

# Sandra Hirsh

Professor and Director, SJSU School of Information

## Overview

A proven strategic and empowering leader in both academia and private industry offering expertise in higher education administration; online education; innovative and entrepreneurial thinking; interdisciplinary and global collaboration and partnership. Effectively manages complex online school with multiple funding models, collective bargaining agreements, on site and remote staff and faculty, and large distributed graduate student population. Also known for professional and scholarly publications and contributions; frequently invited as speaker and advisory board member.

## Education

**PhD, Library and Information Science**  
**University of California, Los Angeles, Los Angeles, CA, 1996**

*Dissertation:* The effect of domain knowledge on elementary school children's search behavior on an information retrieval system: The Science Library Catalog. Advisor: Dr. Christine Borgman.

**MILS, Information and Library Science**  
**University of Michigan, Ann Arbor, MI, 1990**

*Thesis:* The role of citation analysis in evaluating chemistry journals.

**BA, Political Science/International Relations (magna cum laude)**  
**University of California-Los Angeles, Los Angeles, CA, 1988**

## Academic Experience

**Professor and Director, School of Information**  
**San Jose State University, San Jose, CA. August 2010–Present.**

- Director, School of Information. School includes fully online master's degree programs in Library and Information Science (ALA-accredited) and Archives and Records Administration (MARA), Teacher Librarian program, Post-Master's Certificate program, Advanced Certificate in Digital Assets and Services, Certificate in Big Data, Open Classes program, Gateway PhD program, MOOCs.
- Coordinator, San Jose Gateway PhD Program with the Queensland University of Technology.
- Faculty Advisor, San Jose State University Association for Information Science & Technology (ASIS&T) Student Chapter.
- Selected responsibilities include:
  - Provide leadership in strategic planning and assessment to ensure that current directions are articulated with clear goals and key success factors.
  - Provide high quality graduate education to more than 1800 matriculated students as the largest graduate school at San Jose State University.
  - Manage a complex budget of more than \$12 million, which includes state-supported funding and significant self-support program funding.
  - Lead and foster the development and recognition of faculty through recruitment, appointment, and equitable promotion and

tenure processes; this includes managing 25 full-time faculty and approximately 100 part-time faculty. Manage the effective and efficient operations of the School, which includes 14 staff.

- Increase the School's visibility through innovative initiatives, research, marketing, and other means. Position the School as a global leader in the online delivery of library and information science education.
- Serve as the public face of the School with prospective and current students, alumni, donors, advisory boards, and other groups. Participate in professional associations at the local, national and international level.
- Lead the development of research activity and stimulate growth in funding research. Establish collaborative external and internal partnerships to address strategic goals of the School.
- Address the needs of a student population of great diversity -- in age, cultural background ethnicity, primary language and academic preparation -- through course materials, teaching strategies and advisement.

**Adjunct Professor, Information School  
University of Washington, Seattle, WA. Summer 2002.**

- Course taught: Information Management Issues in Organizations.

**Assistant Professor, School of Information Resources & Library Science  
University of Arizona, Tucson, AZ. 1995–1998.**

**Adjunct Assistant Professor, Library Science Program  
CSU–Fullerton Branch of San Jose State University Program, Fullerton, CA.  
Summer 1993.**

- Course taught: Introductory Reference.

**Teaching Associate, Graduate School of Education and Information Studies  
University of California-Los Angeles, Los Angeles, CA. 1993.**

- Course taught: Online Searching.

**Teaching Associate, Graduate School of Education and Information Studies  
University of California-Los Angeles, Los Angeles, CA. 1992.**

- Course taught: Information in Society.

**Adjunct Assistant Professor, Library Science Program  
CSU–Fullerton Branch of San Jose State University Program, Fullerton, CA.  
Summer 1991.**

- Course taught: Introductory Reference.

**Industry  
Experience**

**Lead User Researcher  
LinkedIn, Mountain View, CA. March 2010–June 2010.**

- Grew and built a research culture leading to growth of the research team to address global user, market, sales and business development, and other research needs.
- Created, drove, and executed global research plans to inform and impact current and future LinkedIn experiences, releases, product vision, and

roadmap.

**Senior User Experience Lead, MSN.com**  
**Microsoft, Mountain View, CA. May 2008–March 2010.**

***MSN Global User Research Manager, Future Directions and Research Team***

- Created, drove, and executed global user research plans to inform and impact current and future MSN products and services releases, as well as product vision and roadmap, impacting 600 million users worldwide.
- Applied a multiplicity of qualitative and quantitative research methods to inform product development and future product releases, including longitudinal, usability, competitive, ethnographic, survey, customer insight research, and instrumented/experimentation data analysis.
- Managed and mentored user researchers in three locations across the United Kingdom and the United States.
- Responsible for defining, planning, and executing user research to inform the first major redesign of the MSN homepage in 10 years (<http://preview.msn.com>), performing research prelaunch in six countries using a range of qualitative and quantitative methodologies, resulting in positive reviews in the press and post-launch. [See “Clutter-free, Twittified, Bing-ed (and also Apple-icious)... it is a major shift for the portal site” (All Things D, 11/30/09). Retrieved from <http://allthingsd.com/20091103/clutter-free-twittified-binged-and-also-apple-icious-the-new-msn-homepage-debuts-plus-screenshots-and-the-press-release/>.]

***MSN User Experience Manager, Social & Community Platforms/Personalized Portals***

- Set user experience (UX) vision and priorities for MSN products and services, including MSN Social and Community Platforms (message boards, inline comments, ratings, reviews, expert blogs, polls, profiles, question/answer experiences, social activity feeds), MSN Toolbar, MSN Mobile platform, My MSN, and Execute.
- Provided global research leadership, templates and direction to inform and influence products and services across MSN international markets.
- Managed and led a high-caliber UX team (designers, researchers) to drive product goals and user experience throughout the product cycle.
- Hired, managed, and mentored full-time and agency/vendor user experience designers and researchers.
- Responsible for the design and research of the new Facebook, Windows Live, and Twitter experience on the redesigned MSN homepage.

**User Experience Research Lead, Hotmail and Windows Live Web Communications**

**Microsoft, Mountain View, CA. September 2006–May 2008.**

- Served as the research lead for user experience development during the major redesign of MSN Hotmail to Windows Live Hotmail. User experience received top accolades for best web mail service by the *Wall Street Journal's* Walt Mossberg and *PC World*.
- Drove research plans and metrics for Windows Live Web Communications products, including Hotmail, Calendar, Contacts, Web Messenger, and Gallery.

- Managed user experience researchers and contractors, and the research budget.
- Performed variety of research studies including field, lab, survey, and heuristic, and applied results to improve Windows Live Web Communications suite of products.

**User Experience Research Lead, Customer Design Center  
Microsoft, Mountain View, CA. October 2004–August 2006.**

- Drove research plans and metrics for a variety of Windows Live consumer internet products and platforms, including mobile (Windows Live Mobile), TV (MSNTV), and PC (e.g., Windows Live Toolbar, Windows Live Gallery).
- Managed user experience researchers, contractors, and vendors, as well as the research budget.
- Performed variety of research studies including field, lab, survey, heuristic, and international research studies (e.g., Japan, China), and applied results to improve Windows Live products.

**Information Research Program Director  
HP Labs, Hewlett-Packard, Palo Alto, CA. July 1998–October 2004.**

- Built a research program to conduct research about the scientific and engineering research processes.
- Established an advisory board composed of HP Labs researchers and managers worldwide to set strategic direction and to serve as a sounding board for the program.
- Managed a company-wide project to sponsor the UCLA Surveying the Digital Future Project over a three-year period by building a data repository, facilitating data usage by business units, and influencing data collection process.
- Contributed to a major redesign of the HP Labs library website, based on understanding of client information needs.
- Provided user studies consulting services to HP Labs research projects, including Immersive Telepresence project.
- Developed a long-term usability assessment plan, implemented user and usability testing on information portal site, and recommended and developed content and information architecture improvements.
- Created and implemented a tool to facilitate idea and knowledge sharing within HP.
- Led staff hiring teams for information technology, marketing and communications, and reference manager positions.

- Library Experience**
- Acting Technical Services Library Manager, Global Library & Information Services, Palo Alto Research Library  
HP Labs, Hewlett-Packard, Palo Alto, CA. May 2001–September 2001.**
  - Litigation Librarian  
O'Melveny & Myers, Los Angeles, CA. June–October 1991.**
  - Reference Assistant, Undergraduate Library  
University of Michigan, Ann Arbor, MI. January 1989–May 1990.**
  - Library Associate, Chemistry Library  
University of Michigan, Ann Arbor, MI. September 1988–June 1990.**

**Assistant Law Librarian**

Rosen, Wachtell & Gilbert, Encino, CA. March–July 1988.

**Library Assistant, Reserve Book Room**

University of California–Davis, Davis, CA. September 1984–June 1985.

**Other Research  
& Consulting  
Experience**

Faculty Coordinator, Library Institute for Public Librarians, Arizona Department of Library Archives and Public Records, May 1996.

Consultant, Arizona Department of Library Archives and Public Records, *Needs Assessment of Arizona Libraries*, 1995–1997.

Consultant, Knowledge Adventure, November 1994.

Consultant, O'Melveny & Myers, December 1993.

Consultant, Getty Art History Information Program: *Art and Architecture Thesaurus* User Study, December 1991–June 1992.

Research Assistant, Science Library Catalog Project directed by Dr. Christine Borgman, Graduate School of Education and Information Studies, University of California–Los Angeles, September 1991–December 1994.

Research Assistant, directed by Dr. Mary Niles Maack, Graduate School of Education and Information Studies, University of California–Los Angeles, September 1990–December 1992.

Project Coordinator, Minority Financial Aid Programs, Reference Service Press, Summer 1987.

Project Coordinator, Women Financial Aid Programs, Reference Service Press, Summer 1986.

Project Assistant, ABC-CLIO, Summer 1984.

**Patents**

Extensible and application-adaptable toolbar for web services. (2009, October 29). *U.S. Patent Application No. 2009/0271735*. Washington, D.C.: U.S. Patent and Trademark Office.

Electronic mail inbox with focused messages according to categories. (2012, August 7). *U.S. Patent No. 8,239,874*. Washington, D.C.: U.S. Patent and Trademark Office.

Pending and exclusive electronic mail. (2009, April 2). *U.S. Patent Application No. 2009/0089381*. Washington, D.C.: U.S. Patent and Trademark Office.

Efficient message communication in mobile browsers with multiple endpoints. (2008, October 2). *U.S. Patent Application No. 2008/0242324*. Washington, D.C.: U.S. Patent and Trademark Office.

Mobile device user interface. (2008, March 6). *U.S. Patent Application No. 2008/0059896*. Washington, D.C.: U.S. Patent and Trademark Office.

**Publications****Books**

Hirsh, S. (2015). Editor and Chapter Author, *Information Services Today: An Introduction*. New York: Rowman & Littlefield Publishers, Inc.

Schlachter, G.A., & Goldstein, S.E. (1989). *The Directory of Financial Aids for Minorities, 1989–1990*. San Carlos, CA: Reference Service Press.

Schlachter, G.A., & Goldstein, S.E. (1987). *The Directory of Financial Aids for Women, 1987–1988*. Redwood City, CA: Reference Service Press.

### Book Chapters

- Hirsh, S. (2017, in print). Foreword. In S.W. Alman (Ed), *School Librarianship: Past, Present, and Future*. New York: Rowman & Littlefield Publishers, Inc.
- Hirsh, S. (2016). Foreword. In P.C. Franks, L.A. Bell, & R.B. Trueman (Eds.), *Teaching and Learning in Virtual Environments: Archives, Museums, and Libraries*. Santa Barbara, CA: Libraries Unlimited.
- Hirsh, S. & Jakal, H. (2016). Virtually abroad in Second Life: The use of immersive technology to develop intercultural competence. In L. Bell, P. Franks, & R. Trueman (Eds.), *Teaching and Learning in Virtual Environments: Archives, Museums, and Libraries* (pp. 55-68). Santa Barbara, CA: Libraries Unlimited.
- Hirsh, S. (2016). One MLIS degree: Many career possibilities. In D.E. Anderson and R. Pun (Eds.) *Career Transitions for Librarians: Proven Strategies for Moving to Another Type of Library* (pp. 53-58). New York: Rowman & Littlefield Publishers, Inc.
- Hirsh, S., Faires, D., & Hines, A. (2014). Perceptions and viability of launching LIS eLearning programs in developing countries: A Vietnam case study. In J.T. Du, Q. Zhu, & A. Koronios (Eds.), *Library and Information Science Research in Asia-Oceania: Theory and Practice*. Hershey, PA: IGI Global.
- Hirsh, S. (2004). Domain knowledge and children's search behavior. In M.K. Chelton, & C. Cool (Eds.), *Youth Information Seeking Behavior: Theories, Models and Issues* (pp. 241–270). Lanham, MD: Scarecrow Press.

### Conference Proceedings

- Partridge, H., Bruce, C., Edwards, S., Gasson, S., Hirsh, S., Stenstrom, C. & Haycock, K. (Accepted). Trans-Pacific doctoral success – A collaborative cohort model. *2016 Quality in Postgraduate Research Conference: Society, Economy & Communities: 21<sup>st</sup> Century Innovations in Doctoral Education*.
- Hirsh, S., Anderson, C., & Caselli, M. (2012). The reality of fantasy: Uncovering information-seeking behaviors and needs in online fantasy sports. *CHI'12 Extended Abstracts on Human Factors in Computing Systems*, 849–864.
- Anderson, C., Hirsh, S. G., & Mohr, A. (2008). Wheels around the world: Windows Live mobile interface design. *CHI'08 Extended Abstracts on Human Factors in Computing Systems*, 2113–2128.
- Hirsh, S. & Dinkelacker, J. (2003). Impact of a corporate merger on the information seeking behaviors of research practitioners. *Proceedings of the 66th American Society for Information Science & Technology Annual Meeting*, 40(1), 78–84. doi:10.1002/meet.1450400110
- Hirsh, S.G. (2001). Building a global corporate library portal: Usability results and design implications. *Proceedings of the 64th American Society for Information Science Annual Meeting*, 38, 268–280.
- Hirsh, S.G. (2000). Information needs, information seeking, and communication in an industrial R&D environment. *Proceedings of the 63rd ASIS Annual Meeting*, 37, 473–486.
- Hirsh, S.G. (1999). Information seeking at different stages of the R&D research process (poster abstract). *Proceedings 22nd Annual International Conference on Research and Development in Information Retrieval*, 285–286.
- Hirsh, S.G. (1998). Relevance determinations in children's use of electronic

information systems: A case study. *Proceedings of the ASIS Annual Meeting*, 35, 63–72.

Hirsh, S.G. (1996). Complexity of search tasks and children's information retrieval. *Proceedings of the ASIS Annual Meeting*, 33, 47–51.

Hirsh, S.G. (1995). The effect of domain knowledge on elementary school children's search behavior on an information retrieval system: The Science Library Catalog. *Conference Companion on Human Factors in Computing Systems*, 55–56.

Hirsh, S.G., & Borgman, C.L. (1995). Comparing children's use of browsing and keyword searching on the Science Library Catalog. *Proceedings of the ASIS Annual Meeting*, 32, 19–26.

### Peer-Reviewed Articles and Papers

Ford, C., Faires, D., Hirsh, S., and Carranza, N. (Accepted). 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* (To be published in JELIS 58(2), March 2017).

Hirsh, S., Faires, D., Holschuh Simmons, M., Christensen, P., Sellar, M., Stenström, C., Hagar, C., Bernier, A., Alman, S., & Fisher, J. (2015). International Perspectives in LIS Education: Global Education, Research, & Collaboration at the SJSU School of Information. *Journal of Education for Library and Information Science*, 56(Supplement 1), S27-S46.

Hirsh, S., & Dinkelacker, J. (2004). Seeking information in order to produce information: An empirical study at Hewlett Packard Labs. *Journal of the American Society for Information Science & Technology*, 55(9), 807–817.

Hirsh, S.G. (1999). Children's relevance criteria and information-seeking on electronic resources. *Journal of the American Society for Information Science*, 50(14), 1265–1283.

Hirsh, S.G. (1997). How do children find information on different types of tasks? Children's use of the Science Library Catalog. *Library Trends*, 45(4), 725–745.

Borgman, C.L., Hirsh, S.G., & Hiller, J. (1996). Rethinking online monitoring methods for information retrieval systems: From search product to search process. *Journal of the American Society for Information Science*, 47(7), 568–583.

Walter, V.A., Borgman, C.L., & Hirsh, S.G. (1996). The Science Library Catalog: A springboard for information literacy. *School Library Media Quarterly*, 24, 105–110.

Borgman, C.L., Hirsh, S.G., Walter, V.A., & Gallagher, A.L. (1995). Children's searching behavior on browsing and keyword online catalogs: The Science Library Catalog project. *Journal of the American Society for Information Science*, 46(9), 663–684.

Goldstein, S.E. (1992). The role of citation analysis in evaluating chemistry journals: A pilot study. *Advances in Library Administration and Organization*, 10, 97–112.

King, N.S., Goldstein, S.E., & Williams, L.A. (1990). MEDLINE and PsycLIT on CD-ROM: A survey of users in an academic medical library. *Medical Reference Services Quarterly*, 9(1), 43–58.

### Additional Articles and Papers

- Hirsh, S. (2015, December). Library 2.015: An international conference for an interconnected profession. *International Leads*, 29(4), 1, 9.
- Hirsh, S. (2015, October/November). President's Page. *Bulletin of the Association for Information Science and Technology*, 41(7), 3-5. <https://www.asist.org/files/bulletin/oct-15/PresidentsPage.pdf>
- Hirsh, S. (2015, August/September). President's Page. *Bulletin of the Association for Information Science and Technology*, 41(6), 3-4. <https://www.asist.org/publications/bulletin/aug-2015/presidents-page/>
- Hirsh, S. (2015, June/July). President's Page. *Bulletin of the Association for Information Science and Technology*, 41(5), 3-4. <https://www.asist.org/files/bulletin/jun-15/presidents-page.pdf>
- Hirsh, S. (2015, April/May). President's Page. *Bulletin of the Association for Information Science and Technology*, 41(4), 3-5. [http://www.asis.org/Bulletin/Apr-15/AprMay15\\_PresidentsPage.html](http://www.asis.org/Bulletin/Apr-15/AprMay15_PresidentsPage.html)
- Hirsh, S. (2015, February/March). President's Page. *Bulletin of the Association for Information Science and Technology*, 41(3), 3-5. [http://www.asis.org/Bulletin/Feb-15/FebMar15\\_PresidentsPage.html](http://www.asis.org/Bulletin/Feb-15/FebMar15_PresidentsPage.html)
- Hirsh, S. (2015, December/January). President's Page. *Bulletin of the Association for Information Science and Technology*, 41(2), 3-4. [http://www.asis.org/Bulletin/Dec-14/DecJan15\\_PresidentsPage.html](http://www.asis.org/Bulletin/Dec-14/DecJan15_PresidentsPage.html)
- Hirsh, S. (2012). Preparing future professionals through broad competency planning. *Information Outlook*, 16(1), 9–11.
- Gore, P., & Hirsh, S.G. (2003). Planning your way to a more usable web site. *Online*, 27(3), 20–26.

#### **Technical and Consulting Reports**

- Hirsh, S., Metz, R., Brown, S., Serrano, L., Gurtu, S., Valdez, L., and Fisher, J. (2012). *Developing a Technology Integration Residency Model: The Catalyst Project Report* (SJSU Scholar Works Faculty Publications). San Jose, CA: San Jose State University.
- Hirsh, S., Sellen, A., & Brokopp, N. (2004). *Why HP people do and don't use videoconferencing systems* (HP Labs Technical Report HPL-2004-140[R.1]). Palo Alto, CA: Hewlett Packard.
- Gore, P., & Hirsh, S.G. (2003). *Planning your way to a more usable web site* (HP Labs Technical Report HPL-2003-57). Palo Alto, CA: Hewlett Packard.
- Hirsh, S., & Dinkelacker, J. (2003). *Impact of a corporate merger on the information seeking behaviors of research practitioners* (HP Labs Technical Report HPL-2003-75). Palo Alto, CA: Hewlett Packard.
- Hirsh, S., & Dinkelacker, J. (2003). *Seeking information in order to produce information: An empirical study at Hewlett Packard Labs* (HP Labs Technical Report HPL-2003-76). Palo Alto, CA: Hewlett Packard.
- Dinkelacker, J., & Hirsh, S.G. (2002). *Observations on a trans-oceanic collaboration: Anecdotes from an HP Labs Initiative* (HP Labs Technical Report HPL-2002-105). Palo Alto, CA: Hewlett Packard.
- Hirsh, S.G. (2001). *Building a global corporate library portal: Usability results and design implications* (HP Labs Technical Report HPL-2001-280). Palo Alto, CA: Hewlett Packard.
- Hirsh, S.G. (1999). *Exploring information needs and information seeking behavior in HP Labs* (Internal HP Labs Technical Report HPL-1999-89). Palo Alto, CA: Hewlett Packard.



- Hurt, C.D., Seavey, C.A., & Hirsh, S.G. (1997). *Needs assessment for Arizona libraries*. Phoenix, AZ: Arizona Department of Library, Archives and Public Records.
- Hirsh, S.G. (1996). *Arizona Library Institute final report*. Phoenix, AZ: Arizona Department of Library, Archives and Public Records.
- Borgman, C.L., & Hirsh, S.G. (1993). *Final report to UCLA International Studies and Overseas Programs, research methods for online monitoring of user behavior in information technologies*. Los Angeles, CA: UCLA.
- Borgman, C.L., & Goldstein, S.E. (1992). *"Art and Architecture Thesaurus" user study: Final report*. Los Angeles, CA: Getty Art History Information Program.

#### **Peer-Reviewed Poster Sessions**

- Hirsh, S. (1999, August). *Information seeking at different stages of the R&D research process*. Poster session presented at the SIGIR'99 22nd International Conference on Research and Development in Information Retrieval, Berkeley, CA.
- Hirsh, S. (1995, July). *Children's browsing and keyword searching on the Science Library Catalog: The effect of domain knowledge on search behavior*. Poster session presented at the ACM Special Interest Group on Information Retrieval (SIGIR), 18th International Conference on Research and Development in Information Retrieval, Seattle, WA.

#### **Additional Poster Sessions**

- Hirsh, S. (2013, August). *Virtual conferences bring information professionals from around the world together in new ways*. Poster session presented at the International Federation of Library Associations Conference, Singapore.
- Hirsh, S. (1996, December). *Doing research down under: A National Science Foundation travel grant to Australia*. Poster session presented at the International Work Experience Poster Session, Arizona Library Association Annual Conference, Phoenix, AZ.
- Hirsh, S. (1993, May). *Children's search behavior on the Science Library Catalog*. Poster session presented at the Windows of Opportunity Symposium for Female Students in Computing, Washington, D.C.

#### **Online Interviews**

- Spaulding, Kate M. (2016). Dr. Sandra Hirsh urges us never stop learning, *SJSU School of Information Career Blog* (<https://ischool.sjsu.edu/career-blog/dr-sanda-hirsh-urges-us-never-stop-learning>)
- Gatt, Allison Randall (2016). A Day in the Life of Dr. Sandra Hirsh-- Inspiration from the iSchool Leadership, *San Jose State University iStudent Blog* (<https://ischool.sjsu.edu/istudent-blog/day-life-dr-sandra-hirsh-inspiration-ischool-leadership>).
- Peters, Alison (2015). Off the Beaten Path: A Blueprint for LIS Career Moves: Q&A with Dr. Sandra Hirsh, *INALJ* (<http://inalj.com/?p=91193>).
- Peters, Alison (2015). Q&A with Dr. Sandra Hirsh, Editor of Information Services Today, *INALJ* (<http://inalj.com/?p=91193>).
- Interview with Sandra Hirsh (2014). *TeacherCertificationDegrees.com* (<http://www.teachercertificationdegrees.com/interviews/college->

[faculty/](#)).

Interview with Sandra Hirsh (2013). *LibraryScienceList.com*  
(<http://librarysciencelist.com/interviews/sandra-hirsh-san-jose-state-university/>).

## Presentations

### Conference Presentations

*Librarians in Transition: Stories and Job Strategies on Different Library Careers.* (2016, November). Paper presented on a panel at the 2016 California Library Association Conference, Sacramento, CA.

*Professional Development Outcomes of a Globally Based Virtual Conference Partnership: A Library 2.0 Case Study.* (2016, October). Keynote presented for “Utilizing Partnerships to Expand Professional Development Opportunities Worldwide” as part of the IFLA/ALA Webinar Series, Online.

*Beyond the Bottom Line: Building Responsible Relationships with Foundations, Vendors and Sponsors.* (2016, June). Paper presented on a panel at the 2016 American Library Association Annual Conference, Orlando, FL.

*Best Practices for Engaging and Supporting Online Learners.* (2016, June). Keynote presented at the Ontario Library Service Conference, Ontario, Canada, Online.

*The Global Transformation of Libraries, LIS Education, and LIS Professionals.* (2016, May). Keynote presented at the Manitoba Library Association Conference, Winnipeg, Canada.

*Online Learning, MOOCs, and the School of Information at San Jose State University.* (2016, April). Paper presented on a panel at the 2016 IFLA President’s Forum, Toronto, Canada.

*Trans-Pacific Doctoral Success – A Collaborative Model.* (2016, April). Paper presented at 2016 Quality in Postgraduate Research Conference: Society, Economy & Communities: 21<sup>st</sup> Century Innovations in Doctoral Education, Adelaide, Australia.

*Foreign language study in the LIS curriculum: A cross-cultural comparison of two innovative programs* (2016, January). Paper presented on a panel at the 2016 ALISE Annual Meeting, Boston, MA.

*The Global Classroom: Strategies for Designing Innovative Cultural Immersion Programs in Library and Information Science Education* (2016, January). Paper presented on a panel at the 2016 ALISE Annual Meeting, Boston, MA.

*New Informational Professional Competencies and Knowledge for Today’s Information Environment.* (2015, October). Keynote presented at the Library 2.015 Conference, Online.

*Research and Developments at the SJSU School of Information.* (2015, July). Paper invited for Queensland University of Technology Research Symposium, Brisbane, Australia.

*Research and Developments at the SJSU School of Information.* (2015, July). Paper invited for Charles Sturt Research Symposium, Wagga Wagga, Australia.

*Inspiring Leaders Around the World: Learning New Skills Through a Virtual Conference* (2015, June). Paper selected for International Relations Round Table (IRRT) President’ Program (2015, June). American Library Association Annual Conference, San Francisco, CA.

*Information Professionals: New competencies and new opportunities.* (2015, May). Keynote presented at the UCLA Information Studies Alumni Symposium, Los Angeles, CA.

*Engaging with ASIS&T: Opportunities* (2015, April). Remarks presented at the Virtual Symposium on Information & Technology in the Arts & Humanities, Online.

*Doctoral Alumni Panel* (2015, April). Paper presented on a panel at the UCLA 2014-2015 IS Colloquia Series, Los Angeles, CA.

*MOOCS 101* (2015, April). Paper presented at Computers in Libraries annual conference, Washington, DC.

*Identity, administration, and inclusion: Current students of adjunct and contingent faculty in LIS.* (2015, January). Paper presented on a panel at the Association for Library and Information Science Education annual conference, Chicago, IL.

*Opening Plenary: The space between us: A conversation with association leadership about the future of LIS education.* (2015, January). Keynote presented at the Association for Library and Information Science Education annual conference, Chicago, IL.

*Representation for all: Including stakeholders in LIS program governance in a changing world.* (2015, January). Paper presented on a panel at the Association for Library and Information Science Education annual conference, Chicago, IL.

*It's Not Just Child's Play.* (2014, November). Paper presented on panel at the 2014 California Library Association annual conference, Oakland, CA.

*Working in a Global Environment – Success Strategies for Today's Information Professional.* (2014, October). Keynote presented at the Library 2.014 Conference, Online.

*MOOCs: Opportunities and challenges for libraries.* (2014, August). Paper presented at the 2014 IFLA conference, Lyon, France.

*Professional development for information professionals.* (2014, March). Paper presented at the Corporate Library Community of Practice virtual event. Online.

*From the employer's perspective: Desired skills and knowledge in the LIS profession.* (2014, February). Paper presented at SJSU ASIS&T Student Chapter event. Online.

*The library of the future.* (2014, February). Keynote presented at the Santa Clara County Library District annual meeting, Campbell, CA.

*Entrepreneurship in LIS education.* (2014, January). Paper presented at the Annual ALISE conference, Philadelphia, PA.

*The changing landscape of librarianship: Technology, information seeking behaviors, & education.* (2013, December). Paper presented at the Annual ABC-Clio Company Meeting, Santa Barbara, CA.

*The future of access services: Using technology to customize access services.* (2013, November). Keynote presented at the meeting of the 2013 Access Services Conference, Atlanta GA.

*SLIS virtual career fair: Opportunities for LIS professionals.* (2013, November). Keynote presented at the inaugural SLIS Virtual Career Fair. Online.

*The global transformation of libraries, LIS education, and LIS professionals.* (2013, October). Keynote presented at the meeting of the Library 2.013 Conference, Online.

*MOOC toolkit: The SJSU SLIS hyperlinked library MOOC.* (2013, September). Paper presented at the Pushing the Envelope in Education: Roles for Libraries -- MOOCs, eLearning, and Gamification conference. Online.

*The hyperlinked library MOOC: A not for credit professional development large scale learning program.* (2013, September). Paper presented at the SJSU German delegation meeting. San Jose, CA.

*Library technology: Connecting with the community.* (2013, September). Keynote presented at the After Hours at the Library Meeting at the Los Altos Public Library, Los Altos, CA.

*SLIS information sessions.* (2013, September). Presentations delivered in Toronto (AMPLO quarterly meeting and OLA headquarters), Hamilton, New Market, and Ottawa. Canada.

*How to prepare your papers to be published.* (2013, August). Paper presented as part of the Continuing Professional Development and Workplace Learning's Taking charge of your career: a workshop. Singapore.

*Careers in federal libraries: Tips for job-seekers.* (2013, June). Paper presented at the ALA Annual Conference. Chicago, IL.

*SLIS information sessions.* (2013, April). Presentations delivered in Regina, Winnipeg, Vancouver, and Victoria. Canada.

*How to be a catalyst for change: Redefining the library 2.0 information professional.* (2013, May). Paper presented at the webinar series for Ontario Library Association's The Education Institute, Online.

*Online graduate programs in Vietnam: Assessment & recommendations.* (2013, May). Paper presented at a meeting of Vietnam National University faculty and partners. Hanoi, Vietnam.

*SLIS Information Sessions.* (2013, April). Presentations delivered in Regina, Winnipeg, Vancouver, and Victoria. Canada.

*Exploring ePortfolio as capstone experience to prepare the 21st century information professionals: SJSU's online programs with ePortfolio as a capstone option.* (2013, January). Paper presented at the meeting of the Association for Library and Information Science Education (ALISE) Conference, Seattle, WA.

*Intrasector collaboration or: How we learned to stop worrying and focus on the positives.* (2012, November). Paper presented at the meeting of the 2012 Charleston Conference, Charleston, SC.

*From vision to reality: The emerging information professional.* (2012, October). Paper presented at the meeting of the Association for Information Science & Technology (ASIS&T) 2012 Annual Meeting, Baltimore, MD.

*In search of a unifying principle: Archives, knowledge management, library management, and records management.* (2012, October). Paper presented at the meeting of the Association for Information Science & Technology (ASIS&T) 2012 Annual Meeting, Baltimore, MD.

*How to be a catalyst for change: Redefining the Library 2.0 information professional.* (2012, October). Keynote presented at the meeting of the Library 2.012 Conference, Online.

*Managing your career in federal libraries and information centers.* (2012, July). Paper presented at the meeting of the American Library Association (ALA) Annual Conference, Anaheim, CA.

*The reality of fantasy: Uncovering information-seeking behaviors and needs in online fantasy sports.* (2012, May). Paper presented at the meeting of the

- Association for Computing Machinery Conference on Human Factors in Computing Systems (ACM CHI) 2012 Conference, Austin, TX.
- The future of emerging technologies in public libraries.* (2012, March). Paper presented at the meeting of the Public Library Association (PLA) Conference, Philadelphia, PA.
- The future of emerging technologies in libraries.* (2012, February). Paper presented at the meeting of the Pennsylvania State System of Higher Education (PASSHE) Virtual Conference: Transforming the Teaching and Learning Environment, Online.
- New career pathways for information professionals.* (2012, February). Paper presented at the meeting of the SJSU School of Library and Information Science Careers Colloquium Series, San Jose State University, San Jose, CA.
- The future of emerging technologies in library residency programs.* (2012, January). Paper presented at the meeting of the American Library Association (ALA) Midwinter Conference, Dallas, TX.
- Teacher, professional, and colleague: Supporting adjunct faculty in LIS education.* (2012, January). Paper presented at the meeting of the Association for Library and Information Science Education (ALISE) Conference, Dallas, TX.
- Stepping into the future: Reflecting back and looking forward.* (2011, December). Paper presented at the meeting of the Special Library Association (SLA) Silicon Valley Chapter December Program, Mountain View, CA.
- Are libraries thriving? An Oxford-style debate.* (2011, November). Paper presented at the meeting of the 2011 Charleston Conference, Charleston, SC.
- New career pathways for information professionals in a library 2.011 world.* (2011, November). Paper presented at the meeting of the Library 2.011 Conference, Online.
- The future of emerging technologies in libraries.* (2011, November). Keynote presented at the meeting of the Library 2.011 Conference, Online.
- Where is technology going?* (2011, October). Paper presented at the meeting of the Library Directors Digital Library Summit/Internet Librarian, Monterey, CA.
- Libraries 2020: What don't you know that could hurt you?* (2011, October). Paper presented at the meeting of the Library Directors Digital Library Summit/Internet Librarian, Monterey, CA.
- Stepping into the future: Meeting the needs of researchers and educators in a digital age.* (2011, September). Paper presented at the meeting of the Vietnam National Institute of Educational Sciences (VNIES) Conference, Hanoi, Vietnam.
- Ready to meet the future: New roles for academic librarians.* (2011, April). Paper presented at the meeting of the Association of Jesuit Colleges and Universities Library Deans and Directors Conference, Loyola Marymount University, Los Angeles, CA.
- Stepping into the future: Perspectives on a changing profession.* (2011, March). Paper presented as the keynote presentation at the meeting of the Bay Area Independent School Librarians (BAISL) Spring Meeting, Oakland, CA.
- Stepping into the future: Perspectives on a changing profession.* (2011, February). Paper presented at the meeting of the SLA-San

- Francisco/BayNet Meeting, San Francisco, CA.
- Step into the future with new career choices.* (2011, February). Paper presented at the meeting of the Ontario Library Association (OLA) Superconference, Toronto, ON, Canada.
- Stepping into the future: Vision for the School of Library and Information Science.* (2010, November). Paper presented at the meeting of the California Library Association (CLA) Annual Conference, Sacramento, CA.
- Ready to meet the future: Preparing graduates for success in a rapidly changing field.* (2010, October). Invited presentation at the meeting of the University of California-Los Angeles Information School Colloquium, Los Angeles, CA.
- Social media trends: Implications for identity, careers, and education.* (2010, September). Paper presented at the meeting of the Elluminate Users Conference, San Jose State University, San Jose, CA.
- Social media trends.* (2009, November). Paper presented at the meeting of the Eyes on the Future: Trends in Information Technology Panel (Organizer), Association for Information Science & Technology (ASIS&T) Annual Meeting, Vancouver, BC, Canada.
- Wheels around the world: Windows Live mobile interface design.* (2008, April). Paper presented at the meeting of the CHI 2008 Conference, Florence, Italy.
- Applying ethnographic methods to inform consumer internet products.* (2007, October). Paper presented at the meeting of the Research into Practice: Studying Producers and Consumers in Social Computing Environments Workshop, Association for Information Science & Technology (ASIS&T) Annual Meeting, Milwaukee, WI.
- Lost in translation? Applying information behavior research to system design.* (2005, November). Paper presented at the meeting of the Association for Information Science & Technology (ASIS&T) Annual Meeting, Austin, TX.
- Establishing a research agenda for studies of online search behaviors.* (2005, November). Paper presented at the meeting of the Association for Information Science & Technology (ASIS&T) Annual Meeting, Austin, TX.
- Search trends and implications for libraries: How can users find what they need?* (2005, August). Paper presented at the meeting of the Digital Library Seminar Conference, Tilburg University, Tilburg, The Netherlands.
- Alternative careers—Stretching the boundaries of the information professional.* (2005, April). Paper presented at the meeting of the Special Library Association (SLA) Meeting, Menlo Park, CA.
- Application of usability findings into design.* (2003, October). Paper presented at the meeting of the Usability in Practice Panel (Organizer), Association for Information Science & Technology (ASIS&T) Annual Meeting, Long Beach, CA.
- Impact of a corporate merger on the information-seeking behaviors of research practitioners.* (2003, October). Paper presented at the meeting of the Association for Information Science & Technology (ASIS&T) Annual Meeting, Long Beach, CA.
- Knowledge sharing and management: Law librarians workshop.* (2002, April). Paper presented at the meeting of the Daily Journal Legal Works Conference, San Francisco, CA.
- Building a global corporate library portal: Usability testing and design requirements.* (2001, November). Paper presented at the meeting of the

Association for Information Science & Technology (ASIS&T) Annual Meeting, Washington, D.C.

*Privacy: Can it ever be protected on the Internet?* (2001, November). Paper presented at the meeting of the Computer Dealers' Exhibition (Comdex), Las Vegas, NV.

*The wireless world.* (2001, August). Paper presented at the meeting of the World Internet Project Congress Meeting, Gävle, Sweden.

*Idea forum: Creating a dynamic knowledge sharing environment.* (2001, May). Paper presented at the meeting of the NASA Ames Research Center (ARC) Conference, Mountain View, CA.

*HP usability study findings and web design recommendations.* (2001, May). Paper presented at the meeting of the Wiley Library Advisory Board Meeting, New York, NY.

*Information needs, information seeking, and communication in an industrial R&D environment.* (2000, November). Paper presented at the meeting of the American Society for Information Science (ASIS) Annual Meeting, Chicago, IL.

*Corporate brainpower: Using the HP intranet for rapid ideation and problem-solving.* (2000, July). Paper presented at the meeting of the International Paper Innovation Council Meeting, Burlingame, CA.

*Creating and sharing ideas in HP Labs.* (2000, May). Paper presented at the meeting of the Siemens Creativity Symposium, Palo Alto, CA.

*R<sup>2</sup>=IRP: Conducting research about research in HP Labs.* (1999, November). Paper presented at the meeting of the HP Network Libraries Annual Meeting, San Diego, CA.

*Knowledge sharing and creation in R&D virtual organizations.* (1999, November). Paper presented at the meeting of the American Society for Information Science (ASIS) Annual Meeting, Washington, D.C.

*Relevance determinations in children's use of electronic information systems: A case study.* (1998, October). Paper presented at the meeting of the American Society for Information Science (ASIS) Annual Meeting, Pittsburgh, PA.

*Measuring search behavior for different user communities.* (1998, September). Paper presented at the meeting of the HP Labs Chalk Talk, Palo Alto, CA.

*Information research program: An overview.* (1998, August). Paper presented at the meeting of the HP Labs Annual Library Review, Palo Alto, CA.

*Complexity of search tasks and children's information retrieval.* (1996, October). Paper presented at the meeting of the American Society for Information Science (ASIS) Annual Meeting, Baltimore, MD.

*Strategies for searching the internet.* (1996, May). Paper presented at the meeting of the SIG Human-Computer Interaction Panel Presentation on Network-Centered Computer, American Society for Information Science (ASIS) Midyear Meeting, San Diego, CA.

*The effect of domain knowledge on children's search behavior.* (1996, February). Invited research panel presented at the meeting of the Association of Library and Information Science Education (ALISE) Annual Meeting, San Antonio, TX.

*Comparing children's use of browsing and keyword searching on the Science Library Catalog.* (1995, October). Paper presented at the meeting of the American Society for Information Science (ASIS) Annual Meeting, Chicago,

IL.

*Children's search behavior on the Science Library Catalog: Factors affecting children's use of browse and keyword search methods.* (1995, May). Paper presented at the meeting of the Graduate School of Education and Information Studies Annual Student Conference, University of California-Los Angeles, Los Angeles, CA.

*From hands-on science to information retrieval: Tools for young scientists.* (1993, June). Paper presented at the meeting of the Association of Library Service to Children (ALSC) Research and Development Committee Program, American Library Association (ALA) Conference, New Orleans, LA.

*Clustering issues related to use of the Dewey Decimal Classification in the Science Library Catalog.* (1992, April). Paper presented at the meeting of the California Cataloging Colloquium, University of California-Los Angeles, Los Angeles, CA.

*Publication patterns of women faculty in library and information science.* (1992, April). Paper presented at the meeting of the Center for Women's Studies' Graduate Student Research Conference, University of California-Los Angeles, Los Angeles, CA.

### **Workshops**

*Quantitative vs. qualitative research methods: Determining the best method for evidence-based research.* (2015, July) EBLIP8, Brisbane, Australia.

*21st century skills: What it looks like and how do we get there.* (2011, August). Paper presented at the meeting of the 9th Annual Library Summer Camp: Workshop Fun for K–12 Library Media Staff and Teacher Librarians, San Jose, CA.

*Social and community behaviors in five countries: A cross cultural analysis of MSN next gen research findings in UK, Korea, France, India, Brazil.* (2009, March). Invited presentation at the meeting of the Microsoft Global Social Workshop, Online.

*Application of usability findings into design.* (2004, March). Invited presentation at the meeting of the University of Southern California Library System Professional Workshop, University of Southern California, Los Angeles, CA.

*Measuring search behaviors: Current and proposed methods.* (2002, November). Invited presentation at the meeting of the 2nd Annual Association of Information Science & Technology Special Interest Group Information Needs Seeking and Use (ASIS&T SIG USE) Research Symposium, Association of Information Science & Technology (ASIS&T) Annual Meeting, Philadelphia, PA.

*Measuring the digital divide public policy roundtable.* (2002, August). Invited participant at the meeting of the Pacific Bell/UCLA Initiative for 21st Century Literacies, University of California-Los Angeles, Los Angeles, CA.

*Needs assessment of Arizona libraries* (1997, March). Invited presentation at the meeting of the School of Information Resources and Library Science Brown Bag Lecture Series, University of Arizona, Tucson, AZ.

*Hearing the right question, giving the right answer (reference techniques).* (1996, November). Invited presentation at the meeting of the Maricopa County Library System In-service Training Workshop, Maricopa County Library, Phoenix, AZ.



*Children's information seeking behavior.* (1996, May). Invited presentation at the meeting of the Department of Library Archives and Public Records (DLAPR)-sponsored Public Library Institute, University of Arizona, Tucson, AZ.

*Selecting the best software for children.* (1994, November). Invited presentation at the meeting of the Mapping the Information Byways: The Technology Series, Graduate School of Education and Information Studies, Department of Library and Information Science, University of California-Los Angeles, Los Angeles, CA.

*Science software for children.* (1994, August). Invited presentation at the meeting of the Information Tools for Young Scientists: An Intensive Training Institute for Children's Librarians, Graduate School of Education and Information Studies, Department of Library and Information Science, University of California-Los Angeles, Los Angeles, CA.

### **Guest Lectures**

*User experience design contexts.* (2013, March). Guest lecture presented at the meeting of the Vocabulary Design graduate class, School of Library & Information Science, San Jose State University, San Jose, CA.

*User experience design contexts.* (2012, February). Guest lecture presented at the meeting of the Vocabulary Design graduate class, School of Library & Information Science, San Jose State University, San Jose, CA.

*The future of libraries and information professionals.* (2011, July). Interview conducted by Steve Hargadon for *Future of Education*.

*Forum on technology and community libraries.* (2010, September). Invited panel presentation at the city meeting, Palo Alto, CA.

*Taking advantage of blurred boundaries: The value of social media for consumers.* (2009, September). Keynote presentation at the meeting of the Townsend School of Business Accelerated MBA Speaker Series, Dowling College, Long Island, NY.

*Understanding cultural differences in the use of mobile phones.* (2007, May). Guest lecture presented at the meeting of the CHII Lecture Series, Center for Human-Information Interaction, University of Washington, Seattle, WA.

*Information seeking behaviors of research practitioners in an R&D setting.* (2003, March). Guest lecture presented at the meeting of the UCLA Department of Information Studies Colloquium Series, University of California-Los Angeles, Los Angeles, CA.

*Corporate brainpower: Knowledge management in HP.* (2000, September). Guest lecture presented at the meeting of the School of Information Management and Systems Symposium Series, University of California-Berkeley, Berkeley, CA.

*Children's search behavior on the Science Library Catalog: Research methods.* (1996, April). Guest lecture presented at the meeting of the Research Methods graduate class, School of Library Science, University of Arizona, Tucson, AZ.

*Children's use of electronic information retrieval systems.* (1994, November). Guest lecture presented at the meeting of the Information-Seeking Behavior graduate class, Graduate School of Education and Information Studies, University of California-Los Angeles, Los Angeles, CA.

*Children and computers.* (1993, November). Guest lecture presented at the

meeting of the Human-Computer Communication undergraduate class, Communications Studies Department, University of California-Los Angeles, Los Angeles, CA.

*Modeling children's search behavior on an information retrieval system: The Science Library Catalog.* (1993, September). Visiting scholar colloquia presentation at the meeting of the School of Library, Information & Archival Studies, University of New South Wales, Sydney, Australia.

*Current research in human-computer interaction.* (1992, October). Guest lecture presented at the meeting of the Human-Computer Communication graduate class, Graduate School of Education and Information Studies, University of California-Los Angeles, Los Angeles, CA.

*Children's information seeking behavior.* (1992, March). Guest lecture presented at the meeting of the Children's Information Services graduate class, Graduate School of Education and Information Studies, University of California-Los Angeles, Los Angeles, CA.

*Cultural diversity in interface design.* (1990, October). Guest lecture presented at the meeting of the Human-Computer Communication graduate class, Graduate School of Education and Information Studies, University of California-Los Angeles, Los Angeles, CA.

## Grants & Contracts

Catalysts for emerging technology integration: Exploring a new model for library residency programs. (2011). Laura Bush 21st Century Librarian Program: Planning Grant, Institute of Museum and Library Services. Principal Investigator: Sandra Hirsh.

Online graduate programs in Vietnam: A model for global partnerships. (2011). CASA 2011–2012 Research Incentive Grant Proposal. Principal Investigator: Sandra Hirsh.

Idea forum: Brainstorming for new business opportunities. (1999). HP Labs WBIRL (World's Best Industrial Research Lab) Internal Grant. Principal Investigators: Sandra G. Hirsh, Catherine Slater, Steve Joiner, and SY Wang.

Relevance determinations in children's use of electronic library catalogs. (1997–1998). Small Grant Program—Office of the Vice President for Research, University of Arizona. Award 425756. Principal Investigator: Sandra G. Hirsh.

Collection analysis web page. (1997). Arizona Department of Library, Archives and Public Records. Award 431920. Principal Investigator: Sandra G. Hirsh.

Research methods for online monitoring of user behavior in information technologies. (1993–1994). Travel grant, National Science Foundation and Department of Industry, Technology, and Commerce, Australia. Joint work with Prof. John Hiller, School of Computer Science and Engineering, University of New South Wales, Sydney, Australia. Principal Investigator: Christine Borgman. Coinvestigator: Sandra Goldstein Hirsh.

## Honors & Awards

Published Member Award. SLA Silicon Valley, 2015.

SJSU Salzburg Fellow, San Jose State University, 2013.

Published Member Award, SLA Silicon Valley, 2012.

JASIS Best Paper Award, [Borgman, C.L., Hirsh, S.G., Walter, V.A., & Gallagher, A.L. (1995). Children's searching behavior on browsing and keyword online

catalogs: The Science Library Catalog Project. *Journal of the American Society for Information Science*, 46(9), 663–684.], ASIS Annual Conference, Baltimore, MD, 1996.

CHI'95 Doctoral Consortium, ACM Special Interest Group Computer Human Interaction (SIGCHI), May 1995.

UCLA Dissertation Year Fellowship, UCLA Chancellor's Award Program, 1994.

UCLA Distinguished Scholar Award, UCLA Alumni Association Advisory and Scholarship Program, 1993.

Library Career Training Program Award, Department of Education, HEA Title II-B, 1993–1994; 1991–1992.

Doctoral Students to ALISE Conference Award, Association for Library and Information Science Education, 1993.

National Science Foundation, Windows of Opportunity: Symposium for Female Students in Computing, Washington, D.C., 1993.

Andrew Horn Professional Development Award, University of California-Los Angeles, 1990.

University Fellowship, University of California-Los Angeles, 1990–1991.

Registration Fee Grant, University of California-Los Angeles, 1990–1991.

Student Staff to ALA, University of Michigan, 1990.

## Service

### Advisory Boards

Califa Library Group, 2016-Present.

Berkeley Public Library (BPL) STEM (Science, Technology, Engineering and Math) Advisory Panel, 2016-Present.

IMLS Laura Bush 21<sup>st</sup> Century Librarian Program Grant Proposal Advisory Board, *BitCurator.edu: Advancing Digital Forensics Education for Libraries and Archives*, 2016-Present.

American Library Association Center for the Future of Libraries Working Group, 2015-Present.

Julie Todaro 2015-2017 ALA Presidential Initiative, 2015-Present.

*Horizon Report* Library Expert Panel, New Media Consortium Horizon Report: Library Edition, 2014-Present.

Credo, 2014-2016.

IMLS Laura Bush 21<sup>st</sup> Century Librarian Program Planning Advisory Board, *Library Academy*, Grant Awarded to New Media Consortium and CNI, 2015-2016.

Libraries Thriving Advisory Board, 2011–2014.

San Jose State University School of Library & Information Science's International Advisory Council, 2001–2010.

*ALA Editions*, 2001–2009.

### Editorial Boards

*Information Processing & Management*, 2016-Present.

*Political Librarian*, 2015-Present.

*Asian Journal of Information Science and Technology (AJIST)*, 2011–Present.

*School of Information Student Research Journal*, 2011–Present.

*Reference and User Services Quarterly* (formerly *Reference Quarterly*), 1996–2000.

Article Reviewer, *Journal of the American Society for Information Science*, 1996–2009.

### **Professional—National/International**

Cochair, ASIS&T Executive Director Search Taskforce, 2016-2017.

Member, ALA Publisher Search Committee, 2015-2017.

President, President-Elect, and Past-President, Association for Information Science & Technology (ASIS&T), 2014-2016.

- Initiated and completed a strategic planning process involving international focus groups, surveys, data analysis, stakeholder interviews, and virtual town hall feedback sessions (November 2015).
- Improved the global orientation of the association by implementing reduced fees for members in developing countries, modifying text on the website so it is less North American-centric, and increasing virtual offerings.
- Launched a new ASIS&T website and branding (April 2015).
- Oversaw the search and selection of a new JASIST journal editor.
- Improved outreach to affiliate organizations (RDAP, IA Summit).

Chair, ASIS&T Nominations Committee, 2016.

Conference Cochair, Library 2.0 Virtual Global Conference Series, 2011-Present.

- 3 mini conferences for Library 2.016: Privacy in the Digital Age, Library as Classroom, and Libraries of the Future.

IRRT Councilor, ALA Council, 2015-2018.

Executive Board Member, IRRT Executive Board, ALA, 2015-2018.

Chair and Member, ALA Publishing Committee, 2015-2017.

Program Committee Member, 8th International Evidence Based Library and Information Practice Conference (EBLIP8), Queensland University of Technology, Brisbane, Australia 6 to 8 July 2015), 2014-2015.

Standing Committee Secretary and Member, IFLA Continuing Professional Development and Workplace Learning (CPDWL) Committee, 2013–2017.

Chair, ALA *American Libraries* Advisory Committee, 2013–2015.

Member, Special Library Association (SLA) Membership Committee, 2013–2014.

Cochair, IRRT Sister Libraries Committee, American Library Association (ALA) International Relations Roundtable, 2011–2014.

Chair, Information Professionals Task Force, American Society for Information Science & Technology (ASIS&T), 2011–2013.

Corresponding Member, IFLA Continuing Professional Development and

Workplace Learning (CPDWL) Committee, 2011–2013.

Panel Review Member, IMLS National Leadership Grant Program, Tier 2 Proposals, July 2011.

Conference Organizing Committee, Industry Track Chair, American Society for Information Science & Technology (ASIS&T), 2008–2010.

Practitioners Track Chair, American Society for Information Science & Technology (ASIS&T) Annual Meeting, November 2005.

Posters Chair, American Society for Information Science & Technology (ASIS&T), 2003.

Member, American Society for Information Science & Technology (ASIS&T), 2002–2003.

Program Planning Committee, American Society for Information Science & Technology (ASIS&T), 2001–2003, 2005–2009.

Posters Review Committee Member, Association for Computing Machinery Special Interest Group on Information Retrieval (ACM SIGIR), 2001.

Panel Review Member, National Science Foundation Information Technology Research Panel Review for Preproposals over \$500,000, February 2000.

Organization Committee Member, Reference and Users Services Association (RUSA), American Library Association (ALA), 1998–2000.

Member, Denali Press Award Committee, Reference and Adult Services Division, American Library Association (ALA), 1994–1998.

Convener, Doctoral Students Special Interest Group, Association for Library and Information Science Education (ALISE), 1993–1994.

Chair, Publications Committee, Reference and Adult Services Division, American Library Association (ALA), 1992–1993.

Member, Membership Committee, Student Representative, American Library Association (ALA), 1990–1994.

Member, New Members Round Table, Membership Promotion and Relations Committee, American Library Association (ALA), 1990–1991.

Member, Publications Committee, Reference and Adult Services Division, American Library Association (ALA), 1989–1992.

Intern, Publications Committee, Reference and Adult Services Division, American Library Association (ALA), 1988–1989.

### **Professional—Regional**

Committee Member, Los Angeles Chapter of the American Society for Information Science & Technology (LACASIS&T) Contributions to Information Science and Technology Award, 2011–2012.

Professional Development Committee Member, San Andreas Chapter, Special Libraries Association (SLA), 1999–2002.

Principal Investigator, *Collection Development Training for Arizona Public Libraries* (<http://www.dlapr.lib.az.us/cdt/index.htm>), a training website sponsored by the Arizona Department of Library, Archives and Public Records, December 1997.

Secretary, Arizona Chapter of the American Society for Information Science

(ASIS), 1997–1998.

Member, Steering Committee, Arizona Chapter of the American Society for Information Science (ASIS), 1995–1997.

Member, Cooperative Collection Development Committee, Arizona Department of Library, Archives and Public Records, 1997–1998.

Member, Membership Committee, California Library Association (CLA), 1991–1994.

### **University**

Member, University Budget Advisory Committee, a Special Agency of the Senate, 2016-2018.

Member, College of Applied Sciences and Arts Dean Search Committee, 2014-2015.

Member, University Budget Advisory Task Force, San Jose State University, 2012–2013.

Chair, Dean Novak Review Committee, San Jose State University, 2012-2013.

Member, School of Social Work's Director Search Committee, San Jose State University, 2012-2013.

Member, Provost Search Committee, San Jose State University, 2011.

Member, CIO Search Committee, San Jose State University, 2011.

Graduate Representative, Committee on Graduate Education, University of Arizona, 1997–1998.

Member, SBS Outstanding Advisor Award Committee, University of Arizona, 1997–1998.

Member, Fifth-Year Review Committee for Director of School of Library Science, University of Arizona, 1996–1997.

Graduate Student Association Representative, Library Physical Master Planning Committee, University of California-Los Angeles, 1992–1993.

Graduate Student Association Representative, Academic Senate Library Committee, University of California-Los Angeles, 1991–1992.

Student Representative, PhD Program Committee, Graduate School of Education and Information Science, University of California-Los Angeles, 1990–1992.

PhD Student Representative, Programs & Courses Committee, Graduate School of Education and Information Science, University of California-Los Angeles, 1990–1992.

### **Doctoral Student Supervision, San Jose Gateway Doctoral Program in Partnership with Queensland University of Technology**

John Horodyski: The impact of social media technology on information discovery and knowledge transfer in large organizations, 2012 -2014.

Susan Lai: Representations of Taiwanese youths' ethnic/cultural identities in self-produced videos, 2010-2013.

### **Corporate**

Mentoring Table Speaker, Silicon Valley Campus Women's Conference,

Microsoft, 2009.

Facilitator, Silicon Valley Campus Women's Mentoring Ring, Microsoft, 2008.

Participant, Silicon Valley Campus Women's Mentoring Ring, Microsoft, 2007.

Chair, Conference Evaluation Committee, HP Women's Conference, Atlanta, GA, 2000–2001.

## **Community Service**

Advisory Board Member (Vice Chair 2012, Chair 2013), Library Bond Measure Oversight Advisory Board (appointment), Palo Alto, CA, 2009–2015.

Campaign Council Member, Palo Alto Library Foundation, Palo Alto, CA, 2010–2014.

Chair, Library Advisory Commission (appointment), Palo Alto, CA, 2005–2008.

- Responsible for leading the commission that established the long-term vision and plan for Palo Alto libraries, which was unanimously approved by Palo Alto City Council and ultimately approved by voters as Measure N in November 2008.

Commissioner, Library Advisory Commission (appointment), Palo Alto, CA, 2002–2005.

Member and Secretary, Greenmeadow Community Association Board, Palo Alto, CA, 2003–2005.

Palo Alto Community Representative, Mitchell Park Library & Community Center Site Task Force, City of Palo Alto Public Libraries, Palo Alto, CA, 2001–2002.

## **Memberships**

### **Current**

Association for Library and Information Science Education (ALISE), 2010–Present.

American Library Association (ALA), 2010–Present.

California Library Association (CLA), 2010–Present.

International Federation of Library Associations and Institutions (IFLA), 2010–Present.

Special Libraries Association (SLA), 2010–Present.

Association for Computing Machinery (ACM), Special Interest Group on Computer-Human Interaction (SIGCHI), 2007–Present.

San Francisco Bay Area Chapter of the ACM SIGCHI (BayCHI), 2005–Present.

Association of Information Science & Technology (ASIS&T), 1994– Present.