



## **CURRICULUM VITAE**

**ANNE C. MOORE**

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**OBJECTIVE:** A leadership position in a large academic library.

### ***EDUCATION***

- Ph.D. in Educational Management and Development with Concentration in Higher Education Administration and Technology Integration, College of Education, New Mexico State University, Las Cruces, NM; GPA 4.0; December 2001
- Master of Education with Concentration in Counseling, 1989-1992, 24 of 32 semester hours completed; GPA 4.0; Boston University
- Master of Science in Library and Information Science, December 1983, UNC, Chapel Hill, NC
- B.A. in Spanish and English, May 1979, Duke University, Durham, NC

### ***QUALIFICATION SUMMARY***

- 15 years increasingly responsible professional experience in public university and community college libraries
- 12.5 years library administration and management experience plus 1 year non-library, higher education administration experience
- Extensive leadership experience in teams and committees facilitating groups to achieve short- and long-term organizational goals
- Collaborated with diverse groups: faculty, administration, professional and classified staff, technology personnel, students, and the community
- Varied library experience: acquisitions, administration, assessment, cataloging, circulation, collection development, electronic resources, instruction, interlibrary loan, outreach, personnel, reference, serials, space and service planning, and technology
- Worked as both a solo librarian and supervisor of librarians, staff, students, and volunteers in branches and main libraries

- Managed budgets for collections, services, and libraries
- In-depth knowledge of and proficiency in research methods and evaluation techniques honed through practice, teaching, and graduate student advising
- Strong knowledge of technology and its application to transform services and collections of the academic library and campus
- Extensive library service and technology policy design and analysis experience
- Significant Web design, implementation, evaluation, and maintenance experience
- Varied teaching experience in academic libraries, computer literacy, Microsoft productivity software, information literacy, web searching, management, research methods, statistics, and Web authoring
- Extensive experience writing both print and online user instructional materials

### ***PROFESSIONAL PROFILE***

■ Leader. Collaborator. Facilitator. Motivator. Problem solver. Decision maker. Concerned with both big picture and details. Participative manager. Effective administrator. Proficient personnel administrator. Avid committee participant and chair. Service oriented. Dedicated. Energetic. Efficient. Flexible. Organized. Outstanding writer and communicator.

### ***EMPLOYMENT***

- **ASSOCIATE DIRECTOR FOR USER SERVICES**, W.E.B. Du Bois Library, University of Massachusetts, Amherst, MA 01003: September 1, 2003 - Present
- Lead the departments and units of the User Services Division: Access Services; Integrated Science & Engineering Library; Learning Commons; Research and Instructional Services (includes Government Documents); Reserves, Media & Microforms (includes Music Reserve Lab); Special Collections & University Archives
  - Provide direct supervision to 6 department heads and indirect supervision to 35 staff, 23 librarians, and over 125 student assistants; share supervisory responsibilities for divisional administrative assistant
  - Act as department head during vacancies
  - Participate actively in shared governance of ARL library system at the system, library, division, and departmental levels
  - Serve actively in all library decision-making bodies; advise on facilities, budgeting, personnel, services, and programs
  - Coordinate services, policies, facilities with campus participants in UMass Amherst Learning Commons
  - Set, guide, and monitor achievement of innovative strategic goals for division within overall library plans

- Plan staffing for and synchronize service among User Services' departments and service points in consultation with departments
- Manage \$300,000 student wages budget for division
- Provide input to and approve paraprofessional and librarian job descriptions in User Services including re-writes and re-classifications; visualize new positions with each vacancy to equip the Library with staff skilled to adapt to future demands; write new job descriptions
- Evaluate performance of department heads and librarians annually; evaluate paraprofessionals in absence of department head and approve/annotate all evaluations for divisional personnel
- Advise on training for staff at User Services' desks in consultation with departments
- Coordinate staff orientation program
- Draft new policies and revisions for review by other library managers; chair groups to investigate options; implement approved policies
- Facilitate adaptation to changes in technology, services, policies, and facilities
- Guide Academic Liaison Program
- Provide tours and organize orientations to the UMass Amherst Learning Commons for visiting dignitaries
- Oversee editorial process for Subject Research and Hot Topic Guides
- Ensure Web pages describing services are updated
- Organize and support Library presence at campus fairs and events

### ■ **Accomplishments**

- Advise on redesign of entire Lower Level of the W.E.B. Du Bois Library to bring Circulation, Stacks Management, Reserves, Media, and Microforms services down and reimagine the Learning Commons spaces with LC Service Providers, 2007-
- Guide selection and purchase of Bowker Syndetics Catalog Content Enhancement Service into Five College Library Catalog, 2007
- Collaborate with grant-funded Center for Faculty Development to create a Faculty Writing Place in the W.E.B. Du Bois Library, 2006
- Coordinate campus plagiarism prevention software program, including implementation, training, and support for Turnitin, 2005-
- Guide initial planning process to develop a Learning Commons on the Lower Level of the W.E.B. Du Bois Library; collaborate between library and campus services; guide services and staffing implementation team and serve as Learning Commons Coordinator, 2004-2006
- Advise on development of a Copyright Policy for Electronic Reserves and FAQs for staff, 2004-2005
- Facilitate process to coordinate circulation policies between Libraries, 2004-2005
- Advise on lobby redesign, 2004-2005
- Coordinate selection of new Express Check-out machines, 2005
- Draft library portion of NSF Nanomanufacturing Grant, 2005
- Coordinate LibQUAL+ user assessment survey, 2004

- Assist with drafting Library strategic plan, 2004
- Advise on Morrill and Physical Sciences & Engineering Library integration and renovation to form Integrated Sciences and Engineering Library, 2003-2004

### ■ **Library Committees**

- "Focus on Undergraduates" Self-Study Team, Chair, 2007
- Head of Reserves & Media Search Committee, Chair, 2007
- Microforms Implementation SWAT Team, Chair, 2006
- Current Periodicals SWAT Team, 2006
- ScholarWorks Advisory Committee, 2006-
- Web Architecture Group, 2006
- Head of Research and Instructional Services Search Committee, Chair, 2006
- Learning Commons Coordinator and Undergraduate Services Librarian Search Committee, 2006
- Web Database Developer for Center for Hierarchical Manufacturing Search Committee I, 2006-2007
- Internano Planning Committee, 2006-
- Science Librarian for the Center for Hierarchical Manufacturing Search Committee, 2006
- Science and Engineering Services Librarian (III or IV) Search Committee, 2005
- Senior Management Group Executive Committee, 2004-; Chair, 2005-2006
- User Services Advisory Committee, Advisee, 2004-
- Heads of User Services, Chair, 2004-; Research and Instructional Services Unit Heads, Facilitator, 2003-2004
- Senior Management Group Agenda Setting Team, 2004
- Half-Time Reference Librarians (3 positions) Search Committee, Chair, 2004
- Head, Integrated Sciences and Engineering Library Search Committee, Chair, 2004
- Head, Special Collections, Archives, and Maps Search Committee, Chair, 2004
- Research Library Council, 2004-
- Community, Diversity, and Social Justice Action Plan Committee, 2004-2005; Diversity Committee, March 2003-2006
- Content Providers, Chair, 2003-2005
- Digital Initiatives Task Force, August 2002-2006
- Web Publishing Group, 2002-2006
- Senior Administration Group/Senior Management Group, 2002-
- Academic Liaison Program: Liaison Council & Liaison Advisory Team, Chair, September 2002-

### ■ **Service**

- Peer reviewer for *Library and Information Science Research*, 2007-
- Faculty Advisor for Independent Study to Assess UMass Amherst Learning Commons, Kimberly Wells, Simmons Graduate School of Library and Information Science, Spring/Summer 2006
- ALA New Member's Round Table, Career Mentoring Program, 2005-
- Faculty Advisor for Independent Study to Evaluate Events and Programs of

UMass Amherst Renaissance Center, Rebecca Reznik, Simmons Graduate School of Library and Information Science, Spring/Summer 2005

■ALA Resume Review Service, 2004- (ALA Conferences in person; throughout year by email and phone)

### ■**Campus Service**

■Faculty Senate, Academic Priorities Council, 2003-; Chair 2007-2008

■Provost/Student Affairs First Year Experience Task Force, 2006-

■Faculty Senate Information Technology Minor Program Review Committee, 2006-2007

■Faculty Senate Graduate Council, Ethics Committee, Chair 2006-

■Faculty Senate Ad Hoc Committee on Student Plagiarism (ACOSP) 2005-; Plagiarism Education Subcommittee, 2005-

■Provost's Learning Commons Committee, Spring 2005-

■Director of Undergraduate Advising, Pre-Major Advising, Search Committee, 2006

■Director of Research Literacy Center, Commonwealth College, Search Committee, Spring 2005

■Graduate Dean Search Committee, Winter 2005

■Learning Commons Core Planning Group, Chair, 2004-2005

■Faculty Senate, Graduate Council, Travel Grant Committee, 2003-; Chair 2004- (re-organize and administer process of awarding \$60,000 in grants to graduate students each year; respond to inquiries; generate reports; communicate with Council and Graduate Dean)

■Faculty Senate, Graduate Council, Student Affairs Committee, 2003-2005 (advise on effort to encourage Auxiliary Services to re-open Graduate Lounge in Campus Center, Summer 2005)

■Faculty Senate, Graduate Council, 2003-

■University Women's Network, 2003-2007

■**HEAD, REFERENCE SERVICES**, W.E.B. Du Bois Library, University of Massachusetts, Amherst, MA 01003: July 2, 2001- February 14, 2004

■Lead and manage the Reference Services Unit in providing the highest possible quality of user service given the available resources

■Hire, train, supervise, and evaluate 8 full-time reference, instruction, liaison, and selection librarians, 2 FTE classified staff, 10 student assistants, and 5 librarians from other areas

■Schedule staff for desk, email, chat, on-call, and consultation services

■Coordinate reference training and services across service points

■Increase teamwork; assign tasks; ensure staff complete assigned tasks and responsibilities

■Analyze unit performance; write reports; communicate unit and user needs to administration

■Plan, implement, and evaluate new services, such as Virtual Reference

■Lead unit through analysis of its model of service provision

■Schedule, plan, and chair weekly Reference Services meetings to present in-

service training, guest speakers, announcements, and topics for discussion

- Propose changes in policies and procedures, draft proposals, coordinate impact on other units, chair groups to investigate options, and implement agreed-upon policies
- Guide the development of a liaison program, so reference, instruction, consultation, and selection services are coordinated for each subject area
- Improve accountability and assessment (simplify statistics sheets; track use of print reference collection; collect and analyze actual questions asked on the reference desk; support staff in improved tracking of reference activities)
- Serve at Reference Desk approximately 10 hours per week; participate in chat, email, phone, and consultation services; teach information literacy sessions

### ■ **Accomplishments**

- Assisted in early stages of SFX implementation
- Represented library on planning and implementation team for BLC Ask 24/7 Virtual Reference project
- Implemented the local and Five Campus cooperative Live Chat Reference service
- Integrated music and government documents public services and reference collection into the Unit
- Proposed, hired, trained, and supervised both an evening/weekend librarian and a library school intern
- Improved training materials; designed standardized bookmarks for public PCs
- Evaluated database vendor interfaces to guide consortial purchasing decisions

### ■ **Committees**

- Senior Management Group, 2002-2004
- Electronic Resources Advisory Group, 2002-2004
- Selectors Team, 2002-2003
- Systems Liaisons, 2002-2003
- ILL Coordinators, 2002-2003
- Five Colleges Research, Instruction, and Outreach Committee [RIO], Chair, March 2002-July 2003
- User Assessment Committee (Guest), 2002-2003
- Information Desk SWAT Team, Chair, 2002
- Web Advisory Group, October 2001-2003
- Library Instruction Team, 2001-2003
- RIS Web Presence, Chair, 2001-2002
- RIS Cluster Mission Statement Working Group, Chair, December 2001-March 2002
- Extended Reference Managers, UMass Campus Libraries, 2001-2002
- Social Sciences Reference Librarian Search Committee, Co-Chair, Fall 2001
- Reference Office Manager Search Committee, Chair, Fall 2001
- Tiered Reference Assistant Search Committee, Chair, Fall 2001
- September 11, 2001, Web Research Guide Committee, Chair, Fall 2001
- Ad Hoc Space Committee, 2001



### ■ **Grant Proposal**

■ Instructional Technology for Academic Development, Professional Development Grant for 2002, purpose to select, purchase, and implement a Virtual Reference Service for UMass Libraries, \$20,000

■ **BRANCH LIBRARIAN (Library Director)**, New Mexico State University (NMSU) at Alamogordo, NM 88310: January 1998-July 2000

■ Planned, organized, coordinated, controlled, and evaluated operations of library for 2,000 FTE student body of community college campus of Research I state university; collection included 45,000 volumes, 350 journal subscriptions, 5,000 media items, and several thousand state documents

■ Supervised, hired, directed, and evaluated the work of one professional librarian, four full-time classified staff, one part-time clerk, and six to eight work study students

■ Managed \$250,000 annual operating budget; administered \$65,000 one-time building renovation

■ Selected and ordered appropriate library materials (including electronic resources) to support academic programs with a materials budget of \$100,000 per year

■ Represented library in relationships with other campus units and the community

■ Encouraged active program of community and campus activities and exhibits within the library

■ Re-wrote library policies and procedures; policies were later adopted by most community colleges in New Mexico

■ Chair, Campus Web Page Committee; guided two Web site transformations, 1997-2000

■ Secretary and Vice Chair, Faculty and Staff Professional Development Committee, 1998-2000

■ Co-chair, Professional Staff Organization, 1998-2000

■ Active member of various campus committees (1998-2000): Technology, Distance Learning, Instructional Support, Buildings and Grounds, and Public Relations

■ Served on three search committees to select a Campus Director (Vice President); Chair, Search Committee for Assistant Branch Librarian and various classified positions

■ Served on Webmaster Certificate Curriculum Committee

■ Served on Integrated Online System Selection Task Force, New Mexico State University Library; Chair, Serials Subcommittee

■ Served as Vice Chair, Implementation Committee for Endeavor Voyager online system, New Mexico State University Library; Chair, Branch Library Implementation Subcommittee

■ Implemented, administered, taught most sessions, and evaluated the information literacy program for the campus, including outreach to local schools; taught professional development, one-credit, and three-credit courses in information literacy, library/Internet research, web page design, and online

communication

■ Consultant on Libraries and Technology to Dine College, Navajo Reservation, New Mexico and Arizona, March 2000

### ■ **Honors and Awards**

■ Outstanding Professional Staff Award, NMSU at Alamogordo, 2000

■ **ELECTRONIC RESOURCES LIBRARIAN**, New Mexico State University (NMSU) Library, Box 3475, Las Cruces, NM 88003: September 8, 1997-May 1998

- Selected and integrated electronic resources to support research needs of university population; Chair, Electronic Resources Working Group
- Evaluated database usage to guide annual purchasing decisions; conducted empirical comparison and evaluation of EBSCOhost, ProQuest, and Infotrac online databases to justify purchase for university; conducted similar study of Britannica and Grolier online encyclopedias
- Organized and presented general and course-specific instructional sessions in hands-on electronic classroom
- Provided vision and expertise for campus library Web site; Chair, Web Page Working Group; engineered major redesign effort (still in place in 2005), including policies, procedures, and ongoing maintenance
- Designed print and Web-based user materials, including remote access to library print and online guides and frequently asked questions Web site
- Troubleshoot problems with electronic resource vendors and communicated outages and other concerns to staff and users
- Interfaced with Library Systems Office to maximize access to and operation of electronic resources
- Served on reference desk in Humanities, Arts, and Social Sciences library 8-12 hours per week
- Responded to email reference inquiries for university campus (answers@lib.nmsu.edu)
- Served on Advisory Council on Administrative Policy, 1997-98

■ **PRINCE WILLIAM LIBRARIAN**, George Mason University (GMU) Libraries, 7946 Donegan Drive, Manassas, VA 20109: November 1993-June 30, 1997

- Supervised nine library, computer lab, LAN, security, and classroom support personnel
- Designed and planned 10,000 square foot library for new Prince William campus
- Developed comprehensive technology and equipment plan for 100,000 square foot campus building
- Assisted with planning for bringing the American Type Culture Collection to the campus and designing their library services
- Developed and managed all-format library collection to support education, criminal justice, nursing, public affairs, parks, recreation, leisure services, geography, and biotechnology curriculum and general reference needs; selected



\$100,000 of library materials annually

- Provided on-site and remote library services to all categories of users to include reference, instruction, research assistance, circulation, document delivery, interlibrary loan, and reserves

- Designed and regulated policies for the library, computer lab, electronic classroom, distance education equipment, help line, laptop lending program, audiovisual equipment distribution, and security for the Prince William campus

- Provided in-depth research and technology support to faculty and students

- Operated a telephone help line to answer student, faculty, and staff inquiries regarding library and computing configurations, computing applications, and system problems

- Established and managed 12-PC electronic classroom for teaching, presentations, and drop-in use

- Designed, taught, publicized, and evaluated drop-in, scheduled, and course-integrated classes on computer applications, Internet, research, and electronic resources to GMU students, faculty, and the local community at three campuses

- Presented workshops for academic departments and Prince William Campus

- Designed Web site and served as Webmaster for Prince William Campus; administered Sun Sparc 20 as campus web server

- Served as campus liaison to University Computing and Library Systems Office

- Advised faculty and staff on technology purchases and upgrades

- Designed, edited, and published both paper and electronic library guides, handouts, and manuals

- Administered technology program for Institute for Educational Transformation with 230 Apple Powerbook computers to include configuration, training, troubleshooting, and student support

- Managed campus distance education equipment (Xerox LiveBoard, ProShare) to include promotion, maintenance, training, staffing, and support

- Operated an audiovisual equipment service for Prince William campus classrooms

- Supported NOVELL local area network (LAN) (June 1994-June 1997) of 50 PC's

- Supported Prince William County, VA, Web site (hosted on Sun Sparc 20)

- Coordinated electronic reserves trial and assisted in selection of digitizing program for Special Collections department at Main Campus (1993)

- Served on library and university committees

#### ■ ***Honors and Awards***

- Quality Customer Service Award, April 7, 1997

- Make a Difference at Mason Award, March 21, 1994

■ **UNIVERSITY CENTER LIBRARIAN FOR OPERATIONS**, (now the George W. Johnson Library) George Mason University Libraries, Fairfax, VA: October 1995-March 31, 1996

- Selected as Interim Director to open a new academic library while continuing duties of managing the Prince William Campus Library

- Responsible for day-to-day operations of 71,000 square foot academic library in an academic life building from opening day through first six months of operation
- As member of two-person management team, established new library collections, services, and programs; personally responsible for circulation, purchasing, budget, and security functions
- Co-supervised 13 FTE and 15 student employees
- Hired, trained, and supervised circulation, reserves, media, and administrative personnel
- Established policies and procedures in new library
- Coordinated with other library departments and integrated functions into existing library system
- Coordinated with vendors and other university departments to establish facility
- Developed written and Web-based informational and instructional materials
- Developed reference, periodical, leisure, multicultural, and core collections
- Co-managed Johnson Center Information Desk (the primary information center for GMU)

■ **SUBSTITUTE TEACHER and TUTOR**, Department of Education, State of Hawaii, Central Oahu District, Honolulu, HI: October 1992-June 1993; Department of Defense Schools, Woodbridge Elementary School, RAF Woodbridge, UK: December 1991-June 1992

- On-call substitute teacher for grades K-6
- After-school and home tutor for students with special needs in grades 1-6

■ **CENTER DIRECTOR**, Embry-Riddle Aeronautical University, RAF Bentwaters, UK: January 1990-February 1991

- Managed educational center for pursuit of Associates, Bachelors, and Masters degrees (annual enrollment of 700 undergraduate and 100 graduate students)
- Supervised 30-hour per week assistant
- Provided vocational, academic, and financial aid advising to students
- Hired, monitored, and supported faculty
- Scheduled, advertised, and managed courses
- Budgeted and administered center funds
- Administered student academic records and accounts from initial consultation through graduation
- Assisted students with library research, including overseas document delivery and interlibrary loan
- Liaison with base library to provide library resources, reserves, and journals to support curriculum

■ **CATALOG LIBRARIAN, ASSISTANT LIBRARIAN: MODERN EUROPEAN LANGUAGES AND LITERATURE**, University of Arizona Library, Tucson, AZ 85721: July 1987-May 1989; **TEMPORARY LIBRARIAN for RETROSPECTIVE CONVERSION**: February-July 1987

- Cataloged original records for language and literature materials in English, German, Italian, French, Latin, Greek, and Scandinavian languages into OCLC

- ✧ Cataloged original records for retrospective conversion of Science and Engineering collection into OCLC
- ✧ Copy and original cataloging of Spanish language juvenile and all subject media materials
- ✧ Supervised one FTE Library Assistant in Copy Cataloging
- ✧ Resource person for 40 library clerks; assisted in supervision of student assistants
- ✧ Provided reference service for users in Main Library
- ✧ Liaison between Catalog and Reference departments
- ✧ Scheduled reference training and desk service of technical services librarians
- ✧ Presented library skills classes to freshmen college students
- ✧ Served on library and university committees, including library education, selection, and serials review
- ✧ Served as mentor for college students
- ✧ Revised filing in author-title card catalog

#### ✧ ***Honors and Awards***

- ✧ Merit raise in 1988

✧ **COPYWRITER and MEDIA BUYER**, Sheriar Advertising, Myrtle Beach, SC 29577: August 1985-October 1986

- ✧ Wrote advertising copy for newsletters, brochures, newspaper ads, and radio and TV commercials, to include conducting research and interviews
- ✧ Media planning, placement, and rate/contract negotiation for marketing plans
- ✧ Supervised and trained employees in accounts receivable for three companies
- ✧ Supervised media receivables and payables
- ✧ Supervised direct mail program
- ✧ Researched, wrote, and published company newsletter

#### ✧ ***Honors and Awards***

- ✧ Won regional ADDY awards for three newspaper advertisements
- ✧ Merit raise at end of first year for exceptional performance

✧ **GRADUATE ASSISTANT and LIBRARY ASSISTANT, CATALOGER**, Latin American Bibliography Section, Wilson (now Davis) Library, UNC, Chapel Hill, NC: September 1980-April 1982

- ✧ Original and copy cataloging of Spanish, Portuguese, and Italian books, serials, and microforms into OCLC
- ✧ Created manual authority file and contributed records to Library of Congress online Authority File of 19th century Portuguese dramatists
- ✧ Searched and ordered Spanish language materials

✧ **LIBRARY ASSISTANT, SENIOR, SUBJECT CONTROL**, Perkins Library, Duke University, Durham, NC: December 1979-August 1980

- ✧ Responsible for maintenance of subject card catalog in 3-million volume library
- ✧ Created, verified, and updated subject headings

- Supervised two library clerks
- Trained personnel in OCLC and filing in subject card catalog
- Created procedure and job documentation file for three positions
- Prepared guidelines and provided training to assist all catalogers with creation of AACR2 headings
- Revised filing in subject catalog

■ **LIBRARY CLERK**, Catalog Editing Department, Perkins Library, Duke University, Durham, NC: June 1979-December 1979

- Copy cataloging
- Filed cards in public catalog
- Trained new personnel in use of OCLC and automated acquisitions system

### ***PUBLICATIONS AND SCHOLARSHIP***

- Fitzpatrick, E. B., Lang, B. W., & Moore, A. C. Reference librarians at the reference desk in a Learning Commons: A mixed methods evaluation. *Journal of Academic Librarianship*. Forthcoming in 2008.
- Wells, K. A., & Moore, A. C. *Roving technology and reference support in a Learning Commons*. Final editing.
- Writing in progress for several articles on gender, publisher, and Carnegie classification comparison of 560 book reviews in *American Political Science Review* with Steve McGinty.
- Thatcher, V. (2006, April). Snapshot: Anne C. Moore. *InfoLink: A community newsletter of the Graduate School of Library and Information Science*, 10(3), 2-4.
- Reports of Boston Library Consortium Ask 24/7 Reference Evaluation Task Forces #1 (May 2003), #2 (July 2003), and #3 (May 2004), 2002-2004.
- Moore, A.C. Interviewed in Kane, L. T. (2003). *Straight from the stacks: A firsthand guide to careers in library and information science* (pp. 48-53). Chicago: American Library Association.
- Moore, A. C., & Ivory, G. (2003). "Do Hispanic-Serving Institutions have what it takes to foster information literacy?" *Journal of Latinos and Education*, 2(4): 217-231.
- Moore, A.C. (2003). Bibliography for "One-Stop Metasearch Tools: Friendly Time Saver or Confusing Quagmire?" Panel organized by ALA RUSA/MOUSS Catalog Use Committee, Toronto, Canada, June 22, 2003.
- Moore, A.C. (2001). "The Impact of Hands-on Information Literacy Instruction on Learning/Knowledge of Information Literacy Concepts and Mastery of the Research Process in College Courses: A Quasi-Experimental Study," Unpublished doctoral dissertation, New Mexico State University.
- Moore, A. C. (2001). Around the world of information. In T. Jacobson, & T. Gatti (Eds.), *Teaching information literacy concepts: Activities and frameworks from the field* (pp.153-155). Pittsburgh, PA: Library Instruction Publications.
- Moore, A. C. (2001). Six sources in 30 minutes. In T. Jacobson, & T. Gatti

- (Eds.), *Teaching information literacy concepts: Activities and frameworks from the field* (pp.117-119). Pittsburgh, PA: Library Instruction Publications.
- Moore, A. C. (2001). Successful Internet research. In G. Ivory, (Ed.), *What works in computing for school administrators* (pp. 101-122). Lanham, MD: Scarecrow.
  - Moore, A. C. (2001). Successful "library" research beyond the year 2000. In G. Ivory, (Ed.), *What works in computing for school administrators* (pp. 81-100). Lanham, MD: Scarecrow.
  - Moore, A. C. (2001). What's wrong citation style exercise. In T. Jacobson, & T. Gatti (Eds.), *Teaching information literacy concepts: Activities and frameworks from the field* (pp.113-115). Pittsburgh, PA: Library Instruction Publications.
  - Moore, A. C. (1998). Organizing, reorganizing, and maintaining a library web presence. In *Proceedings of the Thirteenth Integrated Online Library Systems Meeting, New York City, May 13-14, 1998* (pp. 109-119). New York: Information Today.
  - Moore, A. C., Beck, S., & Lee, N. (2001). Navigating by thumb: Using the rules of thumb approach to teach electronic research skills. In L. Shirato (Ed.), *New learning environments*. Ann Arbor, MI: Pierian.
  - Moore, A. C., & Olsrud, L. (1990). Serials review in the humanities. *Collection Building*, 10(3-4), 2-10. Reprinted in *Collection Building Reader*, New York: Neal-Schuman, 1991 and in paperback edition in 1992.

## **PRESENTATIONS**

- "Learning Commons' Collaborations," Exploring and Forging Collaborative Relationships Between an Information Commons and Others on Campus, Information Commons Discussion Group, ALA Annual Conference 2007, Washington , D.C. , June 22, 2007, <http://library.uncc.edu/infocommons/conference/washington2007/>
- "Full Circle: The Return of Professional Librarians to the Reference Desk in the Learning Commons," Poster Session, ALA Annual Conference 2007, Washington, D.C. with Liz Fitzpatrick and Beth Lang, <http://people.umass.edu/annem/rrad.pdf>
- "Jobs in Libraries," Career Day, Simmons Graduate School of Library and Information Science, South Hadley, MA, April 22, 2007
- "UMass Amherst Learning Commons: What's New?" Simmons College Graduate School of Library & Information Science, South Hadley, MA, February 23, 2007
- "Space to Learn: Creating Great Places to Teach, Learn, and Grow," OFI Herman Miller, UMass Amherst, February 8, 2007
- "Plagiarism - The Cutting Edge," Research Literacy at Commonwealth College, UMass Amherst, November 17, 2006
- "Censorship and Privacy in Academic Libraries," Simmons College Graduate School of Library & Information Science, South Hadley, MA, November 4, 2006

- "UMass Amherst Learning Commons," Western Massachusetts Regional Library System, Academic Library Roundtable, W.E.B. Du Bois Library, October 27, 2006
- "The Library Commons at UMass Amherst and Beyond," ACRL/NEC Information Technology Interest Group Program, W.E.B. Du Bois Library, September 29, 2006
- "UMass Amherst Learning Commons," LACUNY Institute, Baruch College, New York City, May 19, 2006.
- "The Learning Commons: Fertile Ground for the Teacher of Writing," Making Writing Work: When 20th Century Thinking Meets 21st Century Technology, UMass Junior Year Writing/Writing across the Curriculum Conference, UMass Amherst, Amherst, MA, April 5, 2006
- Guest Lecturer, Reference and Information Services, LIS504LEA, University of Illinois Urbana-Champaign, instructor Lori Mester, April 2006
- "State of Research," Kosovar Librarians on Institute for Training and Development and Simmons College Graduate School of Library and Information Science Grant, Amherst, MA, September 1, 2005
- "UMass Amherst Learning Commons" at "The Library as Commons: A Roundtable Discussion," Western Massachusetts Regional Library System Workshop, Mount Holyoke College Library, August 30, 2005
- Facilitator, "Accessing Core Competencies for Virtual Reference," RUSA/MARS Virtual Reference Discussion Group, ALA Annual Conference, Chicago, IL, June 25, 2005
- Facilitator, "Is Virtual Reference Changing the Specialist Model," RUSA/MARS Virtual Reference Discussion Group, ALA Midwinter Conference, Boston, MA, January 15, 2005
- Facilitator, "Collaboration and Quality of Service," RUSA/MARS Virtual Reference Discussion Group, ALA Annual Conference, San Diego, CA, January 10, 2004
- Moderator, "Approaches to Explaining the Catalog in Reference and Instruction," presented by RUSA/RSS Catalog Use Committee, ALA Annual Conference, Orlando, FL, June 27, 2004
- BLC 24/7 Evaluation Presentation to User's Group, Boston, MA, May 7, 2004
- Learning Commons Presentation to Faculty Senate University Computer and Electronic Communications Committee, UMass Amherst, November 18, 2004
- Reference Interview, in-service, staff development training, UMass Amherst Libraries, August 21, 2003 (and others)
- Moderator, "One-Stop Metasearch Tools: Friendly Time Saver or Confusing Quagmire?" Program organized by ALA RUSA/MOUSS Catalog Use Committee, ALA Annual Conference, Toronto, Canada, June 22, 2003
- "BLC 24/7 Present and Future," UMass Worcester, May 22, 2003. Presented analysis of BLC 24/7 Reference transcripts from UMass Amherst for Spring 2003
- BLC 24/7 Virtual Reference at UMass Amherst Libraries," Five Colleges RIO Committee's "Virtual Reference Services Revisited," Hampshire College, May 15, 2003
- Served on Planning Committee for DEDCC/RIO programs on Open Linking and



Federated Searching, November 2002-January 2003. Responsible for budget, RSVPs, nametags, check-in table

- Participated in planning and served as a Table Facilitator at "Journal Resource Locators: Five Campus Options," Hampshire College, Amherst, MA, January 24, 2002

- "A Cooperative Chat Reference Service," Panel Presenter, "Virtual Reference: Reports from the Real World" Conference sponsored by the Extended Reference Committee, Boston Library Consortium, Boston, MA, December 5, 2001

- "The Effectiveness of a Technique for Developing College Students' Information Literacy Skills," Roundtable, University Council of Educational Administrators, Annual Conference, Cincinnati, OH, November 2, 2001

- "Overview of UMass Library Resources and Services," Fall Orientation for Associates, Five College Women's Studies Research Center, Smith College, Northampton, MA, September 10, 2001

- "Information Literacy of College Faculty," Poster Session, Association of College and Research Libraries, Biennial Conference, Denver, CO, March 17, 2001

- "Investigating and Improving the Information Literacy of College Faculty," Roundtable, University Council of Educational Administrators, Annual Conference, Albuquerque, NM, November 4, 2000

- "Implementing a Campus-wide Information Literacy Program" with Susan Deese-Roberts, New Mexico Library Association, Mini-Conference, Las Cruces, NM, October 13, 2000

- Created and taught Internet and technology components plus evaluated classroom teacher performance for New Mexico Commission on Higher Education Eisenhower Grant, "Explorations in Today's Technology and Environment: Innovations in Elementary Science," Southeastern NM, August 1999-July 2000

- "Using the Internet for Paper Writing--Electronic Databases, Web Evaluation, Citation, etc.," NMSU Branch Campus Roundup, Grants, NM, August 20-21, 1999

- "Decisions, Decisions, Decisions! Subscriptions Today" with Kay Krehbiel, Melveta Walker, and Kris Warmoth, New Mexico Consortium of Academic Libraries Retreat, Santa Fe, NM, July 30, 1999

- Conducted and presented results of survey of electronic resources for purchase by the State of New Mexico, New Mexico Consortium of Academic Libraries Retreat, Santa Fe, NM, July 30, 1999

- Participated in AMIGOS Strategic Planning Focus Group, New Mexico Library Association Annual Conference, Carlsbad, NM, April 28, 1999

- "Decisions, Decisions, Decisions! Subscriptions Today" with Kay Krehbiel, Melveta Walker, and Kris Warmoth, New Mexico Library Association Annual Conference, Carlsbad, NM, April 30, 1999

- Full-day workshop in Cloudcroft, NM, instructed K-12 teachers in how to use new grant-sponsored computers for Internet searching and Microsoft applications, January 10, 1999

- "Using Electronic Databases," a College Teaching Committee Faculty Development Seminar, NMSU-A, Alamogordo, NM, October 30, 1998

- "Navigating by Thumb" with Susan Beck and Norice Lee, Border Regional Library Association Annual Conference, El Paso, TX, September 26, 1998
- "Navigating by Thumb: Rules of Thumb Approach to Teaching Electronic Research" with Susan Beck and Norice Lee, LOEX Annual Conference, Ypsilanti, MI, June 6, 1998
- "Organizing, Reorganizing, and Maintaining a Library Web Presence," Integrated Online Library Systems, National Online Meeting, New York City, May 13, 1998
- "Creating and Maintaining a Library Web Presence," Border Regional Library Association Annual Conference, El Paso, TX, October 11, 1997
- "Forging Links Between Technical Services and the Rest of the Library," ALA Midwinter Conference, Washington, D.C., January 1989
- "Serials Review in the Humanities," Poster Session, ALA Annual Conference, New Orleans, LA, July 1988

## **REVIEWS**

- Crawford, J. (2006). The Culture of Evaluation in Library and Information Services. Oxford: Chandos. *Library and Information Science Research*, 29(3, September 2007), 432-434.
- Brown, T. A. (2006). Confirmatory factor analysis for applied research. Guilford. *Choice*, January 2007.
- Statistical resources on the Web, <http://www.lib.umich.edu/govdocs/stats.html> [Internet Resource]. *Choice*, September 2006.
- Petticrew, M., & Roberts, H. (2006). *Systematic reviews in the social sciences: A practical guide*. Malden, MA: Blackwell. *Choice*, June 2006.
- Center for Media Literacy, <http://www.medialit.org/> [Internet Resource]. *Choice*, August 2004, 41(Special Issue WEB VIII), 165.
- Reilly, E. D. (Ed.). (2003). *Milestones in computer science and information technology*. Westport, CT: Greenwood. *Choice*, February 2004, 41(6), 1056-7.
- Martínez Alemán, A. M., & Renn, K. A. (Eds.). (2002). *Women in higher education: An encyclopedia*. Santa Barbara, CA: ABC-CLIO. *Choice*, July-August 2003, 40(11-12), 1882.
- Bertot, J.C., McClure, C. R., & Ryan, J. (2001). *Statistics and performance measures for public library networked services*. Chicago: American Library Association. *Collection Management*, 2002, 26(4), 94-6.
- Gulevich, T. (2000). *Encyclopedia of Christmas*. Detroit: Omnigraphics. *ARBA* 2001, 549.
- *Social and Economic Implications of Information Technologies: A Bibliographic Database Pilot Project*. [http://srsweb.nsf.gov/it\\_site/index.htm](http://srsweb.nsf.gov/it_site/index.htm) [Internet Resource]. *Choice*, April 2000, 37(8), 1430.
- *Anthropological Literature on Disc* (1999 ed.) [CD-ROM]. Thorndike, ME: G.K. Hall/Macmillan. *ARBA* 2000, 131-132.
- *Masterplots Complete CD-ROM* (1999 ed.) [CD-ROM]. Pasadena, CA: Salem Press. *ARBA* 2000, 447-448.

- Cracroft, R. H. (Ed.). (1999). *Twentieth-Century American Western Writers, First Series*. Farmington Hills, MI: Gale. (Dictionary of Literary Biography, 206). *ARBA* 2000, 473.
- Dalby, A. (1999). *Dictionary of Languages: The definitive reference to more than 400 languages*. New York: Columbia. *Choice*, July/August 1999.
- Pendergast, S. (Ed.). (1996). *Contemporary Designers* (3rd ed.). Detroit: St. James Press. *ARBA* 1999, 358.
- McCracken, P. (1998). *Women Artists and Designers in Europe Since 1800: An Annotated Bibliography*. New York: G. K. Hall/Simon & Schuster Macmillan. *ARBA* 1999, 362-363.
- *NCAA Football: The Official 1997 College Football Records Book*. (1997). Chicago: Triumph Books. *ARBA* 1999, 302-303.
- Partnow, E., & Hyatt, L. A. (1998). *The Female Dramatist: Profiles of Women Playwrights from the Middle Ages to Contemporary Times*. New York: Facts on File. *ARBA* 1999, 426.
- *Peterson's Sports Scholarships & College Athletic Programs*. (1998). (3rd ed.). Princeton, NJ: Peterson's Guides. *ARBA* 1999, 137-138.
- *National Museum of American Art* [CD-ROM]. (1998). *ARBA* 1998, 416.
- Ess, C. (Ed.). (1996). *Philosophical Perspectives on Computer-Mediated Communication*. Albany, NY: State University of New York Press. *LISCA [Library and Information Science Annual]* 1997, 7.

## **TEACHING**

### **■ Graduate**

- LIS403-Evaluation of Information Services, 3 or 4 credit hours, Simmons College Graduate School of Library and Information Science, South Hadley, MA, Fall 2007
- LIS403-Evaluation of Information Services, 3 or 4 credit hours, Simmons College Graduate School of Library and Information Science, South Hadley, MA, Summer 2007
- LIS403-Evaluation of Information Services, 3 or 4 credit hours, Simmons College Graduate School of Library and Information Science, South Hadley, MA, Spring 2007
- LIS451-Academic Libraries, 3 or 4 credit hours, Simmons College Graduate School of Library and Information Science, South Hadley, MA, Fall 2006
- LIS403-Evaluation of Information Services, 3 or 4 credit hours, Simmons College Graduate School of Library and Information Science, South Hadley, MA, Summer 2006
- LIS403-Evaluation of Information Services, 3 or 4 credit hours, Simmons College Graduate School of Library and Information Science, Boston, MA, Spring 2006
- LIS403-Evaluation of Information Services, 3 or 4 credit hours, Simmons College Graduate School of Library and Information Science, South Hadley, MA,

Fall 2005

- LIS403-Role of Research, 4 credit hours, Simmons College Graduate School of Library and Information Science, South Hadley, MA, Fall 2004
- LSC502-Management of Library and Information Services, 3 credit hours, University of Rhode Island Graduate School of Library and Information Studies, Amherst, MA, Spring 2003

#### ■ ***Undergraduate and Community***

- COLL115-Electronic Information Strategies, 1 credit hour, New Mexico State University at Alamogordo [NMSU-A], Alamogordo, NM, Spring 2000
- OECS208-Locating Information, Section 87, 1 credit hour, NMSU-A, Spring 2000
- OECS208-Intermediate Web Authoring, Section 83, 1 credit hour, NMSU-A, Spring 1999
- OECS208-Internet Applications, Section 81, 1 credit hour, NMSU-A, Spring 1999
- OECS208-Electronic Communications, Section 85, 1 credit hour, NMSU-A, Spring 1999
- OECS255-Introduction to the Internet, Section 80, 1 credit hour, NMSU-A, Fall 1998
- OECS255-Web Authoring, Section 81, 1 credit hour, NMSU-A, Fall 1998
- CS110-Computer Literacy, Section 41, 3 credit hours, NMSU-A, Summer 1998
- LSC311-Information Literacy, Section 03, 3 credit hours, New Mexico State University, Las Cruces, NM, Spring 1998

### ***MEMBERSHIPS***

- American Association of University Professors (4 years)
- American Educational Research Association (5 years)
- American Library Association (24 years-): New Member's Round Table (2005-)
- Arizona State Library Association (3 years)
- Association for Educational Communications and Technology (4 years)
- Association for Library and Information Science Education
- Association of College and Research Libraries (24 years-)
- Association of College and Research Libraries, New England Chapter (2005-)
- Border Regional Library Association (2 years)
- District of Columbia Library Association (1 year)
- Extended Campus Librarians for the Washington Metropolitan Area (ExCL) (3 years)
- Library Administration and Management (2004-)
- Massachusetts Library Association (2004-)
- New Mexico Library Association (3 years)
- Otero County Librarian's Association (3 years)
- Pioneer Valley Association of Academic Librarians (2001-)

- Reference and User Services Association (2000-)
- Texas Library Association (1 year)
- University Council of Educational Administrators (5 years)

### ***NATIONAL AND REGIONAL COMMITTEES***

- Association for Library and Information Science Education [ALISE], Membership Advisory Committee, 2007-
- ALA Reference and User Services Association, Reference Services Section [RUSA, RSS] Research and Statistics Committee, Member 2005-; Chair, 2007-2008
- ALA New Members Round Table [NMRT], Mentoring and Resume Review Service, 2005-
- Five College Libraries Digital Environment Development and Coordinating Committee [DEDCC], 2007-
- Archivists' Toolkit Archives Analyst/Metadata Specialist Search Committee, Chair 2007
- ALA RUSA, Machine-Assisted Reference Section/Reference Services Section [MARS/RSS], "Reinvented Reference: Emerging Technologies for Reference Services" Preconference Planning Committee, ALA Annual Conference 2007, Washington, D.C., June 22, 2006-2007
- Association for College & Research Libraries [ACRL] New England Chapter, 2006 Annual Conference Planning Committee, "Leveraging Our Strengths: Alliances, Interdependencies and Developing Services," Amherst, MA, April 21, 2006
- ALA RUSA/RSS Catalog Use Committee, Chair 2004-2006; Vice Chair 2002-2004
- ALA RUSA/MARS Virtual Reference Discussion Group, Chair 2005-2006; Vice Chair 2004-2005
- Associate University Librarians Community of Interest, Boston Library Consortium, 2005-
- 24/7 Reference/OCLC QuestionPoint Advisory Board, 2004-2006
- Boston Library Consortium Ask 24/7 Reference Evaluation Task Force #1 (April 2003), #2 (July 2003), and #3 (May 2004), Coordinator, 2003-2004
- BLC Ask 24/7 Implementation Group, 2002
- Five College Research, Instruction, and Outreach Committee [RIO], Chair, February 2002- February 2004
- Five College E-Journal Locator Planning Group, December 2001-2002
- UMass Campus Libraries Extended Reference Committee, 2001-2002
- New Mexico Consortium of Academic Libraries, 2-year Representative, Executive Board, 1998-2000
- New Mexico Consortium of Academic Libraries, Statewide Electronic Resources Committee, 1998-2000
- New Mexico Task Force on Electronic Resources [NMTFOER], Organizer, 1998-2000
- Border Regional Library Association, Board Member and Annual Conference Program Coordinator, 1998-1999; Web Master, 1997-1999; Listserv Coordinator,



1997-1998

- Extended Campus Librarians for the Washington Metropolitan Area, Off-Campus Library Services Survey Team, 1994-1997
- American Library Association: Resources & Technical Services Division/Cataloging and Classification Section/Subject Access Committee/Subcommittee on the Display of Subject Headings in Subject Indexes in Online Catalogs, 1988-1989
- Association of College and Research Libraries: Bibliographic Instruction Section/Education for Bibliographic Instruction Committee, 1989-1990
- Arizona State Library Association: Chair of Publicity and Program Committee for Annual Conference, 1989

### **COMPUTER SKILLS**

- Applications: Microsoft Office (all), Outlook, WordPerfect (all), ClarisWorks, Photoshop, PageMaker, Microsoft Publisher, telnet, ftp, Fetch, Eudora, GroupWise, Pine, OmniPage Pro, Web Forums, Director, Premiere, Infini-D
- HTML Editor: Dreamweaver, Netscape Composer, PageMill
- Programming: HTML, CGI, Basic
- Environments: UNIX, DOS, Windows 95/NT, Windows 98, MacOS
- Distance Learning: WebCT, Blackboard, Xerox LiveBoard, ProShare teleconferencing
- Bibliographic Utility: OCLC, Neline, Solinet
- Library Catalogs: Ill, Endeavor/Voyager, VTLS, Sirsi, NOTIS, GEAC

### **COMMUNITY SERVICE AND VOLUNTEER WORK**

- Speakeasy Toastmasters Club, Northampton, MA: Vice President for Membership 2005-2006; President 2004-2005 (Club achieved "Select Distinguished" status); Vice President for Public Relations 2003-2005; Sergeant at Arms, 2005-2006; Area Governor, 2007-2008
- UMass Amherst Commencement Aide: 2002-2004; Usher 2005; Marshall 2006; Banner Carrier 2007-
- Friends of Western Massachusetts Regional Library System [WMRLS], Membership Committee, 2005-2006
- Volunteer WFCR Public Radio, Amherst, MA: 2002-
- Alamogordo Rotary Club (1 year); 4-way Test Essay Contest and Scholarship Committee (1 year)
- Squadron Commander's Spouse (1 year), 8th Fighter Squadron; Operations Officer's Spouse, 9th Fighter Squadron (9 months), F-117 Stealth Fighter, Holloman AFB, NM
- Volunteer Librarian and Tutor in Reading, Math, and Science at seven different



elementary and middle schools in the U.S. and England (2 years)

- Volunteer Reference/Circulation Librarian: Prince William County Library (1 year)
- Volunteer Children's Librarian: Tucson Public Library (1 year)
- Volunteer Reference/Children's Librarian: Red Cross, Myrtle Beach Air Force Base (1 year)
- Monthly Magazine Editor: Myrtle Beach Air Force Base Officer's Wives Club (2 years)
- Officer's Wives Clubs: Board Positions (4 years)
- Girl Scout, Cub Scout, Soccer, Basketball, and PTA Volunteer (12 years)

### ***PROFESSIONAL DEVELOPMENT (Full day or longer)***

- "Demystifying Assessment: Evaluating Student Learning," New England Library Instruction Group Annual Program 2007, Assumption College, Worcester, MA, June 8, 2007
- BLC Transformational Leadership Institute, Chestnut Hill, MA, March 6-7, 2007
- "Taking your liaison program to the next level: Strategies for outreach and integration," ACRL Biennial Conference Preconference, Baltimore, MD, April 2007
- Mediation Certificate Series, UMass Amherst Workplace Learning & Development, January 11-12, 2007
- Creating a Respectful Workplace: Diversity in the 21st Century Conference, Five College Training and Development Collaborative, South Hadley, MA, January 18, 2007
- Respectful Workplace Certificate Series, UMass Amherst Workplace Learning & Development, November-December 2006
- "Copyright and Compliance," NERCOMP SIG Workshop, New England Center, Durham, NH, October 30, 2006
- "Customer Service as if Your Library Depended on It; Customer Service - Toolkit for Supervisors," Pat Wagner, October 19, 2006
- University of Maryland University College Center for Intellectual Property Online Workshop, October 10-18, 2006
- "Understanding Yourself, Understanding Others," NERCOMP SIG Workshop, Southbridge Hotel & Conference Center, October 4, 2006
- "IT/Collaborations in Teaching and Learning, II," NERCOMP SIG Workshop, UMass Amherst, November 14, 2005
- "Assistant Directors Roundtable: Are you Malcolm in the Middle?" WRMLS Workshop, Hatfield, MA, September 27, 2005
- "Reinvented Reference: The Integration of Digital & Traditional Reference Service," RUSA MARS/RSS Preconference, ALA Annual Conference 2005, Chicago, IL, June 24, 2005
- ALA Annual Conference, Chicago, IL, June 24-28, 2005
- "Adaptive Challenge Workshop: Library Space, Service, & Technology,"

presented by A. Cohen Associates, Northeastern University Libraries, Boston, MA, May 4, 2005

- "Copyright in the Library: Finally, a Reality Show for the Squeamish," Preconference, ACRL Biennial Conference, Minneapolis, MN, April 7, 2005
- ACRL Biennial Conference, Minneapolis, MN, April 6-10, 2005
- "Reinventing Libraries for the 21st Century: A Visioning Workshop," ACRL Preconference, ALA Midwinter Conference 2005, Boston, MA, January 14, 2005
- ALA Midwinter Conference, Boston, MA, January 13-16, 2005
- "LibQUAL+: From Assessment to Action," ALA Annual Conference, Orlando, FL, June 26, 2004
- "Information Commons 101: Nuts & Bolts Planning," ACRL Preconference, ALA Annual Conference, Orlando, FL, June 25, 2004
- ALA Annual Conference, Orlando, FL, June 23-July 3, 2004
- Five College Library Tours, October 12-13, 2004
- Managing Copyright Issues, Online Email Course, Lesley Ellen Harris, 16 lessons, Fall 2004
- ACRL Harvard Leadership Institute, Cambridge, MA, August 6-10, 2004
- Customer Service Training Series, UMass Amherst Workforce Training & Development, July 14, 22, & 29, 2004
- "LibQUAL+: A Total Market Survey," ARL Preconference, ALA Midwinter Conference, San Diego, CA, January 9, 2004
- ALA Midwinter Conference, San Diego, CA, January 9-13, 2004
- XML Applications in Libraries, Hampshire College, November 12, 2003
- LibQUAL+: New Ways of Listening, ARL, Washington, D.C., October 12-13, 2003
- Institute for Reading Development, Speed-reading course, Continuing Education, UMass, August 2003
- SFX orientation and training, Smith College, July 21-22, 2003
- ALA Office of Accreditation External Review Panel training, ALA Annual Conference, Toronto, Canada, June 20, 2003
- "Planning Collaborative Spaces in Libraries: An ACRL/CNI Preconference," ALA Annual Conference, Toronto, Canada, June 20, 2003
- ALA Annual Conference, Toronto, Canada, June 18-24, 2003
- ACRL Biennial Conference, Charlotte, NC, April 10-14, 2003
- Five College Training and Development Collaborative, Fundamentals of Supervision Workshop Series, Mt. Holyoke, April 2003
- ALA Midwinter Conference, Philadelphia, PA, January 23-27, 2003
- "The Web: Super Searching, Super Teaching, October Conference," sponsored by the Dana Biomedical Library at Dartmouth College, October 31, 2002
- 24/7 Reference training, Northeastern University, Boston, MA, October 21, 2002
- Setting Standards & Making It Real, The Virtual Reference Desk, 3rd Annual Digital Reference Conference, Orlando, FL, November 12-13, 2001
- BLC Management Camp, Boston, MA, September 25-27, 2001
- ARL Diversity Training, Supervisor and Public Services sessions, UMass Amherst Libraries, August 15-16, 2001
- Eleventh Annual Southwest Seminar for Great Teaching, sponsored by El Paso

Community College, Taos, NM, October 28-30, 1999

- Connections Quality Service Training Program, NMSU-A, Spring 1999
- Tenth Annual Southwest Seminar for Great Teaching, sponsored by El Paso Community College, Ruidoso, NM, October 23-25, 1998
- Mastering Adobe Photoshop, El Paso, TX, August 26-27, 1998
- LOEX Annual Conference, Ypsilanti, MI, June 4-6, 1998
- Web Authoring III, using Adobe PageMill, David Fraga, Computing & Networking, NMSU, Las Cruces, NM, November 19 and 21, 1997
- Web Search Engines and Legal Internet Resources, Will Stuiwenga, AMIGOS, NMSU, Las Cruces, NM, November 18, 1997
- Web Authoring II, using Adobe PageMill, David Fraga, Computing & Networking, NMSU, Las Cruces, NM, October 29 and 31, 1997
- Active Learning in Library Instruction, Susan Beck, Facilitator, Preconference to CHECS Annual Conference, New Mexico Highlands University, Las Vegas, NM, October 22, 1997
- Introduction to Multimedia, 8 credit hours, Northern Virginia Community College, Spring 1997
- Advanced HTML/Introduction to CGI Scripting, Westlake Solutions, 2-day course, Washington, D.C., 1996
- UNIX Fundamentals, Hands on Technology Transfer, 2.5-day course, Vienna, VA, May 29-31, 1996
- Copyright Awareness: A Leadership Workshop, 2-day course sponsored by the Association of Research Libraries, Crystal City, VA, September 28-29, 1995
- Local Area Network Hardware and Troubleshooting, 3-day course, USDA Graduate School, Washington, D.C. January 31-February 2, 1995
- Local Area Network Operating System: Novell-Netware, 2-day course, USDA Graduate School, Washington, D.C., September 15-16, 1994
- Electronic Reserves: Developing New Partnerships to Provide Support in an Electronic Age, 3-day forum sponsored by the Association of Research Libraries and National Association of College Stores, Denver, CO, July 27-29, 1994
- Distance Learning Workshop, Instructional Development Office, George Mason University, Fairfax, VA, May 23-June 3, 1994
- Substitute Teacher Program, Pre-Hiring Course, Office of Personnel Services, Department of Education, State of Hawaii, Honolulu, HI, October 12-15, 1992
- Programming in BASIC, 3 credit hours, University of South Carolina, Coastal Carolina College, Conway, SC, 1985

### ***FOREIGN LANGUAGES***

■Moderately fluent in Spanish; Reading knowledge of Portuguese; Bibliographic knowledge of Italian, French, and German

### ***PERSONAL INTERESTS***

■Jogging, fitness, reading, volunteer work, traveling