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EDUCATION

Doctoral Candidate, Information Studies, Florida State University (expected 2010)

M. A., Library and Information Science, University of South Florida (2006)

B. S., Major: Marketing, Minor: English, University of Florida (2003)

EXPERIENCE

08/09-present: Instructor, Florida State University, College of Communication and Information (<http://www.cci.fsu.edu>).

Created course content for core undergraduate course *Information Science*, delivered lectures, facilitated class discussions, and assessed students' work.

05/07-present: Graduate Research Associate, Florida State University, Information Use Management and Policy Institute (<http://www.ii.fsu.edu>).

Served as a research associate in support of several research projects (see *Research Projects*) undertaken by the Information Institute. Duties included grant and report writing (grant proposals submitted to the National Institutes of Health (<http://www.nih.gov>) and the Institute of Museum and Library Services (<http://www.imls.gov>)), data collection (conducting interviews and focus groups and performing usability, accessibility, and functionality testing), and data analysis (performing content, quantitative, and spatial analyses).

01/07-present: Teaching Assistant, Florida State University, College of Communication and Information (<http://www.cci.fsu.edu>).

Served as a teaching assistant for four core graduate courses developed by university faculty, including *Information Policy*, *Management of Information Organizations*, *Research Methods*, and *Information Organization*. Duties included assisting with instruction, advising, and evaluating graduate students.

01/07-05/07: Graduate Research Assistant, Florida Resources and Environmental Analysis Center (<http://www.freac.fsu.edu>).

Served as a research assistant in support of the *Update of the Public Library Geographic Database*. Duties included performing web searches and phone calls to verify the physical locations and addresses for GeoLib's geodatabase (<http://www.geolib.org>).

08/06-03/07: Graduate Research Assistant, Florida State University, Center for Ocean-Atmospheric Prediction Studies (<http://coaps.fsu.edu>).

Served as a general research assistant in support of the Center for Ocean-Atmospheric Prediction Studies. Duties included providing research assistance to scientists, faculty and students, and cataloging a large private collection for improved access.

01/05-08/06: Graduate Assistant/Visiting Librarian, University of South Florida, Tampa Library (<http://www.lib.usf.edu>).

Served as a graduate assistant and visiting librarian at the Tampa Library at the University of South Florida. Duties included providing customer information services to a diverse student population of 40,000 students and public users at a merged reference/academic computing desk utilizing the library's collection of over four hundred databases and more than 14,000 electronic journals, developing and implementing instruction for undergraduate students, and building a web page displaying short summaries of details from several hundred electronic resource license agreements.

01/05-08/05: Archivist, Louis de la Parte Florida Mental Health Institute, Research Library (<http://lib.fmhi.usf.edu>).

Served as an archivist at the Louis de la Parte Florida Mental Health Institute Research Library. Duties included processing the archival collection of the *Florida Commission on Mental Health and Substance Abuse*, digitizing important collection documents, and creating bibliographic records in Procite for a searchable database.

10/03-06/04: Exceptional Education Teacher, School Board of Manatee County, Lincoln Middle School (<http://www.manatee.k12.fl.us/sites/middleschool/lincoln/index.htm>).

Taught middle school students with varying exceptionalities basic reading skills and strategies.

1/03-08/03: Student Assistant, University of Florida, George A. Smathers Libraries, Limited Access Depository and Paged Collection (<http://www.uflib.ufl.edu/as/lad.html>).

Gained experience filling interlibrary loan and local material requests from expansive remote storage collections measuring nearly 62,000 linear.

DISSERTATION

Doctoral Candidate, Information Studies, Florida State University (2009)

Dissertation title (dissertation defense Fall 2009): *Chat reference and location-based questions: A multi-method evaluation of a statewide chat reference consortium*

Chat reference and location-based questions refers to the question-negotiation process in the chat mode of responding to user's location-based questions. Location-based questions include any question that concerns the attributes of a georeferenceable location or locations. In a chat reference consortium, the user could ask any information provider in the consortium and any consortium information provider could respond to questions from any user in the consortium. This situation may potentially result in the assumption that local information providers retain knowledge concerning the attributes of a location or locations near or within their information agency that non-local information providers lack.

ARTICLES

Mon, L., Bishop, B. W., McClure, C. R., McGilvray, J., Most, L., Milas, T. P., & Snead, J. T. (2009). The geography of virtual questioning. *Library Quarterly*, 79(4), 393-420.

Koontz, C. M., Jue, D. K., & Bishop, B. W. (2009). Public library facility closure: An investigation of reasons for closure and effects on geographic market areas. *Library and Information Science Research*, 31, 84-91.

Bishop, B. W. (2008). Use of geographic information systems in marketing and facility site location: A case study of Douglas County Libraries, Colorado. *Public Libraries*, 47(4), 65-69.

Bishop, B. W. & Torrence, M. (2007). Virtual reference services: Consortium vs. stand-alone. *College and Undergraduate Libraries*, 13(4), 117-127.

Bishop, B. W. (2007). Archiving social policy: The Florida Commission on Mental Health and Substance Abuse Collection. *Behavioral and Social Sciences Librarian*, 26(1), 53-64.

BOOK CHAPTER

Mandel, L. H., McClure, C. R., & Bishop, B. W. (2010). Assessing Florida public library broadband for E-government and emergency/disaster management services. In J.C. Bertot, C. R. McClure, & P. T. Jaeger, *Public Libraries and the Internet: Roles, Perspectives, and Implications*. Santa Barbara, CA: Libraries Unlimited.

RESEARCH REPORTS

McClure, C. R., Ryan, J., Mandel, L. H., Snead, J. T., Bishop, B. W. (2009, June). *Needs assessment of Florida public library E-Government and emergency/disaster management broadband services*. Tallahassee, FL: Information Use Management and Policy Institute.

Koontz, C. M., Jue, D. K., & Bishop, B. W. (2008, June). *Why public libraries close*. Dublin, OH: OCLC, Inc. Available at <http://www.webjunction.org/facilities/articles/content/11041525>.

Randeree, E., McClure, C. R., Bishop, B. W., Snead, J. T., & Lustria, M. (2008, June). *2007-2008 evaluation activities for the Florida Electronic Library: Public libraries and consumer health information resources and services*. Tallahassee, FL: Information Use Management and Policy Institute.

Mon, L., Bishop, B. W., McClure, C. R., McGilvray, J., Most, L., Milas, T. P. & Snead, J. T. (2007, June). *Who's asking? Geography and demographics of Florida's Ask-a-Librarian service*. Tallahassee, FL: Information Use Management and Policy Institute.

RESEARCH PROJECTS – WORK AS GRADUATE RESEARCH ASSOCIATE

McClure, C. R., Ryan, J., Mandel, L. H., Snead, J. T., Bishop, B. W. (2009, June). *Needs assessment of Florida public library E-Government and emergency/disaster management broadband services*. Tallahassee, FL: Information Use Management and Policy Institute. (\$40,000).

Conducted a needs assessment of Florida's public library E-government and emergency/disaster management broadband services. Produced a series of maps to display the Internet connectivity costs and broadband connectivity speed for Florida public library outlets, schools, and school districts.

McClure, C.R. (2008). *Hurricane/disaster preparedness and response by utilizing Florida public libraries*. Tallahassee, FL: Information Institute. (\$218,000).

Explored online mapping applications for use in hurricane resource web site, collected and reviewed hurricane preparedness and response resources, and conducted content analysis of interview transcripts.

Snead, J. T., McClure, C. R., & Bertot, J. C. (2007). *2007-2008 evaluation activities for the Florida Electronic Library*. Tallahassee, FL: Information Institute. (\$50,000).

Created data collection materials for focus groups and web survey, conducted consumer health information focus groups, performed content and quantitative analysis of focus group and web survey data, and co-authored report.

Koontz, C. M., Jue, D. K., & Bishop, B. W. (2007-2008). *Why public libraries close*. Dublin, OH: OCLC, Inc. (\$37,000).

Performed nearly 500 phone interview surveys, conducted content and quantitative analysis of survey data and spatial analysis of permanently closed public libraries' market areas, and co-authored report.

Koontz, C. M., Jue, D. K., & Bishop, B. W. (2006). *Update of the Public Library Geographic Database*. Available at <http://www.geolib.org>. (\$30,000).

Performed web searches and phone calls to verify the physical locations and addresses for GeoLib's geodatabase.

Bertot, J. C., McClure, C. R., Thomas, S. Barton, K. M., & McGilvray, J. (2007). *Public libraries and the Internet 2007*. Tallahassee, FL: Information Institute. (\$1.4 million).

Authored maps of survey results utilizing geographic information systems and assisted participants with survey completion.

McClure, C. R., Bertot, J. C., & Snead, J. T. (2006). *2006-2007 evaluation activities for the Florida Electronic Library*. Tallahassee, FL: Information Institute. (\$50,000).

Created data collection materials, conducted spatial analysis, generated maps of usage by consortium users and the dispersion of information provider locations, and co-authored report.

Bertot, J. C. & McClure, C. R. (2005). *Increasing the effectiveness of evaluation for improved public library decision making*. Tallahassee, FL: Information Institute. (\$373,747).

Explored Web 2.0 options for instructional modules, conducted functionality testing of instructional modules, and assisted with the system's development.

PRESENTATIONS

Bishop, B. W., & Koontz, C. M. (2009, May). *A national study of public library closure: Why it happens, who's affected, and what to do about it*. Presentation to be presented at the Florida Library Association Annual Conference, Orlando, FL.

Bishop, B. W. (2009, January). *Utilizing geographic information systems in print culture research: The print of the Pike's Peak Gold Rush prior to 1870*. Invited presentation to be presented at UC-Boulder's Norlin Library, Boulder, CO.

Bishop, B. W., Weimer, K., & Reehling, P. (2009, January). *Geographic Information Librarianship: Is it the right place for you?* Presentation to be presented at the University of Denver's Morgridge College of Education, Denver, CO.

Ascher, J., & Bishop, B. W. (2008, September). *Quackery, mountebanks, fraudulent science and haberdashery in the Colorado Territory: An investigation into the geographical ramifications of Print Culture in the old west*. Presentation presented at the Culture of Print in Science, Technology, Engineering, and Medicine, Madison, WI.

Koontz, C. M., Jue, D. K., & Bishop, B. W. (2008, June). *Why public libraries close*. Presentation presented at the American Library Association 2008 Annual Conference, Anaheim, CA.

Koontz, C. M. & Bishop, B. W. (2007, October). *The geography of libraries: GIS for public library decision making and marketing*. Presentation presented at the Library and Information Technology Association, Denver, CO.

Koontz, C. M. & Bishop, B. W. (2007, October). *The geography of libraries: marketing, facility site location, and Geographic Information Librarianship*. Invited presentation presented at Florida State University - Geography Department Colloquia, Tallahassee, FL.

Bishop, B. W. (2007, June). *Geographic Information Librarianship*. Presentation presented at the Map and Geography Round Table's Education Committee American Library Association Annual Conference, Washington, D.C.

Bishop, B. W. (2006, May). *Implications for librarianship resulting from deinstitutionalization*. Presentation presented at the Medical Library Association Annual Meeting and Exhibition, Phoenix, AZ.

POSTERS

Weimer, K., Reehling, P., & Bishop, B. W. (2009). *Charting a course for Geographic Information Studies, map and spatial data librarianship curriculum: Core competencies and collaboration*. Poster to be presented at the Association for Library and Information Science Education, Denver, CO.

Bishop, B. W. (2008, April). *Florida's state and local geographic information resources: E-Government that works, if you have the software*. Poster presented at the Florida Library Association Annual Conference, St. Pete Beach, FL.

Bishop, B. W. & Logan, R. (2008, January). *Use of geographic information systems in marketing and facility site location: A case study of Douglas County Libraries, Colorado*. Poster presented at the Association for Library and Information Science Education, Philadelphia, PA.

Bishop, B. W. (2007, October). *Spatial analysis of the Federal-State Cooperative System's public library statistics*. Poster presented at the American Society for Information Science and Technology Annual Meeting, Milwaukee, WI.

Bishop, B. W. (2007, October). *Organizing geographic information: Creating the National Spatial Data Infrastructure*. Poster presented at the American Society for Information Science and Technology Annual Meeting, Milwaukee, WI.

Mon, L. & Bishop, B. W. (2007, October). *Questioning in context: The geography of Florida's Ask-a-Librarian Service*. Poster presented at the American Society for Information Science and Technology Annual Meeting, Milwaukee, WI.

BOOK REVIEW

January/February 2008, GIS Tutorial for Marketing in *Marketing Library Services*.

PROFESSIONAL ASSOCIATIONS

American Library Association (ALA):
Library Research Round Table (LRRT)
Map and Geography Round Table (MAGERT)
American Society for Information Science and Technology (ASIST)
Association for Library and Information Science Education (ALISE)
Florida Library Association (FLA)

SERVICE

REVIEWER

2008-present: *Government Information Quarterly*
2010: Member, ALISE Juried Papers Committee

SERVICE ROLES

2008-present: Member, FSU College of Communication and Information,
Doctoral Program Committee
2007-2009: Chair, ALA MAGERT Membership Committee
2007-present: Member, ASIST Information Policy SIG
2007-2008: President, ALA Florida State University Student Chapter
2007-2009: FLA, Continuing Education Committee Member
2006-2008: Representative, FSU Congress of Graduate Students
Member, Budget Committee
2006-2008: Treasurer, College of Communication and Information
Doctoral Research Society
2006-present: Member, ALA MAGERT Education Committee Member
2004-2006: Treasurer, ALA University of South Florida Student Organizations

AWARDS

2009: Eugene Garfield Doctoral Dissertation Fellowship award (\$3,000)
2008-2009: Esther Maglathlin Foundation Scholarship (\$2,000)
2007-2008: Lewis-Marxsen Scholarship (\$1,500)
2007: Beta Phi Mu, inducted at the University of South Florida
2006: ALA Student-to-Staff Representative of the University of South Florida for
the 2006 Annual Conference in New Orleans

REFERENCES

Charles R. McClure, PhD
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