

- Overview**
- Recognized expert in educational technology, pedagogy and online education in library and information science.
 - Experienced instructor in web technologies.

Education

MLIS, Master of Library and Information Science
San Jose State University, San Jose, CA, 2001

BMu, Piano Pedagogy
Brigham Young University, Provo, UT, 1977

Academic Experience

Director of Online Learning, School of Information
San Jose State University, San Jose, CA. 2006–Present.

- Courses taught: Information Technology Tools and Techniques; Advanced Information Technology Tools and Techniques: Web 2.0; Online Learning: Tools and Strategies for Success
- Oversee training of 300–400 students each semester and provide assistance for iSchool online sessions for the Collaborate training program (2007–present)
- Teach professional development courses about online teaching methodologies for School of Information faculty
- Developed course content and supervise faculty and peer mentors each semester for Online Learning: Tools and Strategies for Success (INFO 203) course, a required course for all new students, involving over 4,000 students since the fall 2008 semester.
- Coordinate all aspects of participation in the Web-based Information Science (WISE) consortium, which allows students to take courses at other LIS programs.
- Advisor to San Jose State’s American Library Association Student Chapter (2005–present), ALA’s Outstanding Student Chapter for 2009, 2010, and 2014.

Lecturer, School of Library & Information Science
San Jose State University, San Jose, CA. 2001–Present.

- Courses taught: Information Technology Tools and Techniques; Advanced Information Technology Tools and Techniques: Web 2.0; Online Social Networking Technology and Tools; New Student Technology Workshop.

Part-Time Faculty
Diablo Valley College, Pleasant Hill, CA. 2001–2005.

- Course taught: Developing and Managing Web Pages.

Industry Experience

Web Designer/IT Consultant
San Jose State University, San Jose, CA, 2001–2006.

- Maintained website for the School of Library and Information Science, including redesign and development of new features.

Webmaster

Digital Distance Education/Continuing Education Institute, San Jose State University, San Jose, CA. 1999–2000.

- Institute of Museum and Library Services (IMLS) funded grant project.

Substitute Teacher

Mt. Diablo Unified School District, Concord, CA. 1996–1998.

- Provided music instruction for elementary grades.

Library Experience

Part-Time Librarian

Diablo Valley College, Pleasant Hill, CA. 2001–2003.

- Provided reference assistance for students, faculty, and staff.

Other Research & Consulting Experience

Member, Blackboard Collaborate Ultra Tech Preview Group, 2015–present.

Consultant, Data Equity for Main Street, 2016–present. Building curriculum for open data classes in California and Washington libraries.

Member, Blackboard Collaborate Advisory Committee, 2010–2015.

Instructor and Consultant, Pakistan Distance Education Enhancement Program, 2013–2015. Workshop: *Building Quality Online Programs*.

Instructor and Consultant, Social Work Education Enhancement Program, 2013–2015. Supporting technology use in social work education in Vietnam.

Researcher, CASA Research Grant, *Online graduate programs in Vietnam: A model for a global partnership*, San Jose State University, 2011–2013.

Publications

Articles

Ford, C., Faires, D., Hirsh, S., & Carranza, N. (2017). The significance of language study in library and information science: A comparison of two programs in the United States and Honduras. *Journal of Education for Library and Information Science*, 58, 77-93. <https://doi.org/10.12783/issn.2328-2967/58/2/3>

Hirsh, S., Simmons, M.H., Christensen, P., Sellar, M., Stenstrom, C., Hagar, C., Bernier, A., Faires, D., Fisher, J., Alman, S. (2015). International perspectives in LIS education: Global education, research, and collaboration at the SJSU School of Information. *Journal of Education for Library and Information Science*, 56(Suppl. 1), S27-S45. <https://doi.org/10.12783/issn.2328-2967/56/S1/5>

Book Chapters

Faires, D. (2017). Serving campus and remote students and faculty: Online learning, distance education and MOOCs. In T. Gilman (Ed.), *Academic librarianship today*. Lanham, MD: Rowman & Littlefield.

Hirsh, S., Hines, A., & Faires, D. (2014). Perceptions and viability of launching LIS eLearning programs in developing countries: A Vietnam case study. In In J. T. Du, Q. Zhu, and A. Koronios (Eds.), *Library and Information Science Research in Asia-Oceania: Theory and Practice*. Hershey, PA: IGI Global.

Schisa, K., Montague, R., McKinney, A., Smith, L., Faires, D., Sterna, M., & Kingma, B. (2011). Web-based information science education: Leveraging the power of the network to re-define the global classroom. In M. Bowden & R. Carpenter (Eds.), *Higher Education, Emerging Technologies, and Community Partnerships: Concepts, Models and Practices* (pp. 164–181). Hershey, PA: IGI Global.

Presentations

Conference Presentations

Open data belongs to the people. (2017, April 28). Presentation with Saunders, W. for Washington Library Association LearnLocal! Yakima, WA.

Open data. (2017, January 28). Presentation with Neville, A. for Future Library and Information Professionals (FLIPS) meeting, Sacramento, CA.

Foreign language study in the LIS curriculum: A cross-cultural comparison of two innovative programs. (2016, January). Prepared paper and presentation with C. Ford & S. Hirsh for ALISE Annual Meeting, Boston, MA.

OLC Quality Scorecard review: Performance measurement for online programs. (2015, October 30). Presentation with Norsworthy, M. for EDUCAUSE Annual Conference Indianapolis, IN.

Effective use of technology for collaboration: Enhancing social work education in vietnam. (2015, October 1). Panel presentation with Cohen, E., Grant, Q., and Patton, R. for the Innovation and Collaboration Expo for Teaching and Learning 2015. San Jose State University.

Using technology for communication and collaboration. (2015, July 3). SWEEP Fellows Academy. San Jose State University.

On the horizon: The Collaborate Ultra tech preview. (June 3, 2015). Blackboard on Tour. University of Southern California.

The role of technology in network development and collaboration: SWEEP web site. (2014, December). 2014 SWEEP Summit. DaLat University, DaLat, Vietnam.

Best practices in using technology to enhance teaching. (2014, October 15). Technology Innovation Expo. San Jose State University.

Using technology in leading social work programs. (2014, October 15). Presentation with Mei Fang for the 2014 SWEEP Leaders Academy. San Jose State University.

Most important elements of an online program. (August 28, 2014). Online presentation for PhD students at Allama Iqbal Open University, Pakistan.

Panopto: Recorded content, course content, and video quality. (2014, June 30). Online presentation with Scott, A. and Tunon, J. for the SJSU iSchool T3 series. [Online presentation]. Retrieved from <https://sas.illuminate.com/site/external/playback/artifact?psid=2014-06-30.1129.D.C8DF46CF5F5BBD25D8CC8612192D7F.vcr&aid=144548>

Plagiarism: Teaching tips & techniques. Online presentation with Fisher, B., and Wrenn-Estes, B. for the SJSU iSchool T3 series. (2014, February 26). Retrieved from <https://sas.illuminate.com/site/external/jwsdetect/nativeplayback.jnlp?sid=2011274&psid=2014-02-26.1112.D.D2C65DDD26CB4A7250E32E3FA04839.vcr>

Partnering for online coursesharing: Lessons learned by schools participating in the WISE consortium. (2014, January 24). [Panel member]. Annual Conference of the Association for Library and Information Science Education. Philadelphia, PA.

Support your online students: Improving communication and the distance learning

experience. (2013, July). Presentation given at the meeting of the Blackboard World Conference, Las Vegas, NV.

Web conferencing at SLIS. (2013, February). Keynote presentation given at the meeting of the Forkey Project, Yuba Community College, Online.

Don't just sit there! (2011, November). Presentation given at the meeting of the Library 2.011 Conference, Online.

Can't live without it: Use of Blackboard Collaborate and Blackboard IM at SJSU SLIS. (2011, October). Presentation given at the meeting of the Blackboard Collaborate Regional Users Conference, San Francisco, CA.

Challenges and solutions in the development of distance education. (2011, September). Presentation given at the meeting of the Vietnam Institute of Educational Sciences Workshop, Hanoi, Vietnam.

Nurturing the garden: Planting and maintenance of web conferencing in a graduate program. (2011, July). Presentation given with M. Driscoll at the meeting of the Blackboard Collaborate Connections Summit, Las Vegas, NV.

Connecting online: Distance learning techniques to reach all students. (2011, May). Presentation given at the meeting of the California Conference on Library Instruction, Santa Cruz, CA.

Making synchronous online sessions more effective and interactive. (2011, January). Presentation given at the meeting of the Web-based Inquiry Science Environment/Association for Library & Information Science Education (WISE/ALISE) Pre-Conference, San Diego, CA.

Engaging participants: Instructional strategies for distance learning. (2010, September). Presentation given at the meeting of the Social Media and Illuminate Conference, San Jose, CA.

Creating online training for librarians in the rural areas: The success at SJSU SLIS. (2010, June). Presentation given at the meeting of the Information Technology in Education Conference (ITIE2010), Lanzhou, China.

Web conferencing. (2009, July). Presentation given at the meeting of the American Library Association (ALA) Unconference, Chicago, IL.

Stitches in time: Online pedagogy for synchronous & asynchronous learning communities. (2009, January). Panel discussion presented at the meeting of the Annual Conference of Association for Library & Information Science Education (ALISE), Denver, CO.

Preparing students for online coursework (Best practices for online pedagogy workshop). (2008, January). Presentation given at the meeting of the Association for Library and Information Science Education (ALISE) Annual Conference, Philadelphia, PA.

Libraries in Second Life. (2007, September). Presentation given at the meeting of the Future of Libraries III Conference, San Francisco Public Library, San Francisco, CA.

Wild and wonderful world of wikis. (2007, March). Presentation given at the meeting of the Tech Ed Conference, Ontario, CA.

Not your mother's library school! (2007, March). Presentation given at the meeting of the Alliance for Distance Education in California: Summit XVIII, San Francisco, CA.

Distance education at San Jose State University's School of Library & Information Science. (2005, March). Presentation given at the meeting of the Alliance for Distance Education in California: Summit XVI, San Francisco, CA.

San Francisco orientation. (2001, June). Presentation given at the meeting of the

New Member's Round Table, American Library Association (ALA) Annual Conference.

Workshops

Using blogs and wikis. (2008, January). Workshop presented at the meeting of the Technology Innovations in Education Workshop, Center for Faculty Development, San Jose State University, San Jose, CA.

Best practices for synchronous online sessions. (2007, August). Online professional development presented at the meeting of the School of Library and Information Science (SLIS) faculty, San Jose State University, San Jose, CA.

Using blogs and wikis. (2007, June). Workshop presented at the meeting of the Technology Innovations in Education Workshop, Center for Faculty Development, San Jose State University, San Jose, CA.

Using Elluminate for online teaching. (2006, multiple sessions). Online professional development presented at the meeting of the School of Library and Information Science (SLIS) faculty, San Jose State University, San Jose, CA.

Teaching online. (2005, multiple sessions). Online professional development presented at the meeting of the School of Library and Information Science (SLIS) faculty, San Jose State University, San Jose, CA.

Qualities of an exemplary online course: Successful teaching online: Tips and tricks. (2005, May). Workshop presented at the meeting of the Distance Education Workshop, School of Library & Information Science, San Jose State University, San Jose, CA.

Essential elements of online teaching. (2004, April). Workshop presented at the meeting of the Distance Education Workshop, School of Library & Information Science, San Jose State University, San Jose, CA.

Guest Lectures

Collaborate potpourri. (2013, April). Guest lecture presented at the meeting of the T3 Series, School of Library and Information Science, San Jose State University, San Jose, CA, Online.

Collaborate: Content creation and mobile access. (2012, October). Guest lecture presented at the meeting of the T3 Series, School of Library and Information Science, San Jose State University, San Jose, CA.

Best practices in supporting synchronous e-learning. (2012, March). Panel discussion with Nicole Branch and Frank Djeng presented at the meeting of the Teach for the Future Lunchtime Chat, Holy Names University, Oakland, CA.

Online tools and techniques. (2012, February). Guest lecture presented at the meeting of the Department of Economics faculty, San Jose State University, San Jose, CA.

Technology trends for librarians. (2011, November). Guest lecture presented with M. Veiluva at the meeting of the King Library Brown Bag Series, San Jose State University, San Jose, CA.

SJSU SLIS use of Collaborate. (2011, July). Guest lecture presented at the meeting of the Blackboard Distinguished Lecture Series, Online.

Growing the adoption of web conferencing in a graduate program. (2011, March). Guest lecture presented at the meeting of the Blackboard Distinguished Lecture Series, Online.

Emerging technologies for libraries and librarians. (2009, May). Guest lecture presented at the meeting of the San Leandro Public Library professional

retreat, Lafayette, CA.

Using Elluminate in the classroom. (2008, October). Guest lecture presented at the meeting of the SJSU Technology Innovators Learning Community, San Jose State University, San Jose, CA.

Using Elluminate. (2008, October). Guest lecture presented at the meeting of the Elluminate Regional User Group: Bay Area, San Jose State University, San Jose, CA.

Using Elluminate. (2008, April). Guest lecture presented at the meeting of the Academic Technology Showcase, San Jose State University, San Jose, CA.

Web 2.0 tools and Second Life. (2007, May). Guest lecture presented to Martin Luther King, Jr. Library librarians and staff, San Jose State University, San Jose, CA.

Lectures in the online environment. (2007, May). Guest lecture presented at the meeting of the Faculty Institute, San Jose State University, San Jose, CA.

Success stories and best practices for online teaching. (2007, May). Guest lecture presented at the meeting of the Faculty Institute, San Jose State University, San Jose, CA.

Technology tools used at the School of Library and Information Science. (2007, April). Guest lecture presented to the meeting of the Strategic Planning Committee, Martin Luther King, Jr. Library, San Jose State University, San Jose, CA.

Web 2.0/Library 2.0. (2007, March). Colloquia presentation presented to the meeting of the School of Library & Information Science, San Jose State University, San Jose, CA.

Using Blackboard for online courses. (2006, May). Guest lecture presented at the meeting of visiting Thai scholars from Chulalongkorn University's English as an International Language department, San Jose State University, San Jose, CA.

Introduction to Skype. (2006, March). Guest lecture presented at the meeting of the SJSU Learning Innovations group, San Jose State University, San Jose, CA.

Using blogs and wikis in the academic world. (2005, November). Guest lecture presented at the meeting of the SJSU Learning Innovations group, San Jose State University, San Jose, CA.

Using file transfer protocol to upload course websites. (2000, January). Guest lecture presented at the meeting of the Digital Distance Education Institute, San Jose State University, San Jose, CA.

Honors & Awards

Effective Practice Award for Use of Quality Scorecard, Sloan Consortium, 2013.

Outreach and Collaboration Award, School of Library and Information Science, San Jose State University, 2011.

SLIS Distinguished Service (Faculty) Award, School of Library and Information Science, San Jose State University, 2010.

Outstanding Lecturer, College of Applied Sciences and Arts, San Jose State University, 2007–2008.

Pratt-Severn Faculty Innovation Award, Association for Library and Information Science Education (ALISE), 2008. Awarded to “the faculty of the School of Library and Information Science (SLIS) at San Jose State University with a special recognition to Associate Director Linda Main and Assistant Director for

Distance Learning, Debbie Faires.”

Outstanding Lecturer, School of Library and Information Science, San Jose State University, 2007.

Distinguished Alumna Award, College of Applied Sciences and Arts, School of Library and Information Science, San Jose State University, 2006.

Service

Advisor, American Library Association Student Chapter (ALASC), San Jose State University, 2005–present.

Co-chair, School Technology and Resources Committee, San Jose State University, 2005–present.

Co-chair, Technology Program Advisory Committee, San Jose State University, 2006–present.

Committee Member, Advisory Committee, Library and Information Technology Program, Diablo Valley College, 2005–present.

Member, School Leadership Coordinating Team, San Jose State University, 2005–present.

Volunteer Coordinator, Library 2.0 Conferences, San Jose State University, 2012–present.

Member, Blackboard Collaborate Platinum Customer Circle Group Steering Committee, 2013–2015.

Member, Blackboard Collaborate Product Advisory Committee, San Jose State University, 2010–2015.

Member, SJSU Accessible Technology Initiative, Instructional Materials Accessibility Team, San Jose State University, 2007–2015.

Co-chair, Faculty Institute, San Jose State University, 2007–2013.

CSU Representative, Blackboard Collaborate Platinum Customer Circle Group, 2013.

Co-chair, SJSU Campus LMS Committee, San Jose State University, 2012.

Member, LMS+ Steering Committee, San Jose State University, 2009.

Member, SJSU iTunes University Committee, Podcasting Equipment Subcommittee, San Jose State University, 2005–2008.

Member, SJSU iTunes University Committee, Accessibility Subcommittee, San Jose State University, 2005–2008.

Member, SLIS Virtual Learning Committee, San Jose State University, 2005–2006.

Member, College of Applied Sciences and Arts (CASA) Lottery Grant Committee, San Jose State University, 2005.

Memberships Current

American Library Association (ALA)

Association for Library and Information Science Education (ALISE)

Beta Phi Mu

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