Design = Innovation: Taking a Design Approach to Achieve Innovation From Change” at the Academic Library Association of Ohio Annual Conference on November 4, 2011 in Toledo, OH.

“Tomorrow is What We Make It: Designing Our Preferred Future” at the Annual Conference of the Maryland ACRL Chapter on October 14, 2011 in Columbia, MD.

“Vanishing Library Staff or Empowered Users: Humanizing the Self-Service Library Experience” at the AMIGOS Members Virtual Conference on May 19, 2011.

“Library + Design = Innovation: Putting Design Thinking into Your Practice” at the Michigan Library Association’s ACRL Chapter Annual Conference on May 6, 2011 in Grand Rapids, MI.

“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.

“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, IN.

“Exploring the Instruction Mystery: Designing Our Way Past a Wicked Problem” at the 2010 WILU (Workshop for Instruction in Library Use) Conference on Friday, May 14, 2010 at McMaster University in Hamilton, Ontario, Canada.

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

“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.

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 was a national satellite teleconference series with over 400 subscribing library institutions, originating from the College of DuPage, Glen Ellyn, IL.

“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, NJ.

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

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

“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.

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 was a national satellite teleconference series with over 400 subscribing library institutions, originating from the College of DuPage, Glen Ellyn, IL

“It’s a Mad Mad Mad Web 2.0 World: Hidden Treasure or Just More Pressure?” Library 2.0 Seminar sponsored by Ohio State University Library on June 13, 2007 in Columbus OH.

“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, NY.

“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, NY.

Featured Speaker for the Soaring To Excellence program on “Google and Your Patrons” on November 18, 2005. Soaring To Excellence was a national satellite teleconference series with over 400 subscribing library institutions, originating from the College of DuPage, Glen Ellyn, IL.

“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 in Valparaiso, IN.

Featured Speaker for the Soaring To Excellence program on “Best New Technologies: Keeping Up with the Storm” on October 27, 2006. Soaring To Excellence was a national satellite teleconference series with over 400 subscribing library institutions, originating from the College of DuPage, Glen Ellyn, IL.

“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 Googlelized World" on May 3, 2006 in Dayton, OH.

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

“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, FL.

“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 on October 17, 2002 in Louisville, KY.

Conference/Invited Presenter

Participated as a organizer, panelist, and moderator for the session “From MLS to MLD: It’s Time to Integrate Design Thinking and Philosophy Into LIS Education” at the American Library Association Conference in Chicago, Illinois on June 25, 2017.

“Learning From Crucible Moments: Lessons in Crisis Leadership” for the American Association of Law Libraries Continuing Education Program, online webinar on May 17, 2017.

Participated as a panelist for “Ready or Not: Trends, Challenges and Tech in Academic and Research Libraries” for the release of the New Media Consortium Horizon Library Report, 2017 edition, at the Association of College & Research Libraries Conference in Baltimore, Maryland on April 23, 2017.

“What About the Bookstore: Library and College Store Relationships” at the Open Ed ’16 Conference in Richmond, Virginia on November 4, 2016.

“Starting a Textbook Revolution: Project Partners On and Beyond Your Campus” at the CNI Spring 2016 Conference in San Antonio, Texas on April 5, 2016.

“Turn It into a Design Challenge: Design Think Your Way to a Better Library” at the Long Island Library Resources Council in Farmingdale, New York on November 6, 2015.

“Remarkable Leadership: Becoming the Remarkable Leader You Know You Can Be” a half-day workshop for the Maryland and Delaware Library Association 2015 Conference in Ocean City, Maryland on May 6, 2015.

“New Roles For the Road Ahead” at the Association of College & Research Libraries 2015 Conference in Portland, Oregon on March 28, 2015. (Invited Speaker Panel Discussion)

“Turn Your Library Into a Creativity Engine: Creating the Ideal Creativity Space” at the Association of College & Research Libraries 2015 Conference in Portland, Oregon on March 28, 2015.

“Providing a Push: Five Ways Academic Librarians Can Encourage Faculty to Go Open” at the Open Ed 2014 Conference in Arlington, Virginia on November 9, 2014.

“Designing Better Library Experiences: Three Steps to Reaching the Right Experience For Your Library” a half-day workshop for the Kansas Library Association 2015 Conference in Wichita, Kansas on October 29, 2014.

“Creating Passionate Student Researchers: Top Project Information Literacy Research Findings That Make a Difference” at the Conference on Higher Education Pedagogy on February 7, 2014 in Blacksburg, Virginia.

“From Gatekeepers to Gate Openers” at the Iowa Library Association Conference on October 18, 2013 in Iowa City, Iowa.

“Higher Education Rebooted: Exploring the New Mysteries of Information Literacy” at the Metrolina Library Association Conference on June 13, 2013 in Charlotte, NC.

Participated as a facilitator, panelist, and/or moderator for the following sessions at the Association of College and Research Libraries 2013 Conference, April 10 – April 13, 2013, in Indianapolis, IN.

- (1) Experience is Everything: Moving Beyond Usability to Totality
- (2) Ditch Your Textbook: Academic Librarians Inspiring Faculty to Go Open

“Unbundled and Rebooted: Library Leadership for Disrupted Higher Ed” at the Associated College Libraries of Central Pennsylvania Spring Conference on March 15, 2013 in Harrisburg, Pennsylvania.

“From Gate Keeping to Gate Opening: An Evolving Role for the Academic Library” delivered (online) for the Athabasca University “Future of the Library” series on February 26, 2013.

“To Be a Better Leader Be a Student of Decision Making” delivered online for the South Central Library Consortium of New York for their “Leadership Luncheon” series on Feb. 5, 2013.

“Start With a ‘Way We Serve Statement’: Design a Library User Experience the Way the Pros Do” at the American Library Association Annual Virtual Conference on July 19, 2012.

“Coffee Houses, Fish Markets and Hotels: Designing the Right Experience for Your Library” at Purdue University Libraries Staff Symposium on Thursday, March 15, 2012.

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

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

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

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

“A WOW User Experience: Do Academic Libraries Measure Up?” at the Association of College & Research Libraries 2011 Conference on March 31, 2011 in Philadelphia, PA.

“Greatly Exaggerated: The Death of the Academic Library” for the University of Missouri LIS

Student Association on March 17, 2011 in Columbia, MO.

“A Modest Proposal: Integrating Design Philosophy Into the LIS Curriculum” at the Association of Library & Information Science Educators Annual Conference as a panelist for the session “Design Methods for the LIS Curriculum.” on Jan. 5, 2011 in San Diego, CA.

“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.

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

“Building an Entrepreneurial Academic Library: Eight Behaviors Leaders Need to Know and Share with Staff and Colleagues” at the ACRL/LLAMA Spring Virtual Institute on April 21, 2010. (co-presented with Jill Luedke, Temple University)

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

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

“Hills and Valleys: Moving Strategically on the Long Road of Your Library Career” as a 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, at the American Library Association Conference, on July 12, 2009 in Chicago, IL.

Participated as a facilitator, panelist, and/or moderator for the following sessions at the Association of College and Research Libraries 14th National Conference, March 13 - March 15, 2009, in Seattle, WA.

- (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).

“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.

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

“Intentional Design: How Blended Librarians Use Design Thinking to Enhance Library

Services” at the Connecticut Library Association Annual Conference on April 28, 2008 in Mystic, CT. (co-presented with John Shank, Penn State University).

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

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

Participated as a facilitator, panelist, and/or moderator for the following sessions at the Association of College and Research Libraries 13th 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?

“Be it Resolved: There Will Be No Reference Desks in Large Academic Libraries in 2012” at the Columbia University Libraries 2007 Reference Services Symposium (affirmative debater) on March 9, 2007 in New York City, NY.

“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” on October 19, 2006 in Grand Island, NY.

“Next Stop Blogging: Building a Professional Blog for your Library” for the LITA (Library and Information Technology Association) program at the American Library Association Conference in New Orleans, LA on June 26, 2006.

“Exploring Google and New Search Options” a four-hour workshop for the Berks County Library System spring program on June 2, 2006 in Reading, PA.

“Google and Your Patrons” a three-hour workshop for the Nassau County Library System on June 15, 2006 in Uniondale, NY.

“Googlization and Google Migration: What Does It Mean and How Does It Affect You” for the Metropolitan New York Chapter of the Association of College and Research Libraries on December 2, 2005 in New York City, NY.

“Building an Online Learning Community for Blended Librarians” at EDUCAUSE 2005 on October 21, 2005 in Orlando, FL. (co-presented with John Shank, Penn State University)

“If You’re Going to Blog It, Blog It to Courseware” at the Pennsylvania Library Association Annual Conference on September 25, 2005 in Hershey, PA.

“Googelization, Visualization, Metasearch, Mapping and Other Disruptive Technologies:

Implications of Revolutionary Change for User Education and Information Literacy” pane session at the 12th National Conference of the Association of College and Research Libraries on April 9, 2005 in Minneapolis, MN.

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

Appeared as a guest panelist for the Soaring To Excellence program on “Teaching in the Modern Library” on November 19, 2004. Soaring To Excellence was a national satellite teleconference series with over 400 subscribing library institutions originating from the College of DuPage, Glen Ellyn, IL.

“Googlelizers Versus Resistors: A Debate On The Librarian’s Role In A Googlelized World,” at the Pennsylvania Library Association Annual Conference on September 28, 2004 in Valley Forge, PA.

“Effective Collaboration For Campus-Wide Information Literacy: The Blended Librarian’s Perspective On How To Make It Work,” virtual workshop for The Teaching, Learning and Technology Group and the Association of College and Research Libraries, in April and September 2004. (co-presented with John Shank, Penn State University).

“Looking For LTAs? Discover Low-Threshold Applications at The Campus Library” at EDUCAUSE 2003 on November 6, 2003 in Anaheim, CA.

“Put Away Your White Flag: Why Academic Librarians Will Prevail Over Google,” at the Pennsylvania Library Association Annual Conference in Harrisburg, May 20, 2003 in Harrisburg, PA.

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

"Stop Sending Those Cards: Equipping Faculty With E-Selection Tools For Collaborative Collection Management," at the Pennsylvania Library Association Annual Conference on November 11, 2002 in Hershey, PA. (co-presented with Jordana Shane, Philadelphia University)

“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. (co-presented with Jeffrey Cepull, Philadelphia University)

“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 on June 22, 2002 in Boston, MA. (co-presented with Marion Roydhouse and Anne Smock, Philadelphia University)

For a complete list of presentations (prior to 2002) consult the CV at:
<http://stevenbell.info/pdfs/SBellCVplus.pdf>

PUBLICATIONS

Bell, Steven J. What About the Bookstore? *C&RL News* 78(7): 375-377, 384, July/August 2017.

Hensley, Merinda Kaye and **Bell, Steven J.** Digital Scholarship as a Learning Center in the Library. *C&RL News* 78(3): 155-158, March 2017.

Bell, Steven J. Why Must It Be Print? *Inside Higher Ed* (online). January 30, 2017.
<https://www.insidehighered.com/digital-learning/views/2017/01/30/steven-j-bell-questions-instructors-who-bar-students-using-digital>

Bell, Steven J. Wikipedia: From Academic Pariah to Campus Learning Partner. *Library Issues* 36(5):1-4, May 2016.

Bell, Steven J. ed., *Crucible Moments: Inspiring Library Leadership*. Santa Barbara, California : Mission Bell Media, 2015.

Bell, Steven J. Life, Library and the Pursuit of Happiness. *Library Journal* (online edition). October 7, 2015.
<http://lj.libraryjournal.com/2015/10/managing-libraries/life-library-and-the-pursuit-of-happiness/#>

Bell, Steven J. It's All About the Experience: UX For Academic Libraries. *Library Issues* 36(1): 1-4, September 2015.

Bell, Steven J. Start a Textbook Revolution, Continued: Librarians Lead the Way with Open Educational Resources. *Library Issues* 35(5): 1-4, May 2015.

Bell, Steven J., Lorcan Dempsey and Barbara Fister. *New Roles For the Road Ahead: Essays Commissioned for ACRL's 75th Anniversary*. Chicago, Illinois : Association of College and Research Libraries, 2015.

Bell, Steven J. Open vs. Closed: Achieving the Optimal Library Office Ecosystem. *Library Issues* 35(3): 1-4, January 2015.

Bell, Steven J., Nicole Allen and Marilyn Billings. Spreading the Word, Building a Community: Vision for a National Librarians OER Movement. *Against the Grain* 26(5):14-16, November 2014.

Bell, Steven J. Collections Are For Collisions: Designing It Into the Experience. *American Libraries* 45(9-10) 46-49, September-October 2014.

Bell, Steven J. Staying True to the Core: Designing the Future Academic Library Experience. *Portal: Libraries and the Academy* 14(3) 369-382, July 2014.

Bell, Steven J. The Great Age of Experimentation: What's Good for Higher Education is Good for Academic Libraries. *Library Issues* 34(5), May 2014.

Bell, Steven J. Retention Matters, But It's Not the Only Thing That Counts. *Information Outlook* 18(1) 11-14, January-February 2014.

Bell, Steven J. Open to the Public: Risks and Rewards of Serving the Local Community. *Library Issues* 34(1), September 2013.

Bell, Steven J. Coming in the Back Door: Leveraging Open Textbooks to Promote Scholarly Communications on Campus. *Journal of Librarianship and Scholarly Communication* 1(1): 2012. <http://jlsc-pub.org/cgi/viewcontent.cgi?article=1040&context=jlsc>

Bell, Steven J. Students Tweet the Darndest Things – and Why You Need to Listen. *Reference Services Review* 40 (2) 217 – 220, 2012.

Shank, John D. and **Bell, Steven J.** Blended Librarianship: [Re]Envisioning the Role of Librarians as Educator in the Digital Information Age. *Reference & User Services Quarterly* 51(2) 105-110, December 2011.

Bell, Steven J. A Conference Wherever You Are. *Library Journal* 136 (16), October 1, 2011. http://www.libraryjournal.com/lj/community/libraryculture/891899271/a_conference_wherever_you_are.html.csp

Bell, Steven J. They Need to Know Us and We Need to Know Them: Preparing Today's Students for Tomorrow's Reference *Reference Librarian* 52 (4) 320-328, fall 2011.

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

Bell, Steven J. Bringing Back the Faculty: The Evolution of the Faculty Commons in the Library. *Library Issues* 31 (4) 1-4, March 2011.

Bell, Steven J. Keeping the Antennae Up: How Listening Improves Service (in) Peter Herson, and Joseph R. Matthews. *Listening to the Customer*. Santa Barbara, CA : Libraries Unlimited, 2011.

Bell, Steven J. Fish Market 101: Why Not A Reference User Experience? *Library Journal (Reference Supplement)* 6-7, November 15, 2010. http://www.libraryjournal.com/lj/reviewsreference/887364-283/fish_market_101_why_not.html.csp

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

Krasulski, Michael J. and **Bell, Steven J.** 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.

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

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

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

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

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

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

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

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

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

Bell, Steven J. Guest editor and preface author for the spring 2008 issue of *Urban Library Journal*, V. 15 (1), a special issue on "The Creative Library".

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

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

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Singer, Rachel G. *Information Tomorrow: Reflections on Technology and the Future of Public and Academic Libraries*. Medford, NJ: Information Today, 2007 (pp. 173-191). (co-authored with John Shank)

Bell, Steven J. Building Better Academic Libraries with Web 2.0 Technology Tools. *Library Issues* 28 (2): 1-4, November 2007.

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Bell, Steven J. Who Needs a Reference Desk? *Library Issues* 27 (6): 1-4, July 2007.

Bell, Steven J. *Academic Librarianship by Design: A Blended Librarian's Guide to the Tools and Techniques*. Chicago, IL : American Library Association, 2007. (co-authored with John Shank)

Bell, Steven J. Stop IAKT Syndrome with Student Live Search Demos. *Reference Services Review* 35(1): 98-108, 2007.

Bell, Steven J. What's Google Up to Now? *College & Research Library News* 67(8): 498-501, September 2006. (co-authored with Michael Krasulski)

Bell, Steven J. Nice Infomercial, Google. *Library Journal* 131(4): 52, September 1, 2006.

Bell, Steven J. What's Your Library Brand? Using OCLC's Perceptions Report to Increase Student Awareness of Library Services and Resources. *Library Issues* 27(1): 1-4, September 2006.

Bell, Steven J. Search Alternatives and Beyond. *EDUCAUSE Quarterly Journal* 29(3): 11-15, September 2006.

Bell, Steven J. Cornucopia of Library Technology: What to Choose and Use. *Library Issues* 25(8):1-4, November, 2005

Bell, Steven J. Submit or Resist: Librarianship in the Age of Google. *American Libraries* 36(9): 68-71, October 2005.

Bell, Steven J. Where The Readers Are: Blogging to Courseware. *NetConnect (Supplement to Library Journal)* 130(17): 8-13, October 15, 2005.

Bell, Steven J. Electronic Libraries Can't Be Academic. *Chronicle of Higher Education: The Chronicle Review* 52(6):B14-15, September 30, 2005.

William Miller and **Bell, Steven J.** A New Strategy For Enhancing Library Use: Faculty-Led Instruction. *Library Issues* 25(5):1-4, May, 2005.

Bell, Steven J. Creating Community Online: Technology Shapes the Next Wave of Professional Development for Librarians. *American Libraries* 36(4): 68-70, April, 2005.

Bell, Steven J. Electronic Reserves, Library Databases and Courseware: A Complementary Relationship. *Journal of Interlibrary Loan, Document Delivery & Electronic Reserve* 15 (1):75-85, 2004. (co-authored with Michael Krasulski)

Bell, Steven J. The Blended Librarian: A Blueprint for Redefining the Teaching And Learning Role of Academic Librarians. *College & Research Libraries News* 65(7):372-375, July/August 2004. (co-authored with John Shank)

Bell, Steven J. End PowerPoint Dependency Now! *American Libraries* 35(6): 56-59, June/July, 2004.

Bell, Steven J. The Infodiet: How Libraries Can Offer An Appetizing Alternative To Google. *The Chronicle of Higher Education: The Chronicle Review* 50(24):B15, February 20, 2004.

Bell, Steven J. Promotion Through 'Teachnology': Usings LTAs (Low Threshold Applications) To Collaborate With Faculty. *NetConnect (Supplement to Library Journal* 129(1), January, 2004:15-16, Winter, 2004.

Bell, Steven J. A Passion For Academic Librarianship: Find It, Keep It, Sustain It--A Reflective Inquiry. *portal: Libraries and the Academy* 3(4):633-642, October 2003.

Bell, Steven J. Stop Sending Those Cards: Enhancing Faculty-Librarian Collaboration Using E-Selection Strategies. *College & Research Libraries News* 64(9):606-609, October 2003. (co-authored with Jordana Shane)

Bell, Steven J. Keeping Up: Using E-Resources For A Personalized Professional Development Program. *Educause Quarterly* 26(3):53-55, Fall 2003.

Bell, Steven J. Cyber-Guest Lectures: Using Webcasts As A Teaching Tool. *Tech Trends* 47(4): 10-14, July-August 2003.

Bell, Steven J. Is More Always Better? *American Libraries* 34(1): 44-47, January 2003.

Bell, Steven J. Do I Detect A Change: The Ins And Outs Of Web Page Change-Detection Services. *Library Journal Net Connect* (supplement): 42-43, Fall, 2002.

Bell, Steven J. The New Information Marketplace Competitors: Issues And Strategies For Academic Libraries. *portal: Libraries and the Academy* 2(2):277-304, 2002.

Bell, Steven J. Discovering Cyber-lectures (Webcasting). *Library Journal Net Connect* (supplement): 16-18, Spring, 2002.

For a complete list of publications (prior to 2002) consult the CV online:

<http://stevenbell.info/pdfs/SBellCVplus.pdf>

GRANTS

Grants obtained at Temple University:

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

RECOGNITIONS / AWARDS

Selected for and profiled in Library Journal's First Annual Movers & Shakers issue, *Library Journal*

(supplement), March 15, 2002, p.24

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...")

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...")

TEACHING EXPERIENCE

Adjunct Instructor at the Drexel University College of Information Science and Technology since 1995. Courses taught: Academic Library Service; Information Services & Resources; Online Bibliographic Searching; Advanced Online Searching; Business Information Resources.

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

ADVANCED LEADERSHIP EDUCATION

Attended the five-session virtual workshop “Launching Your Star Potential: Leadership for Today’s Libraries” sponsored by the American Library Association’s ALCTS Division, January 9-13, 2012.

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 6th 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.

PROFESSIONAL ORGANIZATIONS / EDITORIAL BOARDS / CONSULTATIONS

ASSOCIATION OF COLLEGE AND RESEARCH LIBRARIES

Past-President 2013-2014; President 2012 - 2013; Vice-President / President-Elect 2011 - 2012.

Chair, Kick Start the Future Campaign, 2014-2015.

Served as Co-Chair of the President’s Program Planning Committee, 2011.

VILLA JULIE COLLEGE, Stevenson, MD

Served as a Library Consultant and conducted an onsite evaluation December 3, 2007; submitted a final evaluation report on January 21, 2008.

LIBRARY JOURNAL Academic Newswire

Author of the weekly column “From the Bell Tower” 2009 - Present

<http://lj.libraryjournal.com/category/opinion/steven-bell/>

LIBRARY JOURNAL Academic Newswire

Author of the monthly column “Leading from the Library” 2012 - Present

<http://lj.libraryjournal.com/category/opinion/leading-from-the-library/>

THE REFERENCE LIBRARIAN

Editor and Contributor for the column “Pencils Never Crash” about technology and reference service, 2005 - 2009.

PORTAL: LIBRARIES AND THE ACADEMY

Current Member of Editorial Board, 2007 - Present

LIBRARY ISSUES: BRIEFINGS FOR FACULTY AND ADMINISTRATORS

Current Member of Contributing Editors Board, 2004 - Present

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 15th 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 13th National Conference Executive Planning Committee as Co-Chair of 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; served on the Doctoral Dissertation Fellowship Committee, 2000 - 2004.

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

ASSOCIATION OF COLLEGE AND RESEARCH LIBRARIES-DELAWARE VALLEY CHAPTER; current member; Chapter President 1999 - 2000; Vice-President/President-Elect 1998 - 1999; Past-President 2000-2001.

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

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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