

Overview

- Recognized expert in asynchronous learning, management, strategic planning, interpersonal communications, marketing and public relations, group dynamics, and curriculum development.
- Published author of a number of books and articles on various topics including, MOOCs, marketing and public relations, library management, and online/distance learning.
- Experienced instructor of courses focused on the emerging future, information organizations and management, interpersonal communications, marketing and public relations, and access to information.
- Leader in the professional community, serving on professional committees.

Education

PhD, Library and Information Science
University of Pittsburgh, Pittsburgh, PA, 1985

Dissertation: The effects of personality type and organizational climate on the acquisition and utilization of information: A case study approach involving the professional staff of four academic libraries. Advisor: Dr. Sara Fine.

Certificate, Public Personnel Management and Labor Relations
University of Pittsburgh (GSPIA), Pittsburgh, PA, 1985

MLS, Library and Information Science
University of Pittsburgh, Pittsburgh, PA, 1978

BA, History
Washington and Jefferson College, Washington, PA, 1975

Academic Experience

Lecturer, School of Information
San Jose State University (iSchool), San Jose, CA. 2012–Present.

- Instructor: Information Professions; Marketing and Public Relations; Interpersonal Communication; and, The Emerging Future: Technology Issues and Trends.
- Support initiatives of the Assistant Director for Distance Learning, including Web-based Information Science Education (WISE), Quality Matters, faculty development.
- Co-Chair iSchool Curriculum Committee

Director of Online Learning and Outreach
University of Pittsburgh (SLIS), Pittsburgh, PA. 2001–2012.

- Responsible for online and on-campus student recruitment.
- Coordinated student advisement.
- Supervised online student admissions, enrollment and registration.
- Provided faculty support for orientation and training.
- Coordinated on-campus and off-campus student visits.
- Made presentations at professional conferences.
- Administrator for Web-based Information Science Education (WISE).

- Performed blended teaching, provided student services and did grant writing.

Part-time Faculty

San Jose State University (SLIS), San Jose, CA. 1999–2009.

- Courses taught: Interpersonal Communications; Marketing and Public Relations; Information Organizations and Management.

Coordinator of Professional Development

University of Pittsburgh (SLIS), Pittsburgh, PA. 1994–2001.

- Coordinated and taught in the Web-based *FastTrack* MLIS Program.
- Coordinated Professional Development Program of continuing education workshops for information professionals.
- Developed partnerships and organized distance education workshops.
- Chaired Affirmative Action Committee, with responsibility for development of the school's 5-year diversity plan, grant proposals, and production of new recruitment materials;
- Coordinated Minority Recruitment Visits for prospective SIS and FAS graduate students.

Adjunct Faculty

University of Pittsburgh (SLIS), Pittsburgh, PA. 1990–2012.

- Taught blended graduate library and information science courses.
- Redesigned interpersonal communications, social sciences resources and services, and marketing courses.
- Taught diversity and user education workshops.
- Academic advisor to 100 masters level students.

Assistant to the Dean

University of Pittsburgh (SLIS), Pittsburgh, PA. 1987–2004.

- Provided support for the Dean in all areas of administration, including research, report generation, and analysis.
- Consulted and coordinated with departmental administrators and faculty on administrative and academic matters pertaining to students, faculty, and staff.
- Coordinated all publications and public relations activities.
- Organized functions for colloquia, visiting scholars, and international visitors.
- Liaison for alumni activities and editor of alumni newsletter.

Lecturer

University of Michigan (SLIS), Ann Arbor, MI. 1986–1987.

- Course developed and taught: Access to Information: Users and Environments.
- Course taught: Management in Libraries and Information Centers.

Coordinator of Time and Cost Study

University of Michigan (SLIS), Ann Arbor, MI. 1985–1986.

- Developed research methodology to determine time and cost of each library function and task.
- Hired and trained 50 students for research observations.

- Implemented cost study research project for all of The University of Michigan Libraries' 600 employees and each of the 70 library units.
- Analyzed data for time and cost study and prepared comprehensive reports on findings.

Graduate Assistant to the Dean

University of Pittsburgh (SLIS), Pittsburgh, PA. 1984–1985.

- Assisted with grant proposal writing.
- Collected data and generated reports.
- Conducted research projects.
- Prepared materials for ALA Committee on Accreditation visit.
- Organized activities for international visiting scholars.

Research Assistant

University of Pittsburgh (GSLIS), Pittsburgh, PA. 1978.

- Assistant, University of Pittsburgh/U.S. Office of Education Career Collections Development and Counseling Institute.

Career Information Specialist

Tableland Community Association, Inc., Somerset, PA. 1976–1979.

- Responsible for career interest and aptitude assessment of all CETA employees.
- Developed career workshops for students and adults.
- Developed and maintained the collection of a career library.
- Operated Educational Department.
- Coordinated scheduling, publicity and personnel selection.

Teacher

Somerset County School Districts, Somerset, PA. 1975–1976.

- Secondary substitute teacher.
- Home-bound instructor.

Library Experience

Consultant: Academic and Special Library Organizations

Readers' Services

Mary Washington College, Fredericksburg, VA. 1980–1982.

- Managed Serials and Rare Book Departments.
- Handled collection development of serials and developed budget.
- Supervised and trained permanent staff and student workers.
- Responsible for reference, acquisitions, and circulation functions.
- Provided reference service to the general collection.
- Taught bibliographic instruction units to undergraduate students.

Assistant Director of Libraries

Salem College, Salem, WV. 1979–1980.

- Directed library operations on two campuses.
- Handled collection development.

- Supervised and trained permanent staff and undergraduate student workers.
- Developed budget and grant proposals.
- Conducted all bibliographic instruction sessions.

Publications

Books

- Alman, S.W. & Jumba, J. (2017). *Everything You Want to Know About MOOCs*. Westport, CT: Libraries Unlimited.
- Alman, S.W. (editor) (2017). *School Librarianship: Past, Present, and Future*. Lanham, MD: Rowman & Littlefield
- Alman, S.W., & Swanson, S.G. (2015). *Crash Course in Marketing for Libraries*. 2d ed. Santa Barbara, CA: Libraries Unlimited.
- Alman, S.W., Tomer, C., & Lincoln, M.L. (2012). *Designing Online Learning: A Primer for Librarians*. Westport, CT: Libraries Unlimited.
- Alman, S.W. (2007). *Crash Course in Marketing for Libraries*. Westport, CT: Libraries Unlimited.

Book Chapters

- Tomer, C., & Alman, S.W. (2012). Cloud computing for LIS education. In E.M. Corrado & H.L. Moulaison (Eds.), *Getting Started with Cloud Computing: A LITA Guide* (pp. 59–68). New York: Neal-Schuman Publishers.
- Alman, S.W., Steffans, A., & Bryant, M. (2005). Race-based financial aid: An overview. In M. Wheeler (Ed.), *Unfinished Business Race, Equity, and Diversity in Library and Information Science Education* (83-89). Lanham, MD: Scarecrow Press.
- Alman, S.W., & Tomer, C. (2004). Distance education: The SIS experience. In D. Barron (Ed.), *Distance Education in LIS Schools* (215-231). Westport, CT: Libraries Unlimited.
- Frey, B.A., & Alman, S.W. (2003). Formative evaluation through online focus groups. In D.G. Brown (Ed.), *Developing Faculty to Use Technology* (311-313). Bolton, MA: Anker Publishing Company.
- Alman, S.W., & Guering, P. (1991). Education for an information age. In E. Wall (Ed.), *Library High Tech Bibliography* (Vol. 2, pp. 49-58). Ann Arbor, MI: Pierian Press.
- Webreck, S.J. (1987). Information behavior in organizations. In A. Kent (Ed.), *Encyclopedia of Library and Information Science* (Vol. 41, Supplement 6, pp. 83–92). New York: Marcel Dekker, Inc.
- Webreck, S.J., & Willmer, M.C. (1986). Education for the information age. In E. Wall (Ed.), *Library High Tech Bibliography*, (Vol. 2, pp. 25–32). Ann Arbor, MI: Pierian Press.
- Webreck, S.J. (1986). National periodicals center. In A. Kent (Ed.), *Encyclopedia of Library and Information Science* (Vol. 40, Supplement 5, pp. 321–338). New York: Marcel Dekker, Inc.
- Webreck, S.J., & Weedman, J. (1986). Professional library literature: An analysis of the review of literature. In Wynar, B. (Ed.), *Library Science Annual* (3-12). Littleton, CO: Libraries Unlimited.

Peer-Reviewed Articles and Papers

- Muswazi, P. , & Alman, S. (2016). *Strategic Planning: International Online Collaboration*. International Information & Library Review. Published

online 02 Feb 2016.

- Hirsh, S. et al. (2015). *International Perspectives in LIS Education: Global Education, Research, & Collaboration at the SJSU iSchool*. JELIS 56 (3) Summer 2015.
- Adair, D., Alman, S., Budzick, D., Grisham, L., Mancini, M., & Thackaberry, S. (2014). *Many Shades of MOOCs*. Internet Learning, 3(1), Article 7.
- Kearns, L., Frey, B., Tomer, C., & Alman, S. (2014). *A study of personal information management strategies for online faculty*. Online Learning Journal, 18(1).
- Alman, S.W., Frey, B.A., & Tomer, C. (2012). Social and cognitive presence as factors in learning and student retention: An investigation of the cohort model in an iSchool setting. *Journal of Education for Library and Information Science*, 53(4), 290–302.
- Saghafi, E., Tannery, N.H., Epstein, B.A., Alman, S., & Tomer, C. (2012). Development of a post-masters online certificate in health sciences librarianship. *Journal of the Medical Library Association*, 100(4), 310–313.
- Frey, B. A., Alman, S.W., & Barron, D. (2004). Student satisfaction with the online MLIS program at the University of Pittsburgh. *Journal of Education for Library and Information Science*, 45(2), 82–97.
- Frey, B., & Alman, S. (2003). Applying adult learning theory to the online classroom. *New Horizons in Adult Education*, 17(1), 4–12.
- Syrubbe, L.A., Alman, S.W., & Patrick, M.A. (1987). Costing library operations-a bibliography. *Collection Building*, 8(3), 23–28.
- Galvin, T.J., Sheldon, B.E., & Webreck, S.J. (1987). The effect of electronic technology on university libraries. *1985 Conference of Southern Graduate School Proceedings*.

Additional Articles and Papers

- Webreck, S.J., & Jones, W.G. (1988). Organizational health screening: Reliability and legality. *Library Journal*, 113(3), 134–137.
- Webreck, S.J. (1986). Keys to effective decision making: Factors related to organizational behavior [Microfiche]. Chicago, IL: American Library Association Library Administration and Management Association Research Paper Competition.
- Webreck, S.J. (contributor). (1985, October). In B. Woolls (Ed.), *LSCA in PA: Projects Worth Sharing* [Booklet]. Harrisburg, PA: The Library.

Presentations

Conference Presentations

- Library Systems and Trends*. (2016). Evolving Roles of Libraries & Librarianship Online Conference.
- The Global Classroom: Strategies for Designing Innovative Cultural Immersion Programs in Library and Information Science Education*. (2016). SIG Session Convener at the ALISE Conference. Boston.
- What if libraries were ubiquitous?* (2014). Presentation at the Annual Conference of the World Future Society. Orlando, FL.
- The use of recorded content to increase social and instructional presence in online learning: Results of pilot implementation*. (2014). E-Learn 2014—World Conference on E-Learning in Corporate, Government, Healthcare, and Higher Education. New Orleans, LA.

The Many Shades of MOOC: A Showcase of Approaches Panel. (2013). Quality Matters 5th Annual Conference on Quality Assurance in Online Learning Nashville, TN.

Social and Cognitive Presence in Online Learning: An Investigation of the Cohort Model in an iSchool Setting. (2013). Quality Matters 5th Annual Conference on Quality Assurance in Online Learning. Nashville, TN.

Gateway PhD. (2013). Pennsylvania Library Association Conference. Seven Springs, PA.

Personal Information Management. (2012). Quality Matters 4th Annual Conference on Quality Assurance in Online Learning, Tucson, AZ.

Cloud computing. (2012). Paper presented at the meeting of the Association for Library and Information Science Education (ALISE) Conference, Dallas, TX.

Impacts and satisfaction of student learning cohorts: Findings of a comparative assessment. (2011). Paper presented at the meeting of the Asynchronous Learning Conference, Orlando, FL.

In the clouds: Building a virtual computing laboratory. (2011). Paper presented at the meeting of the Asynchronous Learning Conference, Orlando, FL.

If we build it, will they use it? Contextualizing learning objects to promote reusability. (2009). Paper presented at the meeting of the Asynchronous Learning Conference, Orlando, FL.

Pedagogical pros/cons of using new technologies to deliver online courses. (2008). Paper presented at the meeting of the Association of Library and Information Science Education (ALISE) Conference, Philadelphia, PA.

Building repositories for digital learning objects: Challenges, issues, and opportunities. (2008). Paper presented at the meeting of the Asynchronous Learning Conference, Orlando, FL.

Teaching in paradise: Online education in Pittsburgh & the Caribbean. (2007). Paper presented at the meeting of the Asynchronous Learning Conference, Orlando, FL.

Social computing: Cost-effective technologies for online education. (2007). Paper presented at the meeting of the Asynchronous Learning Conference, Orlando, FL.

A collaborative approach to information literacy for non-traditional learners. (2006). Paper presented at the meeting of The Twelfth Sloan-C International Conference on Online Learning, Orlando, FL.

Webcasting: A blended learning collaborative with Carnegie Mellon/University of Pittsburgh. (2006). Paper presented at the meeting of The Twelfth Sloan-C International Conference on Online Learning, Orlando, FL.

Reality check 2001–2006: Ongoing program assessment. (2006). Paper presented at the meeting of The Twelfth Sloan-C International Conference on Online Learning, Orlando, FL.

So many choices: Alumni and employer satisfaction of course delivery and academy. (2005). Paper presented at the meeting of The Eleventh Sloan-C International Conference on Online Learning, Orlando, FL.

Designing the next-generation course delivery system. (2004). Paper presented at the meeting of The Tenth Sloan-C International Conference on Online Learning, Orlando, FL.

Five-minute marketing plan for an online program. (2002). Paper presented at the meeting of The Eighth Sloan-C International Conference on Online Learning, Orlando, FL.

Getting your money's worth: Maintaining quality through cost analysis. (1991). Paper presented at the meeting of the Library Administration and Management Association (LAMA) Preconference, Atlanta, GA.

Workshops

Management workshop. (1987, September). Workshop presented at the meeting of the Flint Public Library Management Workshop, Flint, MI.

Management workshop. (1987, April). Workshop presented at the meeting of the White Plains Library Consortium Management Workshop, White Plains, MI.

Workshop. (1986, May). Workshop presented at the meeting of the Michigan Library Association, Academic Librarians' Day, Wayne State University, Detroit, MI.

Cost studies in technical services. (1986). Workshop presented at the meeting of the Michigan Library Association, Technical Services Caucus, Spring Workshop, Lansing, MI.

Workshop. (1986). Workshop presented at the meeting of the Michigan Library Association, Annual Conference, Flint, MI.

Workshop. (1986). Workshop presented at the meeting of the University of Michigan, HiTech Career Fair, Ann Arbor, MI.

Guest Lectures

Personal information management. (2012). Guest lecture presented at the meeting of Quality Matters, Tucson, AZ.

Asian studies career seminar. (1990). Guest panelist presented at the meeting of the University of Pittsburgh, Pittsburgh, PA.

Grants & Contracts

San Jose State University CASA Global Citizenship and Global Engagement Award (2016) to develop a digital repository as a resource for faculty to internationalize their courses.

Certificate of advanced study in health sciences librarianship. (2009). Institute of Museum and Library Services. Principal Investigators: Christinger Tomer and Susan Alman.

Educating urban public librarians. (2007). Institute of Museum and Library Services. Principal Investigator: Teresa Ramos.

Building capacity for 21st century libraries in the U.S. Virgin Islands. (2005). Institute of Museum and Library Services. Principal Investigator: Sharlene Harris.

Honors & Awards

San Jose State University iSchool Outstanding Lecturer Award, 2017.

San Jose State University iSchool Outreach and Collaboration Award, 2016.

Excellence in Online Teaching, Sloan-C Awards, Institute for Emerging Leadership in Online Learning (IELOL), 2009.

Beta Phi Mu, University of Pittsburgh, 1978.

Phi Alpha Theta, Washington and Jefferson College, 1974.

Service

Advisory and Editorial Boards

Review Board, Journal Pragnavan, 2016-Present.

Professional—National/International

MOOC Developer and Instructor, *The Emerging Future: Technology Issues and Trends*, 2014.

Member, National Member-at-Large, Beta Phi Mu, 2011 - 14.

Member, LAMA LEADS Advisory Board, Library Administration and Management Association (LAMA), 2000–2004.

Member, Strategic Planning Committee, Library Administration and Management Association (LAMA), 2000–2002.

Member, Spectrum Fellowship Workshop Representative, Library Administration and Management Association (LAMA), 1999.

Member, Diversity Discussion Group, Library Administration and Management Association (LAMA), 1997–2001.

Member, LAMA Membership Committee, Library Administration and Management Association (LAMA), 1997–2001.

Assistant to President, Conference Organization and Scheduling, Association for Library and Information Science Education (ALISE), 1997–2000.

Member, National Member-at-Large, Beta Phi Mu, 1996–1999.

Member, Cultural Diversity Committee, Library Administration and Management Association (LAMA), 1994–1998.

Member, LITA/LAMA National Conference Steering Committee, Library Administration and Management Association (LAMA), 1994–1997.

Chair, Local Arrangements, Library Administration and Management Association (LAMA), 1994–1997.

Secretary, Statistics Section, Library Administration and Management Association (LAMA), 1994–1996.

Member, National Board of Directors, Beta Phi Mu, 1991–1999.

Chair, Standardization of Cost Analysis Task Force, Library Administration and Management Association (LAMA), 1991–1994.

Member, Using Statistics for Planning and Evaluation Committee, Library Administration and Management Association (LAMA), 1990–1995.

Member, Scholarship and Grants Committee, Beta Phi Mu, 1990–1994.

Member, Revision of Classification Scheme Task Force, Association for Library and Information Science Education (ALISE), 1990–1993.

Member, Committee on Organization, American Library Association (ALA), 1988–1990.

Chair, AIDS in the Workplace Hearing, Library Administration and Management Association (LAMA), 1988.

Program Chair, Employee Assistance Plans, Library Administration and Management Association (LAMA), 1987.

Representative, Library Education Assembly (LEA), 1986–1989.

Member, Membership Committee, Association for Library and Information Science Education (ALISE), 1986–1988.

Member, Education for Bibliographic Instruction Committee, Association of College and Research Libraries (ACRL), 1985–1989.

Member, Staff Utilization and Economic Status Committee, Library Administration and Management Association (LAMA), 1985–1989.

Member, Non-Library Management Associations Task Force, Library Administration and Management Association (LAMA), 1985–1987.

Professional—Regional

President, Beta Phi Mu Pi Chapter, 1989–1990.

Member, Executive Committee, Beta Phi Mu Pi Chapter, 2012–Present.

University

Co-Chair, Curriculum Committee, San Jose State University iSchool. 2015–Present.

Chair, Faculty Development and Faculty Research Committee, San Jose State University iSchool. 2013–2015.

Member, Pitt Online–CGS, CTSI Education IT group, University of Pittsburgh, 2008–2012.

Subcommittee Chair, Alumni On-Line Committee, Alumni Survey, University of Pittsburgh, 1998–2001.

Member, European Community Studies Association ad hoc Conference Planning Committee, University of Pittsburgh, 1998–1999.

Chair, Affirmative Action Committee, University of Pittsburgh, School of Information Sciences, 1994–2001.

Community Service Member, Murrysville Community Library Board of Directors, Murrysville, PA, 2011–2013.

Participant, Carnegie Library of Pittsburgh Strategic Planning Initiative, Pittsburgh, PA, 2012.

Memberships

Current

Association for Library and Information Science Education (ALISE), 2012–Present.

American Society for Information Science and Technology (ASIS&T), 2012–Present.

Beta Phi Mu, Year–Present.

Past

American Library Association (ALA), 1984–2004.

Association for Library and Information Science Education (ALISE), 1984–2009.

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