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Education

Dominican University (River Forest, Illinois)

M.A.L.S., 1992; Technical Services Concentration focusing on archival theory and management.

University of Chicago

A. B., 1986; Concentration in Modern European History & Medieval History.

Work Experience

University of Michigan (Ann Arbor, Michigan)

Kresge Library Services, Ross School of Business

Address: 700 East University Avenue; Kresge Hall, 4th Floor East (Suite K4511); Ann Arbor, Michigan 48109-1234

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October 2006 – Present, Director, Kresge Library Services (also Kresge Business Administration Library)

Library Director has primary responsibility for all services, functions and resources of Kresge Library Services at the Ross School of Business. Also known as the Kresge Business Administration Library, the name was changed in 2014 to reflect the dramatic reduction in space for the library as part of the Ross Construction project (2014-2016). The Kresge Library is an independent library, reporting to the Ross School of Business, with a staff of 19 full-time staff and an annual budget over \$2.6 million dollars a year. The Kresge Library Services supports the research, instruction and curriculum needs of the faculty, students and staff of the Ross School of Business. In addition to standard library services, Kresge has an active embedded librarian program for the school's signature Action-Learning programs (such as MAP) and operates the coursepack operation for business cases, articles and simulations.

Other positions at University of Michigan:

- May 2006 – October 2006, Interim Library Director
- November 2005 – April 2006, Associate Director, Information Resources and Systems

University of Toledo (Toledo, Ohio)

University Library

July 2003 – November 2005, Assistant Dean for Resource and Systems Management, Assistant Professor for Library Administration

Serving in a library administrative position, I am responsible for overall management of Resource and Systems Management Department of the University Libraries. The Resource & Systems Management Department is responsible for the technical services associated with the operation of the University Libraries, including acquiring, cataloging, and processing collection items as well as maintaining the technology infrastructure of the Library.

Other position at University of Toledo

- May 2001 – June 2003, Assistant Dean for Library Systems, Assistant Professor for Library Administration

Innovative Interfaces, Inc. (Emeryville, California)

Implementation Services Division

January 1999 - April 2001, Training Consultant (Field Based-Saline, Michigan Home Office)

Provided on-site, hands-on training for new and existing customers of Innovative Interfaces, Inc., a leading automated library systems vendor; assisted customers with training related service issues; worked with other trainers to create documentation for training sessions and Frequently Asked Questions (FAQ's) for the customer service home page.

National Baseball Hall of Fame and Museum, Inc. (Cooperstown, New York)

National Baseball Library

November 1996-November 1998, Director of Technical Services (Department Head)

Managed the Technical Services Department (3.5 F.T.E); responsible for public catalog & the maintenance of the print and manuscript collections; served on the reference desk for the library; participated in numerous public events including Hall of Fame Induction Weekend (annual); lectures to the public; tours; and exhibits; established the first automated system for the library

Historical Society of Western Pennsylvania (Pittsburgh, Pennsylvania)

Library and Archives Division

May 1992-September 1996, Head of Reference and Processing (Department Head)

Managed the Archives and Technical Services Department (up to 18.0 F.T.E); responsible for public catalog & the management of the entire Library and Archives collection of the Historical Society; led a project to rearrange and redescribe the entire archival collection; served in a key capacity in the planning of the new Senator John Heinz Pittsburgh Regional History Center and the move into the new building; established the first automated system for the library; participated in numerous public events, lectures to the public; tours; and exhibits.

Chicago Historical Society (Chicago, Illinois)

Archives and Manuscripts Division

February 1988-May 1992, Curatorial Assistant & Assistant Curator, Archives and Manuscripts Department

Assisted researchers at the Archives and Manuscripts Department; arranged and described archival papers, records, and collections; worked on space management issues with the archival collection; and assisted in exhibit research for Historical Society curators.

Research and Scholarship

Articles & Publications

"Grasping a Golden Opportunity: Librarian Support for Students on Summer Internships," (with Sally Ziph), in *Experiential Learning in Academic and Research Libraries*. (Amsterdam, 2016: Chandos Publishing), pp 175-186.

"Don't Get Married to the Results: Managing Library Change in the Age of Metrics," *Strategic Library*, March 2016 (No. 26), pp 11-15.

"Academic Business Library Directors 2015 Annual Meeting," *Ticker: The Academic Business Librarianship Review* 1 (2), 12-14 (2016). [Link](#)

"'No One Gets Left Behind': Managing Library Human Resources during Dramatic Shifts in Academic Libraries," in Samantha Schmehl Hines , Marcy Simons (ed.) *Library Staffing for the Future (Advances in Library Administration and Organization, Volume 34)* Emerald Group Publishing Limited, pp.101 - 125 (2015) [Draft Link](#)

"Where You and I Are Going to Spend the Rest of Our Lives: What a Future Library Looks like When There Is No There... There." (2015). *Re-think it: Libraries for a New Age - Conference Proceedings*. [Link](#)

"The Ethereal Library: Thinking Creatively When You Have No Space to Think," *Proceedings of the Conference for Entrepreneurial Librarians* (2015). [Link](#)

"Action Learning in Business Education: Goals, Impact, and Global Perspectives," *Ticker: The Academic Business Librarianship Review* 1 (1), 19-22 (2015). [Link](#)

"Changing Glasses: Does Our World Look Different as a Vendor or a Librarian?" *Against the Grain* 24 (2), May 2012. [Link](#)

"Kresge Library's Embedded Librarian Program: A Student-Centered Approach." (with Laura Berdish), *Embedded Librarianship: moving beyond one-shot instruction*, Cass Kvenild & Kaijsa

Calkins, editors (Chicago, ILL: ACRL, 2011).

"A Reference-Intensive Embedded Librarian Program: Kresge Business Administration Library's Program to Support Action-Based Learning at the Ross School of Business." (with Laura Berdish), *Public Services Quarterly*. 6(2):208-224, 2010. [Draft Link](#)

"Thinking outside the Check-in Box: Using the Library Catalog for Local Hosting and Management of An Electronic Periodical." *Journal of Internet Cataloging*, Volume 7, Issue 3/4 (2007).

"More Postcards from the Airport: Playing Catch-Up with Autistic Spectrum Disorders" *Library Journal.com* article, April 11, 2006.

"Autism spectrum disorders" (Entry in the Internet Resources Series) *College & Research Libraries News*, Oct 2005, p. 646-648.

"Minding an Expanding Market", *Library Journal*, April 15, 2004, p.108.

"Migrating Successfully", *Netconnect (a supplement to Library Journal)*, Fall 2003, p. 16-18.

"Sending Postcards from the Airport" (Collection Development Series Article on Autism and Asperger Resources), *Library Journal*, July 15, 2003, p. 45-48.

"Collecting and Managing Popular Culture Material: Minor League Team Publications as "Fringe" Material at the National Baseball Hall of Fame Library," *Collection Management*, May 2003, Vol. 27, no. 2., p. 3-21.

"Sports" in *American Decades: Primary Sources, 1910-1919*. The Gale Group (Detroit, Mich., 2003), p. 561-622.

"Sports" in *American Decades: Primary Sources, 1950-1959*. The Gale Group (Detroit, Mich., 2003), p. 585-640.

"Sibling Revelry: Judy and Paul Karasik's The Ride Together", *Library Journal*, November 15 2002, p. 89.

"Invisible Fences: a Shocking Theory for Re-Examining Work Flow, " *Computers in Libraries*, July/August 2002, p.24-30.

"Every Day Was Mardi Gras...and Every Fan Was King: The story of the 1948 World Champion Cleveland Indians." *National Baseball Hall of Fame and Museum Yearbook*. National Baseball Hall of Fame and Museum, Inc. (Cooperstown, NY, 1998).

"When the All-Stars Came on Sunday: George Weiss & the New Haven Colonials." *Double-A Association All-Star Game Program* (New Haven, Ct., July 8, 1998), p. 57.

"McGyver's OPAC: Using Free Software and a Few Tricks to Create an OPAC. *Computers in*

Libraries, June 1997, p. 35-39.

"The Pennsylvania State Association, 1934-1942: Keeping Baseball Alive in Western Pennsylvania." *Baseball in Pittsburgh*, edited by Paul Adomites and Dennis DeValeria), Society for American Baseball Research (Cleveland, OH, 1995).

"Baseball Faces, Baseball Places: A Photographic Look at Pittsburgh and its Region, From the Collections of the Historical Society of Western Pennsylvania." *Baseball in Pittsburgh*, edited by Paul Adomites and Dennis DeValeria), Society for American Baseball Research (Cleveland, OH, 1995).

"Cool Collections, Pop Culture" (Director's Gallery Article) *Pittsburgh History*, Vol. 78, Number 2, Summer, 1995. [Link](#)

"Hath Not a Pittsburgher Socks?" (Director's Gallery Article) *Pittsburgh History*, Vol. 78, Number 1, Spring, 1995. [Link](#)

"Drowning by Numbers: the State of Baseball History." *Pittsburgh History*, Vol. 76, Number 2, Spring, 1993. [Link](#)

Reference Works

Written reference work entries in the following volumes: *Encyclopedia of New Jersey* (Rutgers, 2004); *Encyclopedia of New England Culture* (Yale, 2003), *Scribner Encyclopedia of American Lives* (various editions); and *Encyclopedia of Ethnicity and Sports in the United States* (Greenwood Press, 2000).

Conference Presentations and Webinars

(Presentation slides available upon request. Presentations since 2006 are available here: <https://deepblue.lib.umich.edu/handle/2027.42/50473>)

"Save the Time of the Reader: Using S. R. Ranganathan's Fourth Law to Build the Business Library of the Future." presentation at the 3rd Global Conference on Emerging Trends for Business Librarianship, November 21-22, 2017 at the Indian Institute of Management - Ahmedabad, India (Conference Theme: "Entrepreneurship, Innovation and Leadership: The Evolving Role of Business Libraries"). [Link](#)

"History Has Its Eyes on You: Lighthouses and Libraries Weathering Storms of Change - or is being the Public Good Good Enough?" presentation at the 2017 Charleston (SC) Conference, November 2017. [Link](#)

"What's Past Is Possible: Opportunities and Perspectives for Library Alumni Resources," presentation at the 2017 Charleston (SC) Conference, November 2017 with Jo-Anne Hogan. [Link](#)

"Critical business collections: Examining key issues using a social justice lens," presentation at the 2017 Charleston (SC) Conference, November 2017 with Heather Howard, Katherine Macy, and Alyson Vaalar. [Link](#)

"History Has Its Eyes on You: Lighthouses and Libraries Weathering Storms of Change," Keynote for the Great Lakes Resource Sharing Conference, June 8-9, 2017 at Oak Brook, Illinois. [Link](#)

"Librarian Promotion: Issues and Considerations for Libraries Organizationally in Business Schools and Central Libraries," presentation at the 2017 Academic Business Library Directors 2017 Meeting, May 9-12, 2017 at the University of Toronto. Co-presented with Marcella Barnhart and Laura Leavitt.

"Academic Spaces," MCLS Third Thursday Twitter Chats (Midwest Collaborative for Library Services), April 20, 2017. [Link to Chat Archive](#).

"Building a Digital Image Collection With Flickr: A low (or no) cost way to share your digital assets." webinar for the NCompass Live series (Nebraska Library Commission), April 12, 2017. [Slides Link](#) & [Recorded Webinar Link](#)

"Why Business Content Subscriptions Can Drive Us Crazy, and What to Do About It: A dialogue with business librarians, business vendors and the audience on best practices and solutions," presentation at the 2016 Charleston (SC) Conference, November 2016. Presentation with Betsy Clementson, Steve Cramer, & Cynthia Cronin-Kardon.

"Being 'In The Room Where It Happens:' Supporting Information Needs of Students in Experiential Learning Programs," presentation at the 2016 LEPE (Leaders of Experiential Project-Based Education) Conference, June 21-23, 2016 at the University of California, Los Angeles. Co-presented with Angela Horne. [Link](#)

"Don't Get Married to the Results: Managing Library Change in the Age of Metrics," presentation at the Joint conference and meeting of members of ABLD (Academic Business Library Directors), APBSLG (Asia Pacific Business School Librarians' Group) and EBSLG (European Business Schools Librarians' Group), May 16-19, 2016 in Singapore. [Link](#)

"Building a Digital Image Collection With flickr: A low (or no) cost approach to sharing your digital assets," presentation to be given at the 2016 Loleta Fyan Small and Rural Libraries Conference, May 4 - 6, 2016 at Mackinac Island, Michigan. [Link](#)

"Less is More...Likely: Lessons from Departmental Libraries in the Decreasing World of Library Space," presentation at the 2015 Charleston (SC) Conference, November 2015. [Link](#)

"Don't Get Married to the Results: Managing Library Change in the Age of Metrics," presentation at the 2015 Charleston (SC) Conference, November 2015. [Link](#) / [Transcription of Talk](#)

“What’s our Job? What Do You Do in a Library When There is No There...There?” presentation at the Michigan Library Association Annual Meeting (Novi, MI) on October 30, 2015. [Link](#)

“The Ethereal Library: Thinking Creatively When You Have No Space To Think,” presentation at the Michigan Library Association Annual Meeting (Novi, MI) on October 29, 2015. [Link](#)

“Where you and I are going to spend the rest of our lives:’ What a future library looks like when there is no there...there,” presentation given at "Re-think It: Libraries for a New Age" at Grand Valley State University (Allendale, Michigan) from August 10-12, 2015. [Link](#) / [Proceedings Link](#)

“Where you and I are going to spend the rest of our lives:’ What a future library looks like when there is no there...there,” presentation given 2015 Michigan Innovative Users Group Meeting (Lansing, Michigan) - Lansing Community College - July 17, 2015. [Link](#)

“The Ethereal Library: Thinking Creatively When You Have No Space To Think,” presentation at the Michigan Library Association Academic Libraries 2015 Conference (Bay City, Michigan - May 28-29, 2015). [Link](#)

“The Ethereal Library: Thinking Creatively When You Have No Space To Think,” presentation at the Southeastern Michigan League of Libraries Fall 2014 Meeting - Madonna University, Livonia, Michigan - Friday November 21, 2014. [Link](#)

“The Big Squeeze: State of Book Publishing and Academic Libraries,” (with Michael Zeoli and Mary Beth Barilla), presentation at the 2014 Charleston (SC) Conference, November 2014. [Link](#)

“The Ethereal Library: Thinking Creatively When You Have No Space To Think,” presentation at the 2014 Charleston (SC) Conference, November 2014. [Link](#) / [Proceedings Link](#)

“Creating The Ethereal Library: Thinking Creatively When You Have No Space To Think,” presentation at the The 2014 Conference for Entrepreneurial Librarians, Wake Forest University, Winston-Salem, North Carolina on October 17, 2014. [Link](#) / [Proceedings Link](#)

“Doing Well for Those Doing Good: Supporting Research into Nonprofits at Academic Libraries,” (with Karen Downing and Susan Wortman), presentation for the Michigan Library Association's Academic Libraries 2014 Meeting at Michigan State University, East Lansing, Michigan. [Link](#)

“Where is the Hospitality in Your Library?” presentation at the 2014 Loleta Fyan Small and Rural Libraries Conference, April 2014 at Mackinac Island, Michigan. [Link](#)

“Business Information: Help and Resources are Closer than they Appear,” (with Laura Leavitt) presentation at the 2014 Loleta Fyan Small and Rural Libraries Conference, April 2014 at Mackinac Island, Michigan. [Link](#)

“‘Eat Yourself Full, Leave Your Plate Empty:’ or Why Student and Faculty Appetite for Data is like an Offensive Lineman at a Buffet” (with Angela Horne and Rebecca Smith), presentation at the 2013 Charleston (SC) Conference, November 2013. [Link](#) / [Proceedings Link](#)

"Bitter Coffee & Watered-down Bourbon: Lessons for Libraries from Chase & Sanborn Coffee and Maker's Mark," presentation at the 2013 Charleston (SC) Conference, November 2013. [Link](#) / [Proceedings Link](#)

"Where is the Hospitality in Your Library?" presentation for the Mid-Atlantic Innovative Users Group Meeting - October 18, 2013 in Wilmington, Delaware. [Link](#)

"Where is the Hospitality in Your Library?" presentation at the Michigan Library Association Annual Meeting (Lansing, Michigan), October 2013. [Link](#)

"Bitter Coffee & Watered-down Bourbon: Lessons for Libraries from Chase & Sanborn Coffee and Maker's Mark," presentation at the Michigan Library Association's Annual Meeting (Lansing, Michigan), October 2013. [Link](#)

"The Two Spaces of a Modern Library: Using Business Library Collection as Outreach and Community Engagement," presentation at the Michigan Library Association's "The Library as Place" Workshop at the Novi (Michigan) Public Library, May 31, 2013. [Link](#)

"All the Information You Need! Using Your Library's Annual Report to Market Library Services," presentation at the 38th Annual Conference of the Academic Library Association of Ohio - Wilmington, Ohio - Friday October 26, 2012. [Link](#)

"Where is the Hospitality in Your Library?" presentation for the Michigan Innovative Users Group (MIUG) at the 2012 Annual Meeting at Lansing Community College - West Campus on July 27, 2012. [Link](#)

"Where is the Hospitality in Your Library? Developing and Improving Services with the Patron in Mind," (with Tom Marini), presentation for the Michigan Library Association's Academic Libraries May 2012 Meeting, Ann Arbor, Michigan. [Link](#)

"Business Librarians - Serving the Public at Large," presentation for the Michigan Library Association's Small Business, Large Returns Meeting (April 2012) in Lansing, Michigan. [Link](#)

"Understanding the 21st Century Research Landscape: Emerging Trends and Needs Within and Across Disciplines – Perspectives from a Business Library," presentation at the 2011 Charleston (SC) Conference, November 2011. [Proceedings Link](#)

"All the Information You Need! Using Your Library's Annual Report to Market Library Services," presentation at the 2011 Charleston (SC) Conference, November 2011. [Link](#) / [Proceedings Link](#)

"Where is the Hospitality in Your Library?" presentation at the 2011 Charleston (SC) Conference, November 2011. [Link](#) / [Proceedings Link](#)

"Departmental Libraries: Aligning and Positioning at the Intersection of Collections and Services", (with Angela Horne), presentation at the 2010 Charleston (SC) Conference, November 2010. [Link](#)

"Lessons from Miss Frizzle: What Should be The Guiding Forces for an Entrepreneurial Library," presentation given at the 2010 Michigan Library Association Annual Meeting, Traverse City, MI, November 2010. [Link](#)

"Introduction to the Ross School's Faculty Scholarship Database", presentation for University of Michigan's Enriching Scholarship Program, May 2010. [Link](#)

"A Wiki-Wonderland II: Expanding and Growing the Kresge Library Wiki", presentation for University of Michigan's Enriching Scholarship Program, May 2010. [Link](#)

"Empathy and Occupational Diversity - Guiding Forces for a Service Revolution at Kresge Library" presentation given at the Michigan Library Association Annual Meeting, November 2009, Lansing, Michigan (with Laura Berdish). [Link](#)

"Spanning the Straits of Business Information: Kresge Library's Embedded Librarian Program for MAP (Multidisciplinary Action Program)," Presentation at Special Libraries Association Annual Meeting, Seattle, Washington, June 2008 (with Laura Berdish). [Link](#)

"Research and Publishing in the Library World: the Academic Perspective." Presentation at the Michigan Library Association Meeting, Lansing Michigan, November 7, 2007.

"The ILS and Discovery-to-Delivery: Late Night Thoughts on Silos, Scope, Sudoku and Simplicity," presentation at the Innovative Interfaces Academic Library Directors Symposium March, Berkeley California, March 2007. [Link](#)

"Almost an eJournal: Using the Library Catalog for Local Hosting and Management of Electronic Periodical," paper delivered at the Special Libraries Association Annual Meeting, Denver, 2007.

"You Could Look it Up!" Using Millennium Statistics," presentation at the Innovative Users Group 15th Annual Conference, San Jose, California, May 2007.

"RSS and the WebPAC: Basics and beyond," presentation at the Innovative Users Group 15th Annual Conference, San Jose, California, May 2007. (with Dinah Sanders)

"Fantastic Funds and Rockin' Reports: Fine tuning your acquisitions systems," presentation at the Innovative Users Group 15th Annual Conference, San Jose, California, May 2007.

"Setting up Your Acquisitions Systems (Ask the Acq Experts)." Presentation at the INNOVATIVE Users Group Annual Meeting, Denver, CO, May 2006.

"Acquisitions Forum (served as moderator and presenter)." Presentation at the INNOVATIVE Users Group Annual Meeting, Denver, CO, May 2006.

"Customer Services Forum (served as moderator and presenter)." Presentation at the INNOVATIVE Users Group Annual Meeting, Denver, CO, May 2006.

“ISBN-13: Implications for Libraries and Book Vendors” Presentation at the INNOVATIVE Users Group Annual Meeting, Denver, CO, May 2006.

“IUG Clearinghouse Update.” Presentation at the INNOVATIVE Users Group Annual Meeting, Denver, CO, May 2006.

“RSS and the WebOPAC” Presentation at the INNOVATIVE Users Group Annual Meeting, Denver, CO, May 2006.

“Using Stats Creatively and Ethically (Arguing with Stats).” Presentation at the Northern Ohio Technical Services Librarians fall meeting, Parma, OH, December 2005.

“ISBN-13: Implications for Libraries and Book Vendors” Presentation at the Eastern Great Lakes INNOVATIVE Users Group Annual Meeting, Dayton, OH, September 2005.

“WebOPAC Administration in Millennium.” Presentation at the Eastern Great Lakes INNOVATIVE Users Group Annual Meeting, Dayton, OH, September 2005.

“Millennium Statistics.” Presentation at the Eastern Great Lakes INNOVATIVE Users Group Annual Meeting, Dayton, OH, September 2005.

“Color of Money: Running Fiscal Close and Moving Financial Functions into Milacq.” Presentation at the Wisconsin-Illinois INNOVATIVE Users Group Annual Meeting, Kenosha, WI, June 2005.

“IUG Clearinghouse Update.” Presentation at the Wisconsin-Illinois INNOVATIVE Users Group Annual Meeting, Kenosha, WI, June 2005.

“Release 2005 and IUG Enhancements Update.” Presentation at the Michigan INNOVATIVE Users Group Spring Meeting, Dearborn, MI, May 2005.

“Ask the Circ Experts.” Panelist at the INNOVATIVE Users Group Annual Meeting, San Francisco, CA, May 2005.

“Color of Money: Running Fiscal Close and Moving Financial Functions into Milacq.” Presentation at the INNOVATIVE Users Group Annual Meeting, San Francisco, CA, May 2005.

“Acquisitions Forum (served as moderator and presenter).” Presentation at the INNOVATIVE Users Group Annual Meeting, San Francisco, CA, May 2005.

“It’s an ILL Wind... Making Mil ILL Work for You and Your Customers.” Presentation at the INNOVATIVE Users Group Annual Meeting, San Francisco, CA, May 2005.

“Leaving Flatland: Moving People from Telnet to Millennium.” Presentation at the INNOVATIVE Users Group Annual Meeting, San Francisco, CA, May 2005.

“IUG Enhancements Update (served as moderator and presenter).” Presentation at the

INNOVATIVE Users Group Annual Meeting, San Francisco, CA, May 2005.

"IUG Clearinghouse Update." Presentation at the INNOVATIVE Users Group Annual Meeting, San Francisco, CA, May 2005.

"Inter-Library Loan Forum (served as moderator and presenter)." Presentation at the INNOVATIVE Users Group Annual Meeting, San Francisco, CA, May 2005.

"Changing Roles for Libraries: Providing Implementation and Ongoing Support for a Shared ETD Center at Two Ohio Universities." (with Lisa Santucci and John Millard, Miami University) to be presented at the ACRL (Association of College and Research Libraries) National Conference, Minneapolis, MN, April 2005.

"The OhioLINK ETD Center: The Library's Role in Implementation and Maintenance at Two Universities." (with Lisa Santucci and John Millard, Miami University) to be presented at the ALAO (Academic Library Association of Ohio) Annual Conference, Dayton, OH, November, 2004.

"Color of Money: Running Fiscal Close and Moving Financial Functions into Milacq." Presentation at the Minnesota INNOVATIVE Users Group Meeting, St. Paul, Minnesota, October 28, 2004.

"IUG Clearinghouse" Presentation at the Minnesota INNOVATIVE Users Group Meeting, St. Paul, Minnesota, October 28, 2004.

"Millennium Statistics Workshop" Presentation at the Minnesota INNOVATIVE Users Group Meeting, St. Paul, Minnesota, October 29, 2004.

"Millennium Silver." Presentation at the Michigan INNOVATIVE Users Group Meeting, Saginaw, Michigan, October 8, 2004.

"Color of Money: Running Fiscal Close and Moving Financial Functions into Milacq." Presentation at the Eastern Great Lakes INNOVATIVE Users Group Meeting, Parma, OH, September 24, 2004.

"IUG Clearinghouse" Presentation at the Eastern Great Lakes INNOVATIVE Users Group Meeting, Parma, OH, September 24, 2004.

"Millennium Silver." Presentation at the OhioLINK Lead Implementers Meeting, Columbus, OH, July 8, 2004.

"IUG Enhancements Update." Presentation at the Michigan Innovative Users Group Spring Meeting, Lansing, MI, May 19, 2004.

"IUG Clearinghouse." Presentation at the Michigan Innovative Users Group Spring Meeting, Lansing, MI, May 19, 2004.

“Millennium Silver Notices.” Presentation at the Michigan Innovative Users Group Spring Meeting, Lansing, MI, May 19, 2004.

“Digital Millennium Copyright Act: Issues for Libraries.” Presentation at the Toledo Area Library Association Meeting, Toledo, OH, May 12, 2004.

“Acquisitions and Cataloging Combined: Using Vendor Services and OCLC Promptcat.” Presentation at the INNOVATIVE Users Group Annual Meeting, Boston, MA, April, 2004.

“Acquisitions Forum Co-Moderator.” Presentation at the INNOVATIVE Users Group Annual Meeting, Boston, MA, April, 2004.

“Breaking the Sophomore Jinx - Electronic Reserves: Issues and Opportunities in a module's 2nd Year on Campus.” Presentation at the INNOVATIVE Users Group Annual Meeting, Boston, MA, April, 2004.

“Color of Money: Running Fiscal Close and Moving Financial Functions into Milacq.” Presentation at the INNOVATIVE Users Group Annual Meeting, Boston, MA, April, 2004.

“How Milstat Saved the Arts...and my Arse: Using Milstat for Accreditation Reports.” Presentation at the INNOVATIVE Users Group Annual Meeting, Boston, MA, April, 2004.

“IUG Clearinghouse Update.” Presentation at the INNOVATIVE Users Group Annual Meeting, Boston, MA, April, 2004.

“IUG Enhancement Update.” Presentation at the INNOVATIVE Users Group Annual Meeting, Boston, MA, April, 2004.

“Copyright & Copywrong: A Primer on Fair Use, Copyright and the Classroom.” Presentation at Mercy College, Toledo, OH, March 22, 2004.

“Copyright & Copywrong: A Primer on Fair Use, Copyright and the Classroom.” Presentation for the Center for Teaching and Learning, University of Toledo, February 19, 2004.

“IUG Enhancements Process: An Update.” Presentation at the Eastern Canada IUG, Toronto, Ontario, December 3, 2003.

“INNOPAC/Millennium Release 2002, Phase 3.” Presentation at the Michigan Innovative Users Group Fall Meeting, Southfield, MI, October 15, 2003.

“What to check before you call the Tech.” Presentation at the Ohio Library Support Staff Institute, Gambier, OH, August 4, 2003.

“INNOPAC/Millennium Release 2002, Phase 3.” Presentation at the OhioLINK Lead Implementers Meeting, Columbus, OH, July 10, 2003.

“The Care and Feeding of Staff: or How to Keep Staff Informed of System Developments and

Changes.” Presentation at the INNOVATIVE Users Group Pre-Conference at the American Library Association Annual Meeting, Toronto, Ontario, Canada, June, 2003.

“Software Resources for Accessibility Workstations.” Demonstration at the OHIONET Bibliographic & Library Technologies Council Workshop, “Accessible Libraries: Strategies that Address ADA (American Disabilities Act) Concerns,” Columbus, OH, May, 2003.

“What to check before you call the Tech” Presentation with Barb Anderson (Case Western Reserve University) at the Academic Library Association of Ohio (ALAO) Support Staff Interest Group Spring Workshop, Toledo, OH, May 8, 2003.

“The Care and Feeding of Staff: or How to Keep Staff Informed of System Developments and Changes.” Presentation at the INNOVATIVE Users Group Annual Meeting, San Jose, CA, April, 2003.

“Electronic Reserves: Implementation Issues and Opportunities” Presentation at the INNOVATIVE Users Group Annual Meeting, San Jose, CA, April, 2003.

“More Bark Than Bite: Running Fiscal Close and Living to Tell About It.” Presentation at the INNOVATIVE Users Group Annual Meeting, San Jose, CA, April, 2003.

“Acquisitions Forum” Served as Moderator at the INNOVATIVE Users Group Annual Meeting, San Jose, CA, April, 2003.

“Reaching Out: Integrating Your INNOPAC WebOPAC into your Internet Site and your Internet Site into your WebOPAC,” Presentation at the ALAO (Academic Library Association of Ohio) Annual Conference, Independence, OH, November, 2002.

“Half Full, Half Empty, Or All Over The Floor: Survive System Migrations and Get the Most Out of Your New Software.” Presentation at the LITA (Library and Information Technology Association) National Forum, Houston, TX, October, 2002.

Panelist for session on the perception of storage depositories for the Academic Library Association of Ohio-Collection Management Interest Group (ALAO-CMIG) Spring Workshop entitled: the Cult of Collection Development: Access and Assessment of Collections, Westerville, OH, May, 2002.

“Running Fiscal Close...and Loving It.” Presentation at the INNOVATIVE Users Group Annual Meeting, Houston, TX, April, 2002.

“‘Mid-life crisis’ of an INNOPAC System: Reevaluating Workflow and the Use of Your INNOPAC System.” Presentation at the INNOVATIVE Users Group Annual Meeting, Houston, TX, April, 2002.

“Collecting Popular Culture Material: Minor League Team Publications as ‘Fringe Material’ at the National Baseball Hall of Fame Library.” Paper presented at the Popular Culture Association and American Culture Association Annual Conference, Toronto, Ontario, Canada, March, 2002.

"Collecting the History of Sport: the archival collection at the Baseball Hall of Fame Library." Paper presented at the annual spring conference of the Midwest Archivists Conference, Chicago, IL, May, 1999.

"The \$15 Video and Other Museum Myths: developing inexpensive computer applications for museums." Paper presented at the annual conference of the American Association of Museums, Cleveland, OH, April, 1999.

"McGyver's OPAC: Using free and low-cost software to create an automated library system." Paper presented at the annual conference of the Society of American Archivists, Orlando, FL, September, 1998.

"Preserving a Special Collection: the Historical Society of Western Pennsylvania." Paper presented at the annual conference of the Pennsylvania Library Association, Lancaster, PA, September, 1996.

"Creating Manageable Internship Projects." Paper presented at the annual conference of the Society of American Archivists, Washington, D.C., September, 1995.

"Documenting the History of Dance and Performance in Regional Repositories." Paper presented at the Dance Critics Association Annual Meeting, Pittsburgh, PA, June, 1995.

"Minor League Baseball as Civic Booster: Using Archival Records of Chambers of Commerce and travel Materials to Document the Role of Minor League Baseball in American Cities." Paper presented at the annual conference of the Midwest Popular Culture and the Midwest American Culture Associations, Pittsburgh, PA, October, 1994.

"Anatomy of a Murder: Reevaluating the Role of Television in the demise of the Low Minor Leagues in the Early 1950s." Paper presented at the annual convention of the North American Society for Sport History, Albuquerque, NM, May, 1993.

"Tougher Than Getting to the Majors: Archival Research for Minor League History." Paper presented at the Spring conference of the Midwest Archives Conference, Chicago, IL, May, 1993.

"A History of the Illinois State League, 1947-1948." Paper presented at the regional meeting of the Society for American Baseball Research, Niles, IL, January, 1992.

"A Matter of Appeasement: Baseball Owners and the City of Chicago on the Matters of New Stadiums and Arc Lighting." Paper presented at the annual convention of the North American Society for Sport History, Chicago, IL, May, 1991.

"Keeping the Record Straight: Sports History and Archives." Paper presented at the Spring conference of the Midwest Archives Conference, Chicago, IL, May, 1991.

"Beyond the Box Score: Archival Sources for Baseball History in the Chicago Historical

Society's Archives and Manuscripts Department." Paper presented at the regional meeting of the Society for American Baseball Research, Chicago, IL, December, 1990.

"Yankees Stay East." Paper presented at the annual meeting of the Society for American Baseball Research, Cleveland, OH, July, 1990.

Other Publications & Exhibits

- Served as a key reviewer for Autism Spectrum disorder works in Library Journal from 2002 through 2008. Was the Library Journal Nonfiction Reviewer of the Year in 2008.
- Serving as book reviewer for *Against the Grain* primarily in the areas of library service and management. Will become section editor for book reviews in September 2018.
- Serves as the sole contributor to the Library Writers Blog (<http://librarywriting.blogspot.com/>) that shares publishing and presenting opportunities in library & information science. This site has been active since 2004.
- Co-author (with Tim Wiles) of the label text for the National Baseball Hall of Fame & Museum touring exhibit entitled "Indelible moments," that documents 100 of the greatest events in Major League Baseball History (April 1997-). Exhibit labels were published as part of the book, Baseball: 100 Classic Moments in the History of the Game by Joseph Wallace. (Dorling Kindersley, New York, NY, 2000)
- While at the Historical Society of Western Pennsylvania, served as the curator for two exhibits on the history of the Chautauqua Lake Ice Company building (home of the Heinz History Center). The larger of these two exhibits (Frozen in Time) opened with the History Center in April 1996.
- While at the Chicago Historical Society, served as the curator for "Beyond the Box Score: New Resources for Sports History," December 19, 1990-January 31, 1992; an exhibit that examined several issues in sports history and analyzed the available archival sources for its study.

Professional Memberships & Elected Offices

- Innovative Users Group (independent library organization) service included Vice-Chair/Chair Elect (2005-2006), Chair (2006-2007), Past Chair (2007-2008), Steering Committee Member at Large (2003-2005) & IUG Beacon Award recipient (2012)
- Academic Business Library Directors (library organization) service included Vendor Chair (2007-2010), Meeting Host (2011) and Board Member (2007-2012).
- Ticker: The Academic Business Librarianship Review (open access journal published by the Academic Business Library Directors. Served on the editorial board since the journal's inception and serve as the Conference Reports section editor.