

ROBERT E. DUGAN
Pensacola, FL 32504
work: 850-474-2446

reviewed: 2014 February 4

EXPERIENCE

University Libraries, University of West Florida, 11000 University Parkway, Pensacola, FL 32514. (850) 474-2492.

Dean of Libraries. August 2010 – present.

Responsible for all aspects of library management and services from three physical libraries serving more than 12,000 tradition and online students.

- Responsible for a staff of 47 FTE, a collection of 850,000 volumes, nearly 60,000 online serial titles, and a main library facility of 185,000 square feet seating 1,200 users.
- Implemented a data-informed decision management system based upon library metrics and ongoing assessment information from users as well as non-users that has resulted in increased hours, physical space renovations, staff reorganizations, collection development efficiencies, and budget realignments that have increased resource usage and user satisfaction.
- Aligned the past and present University strategic plan and the Academic Affairs Master Plan to the libraries' strategic plan, budget and expenditures, and outcomes and impacts.
- Served on several University-level committees including institutional and divisional strategic planning, institutional research and effectiveness, regional accreditation, senior administration recruitment and hiring, information technologies, and the Provost's Council.

Mildred F. Sawyer Library, Suffolk University, 8 Ashburton Place, Boston, MA 02108. (617) 573-8536.

Library Director. August 1998 to August 2010.

Responsible for all aspects of library management, personnel administration, budgeting and expenditures, collection development, electronic information services and technologies, and assessment for the Boston, Madrid (Spain) and Dakar (Senegal) campuses.

- Coordinated the library's involvement in the planning, programming, design, construction and relocation of the Mildred F. Sawyer Library into new space in May 2006, and for the build out of additional space beginning in 2009.
- Responsible for a staff of 20 FTE, a print collection of 130,000 volumes and 520 user seats in a 55,000 square foot facility.
- Increased full time staffing levels by twenty percent, and worked with University Human Resources to upwardly reclassify all positions.
- Increased the availability of electronic resources on- and off-campus, and introduced video into the collection.
- Partnered with institutional stakeholders to create and revise library information instruction-based assessment plans for student learning outcomes.
- Partnered with the Law Library to continuously expand the capabilities of the University's integrated library system (Innovative Interfaces, Inc.).

- Created an internal laptop-lending program (1999), installed and later upgraded the University's first wireless network for student use (1999, 2003) and supplemented the wireless network with a six-printer server network (2004) for all laptop users.
- Coordinated, maintained and revised plans for strategic, technology and facility goals and objectives.
- Developed an internal management information system to track, analyze and report on resource inputs, outputs and processes.

Parker Library, Wesley College, 120 North State Street, Dover, DE 19901. (302) 736-2413

Library Director. August 1995 to July 1998.

Responsible for all aspects of library management including public and technical services, collection development, personnel administration, budgeting and expenditures, and electronic information services and technologies.

- Conducted an overhaul of all library operations and services including: introducing an automated network for accessing Library resources including CD-ROMs and the Internet; joining a county-based automated library consortium to provide an online public catalog and circulation control; combining the Circulation and Reference desks into a single service point; and, physically rearranging the entire print collection to improve user access.
- Worked with faculty and Library staff to acquire information materials in a multiplicity of formats. Leased and networked campus wide access to full text databases of journals through EBSCOhost; acquired access to other remote resources including FirstSearch and Lexis-Nexis.
- Revised the methodology for delivery of bibliographic/research instruction to students and faculty; introduced instruction-on-demand; and, replaced the freshman lecture-style library orientation with a self-guided tour.
- Improved interlibrary loan services to users by providing staff with access to OCLC; improved the level of cataloging by becoming a full member of the OCLC system.
- Revised all user training sessions based upon the Library's products and services; trained all staff in using these services and products and to provide assistance to users.
- Worked with the faculty Library Committee to develop the Library's strategic plan and collection development policy, and served as a resource person to the College's self-study efforts required for Middle States accreditation.
- Installed the College's World Wide Web server software; wrote and maintained the HTML programming behind most of the College's web pages (www.wesley.edu) including interactive forms based upon CGI in Perl.

Lauinger Library, Georgetown University, 37th and O Streets, NW, Washington, DC 20057. (202) 687-7425

Associate University Librarian. December 1990 to August 1995.

Responsible for library-wide financial administration, planning, personnel management, facilities management, and automated services; and managing the Library during the absence of the University Librarian.

- Advised the University Librarian concerning all aspects of the library, and worked with

Department Heads concerning specific operations and functions.

- Administered the personnel system including interpretation and implementation of University and Library policies, recruitment and terminations, payroll, records maintenance, and academic staff leave.
- Responsible for coordinating building maintenance, security, and the equipment inventory for a 220,000 square foot facility. Coordinated a \$3.8 million renovation of the library in 1993 to address immediate architectural and mechanical needs. Coordinated the effort to write the building program for an addition/renovation of the main library.
- Directed the budgeting, expenditure and accounting of a \$7.7 million general operating budget, and administered several of the Library's restricted fund accounts.
- Directed automated services including the Library's primary computer system for library operations (circulation, OPAC, cataloging, etc.), a local area network providing user access to CD-ROM databases, and a second local area network for staff productivity.
- Supervised the staff and day-to-day operations of the Systems Office, Government Documents/Microforms Department, Business Office and Copying Services (15.0 full time equivalents, and 24 student assistants).
- Coordinated the Library's development of two internal Strategic Plans (1991 and 1994) that involved all 101 staff members.
- Coordinated the Library's development of two internal automation plans (1992 and 1994). Used the plans to direct the expenditure of over \$800,000 annually in the application of automated information technologies.

Delaware Division of Libraries, 43 South Dupont Highway, Dover, DE 19901. (302) 739-4748
State Librarian. October 1989 to November 1990.

Responsible for administrating a state library agency providing direct patron services and statewide library development with nineteen full time staff and an annual budget exceeding two million dollars. Library services included walk-in reference and circulation, and patron outreach services included the regional library for the Blind and Physically Handicapped. Library development provided technical assistance to libraries to improve management and the provision of patron services, and monitored the allocation and expenditure of state and federal financial assistance. Conducted an internal needs assessment including management functions and procedures, contract management, and collection development which resulted in the development and implementation of recommendations to increase efficiency and effectiveness. Coordinated the development and enactment of State legislation establishing the Public Library Construction Act of 1990. Facilitated a statewide program placing a microcomputer in every public library, and converted the microfiche Delaware Union Catalog into a public access CD-ROM product.

U.S. National Commission on Libraries and Information Science (NCLIS), 1111 18th Street, N.W., Suite 310, Washington, D.C. 20036. (202) 254-3100

Research Associate. November 1988 to October 1989.

Responsibilities included proposing, developing, and administering appropriate programs to study, analyze and report on issues effecting libraries and other members of the national information community; analysis of legislation, major policies and regulations, and proposals

concerning information science; management and dissemination of compiled and researched information; liaison with designated groups in both the public and private sectors; and writing and editing of NCLIS memoranda and publications. Primary emphasis was on federal information policy issues, especially as they relate to the collection, dissemination, and storage of both print and electronic data. Authored, received and managed a grant from Apple Computer to develop a hypermedia presentation identifying and explaining library issues for lay delegates to the 1991 White House Conference on Library and Information Services administered by NCLIS.

Massachusetts Board of Library Commissioners, 648 Beacon Street, Boston, Massachusetts, 02215. (617) 267-9400

Head, Library Planning and Development. January 1985 to November 1988.

Responsibilities included preparation of state and federal budgets in excess of \$23 million, policy recommendation and implementation, and supervision of eleven professional, technical, and clerical personnel. Responsible for statewide library development. Supervised the Library Development Unit including the federal Library Services and Construction Act (L.S.C.A.) program, the State Competitive Grants program, and the Regional Public Library Systems program. Supervised the Planning and Research Unit that conducts the direct state aid program, and the compilation, analysis, and dissemination of library data. Developed, administered, and revised a plan for the coordinated development of a statewide automated network of libraries of various types to facilitate resource sharing. Provided technical assistance to libraries and groups of libraries of all types, particularly in planning and implementing the application of automated technologies. Developed and administered a process based upon the involvement of the library community that resulted in the state's five year Long Range Program for library services.

Head, Fiscal Planning and Systems Development. November 1982 to December 1984.

Assumed the administration of the Planning and Research Unit in addition to the responsibilities described under Grants Manager. Major accomplishments included the re-design of the library data survey instrument used in the direct state aid program, the unification of survey and research activities with those of the state aid certification program, and the establishment of one of the first microcomputer-based management information systems in State government.

Grants Manager. November 1980 to November 1982.

Responsible for preparing the annual programs and reports for the L.S.C.A. program; federal and state fiscal planning and management; monitoring grant projects in progress; providing technical assistance to libraries of all types, particularly in library services and program planning; conducting contract negotiations between the Agency and grant recipients; and serving as Agency liaison with the Regional Public Library Systems.

Boxford Town Library, 6 Elm Street, Boxford, Massachusetts, 01921.

Head Librarian. August 1979 to November 1980.

Responsible for all aspects of public library management including supervision of eight staff members, budget preparation, fiscal management, collection development, and reporting to an elected Board of Trustees. Initiated weekly children's story hours, family film programs,

a newsletter, and a local information and referral file. Designed and implemented an extensive energy conservation plan, and began a library renovation/expansion building program.

Beverly Public Library, 32 Essex Street, Beverly, Massachusetts, 01915.

Reference Librarian. March 1976 to August 1979.

Responsible for administering the reference department including collection and resource file development and personnel supervision. Prepared an annual program budget, wrote and administered several grants, developed a pilot program of services to the deaf, strengthened the business and law collection, and compiled an information and referral file. Additional responsibilities included developing the library's serials and microfilm collections, and maintenance of the historical special collections.

Pollard Memorial Library, 401 Merrimack Street, Lowell, Massachusetts, 01852.

Assistant Reference Librarian. November 1974 to March 1976.

Responsible for assisting the reference librarian with materials selection for the entire library which served as an area service center under the Regional Public Library Systems, reserves, and library statistics. Directed the acquisition, cataloging, microfilming and preservation of the library's special collections.

EDUCATION

Graduate School of Administration, Suffolk University, Boston, Massachusetts. Masters in Public Administration, and elected to Pi Alpha, 1982.

Graduate School of Library Science, Simmons College, Boston, Massachusetts. Masters in Library Science, and elected to Beta Phi Mu, 1975.

Lowell State College, Lowell, Massachusetts. Bachelor of Science, majored in history with a minor in the social sciences. Recipient of the Gold Key Award for graduating summa cum laude, 1974.

FORMAL CONTINUING EDUCATION

ACRL/Harvard Leadership Institute. Harvard Graduate School of Education, Harvard Institutes for Higher Education, 2000.

PUBLICATIONS

Monographs

An Action Plan for Outcomes Assessment in Your Library. Chicago, IL: American Library Association, 2002. Co-authored with Peter Hernon.

Engaging in Evaluation and Assessment Research. Santa Barbara, CA: Libraries Unlimited, an Imprint of ABC-CLIO, 2011. Co-authored with Peter Hernon and Danuta A. Nitecki.

Getting Started with Evaluation. Chicago, IL: ala editions, an imprint of the American Library Association, 2014. Co-authored with Peter Hernon and Joseph R. Matthews.

Higher Education Outcomes Assessment for the 21st Century. Santa Barbara, CA: Libraries Unlimited, an imprint of ABC-CLIO, LLC, 2013. Co-edited with Peter Hernon and Candy

Schwartz.

Outcomes Assessment in Higher Education: Views and Perspectives. Westport, CT: Libraries Unlimited, 2004. Co-edited with Peter Hernon.

Public Administration Desk Book. Newton Centre, MA: Government Publications, Inc., 1990. Co-authored with James R. Coleman.

Revisiting Outcomes Assessment in Higher Education. Westport, CT: Libraries Unlimited, 2006. Co-edited with Peter Hernon and Candy Schwartz.

United States Government Information: Policies and Sources. Westport, CT: Libraries Unlimited, 2002. Co-authored with Peter Hernon, Harold C. Relyea, and Joan F. Cheverie.

U.S. Government on the Web: Getting the Information You Need. Third Edition. Westport, CT: Libraries Unlimited, 2003. Co-authored with Peter Hernon and John A. Schuler.

U.S. Government on the Web: Getting the Information You Need. Second Edition. Englewood, CO: Libraries Unlimited, 2001. Co-authored with Peter Hernon and John A. Schuler.

U.S. Government on the Web: Getting the Information You Need. Englewood, CO: Libraries Unlimited, 1999. Co-authored with Peter Hernon and John A. Schuler.

Viewing Library Metrics from Different Perspectives: Inputs, Outputs, and Outcomes. Santa Barbara, CA: Libraries Unlimited, an Imprint of ABC-CLIO, 2009. Co-authored with Peter Hernon and Danuta A. Nitecki. This book received the 2010 Greenwood Publishing Group Award for the Best Book in Library Literature from the American Library Association.

Articles

“Access America, Reengineering through Information Technology.” The Journal of Academic Librarianship. 25:1 (January 1999): 46-9.

“Access to Government Information in a Digital Environment.” Academe. 88:4 (July-August 2002): 62-5. Co-authored with Peter Hernon and Harold C. Relyea.

“Assessment and Evaluation: What do the Terms Really Mean?” College & Research Libraries News. 70:3 (March 2009): 146-9. Co-authored with Peter Hernon.

“Automated Resource Sharing in Massachusetts: A Plan.” Library Hi Tech. 1:4 (Spring 1984): 73-82.

“Automation in Small Public Libraries in Massachusetts.” Library Hi Tech. 6:4 (1988): 29-36. Co-authored with Jane A. Ouder Kirk.

“Costing Out a Depository Library: What Free Government Information?” Government Information Quarterly. 11:3 (August 1994): 261-84. Co-authored with Ellen M. Dodsworth.

“Costing Out Searches Manual and On-Line.” CIALSA: the Monthly Newsletter of the Central Indiana Area Library Services Authority. 11:5 (May 1984): 1-10.

“Cycles, A Crystal Ball, and the Telecommunications Act of 1996 -- Been There, Done That.” The Journal of Academic Librarianship. 22: 6 (November 1996): 457-61. Co-authored with Jennifer L. Souza and Timothy V. Cash.

“The Depository Library Program in the 21st Century: The Issue is One of Which Services to Offer.” The Journal of Academic Librarianship. 23:3 (January 1995): 223-5. Co-authored with Peter Hernon.

“Depository Library Service Expectations and the Superintendent of Documents, Government Printing Office.” The Journal of Academic Librarianship. 24:1 (January 1998): 65-8. Co-authored with Peter Hernon.

- “Distance Education: Provider and Victim Libraries.” The Journal of Academic Librarianship. 23: 4 (July 1997): 315-8.
- “Electronic Government Information and the Depository Library Program: Paradise Found?” Government Information Quarterly. 9:3 (June 1992): 269-89. Co-authored with Joan F. Cheverie.
- “Evaluation Research.” The Journal of Academic Librarianship. 25:6 (November 1999): 429-30. Editorial, co-authored with Peter Hernon and Danuta Nitecki.
- “Get Involved: ‘Write’ Us What You Think!” The Journal of Academic Librarianship. 22:1 (January 1996): 53-5.
- “GIS and Privacy.” The Journal of Academic Librarianship. 23:6 (November 1997): 515-6. Co-authored with Peter Hernon.
- “How the States Are Faring.” Interface. 4:4 (Summer 1982): 4-7.
- “Implications of Accountability to Depository Libraries.” The Journal of Academic Librarianship. 24:2 (March 1998): 157-60. Co-authored with Peter Hernon.
- “Information Policy.” The Journal of Academic Librarianship. 21:1 (January 1995): 47-50. Co-authored with Peter Hernon.
- “Information Policy and Technology Partners.” The Journal of Academic Librarianship. 25:6 (November 1999): 482-3.
- “Information Technology Budgets and Costs: Do You Know What Your Information Technology Costs Each Year?” The Journal of Academic Librarianship. 28:4 (July 2002): 238-43.
- “Information Technology Plans.” The Journal of Academic Librarianship. 28:3 (May 2002): 152-6.
- “Internet2: Separate and Unequal.” The Journal of Academic Librarianship. 25:2 (March 1999): 127-131. Co-authored with Judith F. Trump.
- “Isn’t Life Great? A Dot Com Delivers Access to the Wealth of Human Knowledge.” portal: Libraries and the Academy. 1:1 (January 2001): 97-101.
- “Keeping Me Awake at Night: Some Issues and Questions about Managing Technology.” The Journal of Academic Librarianship. 28:6 (November 2002): 406-9. Co-authored with Carol Ou.
- “Leaving the Federal Depository Library Program.” The Journal of Academic Librarianship. 26:4 (July 2000): 282-5. Co-authored with Elizabeth M. McKenzie and Kristin Djourup.
- “Libraries”. Handbook for Massachusetts Selectmen. 2nd ed. Edited by Jane Seagrove. Boston, MA: Massachusetts Municipal Association, 1988.
- “Library Networking: A Bibliography.” Collection Building. 6:4 (Winter 1985): 17-20.
- “Library Resource Sharing in Massachusetts: Traditional and Technological Efforts.” Advances in Library Administration and Organization. Volume 6. Greenwich, CT: JAI Press, 1986, pp. 79-116. Co-authored with MaryAnn Tricarico.
- “Library Services to the Deaf ... A Perspective.” Bay State Librarian, 69:3 (Fall/Winter 1980): 15-7.
- “Making It Happen in a Depository Library: Those Pesky CD-ROMs.” Government Information Quarterly. 10:3 (September 1993): 341-55. Co-authored with Anthony Cipriano.
- “Managing Laptops and the Wireless Network at the Mildred F. Sawyer Library.” The Journal of Academic Librarianship. 27:4 (July 2001): 295-8.

- “Managing Technology in an Assessment Environment.” *The Journal of Academic Librarianship*. Vol. 28, No. 1-2, January - March 2002, pp. 56-8.
- “Micros in Libraries.” *Year of the Oceans*. Port Aransas, TX: International Association of Marine Science Libraries and Information Centers, 1985.
- “The NII: For the Public Good.” *The Journal of Academic Librarianship*. 22:2 (March 1996): 133-41. Co-authored with Joan F. Cheverie and Jennifer L. Souza.
- “Outcomes Assessment: Not Synonymous with Inputs and Outputs.” *The Journal of Academic Librarianship*. 28:6 (November 2002): 376-80. Co-authored with Peter Hernon.
- “The Outsiders’ View: Visitors to the Industrial Showcase.” *Cotton Was King: A History of Lowell, Massachusetts*. Somersworth, NH: New Hampshire Publishing Company, 1976, pp. 239-51.
- “Politics and Political Strategies are Information Policy.” *The Journal of Academic Librarianship*. 23:5 (September 1997): 403-4.
- “Public Service Guidelines: A Critique.” *The Journal of Academic Librarianship*. 25:3 (May 1999): 229-31. Co-authored with Peter Hernon.
- “Research Needs and Issues in State Librarianship.” *Library and Information Science Research: Perspectives and Strategies for Improvement*. Edited by Charles R. McClure and Peter Hernon. Norwood, NJ: Ablex Publishing Corporation, 1991, pp. 326-35. Co-authored with Jane A. Ouderkirk.
- “A Review of a Resource about the Emerging Information Infrastructure: Or, Documents the Old Fashion Way -- Printed.” *The Journal of Academic Librarianship*. 22:3 (May 1995): 200-2. Co-authored with Joan F. Cheverie.
- “The Telecommunications Act of 1996: Was It Good For You, Too?” *The Journal of Academic Librarianship*. 25:4 (July 1999): 306-10. Co-authored with Judith F. Trump.
- “Title 44—Is Long Overdue Reform at Hand?” *The Journal of Academic Librarianship*. 24:6, (November 1998): 478-80. Co-authored with Peter Hernon.
- “The US Government and E-Government: Two Steps Forward, One Step Backwards?” *Advances in Librarianship*. 28 (2004): 121-49. Co-authored with Peter Hernon.

Contributor to a Monograph

- Elisabeth Doucett. *What They Don’t Teach You in Library School*. Chicago, IL: American Library Association, 2011. “Facilities Management,” pp. 121-131.
- Jane S. Halonen and John S. Santrock. *Your Guide to College Success: Strategies for Achieving Your Goals*. 7th edition. 2013 [2012]. Boston, MA: Wadsworth Cengage Learning. “Table 2.1 Helpful Library Research Databases.” p. 48.
- Peter Hernon and Joseph R. Matthews. *Listening to the Customer*. Santa Barbara, CA: Libraries Unlimited, an Imprint of ABC-CLIO, 2011. “Quadrant Analysis.” pp. 127-129.
- Peter Hernon and Joseph R. Matthews. *Reflecting on the Future of Academic and Public Libraries*. Chicago: ALA Editions, an Imprint of the American Library Association, 2013. “Revising the Scenarios through Space Planning” in Chapter 6: Perspectives on Trends and Scenarios: Academic Libraries, pp. 125-136.
- Peter Hernon, et.al. *Comparative Perspectives on E-government*. Lanham, MD: The Scarecrow Press, Inc., 2006. “Performance Metrics - Not the Only Way to Frame Evaluation Results,” pp. 267-286; co-authored with Peter Hernon.

- Peter Hernon and Ronald R. Powell. *Convergence and Collaboration of Campus Information Services*. Westport, CT: Libraries Unlimited, 2008. The Poetry Center at Suffolk University,” pp. 163-175; co-authored with Fred Marchant.
- Peggy L. Maki. *Assessing for Learning: Building a Sustainable Commitment Across the Institution*. Sterling, VA: Stylus Publishing, LLC, 2004. “Institutional Example: Academic Librarians and Faculty: Information Literacy,” pp. 108-110; co-authored sidebar with Peter Hernon. The sidebar was included in Maki’s second edition of the same title published in 2010, pp. 195-197.

Book/Software Reviews

- “Accessing U.S. Department of Energy Scientific and Technical Information: Electronic Publications in the Federal Depository Library Program Pilot Project Report.” Government Information Quarterly. 11:3 (August 1994): 338-9. book review
- “Assessing Character Outcomes in College.” Library & Information Science Research. 27:3 (Summer 2005): 415-8. book review
- “Assessing Student Learning Outcomes for Information Literacy Instruction in Academic Institutions.” Library & Information Science Research. 26:4 (Autumn 2004): 514-6. book review co-authored with Peter Hernon
- “Agenda for Access: Public Access to Federal Information for Sustainability through the Information Superhighway.” The Journal of Academic Librarianship. 21:6 (November 1995): 475-6. book review
- “CD-ROM and Optical Publishing Systems.” Journal of Library Administration. 12:1 (1990): 130-6. book review
- “CD-ROMs in Print, 1987.” Journal of Library Administration. 12:1 (1990): 146-9. book review
- “Demonstrating Results: Using Outcome Measures in Your Library.” Library & Information Science Research. 29:1 (2007): 140-3. book review co-authored with Peter Hernon
- “Electronic Bulletin Board System for the Federal Depository Library Program: A Study.” Government Information Quarterly. 10:3 (September 1993): 397-8. book review
- “EndNote 5.” The Journal of Academic Librarianship. 28:3 (May 2002): 173-4. software review
- “Essential Guide to CD-ROM.” Journal of Library Administration. 12:1 (1990): 130-6. book review
- “Feature Software Review: The Impersonator.” Library SoftwareReview. 5:3 (May-June 1986): 182-6. microcomputer program software review
- “Federal Information Policies in the 1990s: Views and Perspectives.” The Journal of Academic Librarianship. 23:1 (January 1997): 44-6. book review, co-authored with Joan F. Cheverie.
- “Getting Mileage Out of Metadata.” The Journal of Academic Librarianship. 25:4 (July 1999): 325. book review
- “Getting Political.” The Journal of Academic Librarianship. 23:5 (September 1997): 403-4. book review
- “GPO/2001: Vision for a New Millennium.” Government Information Quarterly. 10:3 (September 1993): 397-8. book review
- “Human Response to Library Technology.” The Journal of Academic Librarianship. 26:1

- (January 2000): 68-9. book review
- “Innovative Use of Information Technology by Colleges.” The Journal of Academic Librarianship. 26:1(January 2000): 69-70. book review
- “Integrated Software Packages for Microcomputers.” Journal of Library Administration. 12:1 (1990): 146-9. book review
- “Libraries & Democracy: The Cornerstones of Liberty.” The Journal of Academic Librarianship. 27:6 (November 2001): 485-6. book review
- “Libraries Designed for Learning.” Library & Information Science Research. 26:3 (2004): 408-12. book (report) review
- “Library Disaster Planning and Recovery Handbook.” The Journal of Academic Librarianship. 27:1 (January 2001): 61-2. book review
- “The Making of America II Testbed project: A Digital Library Model.” The Journal of Academic Librarianship. 26:4 (July 2000): 293. book review
- “Management Basics for Information Professionals. 2nd edition. Library & Information Science Research. 30:3 (September 2008): 235-6. book review
- “Managerial Accounting for Libraries and Other Not-for-Profit Organizations.” 2nd edition. The Journal of Academic Librarianship. 28:6 (November 2002): 433-4. book review
- “Measuring Your Library’s Value: How to Do a Cost-Benefit Analysis for Your Public Library.” Library & Information Science Research. 29:4 (2007): 576-9. book review
- “Microcomputers for Library Decision Making.” Journal of Library Administration. 8:2 (Summer 1987): 120-2. book review
- “Microcomputers for the Online Searcher.” Journal of Library Administration. 12:1 (1990): 142-6. book review
- “The New Planning for Results: A Streamlined Approach.” The Journal of Academic Librarianship. 27:3 (May 2001): 239. book review
- “Optical Storage Technology, 1987.” Journal of Library Administration. 12:1 (1990): 130-6. book review
- “Practical Strategies for Library Managers.” The Journal of Academic Librarianship. 27:3 (May 2001): 239-40. book review
- “Publishing with CD-ROM.” Journal of Library Administration. 12:1 (1990): 130-6. book review
- “Reading the Congressional Record on CD-ROM.” Government Information Quarterly. 10:4 (November 1993): 482-3. book review
- “Selection and Presentation of Commercially Available Electronic Resources: Issues and Practices.” The Journal of Academic Librarianship. 28:3 (May 2002): 171-2. book review
- “The State and the Academic Library.” The Journal of Academic Librarianship. 20:6 (November 1994): 334. book review
- “Student Learning Assessment: Options and Resources.” Library & Information Sciences Research. 25:3 (2003): 355-7. book review co-authored with Peter Hernon
- “Student learning Assessment: Options and Resources (2nd ed.)” Library & Information Sciences Research. 31:1 (January 2009): 71. book review co-authored with Peter Hernon.
- “Strategies for Building Digitized Collections.” The Journal of Academic Librarianship. 28:3 (May 2002): 171-2. book review
- “Using NSSE in Institutional Research.” Library & Information Science Research. 32:1

(January 2010): 94-5. book review
“White Paper on Electronic Journal Usage Statistics.” The Journal of Academic Librarianship.
27:3 (May 2001): 241. book review

State Reports

Automated Resource Sharing in Massachusetts: A Plan. Boston, MA: Board of Library Commissioners, 1983.

Automated Resource Sharing in Massachusetts: Activities, Functions and Policies Supporting the Long Range Program. Boston, MA: Board of Library Commissioners, 1987.

The Deaf: A Resource List for Massachusetts Librarians of Agencies, Organizations, and Services. Boston, MA: Board of Library Commissioners, 1977.

Long Range Program 1987 - 1991. Boston, MA: Board of Library Commissioners, 1986.

COLLEGE/UNIVERSITY RESPONSIBILITIES

at the University of West Florida

Coordinator, Reorganization of the Division of Academic Affairs, August - November 2013. I was responsible for gathering University-wide input, developing a draft document, receiving feedback on the draft, and then submitting a written report with recommendations for reorganizing the academic colleges to the Provost on November 22, 2013. The recommendations were approved in toto by the Provost's Council on February 4, 2014.

Member, Provost's Council, 2010 – present.

Member, President's Extended Cabinet, 2010 – present.

Member, Council of State University Libraries (CSUL), 2010 – present.

Member, SACS Reaffirmation Certification Team, 2013 - present.

Member, Facilities Planning Advisory Committee (FPAC), 2010 – present.

Member, Information Technology Planning Advisory Committee (ITPAC), 2010 – present.

Member, Library Services member Council of the Florida Virtual campus, 2012 - present.

Member, Board of the Florida Center for Library Automation (FCLA), 2010 – 2012.

Member, Strategic Planning and Resource Alignment (SPARA) Proposal Review Team at the University level, 2013.

Member, Ad Hoc Disability Advisory Committee, 2010 – 2011.

Member of SACS Fifth-Year Interim Report. Co-chaired Student Support Services, Standard 2.10. Responsible for report sections from Academic Affairs and Administrative Services, 2010 – 2011.

Member, Strategic Academic Visioning and Empowerment Committee (SAVE), 2011 – 2012.

Member, Internal Working Committee to Draft the Institutional Strategic Plan 2012-2017, 2012.

Member, Campus Master Plan Task Force, 2011 – 2012.

Member, Provost Search Committee, 2012.

Member, Director of Institutional Research and Effectiveness Search Committees, 2012 and 2013.

at Suffolk University

Deputy, Planning Division, Incident Command Structure, 2006 - 2010.

Member, Advisory Board, Center for Teaching Excellence, 2007 - 2010.

Co-Chair, NEASC Standard 7, Five Year Interim Report Team, 2006 - 2007. This team was responsible for writing the narrative for “Library and Other Information Resources” for the regional accreditor.

Member, Educational Technology Committee for the College of Arts and Sciences (CAS), 2003 - 2007. This committee was responsible for the planning, budgeting and application of classroom technology for on- and off-campus CAS courses.

Member, Capital Campaign Faculty and Staff Advisory Committee, 2006 - 2007. This University committee worked with the Advancement Office on the planning and implementation of a \$75 million campaign beginning with the University’s Centennial Celebration. Library support was one of four targeted areas of the campaign.

Team Captain, Web-Based Statistics Team for the Web Redesign Committee, 2006.

Member, Assessment for Institutional Effectiveness Committee, 2003 - 2004. This university-wide committee was responsible for the systematic analysis and synthesis of data compiled from throughout Suffolk University. Data collection and analysis projects included classroom utilization, and focused on recruitment and retention. Facilitator for the data inventory task group.

Member, Strategic Planning Committee for the College of Arts and Sciences (CAS), 2002 - 2005. This committee created the College’s 2005-2010 strategic plan.

Member, University Strategic Planning Committee, 2003 - 2004. This committee was responsible for creating Suffolk University’s five year strategic plan. Subcommittee memberships: Financial Resources; Facilities; and Technology.

Chair, NEASC Standard Seven Self-Study Committee, 2000-2002. This committee was responsible for preparing Suffolk University’s self-study for Standard Seven: Libraries and Information Resources.

Member, NEASC Accreditation Steering Committee, 2000-2002. The Steering Committee was responsible for preparing Suffolk University for its regional accreditation in 2002.

Member, Ad Hoc Committee on Distance Education, 1999. This committee explored distance education issues for the consideration of the Suffolk University administration. The establishment of the eMBA program in the Frank Sawyer School of Management was a result of this committee’s work.

at Wesley College

Member, Adult Studies Center Steering Committee, 1998. This committee coordinated all aspects (hiring, space, curriculum, etc.) of the 1999 start-up of Wesley College’s distance education program in Wilmington, DE.

Resource Person, Library and Learning Resources Task Force, 1997-1998. This task force prepared a chapter for inclusion in Wesley College’s Middle States self-study for regional association accreditation.

Member, Wesley College Faculty Handbook Committee, 1995-1996. This committee revised the Faculty Handbook.

at Georgetown University

Member, Georgetown University Human Resources Personnel Committee, 1992-1994. This Committee rewrote all University personnel policies.

Member, Georgetown University Fringe Benefits Committee, 1994-1995. This Committee is responsible for advising the University on fringe benefits for staff and faculty.

Member, Georgetown University Technology Planning Work Group, 1995. This Work Group wrote a section of the University's Strategic Plan for Automation concerning the appropriate application of information technologies.

Member, Georgetown University, Main Campus committees on strategic planning; buildings program; and, Business Managers.

OTHER RESPONSIBILITIES

Incoming Chair, Association of College and Research Libraries' (ACRL) Academic Library Trends and Statistics Survey Editorial Board, 2013 - 2015.

Member, Doctoral Dissertation Committee for Sharon Morris at Graduate School of Library and Information Science, Simmons College (Boston), 2013 - present. Ph.D. expected by September 2014.

Member, Doctoral Dissertation Committee for Laura Saunders at Graduate School of Library and Information Science, Simmons College (Boston), 2008 - 2010. Ph.D. awarded on March 1, 2010.

Member, Board of Advisors to the Ph.D. Program at the Graduate School of Library and Information Science, Simmons College (Boston), 2005 - 2007.

Coordinator (Chair), Fenway Library Consortium (Boston), 2000-2001.

Member of the Academic Advisory Board for EBSCO Publishing, 1998-1999.

Member of the Editorial Board of The Journal of Academic Librarianship, 1994-1999; 2001 - 2002. Co-editor of the issue column "Information Policy" from 1994-1999; editor of "Managing Technology" 2001-2002.

Member of the Editorial Board of Library Hi Tech, 1990-1994.

Elected Vice-President and Chair for the 1998 Annual Conference of the Delaware Library Association held in Dover, DE.

Webmaster for the homepage of The Journal of Academic Librarianship on the World Wide Web, 1995-1999.

Webmaster for the homepage of the Delaware Library Association on the World Wide Web, 1997-1998.

FORMAL INSTRUCTION

Instructor, Graduate School of Library and Information Science, Simmons College, Boston MA.

Courses taught:

"Leadership in Financial Management" (Doctoral Program, LIS 676 and LIS 681);

- Spring - Summer 2012; Winter 2013 (cohort 2012 course project)
- Spring - Summer 2011; Winter 2012 (cohort 2011 course project)
- Spring - Summer 2010
- Spring - Summer 2007; Winter 2008 (cohort 2007 course project)

"Principles of Management" (LIS 404);

- Fall 2007
- Summer II 2005 semester
- Summer II 2004 semester

- Summer II 2003 semester
 - Spring 2003 semester
- “Academic Libraries,” co-taught with Professor Peter Herson (LIS 451);
- Spring 2007 semester
 - Spring 2005 semester
 - Fall 2004 semester
 - Fall 2003 semester
 - Spring 2003 semester
- “Automated Services and Systems for Library/Media Operations” (LIS 489);
- Spring 2002 semester
- Guest Lecturer, Simmons College, various courses including: Library & Information Science: Role of Research (LIS 403); and US Government on the Web: Information, Resources & Services (LIS 520).

PUBLIC SPEAKING

- “Copyright and Educational Fair Use.” Presentation at a Faculty Friday Workshop conducted by the Center for University Teaching, Learning and Assessment, University of West Florida, Pensacola campus, March 22, 2013.
- “UWF Libraries and E-books.” Presentation to the Board of Trustees, University of West Florida, Fort Walton Beach, FL campus, September 21, 2012.
- “Let the Data Talk: Communicating Assessment Results to Stakeholders.” Panelist at the Library Leadership and Management Association’s (LLAMA) Measurement Evaluation and Assessment Section (MAES) American Library Association’s Annual Conference, Anaheim CA, June 24, 2012.
- “ACRLMetrics: ALA Annual Conference Demonstration and User Group Meeting.” Presenter at the Association of College and Research Libraries, American Library Association’s Annual Conference, Anaheim CA, June 23, 2012.
- Luncheon speaker for the Pensacola Newcomers Club at the Pensacola Yacht Club. Talked about UWF and the UWF Libraries, especially the Pace Library and its use by community users. July 13, 2011.
- “Demonstrating the Value of UWF Libraries.” Presenter at the University-wide presentation, University of West Florida, Pensacola, FL, March 7, 2010.
- “Built by the Book for the Book: A New Perspective on the Urban University Library.” Co-presenter with Professor Neil Hunt at the Fourth International Conference on the Book, Boston MA, October 21, 2006.
- “Keynote Address for the Induction Ceremony.” Suffolk University’s Pi Alpha Alpha Chapter (the national honor society for public affairs and administration), May 19, 2006.
- “Patrons on the Loose! The Angst and Exhilaration of Managing Patron Do-It-Yourself Products.” Speaker at the New England Innovative Law Users Group (NEILUG) 2005 Annual Gathering, Boston, MA: Suffolk University Law School, September 27, 2005.
- “Institutional and Organizational Assessment.” Speaker at NELINET’s Assessment & Outcomes Seminar, Southborough, MA, July 30, 2004.
- “U.S. Government on the Web.” Co-presenter with Peter Herson at U.S. Department of State’s Public Diplomacy LES Information Resource Center Program, Simmons College, Boston,

- MA, June 21, 2004.
- “Academic Libraries’ Contributions to Online Programs.” Speaker at the annual conference of the Association of Accredited Online Programs International, Boston, MA, October 2003.
- “Evaluating Information Found on the World Wide Web.” Half-day in-service training for the faculty of the Randolph Community Middle School, Randolph, MA, December 4, 2001.
- “The Future.” Microsoft PowerPoint presentation as a panel member to the Symposium on the Future of Technical Services at Duke University, Washington Duke Inn, Durham, NC, December 2, 1998.
- “Developing a Technology Plan.” Microsoft PowerPoint presentation to the joint summer conference of the Delaware Association of School Administrators (DASA) and the Delaware School Boards Association (DSBA), Dover Sheraton Inn, Dover, DE, August 1997.
- “Information Skills and Self-Sufficiency: What You Will Need in 1999.” Presentation to parents at the Young Authors Conference, Richard Shields Elementary School, Lewes, DE, March 1991.
- “Introduction to CD-ROM Technology.” Speaker at a program on electronic information resources in Delaware libraries, University of Delaware, Newark, August 1990.
- “Determining Priorities for Delaware’s Libraries.” Presentation to the League of Women Voters, New Castle County, Newark, DE, April 1990.
- “The Delaware Library Community from the State Librarian’s Perspective.” Presentation to the annual conference of the Delaware Library Association, Dover, DE, April 1990.
- “FSCS: User Perspective - Review of 1988 FSCS DECTOP Data and Discussion of Uses.” Speaker for the Federal-State Cooperative System on Public Library Data, State Library Training Session. Sponsored by the U.S. Department of Education, Office of Educational Research and Improvement, National Center for Education Statistics and the U.S. National Commission on Libraries and Information Science, Phoenix, AZ, December 1989.
- “Doing It By the Numbers: The Public Library Data Service and other Statistical Resources for Public Libraries.” Moderator and speaker for this program at the annual conference of the American Library Association, June 1989.
- “Developing the Long Range Program: A Process to Revise the Virginia State Library’s Long Range Program for Library Services.” Facilitator of a two day workshop for the Library Advisory Council and staff of the Virginia State Library, Richmond, VA, February 1989.
- “Automated Resource Sharing.” Presentation to the Rhode Island library community sponsored by the Rhode Island State Library, Providence, RI, January 1989.
- “The Need for Good Data at the Local Level.” Speaker for the Federal-State Cooperative System on Public Library Data, State Library Training Session. Sponsored by the U.S. Department of Education, Office of Educational Research and Improvement, National Center for Education Statistics and the U.S. National Commission on Libraries and Information Science, Annapolis, MD, December 1988.
- “Broader Resources Through Automation.” Speaker for the Trustee Conference of the Cape and Islands Inter-Library Association, October 1988.
- “State-wide Library Automation Development.” Speaker for the annual program of the Massachusetts Conference of the Chief Librarians of Public Higher Education Institutions, July 1988.
- “Grant Proposals: How to Write Them to Get Them Funded.” Co-planner and Speaker for a

- Continuing Education Seminar at Simmons College, June 1988.
- “Libraries Are a Part of the Massachusetts Miracle.” Speaker at a workshop sponsored by NELINET, April 1988.
- “Consortias’ Long Term Automation Plans and the Role of the Commercial Supplier.” Speaker at the annual seminar of the CL Systems, Inc. User Policy Advisory Council, Boston, MA, March 1988.
- “Massachusetts Networking and How it Affects the School Library Media Center.” Speaker at the annual conference of the Massachusetts Association for Educational Media, November 1986.
- “Introduction to Financial Management: Microcomputer Software.” Speaker at the fall program of the CLSI Eastern Region Users Group, October 1986.
- “Financial Management Using Integrated Microcomputer Software.” Co-chair and keynote speaker for this program at the annual conference of the American Library Association, June 1986.
- “Fund Raising for Libraries.” Speaker at a program conducted by CL Systems, Inc., May 1986.
- “Automated Resource Sharing in Massachusetts.” Speaker at a program of the University of Lowell Collaborative, January 1986.
- “Potential Use of Datalinked Systems for Networking Purposes.” Speaker at a seminar sponsored by the State Library of Pennsylvania, Harrisburg, PA, October 1985.
- “Data Communication: The Other Network.” Speaker at the annual conference of the New England Library Association, October 1985.
- “The Future of Networking in Massachusetts.” Speaker for the annual program of the Massachusetts Conference of the Chief Librarians of Public Higher Education Institutions, September 1985.
- “A Review of Linking Projects Now Underway.” Speaker at a program of the National Information Standards Organization, July 1985.
- “Micros in Libraries.” Speaker for a program at the annual conference of the International Association of Marine Science Libraries and Information Centers, Falmouth, MA, October 1984.
- “Linking Library Networks.” Speaker at the fall program of the CLSI Eastern Region Users Group, October 1984.
- “Use of a Microcomputer for Statistical Analysis.” Speaker for a program at the annual conference of the American Library Association, June 1983.
- “Costing-Out Searchers - Manual and Online.” Speaker for a program at the annual conference of the American Library Association, June 1983.
- “Fundraising.” Speaker for a workshop sponsored by the Literacy Volunteers of Massachusetts, Inc., September 1981.
- “Media Services and the International Year of the Disabled Person.” Speaker for a program at the annual conference of the New England Library Association, September 1980.
- “Stop Proposition 2 ½.” Planner and speaker for a program at the annual conference of the New England Library Association, September 1980.
- “Deaf Services.” Speaker for a program for the Adult Services Roundtable of the Massachusetts Library Association, March 1980.
- “Reference Statistics.” Co-planner and speaker for a program for the Adult Services Roundtable

- of the Massachusetts Library Association, March 1978.
- “Is Anyone Listening?” Coordinator, planner and speaker for a program for Connecticut public librarians, Manchester, CT, October 1977.
- “The Silent Ones - The Hearing Impaired and Libraries.” Speaker for a program at the annual conference of the New England Library Association, September 1977.
- “Library Services to the Deaf.” Speaker for a program for the annual conference of the American Library Association, June 1977.
- “Library Services to the Deaf.” Speaker for a program at the annual conference of the Massachusetts Library Association, May 1976.
- “Spindle City: Industrial Lowell in the XIXth Century.” Planner and designer for an exhibit of the Lowell Historical Society, May 1974.