

# Curriculum Vitae of Marie L. Radford, Ph.D.

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Grant Sites: Cyber Synergy: <http://www.oclc.org/research/activities/synergy/default.htm>  
Seeking Synchronicity: <http://www.oclc.org/research/activities/synchronicity>

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## Education

1993 Ph.D. in Communication, Information, and Library Studies. Rutgers, the State University of New Jersey, New Brunswick, NJ. Dissertation title: "Relational Aspects of Reference Interactions: a Qualitative Investigation of the Perceptions of Users and Librarians in the Academic Library." Brent Ruben, Chair.

1975 M.S.L.S. Syracuse University, Syracuse, NY.

1973 B.A. in English Education, College of New Jersey, Ewing, NJ.

## Professional Experience

7/14-Pres Professor, Department of Library and Information Science, School of Communication & Information (SC&I), Rutgers, The State University of NJ, New Brunswick, NJ.

7/14-6/17 Professor and Director, Ph.D. Program in Communication, Information and Library Studies, SC&I, Rutgers, The State University of NJ, New Brunswick, NJ.

2012-2014 Chair, Department of Library and Information Science & Associate Professor, SC&I, Rutgers University.

2004-2014 Associate Professor (tenured July 2007). SC&I, Rutgers University.

2002-2004 Acting Dean, School of Information and Library Science, Pratt Institute, NY, NY

1996-2004 Associate Professor (tenured 2001). School of Information and Library Science, Pratt Institute, NY, NY.

1999-2002 Reference Librarian (adjunct), David & Lorraine Cheng Library, The William Paterson University of New Jersey, Wayne, NJ.

1984-1996 Head of Curriculum Materials (tenured 1991). Sarah Byrd Askew Library, The William Paterson University of New Jersey, Wayne, NJ.

1989-1996 Adjunct Professor, The William Paterson University of New Jersey.

1980-1984 School Librarian (tenured 1983). Belvidere High School, Belvidere, NJ.

1976-1980 School Librarian (tenured 1979). Franklin Township Elementary School, Quakertown, NJ.

### **Grants (Externally Funded)**

- 2011-2014 Cyber Synergy: Seeking Sustainability through Collaboration between Virtual Reference and Social Q&A Sites. Funded by the Institute for Museum and Library Services (IMLS), for the period of 10/01/11 to 9/30/14, in the amount of \$250,000. Role: Co-Principal Investigator.
- 2005-2008 Seeking Synchronicity: Evaluating Virtual Reference Services from User, Non-User, and Librarian Perspectives. Funded by the Institute for Museum and Library Services (IMLS), for the period of 10/01/05 to 3/31/08, in the amount of \$684,996. Role: Co-Principal Investigator.
- 2004-2006 Public Urban Library Service Education (PULSE). Brooklyn Public Library in partnership with Pratt Institute-SILS Funded by the Institute for Museum and Library Services (IMLS), in the amount of \$516,732 for recruiting/educating diverse librarians for the 21st Century. Role: Acting Dean, grant writing team, and trainer.
- 1991-1994 Library Power. Funded by the DeWitt Wallace-Reader's Digest Fund in the amount of \$999,700 for implementation of the national Library Power Program to create innovative public elementary school libraries in Paterson, NJ. Role: Member, Paterson Education Steering Committee, and consultant.

### **Grants (Internally Funded)**

- 2008 Grant to Get Grants, Rutgers University, SCILS, in the amount of \$1254.
- 2007 Grant to Get Grants, Rutgers University, SCILS, in the amount of \$1440.
- 2004 Grant to Get Grants, Rutgers University, in the amount of \$630.
- 1998 Faculty Development Fund Award, Pratt Institute, in the amount of \$1600.
- 1996 Travel Grant awarded by Provost, Pratt Institute, in the amount of \$1100.
- 1995 Grant to establish Holocaust Resource Center, Sarah Byrd Askew Library, The William Paterson University of New Jersey, in the amount of \$1100.
- 1994 Program Improvement Package Grant for Academic Development awarded, The William Paterson University of New Jersey, in the amount of \$8855 for purchase of library materials to support teacher education.

### **Awards**

- 2013 ALISE/Bohdan S. Wynar Research Paper Award, 2013, for: Radford, M. L. & Connaway, L. S. Not dead yet! A longitudinal study of query type and ready reference accuracy in live chat and IM reference. [Published, January, 2013, in *Library & Information Science Research* 35(1).] Award presented at ALISE Conference, Seattle, Washington, January 24, 2013.
- 2012 RUSA Reference Service Press Award, 2012 ([www.ala.org/news/pr?id=10396](http://www.ala.org/news/pr?id=10396)) for Radford, M. L., Connaway, L. S., Confer, P., Sabolsci-Boros, S., & Kwon, H. (spring 2011). "Are we getting warmer?" Query clarification in live chat virtual reference. *Reference & User Services Quarterly* 50(3), 259-279. Award presented June, 2012.

- 2010 Isadore Gilbert Mudge Award for distinguished contributions to reference librarianship given by the American Library Association, Reference and User Services Association, in the amount of \$5000.
- 2010 Named a Scholar of the International Communicology Institute.
- 2006 Faculty Research Award, Rutgers University, SCILS, Department of Library and Information Science.
- 2007 Faculty Service Award, Rutgers University, SCILS, Department of Library and Information Science.
- 2005 Faculty Research Award, Rutgers University, SCILS, Department of Library and Information Science.
- 2004 Lifetime Member, Beta Phi Mu Honor Society, Theta Chapter, NY & Member, Omicron Chapter, NJ.

### Publications

#### Books

- Ross, C. S., Nilsen, K., & Radford, M. L. (in press, 2018). *Conducting the Reference Interview*, 3<sup>rd</sup> ed., NY: ALA Editions/Neal-Schuman.
- Connaway, L.S. & Radford, M. L. (2017). *Research Methods in Library and Information Science*, 6<sup>th</sup> Ed., Santa Barbara, CA: Libraries Unlimited.
- Radford, M. L. & Radford G. P. (2017). *Library Conversations: Applying Interpersonal Communication Theory in Face-to-Face and Virtual Contexts*. Chicago: ALA Editions.
- Radford, M. L. (Ed.). (2012). *Leading the Reference Renaissance: Today's Ideas for Tomorrow's Cutting Edge Services*. NY: Neal-Schuman.
- Radford, M. L. & Lankes, R. D. (Eds.) (2010). *Reference Renaissance: Current & Future Trends*. NY: Neal-Schuman.
- Ross, C. S., Nilsen, K., & Radford, M. L. (2009). *Conducting the Reference Interview*, 2<sup>nd</sup> ed., NY: Neal-Schuman.
- Radford, M. L. & Snelson, P. (Eds.) (2008). *Academic Library Research: Perspectives and Current Trends*. Chicago: Association of College & Research Libraries, a Division of the American Library Association. (Publications in Librarianship #59)
- Lankes, R.D., Nicholson, S., Radford, M. L., Westbrook, L., Silverstein, J., & Nast, P. (Eds.) (2008). *Virtual Reference Service: From Competencies to Assessment*. NY: Neal-Schuman.
- Radford, M. L., Barnes, S. B., & Barr, L. (2006). *Web Research: Selecting, Evaluating, and Citing*. (2<sup>nd</sup> ed.). Boston: Allyn and Bacon Publishers.
- Radford, M. L., Barnes, S. B., & Barr, L. (2002). *Web Research: Selecting, Evaluating, and Citing*. Boston: Allyn and Bacon Publishers.
- Radford, M. L. (1999). *The Reference Encounter: Interpersonal Communication in the Academic Library*. Chicago: Association of College & Research Libraries, A Division of the American Library Association. (Publications in Librarianship #52).

### Doctoral Dissertation (Unpublished)

Radford, M. L. (1993). *Relational aspects of reference interactions: A qualitative investigation of the perceptions of users and librarians in the academic library*. Unpublished doctoral dissertation, Rutgers, The State University of New Jersey. DAI A54/07, 2368.

### Published Research Report

Connaway, L. S. & Radford, M. L. (2011). *Seeking Synchronicity: Revelations and Recommendations for Virtual Reference*. Dublin, OH: OCLC Research. Available: <http://www.oclc.org/reports/synchronicity.en.html> and in print.

### Articles in Refereed Journals

- Singh, V.K., Radford, M. L., Huang, Q., Furrer, S., & Asamoah, E. (under revision for publication). *App-bullying: On pocket connectivity, new features, and cyberbullying in high school settings*. Under revision for submission to scholarly journal.
- Radford, M. L., Connaway, L. S., Mikitish, S., Alpert, M., Shah, C. & Cooke, N. (2017). Shared values, new vision: Collaboration and communities of practice in virtual reference and SQA. *Journal of the American Society for Information Science and Technology* 68(2), 438-450. DOI: 10.1002/asi.23668
- Radford, G. P., Radford, M. L., & Alpert, M. (2015). Slavoj Žižek, Rex Libris and the traumatic real: Representations of the library and the librarian in a modern comic book series. *Journal of Documentation*. 71(6), 1265-1288. DOI: 10.1108/JD-08-2014-0116
- Radford G. P., Radford, M. L., & Lingel, J. (2015). The library as heterotopia: Michel Foucault and the experience of library space. *Journal of Documentation* 71(4), 733-751.
- Shah, C., Radford, M. L., & Connaway, L. S. (June 2015). Collaboration and synergy in hybrid Q&A: Participatory design method and results. *Library & Information Science Research*, 37(2), 92-99. DOI 10.1016/j.lisr.2015.02.008
- Radford, M. L. & Connaway, L. S. (2013). Not dead yet! A longitudinal study of query type and ready reference accuracy in live chat and IM reference. *Library & Information Science Research* 35(1), 2-13. Received ALISE/Bohdan S. Wynar Research Paper Award, 2013.
- Radford, G. P., Radford, M. L., & Lingel, J. (2012). Alternative libraries as discursive formations: Reclaiming the voice of the deaccessioned book. *Journal of Documentation* 68(2), 254-267.
- Radford, M. L., Radford, G. P., Connaway, L. S. & DeAngelis, J. A., (October, 2011). On virtual face-work: An ethnography of communication approach to a live chat reference interaction. *The Library Quarterly* 81(4), 431-453. Nominated for the Jesse Shera research award by *Library Quarterly* editors.
- Connaway, L. S., Dickey, T. J., & Radford, M. L. (June, 2011). "If it's too inconvenient I'm not going after it": Convenience as a critical factor in information-seeking behaviors. *Library & Information Science Research* 33(3), 179-190. Nominated for the Jesse Shera research award by *LISR* editors.

- Radford, M. L., Connaway, L. S., Confer, P., Sabolsci-Boros, S., & Kwon, H. (spring 2011). "Are we getting warmer?" Query clarification in live chat virtual reference. *Reference & User Services Quarterly* 50(3), 259-279. (Received RUSA Reference Service Press Award, 2011 <http://www.ala.org/news/pr?id=10396>)
- Connaway, L. S. & Radford, M. L. (June, 2010). Virtual reference service quality: Critical components for adults and the net-generation. *Libri* 60(2), 165-180.
- Connaway, L. S., Radford, M. L., Dickey, T. J., Williams, J. D., & Confer, P. C. (June, 2008). Sense-making and synchronicity: Information-seeking behaviors of Millennials and Baby Boomers. *Libri* 58(2), 123-135.
- Radford, M. L. & Connaway, L. S. (February, 2007). "Screenagers" and live chat reference: living up to the promise. *Scan* 26(1), 31-39.
- Radford, M. L. & Kern, M. K. (winter, 2006). A multiple-case study investigation of the discontinuation of nine chat reference services. *Library & Information Science Research* 28(4), 521-547.
- Radford, M. L. (June, 2006). Encountering virtual users: A qualitative investigation of interpersonal communication in chat reference. *Journal of the American Society for Information Science and Technology* 57(8), 1046-1059.
- Radford, G. P. & Radford, M. L. (spring, 2005). Structuralism, post-structuralism, and the library: de Saussure and Foucault. *Journal of Documentation* 51(1), 60-78.
- Radford, M. L. & Radford, G. P. (January, 2003). Librarians and party girls: Cultural studies and the meaning of the librarian. *The Library Quarterly* 73(1), 54-69.
- Radford, G. P. & Radford, M. L. (July, 2001). Libraries, librarians, and the discourse of fear. *The Library Quarterly* 71(3), 299-329.
- Radford, M. L. (winter, 2001). Encountering users: Applying interpersonal communication theory in the library context. *Journal of Education for Library and Information Science* 42(1) 27-41.
- Ciliberti, A., Radford, M. L., Radford, G. P., & Ballard, T. (July, 1998). Empty handed? A material availability study plus transaction log analysis verification. *The Journal of Academic Librarianship* 24(4), 282-289.
- Radford, M. L. & Radford, G. P. (July, 1997). Power, knowledge, and fear: Feminism, Foucault and the stereotype of the female librarian. *The Library Quarterly* 67(3), 250-266.
- Radford, M. L. (April, 1996). Communication theory applied to the reference encounter: An analysis of critical incidents. *The Library Quarterly* 66(2), 123-137.
- Mitchell, E. S., Radford, M. L., & Hegg, J. L. (January, 1994). Book availability: Academic library assessment. *College & Research Libraries* 54(7), 1-10.

### **Edited Symposium in Refereed Journal**

- Radford, M. L. (fall, 1999). Edited symposium in the *New Jersey Journal of Communication* on Nonverbal Communication-Interdisciplinary Connections 7(2). Wrote introduction: *Nonverbal Communication and Interdisciplinary Connections: A Symposium*, 137.

### Book Chapters

- Naaeke, A. Kurylo, A. Grabowski, M. Linton, D., & Radford, M. L. (2016). *Insider and outsider perspective*. In Kurylo, A. (Ed.) *Negotiating Group Identity in the Research Process: Are You In or Are You Out?* pp. 205-214. Lanham, MD: Lexington Books, an imprint of Rowman & Littlefield Publishing Group.
- Radford, M. L. (2013). *Rethinking reference futures: Opportunities & challenges*. In Joseph Janes (Ed.). *Library 2020*, pp. 55-62. Lanham, MD: Rowman & Littlefield.
- Radford, M. L. (2013). *Rethinking interpersonal communication for managers*. In K. Schlesinger & R. Farrell (Eds.). *Managing in the Middle*, pp. 33-37. Chicago: ALA Editions.
- Radford, M. L. & Connaway, L. S. (2012). *Chattin' 'bout my generation: comparing virtual reference use of Millennials to older adults*. In: M. L. Radford (Ed.). *Leading the Reference Renaissance: Today's Ideas for Tomorrow's Cutting Edge Services*, pp. 35-46. NY: Neal-Schuman.
- Radford, M. L. (2011). *Envisioning and creating reference futures*. In: M. L. Radford (Ed.). *Leading the Reference Renaissance: Today's Ideas for Tomorrow's Cutting Edge Services*, pp. 11-16, NY: Neal-Schuman.
- Radford, M. L. & Vine, S. (2011). *An exploration of the hybrid service model: Keeping what works*. In: Diane Zabel (Ed.). *Reference Reborn: Breathing New Life into Public Services Librarianship*, pp. 79-89. CO: Libraries Unlimited.
- Radford, M.L. & Connaway, L. S. (2010). *Getting better all the time: Improving communication and accuracy in virtual reference*. In: M. L. Radford & R. D. Lankes, (Eds.). *Reference Renaissance: Current & Future Trends*, pp. 39-54. NY: Neal-Schuman.
- Radford, M.L. (2010). *Theory meets practice: Educators and directors talk, remarks by Marie L. Radford*. In: M. L. Radford & R. D. Lankes, (Eds.). *Leading the Reference Renaissance: Current & Future Trends*, pp. 34-38. NY: Neal-Schuman.
- Radford, M. L. & Mon, L. (2008). *Reference service in face-to-face and virtual environments*. In: Marie L. Radford and Pamela Snelson (Eds.) *Academic Library Research: Perspectives and Current Trends*, pp. 1-47. Chicago: ACRL.
- Radford, M. L. (2008). *Interpersonal communication in virtual reference encounters in the Library LAWLINE Consortium*. In: R. David Lankes, Scott Nicholson, Marie L. Radford, Lynn Westbrook, Joanne Silverstein, and Philip Nast (Eds.) *Virtual Reference Service: From Competencies to Assessment*, pp. 77-88. NY: Neal-Schuman Publishers.
- Radford, M. L. (2006). *Investigating interpersonal communication in chat reference: Dealing with impatient users and rude encounters*. In R. David Lankes, Eileen Abels, Marilyn White and Saira N. Haque. (Eds.) *The Virtual Reference Desk: Creating a Reference Future*, pp. 23-46. NY: Neal-Schuman Publishers.
- Radford, M. L. (1989). *Interpersonal communication theory in the library context: A review of current perspectives*. In Bohdan S. Wyner. (Ed.) *Library and Information Science Annual* (Vol. 5). Englewood, CO: Libraries Unlimited.

### Print Proceedings for Refereed Papers

- Mikitish, S. & Radford, M. L. (2013). *Initial impressions: Investigating how future faculty value academic libraries*. Proceedings of the Association of College & Research Libraries 2013 conference, April 10-13, 2013, Indianapolis, IN. Edited by Dawn Mueller, pp. 325-335.

- Radford, M. L. & Connaway, L. S. (2010). *Digital natives meet digital libraries: Discovering their behaviors and preferences for information seeking*. Libraries in the Digital Age (LIDA) 2010, Zadar, Croatia, May 24-28, 2010, pp. 39-43.
- Connaway, L. S., Radford, M. L., & Williams, J. D. (2009). *Engaging net gen students in virtual reference: Reinventing services to meet their information behaviors and communication preferences*. *Proceedings of the Fourteenth Annual National Conference of the Association of College and Research Libraries, March 12-15, 2009, Seattle, WA*. Chicago: ACRL/ALA, pp. 10-27.
- Radford, M. L. & Connaway, L. S. (2008). *Cordial connections: Evaluating virtual reference from user, non-user, and librarian perspectives using the critical incident technique*. In: *Education and Training in Digital Libraries & Reference in Digital Environments*. Conference Proceedings for the LIDA 2008 (Libraries in the Digital Age) Conference, Dubrovnik and Mljet, Croatia, June 2-7, 2008. Edited by Josipa Selthofer, Tatjana Aparac-Jelusic, & Maja Krtalic, pp. 56-67.
- Connaway, L.S., de Gaia, J., & Radford, M.L. (2007). *Social networking: The confluence of content, collaboration and community*. In: *Applying Web 2.0: Innovation, Impact, and Implementation Conference Proceedings*. Online Information 2007, London, England, December 4-6, 2007. Edited by Helen Jezzard, pp. 161-162.
- Connaway, L. S. & Radford, M. L. (2007). *Service sea change: Clicking with screenagers through virtual reference*. In: *Sailing into the Future: Charting our Destiny. Proceedings of the Thirteenth National Conference of the Association of College and Research Libraries, March 29-April 1, 2007, Baltimore, Maryland*. Edited by Hugh Thompson, Chicago: ACRL/ALA, pp. 191-197.

### **Online Proceedings for Refereed Papers/Panels**

- Radford, G.P., Radford, M. L., & Lingle, J. (under review, 2018). *Transformative Spaces: The Library as Panopticon*. Accepted for presentation at the iConference 2018, March 25-28, 2018, Sheffield, England. To be published in proceedings.
- Radford, M.L., Connaway, L.S. & Mikitish, S. (2017). Crowdsourced reference: Steering into uncharted waters? Proceedings of the Association of College & Research Libraries 2017 conference: At the Helm: Leading Transformation, March 22-25, 2017, Baltimore, MD. Available:<http://www.ala.org/acrl/sites/ala.org.acrl/files/content/conferences/confsa ndpreconfs/2017/CrowdsourcedReference.pdf>
- Singh, V. K., Radford, M. L., Huang, Q., & Furrer, S. (2017). They basically like destroyed the school one day: On Newer App Features and Cyberbullying in Schools. In *Proceedings of the 2017 ACM Conference on Computer Supported Cooperative Work and Social Computing (CSCW '17)*. ACM, New York, NY, USA, 1210-1216.  
DOI: <https://doi.org/10.1145/2998181.2998279>
- Radford, M.L., Connaway, L.S., Mikitish, S., Alpert, M., Shah, C. & Cooke, N. (2013). Conceptualizing collaboration and community in virtual reference and social question and answer services. *Information Research*, 18(3) paper S06. [Available: <http://InformationR.net/ir/18-3/colis/paperS06.html>]

- Mikitish, S. & Radford, M. L. (2013). *Initial impressions: Investigating how future faculty value academic libraries*. Presented at the Association of College & Research Libraries 2013 conference, April 10-13, 2013, Indianapolis, IN. [Available: [http://www.ala.org/acrl/sites/ala.org.acrl/files/content/conferences/confsandpreconfs/2013/papers/MikitishRadford\\_Initial.pdf](http://www.ala.org/acrl/sites/ala.org.acrl/files/content/conferences/confsandpreconfs/2013/papers/MikitishRadford_Initial.pdf)]
- Radford, M. L., Connaway, L. S., & Shah, C. (2012). *Convergence and synergy: Social Q&A meets virtual reference services*. Proceedings of the 75th Annual Meeting of the American Society for Information Science and Technology, October 26-31, 2012, Baltimore, MD. Edited by Andrew Grove. Vol. 49. [Available: <http://www.asis.org/asist2012/proceedings/openpage.html>]
- Shah, C., Radford, M.L., Connaway, L. S., Choi, E., & Kitzie, V. (2012). “How Much Change Do you Get from 40\$?” - Analyzing and addressing failed questions on social Q&A. Proceedings of the 75th Annual Meeting of the American Society for Information Science and Technology, October 26-31, 2012, Baltimore, MD. Edited by Andrew Grove. Vol. 49. [Available: <http://www.asis.org/asist2012/proceedings/openpage.html>]
- Naaeke, A., Kurylo, A., Grabowski, M., Linton, D., & Radford, M. L. (2012). *Insider and outsider perspective in ethnographic researcher*. Proceedings of the New York State Communication Association, Vol. 2010, Article 9. [Available: <http://docs.rwu.edu/cgi/viewcontent.cgi?article=1017&context=nyscaproceedings>]
- Radford, M. L. & Connaway, L. S. (2010). *Digital natives meet digital libraries: Discovering their behaviors and preferences for information seeking*. Libraries in the Digital Age (LIDA) 2010, Zadar, Croatia, May 24-28, 2010. [Available: [http://web.ffos.hr/lida/datoteke/lida\\_2010\\_proceedings.pdf](http://web.ffos.hr/lida/datoteke/lida_2010_proceedings.pdf)]
- Radford, M. L. & Connaway, L. S. (2010). “I stay away from the unknown, I guess.” *Measuring impact and understanding critical factors for millennial generation and adult non-users of virtual reference services*. Online proceedings of the Fifth Annual iConference, University of Illinois at Urbana-Champaign, February 3-6, 2010. [Available: [http://nora.lis.uiuc.edu/images/iConferences/2010papers2\\_Page-Zhang.pdf](http://nora.lis.uiuc.edu/images/iConferences/2010papers2_Page-Zhang.pdf) see p. 26-33]
- Radford, M. L., Kern, M. K., Sanchez, J., Mon, L., & Pomerantz, J. (2010). *No more Lone Rangers: Setting the research and education agenda for collaborative information work in virtual environments (Wildcard panel)*. Online proceedings of the Fifth Annual iConference, University of Illinois at Urbana-Champaign, February 3-6, 2010. [Available: <http://nora.lis.uiuc.edu/images/iConferences/2010wildcards.pdf> see p. 8-9]
- Radford, M. L. & Connaway, L. S. (2009). *Thriving on theory: A new model for virtual reference encounters*. Paper presented on panel *Opportunities, threats, & theoretical approaches: Research in traditional and social virtual reference quality*. ASIS&T 2009 Proceedings of the 72<sup>nd</sup> ASIS&T Annual Meeting, *Thriving on Diversity – Information Opportunities in a Pluralistic World*. Edited by Andrew Grove. Vol. 46. Conference held in Vancouver, BC, on November 6-11, 2009. [Available: <http://www.asis.org/Conferences/AM09/proceedings/>] (Password required).



- Radford, M. L. & Connaway, L. S. (2009). *Quality inquiry: User perspectives on virtual reference practice*. Paper presented on panel: *Social reference and digital reference: Online question answering practices in two diverse communities*. ASIS&T 2009 Proceedings of the 72<sup>nd</sup> ASIS&T Annual Meeting, *Thriving on Diversity – Information Opportunities in a Pluralistic World*. Edited by Andrew Grove. Vol. 46. Conference held in Vancouver, BC, on November 6-11, 2009. [Available: <http://www.asis.org/Conferences/AM09/proceedings/>] (Password required).
- Radford, M.L. & Connaway, L. S. (2007). *Connecting in cyberspace: The millennial generation and virtual reference service*. Part of panel presentation: *Behaviors and preferences of digital natives: Informing a research agenda*, Online proceedings of The American Society for Information Science and Technology Conference, Milwaukee, Wisconsin, October 18-20, 2007. [Available: <http://www.asis.org/Conferences/AM07/proceedings/>] (Password required).
- Radford, M. L. & Connaway, L. S. (2006). *Information realities: Shaping the digital future for all*. Paper: Seeking sustainability and singularity: evaluating virtual reference from user, non-user, and librarian perspectives. Online proceedings of The American Society for Information Science and Technology Conference, Austin, TX, November 3-9, 2006. [Available: <http://www.asis.org/Conferences/AM06/proceedings/openpage.html>] (Password required).
- Radford, M. L. & Connaway, L. S. (2006). *Virtual windows: Observing chat reference encounters through transcript analysis*. Online Proceedings of a symposium: *The Role of Observation and the Health of Community* presented at the 19<sup>th</sup> International Association for People-Environment Studies, Alexandria, Egypt, September 11-16, 2006.
- Kaske, N., Abels, E., Radford, M. L., & Lankes, R. D. (2005). *Recent research findings on virtual reference services: What we have learned lately and what should we research next?* Online proceedings of panel presented at the Virtual Reference Desk 7<sup>th</sup> Annual Digital Reference Conference, San Francisco, CA, November 14-15, 2005. [Available: <http://www.webjunction.org/do/Navigation?category=11822>]
- Radford, M. L. (2005). *Virtual dialogs: Relational communication in chat reference encounters*. Online proceedings of the International Communication Association 55<sup>th</sup> Annual Conference. NY, NY, May 26-30, 2005. [Available: EBSCOhost Communication & Mass Media Complete].
- Radford, M. L. & Thompson, J. (2004). “*Yo dude! Y R U typin so slow?*” Online proceedings of the Virtual Reference Desk 6<sup>th</sup> Annual Conference, Cincinnati, OH, November 8-9, 2004

### Book Reviews

- Radford, M. L. (June, 2008). Review of: *Constructing Grounded Theory: A Practical Guide through Qualitative Analysis*, by Kathy Charmaz (2006, London: Sage Publications). *Library & Information Science Research*, 30(2), 158-159.
- Radford, M.L. (November, 2001). Review of: *Unobtrusive Evaluation of Reference Service and Individual Responsibility: The Canadian Experience*, by Juris Dilevko (2000, Westport CN: Ablex). *Journal of Academic Librarianship*, 27(6), 487-488.

### Non-refereed Journal Articles/Publications

- Mintz, M., Radford, M. L., Ford, E., Valenza, J. (2014) *The myth and the reality of the evolving patron: A report and reactions to the 2013 RUSA President's Program with Lee Rainie*. *RUSQ*, 53(2), pp. 174-178.
- Radford, M. L. (2012). Essay. *Living culture: Shushing, shelving, & stamping*. In: Anastacia Kurylo (Ed.). *Inter/Cultural Communication: Representation and Construction of Culture*, pp. 240-241. Thousand Oaks, CA: Sage.
- Radford, M. L. (2011). Foreword. In: Douglas Cook and Leslie Farmer (Eds.). *Using Qualitative Methods in Action Research: How Librarians Can Get to the Why of Data*, pp. xi-xii. Chicago: ACRL.
- Radford, M. L. (winter, 2008). A personal choice: Reference service excellence. *Reference and User's Services Quarterly* 48(2), 108-115.
- Radford, M. L. (January/February, 2008). How to conduct a focus group. *Marketing Library Services* 22(1), 1-3.
- Connaway, L. S., Radford, M. L., & Dickey, T. J. (December/January, 2008). On the trail of the elusive non-user: What research in virtual reference environments reveals. *ASIST Bulletin* 34(2). [Available: [http://www.asis.org/Bulletin/Dec-07/connaway\\_radford\\_dickey.html](http://www.asis.org/Bulletin/Dec-07/connaway_radford_dickey.html)]
- Connaway, L. S. & Radford, M. L. (2007). The thrill of the chase in cyberspace: A report of focus groups with live chat librarians. *Informed Librarian Online [electronic journal]* [Available: <http://www.informedlibrarian.com/guestForum.cfm?FILE=gf0701.html>]
- Radford, M. L. (summer, 2006). The critical incident technique and the qualitative evaluation of the Connecting Libraries and Schools Project. *Library Trends* 54(1), 46-64.
- Bolander, R.C., Connaway, L. S., & Radford, M. L. (2006). Seeking Synchronicity: OCLC and Rutgers researchers explore virtual reference services by analyzing chat transcripts. *NextSpace* 2:18-19.
- Radford, M. L. & Wagner, K. W. (fall, 2000). Communication webagogy 2.0: More click, less drag in using the Web for research and teaching. *The New Jersey Journal of Communication* 8(2), 245-249.
- Radford, M. L. (spring, 1998). Approach or avoidance? The role of nonverbal communication in the academic library user's decision to initiate a reference encounter. *Library Trends* 46(4), 699-717.
- Radford, M. L. & Wagner, K. W. (fall, 1997). Communication webagogy: Using the World Wide Web for research and teaching. *The New Jersey Journal of Communication* 5(2), 202-204.
- Radford, M. L. (1992). Relational communication and the academic reference encounter: A pilot study. *Occasional Papers in Communication, Information and Library Studies* (Vol. 2). School of Communication, Information, and Library Studies, Rutgers University, New Brunswick, NJ, 23-34.
- Radford, M. L. (1991). Nonverbal communication and librarians: A qualitative study. *Occasional Papers in Communication, Information and Library Studies* (Vol.1). School of Communication, Information, and Library Studies, Rutgers University, New Brunswick, NJ, 53-67.

## Conference Presentations

### Refereed Papers

- Radford, M. L., Kitzie, V., Floegel, D., Mikitish, S., & Connaway, L. S., (under review, 2018). *Confused, bothered, and bewildered: Exploring reference services to cultivate and manage scholarly identity*. Submitted for possible presentation at the RUSA 24<sup>th</sup> Annual Reference Research Forum, ALA Annual Conference, New Orleans, LA, June 21-26, 2018.
- Radford, G.P., Radford, M. L., & Lingle, J. (2018). *Transformative Spaces: The Library as Panopticon*. Accepted for presentation at the iConference 2018, March 25-28, 2018, Sheffield, England.
- Radford, M. L., Kitzie, V., Connaway, L. S., & Floegel, D. (2017). "Is it a journal title, or what?" *Mitigating microaggressions in virtual reference*. Presented at ALA/RUSA's New Discoveries in Reference: The 23<sup>rd</sup> Annual Reference Research Forum, ALA Annual Conference, June 22-27, 2017, Chicago, IL.
- Radford, M. L., Connaway, L.S., & Mikitish, S. (2017). *Crowd sourced reference: Steering into uncharted waters?* Presented at the Association of College & Research Libraries (ACRL) 2017 Conference, March 22-25, 2017, Baltimore, MD.
- Singh, V., Radford M. L., Huang, S., & Furrer, S. (2017). "They basically like destroyed the school one day:" *On newer app features and cyberbullying in schools*. Presented at Computer-Supported Cooperative Work and Social Computing (CSCW), February 25 to March 1, 2017, Portland, OR.
- Radford, M. L., Connaway, L.S., & Mikitish, S. (2017). *Crowd sourced reference: Steering into uncharted waters?* Presented at the Association of College & Research Libraries (ACRL) 2017 Conference, March 22-25, 2017, Baltimore, MD.
- Kitzie, V. & Radford, M. L. (2017). "How do I do this right?" *Insider/outsider dynamics and information practices of LGBTQ+ individuals*. Presented at the ALISE 2017 conference, January 15-20, 2017, Atlanta, GA.
- Radford M. L., Singh, V., Huang, S., & Furrer, S. (2016). "A joke taken too far:" *Cyberbullying & newer apps in schools*. Presented at the New Jersey Association of School Librarians conference, November 17-19, 2016, Long Branch, NJ.
- Radford, G. P., Radford, M. L., & Lingel, J. (2016). *The heterotopia in the panopticon: Conceptions of the library experience from the work of Michel Foucault*. Presented at the Annual Conference of the National Communication Association, November 10-13, 2016, Philadelphia, PA.
- Kitzie, V. & Radford, M. L. (2016). *The role of social location and back, civil, and forbidden spaces in the information practices of LGBTQ individuals*. Presented at the ALISE 2016 conference, January 5-8, 2016 Boston, MA.
- Radford, M. L. (2015). *Communication strategies for building relationships face-to-face and in virtual spaces*. Presentation at the New Jersey Association of School Librarians Conference, November 15-17, 2015 Long Branch, NJ.
- Radford, G. P., & Radford, M. L. (2014). *John Locke, Aristotle, and contemporary understandings of communication*. Presented at the 2014 Annual Conference of the National Communication Association, November 20-23, 2014 Chicago, IL.

- Radford, M. L., Connaway, L. S., Mikitish, S., (2014). *Collaboration and crowdsourcing: Synergistic solutions for sustainable virtual reference, an analysis of critical incidents*. Presented at Library Research Seminar VI, October 7-9, 2014, University of Illinois at Urbana-Champaign, IL.
- Radford, G. P., Radford, M. L., & Alpert, M. (2013). *I, Librarian: Rex Libris and the repression of the real*. Presented at the National Communication Association's 99<sup>th</sup> Annual Convention, November 21-24, 2013, Washington, D.C.
- Radford, M. L., Connaway, L. S., Mikitish, S., Alpert, M., Shah, C., & Cooke, N. (2013). *Conceptualizing collaboration & community in virtual reference and social Q&A*. Presented at CoLIS 8 Conceptions (approaches, theories, etc.) of Library and Information Science (LIS), August 19-22, 2013, Copenhagen, Denmark.
- Radford, M. L. & McDonough, K. (2013). *Data matters for user service: acquiring & assessing the impact of NYPL's Money Matters grant-funded initiative*. Presented at the Library Research Round Table, American Library Association conference, Chicago, Illinois, June 27-July 2, 2013.
- Mikitish, S. & Radford, M. L. (2013). *Initial impressions: Investigating how future faculty value academic libraries*. Presented at the Association of College & Research Libraries 2013 conference, April 10-13, 2013, Indianapolis, IN.
- Radford G. P. & Radford, M. L. (2012). *Serendipity in the stacks: Foucault's heterotopia and the modern library experience*. Presented in the Philosophy of Communication Division at the National Communication Association's 98 Annual Convention, November 15-18, 2012, Orlando, FL.
- Radford, M. L., Connaway, L. S., & Shah, C. (2012). *Convergence and synergy: Social Q&A meets virtual reference services*. Presented at the 75th Annual Meeting of the American Society for Information Science and Technology, October 26-31, 2012, Baltimore, MD.
- Shah, C., Radford, M.L., Connaway, L. S., Choi, E., & Kitzie, V. (2012). "How much change do you get from 40\$?" - *Analyzing and addressing failed questions on social Q&A*. Presented at the 75th Annual Meeting of the American Society for Information Science and Technology, October 26-31, 2012, Baltimore, MD.
- Radford, G. P., Radford, M. L., & Lingel, J. F. (2012). *Alternative libraries as heterotopias: Challenging conventional constructs of library service*. Presented at the Libraries in the Digital Age (LIDA) Conference, June 18-22, 2012, University of Zadar, Croatia.
- Radford, G. P., Radford, M. L., & Alpert, M. (2012). *Fantasy's threshold: Librarians at the boundary*. Presented at the Zizek Studies Conference 2012, April 28-29, 2012. Brockport, NY.
- Radford, M. L. & Connaway, L. S. (2012). *Extending our virtual reach: A longitudinal study of query type and accuracy in live chat and IM reference*. Paper presented at the 2012 ALISE Conference, Dallas, TX, January 17-20, 2012.
- Radford, M. L., DeAngelis, J. A., Radford, G. P., & Connaway, L. S. (2011). *About face threat: An analysis of negative behaviors in computer-mediated communication*. Presented at the New York State Communication Association's Annual Conference, Ellenville, NY, October 21-23, 2011.

- Radford, M. L. & Cackowski, B. (2011). *Double take: Virtual reference research meets practice*. Presented at the New Jersey Library Association Conference, Long Branch, NJ, May 2-4, 2011.
- Radford, G. P., Radford, M. L., & Lingel, J. F. (2010). *Building bridges to the discarded: Deaccession, discursive formations, and alternative libraries*. Paper presented at the National Communication Association, 96<sup>th</sup> Annual Convention, San Francisco, CA, November 14-17, 2010. Received **Top Paper Award** in Philosophy of Communication Division.
- Radford, M. L., Lingel, J. F., & Radford, G. P. (2010). *Alternative libraries as heterotopias: Challenging conventional constructs*. Presented at Library Research Seminar V, University of Maryland, College Park, October 6-9, 2010.
- Radford, M. L. & Connaway, L. S. (2010). *Chattin' 'bout my generation: Virtual reference use from Millennials to Boomers*. Presented at the Reference Renaissance 2010 Conference, Denver, CO: August 8-10, 2010.
- Radford, M. L. & Connaway, L. S. (2010). *"I stay away from the unknown, I guess."* *Measuring impact and understanding critical factors for Millennial Generation and adult non-users of virtual reference services*. Presented at the Fifth Annual iConference, University of Illinois at Urbana-Champaign, February 3-6, 2010.
- Radford, M. L., Radford, G. P., Connaway, L. S., & Williams, J. D. (2009). *On virtual face-work: An ethnography of two live chat reference interactions*. Presented at the 2009 NCA Conference, Chicago, IL, November 12-15, 2009.
- Connaway, L. S., & Radford, M. L. (2009). *Convenience, connections, correctness, and choice: Critical components of virtual reference service quality*. Presented at the i3 information: interactions and impact Conference, Aberdeen, Scotland, June 22-25, 2009.
- Radford, M. L. & Connaway, L. S. (2009). *CREATing a new theoretical model for reference encounters in synchronous face-to-face and virtual environments*. Presented at the 2009 ALISE Conference, Denver, CO, January 20-23, 2009.
- Radford, M. L. & Connaway, L. S. (2008). *Getting better all the time: Improving communication and accuracy in virtual reference*. Presented at Reference Renaissance: Current and Future Trends, Denver, CO, August 4-5, 2008.
- Connaway, L. S., Radford, M. L., Dickey, T. J., & Williams, J. D. (2008). *"I find what I need"* *Investigating the behaviors and information seeking preferences of non-users of virtual reference*. Presented at the Library Research Round Table at the American Library Association Conference, Anaheim, CA, June 26-July 2, 2008.
- Radford, M. L. & Connaway, L. S. (2008). *Cordial connections: Evaluating virtual reference from user, non-user, and librarian perspectives using the critical incident technique*. Presented at the LIDA 2008 (Libraries in the Digital Age) conference, Dubrovnik and Mljet, Croatia, June 2-7, 2008.
- Radford, M.L. & Connaway, L. S. & Williams, J. D. (2008). *"Ha Ha... Get a Real Job Loser!!!"* *An analysis of generational differences in the representation of nonverbal cues and of conflict in live chat transcripts*. Presented at the Nonverbal Communication Interest Group of the Eastern Communication Association Conference, Pittsburgh, PA, May 1-5, 2008.

- Radford, M. L. & Connaway, L. S. (2008). *Users and librarians engaging in virtual spaces: Using critical incidents to inform practice and education in chat reference*. Presented at the ALISE Conference, Philadelphia, PA, January 8-11, 2008.
- Connaway, L.S., de Gaia, J., & Radford, M.L. (2007). *Social networking: The confluence of content, collaboration and community*. Presented at the Online Information Conference, London, England, December 4-6, 2007.
- Radford, M. L., Connaway, L. S., & Williams, J. D. (2007). *Connecting in cyber communities: Comparing communication preferences and behaviors in live chat reference encounters*. Presented as part of a Pre-convention: *Urban Communication: Proliferating Worldviews in the Urban Landscape* at the National Communication Association Conference, Chicago, IL, November 14, 2007.
- Radford, M. L., Connaway, L. S., & Williams, J. D. (2007). *Virtual rituals: Applying Goffman's Face-Work to an analysis of live chat reference encounters*. Paper accepted for presentation at the Library Research Seminar IV held in London, Ontario, October 10-12, 2007.
- Radford, M. L. & Connaway, L. S. (2007). *Are we getting warmer? Query clarification in virtual reference*. Presented at the Library Research Round Table, American Library Association Conference, Washington DC, June 21-27, 2007.
- Radford, M. L. & Connaway, L. S. (2007). *Not dead yet! Ready reference in live chat reference*. Presented at the 13<sup>th</sup> RUSA New Reference Research Forum, American Library Association Conference, Washington DC, June 21-27, 2007.
- Connaway, L. S. & Radford, M. L. (2007). *Service sea change: Clicking with screenagers through virtual reference*. Presented at the Association for College and Research Libraries, 13<sup>th</sup> National Conference, Baltimore MD, March 29-April 1, 2007.
- Radford, M. L., Connaway, L. S., & Williams, J. DeAngelis (2007). *Face-work in computer-mediated communication: An analysis of live chat reference encounters*. Presented at the New Jersey Communication Association Conference, Kean University, NJ, March 24, 2007.
- Radford, M. L. & Connaway, L. S. (2007). *Reflections of reference practice: Analyzing virtual reference transcripts*. Presented at the ALISE Conference, Seattle, WA, January 16-19, 2007. [Available: <http://www.oclc.org/research/activities/synchronicity/resources/alise07-handout.pdf>]
- Radford, M. L. & Connaway, L. S. (2006). *Expect the unexpected: Urban screenagers' communication and information seeking preferences*, Presented at pre-conference: *Urban Communication: Creating Sites for Connection and Action*. National Communication Association, San Antonio, TX, November 15, 2006.
- Radford, M. L. & Connaway, L. S. (2006). *"Screenagers" and virtual (chat) reference: The future is now!* Presented at the New Jersey Association of School Librarians, Long Branch, NJ, October 29-31, 2006.
- Radford, M. L. & Connaway, L. S. (2006). *Virtual windows: Observing chat reference encounters through transcript analysis*. Presented at a Symposium: "The Role of Observation and the Health of Community" at the 19<sup>th</sup> International Association for People-Environment Studies, Alexandria, Egypt, September 11-16, 2006.

- Radford, M. L. & Connaway, L. S. (2006). *Face-work in chat reference encounters*. Presented at the Library Research Round Table Research Forum: "Librarians as Research Subjects," American Library Association Conference, New Orleans, LA, June 24, 2006.
- Radford, M. L. & Connaway, L. S. (2006). *Relational communication in chat reference*. Presented at the 10<sup>th</sup> New Jersey Communication Association Conference, Montclair State University, NJ, March 25, 2006.
- Radford, M. L. & Connaway, L. S. (2006). *Seeking synchronicity: Evaluating virtual reference transcripts*. Presented at the 2006 ALISE Conference, San Antonio, TX, January 16-19, 2006.
- Radford, M. L. & Kern, K. (2005). *Cyberspace casualties: An inquiry into cases of discontinued virtual reference services*. Presented at the Virtual Reference Desk 7<sup>th</sup> Annual Digital Reference Conference, San Francisco, CA, November 14-15, 2005.
- Radford, M. L. (2005). *Legal landscape: Interpersonal communication in virtual reference encounters in a regional law reference consortium*. Presented at the Virtual Reference Desk 7<sup>th</sup> Annual Digital Reference Conference, San Francisco, CA, November 14-15, 2005.
- Radford, M. L. & Kern, K. (2005). *CSI cyberspace: A multiple-case study investigation of the untimely demise of seven virtual reference services*. Presented at the 11<sup>th</sup> RUSA Reference Research Forum, ALA, Chicago, IL, June 23-29, 2005.
- Radford, M. L. (2005). *Virtual dialogs: Relational communication in chat reference encounters*. Presented at the International Communication Association, 55<sup>th</sup> Annual Conference, NY, NY, May 26-30, 2005.
- Radford, M. L. (2005). "Are you there dawg?" *Relational communication in chat reference dialog*. Presented at the New Jersey Communication Association Conference, Trenton, NJ, April 1, 2005.
- Radford, M. L. and Thompson, J. (2004). *Yo dude! Y R U typin so slow? Interpersonal communication in chat reference encounters*. Presented at the Virtual Reference Desk Conference, Cincinnati, OH, November 8-9, 2004.
- Radford, G. P. & Radford, M. L. (2004). *Reconsidering the possibility of library: A structuralist and post-structuralist perspective*. Presented at Library Research Seminar III, Kansas City, MO, October 14-16, 2004.
- Radford, M. L. & Thompson, J. (2004). "Hmmm...Just a moment while I keep looking:" *Interpersonal communication in chat reference*. Presented at the RUSA 10<sup>th</sup> Annual Reference Research Forum, American Library Association, Orlando, FL, June 23-30, 2004.
- Radford, M. L. (2004). *Positive approaches to problematic people*. Presented at the New Jersey Library Association, East Brunswick, NJ, April 20-21, 2004.
- Radford, M. L. (2003). *In synch? Evaluating chat reference transcripts*. Presented at the Virtual Reference Desk 5<sup>th</sup> Annual Digital Reference Conference, San Antonio, TX, November 17-18, 2003.
- Radford, M. L. & Ciliberti, A. (2002). *E-Resource assessment: Results of focus groups and survey of VALE users*. Presented at the New Jersey Library Association, Somerset, NJ, April 10-12, 2002.

- Radford, M. L. (2001). *Librarians and party girls: Cultural studies and the meaning of the librarian*. Presented at the Library Research Seminar II, University of Maryland, College Park, MD, November 2-3, 2001.
- Radford, G. P. & Radford, M. L. (2001). *Michel Foucault and the discourse of fear: Representations of libraries and librarians in modern popular culture*. Presented to the 51<sup>st</sup> annual Conference of the International Communication Association, Popular Communication Division, Washington, D.C., May 24-28, 2001. Awarded "Top 3 Papers" award in Popular Communication Division.
- Radford, M. L. (2000). *Accusing the innocent: Relational communication in adolescent's encounters with librarians*. Presented at the New York State Communication Association, 58<sup>th</sup> Annual Convention, Monticello, NY, September 22-24, 2000.
- Radford, G. P. & Radford, M. L. (1999). *Beware the library policeman: Media images of the library and librarians and the discourse of fear*, presented at the New York State Communication Association, Monticello, NY, October 8-10, 1999.
- Radford, G. P. & Radford, M. L. (1999). *Popular culture representations of libraries and librarians: Michel Foucault and the discourse of fear*, Presented at the 7<sup>th</sup> International Popular Culture Conference, Sidney Sussex College, Cambridge, England, August 1-7, 1999.
- Radford, M. L. (1998). *Approach or avoidance? The role of nonverbal communication in the academic library user's decision to ask a reference question*. Presented at the Eastern Communication Association conference, Saratoga Springs, NY, April 23-26, 1998.
- Radford, M. L. (1997). *Deception, fear, and attraction: Barriers to success in academic reference encounters*. Presented at the International Communication Association, 47<sup>th</sup> Annual Conference, May 22-26, 1997, Montreal, Canada.
- Radford, M. L. (1996). *A Qualitative investigation of nonverbal immediacy in the user's decision to approach the academic reference librarian*. Presented at the Library Research Seminar I, Florida State University, Tallahassee, FL, November 1-2, 1996.
- Radford, M. L. (1996). *Nonverbal immediacy and the approachability of academic reference librarians*. Presented at the 82nd Annual Meeting of the Speech Communication Association, San Diego, CA, November 23-26, 1996.
- Radford, M. L. & Radford, G. P. (1996). *The convergence of feminist and Foucauldian thought in the stereotype of the female librarian*. Presented at the 46th Annual Conference of the International Communication Association, Chicago, IL, May 23-27, 1996.
- Radford, M. L. (1996). *It's over there: Nonverbal communication in academic reference interactions*. Presented at the 1996 American Library Association Annual Meeting, New York City, July 4-10, 1996.
- Ciliberti, A., Radford, M. L., Radford, G. P., & Ballard, T. (1996). *But can they find it? Material availability study plus transaction log analysis verification*. Presented at the 1996 American Library Association Annual Meeting, New York City, July 4-10, 1996.
- Radford, M. L. & Radford, G. P. (1996). *Representing a feminized profession: Michel Foucault and the stereotyped librarian*. Presented at the Annual Meeting of the Western States Communication Association, Pasadena, CA, February 16-20, 1996.



- Radford, M. L. & Radford, G. P. (1995). *Power, knowledge, and fear: Michel Foucault and the stereotyped librarian in American popular culture*. Presented at the 81st Annual Meeting of the Speech Communication Association, San Antonio, Texas, November 18-21, 1995.
- Radford, M. L. (1995). *Communication theory applied to the reference encounter: An analysis of critical incidents*. Presented at the 1995 American Library Association Annual Meeting in Chicago, IL, June 22-29, 1995.
- Radford, M. L. (1995). *Double vision: A qualitative investigation of the perceptions of librarians and library users of interpersonal communication in academic reference encounters*. Presented at the 1995 American Library Association Annual Meeting in Chicago, IL, June 22-29, 1995.
- Radford, M. L. (1995). *Both sides now: The perceptions of librarians and library users of interpersonal communication in academic reference encounters*. Presented at the 5th Annual Conference of the International Communication Association, Albuquerque, New Mexico, May 25-29, 1995.
- Morganstern, B. F., Radford, G. P., McMickle, C. W., & Radford, M. L. (1995). *An explication and test of the interpersonal closeness-distance model of small group decision making in teleconferencing settings*. Presented by M. L. Radford at the 45th Annual Conference of the International Communication Association, Albuquerque, New Mexico, May 25-29, 1995.
- Radford, M. L. (1994). *Critical incidents in the reference encounter: Perceptions of librarians and library users*. Presented at the 80th Annual Meeting of the Speech Communication Association, New Orleans, LA, November, 18-22, 1994.
- Radford, M. L. (1994). *"She looked at me like I was from Mars:" Perceptions of nonverbal behaviors in librarian-user interactions*. Presented at the 85th Annual Meeting of the Eastern Communication Association, Washington, DC, April 28-May 1, 1994.
- Radford, M. L. (1993). *Relational communication and the reference encounter*. Presented at the 43rd Annual Conference of the International Communication Association, Washington, DC, May 27-31, 1993.
- Radford, M. L. (1993). *Nonverbal communication and the approachability of academic librarians*. Presented at the Annual Convention of the Eastern Communication Association, New Haven, CT, April 29-May 2, 1993.
- Radford, M. L. (1992). *Relational communication and the reference encounter: Interpersonal communication in the academic library setting*. Presented at the 78th Annual Convention of the Speech Communication Association, Chicago, IL, October 29 - November 1, 1992.
- Murphy, M. L. (1988). *More than just the right answer: The role of interpersonal communication competence in the activities of librarians and other information professionals*. Presented at the American Society for Information Science East Coast Regional Student Mini-Conference, Drexel University, Philadelphia, PA, April 12, 1988.
- Murphy, M. L. (1987). *Nonverbal communication and librarians: A study*. Presented at the American Society for Information Science East Coast Regional Student Mini-Conference, Rutgers University, New Brunswick, NJ, April 10, 1987. (Won award, top two papers).

### Participation in Refereed Panels

- Radford, M. L., Connaway, L. S., Kitzie, V., Floegel, D., Radford, G. P., & Chayko, M. (2018). *Creating and cultivating a scholarly identity within digital worlds*. Workshop panel accepted for presentation at the iConference, Sheffield, England, March 25-28, 2018.
- Radford, M. L., Bowler, L., & Gomez, S. (2017). *Tracing social media behaviors of young people*. Panel presented at the New Jersey Association of School Librarians (NJASL), Long Branch, NJ, November 16-17, 2017.
- Kitzie, V. L., Radford, M. L., Radford, G. P., & Budd, J. M. (2017). *Engaging at the margins: Theoretical and philosophical approaches to social justice*. Panel presented at the ASIST conference, Crystal City, VA, October 27 - November 1, 2017.
- Radford, M. L., Radford, G. P., Kurylo, A., & Cogan, B. (2017). *Getting your book published: Perspectives from authors and editors*. Panel presented at the New York State Communication Association (NYSCA) 75<sup>th</sup> Annual Conference, Callicoon, NY, October 13-15, 2017.
- Radford, M. L., Cassell, K., Aronson, M., & Reynolds, R. (2017). *Rutgers book showcase*. Member of panel presented at the 2017 NJLA Conference, Atlantic City, NJ, April 25, 2017.
- Radford, M. L., Dlugos, P., & Blackwell, D. (2017). *Agree to disagree without being disagreeable*. Member of panel presented at the 2017 NJLA Conference, Atlantic City, NJ, April 25, 2017.
- Drucker, S., Gumpert, G., Radford, M. L., Radford, G. P. et. al. (2017). *Freedom to and freedom from...the technologies in the classroom: Ethical & legal issues of the technologized classroom*. Member of panel to be presented at the 2017 Eastern Communication Association Conference, Boston, MA, March 29-April 2, 2017.
- Radford, M. L., (2015). *The Professors Project: Expressing the vicissitudes of academic life through musical creativity and performance*. Member of panel presented at the 2015 National Communication Association Conference, Las Vegas, NV, November 19-22, 2015.
- Radford, M. L., Connaway, L.S., Burnett, G., & Allard, S. (2015). *Virtual windows: Research collaboration across cultures, space, and time*. Panel presented at the 2015 ALISE Conference, Chicago, January 27-30, 2015.
- Redmond, M., Coffelt, T., Tye-Williams, S, Vrchota, D., Radford, M. L., & Wilson, M. (2013). *Interdisciplinary connection: Opportunities and challenges*. Panel presented at the National Communication Association Conference, Washington, D. C., November 21-24, 2013.
- Radford, M. L., Connaway, L.S., Shah, C., & Wildemuth, B. (2013). *Research road show: Research design beyond the ordinary*. Panel presented at the Association for Information Science and Technology conference, November 1-6, 2013, Centre Sheraton, Montreal, Quebec, Canada.
- Radford, M. L., Connaway, L.S., Radford, G. P., & Lingel, J. (2013). *Qualitative inquiry in social and cultural contexts*. Panel presented at CoLIS 8 Conceptions (approaches, theories, etc.) of Library and Information Science (LIS), August 19-22, 2013, Copenhagen, Denmark.

- Radford, M. L., Sanchez, J., & Mikitish, S. (2013). *Intriguing information preferences & practices: Research themes @ Rutgers*. Panel presented at the New Jersey Library Association Conference, Atlantic City, NJ, June 3-4, 2013.
- Radford, M. L., Kunkel, R., Mapes, K., Olszewski, L., Van der Wende, K. (2013). *Reference 2.0 in a flash*. Organizer and member of panel presented at the New Jersey Library Association Conference, Atlantic City, NJ, June 3-4, 2013.
- Radford, M. L., Connaway, L. S., Lanclos, D. M., & Radford, G. P. (2013). *Inspiring initiatives in qualitative inquiry*. Panel presented at the Association of College & Research Libraries 2013 Conference, Indianapolis, IN, April 10-13, 2013.
- Shah, C., He, D., Radford, M. L., Oh, J. S. & Connaway, L. S. (2013). *Collaboration in action: Enabling innovative scholarship with social and crowdsourcing services*. Panel presented at the iConference 2013, Fort Worth, TX, February 12-15, 2013.
- Radford, M. L. (2011). *The voice of the librarian: Transmitting content in the context of relationships*, paper presented on the panel: *Finding our voices: Textual awakenings of philosophical scholarship* at the National Communication Association, New Orleans, LA, November 17-20, 2011.
- Radford, M. L., Shah, C., Mon, L., & Gazan, R. (2011). Organizer and member of panel: *Stepping stones to synergy: Social Q&A and virtual reference*. Presented at the American Society for Information Science and Technology 2011 Annual Meeting, New Orleans, LA, October 9-13, 2011.
- Radford, M. L. (2010). Member of panel: *Are you one of us? Issues in conducting research: Insider and outsider perspectives*. Presented at the New York State Communication Association, Ellenville, NY, October 22-24, 2010.
- Radford, M. L. (2010) Member of panel: *AJC matters: NYSCA and the Atlantic Journal of Communication*. Presented at the 68<sup>th</sup> Annual Conference of the New York State Communication Association, October 22-24, 2010.
- Radford, M. L. (2010). Moderator of panel: *Taking the library with you: VR going mobile*. Presented at the American Library Association Annual Conference, Washington, DC, June 24-30, 2010.
- Radford, M. L., Kern, M. K., Sanchez, J., Mon, L., & Pomerantz, J. (2010). Member of panel: *No more Lone Rangers: Setting the research and education agenda for collaborative information work in virtual environments*. Presented at the Fifth Annual iConference, University of Illinois at Urbana-Champaign, February 3-6, 2010.
- Radford, M. L. & Connaway, L. S. (2009). Panel organizer of *Opportunities, threats, & theoretical approaches: Research in traditional and social virtual reference quality* and presenter of paper: *Thriving on theory: A new model for virtual reference encounters* at the American Society for Information Science and Technology 2009 Annual Meeting, Vancouver, BC, on November 6-11, 2009.
- Radford, M. L. & Connaway, L. S. (2009). Paper: *Quality Inquiry: User perspectives on virtual reference practice*, presented on panel: *Social reference and digital reference: Online question answering practices in two diverse communities* at the American Society for Information Science and Technology 2009 Annual Meeting. Vancouver, BC, on November 6-11, 2009.

- Radford, M. L. (2009). Member of panel: *Future reference visions: Getting there from here* at the NJLA Conference, Long Branch, NJ, April 27-29, 2009.
- Radford, M. L. (2009). Member of panel: *Tunnel vision and blind spots revisited*. Presented at the 2009 ALISE Conference, Denver, CO, January 20-23, 2009.
- Given, L. M., Budd, J. M., & Radford, M. L. (2009). Member of panel: *CREAT(ing) effective curriculum review for LIS education: Where theory meets practice*. Presented at the 2009 ALISE Conference, Denver, CO, January 20-23, 2009.
- Radford, M. L. & Connaway, L. S. (2008). Panel organizer and presenter of paper: *E-Evaluating virtual viewpoints: User, non-user, and librarians' perspectives on live chat-based reference*. Presented at the American Society for Information Science and Technology Conference, Columbus, OH, October 24-29, 2008.
- Radford, M. L. (2008). Panel organizer and chair: *Creating collaborative synergy: Perspectives on enhancing productivity*. Presented at the New Jersey Communication Association 12<sup>th</sup> Annual Conference, Marymount Manhattan College, NY, NY, March 22, 2008.
- Radford, M. L. & Connaway, L. S. (2007). Panel organizer and presenter of paper: *Connecting in cyberspace: The millennial generation and virtual reference service*. Paper presented on panel, *Behaviors and preferences of digital natives: Informing a research agenda*, at the American Society for Information Science and Technology Conference, Milwaukee, WI, October 18-20, 2007.
- Radford, M. L. & Connaway, L. S. (2006). Panel organizer and presenter of paper: *Seeking sustainability and singularity: Evaluating virtual reference from user, non-user, and librarian perspectives*. Paper presented on panel, *Shaping the future realities of virtual reference*, at the American Society for Information Science and Technology Conference, Austin, TX, November 3-9, 2006.
- Radford, M. L. (2005). Participant in panel: *Recent research findings on virtual reference services: What we have learned lately and what should we research next?* Presented to the VRD 7<sup>th</sup> Annual Digital Reference Conference, San Francisco, CA, November 14-15, 2005.
- Radford, M. L. & Lehr, J. K. (2005). *The impact of customer service training programs on employee attitudes within a large public library system*. Paper presented as part of a panel: *Organizational training and development: Programs and impact*, to the 91<sup>st</sup> Annual Meeting of the National Communication Association, Boston, MA, November 16-20, 2005.
- Radford, M. L. (2005). Co-organizer and respondent to panel: *Intriguing interdisciplinary investigations*. Presented at the ALISE Conference, Boston, MA, January 11-14, 2005.
- Radford, M. L. (2004). Participant in panel: *Expeditions to virtual library environments*. Presented paper: "Exploring interpersonal communication in chat reference." Presented at NYLA, Rochester, NY, October 20-23, 2004.
- Radford, M. L. (2004). Organizer and participant in panel: *Understanding virtual users: Connecting research to practice*. Presented at Library Research Seminar III, Kansas City, MO, October 14-16, 2004.

- Radford, M. L. (2004) Participant in panel: *Getting in synch: Nonverbal communication in the information professions*. Presented at the Eastern Communication Association, Boston, MA, April 22-25, 2004.
- Radford, M. L. (2004). Organizer and participant in panel: *Teaching the future: Creating partnerships for MLS programs for art & museum librarianship*. Presented at ARLIS, New York, NY, April 15-20, 2004.
- Radford, M. L. (2004). Organizer and participant in panel: *Symphony of synchronicity? Communication in digital reference encounters*. Presented paper: "Interpersonal communication dimensions of chat reference transcripts," at NJCA, Rutgers University, New Brunswick, NJ, March 27, 2004.
- Radford, M. L. (2003). Organizer and participant in panel: *Recent research at Pratt Institute. Research, curriculum and committee work: Making them relevant to library and information science education at Pratt Institute*. Presented at NYLA, Saratoga Springs, NY, November 5-8, 2003.
- Radford, M. L. (2003). Participant in panel: *Curriculum SIG*. ALISE Conference, Philadelphia, PA, January 21, 2003.
- Radford, M. L., Richardson, J. V., & Coffman, S. (2002). Participant in panel: *Symphony of synchronicity? Evaluating chat reference*. Virtual Reference Desk, 4th Annual Digital Reference Conference, Chicago, IL, November 10-12, 2002.
- Radford, M. L. (2002). Organizer and participant in panel: *Survival tips & tactics for new faculty*. New York State Communication Association, Tarrytown, NY, October 25-27, 2002.
- Radford, M. L. (2002). Organizer and participant in panel: *What's next? Generating ideas for research*. Presented at the New Jersey Communication Association, Fairleigh Dickinson University, Madison, NJ, April 13, 2002.
- Radford, M. L. (2002). Organizer and participant in panel: *Revealing the invisible Web: Strategies for research in communication*. Presented to the New Jersey Communication Association, Fairleigh Dickinson University, Madison, NJ, April 13, 2002.
- Radford, M. L. (2002). Participant in panel: *From dissertation to presentation: Pointers and points of view*. Presented at the ALISE Annual Conference, New Orleans, LA, January 15-18, 2002.
- Radford, M. L. (2002). Participant in panel: *Interdisciplinary faculty in an interdisciplinary field: Myth or reality?* Presented to the ALISE Annual Conference, New Orleans, LA, January 15-18, 2002.
- Radford, M. L. (2001). Organizer and participant in panel: *Through the tunnel: Negotiating Wayne Wiegand's tunnel vision and blind spots*. Presented at the Library Research Seminar II, University of Maryland, College Park, MD, November 2-3, 2001.
- Radford, M. L. (2001). Organizer and participant in panel: Communication consulting: Best and worst practices. Presented at the New York State Communication Association Conference, Monticello, NY, October 5-7, 2001.
- Radford, M.L. (2001). Organizer and chair of panel: *Reference research forum*, American Library Association Conference, San Francisco, CA, June 15-19, 2001.

- Radford, M. L. (2001). Participant in panel: *Developing a consulting practice*. The New Jersey Communication Association, 5<sup>th</sup> Annual Conference, Monmouth University, Long Branch, NJ, March 31, 2001.
- Radford, M. L. (2000). Participant in panel: *Communication consulting: Getting started and tapping into current trends*. The New York State Communication Association, 58<sup>th</sup> Annual Convention, Monticello, NY, September 22-24, 2000.
- Radford, M. L. (2000). Participant in panel: *How distance learning and technology changes what we do and who we are*, presented paper: *Virtual libraries, remote access, and digital scholarship*, at the 91<sup>st</sup> annual Eastern Communication Association, Pittsburgh, PA, April 27-30, 2000.
- Radford, M. L. & Wagner, K. W. (2000). Organizer and participant in panel: *Using the World Wide Web for research and teaching*, presented at the 91<sup>st</sup> annual Eastern Communication Association, Pittsburgh, PA, April 27-30, 2000.
- Radford, M. L. (2000). Chair of panel: *Michel Foucault and the study of communication*, presented at the 91<sup>st</sup> annual Eastern Communication Association, Pittsburgh, PA, April 27-30, 2000.
- Radford, M. L. (2000). Chair and participant in panel: *Assessing student learning in the classroom*, presented at the 91<sup>st</sup> annual Eastern Communication Association, Pittsburgh, PA, April 27-30, 2000.
- Radford, M. L. (2000). Organizer and participant in panel: *Construction and deconstruction of our scholarly lives: Nurturing creativity, productivity & balance*, presented at the 91<sup>st</sup> annual Eastern Communication Association, Pittsburgh, PA, April 27-30, 2000.
- Radford, M. L. (2000). Chair and participant in panel: *Distance learning and technology: implications for education*, presented at the 4<sup>th</sup> annual New Jersey Communication Association, Glassboro, NJ, April 8, 2000.
- Radford, M. L. & Wagner, K. W. (2000). Organizer and participant in panel: *More click, less drag: World Wide Web resources for research and teaching*, presented at the 4<sup>th</sup> annual New Jersey Communication Association, Glassboro, NJ, April 8, 2000.
- Radford, M. L. (2000). Chair and organizer of panel: *Reflecting on the past, moving toward the future in LIS research*, presented at the Association for Library and Information Science Education (ALISE) Annual Conference, San Antonio, TX, January 11-13th, 2000.
- Barnes, S., Radford, M. L., & Wagner, K. W. (1998). Presented short course: *The Future is now: Developing critical skills for evaluating the Web* at the National Communication Association Annual Conference, New York City, November 20-24, 1998.
- Radford, M. L. & Barnes, S. (1998). Presented paper *Web literacy* at panel: *Educational aspects of media literacy* at the National Communication Association Annual Conference, New York City, November 20-24, 1998.
- Radford, M. L. (1998). Organizer and chair of panel: *If I had any sense, I'd say no: Nurturing creativity, productivity, and balance*. Presented at the 56<sup>th</sup> Annual New York State Speech Communication Association Convention, Monticello, NY, October 9-11, 1998.
- Radford, M. L. (1998). Member of panel: *Echoes of/reflections on interpersonal communication*. Presented at the 56<sup>th</sup> Annual New York State Speech Communication Association Convention, Monticello, NY, October 9-11, 1998.

- Radford, M. L. (1998). Member of panel: *Critical skills for evaluating the Web*. Presented at the American Library Association, LITA Internet Resources Interest Group RUSA/MARS Education, Training, and Support Committee, Washington, DC, June 25-July 1, 1998.
- Radford, M. L. (1998). Chair of panel: *Advancing the boundaries of communication teaching: Creating community among communication majors*. Presented at the 89<sup>th</sup> Annual Meeting of the Eastern Communication Association, Saratoga Springs, NY, April 23-26, 1998.
- Radford, M. L. (1998). Member of panel: *Studying and teaching popular culture from a communication perspective*. Presented at the New Jersey Communication Association conference, Montclair State University, Montclair, NJ, March 21, 1998.
- Radford, M. L. (1997). Member of panel: *Centralizing scholarly information: The visualization of virtual libraries on the World Wide Web*. Presented at the 83<sup>rd</sup> Annual Meeting of the National Communication Association, Chicago, IL, November 20-23, 1997.
- Radford, M. L. (1997). Member of panel: *Building a(nother) bridge between the states: A roundtable discussion with members of the New Jersey Communication Association*. Presented at the New York State Speech Communication Association Annual Conference, Monticello, NY, September, 19-21, 1997.
- Radford, M. L., Radford, G. P., Chelton, M. K., & Thomas, N. (1996). Organizer and participant on panel: *Communication issues in the library setting: Power, authority, and the construction of meaning*. Presented at the 82nd Annual Meeting of the Speech Communication Association, San Diego, CA, November 23-26, 1996.
- Radford, M. L. (1996). *Taking the helm in New Jersey: The formation of a new state association*. Member of panel presented at the 82nd Annual Meeting of the Speech Communication Association, San Diego, CA, November 23-26, 1996.

### **Invited Presentations & Webinars**

- Keynote Speaker:** *How to Disagree Without Being Disagreeable: Strategies for Difficult Conversations*. Maryland Library Association/Delaware Library Association Conference, Cambridge, MD, May 2-4, 2018.
- Webinar: *Tips and Tactics for Time Management and Organizational Skills*, Utah State Library, UT, January 11, 2018.
- Invited Speaker: *Discursive and Demographic Dysfunction, Or, Why It Is So Hard to Decide What the Facts Are?* Seton Hall University, NJ, September 27, 2017.
- Webinar: Meet the Authors: *Research Methods in Library and Information Science*, (6<sup>th</sup> ed.) with Lynn Silipigni Connaway. ASIST. Presented on February 16, 2017.
- Webinar: *The Reference Encounter: Basics and Q&A Skills for Service Excellence*. Kings, County Library System, WA, December 20, 2016.
- Invited Speaker: MentorNJ In-Person Networking Event 2016. *What Library Schools Are or Are Not Teaching*. Monroe Township Public Library, NJ, November 9, 2016.
- Webinar: *Discovering Possibilities in Every Encounter*. Utah State Library, September 27, 2016.
- Webinar: *Survive, Thrive, & Boost Your Research Productivity*, ALCTS, ALA, August 24, 2016.
- Invited Speaker: *Using Qualitative Methods for Library Evaluation: An Interactive Workshop*. With Lynn Silipigni Connaway. Libraries in the Digital Age Conference, Zadar, Croatia, June 14, 2016.

- Invited Speaker: *"I've Already Googled It and I Can't Understand It:" User's Perceptions of Virtual Reference and Social Q and A*. University of Buffalo, NY, March 3, 2016.
- Invited Speaker: *Collaboration and Crowdsourcing in Virtual Reference: Expanding Vision & Viability*. Western New York Library Resources Council, Buffalo, NY, March 4, 2016.
- Member of Panel: *Planning, Running, and Learning from Focus Groups*. ACRL/NJLA-CUS Webinar and Discussion. Alexander Library, Rutgers University, February 3, 2016.
- Keynote Speaker:** *Thoughts on Mentoring*, RUSA Speed Mentoring Workshop, ALA Annual Conference, Boston, January 9, 2016.
- Webinar: *Tips and Tactics for Time Management and Organizational Skills*. ALCTS, ALA, December 2, 2015.
- Keynote Speaker:** Panel on "Where are we going in the field?" Presentation at the New Jersey Association of School Libraries Conference, November 15-17, 2015 Long Branch, NJ.
- Webinar: *Connections, Collegiality & Cooperation: Strategies for Effective Library Communication, Parts 1 and 2*. Utah State Library, November 5, 2015.
- Webinar: *Strategies for Effective Library Communication: Connections, Collegiality, & Cooperation*. ALCTS, ALA, August 26, 2015.
- Keynote Speaker:** *Vibrant virtual reference futures: Celebrating a community of collaboration*. Presented at the Oregon Virtual Reference Summit, Eugene, OR, April 15, 2015.
- Member of Panel: *Exploring Critical Approaches within LIS: An Interdisciplinary Panel*. ALISE Doctoral Students SIG. ALISE Annual Conference, Chicago, IL, January 28, 2015.
- Invited speaker: *Immediate advocacy: A personal choice*. New Jersey Library Association Adult Services Forum, Monmouth County Library, October 27, 2014.
- Keynote Speaker:** *Getting the right fit: Tailoring assessment strategies for your library*, with Lynn Silipigni Connaway. On ground and Webinar keynote plus on ground workshop. Sponsored by OCLC, at Brandeis University, Waltham, Massachusetts, April 22, 2014.
- Moderator and member of Panel: *The myth and the reality of the evolving patron: The discussion continues*. Presented at the RUSA President's Program Discussion Forum at the American Library Association Conference, Chicago, IL, June 27 to July 2, 2013.
- Member of Panel: Mentorship Program Forum, Library Research Round Table Forum at the American Library Association Conference, Chicago, IL, June 27 to July 2, 2013.
- Invited Paper: Radford, M. L. & Connaway, L. S. *Not dead yet! A longitudinal study of query type and ready reference accuracy in live chat and IM reference*. Presented at ALISE Conference, Seattle, Washington, January 24, 2013. Received ALISE/Bohdan S. Wynar Research Paper Award, 2013.
- Invited Speaker: *Rethinking reference futures: Opportunities & challenges*. William Paterson University, David and Lorraine Cheng Library, January 11, 2013.
- Webinar: *Rethinking reference horizons: Opportunities & challenges*. American Association of Law Librarians, August 15, 2012.
- Keynote Speaker:** *Virtual relationships: Research revelations & recommendations for the future*. Revved up for Reference Conference, Western New York Library Resources Council, Ithaca, NY, April 13, 2012.
- Invited Speaker: *Will reference survive, thrive, or take a dive? Foreseeing opportunities & challenges*. Allen Smith Visiting Scholars Program, Simmons College, Boston, MA, March 30, 2012.



- Webinar: Connaway, L. S. & Radford, M. L. (2012). *Seeking Synchronicity: Revelations & recommendations for virtual reference*. Hosted by OCLC Research, Dublin, OH, January 31, 2012.
- Presented: *Answering the young adult reference question - Making connections that matter*. Discussion group moderator, RSS/YALSA, American Library Association, Dallas, TX, January 22, 2012.
- Webinar: Connaway, L. S. & Radford, M. L. (2011). *Seeking Synchronicity: Revelations & recommendations for virtual reference*. Hosted by OCLC Research, Dublin, OH, November 15, 2011.
- Presented: *Seeking Synchronicity question types & accuracy in VR, research update*. Presented at William Paterson University of New Jersey, Wayne, NJ, June 16, 2011.
- Presented: *Creating the reference future: Redesigning today's public services*. Presented at The New York Public Library, Stephen A. Schwarzman Building, NYC, NY, June 10, 2011.
- Keynote Speaker.** *Libraries and our future*. Ocean County Library Staff Development Day 2011, Toms River, NJ, June 3, 2011.
- Participated on panel: *Beating the odds: Getting a job in a tight market*. Presented at the New Jersey Library Association Conference, Long Branch, NJ, May 2-4, 2011.
- Webcast: *A future in transition: Foreseeing opportunities & challenges in academic reference*. ACRL Virtual Conference Preview, March 8, 2011.
- Webcast Interview: *Library futures: Redesigning today's public services: focus on reference*. Nationally broadcasted by the Library Learning Network, College of DuPage, Glen Ellyn, IL, November 12, 2010.
- Plenary Speaker:** *The future of reference*, Reference Renaissance 2010: Current & Future Trends Conference in Denver, CO, August 8-10, 2010.
- Webinar: *Pushing the boundaries: Excellence in reference Services*, American Association of Law Librarians, August 3, 2010.
- Presented: *10 years after: Celebrating & creating collaborative virtual reference futures*, OCLC 24/7 Reference Cooperative Symposium, American Library Association Conference, Washington, DC, June 24-30, 2010.
- Presented paper: Radford, M. L. & Connaway, L. S., *Digital natives meet digital libraries: Discovering their behaviors and preferences for information seeking*. Libraries in the Digital Age (LIDA) 2010, Zadar, Croatia, May 24-28, 2010.
- Presented paper: *Challenges & opportunities for personal service in an impersonal world*. Pennsylvania Library Association, Lehigh Valley Chapter, Muhlenberg College, PA, May 20, 2010.
- Presented: *Engaging with our users: Live chat & the future of reference*. Rutgers University Libraries, Alexander Library, May 13, 2010.
- Keynote Speaker:** *REFolutionary change: Foreseeing opportunities & challenges for reference futures*. Lyris Conference "The REFolution: Reference Service in a Constantly Changing World," Tulane University, New Orleans, LA, April 13-14, 2010.
- Presented paper: *Reference futures beyond the e-horizon: Foreseeing opportunities & challenges*, Syracuse University, New York, April 5, 2010.
- Webinar: *"Pls hurry it up thanks!!!" Interpersonal communication in virtual reference*. Arlington Heights Public Library, Arlington Heights, Illinois, February 9, 2010.

- Webinar: *Evaluating virtual viewpoints: User and non-user perspectives on live chat-based reference*. CJRLC Technology Group Online Meeting, New Jersey, November 17, 2009.
- Presented paper: *Challenges, realities & possibilities for excellence in adult services*. Ref, Tech & Tango: Adult Services in Action, Adult Services Forum, Monmouth County Library System Headquarters, Manalapan, NJ, October 28, 2009.
- Moderated two panels: *Library leadership: The next generation*. LACUNY Institute, CUNY Graduate Center, NYC, October 23, 2009.
- Webinar: *User-Centered reference: Approaches to getting user perspectives*. Infopeople, California, September 22, 2009.
- Presented paper: Connaway, L. S. & Radford, M. L. "Way Sweet" or "Just Wrong" Users and librarians reveal critical factors for virtual reference service excellence on panel: *Best Practices in Cooperative Virtual Reference*, sponsored by OCLC, American Library Association, Chicago, IL, July 11, 2009.
- Presented: *Realities, possibilities, and challenges for reference service excellence*, Cornell University, Ithaca, NY, June 11, 2009.
- Presented: *Challenges for service excellence: Realities and possibilities*, at the Baker-Berry Library, Dartmouth College, Hanover, NH, May 13, 2009.
- Presented: *Reference excellence challenges: Realities and possibilities* at the NJLA Conference, Long Branch, NJ, April 27-29, 2009.
- Presented pre-conference: *Effective reference encounters: Achieving service excellence* and invited paper: *Seeking Synchronicity: Viewpoints of VRS Users, Librarians, and Non-Users on Live Chat Reference*, at British Columbia Library Conference, Burnaby, BC., April 16-18, 2009.
- Keynote Speaker:** *Foreshadowing reference futures: Far out or forthcoming?* Lyrasis/PALINET Conference "The REvolution: Reference Service in a Constantly Changing World," Grantville, PA, April 6-7, 2009.
- Presented paper: *Virtual reference services: Research to promote service excellence* at Hogskolan I Boras, Swedish School of Library and Information Science, Boras, Sweden, March 30, 2009.
- Presented two papers: *Virtual reference, evaluating virtual viewpoints* and *On virtual face-work: An ethnography of two live chat reference interactions*, at Lund University, Department for Cultural Sciences, Lund, Sweden, March 26-27, 2009.
- Keynote Speaker:** *Evaluating virtual viewpoint: User, non-user, and librarian perspectives on chat-based reference* and presented paper: *Effective e-reference encounters; Achieving service excellence in the live chat environment*, at Den Kommunikative Bibliotekarien conference, the Royal Library of Sweden, Stockholm, Sweden, March 25, 2009.
- Presented paper: *"I would sort of appreciate a little more understanding:" Engaging net gen students in virtual reference*. Presented by co-author L. S. Connaway at the ACRL Conference, Seattle, Washington, March 12-15, 2009.
- Chair of: *ALISE awards panel*. Presented at the 2009 ALISE Conference, Denver, CO, January 20-23, 2009.
- Presented two papers: *Cut to the chase: Evaluating services and programs using the critical incident technique* and *challenges for reference excellence: Realities & possibilities*. Wisconsin Library Association, Middleton, WI, November 6-7, 2008.

- Keynote speaker:** *A personal choice: Possibilities and realities for reference service excellence.* Beta Phi Mu, Rutgers University, NJ, October 1, 2008.
- Plenary session speaker: *Theory meets practice: Educators and directors talk.* Presented at Reference Renaissance: Current and Future Trends, Denver, CO, August 4-5, 2008.
- Keynote speaker:** *A personal choice: Reference service excellence.* Part of a panel: *Quality service in an impersonal world, RUSA President's Program,* American Library Association, Anaheim, CA, June 26-July 2, 2008.
- Presented: *Click, call, or come on in! Connecting to millennials in FtF & VR encounters,* presented on a panel: *R U communicating: Speaking the language of millennials.* University Libraries Section, Association of College & Research Libraries, American Library Association, Anaheim, CA, June 26-July 2, 2008.
- Presented: *Why chat reference? Making the case* (Pecha Kucha). FutureTech for Libraries Symposium, NJLA Information Technology Section and the NJLA College and University Section. The College of New Jersey, Ewing, NJ, June 13, 2008.
- Presented paper: *Achieving effective interpersonal communication in virtual environments.* Pennsylvania Library Association, Lehigh Valley, Cedar Crest College, Allentown, PA, May 15, 2008.
- Presented paper: *Introduction to chat reference: Getting comfortable and increasing accuracy.* NJLA, Long Branch, NJ, April 29-May 1, 2008.
- Presented paper: *"Pls hurry it up thanks!!!" Interpersonal communication in virtual reference.* Florida Library Association, St. Pete's Beach, FL, April 24, 2008.
- Webinar: Connaway, L. S. & Radford, M. L. *Smiling online: Applying face-to-face reference skills in a virtual environment.* OCLC, April 16, 2008.
- Presented paper with L. S. Connaway: *Exceeding expectations: E-Reference excellence in collaborative VR,* Public Library Association, Minneapolis, MN, March 25-29, 2008. [Available: <https://www.oclc.org/content/dam/research/activities/synchronicity/resources/pla2008-handout.pdf> ]
- Keynote speaker:** Maryland AskUsNow! 5<sup>th</sup> Anniversary Celebration, Anne Arundel County Public Library, MD, March 19, 2008.
- Presented paper: *Creating chat connections: E-valuating Virtual reference transcripts* and participated on panel. ACRL Delaware Valley Chapter, November 2, 2007.
- Keynote speaker:** *Challenges for reference excellence: Realities and possibilities.* Reference Retreat, Pennsylvania State University Libraries, State College, PA, August 1-2, 2007.
- Participated on panel for RUSA's RSS/MARS Virtual Reference Committee, *See it, hear it, touch it: How do communication and learning styles affect virtual reference?* American Library Association, Washington, DC, June 21-27, 2007.
- Presented paper with L.S. Connaway: *Getting in synch with screenagers: Virtual reference and sustaining the relevance of libraries* at the IRPG/ALA panel, American Library Association, Washington, DC, June 22, 2007.
- Presented paper with L.S. Connaway: *Shared expectations: Getting comfortable and providing quality service in cooperative VR* at the OCLC panel, "Best Practices in Cooperative Virtual Reference," American Library Association, Washington, DC, June 23, 2007.
- Keynote speaker:** *"I was kind of confused b4" Interpersonal communication research in virtual reference.* 2007 Oregon Virtual Reference Summit, Bend, OR, June 1, 2007.

- Participated on panel for Metropolitan New York Library Council (METRO), *Do we need library schools? The future of library education*, NYC, May 8, 2007.
- Keynote speaker:** *User 2.0: The millennial generation and the future of digital library services*. Beta Phi Mu, Pratt Institute, NYC, April 29, 2007.
- Featured speaker: *Inquisitive assessment RUSA MARS/RSS Pre-conference, Reinvented reference: The integration of digital & traditional reference services*. American Library Association, New Orleans, LA, June 23, 2006.
- Participated on panel for the Association of College & Research Libraries: *Publish, don't perish: Helpful hints for authors*. American Library Association, New Orleans, LA, June 22-28, 2006.
- Presented paper with L.S. Connaway: *Seeking Synchronicity: Evaluating virtual reference transcripts* at the QuestionPoint Users Group Meeting, American Library Association, New Orleans, LA, June 25, 2006.
- Keynote Speaker:** *Service excellence: Realities and possibilities*. Monmouth County Library, Annual Meeting, May 12, 2006.
- Presented: *thanx a lot 4 ur help! Interpersonal communication in live chat virtual reference*. Virtual Reference SIG, METRO, Baruch College, NY, NY, May 8, 2006.
- Presented: *"R U there dawg?" Interpersonal communication in the virtual reference environment*. Colloquium presentation, Emporia State University, Emporia, Kansas, April 7, 2006.
- Keynote Speaker:** *Far out or forthcoming? Foreshadowing the future of library service excellence*. Archons of Colophon, New York, April 3, 2006.
- Presented: *Oddballs, lone rangers, and enigmas: Strategies for effective communication with teachers and administrators*. New Jersey Association of School Librarians, Cherry Hill, NJ, October 27-29, 2005.
- Presented: *Beyond pop-up surveys: Assessment & continuous improvement*. On panel: *Reinvented reference: The integration of digital and traditional reference services*. RUSA MARS/RSS Pre-conference, American Library Association, Chicago IL, June 23-29, 2005.
- Presented: *Focus groups as assessment tools*. On panel: *"Got Data, Now What?" LAMA MARS Using Measurement Data for Library Planning Committee*, American Library Association, Chicago IL, June 23-29, 2005.
- Roundtable facilitator: *Virtual reference discussion group: Assessing core competencies for virtual reference*. American Library Association, Chicago IL, June 23-29, 2005.
- Presented: *Far out or forthcoming? Foreseeing the future of academic and special libraries*. Nassau County Library Association, Academic and Special Libraries Division, 34th Annual Continuing Education Conference, Long Island University, Long Island, NY, May 13, 2005.
- Presented: *"Please hurry it up thanks:" Interpersonal communication in Maryland AskUsNow! chat reference*, with J. Thompson, Maryland Library Association, Ocean City Maryland, May 4-6, 2005.
- Presented: *Chat reference: Interpersonal communication in virtual encounters*. Massachusetts Library Association, Falmouth, MA, May 9-11, 2005.

- Presented: *She looked at me like I was from Mars: " Nonverbal communication at the service desk.* New Jersey State Library Staff Day, Trenton, NJ, April 29, 2005.
- Presented: *Tips & tactics for organizational skills and taming the paper tiger.* New Jersey Library Association, Long Branch, NJ, April 13-14, 2005.
- Participated on panel: *Qualitative analysis for librarians.* New Jersey Library Association, Long Branch, NJ, April 13-14, 2005.
- Presented: *She looked at me like I was from Mars: " Nonverbal communication at the reference desk.* New Jersey Library Association, Long Branch, NJ, April 13-14, 2005.
- Presented: *Tips & tactics for time management and organization for new librarians.* Rutgers University Library Futures Group, Alexander Library, Rutgers University, December 7, 2004.
- Presented paper: *Interpersonal communication in face-to-face and chat reference encounters.* Yale University, Standing Committee on Professional Awareness (SCOPA) and Library Reference Group, November 18, 2004.
- Keynote Speaker:** *Far out or forthcoming? Foreseeing the future of libraries.* METRO SIG Networking Event. METRO, NY, November 11, 2004.
- Keynote Speaker:** *Reference realities and possibilities.* NYPL System-wide Adult Reference Meeting, NY, October 8, 2004.
- Participant on panel: *Get us to the press on time: A discussion forum on the preparation of the monograph.* ACRL, American Library Association Annual Conference, Orlando, FL, June 23-30, 2004.
- Keynote Speaker:** *Teaching the future,* School Library Services Professional Day, Pacific Branch Library, Brooklyn, NY, April 28, 2004.
- Instructor/Workshop Leader: American Library Association Pre-conference on *Assessment of Reference Services,* Reference and User Services Association National Institute, Toronto, Canada, June 2003.
- Participant on panel: *Educating the 21st century librarian.* New York Library Association, Buffalo, NY, October 24, 2002.
- Respondent to panel: *The Reference interview: Connecting in person and in cyberspace.* RUSA President's Program, American Library Association, Atlanta, GA, June 13-19, 2002.
- Presented paper: *The Future of libraries.* Queens Borough Public Library, November 27, 2001.
- Keynote speaker** with G. P Radford: *Libraries, librarians, and the discourse of fear.* Beta Phi Mu, University of Missouri, September 22, 2001.
- Presented paper: *Fear and trembling: Media images of libraries and librarians,* Delaware Library Association Conference, Dover, DE, April 27, 2001.
- Participated in panel: *1-800-publish: Helplines for advancing yourself and the profession,* American Library Association Mid-Winter 2001, Co-Sponsored by CLIP Notes and Committee on Research for College Librarianship, Washington, D.C., January 12-17, 2001.
- Instructor/workshop leader: *Reference assessment programs: Evaluating current & future reference services,* American Library Association, Reference and User Services Association National Institute, *Serving 21<sup>st</sup> Century Users: Opportunities and Challenges,* Baltimore, MD, October 12-14, 2000.

- Participated in panel for RUSA/MOUSS Management of Reference Committee: *Reaching users and adding value: reference services in the online environment*, on the topic: *Assessment of remote reference and the value of traditional face-to-face reference*. American Library Association Annual Conference, Chicago, July 9, 2000.
- Spoke at the Association for Library Service to Children (ALSC) Discussion Group on *Connecting Libraries and Schools Project (CLASP) qualitative evaluation*. American Library Association Annual Conference, Chicago, July 9, 2000.
- Presented paper (with G. P Radford): *Fear and trembling: Media images of libraries and librarians*, Long Island Library Conference, Long Island, NY. May 17, 2000.
- Keynote speaker:** *Shushing, stamping, and shelving: Stereotypical media images of librarians*, at the Philadelphia Medical Library Association Annual Meeting: Philadelphia, PA, April 26, 2000.
- Participated in panel at the ACRL/NY Annual Symposium, *Libraries and technology: For better or for worse*, Fashion Institute of Technology, New York, November 12, 1999.
- Keynote speaker:** *Looking into the crystal ball: Future trends in reference services*, Minnesota Library Association, Duluth, MN, September 29-October 1, 1999.
- Participated in panel: *The reference interview: Here or there*, Minnesota Library Association, Duluth, MN, September 29-October 1, 1999.
- Presented paper: *Nonverbal approachability and academic reference encounters*, at the Library Research Round Table, the American Library Association Annual Conference, New Orleans, LA, June 24-July 1, 1999.
- Presented paper (with G. P Radford): *Media images of librarians in modern popular culture*, at the ACRL Popular Culture in Libraries Discussion Group, the American Library Association Annual Conference, New Orleans, LA, June 24-July 1, 1999.
- Presented paper: *Encountering users: Applying interpersonal communication theory in the library context*, as part of a panel: *How communication theory can inform LIS research and education*. ALISE, Philadelphia, PA, January 26-29, 1999.
- Instructor/workshop leader: *Assessing current and future reference services*, American Library Association, Reference and User Services Association National Institute, *Serving users in the new millennium, assessing current and future reference services*, Indianapolis, IN, October 29-31, 1998.
- Presented paper: *Approach or avoidance? The role of nonverbal communication in the academic library user's decision to initiate a reference encounter*. Alexander Library, Rutgers University, New Brunswick, NJ, May 1, 1998.
- Presented paper: *Approach or avoidance? The role of nonverbal communication in the academic library user's decision to initiate a reference encounter*. Sarah Byrd Askew Library, William Paterson University, Wayne, NJ, April 17, 1998.
- Presented paper with G. P. Radford. *The Image of the librarian in Party Girl: A cultural studies perspective*. Presented at the 1998 joint meeting of the Popular Culture Association and the American Cultural Association, April 8-11, 1998, Orlando, FL.
- Presented paper with G. P. Radford. *The professional image of the librarian: A cultural studies analysis of "Party Girl."* Presented at ALISE, New Orleans, LA, January 6-9, 1998.
- Organizer and chair of panel: *Our changing image: Media view*. Presented at ALISE, New Orleans, LA, January 6-9, 1998.

- Respondent to panel: *Classrooms without walls: Distance education and its implications for instructional communication*. Presented at the International Communication Association, Montreal, Canada, May 22-26, 1997.
- Presented paper: *"It's over there:" Nonverbal communication in academic reference interactions*. Presented at the 1997 ALISE (Association for Library and Information Science Education) Conference: Reinventing the Information Profession. Washington, D.C., February 11-14, 1997.
- Chair of round table discussion: *Socializing forces in higher education - the life & times of an assistant professor*. New York State Speech Communication Association. Monticello, NY, October 11-13, 1996.
- Member of round table discussion: *Communication, culture and the millennium: Pathways for the discipline in the 21<sup>st</sup> century*. New York State Speech Communication Association. Monticello, NY, October 11-13, 1996.
- Respondent to panel: *Re-embodying communication: The re-acknowledgment of the nonverbal in contemporary communication*. Eastern Communication Association, NY, April 25-28, 1996.
- Respondent to panel: *Lies, laughter, timing, space*. Eastern Communication Association, NY, April 25-28, 1996.
- Chair of roundtable: *Foucault, power, and communication*. Presented at the Inaugural Conference of the New Jersey Communication Association, Montclair State University, Montclair, NJ, April 26, 1996.
- Keynote speaker:** *I gave him THE LOOK, but he continued to tap his pencil on the table: Nonverbal communication in the school media center*. Essex County Educational Media Association, NJ, May 21, 1996.
- Presented paper with G. P. Radford: *Saturn, Sophie, and Seinfeld: Media views of the stereotyped librarian*. DRAGNET Conference, William Paterson University, Wayne, NJ, June 2, 1996.
- Chair and respondent to panel: *Top three papers in nonverbal communication*. Eastern Communication Association, Pittsburgh, PA, April 27-30, 1995.

### Teaching Experience

- 2004-Pres     **Rutgers, The State University of New Jersey**, School of Communication & Information
- Courses Taught and/or Designed
- Theories & Issues in Library Studies (Ph.D.)
- Information & Communication Processes (Ph.D.)
- Qualitative Research Methods (Ph.D.)
- Communication, Information and Media Pro-Seminar (Ph.D.)
- Academic Librarianship (MI, Online version co-designer)
- British Collections & Archives (MI/MLIS Hybrid, online and in England)
- Reference Sources & Services (MI/MLIS, taught on ground, online version designed)
- Management of Libraries and Information Centers (MI/MLIS)

Interpersonal Communication for the Information Professional  
(MI/MLIS, Designed and Taught)  
Retrieving and Evaluating Electronic Information (ITI, undergrad.)

1996-2004 **Pratt Institute**, NY, NY. School of Information and Library Science  
Graduate Courses Taught and/or Designed (All MLIS):  
Information Sources (Designed and Taught)  
Interpersonal Communication for Information Professionals  
(Designed and Taught)  
Online Sources and Services  
Online Databases in the Social Sciences and Humanities  
School Media Centers

### Teaching Certifications

New York School Media Specialist K-12

New Jersey School Media Specialist K-12; Teacher of English K-12

### Faculty Presentations & Guest Lectures

*Communication for Managers*. Presented Guest Lecture for Charles Senteio (Management of Information Centers), Rutgers University, December 4, 2017.

*Research Initiatives in LIS*. Member of panel (Ph.D. 601, Seminar in Communication & Information, Jennifer Theiss), Rutgers University, October 11, 2017.

*Management Communication*. Presented Guest Lecture for Charles Senteio (Management of Information Centers), Rutgers University, December 8, 2016.

*Virtual reference research & communication theory*. Presented Guest Lecture for Kay Cassell, (Reference Sources & Services), Rutgers University, March, 2016.

*Theories and methods in virtual reference research*. Presented Guest Lecture for Nina Wacholder (Seminar in Information Studies), Rutgers University, October, 2015.

*Virtual reference research & communication theory*. Presented Guest Lecture for Kay Cassell, (Reference Sources & Services), Rutgers University, March, 2015.

*Theories and methods in virtual reference research*. Presented Guest Lecture for Nina Wacholder (Seminar in Information Studies), Rutgers University, October 13, 2014.

*Information literacy & communication theory*. Presented Guest Lecture for Mark Alpert (Information Literacy, Learning, & Teaching), Rutgers University, April 17, 2014.

*Virtual reference research & communication theory*. Presented Guest Lecture for Kay Cassell, (Reference Sources & Services), Rutgers University, March 6, 2014.

*Communication Theory in the LIS Context*. Presented Guest Lecture for Ross Todd (Theories and Issues in Library Studies), Rutgers University, March 5, 2014.

*Theories and methods in virtual reference research*. Presented Guest Lecture for Nina Wacholder, (Seminar in Information Studies), Rutgers University, October 31, 2013.

*Virtual reference research update*. Presented Guest Lecture for Kay Cassell, (Reference Sources & Services), Rutgers University, March 7, 2013.

*Research design*. Member of panel. Ph.D. Program Mini-Seminar, Rutgers University, March 6, 2013.



- Stories from the field: Challenges of participant-observation.* Member of panel. Ph.D. Program Mini-Seminar, Rutgers University, October 19, 2012.
- Research in virtual reference.* Presented Guest Lecture for Kay Cassell, (Reference Sources & Services), Rutgers University, October 9, 2012.
- Supervision, delegation, and time management.* Presented Guest Lecture for Ernie DiMattia, (Management of Libraries and Information Centers), Rutgers University, October 1, 2012.
- Theoretical development in virtual environments.* Presented Guest Lecture for Ross Todd, (Theories and Issues in Library Studies, Phd), Rutgers University, April 9, 2012.
- Virtual reference research.* Presented Guest Lecture for Stephanie Mikitish, (Reference Sources & Services, MLIS), Rutgers University April 2, 2012.
- Time management and delegation.* Guest Lecture for Kay Cassell, (Management of Libraries and Information Centers), Rutgers University, Feb. 16, 2012.
- Virtual reference past, present, and future.* MLIS Colloquium, Rutgers University, December 7, 2011.
- Virtual reference accuracy & question types.* Guest Lecture for Kay Cassell, (Reference Sources & Services), Rutgers University, March 23, 2011.
- How to conduct a focus group.* Presented to CISSL Research Team, Rutgers University, October 27, 2010.
- SC&I & DSA advisement panel.* Presented to Doctoral Students Association, Rutgers University, October 20, 2010.
- User & non-user viewpoints on live chat-based reference.* Guest Lecture for Kay Cassell, (Reference Sources & Services), Rutgers University, April 1, 2010.
- Exploring & evaluating user & non-user viewpoints on live chat-based reference.* Guest Lecture for Lisa Coats, (Reference Sources & Services) Rutgers University, March 29, 2010.
- Update on developing a theoretical model for synchronous (virtual and face-to-face) reference encounters.* Guest Lecture for Marija Dalbello (Human Information Behavior Ph.D. Seminar), Rutgers University, March 9, 2010.
- Generation's new knowledge: Integrating Millennials into the workforce.* Presented at the Lost Knowledge Conference, Heldrich Hotel, New Brunswick, NJ, February 18, 2010.
- User & non-user perspectives on live chat-based reference.* Guest Lecture for Kay Cassell, (Reference Sources & Services), Rutgers University, November 4, 2009.
- Developing a theoretical model for synchronous (virtual and face-to-face) reference encounters.* SC&I LIS Faculty Brown Bag, Rutgers University, September 28, 2009.
- Evaluating virtual viewpoints: User & non-user perspectives live chat-based Reference.* Guest Lecture for Lisa Coats, (Reference Sources & Services), Rutgers University, September 28, 2009.
- "Pls Hury it Up Thanks!!!" Interpersonal communication in live chat reference.* Guest Lecture for Carol Gordon, (Theories & Issues in Library Studies, PhD Seminar), and Paulette Kerr, (Reference Sources and Services), Rutgers University, March 9, 2009.
- Sarah Palin: Censorship controversy & media stereotyped "sexy librarian."* Presented at Electing a President: A Conversation with SCILS Scholars, Engaging Our World Through Scholarship: A Continuing MCIS Series, Rutgers University, October 17, 2008.

- Service excellence in live chat reference.* Guest Lecture for Kay Cassell, (Reference Sources & Services), Rutgers University, October 8, 2008.
- Service excellence in live chat reference.* Guest Lecture for Kay Cassell, (Reference Sources & Services), Rutgers University, April 28, 2008.
- Interpersonal communication in live chat reference.* Guest Lecture for Paulette Kerr, (Reference Sources & Services), Rutgers University, February 28, 2008.
- Introduction to live chat reference and transcript analysis.* Guest Lecture for Kay Cassell, (Reference Sources & Services), Rutgers University, December 12, 2007.
- Update on Seeking Synchronicity Project: Connecting in cyberspace.* With Jocelyn DeAngelis Williams. SCILS LIS Faculty Brown Bag, Rutgers University, November 26, 2007.
- Seeking Synchronicity: Exploring virtual reference.* With Jocelyn DeAngelis Williams, & Susanna Sabolcsi-Boros. LIS Research Showcase 2007, SCILS, Rutgers University, May 9, 2007.
- Transcript analysis for live chat reference.* Guest Lecture for Kay Cassell, (Reference Sources & Services), Rutgers University, April 2, 2007.
- Introduction to research in live chat reference.* Guest Lecture for Lydia Harris, (Reference Sources & Services), Rutgers University, February 24, 2007.
- Analyzing chat reference transcripts: Preliminary results (Including: Interpersonal communication, subject, duration, question type, and geographic distribution).* SCILS LIS Faculty Brown Bag, Rutgers University, February 26, 2007.
- Research in live chat reference.* Guest Lecture for Kay Cassell, (Reference Sources & Services), Rutgers University, November 8, 2006.
- Introduction to NVivo Software and analysis of chat reference.* SCILS LIS Faculty Brown Bag, Rutgers University, April 17, 2006.
- Interpersonal communication in organizations.* Guest Lecture for Ernie DiMattia, Pratt Institute, November 2, 2005.
- Analyzing chat reference transcripts.* Guest Lecture for Tefko Saracevic, (Research Methods), Rutgers University, November 1, 2005.
- Virtual reference encounters.* Presentation to the LIS Program Associates, Rutgers University, April 14, 2005.
- "I'm turning into a nightmare, aren't i?" Interpersonal communication in chat reference.* SCILS LIS Faculty Brown Bag, Rutgers University, March 7, 2005.
- Interpersonal communication in virtual reference.* Guest Lecture for Mary K. Chelton, Queens College, February 14, 2005.
- Interpersonal communication in virtual reference.* Guest Lecture for Tefko Saracevic, (Research Methods), Rutgers University, November 10, 2004.
- Interpersonal communication in virtual (chat) reference.* LIS Colloquium, September 8, 2004

### Scholarly Activities

#### Scholarly Activities Related to Library and Information Science (by organization)

- Libraries in the Digital Age (LIDA) Conference, Zadar Croatia*  
 2016-2018 Co-Director, LIDA Conference, Croatia, June 13-15, 2018  
 2015-2016 Co-Director, LIDA Conference, Croatia, June 13-18, 2016

- 2011-2012 Co-Chair, Conference Program, LIDA Conference, Croatia, June 18-22, 2012  
 2007-2008 Co-Chair, Conference Program, LIDA Conference, Croatia, June 2-7, 2008

*American Society for Information Science and Technology (ASIST)*

- 2017-2018 Member and Juror, Doctoral Colloquium Committee  
 2016-2017 Chair, Contributed Panels Selection Committee  
 2011-2012 Chair, Sig-Con, ASIST  
 2011-2012 Juror, Poster submissions for Sig-Use, ASIST  
 2010-2011 Juror, Competitive papers, ASIST

*Association for Library and Information Science Education (ALISE)*

- 2018-2019 Co-Chair, ALISE Academy  
 2017-2018 Chair, Juried Panels, ALISE 2018  
 2015-2016 Juror, OCLC/ALISE Library & Information Science Research Grant  
 2013-2014 Chair, Resume Review Committee, ALISE  
 2008-2009 Chair Research Coordinating Committee, ALISE  
 2005&06,08&09 Juror, OCLC/ALISE Library & Information Science Research Grant  
 2003-2004 Co-Chair, Conference Planning Committee, ALISE, San Diego Conference  
 2004-2005 Co-Chair, Research Special Interest Group, ALISE  
 2002-2003 Co-Chair, Curriculum Interest Group, ALISE  
 1999-2000 Chair, Research Special Interest Group, ALISE  
 1997-1998 Chair, New Member's Special Interest Group, ALISE

*iSchool Conference*

- 2017-2018 Member, Review Committee for Doctoral Forum, iConference, Sheffield, UK, March 25-29, 2018  
 2013-2014 Member, Review Committee for Alternative Events and Workshops, iConference, Berlin, March 4-7, 2014

*American Library Association (ALA)*

- 2014-2015 RUSA Liaison to ALA Education Assembly  
 2013-2014 Chair, ALA, Reference and User Services Association (RUSA), Mudge Award Committee  
 2013-2014 Member, ALA, RUSA President's Program Committee  
 2010-2011 RUSA Liaison to American Library Association, ALA  
 2008-2009 Member, ALA Committee on Research and Statistics Subcommittee on Monograph Series  
 2007-2008 Member, ALA, RUSA President's Program Committee  
 2006-2008 Member, ALA Committee on Research and Statistics  
 2005-2007 Member, Conference Planning Committee, Library Research Seminar IV, ALA, 2007  
 2001-2007 Reference Services Section (RSS) Representative to the RUSA Publications Committee  
 2001-2005 RSS/MOUSS Section Representative to the RUSA Nominating Committee

- 2002-2004 Member, Conference Planning Committee, Library Research Seminar III, ALA, 2004
- 2004-2009 Chair (2006, 2007, 2008), Member, Nominating Committee, Library Research Round Table, ALA
- 2003-2007 Member, Student Committee, Juror of Student Papers, Library Research Round Table, ALA
- 2003-2004 Immediate Past Chair, Library Research Round Table, American Library Association, ALA
- 2002-2003 Chair, Library Research Round Table, ALA
- 2001-2002 Vice-Chair, Library Research Round Table, ALA
- 1999-2004 Member, Library Research Round Table, ALA
- 1999-2001 Chair, Research and Statistics Committee, ALA, (RUSA/MOUSS)
- 1997-1999 Member, Research and Statistics Committee, ALA, (RUSA/MOUSS)

*Association of College and Research Libraries (ACRL)*

- 2013-2015 Member, ACRL Value of Academic Libraries Committee
- 2011-2012 Chair, ACRL Research Coordinating Committee
- 2010-2011 Vice-Chair, ACRL Research Coordinating Committee
- 2009-2011 Co-Chair, ACRL Contributed Papers Committee, National Convention, 2011, Philadelphia, PA

*Beta Phi Mu Honor Society (National) (BPM)*

- 2013-2016 Member at Large, National Executive Board, BPM
- 2012-2013 Immediate Past-President and Nominating Committee Chair, National Executive Board, BPM
- 2011-2012 President, National Executive Board, BPM
- 2010-2011 Vice-President, National Executive Board, BPM
- 2006-2009 Member, National Executive Board, BPM
- 2008-2009 Chair, Garfield Dissertation Award Committee, National Executive Board, BPM

*Reference Renaissance Conferences*

- 2009-2010 Co-Chair, Conference Program Reference Renaissance 2010: Current & Future Trends, Denver, CO
- 2007-2008 Chair, Conference Program 2008 Reference Renaissance: Current & Future Trends, Denver, CO

*Other*

- 2004-2014 SC&I, LIS Liaison to New Jersey Library Association (NJLA)
- 2006-2008 Member, New Jersey Library Association (NJLA) Urban Libraries Section
- 2002-2004 Member S. S. Green Award Committee, Best Virtual Reference Transaction
- 2002-2004 Member, New York Times Librarian of the Year Award Committee
- 2003-2005 Member, Digital Reference Education Initiative (DREI), Advisory Board
- 2000-2003 Member, Metropolitan New York Library Council (METRO) Continuing Education Coordinating Council, NY, NY
- 1997-2001 Member, Training Special Interest Group, METRO, NY, NY

- 1998-2002 Member and Secretary, Board of Directors, Center for the Study of Information Professionals, Mequon, WI
- 1996-1997 Member, Task Force on Log Analysis, Sarah Byrd Askew Library, The William Paterson University of New Jersey

### **LIS Editorial Boards and Reviewing**

- 2016-Pres Article Reviewer, *Libellarium: Journal for the History of Writing, Books, and Memory Institutions*
- 2012-Pres Article Reviewer, *Journal of Documentation*
- 2012-Pres Member, Editorial Board, *Internet Reference Services Quarterly*
- 2010-2016 Member, Editorial Board, *Advances in Librarianship* (Emerald Book Series)
- 2006-2012 Member, Editorial Board, *The Library Quarterly*
- 2005-Pres Article Reviewer, *Journal of Information Science*
- 2006-Pres Article Reviewer, *Journal of the American Society for Information Science and Technology (JASIST)*
- 2005-2008 Member, Editorial Board, ACRL, *Publications in Librarianship Series*
- 2000-Pres Article Reviewer, *Reference & User Services Quarterly (RUSQ)*
- 1998-Pres Article Reviewer, *The Library Quarterly*
- 1999-Pres Article Reviewer, *Journal of Education for Library and Information Science (JELIS)*

### **External Reviewer of Promotion and Tenure Cases; and Promotion to Full**

- Kuwait University, Kuwait
- Humboldt University of Berlin, Germany
- American University, Washington DC
- Drexel University, PA
- Indiana University
- Kent State, OH
- Lehman College, NY
- SUNY Buffalo, NY
- University of Hawaii (2 cases)
- University of Iowa
- University of Kentucky
- University of Maryland (2 cases)
- University of Tennessee (2 cases)

### **Grant Proposal Review**

- 2017 Global Research Network Program, National Research Foundation of Korea
- 2005,06,08,&09 OCLC/ALISE Library & Information Science Research Grant

### **Scholarly Activities Related to Communication Studies**

- National Communication Association (NCA)*
- 2013-2014 Past Chair, Philosophy of Communication Division, NCA
- 2012-2013 Chair, Philosophy of Communication Division, NCA

- 2011-2012 Vice-Chair, Philosophy of Communication Division, NCA  
 2010-2011 Second Vice-Chair, Philosophy of Communication Division, NCA  
 2008-2009 Member, Planning Committee, Semiotics Interest Group, NCA  
 2008-2009 Reader, Planning Committee, Social Construction of Meaning Interest Group, NCA  
 1995-2001 Member, National Committee on K-12 Standards, NCA

*Eastern Communication Association (ECA)*

- 2003-2005 Secretary, Theory and Methodology Interest Group, ECA  
 1996-1997 Chair, Nonverbal Communication Interest Group, ECA  
 1994-1995 Secretary, Nonverbal Communication Interest Group, ECA  
 1997-1998 Member, Nominating Committee, ECA

*New Jersey Communication Association (NJCA)*

- 2009-2012 Member-At-Large, NJCA  
 2008-2009 Historian, NJCA  
 2005-2006 Conference Planning Committee for the 10<sup>th</sup> Conference, NJCA  
 1997-2008 Secretary, New Jersey Communication Association, NJCA  
 1996-1997 Conference Planning Committee for the Inaugural Conference of the NJCA, April 26, 1997  
 1996-1998 Chair, Nominating Committee, NJCA  
 1998-1999 Member, Nominating Committee, NJCA

*New York State Communication Association (NYSCA)*

- 2002-2003 Past Co-President, NYSCA  
 2001-2002 Co-President, NYSCA  
 2000-2001 Co- First Vice President, and Conference Planner for 2001, NYSCA  
 2003-2004 Member, Nominating Committee, NYSCA  
 2003-2005 Member, Nominating Committee, NYSCA

*Other*

- 2007-Pres Member, Center for Media Studies, Rutgers University  
 1993-1996 Member, Interpersonal-Telecommunication Research Group, Department of Communication, The William Paterson University of New Jersey.

**Communication Editorial Boards and Reviewing**

- 2003-Pres Associate Editor & Member Editorial Board: *Atlantic Journal of Communication*, Francis & Taylor, PA.  
 2011-Pres Member, Editorial Board: *Western Journal of Communication*.  
 2008-Pres Article Reviewer: *Western Journal of Communication*.  
 1994-2003 Associate Editor: *New Jersey Journal of Communication*, Fairleigh Dickinson University, NJ  
 1992-2003 Member, Editorial Board: *New Jersey Journal of Communication*, Fairleigh Dickinson University, NJ

- 2000-2003 Member, Editorial Board: *New York State Communication Association Annual*, NY, NY
- 1992-1995 Member, Editorial Board: *Occasional papers in Communication, Information and Library Studies*. SCILS, Rutgers University, NJ
- 1992-1993 Co-Editor: *Occasional Papers in Communication, Information and Library Studies*. SCILS, Rutgers University, NJ

**Ph.D. Dissertation Committee Chair or Member – Completed**

- 2017 Chair, Rutgers School of Communication & Information, Doctoral Committee for Stefani Gomez: *Information Practices Relative to Parental Mediation and the Family Context among Puerto Rican and Dominican Teens*.
- 2017 Chair, Rutgers School of Communication & Information, Doctoral Committee for Vanessa Kitzie: *Beyond Behaviors, Needs, and Seeking: A Qualitative Investigation of Information Practices among Individuals with LGBTQ+ Identities*.
- 2017 Chair, Rutgers School of Communication & Information, Doctoral Committee for Stephanie Mikitish: *Information Engagement: How Social Science Doctoral Students Seek, Filter, Access, and Organize Information*.
- 2017 Member, Rutgers School of Communication & Information, Doctoral Committee for Maria Dwyer. Chaired by Dan O'Connor.
- 2017 Member, Rutgers School of Communication & Information, Doctoral Committee for Ralph Gigliotti, Chaired by Brent Ruben.
- 2016 Member, Rutgers School of Communication & Information, Doctoral Committee for Hannah Kwon. Chaired by Ross Todd.
- 2014 Member, Rutgers School of Communication & Information, Doctoral Committee for Erik Choi. Chaired by Nick Belkin.
- 2014 Member, Rutgers School of Communication & Information, Doctoral Committee for Brian Agnew: *Critical Incidents in the Tenure of Higher Education Presidents and the Competencies which Define Their Leadership*. Chaired by Brent Ruben.
- 2013 Member, Rutgers School of Communication & Information, Doctoral Committee for Robert Wedgeworth: *Certain Characteristics of iSchools Compared with Other LIS Programs*. Chaired by Tefko Saracevic.
- 2013 Member, Rutgers School of Communication & Information, Doctoral Committee for Ellen Pozzi: *The Public Library in an Immigrant Neighborhood: Italian Immigrants' Information Ecologies in Newark, New Jersey, 1889-1919*. Chaired by Marija Dalbello.
- 2012 Member, Rutgers School of Communication & Information, Doctoral Committee for Nicole Cooke: *The Information Use Behavior of Graduate Students in an Online Learning Community*, Chaired by Ross Todd.
- 2010 Chair, Rutgers School of Communication & Information, Doctoral Committee, for Jocelyn A. DeAngelis: *Friction in Computer-mediated Communication: An Unobtrusive Analysis of Face Threats between Librarians and Users in the Virtual Reference Context*.

- 2010 Member, Rutgers School of Communication & Information, Doctoral Committee for Kathel Dunn: *Toward an Understanding of the Epistemic Values of Scientists*, chaired by Ross Todd.
- 2009 Member, Rutgers School of Communication, Information, and Library Science Doctoral Committee, for Arthur Taylor: *Relevance Criterion Choices in Relation to Search Progress*, chaired by Tefko Saracevic.
- 2008 Member, Rutgers School of Communication, Information, and Library Science Doctoral Committee, for Judith Gelentner: *Mapsearch: A Protocol and Prototype Application to Find Maps* chaired by Michael Lesk.
- 2007 Member, Rutgers School of Communication, Information, and Library Science Doctoral Committee, for Nora J. Bird: *Science and Health Information Use on the Web: An Investigation into Knowledge Building by Everyday Life Information Seekers* chaired by Claire McInerney.
- 2006 Outside Member, University of Washington Doctoral Committee, for Lorri Mon: *User Perspectives on Satisfaction with Digital Reference Services* chaired by Joseph Janes.
- 2000 Outside Member, Rutgers School of Communication, Information, and Library Science Doctoral Committee, for Lynn S. Cockett: *Authoritative Referrals: A Study of Information Professionals' Decision Making in the Recommendation of Readings for Adolescents* chaired by Hartmut Mokros.

#### **Ph.D. Students – Primary Advisor – In Progress**

- 2017-Pres Diana Floegel
- 2016-Pres Charlie File
- 2011-Pres Mark Alpert (on leave)

#### **Ph.D. Dissertation Committees – In Progress**

- 2017-Pres Joy Cox. Chaired by Bernadette Galliard.
- 2017-Pres Eun Youp Rha. Chaired by Nick Belkin.
- 2016-Pres Funda Kivran-Swaine. Chaired by Mor Naaman.
- 2016-Pres Shahe Sanentz. Chaired by Ross Todd.
- 2016-Pres Xiaofeng Li. Chaired by Ross Todd.
- 2015-Pres Frank Bridges. Chaired by John Pavlik.
- 2015-Pres Cindy Lu. Chaired by Ross Todd.
- 2015- Pres Sarah Barriage. Chaired by Ross Todd.
- 2014-Pres Punit Dadlani. Chaired by Ross Todd.

#### **Qualifying Exam Committee Member, Rutgers University Ph.D. Program**

- 2017 Lisa Ambrose
- 2017 Eun Youp Rha
- 2016 Shahe Sanentz
- 2015 Vanessa Kitzie (Chair)
- 2015 Sarah Barriage
- 2014 Mark Alpert (Chair)



2014	Pam Read
2014	Cindy Lu
2014	Ralph Gigliotti
2014	Xioafeng Li
2013	Stephanie Mikitish (Chair)
2013	Stefanie Gomez (Chair)
2012	Erik Choi
2011	Davida Scharf
2011	Brian Agnew
2011	Jessica Lingel
2010	Iulian Vamanu
2010	Emily Knox
2010	Ellen Pozzi
2010	Marianne Martins
2010	Hannah Kwon
2010	Nicole Cooke
2008	Emily Seitz
2008	Soo-Yeon Hwang

#### **Ph. D. Research Supervision**

2017-Pres	Diana Floegel, Synergy research team.
2012-2015	Mark Alpert, Cyber Synergy research team; Fa 2012, Independent Study, 16:194:696; Fa 2013, Practicum “Time for a Research Montage: A Cultural Studies Examination of Research Depictions in Popular Culture and the Effects on the Perception of Library Users”
2012-2017	Vanessa Kitzie, Cyber Synergy research team
2012 (Fa)	Brett Bonfield, (Independent Study 16:194:696)
2011-2014	Erik Choi, Cyber Synergy research team
2011-2017	Stephanie Mikitish, Cyber Synergy research team, Fa 2012 (Independent Study 16:194:696) “Initial impressions: Investigating How Future Faculty Value Academic Libraries”
2011 (Su)	Pam Read, research on philosophy of LIS and critical studies approaches
2010-2011	Susan Wengler, Seeking Synchronicity research team and VR Bibliography
2010-2012	Hannah Kwon, Seeking Synchronicity research team
2006-2007	Dana Dragos, Seeking Synchronicity research team
2006-2008	Susanna Sabolsci-Boros, Seeking Synchronicity research team
2006 (Su)	Ned Wall, Reference Encounters in Academic Libraries
2005-2006	Vicky Kozo, Seeking Synchronicity research team

#### **MLIS/MI/MLIS Research Supervision**

2017-Pres	Dan Delmonico, Synergy research team.
2017 (Fa)	Lisa Thornton, Wroxton Innovative Cataloging Project (Independent Study)
2016 (Su)	Kathryn Wissel, Building a Special Collection Portal: A Redesign of the Valente Italian Library Website, Seton Hall University Library (Independent Study)

- 2015 (Su) Kathryn Angelo, Strategic Plan for Long Branch Public Library (Independent Study)
- 2014 (Fa) Christine Forbes, E-Learning Course Development Tools for Information Literacy (Independent Study)
- 2014 (Fa) Sara Keegan, Functions and Practices of Academic Library Departments at Seton Hall University (Independent Study)
- 2014 (Su) Gary Marks, VALE NJ Organizational, Archival, and Preservation Plan (Independent Study)
- 2013 (Fa) Dana Rosen-Parez, MOOCs: A New Opportunity for Supporting Lifelong Learning at Public Libraries (Independent Study)
- 2013 (Sp) Deborah Walter, Review of Information Literacy Models (Independent Study)
- 2012-2013 Hanna Lee, Cyber Synergy & Virtual Reference Bibliography project team (Independent Study, Fa 2012 question types for SQA.)
- 2012-2013 Kathleen Juliano, Cyber Synergy research team (Independent Study, Su 2011, Applying READ scale to VR transcripts)
- 2012 (Su) Justin Glaser, Cyber Synergy research team (Independent Study on Cyber Synergy)
- 2012 (Su) Deborah Walter, Cyber Synergy research team (Independent Study on Cyber Synergy)
- 2012 (Sp) Lauren Martino, Cyber Synergy research team (Independent Study on Cyber Synergy)
- 2012 (Sp) Laura Palumbo, International Librarianship, Cell Phone Use by Women in Liberia (Independent Study)
- 2011 (Fa) Patricia Brown, Library 2.0 Applications (Independent Study)
- 2011 (Su) Antoinette Aragona, communicating with young adults/children (Independent Study)
- 2010-2011 Lisa DeLuca, (Independent Study), Seeking Synchronicity research team
- 2010- 2011 Jaqueline Woolcott, (Independent Study), Seeking Synchronicity research team
- 2011-2012 Mary Ennis, (Independent Study), Cyber Synergy research team
- 2008-2010 Ben Baakelar, Virtual Reference Bibliography project website design and content
- 2009-2010 Jeff Teichman, Virtual Reference Bibliography project team
- 2009-2010 Gillian Virtual Reference Bibliography project team
- 2006-2008 Julie Strange, Seeking Synchronicity research team
- 2008 (Fa) Allie Graham, Independent Study
- 2006-2008 Mary Anne Davidson, Seeking Synchronicity research team

### **Undergraduate Research Supervision**

- 2014 (Sp) Harrison Fischberg, Project Management, ITI, Independent Study
- 2013 (Fa) Harrison Fischberg, Cyber Synergy research team
- 2011 Vicky Weber, Ripon College, Wisconsin at RU, SC&I from May 31-August 5, 2011 as part of the Rutgers' University RiSE (Research in Science and Engineering) program funded by NSF. Project: *"You Need to Contact Your Local Library Directly:" Referrals in the Virtual Reference Environment.*
- 2008 Christine Otto, RU, SC&I, ITI, Independent Study

### **Selected Consulting & Contract Work**

- “Library NEXT: A Campus Conversation” retreat facilitator, Florida Gulf Coast University, Fort Myers, Florida. March 15, 2016.
- “Money Matters” Financial Training Program, IMLS Grant Evaluation Project, the New York Public Library, 2012-2013.
- Goethe-Institut Library Needs Assessment, New York, NY, September 2009-January 2010.
- “Building Leadership Skills – Convincing & Influencing.” Leadership Training for Infopeople, California, July 2009.
- “Professional Development Needs Assessment.” Evaluation Project for The Metropolitan New York Library Council (METRO), with Daniel O’Connor, Ph.D., May 2009-August 2009.
- “Leadership Now!” IMLS Grant Evaluation Project, the New York Public Library, January 2008 - July 2009.
- “Librarians for the 21<sup>st</sup> Century,” IMLS Grant Evaluation Project, the New York Public Library, June 2006 - July 2007.
- “21<sup>st</sup> Century Community Learning Center,” Grant Evaluation Project for the Queens Borough Public Library, April 2005 - July 2007.
- “Learning in Libraries,” Grant Evaluation Project for Brooklyn Public Library, September 2005-August 2006.
- “Everyone Serves Youth Training,” Wallace Grant, Evaluation Project, for the New York Public Library, September 2004 – July 2006.
- “Service Excellence,” Curriculum Development and Training, Sessions 1, 2, & 3” for The New York Public Library, NY, NY, January 2003-August 2003, November 2003-July 2004.
- Conducted Focus Groups on Strategic Planning, for Rutgers University Libraries, New Brunswick, NJ, April 2004 - June 2004.
- Conducted Focus Groups on the Visual and Performing Arts Library, for the Brooklyn Public Library, Brooklyn, NY, October 2002 - May 2003.
- Conducted Focus Groups on Bioinformatics & Genomics Services and Resources, for the Weill Cornell Medical Library, NY, NY, June 2002.
- “Information Express: TRAIN,” Curriculum development and training: “E-Resources: The Basics and Beyond, Sessions 1 and 2,” for The New York Public Library, November 2001- August 2002.
- “VALE Retreat- Strategic Planning,” facilitator, UMDNJ, Scotch Plains, NJ, with Jennifer Lehr, Fairleigh Dickinson University, Madison, NJ, March 15, 2002.
- “Reference Standards,” Staff development facilitator for Hunter College Library, NY, NY, January 11, 2002.
- “Bronx HIV/AIDS Information Outreach Project,” qualitative evaluation for The New York Public Library, September 2000-May 2002.
- Ready to Read, qualitative evaluation for Brooklyn Public Library, March 2001-June 2001.
- VALE (Virtual Academic Library Environment) Evaluation Project, for VALE Academic Library Consortium, NJ, March 2001-August 2001.
- Service Excellence, Pilot Program for the Research Libraries of The New York Public Library, Science Industry & Business Library, NY, June 7, 14, & 21, 2000.

- Qualitative Evaluation of CLASP (Connecting Libraries and Schools Project) for New York Public Library, Brooklyn Public Library, and Queens Borough Public Library, NY, January, 2000-May, 2000.
- Our Lady of Perpetual Help School Library 3 Year Plan and Collection Development, Our Lady of Perpetual Help School, Highlands, NJ, Sept., 1998 - June, 1999.
- Achieving Excellence in Customer Service, Customer Service training and evaluation, Brooklyn Public Library, Brooklyn, NY, May, 1998 - Sept. 1998.
- Family Place Evaluation Project, Middle Country Public Library, Centereach, NY, in partnership with Libraries for the Future, New York, NY, Sept., 1997 - June, 1999.
- Assessment of the Learning Materials Center, Raymond H. Fogler Library, University of Maine, Orono, with Judi Repman, Ph.D., Texas Tech University, March 18, 1997.
- Research Methodology Consultant, Adelphi University, New York. Quantitative research project analyzing library materials availability, with Anne Ciliberti and Gary P. Radford, The William Paterson University of New Jersey, 1994-1995.

#### **Professional Training (Selected, 2004-Present)**

- Got a Minute? Strategies for Time Management and Organizational Skills.* Maryland Library Association/Delaware Library Association Conference, Cambridge, MD, May 2-4, 2018.
- Service Excellence: Collegiality & Cooperation in Times of Change,* Montclair Public Library, NJ, November 14, 2017.
- School's Out, Are You Still Working? Tips and Tactics for Time Management and Organization,* BELS Library Consortium, NJ, October 23, 2017.
- Managing Change: Thriving in Fast-Forward Futures,* Montclair Public Library, NJ, September 18, 2018.
- Change Management Collegiality, and Service Excellence,* Woodbridge Library, NJ January 10, 2017.
- Teamwork: Staying Strong, Keeping it Fresh, & Visioning the Future.* Glen Rock Public Library, NJ, December 3, 2015.
- Going the Extra Mile: Strategies for Achieving Service Excellence.* Mahwah Public Library, NJ, September 14, 2015.
- Service Excellence: Collegiality & Cooperation in Times of Change,* Mahwah Public Library, NJ, May 11, 2015.
- Effective Management Communication.* NJLA Emerging Leaders 2014-2015. Monroe Township Public Library, NJ. April 13, 2015.
- Collegiality & Cooperation in Times of Change,* Maplewood Memorial Library, February 26, 2015
- Discovering Possibilities in Every Encounter: Strategies for Achieving Reference Service Excellence,* Library of the Chathams, Chatham, NJ, November 13, 2014.
- Time Management and Organizational Skills.* Rutgers University Libraries, Alexander Library, November 10, 2014.
- Connections, Collegiality, & Cooperation: Effective Library Communication.* Oakland Public Library, Oakland, NJ, July 9, 2014.
- Strategies for Achieving Service Excellence & Positive Approaches to Problematic People.* Millburn Free Public Library, Millburn, NJ, May 16, 2014.

- Achieving Service Excellence.* North Arlington Public Library, North Arlington, NJ April 3, 2014.
- Academic Library Assessment: Beyond the Basics.* With Lynn Silipigni Connaway, Raynor Memorial Libraries, Library, Marquette University, Wisconsin, July 18, 2013.
- Rethinking Communication for Effective Management.* NJLA Emerging Leaders 2012-2013. Monroe Township Public Library, NJ. March 13, 2013.
- Answering Customer Questions: From Bibliocommons to Google.* Metropolitan New York Library Council/The New York Public Library, NY. November 6, 19, & 27, 2012.
- Making Contact: Approachability & Achieving Service Excellence.* Reading Public Library, Reading, PA, November 8, 2011.
- Going the Extra Mile: Achieving Service Excellence.* Englewood Public Library, Englewood, NJ, September 13, 2011.
- Strategies for Achieving Service Excellence & Positive Approaches to Problematic People.* Lehigh Valley Regional Action Committee, Allentown PA, August 11, 2011.
- Creating the Reference Future: Redesigning Today's Public Services.* The New York Public Library, NY, June 10, 2011.
- Effective Management Communication.* NJLA Emerging Leaders 2010-2011. Mount Laurel Public Library, Mount Laurel, NJ, March 10, 2011.
- Reference Basics and Strategies for Service Excellence.* Bernardsville Public Library, Bernardsville, NJ, February 25, 2011.
- Connections, Collegiality, Cooperation: Effective Library Communication.* Cliffside Park Public Library, NJ, January 28, 2011.
- Effective Reference Encounters: Update on Achieving Service Excellence.* Bernardsville Public Library, Bernardsville, NJ, October 15, 2010.
- Got a Minute? Successful Time Management Strategies.* Johnson Free Public Library, Hackensack, NJ, May 21, 2010.
- Effective Reference Encounters: Update on Achieving Service Excellence in Face-to-Face and Virtual Environments.* Metropolitan New York Library Council, NY, April 7, 2010.
- Getting to Yes! Leadership Skills for Convincing and Influencing.* Eastern Shore Regional Library & Anne Arundel County Public Library, MD. December 14 & 15, 2009.
- Going the Extra Mile: Achieving Service Excellence.* Baker-Berry Library, Dartmouth College, Hanover, NH, May 13, 2009.
- Got a Minute? Successful Time Management Strategies.* Lehman College Library, NY, January 30, 2009.
- Going the Extra Mile: Strategies for Achieving Service Excellence.* Guilderland Public Library, Guilderland, NY, January 14, 2009.
- Tips and Tactics for Time Management & Sharpening Organizational Skills.* Metropolitan New York Library Council, NY, NY, December 9, 2008.
- Service Excellence Strategies, Teamwork, and Positive Approaches to Problematic People.* Johnson Public Library, Hackensack, NJ, December 5, 2008.
- Positive Approaches to Problematic People.* Scranton Public Library, Scranton, PA, November 4, 2008.
- Connections, Collegiality, & Cooperation: Effective Internal Communication.* Lehman College Library, NY, September 19, 2008.

- Going the Extra Mile: Achieving Service Excellence.* Montville Township Public Library, Montville, NJ, June 18, 2008.
- Got a Minute? Successful Time Management.* Central Jersey Regional Library Co-operative, Freehold, NJ, May 29, 2008.
- Strategies for Achieving Service Excellence and Positive Approaches to Problematic People.* Upper Saddle River Library and Franklin Lakes Library, Upper Saddle River, NJ, May 9, 2008.
- Effective E-Reference Encounters: Achieving Service Excellence in the Live Chat Environment,* Maryland Ask Us Now! 5<sup>th</sup> Anniversary Celebration, Anne Arundel Public Library, March 19, 2008.
- Got a Minute? Successful Time Management Strategies.* Bound Brook Library, Somerset County Library System, Somerset, NJ, January 29, 2008.
- Time Management.* Central Jersey Library Regional Cooperative, Freehold, NJ, January 25, 2008.
- Tips and Tactics for Time Management & Sharpening Organizational Skills.* Somerset County Library, Somerset, NJ, November 30, 2007 and December 14, 2007.
- Web 2.0 Magical Mystery Tour with the Library Garden Bloggers.* Central Jersey Regional Library Co-operative, Princeton Public Library, NJ, August 22, 2007, South Jersey Regional Library Co-operative, Cherry Hill Public Library, NJ, August 30, 2007, Highlands Regional Library Co-operative, Troy-Parsippany Library, October 9, 2007.
- Tips & Tactics for Successful Project Management.* Brooklyn Public Library, IMLS Grant for Public Urban Library Service Education, August 31, 2007.
- Tips & Tactics for Service Excellence.* Baruch College, NY, August 23, 2007.
- Strategies for Effective Communication and Service Excellence.* Pennsylvania State University, August 2, 2007.
- Exploring Encounters with Chat Users: Analyzing Virtual Reference Transcripts.* 2007 Oregon Virtual Reference Summit, Bend, OR, June 1, 2007.
- Introduction to Chat Reference.* Nassau County Library System, April 30, 2007.
- Analyze This: Focus Groups as Assessment Agents.* New Jersey Library Association, Long Branch, NJ, April 24-25, 2007.
- Got a Minute? Time Management and Organization Skills.* SJRLC, Burlington County Library, April 19, 2007.
- Achieving Excellent Reference Service.* Baruch College, NY, March 2, 2007.
- Achieving Service Excellence.* Newark Public Library, December 7, 15, & 18, 2006.
- Positive Approaches to Problematic People.* Brooklyn Public Library, IMLS Grant for Public Urban Library Service Education, December 8, 2006.
- Tips & Tactics for Sharpening Organizational Skills.* SLA, Princeton-Trenton Chapter. Princeton, NJ, December 6, 2006.
- Strategies for Service Excellence: Positive Approaches.* Princeton Public Library, Princeton, NJ, November 20, 2006.
- Strategies for Effective Communication and Service Excellence.* Western NY Library Resources Council Library Leadership Institute. Buffalo, NY, November 13, 2006.
- Leveraging Your Time: Tips and Tactics for Time Management & Organizational Skills.* Middletown Public Library, NJ, October 9, 2006.

- Dynamic Training*. Brooklyn Public Library, IMLS Grant for Public Urban Library Service Education, August 24, 2006.
- Tips and Tactics for Managing Time and Setting Priorities*. South Jersey Regional Library Cooperative. July 13, 2006.
- Workplace Coaching*. Brooklyn Public Library, IMLS Grant for Public Urban Library Service Education, June 16, 2006.
- Effective Communication for User-Centered Service*. Rutherford Public Library, Rutherford, NJ, June 9, 2006.
- Strategies for Effective Communication*. Metropolitan New York Library Council, NY, NY, and New York Public Library, May 26, 2006.
- Time Management & Organizational Skills*. Monmouth County Library, Monmouth County Library, Annual Meeting, May 12, 2006.
- Leveraging Your Time: Tips and Tactics for Time Management & Organizational Skills*. New Jersey Law Librarians Association, New Brunswick, NJ, May 2, 2006.
- Dynamic Training: Tips and Tactics for Excellence*. CollegeBoard, Miami Dade University, Miami, FL, April 21, 2006.
- Tips & Tactics for Time Management and Organizational Skills*. Rutgers University Libraries, Alexander Library, April 4, 2006.
- Conflict Resolution*. New Jersey Library Association, April 26, 2006.
- Tips & Tactics for Sharpening Organizational Skills*. New Jersey Library Association, April 26, 2006.
- Tips & Tactics for Time Management and Organizational Skills*. Metropolitan New York Library Council, NY, NY, and New York Public Library, March 31, 2006.
- Conflict Resolution*. Brooklyn Public Library, IMLS Grant for Public Urban Library Service Education, February 24, 2006.
- Tips & Tactics for Time Management & Organizational Skills*. Brooklyn Public Library, December 13, 2005.
- Strategies for Effective Interpersonal Communication*. Brooklyn Public Library, IMLS Grant for Public Urban Library Service Education, December 6, 2005.
- Using Focus Groups for Assessment*, Amherst College, MA, November 21, 2005.
- Tips and Tactics for Organization and Time Management*, Willingboro Public Library and SJRLC, November 11, 2005.
- "She Looked At Me Like I Was From Mars:" Nonverbal Communication in Library Service Encounters*. Ocean County Library, November 4, 2005.
- Interpersonal Communication in Chat Reference*, Buffalo, NY, October 21, 2005
- Train the Trainers: Mentoring Skills*. Brooklyn Public Library, October 11, 2005.
- Connections, Collegiality, & Cooperation: Effective Library Communication*. Montville Township Public Library, Montville, NJ, June 15, 2005.
- Train the Trainers: Successful Speaking Skills*. Brooklyn Public Library, IMLS Grant for Public Urban Library Service Education, June 6, 2005.
- Train the Trainers: Mentoring & Coaching Skills*. Brooklyn Public Library, IMLS Grant for Public Urban Library Service Education, May 23, 2005.
- Encountering Chat Users: Interpersonal Communication in Virtual Reference*. New England Law Library Consortium (NELLCO), New Haven, CT, April 22, 2005.

- Train the Trainers: Tips & Tactics for Time Management & Organizational Skills.* Brooklyn Public Library, IMLS Grant for Public Urban Library Service Education, December 20, 2004.
- Better Management of Your Time: Tips and Tactics for Time Management & Organizational Skills.* Southern New England Law Librarians Association, Hartford, CT, November 19, 2004.
- Positive Approaches to Problematic People.* La Guardia Community College, Long Island City, NY, November 5, 2004.
- Tips & Tactics for Time Management & Organizational Skills for Staff.* La Guardia Community College, Long Island City, NY, October 4, 2004.
- Encountering Users: Update on the Reference Interview.* Columbia Summer Reference Institute, NY, NY, July 13, 2004.
- Positive Approaches to Problematic People.* Boston Public Library, Boston, MA, June 15, 2004.
- Close Encounters of the Chat Kind: Interpersonal Communication in Virtual Reference.* Boston Public Library & MassAnswers, Boston MA, June 16, 2004.
- Close Encounters of the Chat Kind: Interpersonal Communication in Virtual Reference.* PALINET, Philadelphia, PA, May 21, 2004.
- Positive Approaches to Diverse Users.* PALINET, Philadelphia, PA, May 21, 2004.
- Tips & Tactics for Time Management & Organization.* Hostos Community College, Bronx, NY, May 19, 2004.

#### **Service to Rutgers, the State University of New Jersey**

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|-----------|--|
| 2011-2020 | Member, School of Graduate Studies/Graduate School-New Brunswick Executive Council     |
| 2017-2018 | Member, Rutgers Univ. Libraries A&P Committee for Tom Glynn (Promotion)                |
| 2016-2017 | Member, Graduate School-New Brunswick Staff Excellence Award Selection Committee       |
| 2016-2017 | Member, Rutgers Univ. Libraries Peer Group Committee for Nancy Kranich (Reappointment) |
| 2016-2017 | Member, Rutgers Univ. Libraries, A&P Committee for Michael Joseph (Promotion)          |
| 2015-2016 | Member, Graduate School-New Brunswick Staff Excellence Award Selection Committee       |
| 2015-2016 | Member, Rutgers Univ. Libraries, A&P Committee for Kayo Denda (Promotion)              |
| 2015-2016 | Member Rutgers Univ. Libraries, A&P Committee for Julie Still (Promotion)              |
| 2013-2014 | Member, New Brunswick Faculty Council  |

#### **Service to the School of Communication & Information, and Department of Library & Information Science**

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|-----------|--|
| 2017-2018 | Chair, A&P Committee for Jennifer Theiss (Promotion to Full) |
| 2017-2018 | Member, LIS Scholarship Committee                            |



2017-2018	Member, LIS Research Development Committee
2016-2017	Member, A&P Committee for Amy Jordan (Tenure & Promotion to Full)
2016-2017	Chair, Rules of Procedure/Election and Nominations Committee
2016-2017	Chair, A&P Committee for Dafna Lemish (Promotion to Full)
2015-2016	Member, Rules of Procedure/Election and Nominations Committee
7/2014-7/2017	Director, Ph.D. Program (SC&I)
1/2012-6/2014	Chair, Department of Library and Information Science (LIS)
2012-Pres	Member, Deans, Chairs, and Directors
2012-6/2014	Member, Deans, and Chairs
2015-2016	Chair, A&P Committee for Keith Hampton (Promotion to Full)
2015-2016	Member, A&P Committee for David Greenberg (Promotion to Full)
2015-2016	Member, A&P Committee for Jennifer Gibbs (Promotion to Full)
2014-2015	Member, A&P Committee for Mark Aakus (Promotion to Full)
2014-2015	Member, A&P Committee for Aram Sinnreich (Tenure and Promotion)
2011-2012	Member, A&P Committee for Vikki Katz (3 <sup>rd</sup> Year Review)
2011-2012	Chair, A&P Committee for Jennifer Theiss (Tenure and Promotion)
2011-Pres	Faculty Advisor, SCARLA Student College, Academic, & Research Library Assoc.
2010-2012	Co-Chair, Student Section, Program Plan for ALA/COA Review
2010-2014	Member, LIS Publications/Marketing Committee
2010-Pres	Member, LIS PhD Curriculum Committee
2008-2010, Sp.2011	LIS Area Coordinator for PhD Program
2009-2010	Chair, A&P Committee for Jennifer Gibbs (Tenure and Promotion)
2009-2009	Member, A&P Committee for Jennifer Theiss (3 <sup>rd</sup> Year Review)
2008-2010	Member, LIS Curriculum Committee
2006-2008	SCILS Faculty Secretary
2007-2008	Member, A&P Committee for David Greenberg (Tenure and Promotion)
2007-2010	Member, LIS Admissions Committee
2007-Pres	Member, LIS Personnel Committee (Tenure & Promotions)
2006-Pres	LIS Faculty Advisor, Beta Phi Mu Honor Society, Omicron Chapter
2007-2014	LIS Faculty Liaison to NJLA
2006-2015	Member, LIS Scholarship Committee
2004-Pres	LIS Faculty Liaison to SCILS/SC&I Alumni Association
2004-2007	Member & Secretary, LIS Curriculum Committee
2005-2006	Chair, LIS PhD Admissions Committee
2004-2006	Member & Secretary, LIS Retreat Group on Tenure-Track Faculty
2004-2006	Member, Search Committees for Two Non-Tenure Track Positions

#### **Service to Rutgers SC&I Alumni Association**

2004-Pres	PhD Alumni Representative and Faculty Liaison to Executive Board
2015-2017	Chair, Nominating Committee
2006-2007	Member, SCILS 25 <sup>th</sup> Anniversary Event Committee
2000-2007	Audit Committee
2000-2001	Past-President, Executive Board

1998-2000 President, Executive Board  
 1997-1998 Acting President, Executive Board  
 1994-1997 Vice President/Member, Executive Board

**Service to Pratt Institute (1996-2004)**

2002-2004 Member, Dean's Council  
 1999-2000 Member, Search Committee, Dean, School of Information & Library Science  
 2000-2000 Member, Search Committee, Public Services Librarian, Pratt Library  
 1998-2000 Chair, Pratt Institute Distinguished Teacher/Professor Committee  
 1999-2002 Member, Provost's Exploratory Committee on Distance Learning  
 1998-1998 Member, Institute Search Committee Library Supervisor, Pratt-Manhattan

**Service to Pratt-School of Library and Information Science**

2000-2002 Chair, Curriculum Committee  
 1996-2002 Member, Curriculum Committee  
 2001-2002 Co-Chair, Appointment, Reappointment, Promotion, and Tenure Committee  
 1998-2002 Member, Appointment, Reappointment, Promotion, and Tenure Committee  
 1996-2004 Faculty Course Advisor, Information Resources & Services  
 1996-2002 Member, Faculty Search Committee  
 1997-2000 Faculty Advisor to Pratt-SILS Student Association  
 1997-2001 Faculty Liaison to Library Media Specialist Committee  
 1996-1999 Member, Strategic Planning Committee  
 1996-1997 Secretary, Strategic Planning Committee  
 1996-1996 Faculty Resource for Faculty and Curriculum Areas of Strategic Planning Committee  
 1996-2000 Chair, Student Committee  
 1996-1998 Faculty Resource for Alumni & Employers Strategic Planning Committee

**Affiliations**

American Library Association (ALA)  
 American Society for Information Science and Technology (ASIST)  
 Archons of Colophon  
 Association of College and Research Libraries (ACRL)  
 Association of Library and Information Science Education (ALISE)  
 Beta Phi Mu (BPM)  
 National Communication Association (NCA)  
 New Jersey Communication Association (NJCA)  
 New Jersey Library Association (NJLA)  
 New Jersey School Librarians Association (NJASL)  
 New York Library Club (NYLC)  
 New York State Communication Association (NYSCA)

Reference & User's Services Association (RUSA/ALA)