

## **Tim Bottorff**

University of Central Florida  
Universal Orlando Foundation Library  
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### **EDUCATION**

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University of Pittsburgh (Pittsburgh PA):

**Master of Library & Information Science (MLIS)**, 2002.

Wartburg College (Waverly IA):

**B.A. in American Studies**, 1999.

### **PROFESSIONAL EXPERIENCE**

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University of Central Florida, UCF Libraries (Orlando FL):

Positions:

**Head**, Universal Orlando Foundation Library at Rosen College, July 2008–present.

**Interim Head**, Universal Orlando Foundation Library at Rosen College, July 2007–June 2008.

**Public Services Librarian**, Universal Orlando Foundation Library at Rosen College, January 2004–June 2007.

Academic rank:

Associate University Librarian, August 2014–present.

Assistant University Librarian, August 2006–August 2014.

Instructor Librarian, January 2004–August 2006.

Carlow College, Grace Library (Pittsburgh PA):

Position:

**Public Services Librarian**, August 2002–January 2004.

### **OTHER RELEVANT WORK EXPERIENCE**

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University of Pittsburgh (Pittsburgh PA):

**Graduate Student Assistant**, School of Information Sciences, August 2001–August 2002 (part-time).

National Baseball Library and Archive, National Baseball Hall of Fame (Cooperstown, NY):

**Research Department Intern**, June 1999–August 1999 and June 1998–August (part-time).

Wartburg College (Waverly IA):

**Supplemental Instruction Leader**, September 1997–May 1999 (part-time).

## **PERFORMANCE OF PROFESSIONAL RESPONSIBILITIES**

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### *Summary of Primary Duties at UCF:*

As Head, Universal Orlando Foundation Library (July 2007–present):

- Serve as chief administrator of the Universal Orlando Foundation Library, a busy, subject-specific branch library; serve as a member of the UCF Libraries' Management Council; hire, supervise, and evaluate staff; manage budget for student and part-time labor (\$20,000+); develop, administer, and market operations, services, and programs; set goals and provide leadership to staff; coordinate the library's activities with other units; write reports and maintain unit statistics; provide or coordinate necessary training, equipment, and supplies for staff.
- Coordinate branch library collection development and serve as collection liaison, including management of the book budget (\$25,000+), selection of all materials, communication with library units and college faculty, preservation and weeding of materials, management of the periodical collection, collection reports and analyses, and the processing of gifts.
- Assist or fill in for the Public Services Librarian as needed, including providing reference assistance, offering research consultations, teaching library instruction sessions, and editing or creating webpages.

As Reference Librarian, Universal Orlando Foundation Library (Jan 2004–Jun 2007):

- Provided reference assistance to students, staff, and faculty; offered in-depth research consultations to students and faculty; and developed handouts and other tools to facilitate use of the library's collections, services, or policies.
- Taught library instruction sessions, to both undergraduate and graduate students in all hospitality subject areas and several general education subject areas; developed instructional support materials (online and print).
- Maintained all of the unit's webpages (available at <http://library.ucf.edu/rosen>), including the drafting of new content, updating of existing pages, and service on library web development committees.
- Assisted with collection development, including recommending titles for purchase, processing gifts, and overseeing special projects.

### *Significant Contributions at UCF:*

- Led the UCF Libraries' yearlong website redesign project, which resulted in a new, user-centered, modern, responsive, and inclusive website; a new set of guiding policies, manuals, and documents; and a new web working group.
- Implemented an \$87,000 technology fee project, involving installation of new desktop computers, installation of computers in study rooms, new tablets, and new wireless access points.
- Maintained continuity of services and operations during a time of transition following the retirement of the previous Head and the onset of high budget cuts.

- Developed a world-class, specialized collection at a branch library. Highlights included: built collections in core and niche areas of hospitality management; maintained status as a World Tourism Organization Depository library; coordinated the receipt of monetary gifts (including over \$20,000 from the Rosen College and \$3,000 from a private donor); performed collection analyses for program proposals for a B.S. in Golf & Club Management and for a Ph.D. in Hospitality Management.
- Promoted the library as a community gathering space, through such means as providing space for relevant campus groups, repurposing existing space in the library, and partnering with the University Writing Center.
- Wrote and helped design a series of self-paced, asynchronous library instruction tutorials and accompanying quizzes, as part of a major initiative to transition to more online library instruction.
- Designed, created, and wrote content for the UOFL's first website, and solely updated and maintained the content for the next several years.
- Promoted UOFL services and resources through blogs and social media.
- Authored more than twenty different research guides (one to four pages in length), in both print and electronic forms, on all aspects of hospitality research, on library services, and on general research topics.
- Hired, trained, and supervised two different Public Services Librarians and three different adjunct librarians.
- In collaboration with the LTA Supervisor, hired and trained over ten different UOFL staff members.
- Set up many internal systems and procedures for the opening and establishment of the UOFL library.

*Summary of Duties at Carlow:*

- Provided reference assistance to students, staff, and faculty in Grace Library; developed handouts and bibliographies to facilitate use of the Library.
- Taught librarian instruction sessions to both undergraduate and graduate students in many subject areas, including business, English, nursing, social work, social science, speech, and others.
- Developed the collection in the areas of biology, black studies, chemistry, philosophy, sociology, and women's studies.
- Managed the serials collection, including renewal, routing, budget (\$40,000+), check in, binding, and inventory.
- Managed the Library's Interlibrary Loan and Reciprocal Borrowing programs, including ordering, receiving, and patron notification.

*Significant Contributions at Carlow:*

- Authored five different research guides (one to two pages in length) on research in particular academic disciplines and in the use of library services.
- Collaborated on a project to redesign library instruction for two core general education courses, including outlines, scripts, quizzes, and answer sheets.
- Updated or created documentation for many public services staff procedures, including those relating to serials, binding, and interlibrary loan.
- Collaborated on a major project to identify and describe older periodical holdings.

## RESEARCH

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### Publications:

#### *Articles in Peer-Reviewed Journals:*

- Bottorff, Tim. "Hospitality Management: A Guide to Key Reference Works." *Reference Services Review* 41, no. 4 (2013): 605-622.
- Bottorff, Tim, and Andrew Todd. "Making Online Instruction Count: Statistical Reporting of Web-Based Library Instruction Activities." *College & Research Libraries* 73 (Jan 2012): 33-46.
- Bottorff, Tim. "'Try to Be Complete on Something': Tips on Building a Highly Specialized Subject Collection" (invited article for "Special Libraries, Special Challenges" section). *Public Services Quarterly* 7, no. 2 (Jan-Jun 2011): 94-98.
- Severt, Denver E., Dana V. Tesone, Timothy J. Bottorff, and Monica L. Carpenter. "World Ranking of the Top 100 Hospitality and Tourism Programs" [analysis of articles published in top journals in the field over a five year period] *Journal of Hospitality and Tourism Research* 33, no. 4 (November 2009): 451-470.
- Bottorff, Tim, Robbin Glaser, Andrew Todd, and Barbara Alderman. "Branching Out: Communication and Collaboration among Librarians at Multi-Campus Institutions." *Journal of Library Administration* 48, no. 3/4 (Fall 2008): 329-363. Co-published in *The Thirteenth Off-Campus Library Services Conference Proceedings*. New York: Haworth Information Press, 2008.

#### *Professional (non-refereed) Articles & Papers:*

- Bottorff, Tim. "A Hospitality Program Like No Other: A Brief History of UCF's Rosen College of Hospitality Management." *Celebrating 30 Years of Excellence* [special publication commemorating the 30<sup>th</sup> anniversary of the UCF hospitality program]. Orlando: University of Central Florida, 2013.  
(A revised and updated version of a piece first published on the *UCF Today* blog and in the Rosen College newsletter *Hospitality Happenings* in 2009.)
- Bottorff, Tim and Andrew Todd. "How Do You Count That?: Statistical Reporting of Online Library Instruction Activities." In *LOEX Conference 2010 Proceedings*. LOEX, 2011.

#### *Book Reviews:*

##### Book reviews published in *CHOICE: Current Reviews for Academic Libraries*:

- Bottorff, Tim. Review of *Hotel Life: The Story of a Place Where Anything Can Happen*, by Caroline Field Levander & Matthew Pratt Guterl. 53, no. 1 (September 2015): 117.
- Bottorff, Tim. Review of *Tourism Methodologies*, by Copenhagen Business School. 52, no. 8 (April 2015): 1365.

- Bottorff, Tim. Review of *Fizz: How Soda Shook Up the World*, by Tristan Donovan. 51, no. 11 (July 2014): 2004.
- Bottorff, Tim. Review of *Overbooked: The Exploding Business of Travel and Tourism*, by Elizabeth Becker. 51, no. 3 (November 2013): 511.
- Bottorff, Tim. Review of *Smart Casual: The Transformation of Gourmet Restaurant Style in America*, by Alison Pearlman. 51, no. 1 (September 2013): 123.
- Bottorff, Tim. Review of *Landing in Las Vegas: Commercial Aviation and the Making of a Tourist City*, by Daniel K. Bubb. 50, no. 4 (December 2012): 737.
- Bottorff, Tim. Review of *Disneyland and Culture: Essays on the Parks and Their Influence*, ed. by Kathy Merlock and Mark I. West. 48, no. 10 (June 2011): 1960.
- Bottorff, Tim. Review of *Career Opportunities in Travel and Hospitality*, by Jennifer Bobrow Burns. 48, no. 3 (November 2010): 476.
- Bottorff, Tim. Review of *OECD Tourism Trends and Policies 2010*, by Organisation For Economic and Cooperative Development. 48, no. 1 (September 2010): 70.
- Bottorff, Tim. Review of *Global Manager's Guide to Living and Working Abroad: Western Europe and the Americas*, by Mercer. 47, no. 4 (December 2009): 731.
- Bottorff, Tim. Review of *HospitalityNet* [electronic resource], <http://www.hospitalitynet.org>. 46, no. 8 (April 2009): 1554.
- Bottorff, Tim. Review of *Key Concepts in Tourism*, by Loykie Lominé and James Edmunds. 45, no. 3 (November 2007): 452.
- Bottorff, Tim. Review of *Shopping as an Entertainment Experience*, by Mark Moss. 45, no. 1 (September 2007): 138.

Book reviews published in *Business Information Alert*:

- Bottorff, Tim. Review of *Dictionary of Business Terms*, by Jae Shim. 18, no. 5 (May 2006): 8.
- Bottorff, Tim. Review of *Dictionary of Investment Terms*, by Catharyn Martz. 18, no. 2, (Feb. 2006): 7.

*Conference Reports:*

- Bottorff, Timothy J. "A Report on the Satellite Teleconference 'Safeguarding Our Patrons' Privacy: What Every Librarian Needs to Know About the USA PATRIOT Act & Related Anti-Terrorism Measures'" [conference report]. *Mountains and Rivers: Newsletter of the WPWVC/ACRL* (December 2002).
- Bottorff, Timothy J. and Ethan Pullman. "Fundamentals of Academic Librarianship" [conference report]. *The ULS News: Monthly Newsletter of the University of Pittsburgh Library System* (April 2002): 2-3.

## Presentations:

*National & State Conference Paper Presentations:*

Bottorff, Tim and Andrew Todd. "How Do You Count That?: Statistical Reporting of Online Library Instruction Activities," conference paper presentation, 38th Annual LOEX Conference, Dearborn, MI, April 30, 2010.

Bottorff, Tim, Robbin Glaser, Andrew Todd, and Barbara Alderman. "Branching Out: Communication and Collaboration among Librarians at Multi-Campus Institutions," conference paper presentation, Thirteenth Off-Campus Library Services Conference, Salt Lake City, UT, April 25, 2008.

*National & State Conference Panel and Roundtable Presentations:*

Bottorff, Tim, and Jack W. Plunkett. "Changes in Latitudes, Changes in Attitudes... Travel and Hospitality Landscape and Library Resources," panel presentation (invited speakers), American Library Association (ALA) Annual Conference, June 27, 2016.

Moran, Carrie, Tim Bottorff, and Bobby Ciullo. "Building a UX Army at Your Library," panel presentation, Designing for Digital annual conference, April 7, 2016.

Bottorff, Tim, Carol McCulley, and Andrew Todd. "Is It Worth It? Assessing Online Instruction," panel presentation (invited speakers), American Library Association (ALA) Annual Conference, June 29, 2013.

Bottorff, Tim, Sheila Bryant, Suzanne Byke, Rachael Cathcart, Dawn Lowe-Wincentsen, and Tomaro Taylor. "Does It Matter How Many Piercings I Have?: New Librarians and the Changing Face of the Profession," panel presentation, Florida Library Association (FLA) Annual Conference, April 11, 2007.

Bottorff, Tim, facilitator, "Survive on Exile Island: How Branch, Regional, and Extended Campus Librarians Can Better Connect and Collaborate with Main Campus Colleagues," roundtable discussion, Association of College and Research Libraries (ACRL) National Conference, March 31, 2007.

*Other Presentations:*

Bottorff, Tim. Panelist on the CV Review table for the "Career 411" session, Florida Library Association (FLA) Annual Conference, March 2, 2016.

Bottorff, Tim. Panelist on Resume Review table for the "Career 911" session, Florida Library Association (FLA) Annual Conference, May 15, 2015.

Bottorff, Tim. Panelist, "Speed Dating" session, MLIS Information Day, May 8, 2007.

Bottorff, Tim. Panelist, "Tips for New Graduates," MLIS Information Day, May 5, 2005.

Bottorff, Tim. Panelist, "Recent Graduate Roundtable," School of Information Sciences, University of Pittsburgh, April 16, 2003.

Other Research & Scholarly Work:

*Scholarly Review Assignments:*

Reviewer (invited), for manuscript submissions to the peer-reviewed journal *College & Research Libraries*, August 2012–present.

Reviewed chapter submissions for the book *Student Plagiarism in an Online World: Problems and Solutions* (2007), edited by Tim S. Roberts, May–November 2006.

*Exhibition Grants:*

Hinshaw, Carole, Tim Bottorff, Richard Harrison, John Venecek, and Cindy Dancel. \$2500 grant to host *Pride & Passion: The African American Baseball Experience* ALA/NEH traveling exhibition. Grant awarded, April 2009. Exhibition hosted, March–April 2010.

*Library Exhibits:*

Robinson, Kelly, and Tim Bottorff. “The Grand Tour Gala,” exhibit at the Universal Orlando Foundation Library, University of Central Florida, October–December 2013.

Bottorff, Kerri, and Tim Bottorff. “If You Build It They Will Come: The Scope and Impact of Sports Tourism,” exhibit at the Universal Orlando Foundation Library, University of Central Florida, January–May 2010.

Bottorff, Tim, and Professor Ed Measom. “All About Beer: Brewing, Pairing, and Enjoying the World’s Most Popular Alcoholic Beverage,” exhibit at the Universal Orlando Foundation Library, University of Central Florida, August–December 2008.

Bottorff, Tim, and Dr. Wilfried Iskat. “The Making of a *Zuckerbäcker*: Apprenticeship and Tools of an Austrian Pastry Baker,” exhibit at the Universal Orlando Foundation Library, University of Central Florida, January–April 2006.

Ormseth, TJ, and Tim Bottorff. “The Pineapple, ‘Princess of Fruits’ and Symbol of Hospitality,” exhibit at the Universal Orlando Foundation Library, University of Central Florida, August–October 2005.

Bottorff, Tim. “The Making of an Amusement Park Attraction: Stephen Danks Lodwick and the Creation of Dudley Do-Right’s Ripsaw Falls,” exhibit at the Universal Orlando Foundation Library, University of Central Florida, August–October 2004.

Black, Linda, Deb Ebster, and Tim Bottorff. “Tacky Treasures: Florida’s Vintage Souvenirs,” exhibit at the Universal Orlando Foundation Library, University of Central Florida, May–June 2004.

## **PROFESSIONAL DEVELOPMENT**

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*Awards and Honors:*

Promoted from Assistant University Librarian to Associate University Librarian, University of Central Florida Libraries, August 2014.

Recipient of the Excellence in Librarianship Award, University of Central Florida Libraries, 2013.

Promoted from Instructor Librarian to Assistant University Librarian, University of Central Florida Libraries, August 2006.

Elected to Beta Phi Mu (national honor society for library science), 2002.

*Attendance at Major Professional Conferences:*

American Library Association (ALA), Annual Conference: 2004–2007, 2013, 2016.

Florida Library Association (FLA), Annual Conference: 2004–2007, 2009–2016.

Designing for Digital annual conference: 2016.

Florida Association of College & Research Libraries (FACRL), Annual Workshops: 2004–2005, 2008–2010.

LOEX Annual Conference: 2010.

Off-Campus Library Services Conference: 2008.

Association of College & Research Libraries (ACRL), Annual Conference: 2005, 2007.  
– Attended Pre-Conference, April 7, 2005: “Information Literacy in the Disciplines: Librarian/Faculty Collaboration for 21<sup>st</sup> Century Research Skills.”

Pennsylvania Library Association (PLA), Annual Conference: 2003.

*Attendance at Other Workshops, Small Conferences, and Training Sessions:*

University of Central Florida workshops and training sessions:

2016: Skype for Business training.

2015: Active Shooter training, QPR: Question, Persuade, Refer suicide prevention training, OneNote training.

2013: Canvas training, Cultural Competencies diversity training, Qualtrics training.

2012: Adobe Connect training, Hostile Intruder training, Smoking policy training.

2011: Annual Evaluation Standards & Procedures training.

2010: Interrupting Bigotry diversity training; FMLA Procedures training; Injury Procedures training.

2009: Manager’s Boot Camp training; Generational Diversity training; Understanding Power and Privilege diversity training.

2008: Performance Appraisal Training; Got Attitude? customer service training; Preventing Discrimination training; Allies diversity training.\*

2007: Sexual Harassment training.

2006: ABCs of Diversity workshop; CareerTrack Video Series; Time Management.

2004: Allies Advance diversity training; Adult CPR Certification Training; New Faculty Orientation; PeopleSoft training sessions.

Central Florida Library Cooperative (CFLC) meetings and training sessions:

2010: CFLC Annual Meeting.

2007: Law Librarianship.



- 2006: Annual Meeting; New Web-based Reference Tools; Explain and Demonstrate Your Services 24/7; New Paradigms in Reference Service.
- 2005: Free is Cheaper: Free Websites for Reference; Methodology for Stetson's Reference Research; STAT-USA; Stetson's Reference Research Overview; Bilingual Reference Services; Presentation Magic: Public Speaking.
- 2004: How Far Do You Go to Help Your Patrons?

Miscellaneous workshops and webinars:

- Mitigating Risk at the Front Lines: The Library Copyright First Responders Program, February 24, 2016.
- Website Usability Studies at UNC Charlotte's Atkins Library (webinar), April 27, 2015.
- Fair Use for Libraries (webinar), January 9, 2015.
- Library UX: Unique Programs & Services for an Engaged Community (webinar), November 20, 2014.
- WordPress for Library Staff (webinar), November 18, 2014.
- Library UX: Creating Usable and Useful Websites (webinar), October 28, 2014.
- Library UX: Strategic Branding and Identity Development (webinar), October 14, 2014.
- Fair Use for Libraries (webinar), December 2, 2013.
- Social Media for Academics session, UCF, Orlando FL, October 21, 2013.
- Libraries and Copyright in the Digital Age (webinar), March 30, 2010.
- CVB Hot Topics Session: 2010 Economic Outlook, February 25, 2010.
- Spotting Library Trends That Matter; People Watching with a Purpose (College of DuPage webinar), 2008.
- Next Gen Librarianship (College of DuPage webinar), 2007.
- Best New Technologies (College of DuPage webinar), 2006.
- The Role of the Librarian in Combating Plagiarism, Association of College and Research Libraries (ACRL) webcast, July 6, 2006.
- Safeguarding Our Patrons' Privacy (satellite teleconference), University of Pittsburgh, December 12, 2002.
- Resource Sharing Services User Group Meeting (ILL workshop), Pennsylvania Library Network, Pittsburgh PA, October 24, 2002.

## **SERVICE**

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*Library Service:*

- Member, UCF Libraries Public Services Group (PSG), April 2013–present.
- Chair, UCF Libraries Web Redesign & Policy Taskforce (WRAPT), Sept 2014–Jan 2016.
- Chair, UCF Libraries Web Working Group (WWG), January–December 2015.
- Member, UCF Libraries Web Working Group (WWG), November 2006–present.

- Elected Officer, UCF Libraries Faculty Affairs Committee (FAC) / Librarians  
Personnel Advisory Committee (LPAC), January 2011–December 2013.  
– Vice-Chair 2011, Chair 2012, Faculty Meeting Coordinator 2013
- Member, UCF Libraries Salary Market Equity Taskforce, September 2012–January 2013.
- Member, UCF Libraries Annual Evaluation Standards & Procedures (AESP) taskforce,  
February–October 2011.
- Member, UCF Libraries Electronic Resources Workgroup (ERW), November 2006–  
October 2009.
- Member, UCF Libraries Preservation Committee, April 2008–April 2009.
- Participant, UCF Libraries Librarian Exchange Program (served on the Desk in the main  
library Reference Dept. approximately once per month), May 2004–March 2007.
- Member, UCF Libraries ALEPH Implementation & Migration (AIM) committee, March  
2005–December 2006.
- Member, UCF Libraries Web Advisory Committee (WAC), August 2005–October 2006.
- Member, UCF Libraries Collection Resources Committee, Taskforce on Online  
Reference, April–July 2005.
- Member, UCF Libraries Search Committee for a Reference Librarian position at the  
UCF/BCC Joint-Use Library at Cocoa campus, August–November 2004.

*University Service:*

- Faculty Judge, UCF Graduate Research Forum: 2005-2016.
- Co-organizer (with Frank Allen and Carole Hinshaw), visits and book talks by Chad  
Emerson, author of *Project Future: The Inside Story Behind the Creation of Disney  
World*, June–September 2010.
- Faculty Advisor and Webmaster, Future Writers Society (previously a registered student  
organization at the UCF Rosen College campus), July 2004–March 2006.
- Member, Search Committee for a Campus Life Assistant Director/Fitness Coordinator,  
UCF Rosen College of Hospitality Management, February–April 2005.

*Service to the Profession:*

- Member, FLA Membership Committee, May 2014–present.
- Creator and Manager, *Hospitality-Lib* (listserv with over 100 current subscribers,  
designed to facilitate the sharing of information among hospitality librarians),  
November 2004–present.
- Member, Library Grant Selection Subcommittee, Negro Leagues Committee of the  
Society for Baseball Research (SABR), 2010–2016.
- Volunteer, day of event assistance, Florida Library Association Annual Conference,  
2011-2013.
- Member, FLA Conference Planning Committee for 2009 and 2010 Annual Conferences,  
March 2008–April 2010.
- Conference Mentor, ALA NMRT Conference Mentor program for 2007 Annual  
Conference, April–July 2007.

Member, ACRL Contributed Papers Subcommittee for 2007 Annual Conference, June 2005–April 2007.

Committee Member, MLIS Information Day (full-day informational event for students): 2005–2007.

Reference Interest Group Chair (elected), Central Florida Library Cooperative (CFLC), November 2004–November 2006 (two terms).

Member, FLA Scholarship Committee for 2006 Annual Conference, July 2005–April 2006.

Treasurer (elected), Western Pennsylvania & West Virginia Chapter of the ACRL (WPWVC/ACRL), July–December 2003.

Co-organizer, “Fundamentals of Academic Librarianship” (day-long conference for academic librarians and students), University of Pittsburgh, March 22, 2002.

*Community Service:*

Member, Dictionary Committee, North American Scrabble Players Association (NASPA), September 2010–present.

Officer, Orlando-Casselberry Scrabble Club:

- Co-Director, 2012–present
- Webmaster, 2010–present
- Statistician, 2007–present

Word Judge, Annual *Orlando Sentinel* District Spelling Bee: 2008-2014, 2016.

Pronouncer, Orlando Area South Asian Spelling Bee: 2013, 2014.

Pronouncer, Adult Literacy League, Lawyer’s for Literacy Spelling Bee, 2011-2013.

Coach, Four Corners Youth Scrabble Club, February 2007–June 2008.

Volunteer, Lakeside Library (Celebration FL), January 2005–February 2006.

*Professional Memberships:*

American Library Association (ALA), 2001-present.

- Association of College and Research Libraries (ACRL), 2004–present.
  - Instruction Section (IS), 2004–present.
  - University Libraries Section (ULS), 2004–present.
- Library Administration and Management Association (LAMA), 2007–present.
  - Library Organization and Management Section (LOMS), 2007–present.
- Reference and User Services Association (RUSA), 2004–2010.
  - Business Reference Section (BRASS), 2004–2010.
  - Collection Development Section (CODES), 2004–2010.
- New Members Round Table (NMRT), 2002–2007.

Florida Library Association (FLA), 2004–present.

- Academic Libraries Section, 2004–present.

Western Pennsylvania & West Virginia Chapter of ACRL (WPWVC/ACRL), 2001–2003.