

JEFFREY POMERANTZ

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Education

Ph.D. in Information Transfer	2003	School of Information Studies Syracuse University Dissertation Title: "Question Taxonomies for Digital Reference" Advisor: Elizabeth D. Liddy
M.S. (L.I.S.)	1997	Graduate School of Library & Information Science Simmons College
B.A. in Communication	1993	Department of Communication University of Massachusetts at Amherst

Professional Experience

2003 – Present	Assistant Professor School of Information and Library Science University of North Carolina at Chapel Hill
1997 – 1998	Technical Coordinator of Microcomputer Labs Simmons College Libraries
1995 – 1997	Manager of Information Technology Graduate School of Library & Information Science, Simmons College

Awards & Honors

Emerald Literati Network Outstanding Paper Award for Excellence, 2008, for:
Pomerantz, J., & Marchionini, G. (2007). The Digital Library as Place.
Journal of Documentation, 63(4), 505-533.

Joint Conference on Digital Libraries, Poster Competition, Third Place Award, 2008

University of North Carolina Junior Faculty Development Award, 2006

Syracuse University Graduate School All-University Doctoral Prize, 2003.

Syracuse University Future Professoriate Project Certificate in University Teaching, 2003.

Association for Library and Information Science Education (ALISE) Doctoral Students
SIG Research Poster Session 2nd place award winner, 2003.

Syracuse University Graduate Fellowship, Spring 2003.

Beta Phi Mu Eugene Garfield Doctoral Dissertation Fellowship, 2002.

Outstanding Teaching Assistant Award. Syracuse University, 2000-2001 academic year.

Co-recipient, Chapter of the Year Award, American Society for Information Science, New
England Chapter (NEASIS), 1998.

Outstanding Information Science Student, American Society for Information Science, New
England Chapter, 1997.

Publications

Edited Books

Lankes, R. D., McClure, C. R., Gross, M., & Pomerantz, J. (Eds.). (2003). *Implementing
Digital Reference Services: Setting Standards and Making it Real*. New York: Neal-
Schuman Publishers, Inc.

Reprinted as:

Lankes, R. D., McClure, C. R., Gross, M., & Pomerantz, J. (Eds.). (2003).
Implementing Digital Reference Services: Setting Standards and Making it Real.
London: Facet Publishing.

Refereed Book Chapters and Monographs

Pomerantz, J., Choemprayong, S., & Eakin, L. (in press). The Development and Impact of Digital Library Funding in the United States. In D. A. Nitecki & E. Abels (Eds.), *Advances in Librarianship* (Vol. 31). New York: Academic Press.

Yang, S., Wildemuth, B., Kim, S., Murthy, U., Pomerantz, J. P., Oh, S., et al. (2008). Further Development of a Digital Library Curriculum: Evaluation Approaches and New Tools. In D. H.-L. Goh, T. H. Cao, I. T. Sølvsberg & E. Rasmussen (Eds.), *Asian Digital Libraries: Looking Back 10 Years and Forging New Frontiers: 10th International Conference on Asian Digital Libraries, ICADL 2007, Hanoi, Vietnam, December 10-13, 2007 Proceedings* (Vol. 4822, pp. 434-443). New York Springer-Verlag.

Yang, S., Fox, E. A., Wildemuth, B., Pomerantz, J., & Oh, S. (2006). Interdisciplinary Curriculum Development for Digital Library Education. In S. Sugimoto, et al. (Eds.), *Digital Libraries: Achievements, Challenges and Opportunities. 9th International Conference on Asian Digital Libraries, ICADL 2006, Kyoto, Japan, November 27-30, 2006 Proceedings* (Vol. 4312, pp. 61-70). New York: Springer-Verlag.

Pomerantz, J. (2004). A Repeated Survey Analysis of AskERIC User Survey Data, 1998-2002. In R. D. Lankes, J. Janes, L. C. Smith & C. M. Finneran (Eds.), *The Virtual Reference Experience: Integrating Theory into Practice* (pp. 11-41). New York: Neal-Schuman Publishers, Inc.

Pomerantz, J. (2003). Integrating Digital Reference Service into the Digital Library Environment. In R. D. Lankes & S. Nicholson & A. Goodrum (Eds.), *The Digital Reference Research Agenda*. Chicago: Association of College and Research Libraries.

Pomerantz, J., & Silverstein, J. (2003). Creating a System for Shared Information & Referral: The Importance of Ontology. In R. D. Lankes & C. R. McClure & M. Gross & J. Pomerantz (Eds.), *Implementing Digital Reference Services: Setting Standards and Making it Real*. New York: Neal-Schuman Publishers, Inc.

Reprinted as:

Pomerantz, J., & Silverstein, J. (2003). Creating a System for Shared Information & Referral: The Importance of Ontology. In R. D. Lankes & C. R. McClure & M. Gross & J. Pomerantz (Eds.), *Implementing Digital Reference Services: Setting Standards and Making it Real*. London: Facet Publishing.

Peek, R. P., & Pomerantz, J. P. (1998). Electronic Scholarly Journal Publishing. In M. E. Williams (Ed.), *Annual Review of Information Science and Technology* (Vol. 33, pp. 321-356). Medford, NJ: Information Today, Inc.

Refereed Journal Articles

- Pomerantz, J. (in press). Serving Information and Informing Services: Exploring the Intersection of Information Science and Service Science. *Journal of the American Society for Information Science and Technology*.
- Eakin, L., & Pomerantz, J. (in press). Virtual Reference, Real Money: Modeling Costs in Virtual Reference Services. *portal: Libraries and the Academy*.
- Pomerantz, J., Abbas, J., & Mostafa, J. (in press). Teaching Digital Library Concepts Using Digital Library Applications. *International Journal on Digital Libraries*.
- Pomerantz, J. (2008). Digital (Library Services) and (Digital Library) Services. *Journal of Digital Information*, 9(27). journals.tdl.org/jodi/article/view/227
- Pomerantz, J., Mon, L., & McClure, C. R. (2008). Evaluating Remote Reference Service: A Practical Guide to Problems and Solutions. *portal: Libraries and the Academy*, 8(1), 15-30.
- Pomerantz, J., & Marchionini, G. (2007). The Digital Library as Place. *Journal of Documentation*, 63(4), 505-533.
- Pomerantz, J. (2006). Collaboration as the Norm in Reference Work. *Reference & User Services Quarterly*, 46(1), 45-55.
- Pomerantz, J., & Luo, L. (2006). Motivations and Uses: Evaluating Virtual Reference Service from the Users' Perspective. *Library & Information Science Research*, 28(3), 350-373.
- Pomerantz, J. (2006). Google Scholar and 100 Percent Availability of Information. *Information Technology and Libraries*, 25(2), 52-56.
- Pomerantz, J., & Stutzman, F. (2006). Collaborative Reference Work in the Blogosphere. *Reference Services Review*, 34(2), 200-212.
- Pomerantz, J., Luo, L., & McClure, C. R. (2006). Peer Review of Chat Reference Transcripts: Approaches and Strategies. *Library & Information Science Research*, 28(1), 24-48.
- Pomerantz, J. (2005). A Conceptual Framework and Open Research Questions for Chat-based Reference Service. *Journal of the American Society for Information Science and Technology*, 56(12), 1288-1302.
- Pomerantz, J. (2005). A Linguistic Analysis of Question Taxonomies. *Journal of the American Society for Information Science and Technology*. 56(7), 715-728.

Lavender, K., Nicholson, S., & Pomerantz, J. (2005). Building Bridges for Collaborative Digital Reference between Libraries and Museums through an Examination of Reference in Special Collections. *Journal of Academic Librarianship*, 31(2), 106-118.

Pomerantz, J. (2004). Factors Influencing Digital Reference Triage: A Think-Aloud Study. *The Library Quarterly*, 74(3), 235-264.

Pomerantz, J., Nicholson, S., Belanger, Y., & Lankes, R. D. (2004). The Current State of Digital Reference: Validation of a General Digital Reference Model through a Survey of Digital Reference Services. *Information Processing & Management*, 40(2), 347-363.

Pomerantz, J., Nicholson, S., & Lankes, R. D. (2003). Digital Reference Triage: Factors Influencing Question Routing and Assignment. *The Library Quarterly*, 73(2), 103-120.

Peek, R., Pomerantz, J., & Paling, S. (1998). The Traditional Scholarly Journal Publishers Legitimize the Web. *Journal of the American Society for Information Science*, 49(11), 983-989.

Refereed Conference Papers

Yang, S., Levy, J., Miller, K., Pomerantz, J. P., Oh, S., Wildemuth, B. M., et al. (2008, 13-16 June). *Developing Educational Modules for Scholars and Migrating the ETD Guide into a Community Wiki*. Paper presented at the Proceedings of the 11th International Symposium on Electronic Theses and Dissertations.

Pomerantz, J., Haas, S. W., & Hecht, E. (in press). Identifying Reusable Resources in Digital Reference Answers. In *Proceedings of the 71st Annual Meeting of the American Society for Information Science and Technology* (Vol. 45). Columbus, OH: Information Today, Inc.

Radford, M. L., Connaway, L. S., Pomerantz, J., Mon, L., & Janes, J. (in press). E-Valuating E-Reference: Transforming Digital Reference through Research and Evaluation. In *Proceedings of the 71st Annual Meeting of the American Society for Information Science and Technology* (Vol. 45). Columbus, OH: Information Today, Inc.

Hank, C., Pomerantz, J., Andrade, J., & McClure, C. R. (in press). A Meta-Evaluation of Statewide LSTA Five-Year Program Evaluations: Findings, Issues, and Recommendations. In *Proceedings of the Library Assessment Conference: Building Effective, Sustainable, Practical Assessment, August 4-6, 2008*. Seattle, WA.

Pomerantz, J. (2008). Designing, Developing, and Evaluating an Interdisciplinary Digital Library Curriculum. In J. Selthofer, T. Aparac-Jelušić & M. Krtalić (Eds.), *LIDA 2008 Libraries in the Digital Age* (pp. 143-148). Dubrovnik and Mljet, Croatia: Faculty of Philosophy, University J. J. Strossmayer and Rutgers University.

Yang, S., Oh, S., Pomerantz, J., Wildemuth, B., & Fox, E. A. (2007, 13-16 June). *Improving Education and Understanding of NDLTD*. Paper presented at the Proceedings of the 10th International Symposium on Electronic Theses and Dissertations, Uppsala, Sweden. epc.uu.se/ETD2007/files/papers/paper-39.pdf

Pomerantz, J., Oh, S., Wildemuth, B. M., Yang, S., & Fox, E. A. (2007). Digital Library Education in Computer Science Programs. In R. Larson, E. Rasmussen, S. Sugimoto & E. Toms (Eds.), *Proceedings of the 7th ACM/IEEE-CS Joint Conference on Digital Libraries* (pp. 177-178). New York: Association for Computing Machinery.

Pomerantz, J., Wildemuth, B., Fox, E. A., & Yang, S. (2006). Curriculum Development for Digital Libraries. In *Proceedings of the 6th ACM/IEEE-CS Joint Conference on Digital Libraries* (pp. 175-184). New York: Association for Computing Machinery.

Fox, E. A., Yang, S., Wildemuth, B., & Pomerantz, J. (2006). *Digital Library Curriculum Development: Enhancing Education and Comprehension of NDLTD*. Paper presented at the Proceedings of the 9th International Symposium on Electronic Theses and Dissertations, Quebec City, Quebec, Canada.

Luo, L., & Pomerantz, J. (2005). Motivations and Uses: An Evaluation of Users' Use of a Chat Reference Service. In A. Grove (Ed.), *Proceedings of the 68th ASIS&T Annual Meeting: Sparking Synergies: Bringing Research and Practice Together* (Vol. 42). Medford, NJ: Information Today, Inc.

Pomerantz, J. (2005). The Use of Electronic Resources by Digital Reference Services. In *LIDA 2005 Libraries in the Digital Age* (pp. 105-115). Dubrovnik and Mljet, Croatia: Faculty of Philosophy, University J. J. Strossmayer and Rutgers University.

Pomerantz, J., & McClure, C. (2004). Evaluation of a Statewide Collaborative Chat-based Reference Service: Approaches and Directions. In *Proceedings of the 67th Annual Meeting of the American Society for Information Science and Technology* (pp. 102-109). Medford, NJ: Information Today, Inc.

Pomerantz, J., & Lankes, R. D. (2003). Taxonomies for Automated Question Triage in Digital Reference. In C. C. Marshall, G. Henry & L. Delcambre (Eds.), *Proceedings of the 2003 Joint Conference on Digital Libraries*, May 27-31 2003, Rice University, Houston, TX (pp. 119-121). Washington DC: IEEE Computer Society.

Nilan, M., Pomerantz, J., & Paling, S. (2001). Genres from the Bottom Up: What Has the Web Brought Us? In E. Aversa & C. Manley (Eds.), *64th ASIST Annual Meeting: Information in a Networked World: Harnessing the Flow* (Vol. 38, pp. 330-339). Washington D.C.: Information Today, Inc.

Pomerantz, J. (1997). A Few Tips About Purchasing Computer Hardware. In Massachusetts Continuing Legal Education, Inc., *Hanging Your Shingle: Becoming a Successful and Ethical Lawyer-Entrepreneur: A Step-by-Step Workshop to Establishing, Marketing and Running a Law Practice* (p. 95). Boston: Massachusetts Continuing Legal Education, Inc.

Refereed Conference Posters

Pomerantz, J., Wildemuth, B. M., Oh, S., Yang, S., & Fox, E. A. (2008). Evaluation of a Curriculum for Digital Libraries. In *Proceedings of the 8th ACM/IEEE-CS Joint Conference on Digital Libraries* (p. 462). New York: Association for Computing Machinery.

Luo, L., & Pomerantz, J. (2005). Motivations and Uses: An Evaluation of Users' Use of a Chat Reference Service. In A. Grove (Ed.), *Proceedings of the 68th ASIS&T Annual Meeting: Sparking Synergies: Bringing Research and Practice Together* (Vol. 42). Medford, NJ: Information Today, Inc.

Pomerantz, J. (2002). Question Types in Digital Reference: An Evaluation of Question Taxonomies. In E. G. Toms (Ed.), *Proceedings of the 65th ASIST Annual Meeting* (Vol. 39, p. 542). Philadelphia, PA: Information Today, Inc.

Pomerantz, J. (2002). Question Types in Digital Reference: An Evaluation of Question Taxonomies, *Proceedings of the Second ACM/IEEE-CS Joint Conference on Digital Libraries* (p. 404). New York: Association for Computing Machinery.

Pomerantz, J., & Lankes, R. D. (2002). Integrating Expertise into the NSDL: Putting a Human Face on the Digital Library, *Proceedings of the Second ACM/IEEE-CS Joint Conference on Digital Libraries* (p. 405). New York: Association for Computing Machinery.

Unrefereed Journal Articles

Pomerantz, J. (2008). Evaluation of Online Reference Services. *Bulletin of the American Society for Information Science and Technology*, 34(2), 15-19. www.asis.org/Bulletin/Dec-07/pomerantz.html

Pomerantz, J., Oh, S., Yang, S., Fox, E. A., & Wildemuth, B. (2006). The Core: Digital Library Education in Library and Information Science Programs. *D-Lib Magazine*, 12(11). dx.doi.org/10.1045/november2006-pomerantz

Entries in Reference Works

Yang, S., Wildemuth, B., Fox, E. A., Pomerantz, J., & Oh, S. (in press). Core Topics in Digital Library Education. In Y.-L. Theng, S. Foo, D. G. H. Lian & J.-C. Na (Eds.), *Handbook of Research on Digital Libraries: Design, Development, and Impact*. Hershey, PA: IGI Global.

Research Reports and White Papers

Pomerantz, J., Choemprayong, S., Griffiths, J.-M., & King, D. W. (2008). *InterConnections: The IMLS Study on the Use of Libraries, Museums and the Internet. Characteristics of Information Needs*. Washington, DC: Institute of Museum and Library Services. www.interconnectionsreport.org

Pomerantz, J., & Eakin, L. (2007). *The Return on Investment of Collaborative Virtual Reference Service*. Dublin, OH: OCLC Online Computer Library Center, Inc. www.oclc.org/research/grants/awarded.htm

Pomerantz, J., Hank, C., & McClure, C. R. (2007). *Program Evaluation of the Library Services and Technology Act Plan for Implementation in North Carolina, 2003-2007*. Raleigh, NC: State Library of North Carolina. statelibrary.dcr.state.nc.us/lsta/LSTA_Eval_Report_2007.pdf

Pomerantz, J., & Blouin, B. (2005). *Valuing Non-traditional Vehicles of Scholarship*. Chapel Hill, NC: University of North Carolina at Chapel Hill. www.unc.edu/scholcomdig/whitepapers/

Pomerantz, J., Luo, L., & McClure, C. R. (2005). *NCKnows Evaluation: Final Report*. Raleigh, NC: State Library of North Carolina. www.ils.unc.edu/~jpom/ncknows/

Pomerantz, J., & Stutzman, F. (2004). *Lyceum: A Blogosphere for Library Reference* (Technical Report No. TR-2004-02). Chapel Hill, NC: University of North Carolina at Chapel Hill School of Information and Library Science. sils.unc.edu/research/publications/reports/TR-2004-02.pdf

Silverstein, J., Pomerantz, J., & Lankes, R. D. (2000). *An Online Referral Tool for the Department of Education: Meeting Customer Needs*. Washington DC: U.S. Department of Education, Front Line Forum.

Book Reviews

Understanding Reference Transactions: Transforming an Art into a Science, Matthew L. Saxton and John V. Richardson Jr. (New York: Academic Press, 2002). *Library Quarterly*, 74(4): 490–92 (2004).

Electronic Publishing: Applications and Implications, Elisabeth Logan and Myke Gluck, eds. (Medford, NJ: Information Today Inc., 1997). *Information Processing and Management*, 34(4): 499-500 (1998).

Best Bet Internet: Reference and Research When You Don't Have Time to Mess Around, Shirley Duglin Kennedy. (Chicago: ALA Editions, 1998). *Technicalities*, 18(9): (1998).

ASIS 97: Proceedings of the 60th Annual Meeting of the American Society for Information Science, v. 34, Candy Schwartz and Mark Rorvig, eds. *Technicalities*, 18(2): 12-13 (1998).

The Cybrarian's Manual, Pat Ensor. (Chicago: American Library Association, 1997). *Technicalities*, 17(8): 9-10 (1997).

The Economics of Information in the Networked Environment, Meredith A. Butler and Bruce R. Kingma, eds. (Washington DC: Association of Research Libraries, 1996). *The Journal of Academic Librarianship*, 23(2): 144 (1997).

Presentations

Conference Presentations

"Information Seeking from Libraries and the Internet." Panel presentation on *The Impact of the Internet on Users* at the 70th Annual Meeting of the American Society for Information Science and Technology. Milwaukee, WI. 21 October 2007. With Songphan Choemprayong and Sarah Aerni.

"Digital Library Education in Computer Science Programs." 7th ACM/IEEE-CS Joint Conference on Digital Libraries. Vancouver, BC. 21 June 2007. With Barbara M. Wildemuth, Edward A. Fox, Seungwon Yang, & Sanghee Oh.

"Education for Digital Librarianship: Addressing Employers' Needs." Panel presentation on *Education for Digital Librarianship: Employers' Needs and How They Can Be Addressed*. 69th Annual Meeting of the American Society for Information Science and Technology, Austin, TX. 7 November 2006.

"The Return on Investment of Collaborative Virtual Reference Service." Panel presentation on *Shaping the Future Realities of Virtual Reference*. 69th Annual Meeting of the American Society for Information Science and Technology, Austin, TX. 6 November 2006.

“Curriculum Development for Digital Libraries.” 6th ACM/IEEE-CS Joint Conference on Digital Libraries. Chapel Hill, NC. 13 June 2006. With Barbara M. Wildemuth, Edward A. Fox, Seungwon Yang, & Sanghee Oh.

Panel presentation on *User Services for Digital Libraries*. 68th Annual Meeting of the American Society for Information Science and Technology. Charlotte, NC. 31 October 2005.

“The Use of Electronic Resources by Digital Reference Services.” Libraries in the Digital Age Conference. Dubrovnik and Mljet, Croatia. 2 June 2005.

“Evaluation of a Statewide Collaborative Chat-based Reference Service: Approaches and Directions.” 67th Annual Meeting of the American Society for Information Science and Technology. Providence, RI. 17 November 2004. With Charles R. McClure.

“Evaluation of NCKnows, a Statewide Collaborative Chat Reference Service.” Virtual Reference Desk Conference. Cincinnati, OH. 8 November 2004. With Charles R. McClure.

“Evaluation of NCKnows, a Statewide Collaborative Chat Reference Service in North Carolina.” Annual Conference of the American Evaluation Association. Atlanta, GA. 4 November 2004.

“Lyceum: A Blogosphere for Library Reference.” Panel presentation on *Weblog applications in eLearning, business and libraries* at the Thirteenth International World Wide Web Conference. New York, NY. 18 May 2004.

“Repeated Survey Analysis of AskERIC User Survey Data, 1998-2002.” Virtual Reference Desk Conference. San Antonio, TX. 18 November 2003.

“Crossing the Bridge between Museums and Academic Special Collections: An Analysis of the Digital Reference Function.” Virtual Reference Desk Conference. San Antonio, TX. 18 November 2003. With Scott Nicholson and Kenneth Lavender.

“Taxonomies for Automated Question Triage in Digital Reference.” Joint Conference on Digital Libraries 2003. Houston, TX. 28 May 2003. With R. David Lankes.

“Integrating Digital Reference Service into the Digital Library Environment.” Virtual Reference Desk Conference. Chicago, IL. 11 November 2002.

“Be Careful What You Wish For: Designing Tools for Digital Reference” Virtual Reference Desk Conference. Orlando, FL. 13 November 2001. With Yvonne Belanger.

“The Importance of Ontology: Creating a System for Shared Information & Referral.” Virtual Reference Desk Conference. Orlando, FL. 13 November 2001. With Joanne Silverstein.

“Genres from the Bottom Up: What Has the Web Brought Us?” 64th American Society for Information Science and Technology Annual Meeting. Washington DC. 6 November 2001. With Michael Nilan and Stephen Paling.

“What We Really Know About Electronic Scholarly Journals.” National Online Meeting & IOLS ‘99. New York, NY. 19 May 1999. With Robin Peek.

Invited Presentations

“Library 2.71828.” Part of the SIG CON 33.0 at the ASIS&T 2007 Annual Meeting, Milwaukee, WI. 23 October 2007.

Panel presentation on *Teaching DL-Related Topics Using DL Applications*, part of the Developing a Digital Libraries Education Program Workshop. ACM/IEEE-CS Joint Conference on Digital Libraries. Vancouver, BC. 18 June 2007.

“Digital Curation Issues within the Context of a Curriculum for Digital Librarianship.” DigCCurr2007. Chapel Hill, NC. 19 April 2007. With Barbara Wildemuth.

“The Return on Investment of Collaborative Virtual Reference Service.” ALISE Annual Conference. Seattle, WA. 18 January 2007. With Lorraine Eakin.

“Training information professionals for a state-wide digital reference service.” Panel presentation on *Digital Library Education and Training* at the 67th Annual Meeting of the American Society for Information Science and Technology. Providence, RI. 16 November 2004.

“Evaluation of the State Library of North Carolina’s Chat Reference Service.” Pre-conference Workshop on *Management Strategies for Digital Reference Services* at the Virtual Reference Desk Conference. San Antonio, TX. 16 November 2003.

“Question Taxonomies for Digital Reference.” Panel presentation on *Subject-Based Virtual Reference: Avenues and Vehicles for Success* at the 66th American Society for Information Science and Technology Annual Meeting. Long Beach, CA. 20 October 2003.

“Classification and Ontology for Digital Libraries.” Presentation to delegates from Kim Chaek University of Technology, Democratic People’s Republic of Korea. The Maxwell School of Syracuse University. 21 April 2003.

“Integrating Digital Reference Service into the Digital Library Environment.” Paper presented at the Digital Reference Research Symposium, Cambridge, MA. 2 August 2002.

“Perspectives on Technical Literacy.” Joint discussion panel between Syracuse University’s Schools of Information Studies and Composition and Cultural Rhetoric. IST Brownbag series. 23 March 2001.

“A Few Tips about Purchasing Computer Hardware.” Paper presented at Hanging Your Shingle: Becoming a Successful and Ethical Lawyer-Entrepreneur: A Step-by-Step Workshop to Establishing, Marketing and Running a Law Practice. Massachusetts Continuing Legal Education, Boston. 1997.

Teaching Activities

School of Information and Library Science University of North Carolina at Chapel Hill

INLS 200 (40): Retrieving and Analyzing Information (Undergraduate requirement)

<u>Semester</u>	<u>Enrollment</u>
Fall 2008	30
Spring 2008	30
Fall 2006	22
Spring 2006	24
Fall 2005	23
Spring 2005	19
Fall 2004	26
Spring 2004	19
Fall 2003	20

INLS 490-121: Library 2.0 (Undergraduate and Graduate elective)

<u>Semester</u>	<u>Enrollment</u>
Spring 2009: To be co-taught with Paul Jones	Enrollment cap of 30

INLS 501 (111): Information Resources and Services (Graduate requirement)

<u>Semester</u>	<u>Enrollment</u>
Fall 2007	30
Fall 2006	28
Fall 2005	31
Spring 2004	22

INLS 740 (235): Digital Libraries: Principles and Applications (Graduate elective)

<u>Semester</u>	<u>Enrollment</u>
Fall 2008: online	20
Spring 2008	23
Spring 2006	17
Spring 2005	29

Workshops

18 November 2005. Educational Metadata. NASA Center for Distance Learning, Langley Research Center. dlcenter.larc.nasa.gov.

Graduate Students Supervised

Doctoral students with whom I have worked

As advisor:

- Lili Luo, *Towards Sustaining Professional Development: Identification of Essential Competencies and Effective Training Techniques for Chat Reference Services*. Defended dissertation 23 April 2007. Co-advisor with Claudia Gollop.

As committee member:

- Lori Eakin. Comprehensive exams tentatively scheduled for March 2009. Advisor: Cal Lee.
- Mary Wilkins Jordan, *Competency Development for Public Library Directors*. Defended dissertation proposal 30 July 2008. Advisor: Evelyn Daniel.
- Ron Brown, *Information Needs and Use of Online Video by Educators: Implications for the Design of Web Resources*. Defended dissertation 12 December 2007. Advisor: Stephanie Haas.

Masters students whose Masters papers I have advised

Anticipated May 2009

- Patrick Holt, *Portrayal of the Information Society in Science Fiction (working title)*

Anticipated December 2008

- Suzanne Walsh, *Evaluation of Web-based Library Services for Graduate Students in the Humanities (working title)*

August 2008

- T. Peter Ramsey, *Social Networking Services: Library Collaboration 2.0?*

May 2008

- Brian Clossey, *Service for a New Generation: Implications for Implementing Video Game Service in an Academic Library*
- Anna Craft, *Putting Web Server Log Files to Work in Special Collections*
- Hannah Noll, *Where Google Scholar Stands on Art: An Evaluation of Content Coverage in Online Databases*
- Genya O’Gara, *Front and Center: The Role of Libraries and Copyright in the Digital Age*
- Stephen Sherman, *A User-centered Evaluation of the North Carolina State University Libraries Learning Commons*

December 2007

- Emily Daly, *Librarians’ Use of Instructional Techniques: Effective in Enhancing Chat Reference Services from the Patrons’ Perspective?*

May 2007

- Cassidy Sugimoto, *Evaluating the Quality of Academic Music Library Reference Service.*

December 2006

- Alison Waldenberg, *Freely Available and Paid-For Electronic Journals: A Comparative Study of Use.*

May 2006

- Adam Dodd, *Health News Harvesting System: A Rich Site Summary (RSS) Storage and Retrieval System For Use in The University of North Carolina Chapel Hill Health Sciences Library and North Carolina AHEC Digital Library Web Sites.*
- Monica McCormick, *Filling Institutional Repositories by Serving the University's Needs.*
- Stefanie Warlick, *Publication Transformation: Why Authors Choose to Publish in Open Access/Free Full-text Journals.*

December 2005

- Laura Christopherson, *Devising an Ontology-based Note-taking Tool to Aid Systems Analysts in Improving Communication with Clients*.

May 2005

- Wellman, Thomas, *The Transformation of the North Carolina Government Information Locator Service, 1995-2005*.
- Nora Wikoff, *An Analysis of the Reasons Chat Sessions End Early at the North Carolina State Library's NCKnows Chat Reference Service*.

December 2004

- Kristin Andrews, *What are they asking and when are they asking it? Usage Patterns of an AOL Instant Messenger Chat Reference Service*.

August 2004

- Brooke Phillips, *The Advantages and Disadvantages of AOL Instant Messenger as a Chat Reference System*.
- Jean Ferguson, *The Adoption of Emerging Technologies by Undergraduate Libraries*.
- Marianne Gouge, *Blogs as a Means of Preservation Selection for the World Wide Web*.

May 2004

- Jenny Emanuel, *An Assessment of Chat Reference Usage and Trends at the Health Science Library of the University of North Carolina at Chapel Hill*.
- Christina Hull, *An Analysis of Information Literacy Instruction in the Digital Reference Service of a Public Library System*.

Independent Studies I have directed (INLS 396 (90))

Fall 2007

- Amy Van Scoy (Doctoral): Games for library services
- Spencer Smith (Undergraduate): Needs assessment, information architecture, and implementation of a web presence for a small business.

Spring 2007

- Songphan Choemprayong (Doctoral): Writing a chapter for *Advances in Librarianship*, in press.

Fall 2006

- Lori Eakin (Doctoral): Lori was my GA for an ROI study of chat reference services, and this independent study was an outgrowth of that project.
- Kevin Lanning (Masters): At the time of this independent study, Kevin was employed by ITS, and this project was an outgrowth of Kevin's work in this capacity, to study security issues with the campus wireless network.

Spring 2006

- Cassidy Sugimoto (Masters): This independent study was an outgrowth of Cassidy's work in my Reference course. This independent study evolved into Cassidy's Masters' paper, and ultimately into a journal publication.

Fall 2004

- Lili Luo (Doctoral): This independent study was an outgrowth of Lili's work on the Evaluation of the State Library of North Carolina's Statewide Virtual Reference Service project. The product of this independent study was a poster for the 2005 ASIST conference, which was expanded to become a paper published in *LISR* in 2006.

Professional Field Experiences I have supervised (INLS 795 (299))

Fall 2008

- Howard Carrier, Davis Library Reference

Spring 2008

- Heather Barnes, Duke University
- Melinda Ryan, Durham County Public Library, Main branch

Spring 2007

- Kelly Potter, House Undergraduate Library

Fall 2006

- Emily Riley: Ipas

Summer 2006

- Lara Handler: Davis Library, A Portion of the People: Three Hundred Years of Southern Jewish Life, www.lib.unc.edu/apop/

Spring 2006

- Nathan Whitt: Cary Public Library
- Gene Springs: Electronic Resources at Duke
- Katherine Lukach: NCKnows

Fall 2005

- Guy Phipps: Davis Library East Asia Collection
- Michael Habib: Davis Library Reference
- Mary Lewis Haywood: UNC-CH Classics Library

Spring 2004

- Todd Ito: Duke University Law Library

Grants & Contracts

Current

November 2008 – **Workshop: Coordinating EU-US Digital Library Education**
October 2009

Funding agency: NSF
Grant for: \$26,123

Proposal to fund a workshop to begin development of a curriculum for digital library education, coordinated between the United States and the European Union.

September 2008 – **DigCCurr II: Extending an International Digital Curation Curriculum to Doctoral Students and Practitioners**
August 2012

Funding agency: Institute of Museum and Library Services
Investigator: Helen Tibbo, PI
Grant for: \$878,634

A project to develop an international doctoral-level curriculum and educational network in digital curation, and prepare future faculty. This project will build on the work and accomplishments of the DigCCurr I project, *Preserving Access to Our Digital Future: Building an International Digital Curation Curriculum*.

Project website: ils.unc.edu/digccurr/

September 2008 – **Analysis of Answered Questions from the Internet Public Library's Ask a Question Service**
August 2010

Funding agency: UNC-CH Office of the Vice Chancellor for Research and Economic Development, University Research Council Small Grant Program
Grant for: \$5,000

Proposal to support SILS' membership in the Internet Public Library (IPL) consortium.

January 2006 – **Curriculum Development: Digital Libraries**
December 2008

Extension requested to December 2009, currently under review

Funding agency: NSF Course, Curriculum, and Laboratory Improvement (CCLI) program
Grant Nos. IIS-0535060 (UNC-CH), IIS-0535057 (VT)
Co-PI; Barbara Wildemuth and Ed Fox, PIs
Grant for: \$83,558

A collaborative research project with Virginia Polytechnic Institute and State University. Development of curricular materials for teaching digital library-related topics, for use in both Information and Library Science and Computer Science programs.

Project website: curric.dlib.vt.edu

Current Advisory Boards

September 2007 – **The Internet Public Library Virtual Learning Laboratory**
August 2010

Funding agency: Institute of Museum and Library Services
Eileen Abels, PI
Grant for: \$613,478

A project to transform the Internet Public Library (ipl.org) into a fully featured virtual learning laboratory for digital reference, including: digital reference learning objects available to faculty; a laboratory with access to new technologies used to offer digital reference service; and a collaborative learning community for faculty, students, and working librarians.

Completed

September 2006 – **Preserving Access to Our Digital Future:**
August 2008 **Building an International Digital Curation Curriculum**

Funding agency: Institute of Museum and Library Services, Laura Bush 21st Century Librarian Program
PIs: Helen Tibbo, Cal Lee
Grant for: \$602,041

A partnership with the National Archives and Records Administration to develop an openly accessible graduate-level curriculum to prepare students to work in the field of digital preservation.

Project website: ils.unc.edu/digccurr/

September 2003 – **InterConnections: The IMLS National Study on the Use of**
April 2008 **Libraries, Museums, and the Internet**

Funding agency: Institute of Museum and Library Services
Co-PI; José-Marie Griffiths, PI
Grant for: \$499,900

A national survey of the information needs of users and potential users of online museum and public library information and the Internet.

Project website: www.interconnectionsreport.org

September 2006 – **State Library of North Carolina Library Services and Technology**
April 2007 **Act Program Evaluation**

Funding agency: State Library of North Carolina
PI; Chuck McClure as subcontractor
Contract for: \$53,060

An evaluation of the impact of LSTA funds in North Carolina over the course of 2003-07, according to the SLNC's five-year state LSTA Plan.

January –
December 2006

The Return on Investment of Collaborative Virtual Reference Service

Funding agency: OCLC/ALISE Library & Information Science
Research Grant Program
Grant for: \$14,969

A study to quantify the ROI associated with the implementation of a collaborative virtual reference service. The impact that participating in NCKnows, a statewide chat-based reference service in North Carolina (www.ncknows.org), has on participating libraries will be identified, in terms of the monetary and non-priced costs and benefits incurred.

January –
December 2006

Evaluability Assessment of Statewide Chat Reference Services

Funding agency: UNC Junior Faculty Development Award
Grant for: \$7,500

A proof-of-concept meta-assessment of statewide virtual reference services. This study will identify variables that may be fruitfully compared across services, identify the “state of the art” of virtual reference services, and provide an essential baseline that existing and future services may use in evaluating their own performance.

January –
December 2006

**History of Moviegoing in North Carolina:
The Historical Geography of Film Exhibition**

Funding agency: UNC Office of the Vice Chancellor for Research and Economic Development, Collaborative Research Proposal
Co-PI with Robert Allen
Grant for: \$5,500 from a UNC Seed Grant for Large-Scale

A digital library documenting the history of movie exhibition in North Carolina, the first state-wide database of movie exhibition in the United States.

January –
December 2005

Southern Stories: The William R. Ferris Collection and Beyond

Funding agency: Thomas S. Kenan Institute for the Arts
Co-PI with William Ferris
Grant for: \$25,358

Grant application declined, 2006: \$8,000 from the UNC University Research Council Small Research Grant Program, Office of the Vice Chancellor for Research and Economic Development

A project to build a digital library of the entire William R. Ferris Collection of the Wilson Library at UNC Chapel Hill, containing about 118,000 items in multiple formats, compiled by Ferris over his career as an author, folklorist, filmmaker, professor, photographer, administrator, and scholar. www.ibiblio.org/ferris/

December 2004 –
July 2005

State Library of North Carolina Needs Assessment and Marketing Study

Funding agency: State Library of North Carolina
Co-PI with Joanne Marshall
Contract for: \$50,935

A study to determine how the SLNC can position itself as the primary information source for North Carolina state employees. Funded by the SLNC.

September 2003 –
February 2005

Evaluation of the State Library of North Carolina's Statewide Virtual Reference Service

Funding agency: State Library of North Carolina
PI; Chuck McClure as subcontractor
Contract for: \$64,423

An evaluation of the effectiveness of the SLNC's collaborative statewide chat-based virtual reference service. Funded by the SLNC.

Project website: purl.oclc.org/pomerantz/ncknows

In Preparation

To be submitted:
September 2008

Identifying Reusable Resources in Digital Reference Answers

Funding agency: OCLC/ALISE Library & Information Science
Research Grant Program
Co-PI with Stephanie Haas

Proposal to develop a system to provide information resources automatically identified from archived reference interactions from the Internet Public Library, in response to new questions submitted to the IPL.

To be submitted:
April 2009

Coordinating EU-US Digital Library Education

Funding agency: ATLANTIS Programme, EU-US Cooperation in
Higher Education and Vocational Training

Proposal to fund the development of a curriculum for digital library education, coordinated between the United States and the European Union.

Program website: ec.europa.eu/education/programmes/eu-usa/index_en.html

To be submitted:
Fall 2008

Institutional Repositories for Mandated Open Access

Funding agency: Andrew W. Mellon Foundation

Proposal to support a study of institutional repository projects in university libraries, and their reaction to the National Institutes of Health (NIH) Public Access Policy (publicaccess.nih.gov).

Declined

Submitted:
March 2007

Billions of Names in Millions of Books

Funding agency: Institute of Museum and Library Services, National Leadership Grants for Libraries program

PI: Gregory Crane

Grant application for: \$61,804

A project to develop an index of named entities across all textual materials in the Perseus Digital Library (www.perseus.tufts.edu) and several other corpuses of historical documents, and tools to automatically disambiguate named entities with identical or similar names (e.g., Boston, MA vs. Boston, NY).

Submitted:
October 2007

Information In-World: Providing Access to Library Services in Virtual Worlds

Funding agency: The MacArthur Foundation, HASTAC-MacArthur Digital Media and Learning Competition

PI

Grant application for: \$99,988.03

A project to develop a library reference-like information service integrated into courses offered in Second Life.

Submitted:
August 2007

Tools for Instructional Support in Digital Library Education

Funding agency: IBM Real-time Innovation Award

PI

Grant application for: \$25,000

A project to develop functionality in the Greenstone DL application to support teaching, and to develop curricular materials for instructors' use in teaching DL-related topics and skills, that utilizes this Greenstone functionality.

Submitted:
February 2006

BASIS: Botanical Access To Studying Invasive Species

Funding agency: Institute of Museum and Library Services, National Leadership Grants for Libraries program
PI; Jane Greenberg and Alan Weakley (Administrative Curator and Curator of Vascular Plants, UNC Herbarium), Co-PIs.
Grant application for: \$336,494

A project to integrate education about invasive plant species with the development of a digital library of materials on Southeastern U.S. invasive plants, along with vocabulary tools and a human-intermediated question-answering service to assist people in interpreting and using these materials.

Submitted:
April 2005

Digital Teaching, Research, and Educational Engagement (Digital TREE)

Funding agency: NSF National Science, Technology, Engineering, and Mathematics Education Digital Library (NSDL) program
PI; Jane Greenberg and Alan Weakley (Administrative Curator and Curator of Vascular Plants, UNC Herbarium), Co-PIs.
Grant application for: \$490,879

A project to advance students' understanding of botany and plant identification through development of a set of educational modules for undergraduate Botany courses.

Submitted:
February 2005

BASIS: Botanical Access To Studying Invasive Species

Funding agency: Institute of Museum and Library Services, National Leadership Grants for Libraries program
PI; Jane Greenberg and Alan Weakley (Administrative Curator and Curator of Vascular Plants, UNC Herbarium), Co-PIs.
Grant application for: \$633,879

A project to integrate education about invasive plant species with the development of a digital library of materials on Southeastern U.S. invasive plants, along with vocabulary tools and a human-intermediated question-answering service to assist people in interpreting and using these materials.

Submitted:
January 2004

Designing a Sustainable Distributed Digital Library Certificate Program

Funding agency: Institute of Museum and Library Services,
Librarians for the 21st Century program
Co-PI with Gary Marchionini; Helen Tibbo, PI
Grant application for: \$452,987

A project to develop a sustainable distributed digital library certificate program with a variety of tracks and configurations to educate today's ILS students, current practicing librarians, and other information professionals involved in digital library and archiving efforts and within the information technology industry.

Current Professional Memberships

American Library Association (ALA)

American Society for Information Science and Technology (ASIST)

Service

Service to the Profession

Journal editorial board membership

2008 – 2011
(3-year term) Member, Editorial Board, *Library Quarterly*
www.journals.uchicago.edu/LQ/

2006 – Present
(3-year term) Member, Editorial Board, *Library and Information Science Research*.
www.elsevier.com/wps/product/cws_home/620211

2006 – Present
(two 2-year terms) Member, Editorial Board, *Information Technology and Libraries*
www.ala.org/ala/lita/litapublications/ital/

Conference committee membership & chair

- 2008 Program co-chair, Libraries in the Digital Age (LIDA) conference, Education and Training for Digital Libraries theme. www.ffos.hr/lida/
- 2005 – 2006 Member, Program Committee, and Student Volunteers Chair, Joint Conference on Digital Libraries 2006 Conference. www.jcdl2006.org

Professional society committee & board membership

- 2005 – 2008 Chair, American Society for Information Science and Technology Membership Committee, Retention Subcommittee. www.asis.org/Board/asis-committees.html
- 2005 – Present (3-year term) Member-at-Large, American Library Association Library Research Round Table Steering Committee. www.ala.org/ala/lrrt/
- 2007 Member, Nominating Committee
- 1999 Webmaster, American Society for Information Science 1999 Midyear Meeting. www.asis.org/Conferences/MY99/
- 1996 – 1998 Program Committee of the New England Chapter of the American Society for Information Science (NEASIS)
- 1995 – 1997 Executive Board of the New England Chapter of the American Society for Information Science (NEASIS)

Project advisory board membership

- 2008 – Present Member, Advisory Board for the Reference Services and Instruction Program Specialization, School of Library and Information Science at San José State University slisweb.sjsu.edu/classes/reference.htm
- 2004 – 2007 Member, Virtual Reference Desk Initiatives Editorial Board quartz.syr.edu/vrdi/
- 2004 – 2007 Member, Digital Reference Education Initiative (DREI) Advisory Board. drei.syr.edu
- 2003 – Present Institute Scholar, Information Institute of Syracuse Syracuse University. iis.syr.edu

Reviewing: Journals

Manuscript reviewer for the following journals:

- *Evidence Based Library and Information Practice*:
ejournals.library.ualberta.ca/index.php/EBLIP
- *Information Processing & Management*:
www.elsevier.com/locate/infoproman
- *Information Technology and Libraries*:
www.ala.org/ala/lita/litapublications/ital/
- *International Journal on Digital Libraries*: www.dljournal.org
- *Journal of the American Society for Information Science and Technology*: www.asis.org/Publications/JASIS/
- *Library Quarterly*: www.journals.uchicago.edu/LQ/
- *Library and Information Science Research*:
www.elsevier.com/wps/product/cws_home/620211

2007 Reviewer, *New Review of Hypermedia and Multimedia*, special issue on Studying the Users of Digital Educational Technologies: Theories, Methods and Analytical Approaches
www.tandf.co.uk/journals/titles/13614568.asp

2001 – 2003 Source journal reviewer for the Educational Resources Information Center (ERIC) Clearinghouse on Information & Technology

Reviewing: Conferences

2007 Reviewer, Joint Conference on Digital Libraries 2007 Conference.
www.jcdl2007.org

2006 Reviewer, Joint Conference on Digital Libraries 2006 Conference.
www.jcdl2006.org

2005 Reviewer, American Society for Information Science and Technology 2005 Annual Conference. www.asis.org/Conferences/AM05/

Reviewing: Book publishers

2008 Manuscript proposal reviewer, Morgan Kaufmann Publishers / Elsevier Science & Technology Books

2007 Manuscript reviewer, Neal-Schuman Publishers, Inc.

Reviewing: Grant programs

2005 Reviewer, NSF Advanced Learning Technologies (ALT) Program
Review Panel. www.nsf.gov/alt/

Service to the School of Information and Library Science

2007 – Present Coordinator, CRADLE brownbag series

2007 – 2008 Member, Information Technology and Resources Committee

2004 – Present Advisor to Information Science Student Undergraduates Empowered
(ISSUE). ils.unc.edu/issue/

2004 – 2007 Member, Undergraduate Committee

2003 – 2004 Member, Tenure and Review Committee

2003 – 2004 Member, Ad-hoc Course Re-numbering Committee

Service to the University of North Carolina at Chapel Hill

2004 – Present Member, Library Staff Development Committee

2004 – 2005 Member, Planning Committee for Faculty Convocation on Scholarly
Communications in a Digital World, held 27-28 January 2005.
www.unc.edu/scholcomdig/

2004 – 2005 Member, Tar Heel Bus Tour Steering Committee

2004 Participant, Tar Heel Bus Tour. www.unc.edu/bustour/

Service to the Community

2005 – 2009 Member, Chapel Hill Town Council, Library Building Committee.
(projected project www.townofchapelhill.org/index.asp?NID=169
completion date)