

**RESUME OF
CHARLES R. MCCLURE**

DATE OF BIRTH:	May 24, 1949	ADDRESS:	College of Information
STATUS:	Married, 1 Child		Florida State University
HOME ADDRESS:	7698 McClure Drive		Tallahassee, FL 32306-2100
	Tallahassee, FL 32312	PHONE:	850 644-8109(w); 850-566-4784(c)
		EMAIL:	cmccclure@lis.fsu.edu
		HOME PAGE:	http://www.ii.fsu.edu/~cmccclure/
		INFORMATION	
		INSTITUTE:	http://www.ii.fsu.edu/

EDUCATION:

PhD 1977 Rutgers University (Library and Information Studies). Areas of concentration: Information Science, Research Methodology and Administration.

MLS 1972 University of Oklahoma (Library Science). Areas of concentration: Academic Library and Library Administration.

MA 1971 Oklahoma State University (History). Areas of concentration: Colonial U.S., Latin America, and the Spanish Borderlands.

BA 1970 Oklahoma State University (Spanish). Areas of concentration: Teaching certificate, fluency in Spanish and Latin American History.

POSITIONS HELD:

1999- Francis Eppes Professor of Information Studies, College of Information, Florida State University. Selected as the first Francis Eppes professorship (Funded Chair) at Florida State University in recognition of his record of teaching, research, and policy advocacy. Teaching and research in the planning and evaluation of information services, Federal information policies, and information resources management.

Director, Information Use Management and Policy Institute. Activities include the promotion and development of the Institute, development of research proposals, conducting research meetings and working with LIS faculty as well as others on campus, and obtaining research funding programs, grants, and awards for the Institute <www.ii.fsu.edu>.

2002- Distinguished Research Scientist, Information Institute of Syracuse. Participates in a range of research projects and Initiatives and assists the Institute establish collaborative research arrangements with other researchers and research organizations.

1994-99 Distinguished Professor, School of Information Studies, Syracuse University. Selected by Syracuse University for this title in recognition of his research, teaching and role as Scholar-advocate in public policy. One of the eight to receive this title, at that time, at Syracuse University.

1986-94 Professor, School of Information Studies, Syracuse University. Teaching responsibilities in the areas of management, planning and evaluation of information services, research methods, information resources management, and government information, and federal information policies.

1993 Distinguished Researcher, National Commission on Libraries and Information Science, Fall, 1993.

Visiting Program Officer, Coalition for Networked Information, Washington, D.C. Sabbatical Spring, 1993, involved in developing a range of legislative and program initiatives that promoted access to and use of the Internet/NREN.

1985-86 Professor, School of Library and Information Studies, University of Oklahoma. Teaching responsibilities in the areas of management, planning, research methods and government information resources.

1985-86 Research Fellow, Science and Public Policy Program, University of Oklahoma. Participant in funded research projects related to science, technology, and public policy.

- 1981-85 Associate Professor, School of Library Science, University of Oklahoma. Teaching responsibilities in the areas of management, systems analysis, planning and evaluation of information services, and government information resources.
- 1983 Visiting Scholar, School of Information Studies, Syracuse University. Teaching and research in the area (Fall) of library and information center administration (sabbatical).
- 1979-80 Associate Director, School of Library Science, University of Oklahoma. Assisted the Director in matters of planning, budgeting, and resource allocation. Overall responsibility for the School during the absence of the Director.
- 1977-81 Assistant Professor, School of Library Science, University of Oklahoma. Teaching responsibilities in the areas of management, public libraries, systems analysis and government publications.
- 1976-77 Instructor, Graduate School of Library Service, Rutgers University. Teaching responsibilities in the areas of management and services. Student advisor for management areas.
- 1975-76 Teaching Assistant, Graduate School of Library and Information Studies, Rutgers University. Responsible for teaching two courses each semester in the area of services.
- 1974-75 Director, Audio-Visual Laboratory, Graduate School of Library and Information Studies, Rutgers University. Responsible for audio-visual production, projection, programs, and overall laboratory supervision.
- 1972-74 Head, History-Government Department, University of Texas at El Paso Library. Organized the sections of Maps, Microforms, Government documents, Archives and Special Collections into one department; Directed and organized Mexican microfilming project in Durango, Dgo., Mexico; and served as library liaison to various academic departments.
- 1972 Archival Assistant, Western History Collection, University of Oklahoma general reference, acquisitions and research.
- 1969-71 Stack Supervisor, Oklahoma State University Library. Responsible for stack maintenance, shelving, security and supervision of 10-15 employees.

CONSULTING EXPERIENCE: Charles R. McClure has served as President of Information Management Consultant Services, LLC, since 1978; representative consulting activities include:

- 2011 American Library Association, Office of Information Technology Policy, Washington D.C. Development of national public library public computing and broadband benchmarks.
- 2011-2012 Centers for Disease Control, National Prevention Information Program, Atlanta GA. Planning and evaluation of National Prevention Information Program digital services – including their website.
- 2010 American Library Association, Office of Information Technology Policy, Washington D.C. Evaluation of Seven State Broadband Advisor Project. Identifying factors that contribute to successful statewide broadband planning and sustainability.
- 2009-2012 University of Maryland, College of Information Studies, College Park, MD. Development and Implementation of the national 2009-2010 Public Library Funding and Technology Access Survey.
- 2009 American Library Association, Office of Information Technology Policy, Washington D.C. Evaluation of the Opportunity Online Connectivity Project [public library broadband planning].
- American Library Association, Office of Information Technology Policy, Washington D.C. Office. Evaluation of the E-rate Training Program and Related E-rate Initiatives.

- 2008-2009 Deloitte & Touche Financial Advisory Services, Ltd. Singapore. Assessing the Singapore National Library Board and Determining the Return on Investment of the Singapore Libraries. Includes participation and review of study methodology, review of findings, and participation in various report writing.
- 2008 American Library Association, Office of Information Technology Policy, Washington D.C. Office. Evaluation of the E-rate Training Program and Related E-rate Initiatives.
- 2007 Cornell University Library, Ithaca, NY. Development of an evaluation curriculum for a newly created Evaluation Task Force, instructional sessions regarding the curriculum, and presentation of evaluation Strategies for a library-wide session.
- 2006-2007 North Carolina State Library. Assessment of the state's five year Library Services and Technology Act plan, conducting statewide open meetings for input into the new five-year plan, and developing recommendations for the next five year plan.
- Illinois State Library. Development of a 21st century web-based toolkit that will assist libraries in Illinois transfer knowledge and applications from innovative projects previously funded by the state library as part of its Library Services and Technology Act awards.
- 2006 Nevada State Library. Assessment of the Ask Nevada Digital Reference Service, Subscription Databases and related services as part of the state library's long range planning effort.
- 2005-2006 Wisconsin State Library. Shared Integrated Library Systems (ILS) Cost Study for the State of Wisconsin. Identify and analyze component costs for libraries, library systems, and the state library for shared and integrated library systems.
- State of Texas, Office of the Attorney General. Expert Witness. Review and analysis litigation material related to issues associated with mitigating the Digital Divide.
- Forsyth County Library System, Winston Salem, NC. Conduct needs assessment of computer training needs of of unserved and underserved for Winston Net and make recommendations for the types, levels, and delivery of such training to be offered in the future.
- University of Central England, Evidence Base, Birmingham UK. Digital Libraries in the Classroom Programme Evaluation and Support Study. Assist in the evaluation of the programme and development of metrics for outcomes assessment.
- Library System of Lancaster County (Pennsylvania). Design and development of an online decision support System (DSS) to assist in ongoing planning and evaluation of library services.
- U.S. Department of Defense, Office of the Chief Information Officer. DoD Net-Centric Records Management Program Roadmap and Implementation Plan. Develop a plan and policy to implement a Net-Centric Records Management Program [through Millican & Associates, Inc.].
- Western Council of State Librarians. Evaluation of the Western Council's Continuum of Library Education Project. Design and implement an evaluation and data collection process to assess an online distant education program.
- 2005 American Library Association, Washington Office. National Survey, "Examining Contemporary Legal Issues in U.S. Libraries." Develop and administer national web-based survey, analyze findings and make policy recommendations.
- Wisconsin Department of Transportation, Communications Division, and Research and Library Service Area. Assist Division in strategic planning, integrating service areas, and develop evaluation and outcomes assessment strategy For Division and Library. Assist in space planning and services development for library.

- 2004-2005 Library System of Lancaster County (Pennsylvania). Assist the system member libraries to develop individual strategic plans and evaluation strategies and integrate those plans in a system-wide approach.
- Detroit Public Library. Development of a strategic plan for the Detroit Public Library, assist the planning committee in the development of that plan, and advise on the mill levy vote for the Summer, 2004 election.
- 2004 Online Computer Library Center (OCLC). Research and write a white paper that studies the issues associated with union catalogs and resource sharing, particularly different models and the costs, implications, and issues related to such models.
- U.S. Department of Justice, Federal Bureau of Investigation. Investigate issues, strengths, and weaknesses of Desktop Electronic Record Keeping strategies costs and benefits. Develop specific recommendations for the FBI. [through Systems Research and Applications Corporation].
- University of Central England, Birmingham UK. Analysis of Journal Database Usage Statistics and Development of Possible Costing Models. Analysis of a set of publisher database usage statistics and propose a range of new models for costing subscriptions to online journals/databases.
- 2003-2004 North Carolina State Library. Evaluation of the "NC-Knows" digital reference project, a statewide digital reference service. Includes the development of evaluation methodology, development and pre-testing of measures and statistics, and development of reporting strategies.
- U.S. Department of Justice, Federal Bureau of Investigation. Electronic Record Keeping (ERK) Certification and Program Support. Develop and testing of a process to certify that FBI systems are compliant with current records management requirements [through Systems Research and Applications Corporation].
- 2003 Western New York Library Resources Council, Buffalo, NY. Development of evaluation measures, statistics, and methods to assess a multi-library digital reference service and determine the appropriateness of individual and system-wide evaluation techniques.
- U.S. Department of Transportation, Federal Aviation Administration. Assessment of the FAA library and strategic planning for the development of a digital FAA library.
- Texas State Library, Austin, TX. Design and development of an integrated evaluation database, development and use of log server statistics, and implementation of evaluation approaches for the Texas Digital Library.
- 2002-2003 Hawaii State Library, Honolulu. Economic Impact of the Hawaii State Public Library System on the Business and Tourism Industries in Hawaii. Identify specific economic benefits and the value of public library services in Hawaii and offer recommendations to enhance the role of Hawaii public libraries in economic development.
- United States General Accounting Office, Washington, D.C. Research and analysis of electronic records management models and development of best practices and procedures for agency electronic records management.
- Western New York Library Research Council, Buffalo NY. Design and implementation of an evaluation plan for a multi-library Digital Reference Service, including the development and testing of Digital Reference statistics and measures.
- E-Valued! Project. Centre for Information Research, University of Central England, Birmingham, UK. Assist in the design and development of networked statistics and outcome assessments for university libraries in UK
- 2002 Texas State Library, Austin, TX. Review and assessment of the Library of Texas [virtual library initiative] including the development of assessment methodologies, performance measures, and quality standards.
- University of Texas at El Paso Library. Development of a planning and evaluation process for library services and resources as well as the provision of a staff workshop on planning and evaluation approaches.

- Beardsley Design, Inc. Auburn, NY. Strategic Plan for Information Technology applications at Clarkson University. (Potsdam, NY).
- 2001-2002 San Antonio Public Library, San Antonio, TX. Assessment of library services and Information Technology Infrastructure for the development of a long-range strategic plan.
- Southeast Florida Library Information Network [SEFLIN], Ft. Lauderdale. Development and evaluation of SEFLIN's virtual library, web pages, and related information services and programs being provided from the Website.
- 2001 U.S. National Archives Records Administration. Information Collection and Analysis of Agency Records Management. Activities: Issues and Policies. Conducted focus groups and surveys to identify and assess key issues related to traditional and electronic records management practices in the Federal government.
- U.S. National Commission on Libraries and Information Science. Libraries in the Networked Environment: Key Policy Issues and Research Strategies. Conduct an analysis of selected information policy issues and topics and make recommendations for addressing these issues.
- Hawaii State Library. Preliminary Assessment of Economic Conditions of Public Libraries and Hawaii. This was a feasibility study to determine the appropriateness of conducting a full-fledged study assessing public library funding in Hawaii and suggesting strategies to improve overall library funding.
- Arkansas Department of Higher Education. Reviewed and made recommendations for Arkansas State University proposal to start a Ph.D. program in Knowledge and Information Management.
- 2000 U.S. National Commission on Libraries and Information Science. Testing National Public Library Statistics and Performance Measures for the networked Environment. Conducted the Public Library and the Internet Year 2000 survey and tested a range of database statistics.
- American Library Association. Office of Information Technology Policy. Assessment of Public Library Internet Services Impacts on the Digital Divide. Analysis of national databases from the Federal Communications Commission, the National Telecommunications and Information Administration, and others to describe the impact of various funding streams on the role of public libraries in the Digital Divide.
- U.S. Energy Information Administration, Government Printing Office, Defense Technical Information Center. Statistics and assessment techniques for Federal agencies. Developed a range of statistics and measurement techniques (including policy-based assessment) for Federal websites.
- 1999-2000 U.S. Institute of Museum and Library Services. *Developing National Public Library Statistics and Performance Measures for the Networked Environment*. Project was developed and proposed in 1998 and was funded from January, 1999 – May, 2000. Products include a guide to producing statistics and performance measures for networked services.
- Coalition for Networked Information, Washington, D.C. Developing a national distant education program in the area of evaluation of networked information services.
- American Library Association, Office of Information Technology Policy. Developed a proposal for a National Study to assess the impact of Telecommunications Connectivity Programs (state, local, foundation, and federal) on public libraries.
- 1999 Northern Onondaga Public Library System, North Syracuse, NY. Building and Information Technology Planning for Three New Buildings in the Library System. Designed the information technology infrastructure and network architecture for the three new facilities.
- 1998-99 American Library Association and the National Commission on Libraries and Information Science. Conducted The 1998 National survey of public library outlets and their use of the Internet.

- California State Library. Assessed the InFoPeople project, a statewide program to increase community access to the Internet through local public libraries.
- Commonwealth Library of Pennsylvania. Conducted a Statewide survey of users of public libraries to identify impacts and benefits of library use.
- Houston Public Library. Developed a strategic plan and conducted an assessment of networked-based information services.
- State of Delaware. Assessed the Del-Aware statewide network with development of a strategic plan and recommendations for future development.
- 1997-98 Commonwealth Library of Pennsylvania. Conducted an evaluation of "Online PA Libraries," project that provided equipment and connectivity to some 200 libraries in Pennsylvania.
- Henrico County Library System (Richmond, VA). Development of services and information technology plan; made recommendations and developed strategies to better integrate technology/networking into the system.
- VicNet Library Network, Victoria, Australia. Developed a user survey of public libraries in the State of Victoria and their use of the Internet and VicNet.
- Dallas Public Library. Assessed the information infrastructure and networked based information services, developed a strategic plan, and made recommendations for services development.
- American Library Association and National Commission on Libraries and Information Science. National Survey of Public Libraries and Internet: Costs and Benefits. Final report completed December, 1997.
- 1996-97 U.S. General Services Administration. Evaluation of Government Information Locator Service (GILS). Assessed the degree to which Federal Agencies implemented the GILS successfully and offered recommendations for improved use of GILS.
- 1996 Nashville Public Library. Developed a building and strategic plan. Assessed services and developing information technology plan for networked information services.
- East Brunswick Public Library. East Brunswick, NJ. Assessed the library information technology and developed an information technology services plan.
- National Commission on Libraries and Information Science (NCLIS). Conducted a national survey, "Public Libraries and the Internet." Project resulted in a report describing public libraries' use, access, and costs related to the Internet.
- 1995-97 Portland Area Library System (PORTALS). Ongoing assessment and project development as project evaluator related to a statewide network which received a \$1.3 million award from the Federal government to enhance the network and provide a range of government information and information services.
- 1995-96 Lower Merion Public Library System [suburb of Philadelphia]. Developed of a strategic plan for library services provision..
- State of Maryland, the Sailor statewide network. Conducted an evaluation of the overall effectiveness and impact of the network on libraries, K-12, state and local government, and the public. A key aspect of the project was to develop a range of measurement techniques to assess the network. This project began in the Fall, 1995.
- 1994-95 Seattle Public Library. Led the planning and development of a Center for Technology Utilization for public libraries; assisted with Federal grants and programs.

- Albany [NY] Public Library. Assisted with the development of a strategic plan and provided staff training.
- 1994 National Commission on Libraries and Information Science. Conducted a national survey of public libraries and the Internet, provided a descriptive summary of results, and offered policy recommendations to the Commission.
- World Bank, Washington, D.C. Conducted user survey of the World Bank and International Monetary Fund Network Libraries, made recommendations to improve services, and produced a final report.
- DeKalb County Library System, Decatur Georgia. Assessed the use of information technologies and applications, recommended purchases, and assisted in the development of a plan to educate the staff and public in the uses of these new technologies.
- York County Library, Rock Hill, South Carolina. Developed a library-wide technology plan including Internet-based library services.
- NYSERNet, Inc., Liverpool, N.Y. Developed an education and training center related to using the Internet and connecting to the Internet.
- 1993-94 NorthWestNet, Seattle, Washington. Conducted an assessment of the degree to which NorthWestNet successfully met member services and made recommendations for the development of a strategic plan.
- DeWitt-Wallace, Readers Digest Fund, New York, NY. Evaluated the New York Public Library, Connecting Libraries and Schools Project (CLASP).
- 1993 Niagara Mohawk Power Corporation, Syracuse, NY. Developed a Strategic Plan for the Research and Development Department to be connected to the Internet and designed applications for Internet use.
- NYSERNet, Liverpool, NY. Project Gain: Connecting Rural Public Libraries to the Internet/NREN, project planning and evaluation. Established internet connections and services in rural NY libraries.
- 1992 Meckler Publishing Corp., Research project: "Strategies For Linking the Academic Library into the Electronic Networked Environment."
- DeKalb County Library System, Decatur, GA. Designed and developed a long range strategic plan.
- 1991 Association of Academic Health Science Library Directors. Developed a Planning, Service Roles, Performance Measures, and MIS Manual. PHASE I: January-November.
- 1990 U.S. Bureau of the Census. *Use of Census Bureau Data in GPO Depository Libraries: Future Trends & Issues.* Research study investigated evolving Information technology trends/applications and census users needs in the year 2000.
- American Library Association. Developed a draft outline for a policy manual on *Access to Government Information.*
- 1989-91 Dekalb Library System, Decatur, GA. Designed and implemented a management information system to support public library decision making. Included the design of an operational computerized database and staff training.
- 1989-90 Upjohn Institute For Employment Research, Kalamazoo, Michigan. Conducted an assessment of the existing information center and designed a long-range plan for facilities, automation, and services.
- Texas Medical Library, Houston, TX. Designed a planning and evaluation process and developed medical library performance measures.
- 1988-90 Niagara Mohawk Power Corporation, Syracuse, NY. Developed a Request For Proposal (RFP) to establish a Technical Advisory Group (TAG) for the Research and Development Department, and organized the TAG.

- American Library Association, Chicago, IL. Evaluated the ALA Planning Process of the American Library Association. Developed a process to evaluate the effectiveness with which ALA is making progress toward its priority areas and goals.
- 1988-89 U.S. Government Printing Office. *Descriptive Analysis of Academic and Public Depository Library Users*. Conducted a research study investigating the number and types of users of Depository Libraries.
- Association of College and Research Libraries, American Library Association (ACRL-ALA), Chicago, IL. Designed, tested, and wrote the manual: *Measuring Academic Library Performance: A Practical Approach*.
- 1987 U.S. Congress, Office of Technology Assessment. Reviewed the Project: Technology, Public Policy, and the Changing Nature of Federal Information Dissemination.
- Massachusetts State Library. Presented a series of seminars across the state on "Planning, Role Setting, and Use of Output Measures For Public Libraries."
- 1986 U.S. National Technical Information Service. Developed of a model program of NTIS information services to be provided by Academic libraries.
- 1985-87 Public Library Association, Chicago, IL. Served as Principal Investigator for the Public Library Development Program, developed a revised planning manual, refined and expanded output measures manual, operationalized public library roles, and the design of customized public library statistics database.
- 1984-86 Utah State Library, Salt Lake City, UT. Designed and implemented a statewide planning and performance measure for public libraries.
- 1984-86 DeKalb Library System, Decatur, GA. Managed a Self Assessment and Development of Formalized Planning Process and Long Range Planning Document, and developed a long range Facilities plan.
- 1984 U.S. Congress, Office of Technology Assessment. Contracted to produce a written report with a critical review, assessment, and recommendations related to Government Provision of Public Information.
- 1983 Northwestern University, Evanston, IL. Conducted an evaluation and project plan for "Educating the Online Catalog User: A Model for Instructional Development and Evaluation" (Funded by Council on Library Resources).
- Engineering Enterprises, Norman, OK. Established a technical library, customized a document retrieval systems, organization and planning of library facilities, and integration of information resources management techniques in organizational decision making.
- U.S. International Communication Agency, Led a Training Seminar in Government Information Resources. Mexico City, Biblioteca Benjamin Franklin, May.
- North Texas State University Library, Denton, TX. Conducted a Self Study and Development of the Library Staff Association.
- Southern Prairie Library System, Altus, OK. Designed and Implemented an Automated Information Processing Technology. Included microcomputers, online bibliographic data base searching, and online cataloging system.
- 1982 U.S. International Communication Agency, Washington, D.C. Led a Training session on U.S. Federal Government Information Resources.
- 1982 Health Sciences Library, University of Oklahoma, Oklahoma City, OK. Conducted an analysis and evaluation of U.S. Federal government Information Resources with Recommendations for Increased Access to U.S. Government Documents.
- 1981 GHK Company, Oklahoma City, OK. Led an Analysis of Information Resources Management and development of a

comprehensive program for organization, storage, security, and access to gas/oil information resources.

- 1980-81 King Research, Inc., Washington, DC. Assisted in Planning Approach for the Development of Statewide Levels of Public Library adequacy in the State of Oklahoma.
- Independent Learning Consultant (Approved by CLENE). Established and implemented individual learning packages.
- 1979-80 Benham Blair & Affiliates, Oklahoma City, OK. Developed and implemented a corporate information resource center, records management, management information systems, word processing, archival access and microfilming of engineering drawings/ documents.
- Lawton Public Library, Lawton, Oklahoma, OK. Analyzed alternative means of funding library services in Comanche County.
- 1979 Chickasha Public Library, Chickasha, Oklahoma. Developed a cooperative library instruction program among the University, School, and Public Libraries in Chickasha.
- 1978-79 Planned and implemented an online data base searching and document delivery system for Lawton Public Library, Lawton, Oklahoma.
- 1978 Conducted staff development training sessions at Norman, Ponca City, Chickasha, Lawton, and Altus (Oklahoma) on topic such as (1) Development of Goals and Objectives, (2) Improving Organizations Communication, and (3) Integrating Government Publication Into the Library.
- 1977 College Entrance Examination Boards, New York, NY. Designed and implemented an organizational planning system.

TEACHING EXPERIENCE:

Courses taught at Rutgers University, University of Oklahoma, Syracuse University, and Florida State University Include:

- | | |
|---|--|
| 1. Principles of Management | 7. Public Libraries |
| 2. Library Systems Analysis | 8. Research Methods for Information Services |
| 3. Planning/Evaluation of Library Users. | 9. Federal Scientific & Technological Information Policies |
| 4. Reference Materials | 10. U.S. Federal Information Policies |
| 5. Government Publications | 11. Libraries and Information Centers in the Networked Environment |
| 6. Introduction to Library/Info. Serv. Information & Policies | 12. Evaluating Networked Information Services |

PUBLICATIONS:

Books

- 2010 *Public Libraries and the Internet: Roles, Perspectives, and Implications*. Editor and Contributor with J. Bertot, and P. Jaeger. Littleton CO: Libraries Unlimited.
- 2009 *Libraries Connect Communities: Public Library Funding and Technology Access Study*. Chicago: American Library Association (with Others).
- 2008 *Libraries Connect Communities: Public Library Funding and Technology Access Study*. Chicago: American Library Association (with Others).
- Public Libraries and Internet Service Roles: Measuring and Maximizing Internet Services*. Chicago: American

- Library Association (with Paul Jaeger).
- 2007 *Libraries Connect Communities: Public Library Funding and Technology Access Study*. Chicago: American Library Association (with others).
- 2002 *Implementing Digital Reference Services: Setting Standards and Making it Real*, Co-editor. New York, NY: Neal Schuman, (with R. David Lankes and others).
- Measures for Electronic Resources (E-Metrics)* [Compendium of all project products from the E-metrics study]. Washington, D.C.: Association of Research Libraries (with others).
- Statistics, Measures, and Quality Standards for Assessing Digital Reference Library Services: Guidelines and Procedures*. Syracuse, NY: Syracuse University Information Institute (with others). [NOTE: Translated into Chinese 2007.]
- 2001 *Evaluating Networked Information Services: Strategies and Issues*, Co-editor. Medford, NJ: American Society for Information Science with Information Today.
- Data Collection Manual for Academic and Research Library Network Statistics and Performance Measures*. Washington, D.C.: Association of Research Libraries (with others).
- 2000 *The 2000 National Survey of Public Libraries and the Internet: Increasing Services and Access*. Washington, D.C.: National Commission on Libraries and Information Science (with John Bertot).
- Statistics and Performance Measures for Public Library Networked Services*. Chicago, IL: American Library Association (with Joe Ryan and John Bertot).
- 1999 *Moving Toward More Effective Public Internet Access: The 1998 National Survey of Public Library Outlet Internet Connectivity*. Washington, D.C.: National Commission on Libraries and Information Science (with John Bertot).
- 1998 *Policy Issues & Strategies Affecting Public Libraries in the National Networked Environment*. Washington, D.C.: National Commission on Libraries and Information Science (with John Bertot).
- The 1997 survey of Public Libraries and the Internet: Costs and Capabilities for the Electronic Networked Environment*. Chicago, IL: American Library Association (with John Bertot).
- 1996 *Federal Information Policies in the 1990s: Issues and Conflicts*. Norwood, NJ: Ablex Publishing Corporation, Co-editor and contributor with Peter Hernon and Harold Relyea.
- The 1996 National Survey of Public Libraries and the Internet: Progress and Issues*. Washington, D.C.: National Commission on Libraries and Information Science (with others).
- Assessing the Academic Networked Environment: A Manual of Strategies and Options*. Washington, DC: Coalition for Networked Information, with Cynthia Lopata. [Also available from ERIC Clearinghouse as ED 393-456].
- 1995 *Internet Costs and Cost Models for Public Libraries*. Washington, D.C.: National Commission on Libraries and Information Science (with others). [Also available from ERIC Clearinghouse as ED 384-354].
- 1994 *Libraries in the Internet/National Research and Education Network (NREN): Perspectives, Issues and Strategies*. Westport, CT: Meckler Publishing, (with others).
- Connecting Rural Public Libraries to the Internet: The Project GAIN Report*. Liverpool, NY: NYSERNet, Inc. (with others). [Available through ERIC as ED 369-409].
- Public Libraries and the Internet: Study Results, Issues, and Recommendations*. Washington, D.C.: National Commission on Libraries and Information Science (with others).

- 1992 *Identifying and Describing Federal Information/Inventory Locator Systems: Design for Networked-Based Locators*. 2 vols. Bethesda, MD: National Audio Visual Center (with Joe Ryan and William E. Moen). [Available through ERIC: 349-031].
- 1991 *The National Research and Education Network: Research and Policy Perspectives*. Norwood, NJ: Ablex Publishing Corporation (with others).
- Improving Library/Information Science Research: Strategies and Perspectives*. Co-editor with Peter Hernon. Norwood, NJ: Ablex Publishing Corporation.
- 1990 *Measuring Academic Library Performance: A Practical Approach*. Chicago, IL: American Library Association (with others).
- Evaluation and Library Decision Making*. Norwood, NJ: Ablex Publishing Corporation (with Peter Hernon).
- 1989 *U.S. Government Information Policies: Views and Perspectives*. Co-editor with Peter Hernon and Harold Relyea. Norwood, NJ: Ablex Publishing Corporation.
- U.S. Government Science & Technical Information Policies: Views and Perspectives*. Co-editor with Peter Hernon. Norwood, NJ: Ablex Publishing Corporation.
- 1988 *Public Access to Government Information: Issues, Trends, and Strategies*. 2nd edition. Norwood, NJ: Ablex Publishing Corporation (with Peter Hernon).
- 1987 *Federal Information Policies in the 1980's: Conflicts and Issues*. Norwood, NJ: Ablex Press (with Peter Hernon).
- Unobtrusive Testing and Library Reference Services*. Norwood, NJ: Ablex Publishing Corporation (with Peter Hernon).
- A Planning and Roles Setting Manual for Public Libraries*. Chicago, IL: American Library Association (with others).
- Output Measures for Public Libraries*, Second edition. Chicago, IL: American Library Association (with others).
- 1986 *Microcomputer Based Library Decision Making*. Co-editor with Peter Hernon. Norwood, NJ: Ablex Publishing Corporation.
- Promoting the Use of NTIS Information Sources and Products in Academic Libraries: Suggestions for Services and Core Collections*. Springfield, VA: National Technical Information Service (with Peter Hernon).
- State Library Services and Issues: Facing Future Challenges*. Editor. Norwood, NJ: Ablex Publishing Corporation.
- Linking the National Technical Information Services (NTIS) with Academic and Public Libraries*. Norwood, NJ: Ablex Publishing Corporation (with Peter Hernon and Gary R. Purcell).
- 1985 *The GPO Depository Library Program: A Descriptive Assessment*. Norwood, NJ: Ablex Publishing Corporation (with Peter Hernon and Gary Purcell).
- Strategic Planning for Sponsored Projects Administration: The Role of Information Management*. Westport, CT: Greenwood Press (with Keith Harman).
- 1984 *Research for Decision Making: Methods for Librarians*. Chicago, IL: American Library Association (with Robert Swisher).
- Public Access to Government Information: Issues, Trends, and Strategies*. Norwood, NJ: Ablex Publishing Corporation (with Peter Hernon).
- 1983 *Improving the Quality of Reference Services for Government Publications*. Chicago, IL: American Library Association (with Peter Hernon).
- 1982 *Approaches to Library Administration: Strategies and Concepts*. Editor. Littleton, CO: Libraries Unlimited (with Alan

Samuels).

Planning for Library Services: A Guide to Utilizing Planning Methods for Library Management. Editor, New York, NY: Haworth Press.

1980 *Information for Academic Library Decision Making: The Case for Organizational Information Management.* Westport, CT: Greenwood Press.

Reports

2012 *Describing Indiana Public Library E-Government Services, Costs, and Benefits: An Exploratory Study, Final Report.* Tallahassee, FLL Information Institute, Florida State University [for the State Library of Indiana], August 6, 2012 (with others).

2011 *Development of a Renewable Energy Research Web Portal: Final Report.* Tallahassee, FL: Information Institute, Florida State University, January 3 (with others).

A Preliminary Review of Get Help Florida and Right Service at the Right Time and Additional Possible Statewide E-Government Initiatives. Tallahassee, FL: Information Institute, Florida State University, February 5, 2011.

Broadband Needs and Issues at Anchor Institutions: Focus Group Findings for the North Florida Broadband Authority (NFBA). Tallahassee, FL: Information Institute, Florida State University, February 7, 2011 (with others).

North Florida Broadband Authority: Broadband Needs Assessment, Diagnostics, and Benchmarking of Selected Anchor Institution, First, Second, Third, and Interim and Final Reports. Tallahassee, FL: Information Institute, Florida State University, 2011(with others).

Florida Rural Broadband Alliance: Broadband Needs Assessment, Diagnostics, and Benchmarking of Selected Anchor Institutions, First, Second, Third Interim and Final Reports. Tallahassee, FL: Information Institute, Florida State University, 2011 (with others).

Gale-Cengage Outreach Evaluation, 2010-2011: Final Report of Project Activities. Tallahassee, FL: Information Institute, Florida State University, June 30, 2011 [for the State Library and Archives of Florida] with others.

Florida Electronic Library Evaluation Activities, 2011-2012: Assess the Gale-Cengage Database Portfolio and Market the Florida Electronic Library – Preliminary Survey and Interview Findings. Tallahassee, FL: Information Institute, Florida State University, October 26, 2011 [for the state Library and Archives of Florida] with others.

Florida Electronic Library Evaluation Activities, 2011-2012: Assess the Gale-Cengage Database Portfolio and Market the Florida Electronic Library – Final Report. Tallahassee, FL: Information Institute, Florida State University, December 30, 2011 [for the state Library and Archives of Florida] with others.

Describing Indiana Public Library E-Government Services, Costs, and Benefits: Background Report of E-Government and Library Services Literature. Tallahassee, FL: Information Institute, Florida State University, December 2, 2011 [for the Indiana State library] with others.

Florida Rural Broadband Alliance, LLC (FRBA) Florida Rural Middle Mile Networks -- Northwest and South Central Regions Project: Broadband Needs Assessment, Diagnostics, and Benchmarking of Selected Anchor Institutions, Fourth Interim Report [Includes Final Needs Assessment Findings]. Tallahassee, FL: Information Institute, Florida State University, December 31, 2011.

North Florida Broadband Authority (NFBA) Ubiquitous Middle Mile Project: Broadband Needs Assessment, Diagnostics, and Benchmarking of Selected Anchor Institutions, Final Report. Tallahassee, FL: Information Institute, Florida State University, December 31, 2011.

2010 *Evaluation of the Hurricane/Disaster Preparedness and Response Website: Final Report.* Tallahassee, FL:

Information Institute, Florida State University, January (with others).

Gale Training Evaluation, 2009-2010: Status Report. Tallahassee, FL: Information Institute, Florida State University, March (with others).

Development of a Renewable Energy Research Web Portal: 2010 Six Month Report. Tallahassee, FL: Information Institute, Florida State University (with others) [for the Institute for Energy Systems, Economics and Sustainability].

Gale Training Evaluation, 2009-2010: Final Report. Tallahassee, FL: Information Institute, Florida State University, June (with others).

Florida Memory Program Long-Term Plan: Interim Report. Tallahassee FL: Information Institute, Florida State University, March (with others).

Florida Memory Program Long-Term Plan: Final Report. Tallahassee FL: Information Institute, Florida State University, May (with others).

Pasco County Public Library Cooperative E-Government Services in Public Libraries, 2010: Interim Report of Project Activities, March 15. Tallahassee, FL: Information Institute, Florida State University (with others).

Pasco County Public Library Cooperative E-Government Services in Public Libraries, 2010: Final Report of Project Activities, July 28. Tallahassee, FL: Information Institute, Florida State University (with others).

Hurricane/Disaster Preparedness and Response by Utilizing Florida Public Libraries: Final Report. Tallahassee, FL: Information Institute, Florida State University, August (with others).

Catastrophic Financial Insurance Information Web Portal (CFIWP) Project: Final Report. Tallahassee, FL: Information Institute, Florida State University, August (with others).

2009 *Hurricane/Disaster Preparedness and Response by Utilizing Florida Public Libraries: Second Quarterly Report.* Tallahassee, FL: Information Institute, Florida State University, February (with others).

Hurricane/Disaster Preparedness and Response by Utilizing Florida Public Libraries: Third Quarterly Report. Tallahassee, FL: Information Institute, Florida State University, May (with others).

Public Library Funding & Technology Access Survey: Year 3 Second Quarter Report. Tallahassee, FL: Information Institute, Florida State University, March 16 (with others).

Public Library Funding & Technology Access Survey: Year 3 Third Quarter Report. Tallahassee, FL: Information Institute, Florida State University, May 29.09 (with others).

IMLS Final Report: Increasing the Effectiveness of Evaluation for Improved Public Library Decision Making and Advocacy. Tallahassee, FL: Florida State University, Information Institute, September 2009 [for the U.S. Institute of Museum and Library Services], (with others). [Final Project Report].

Public Library Funding & Technology Access Survey: Year 3 Fourth Quarter Report. Tallahassee, FL: Information Institute, Florida State University, August 30.09. [Final Project Report]

Hurricane/Disaster Preparedness and Response by Utilizing Florida Public Libraries: Fifth Quarterly Report. Tallahassee, FL: Information Institute, Florida State University, December (with others)

2008 *IMLS Interim Report: Increasing the Effectiveness of Evaluation for Improved Public Library Decision Making and Advocacy.* Tallahassee, FL: Florida State University, Information Institute, January 2008 [for the U.S. Institute of Museum and Library Services], (with others).

Florida Public Libraries and E-Government: Services, Issues, and Recommendations. Tallahassee, FL: Florida State

University, Information Institute, June [for the State Library and Archives of Florida] (with others).

Public Libraries and the Internet 2008: Study Results and Findings. Tallahassee, FL: Florida State University, Information Institute, September [for the American Library Association and the Bill & Melinda Gates Foundation] (with others).

Pasco County Library Cooperative E-Government Project: Analysis of Survey Data, Final Report. Tallahassee, FL: Florida State University, Information Institute (with others).

2007-2008 Evaluation Activities for the Florida Electronic Library: Public Libraries and Consumer Health Information Resources and Services. Tallahassee, FL: Florida State University, Information Institute, June 2008 [For the Florida State Library and Archives] (with others).

2007-2008 Evaluation Activities for the Florida Electronic Library: Ask a Librarian. Tallahassee, FL: Florida State University, Information Institute, June 2008 [For the Florida State Library] (with others).

2007-2008 Evaluation Activities for the Florida Electronic Library: Evaluation Approaches, statistics, and Measures for the 2008-2012 FEL Goals. Tallahassee, FL: Florida State University, Information Institute, June 2008 [For the Florida State Library] (with others).

IMLS Interim Report: Increasing the Effectiveness of Evaluation for Improved Public Library Decision Making and Advocacy. Tallahassee, FL: Florida State University, Information Institute, July 2008 [for the U.S. Institute of Museum and Library Services], (with others).

Hurricane/Disaster Preparedness and Response By Utilizing Florida Public Libraries: First Quarterly Report. Tallahassee, FL: Florida State University, Information Institute, November 2008 [for the Florida Catastrophic Storm Risk Management Center] (with others).

IMLS Interim Report: Increasing the Effectiveness of Evaluation for Improved Public Library Decision Making and Advocacy. Tallahassee, FL: Florida State University, Information Institute, December 2008 [for the U.S. Institute of Museum and Library Services] (with others).

2007 *Florida Electronic Library Five-Year Evaluation 2003-2007.* Tallahassee, FL: Florida State University, Information Institute [for the Florida State Library] with others.

IMLS Annual Report: Increasing the Effectiveness of Evaluation for Improved Public Library Decision Making and Advocacy. Tallahassee, FL: Florida State University, Information Institute, January 2007 [for the U.S. Institute of Museum And Library Services] with others.

IMLS Interim Report: Increasing the Effectiveness of Evaluation for Improved Public Library Decision Making and Advocacy. Tallahassee, FL: Florida State University, Information Institute, June 2007 [for the U.S. Institute of Museum and Library Services] (with others)

Libraries as 21st Century Technology Leaders. Wheeling, IL: North Suburban Library System [for the Illinois State Library]. (Contributor).

Who's Asking? Geography & Demographics of Florida's Ask A Librarian Service. Tallahassee, FL: Florida State University, Information Institute, May 2007 [for the Florida State Library and Archives] (with others).

Nevada Library Services and Technology Act (LSTA) Electronic Information Program Evaluation. Syracuse, NY: Ryan Information Management [for the Nevada State Library and Archives] (with others).

Program Evaluation of the Library Services and Technology Act Plan for Implementation in North Carolina, 2003-2007. Raleigh, NC: The State Library and Archives of North Carolina (with others).

E-Government and Public Libraries: Current Status, Meeting Report, Findings, and Next Steps. Tallahassee, FL: Florida State University, Information Institute [for the American Library Association, Washington Office] (with

- Others).
- 2006 *2005-2006 Florida Electronic Library Evaluation Activities: Usability, Functionality, and Accessibility Final Report*, Tallahassee, FL: Florida State University, Information Institute [for the Florida State Library], with others.
- Public Libraries and the Internet 2006: Study Results and Findings*. Tallahassee, FL: Florida State University, Information Institute [for the Bill & Melinda Gates Foundation and the American Library Association], with others.
- Florida Electronic Library 2006 User Marketing Assessment, Focus on the K12 Community: Final Report*. Tallahassee FL: Florida State University, Information Institute [for the Florida State Library], with others.
- Increasing the Effectiveness of Evaluation for Improved Public Library Decision Making and Advocacy: Best Practices Needs Assessment*. Tallahassee, FL: Florida State University, Information Institute [for the U.S. Institute of Museum and Library Services], with others.
- Shared Integrated Library System Cost Study*. Madison, WI: Wisconsin State Library, Department of Public Instruction (with William E. Moen).
- Public Libraries and the Internet 2006: A Special Report on Public Libraries and the 2005 Hurricanes*. Tallahassee, FL: Florida State University, Information Institute [for the Bill and Melinda Gates Foundation], with others.
- Public Libraries and the Internet 2006: A Special Report on Bandwidth Sufficiency*. Tallahassee, FL: Florida State University, Information Institute [for the Bill and Melinda Gates Foundation], with John Bertot.
- Public Libraries and the Internet 2006: A Special Report on Wireless Access*. Tallahassee, FL: Florida State University, Information Institute [for the Bill and Melinda Gates Foundation], with other.
- Public Libraries and the Internet 2006: April Interim Report*, Tallahassee, FL: Florida State University, Information Institute, with others [for the Bill and Melinda Gates Foundation], with others.
- Roadmap for Implementing Records Management in a Net Centric Environment*, Washington, DC: US Department of Defense [through Milligan and Associates], with others.
- 2005 *Librarian Education for the Collection, Analysis, and Use of Library Networked Service and Resources Statistics. Final Report* (April). Tallahassee, FL: Florida State University, Information Institute [for U.S. Institute of Museum and Library Services] (with John Bertot).
- Integrating Public Library Databases onto a Nationwide Digital Base Map for Enhanced Library Services and Research. Final Report* (April). Tallahassee, FL: Florida State University, Florida Resources and Environmental Analysis Center and the Information Institute, [for U.S. Institute of Museum and Library Services] (with others).
- Public Libraries and Networked Information Services: 2004 Survey Preliminary Data Analysis* (March 22, 2005). Tallahassee, FL: Florida State University, Information Institute [for the Bill and Melinda Gates Foundation] (with others).
- Evaluation of the NC Knows, Statewide Virtual Reference Project*. Chapel Hill: University of North Carolina, School of Library and Information Science [for the North Carolina State Library] (with Jeff Pomerantz).
- Evaluation Activities for the Florida Electronic Library: Data Collection Strategies and Statistics*. Tallahassee: Information Institute, Florida State University. (with others). August 11, 2005.
- Public Libraries and the Internet 2004: Survey Results and Findings* (June, 2005). Tallahassee, FL: Florida State University, Information Institute [for the Bill and Melinda Gates Foundation] (with others).
- 2004 *TexShare Database Usage: A Longitudinal Analysis*. Denton TX: University of North Texas, Texas Center for Digital Knowledge (with William E. Moen).

Librarian Education for the Collection, Analysis, and Use of Library Networked Services and Resources Statistics, Interim Report III (March). Tallahassee, FL: Florida State University, Information Institute [for U.S. Institute of Museum and Library Services] (with John Bertot).

FBI Electronic Recordkeeping Certification Manual. Washington, D.C.: Department of Justice, Federal Bureau of Investigation, April 30 (with SRA International, Arlington, VA).

Usability Assessment for the Public Library Geographic Database (PLGDB). Tallahassee, FL: Information Institute, Florida State University, May (with others).

FBI Desktop Records Management Recommendations: Final Report. Washington, D.C.: Department of Justice, Federal Bureau of Investigation, December (with SRA International, Arlington, VA).

Evaluation of Selected Components of the Florida Electronic Library: Functionality, Usability, and Accessibility Testing. Tallahassee, FL: Florida State University, Information Institute, November (with others).

Issues Associated with Union Catalogs and Resource Sharing: Models, Costs, Issues, and Implications. Columbus, OH: OCLC, December (with John Bertot).

Public Library Geographical Database Final Evaluation Report. Tallahassee, FL: Florida State University, Information Institute [for U.S. Institute of Museum and Library Services] (with Tommy Snead).

Report to JISC on the NESLi2 Analysis of Usage Statistics Study. Birmingham, UK: University of Central England, December (with others).

2003 *Librarian Education for the Collection, Analysis, and Use of Library Networked Services and Resources Statistics, Interim Report I* (April), [for U.S. Institute of Museum and Library Services] (with John Bertot).

Analysis of Public Library E-Rate Data: 1999-2002. Tallahassee, FL: Information Institute (July), with others [for the American Library Association Washington Office].

Assessment Criteria and Guidelines for Selected Projects Related to the Florida Electronic Library. Tallahassee FL: Information Institute, with others [for the Division of Library and Information Services, The Florida State Library].

Study of Exemplary Practices in Electronic Records Management. Washington, D.C.: U.S. Congress, General Accounting Office [through Grant Thornton, LLP, Washington D.C.] with others.

Evaluation Method, Approach, and Findings for Ask A Western New York Librarian Digital Reference Project. Buffalo, NY: Western New York Library Resource Council, October, 2003.

Librarian Education for the Collection, Analysis, and Use of Library Networked Services and Resources Statistics, Interim Report II (September), Tallahassee, FL: Florida State University, Information Institute [for U.S. Institute of Museum and Library Services] (with John Bertot).

Economic Impact of the Hawaii State Public Library System (HSPLS) on the Business and Tourism Industries: Final Report. Honolulu: Hawaii Public Library System (with Joe Ryan).

Florida Electronic Library: Pilot Project Functionality Assessment. Tallahassee, FL: Information Institute, with others, [for the Division of Library and Information Services, The Florida State Library].

Measures and Statistics to Assess the Florida Electronic Library. Tallahassee, FL: Information Institute, with others [for the Division of Library and Information Services, The Florida State Library].

IMLS Public Library Geographic Database [PLGDB] Mapping Project: Alpha Version Needs Assessment Report. Tallahassee, FL: Information Institute, with others [for the U.S. Institute for Museum and Library Services].

- IMLS Public Library Geographic Database [PLGDB] Mapping Project: Beta Version Needs Assessment Report. Tallahassee, FL: Information Institute, with others [for the U.S. Institute for Museum and Library Services].
- IMLS Public Library Geographic Database (PLGDB) Mapping Project: Alpha Version Assessment Report.* Tallahassee, FL: Information Institute, with others.
- 2002 *Institutional Outcomes and Academic Research Library Activities: Linkages, Methodological Issues, and Next Steps.* Tallahassee, FL: Information Institute, January (with Bruce Fraser) [for Association of Research Libraries].
- Creating a Five-year Strategic Plan for Library Development in the State of Florida: Summary of Needs Assessment.* Tallahassee, FL: Florida State Library, (with Joe Ryan and John Carlo Bertot).
- Public Libraries and the Internet 2002: Internet Connectivity and Network Services.* Tallahassee, FL: School of Information Studies, Information Institute, (with John Bertot).
- An Evaluation Plan for the Library of Texas (LOT).* Denton, TX: Texas Center for Digital Knowledge (November).
- Review and Analysis of Privacy Studies and Issues.* Washington, D.C.: U.S. Congress, General Accounting Office [through Grant Thornton, LLP, Washington D.C.] with others.
- 2001 *Creating Stability and Equity in Michigan Public Libraries: Ending the Crisis.* Final Report to the Michigan Public Library Funding Initiative Group (with others). Kalamazoo, MI, January.
- Policy Issues and Strategies Affecting Public Libraries in the National Networked Environment: Setting Agendas and Extending Research.* Washington, D.C. National Commission on Libraries and Information Science (with John Carlo Bertot).
- Report on Current Recordkeeping Practices within the Federal Government.* Arlington, VA: SRA International (with others), [for the U.S. National Archives and Records Administration.]
- Developing a National Data Collection Model for Public Library Network Statistics and Performance Measures: Interim Report.* Tallahassee, FL: Information Institute, November, with others [for U.S. Institute of Museum and Library Services].
- Improving the Economic Position of Hawaii Public Libraries: Phase I: Exploratory Site Visit Report.* Syracuse, NY: Ryan Information Management, December, with others.
- Public Library Internet Services and the Digital Divide: The Role and Impacts from Selected External Funding Sources.* Tallahassee, FL: Information Institute, December (with others) [for the U.S. Institute of Museum and Library Services].
- Measures and Statistics for Research Library Networked Services: Procedures and Issues. ARL E-Metrics Phase II Report.* Washington, D.C.: Association of Research Libraries (with others).
- Assessing Quality in Digital Reference Services: Overview of Key Literature on Digital Reference.* Tallahassee, FL: Information Institute, November (with others).
- Assessing Quality in Digital Reference Services: Site Visit Report.* Tallahassee, FL: Information Institute, November (with others).
- Testing Performance Measures and Identifying Strategic Planning Issues for the Alberta Public Library Electronic Network (APLEN): Recommended Performance Measures.* Tallahassee, FL: Information Institute, June (with others).
- Testing Performance Measures and Identifying Strategic Planning Issues for the Alberta Public Library Electronic Network (APLEN): Implementation Plan Recommendations.* Tallahassee FL: Information Institute, July (with others).
- Assessing SEFLIN's [Southeast Florida Library Information Network] Virtual Library, MyLibraryService.org.* Ft. Lauderdale, FL: SEFLIN, October (with John Carlo Bertot).

- 2000 *Performance Measures for Federal Websites: Final Report*. Washington, D.C.: Government Printing Office, October 1, 2000, (with J. Timothy Sprehe). Available from the ERIC Clearinghouse ED 446 779.
- Public Libraries and the Internet 2000: Summary Findings and Data Tables*. Washington, D.C.: National Commission on Libraries and Information Science, September 7, 2000, with John Carlo Bertot. Available from the ERIC Clearinghouse as ED 446-780, and <http://www.nclis.gov>.
- Public Library Internet Services: Impacts on the Digital Divide, Stage I Final Report*. Washington, D.C.: American Library Association, August 2000, with John Carlo Bertot, available: <http://www.ala.org/oitp/telcom/telcom.pub.html>.
- Public Library Internet Services: Impacts on the Digital Divide, Stage II Final Report*. Washington, D.C.: American Library Association, December, 2000, with John Carlo Bertot.
- ARL E-Metrics Project: Developing Statistics and Performance Measures to Describe Electronic Information Services and Resources for ARL Libraries: Phase I Report*. Washington, D.C.: Association of Research Libraries, with Jeff Shim and John Carlo Bertot, available: <http://www.arl.org/stats/newmeas/emetrics/index.html>.
- Developing Statistics and Performance Measures for the Networked Environment: Final Report*. Washington, D.C.: Institute of Museum and Library Services, November 16, 2000, with John Carlo Bertot. [ERIC Clearinghouse ED 447-803].
- Economic Benefits and Impacts from Public Libraries in the State of Florida: Final Report*. Tallahassee, FL: Florida: Florida Department of State, Division of Library and Information Services (with others). [ERIC Clearinghouse 449-805].
- Testing Performance Measures and Identifying Strategic Planning Issues for the Alberta Public Library Electronic Network (APLEN). Interim Report No. 1: Framework for Needs Assessment*. Edmonton, Alberta: APLEN, January 14, 2000 (with others).
- Testing Performance Measures and Identifying Strategic Planning Issues for the Alberta Public Library Electronic Network (APLEN). Interim Report No. 2: Needs Assessment Report*. Edmonton, Alberta: APLEN, August 31, 2000 (with others).
- Testing Performance Measures and Identifying Strategic Planning Issues for the Alberta Public Library Electronic Network (APLEN). Interim Report No. 3: Recommended Performance Measures*. Edmonton, Alberta: APLEN, November 9, 2000 (with others).
- 1999 *Evaluation of Selected Websites at the U.S. Department of Education: Increasing Access to Web-Based Resources*. Washington, D.C.: U.S. Department of Education (with others).
- 1998 *Model Quality Guidelines for Records Management of State and Federal Websites*. Syracuse University, School of Information Studies, April 1998 (with Tim Sprehe).
- Victorian Public Libraries and the Internet: Results and Issues*. Victoria, Australia: VicLink. (with John Carlo Bertot). [ERIC Clearinghouse ED 417-732].
- Public Library Use in Pennsylvania: Identifying Uses, Benefits, and Impacts*. Harrisburg, PA: Commonwealth Libraries (with John Carlo Bertot). [ERIC Clearinghouse ED 419-548].
- 1997 *Corning Corporate IT Skills Study*. Syracuse, NY: Syracuse University School of Information Studies. Mimeograph (with others).
- Linking People to the Global Networked Society: Evaluation of the Online at PA Libraries Project: Public Access to the Internet through Public Libraries*. Harrisburg, PA: Office of Commonwealth Libraries. Mimeograph (with John Carlo Bertot). [ERIC Clearinghouse ED 413-924].
- User and System-Based Quality Criteria for Evaluating Information Resources and Services Available from Federal Websites: Final Report*. Syracuse, NY: Syracuse University, School of Information Studies (Mimeograph). [ERIC Clearinghouse ED 409-

020].

Citizen Access to Government and other Information: Final Evaluation Report. Portland, OR: Portals, Inc. (with Joe Ryan). [ERIC Clearinghouse ED 410-970].

An Evaluation of the Federal Government's Implementation of the Government Information Locator Service (GILS): Final Report. Syracuse, NY: Syracuse University, School of Information Studies (with William E. Moen). [ERIC Clearinghouse ED 410-965].

1996 *Assessing the Academic Networked Environment: Final Report.* Syracuse, NY: Syracuse University, School of Information Studies [for U.S. Department of Education Grant Number R197D40019-94A]. With Cynthia Lopata. [ERIC Clearinghouse ED 398-876].

Evaluation of the Maryland Sailor Statewide Network: Findings and Strategies for Future Development. 2 vols. Baltimore, MD: Department of Education, Division of Library Services. With John Bertot. [ERIC Clearinghouse ED 401-900, ED 401-901].

1995 *Policy Initiatives and Strategies for Enhancing the Role of Public Libraries in the National Information Infrastructure (NII): Final Report.* Syracuse, NY: Syracuse University, School of Information Studies, with others, [for the National Science Foundation]. Available through ERIC Clearinghouse as ED 386-202.

Policy Issues in Assessing the Role of Public Libraries in the National Information Infrastructure (NII): Final Report Compendium. Syracuse, NY: Syracuse University, School of Information Studies, with others, [for the National Science Foundation].

Performance Measures for the Academic Networked Environment: Interim Report, April, 1995. Syracuse University, School of Information Studies (with others) [for the U.S. Department of Education].

1994 *Users' Perspective on U.S. Government Information and Services on the Internet: A Summary from Two Seminars: A Report Prepared for the Information Infrastructure Task Force.* 26p. Syracuse University, School of Information Studies. [Available through the ERIC Clearinghouse as ED 369-399].

Expanding Research and Development on the National Information Standard Organization's Z39.50 Search and Retrieval Standard: Final Report. Bethesda, MD: National Information Standards Organization. [Available through the ERIC Clearinghouse as ED 376-824].

Survey of Information Needs of the Users of the Network Libraries of the World Bank and International Monetary Fund. Washington, DC: World Bank, June, 1994, 116 pages. (with others).

Evaluation of the Connecting Libraries and Schools Project (CLASP): Final Report. New York, NY: The DeWitt Wallace - Reader's Digest Fund (with others). [Available through ERIC Clearinghouse as ED 382199].

Business Plan for the Development of a Syracuse Area Community Freenet. Syracuse University, School of Information Studies, May 1994 (with others).

1993 *A User-Based Assessment of NorthWestNet's Member Services: Meeting User Needs.* Bellevue, WA: NorthWestNet, Inc. (with Mary McKenna).

1992 *Federal Information Policy and Management for Electronic Services Delivery.* Washington, D.C.: U.S. Congress, Office of Technology Assessment (with Rolf Wigand, John Bertot, Mary McKenna, William E. Moen, and Joe Ryan). 150 p. [Available through NTIS as PB94113313 and ERIC Clearinghouse as ED 366-353].

Public Libraries and the Internet/NREN: New Challenges, New Opportunities. Columbus, Ohio: OCLC, Inc. (with Joe Ryan, Diana Lauterbach, and William E. Moen). 38 p.

Feasibility of an International Standard for Library Performance Measures. Bethesda, MD: National Information Standards

- Organization, (with others), 14 p. [ERIC: Clearinghouse as ED 349-023].
- A New Strategic Direction for Association of Academic Health Science Library Directors (AAHSLD) Statistics: Development of a Strategic Planning, Performance Measures and Data Management Manual.* Houston: AAHSLD, Mimeograph, 134 pages. [ERIC: Clearinghouse as ED 348-994].
- 1991 *Specialization in Library/Information Science Education: Issues, Scenarios, and the Need for Action* (with Carol Hert). 23p [ERIC: Clearinghouse as ED 352-032].
- 1990 *Electronic Networks, the Research Process, and Scholarly Communication: An Empirical Study with Policy Recommendations for the National Research and Education Network.* Syracuse, NY: Syracuse University, School of Information Studies (with Ann Bishop and Phil Doty).
- The Future of the National Technical Information Service: Issues & Options.* Syracuse, NY: Syracuse University, School of Information Studies [contract report for U.S. Congress, Office of Technology Assessment]. [NTIS PB 326-248].
- A Study of the use of the Annual Statistics in Member Libraries of the Association of Academic Health Sciences Library Directors.* Syracuse, NY: Syracuse University, School of Information Studies (with Carol Hert).
- Use of Census Bureau Data in GPO Depository Libraries: Future Issues and Trends.* Washington, DC: U.S. Bureau of the Census, 21st Century Staff (with Peter Herson) [ERIC: Clearinghouse as ED 326-249].
- Federal Information Inventory/Locator Systems: Final Report.* Washington, DC: U.S. Office of Management and Budget, Office of Regulatory and Information Services (with others) [ERIC: Clearinghouse as ED 326-247].
- Impact of Scientific Norms on Electronic Networks.* Syracuse, NY: Syracuse University, School of Information Studies [contract report for U.S. Congress, Office of Technology Assessment], (with Ann Bishop and Phil Doty).
- 1989 *Impact of High Speed Research Networks on Scientific Communication and Research: Final Report.* Washington, DC: U.S. Congress, Office of Technology Assessment (with others).
- Users of Academic and Public GPO Depository Libraries.* Washington DC: U.S. Government Printing Office.
- Design of a Management Information System For DeKalb County Public Library.* Decatur, GA: DeKalb County Public Library, 138 pages.
- 1987 *Linking Central New York Business, Libraries, and Syracuse University For Economic Development: Feasibility of a Center for STI Transfer,* Syracuse, NY: Syracuse University, School of Information Studies, June 26, 1987. 163 pages (with others). [ERIC: Clearinghouse as ED-285-590].
- Design for a Public Library Data Service: Final Report.* Chicago: American Library Association (with others).
- Project Upgrade: Planning, Evaluating and Measuring for Public Library Excellence.* Utah State Library, Salt Lake City, UT: 58 pages (with others).
- 1986 *Improving the Transfer of Scientific and Technical Information: The Federal Role.* 3 Vols. Washington, DC: National Science Foundation (with others). PB 87-142915/XAB.
- 1985 *Expanding New Clientele for NTIS Services: An Assessment of the National Technical Information Services Provided through Academic and Public Libraries: Final Report.* Washington, DC: U.S. Department of Commerce, NTIS (with Peter Herson), 201 pages, PB 86-106960.
- Information Resources Management Skills for Academic Librarians: Final Report.* Washington, DC: Council on Library Resource, 62 pages. ED 255238.
- 1984 *Federal Government Provision of Public Information: Issues Related to Public Access, Technology, and Laws/Regulations.*

- Norman, OK. 417 pages, mimeo PB 86-208642 (with Peter Hernon).
- 1983 *Evaluation of the North Texas State University Library Staff Association: Summary Report*. North Texas State University Library, Denton, TX., 57 pages.
- Needs Assessment for Oklahoma Academic Librarians: Summary Report*. Norman, OK: Oklahoma Chapter ACRL, 27 pages, [ERIC: Clearinghouse as ED 232-663].
- 1982 *Collection Development and Evaluation of U.S. Government Publications at the University of Oklahoma Health Sciences Library: Summary Report*. Norman, OK. 192 pages mimeo.
- 1981 *Information Resources Management at GHK Corporation: Recommendations for a Comprehensive Approach*. Norman, OK. 119 pages, mimeo.
- Development of a MLS Program for Native Americans: Final Report* (for U.S. Dept. of Education). Norman, OK. 182 pages, mimeo.
- Performance Measures for Oklahoma Public Libraries*. Washington, DC: King Research, Inc. with Douglas Zweizig, Eleanor Rodger, and Vernon Palmour.
- 1980 *Chickasha Cooperative Bibliographic Instruction Project: Final Evaluation*. Norman, OK. 102 pages, [ERIC: Clearinghouse as ED 203-860].
- 1979 *Current Status of Information Resource Management at Benham Blair & Affiliates and Recommendations for Improved Information Management*, with James S. Healey, (Mimeograph, 136 pp.)

Websites

- 2013 Assessing Information Technology Educational Pathways that Promote Deployment and Use of Rural Broadband. Available at: <http://broadbandpathways.cci.fsu.edu/>
- 2012 *Importance of Broadband, and Community-Based Broadband Planning* [Instructional Modules]. Available at: <http://tutorials.ii.fsu.edu/> [with others].
- 2010 - North Florida Broadband Authority Needs Assessment, Diagnostics, and Benchmarking. Tallahassee, FL: Florida State University, Information Institute (with others). Available at: <http://nfba.ii.fsu.edu/index.html>.
- Florida Rural Broadband Authority Needs Assessment, Diagnostics, and Benchmarking. Tallahassee, FL: Florida State University, Information Institute (with others). Available at: <http://frba.ii.fsu.edu/>.
- 2009- *Renewable Energy Research Web Portal: Identify, Organize, and Access Energy Research Information*. Tallahassee FL: Florida State University Information Institute and Learning Systems Institute [Funded by the Florida Energy Systems Consortium] (with others). Available at: <http://energyportal.cci.fsu.edu/>.
- Catastrophic Finance and Insurance Information Web Portal*. Tallahassee, FL: Florida State University Information Institute [Funded by the Florida State University Catastrophic Storm Risk Management Center], Available at: <http://cfiip.ii.fsu.edu/>.
- 2008 - *Hurricane Response and Preparedness for Public Libraries*. Tallahassee FL: Florida State University, Information Institute [Funded by the Florida State University Catastrophic Storm Risk Management Center] (with others). Available at: <http://www.ii.fsu.edu/hurricanes/>.
- 2006- *Evaluation Decision-Making System (EDMS): A Web-based Public Access Portal to Evaluation Information and Instructional Modules* [funded by the U.S. Institute of Museum and Library Services and sustained by the Information Institute] (with others). Available at: <http://www.libevaluation.com/edms/>
- 2005- *E-Metrics Instructional System (EMIS): Librarian Education in Network Statistics*. Tallahassee, FL: Florida State University, Information Institute [funded by the U.S. Institute of Museum and Library Services and

sustained by the Information Institute] (with others). Available at: <http://www.ii.fsu.edu/emis/>.

2000- *Information Use Management and Policy Institute*. Tallahassee, FL: Florida State University, Information Institute (with others). Available at: <http://www.ii.fsu.edu/>.

Papers/Chapters

2013 Costs of and Benefits Resulting from Public Library E-government Service Provision: Findings and Future Directions from an Exploratory Study. *First Monday*. Vol. 18 No.12 (December) available online only at: <http://firstmonday.org/ojs/index.php/fm/article/view/4805>

2012 Rural Anchor Institution Broadband Connectivity: Enablers and Barriers to Adoption. *Proceedings of the 2012 i-School Conference held at the University of Toronto*, available online only: <http://dl.acm.org/citation.cfm?id=2132176&picked=prox>.

Broadband Applications: Categories, Requirements, and Future Frameworks. *First Monday*, Vol. 17 No. 11 available: <http://www.firstmonday.org/htbin/cgiwrap/bin/ojs/index.php/fm/article/viewArticle/4066/3355> (with others).

Designing a User and Usage Database to Promote, Market, and Demonstrate the Value of Selected Statewide Databases: the Florida Electronic Library as an Example. *Library Management*, Vol. 33 nos. 6/7: 365:373.

Broadband Adoption: Practical Approaches and Proposed Strategies for Measuring Selected Aspects of Community-Based Broadband Deployment and Use. *International Journal of Communication*, Volume 6: pp. 1-20 (with others).

Public Libraries and the Internet: A Twenty-five Year Perspective, American Library Association, *Libraries Connect Communities Blog*. Available: <http://www.ors.ala.org/libconnect/2012/09/05/public-libraries-and-the-internet-a-twenty-five-year-perspective/> [Note: this was one of 10 invited articles by the American Library Association on the general topic of public libraries and the Internet that were posted to this blog in 2012.]

2011 Rural Public Libraries as Leaders in Community Broadband Services, *Library Technology Reports: Transforming Public Library Technology Infrastructure*, Judy Hoffman, ed., Vol. 47, No. 6 (August-September), pp. 19-28 [American Library Association] (with others).

Public Libraries and Crisis: Roles of Public Libraries in Hurricane/Disaster Preparedness and Response, in Chris Hagar, ed., *Crisis Information Management: Communication and Technologies*. Cambridge, UK: Woodhead (with others).

Conducting Practical Library Assessments that Promote Program Change and Improvements. *Proceedings of the Library Assessment Conference: Building Effective, Sustainable, Practical Assessment*. Washington, D.C.: Association Of Research Libraries (in press) (with others).

Assessing Public Library Use of the Internet. *Proceedings of the Library Assessment Conference: Building Effective, Sustainable, Practical Assessment*. Washington, DC: Association of Research Libraries (in press) (with others).

Geographic Information Systems (GIS) in Public Library Assessment. *LIBRES*. Vol. 21 no. 1, pages 1-18 (with others).

E-Government Service Roles for Public Libraries. *Public Libraries*, Vol. 50 no. 3 (May-June 2011): pp: 32-37 (with others).

Response to Federal Communication Commission Notice of Inquiry on the Deployment of Advanced Telecommunications Capability to All Americans (GN Docket No 11-121), September 6, 2011 (with others).

Broadband & Libraries: Measuring Levels of Broadband Access and Perceptions of Broadband Impact and Value,” York, United Kingdom, *Proceedings of the Ninth Northumbria Conference on Performance Measurement in Libraries and Information Services* (with others), in press.

- Designing a User and Usage Database to Promote, Market, and Demonstrate the Value of Selected Statewide Databases: The Florida Electronic Library as an Example, York, United Kingdom, *Proceedings of the Ninth Northumbria Conference on Performance Measurement in Libraries and Information Services* (with others) in press.
- 2010 Public Library Roles in Hurricane Preparedness and Response, in *Public Libraries and the Internet: Roles, Perspectives, And Implications*, in J. Bertot, P. Jaeger and C. McClure, eds. Littleton CO: Libraries Unlimited, pp. 75-90 (with others).
- Broadband Deployment as Technological Innovation: Assessing the Needs of Anchor Institutions, in *iConference 2010 Proceedings*, pp 102-108. Available only online at http://nora.lis.uiuc.edu/images/iConferences/2010papers_Allen-Ortiz.pdf (with others).
- Helping Libraries Prepare for the Storm with Web Portal Technology. *Bulletin of the American Society for Information Science and Technology*, Vol. 35 (5):22-26 (with others). Available only online at: http://www.asis.org/Bulletin/Jun-10/JunJul10_Mandel_McClure_Brobst_Lanz.pdf
- Assessing Florida Public Library Broadband for E-Government and Emergency/Disaster Management Services, in *Public Libraries and the Internet: Roles, Perspectives, and Implications*, in J. Bertot, P. Jaeger, and C. McClure, eds. Littleton CO: Libraries Unlimited, pp. 103-128 (with others).
- The Ever Changing Impacts of Internet Access on Libraries and their Communities, in *Public Libraries and the Internet: Roles, Perspectives, and Implications*, in J. Bertot, P. Jaeger, and C. McClure, eds. Littleton CO: Libraries Unlimited, pp. 261-282 (with others).
- Broadband for Public Libraries: Importance, Issues, and Research Needs. *Government Information Quarterly*, vol. 27, no. 3: 280-291 (with others).
- 2009 Emerging Role of Public Librarians as E-Government Providers, in *Proceedings of the Hawaii International Conference on System Sciences [HICSS]*, January 5-8, 2009 (with others). Available online only at: <http://www2.computer.org/portal/web/csdl/doi/10.1109/HICSS.2009.697>
- Hurricane Preparedness and Response for Florida Public Libraries: Best Practices and Strategies. *Florida Libraries*, Vol. 52 no. 1 (Spring): 4-7 (with others).
- Public Libraries and the Internet 2008-2009: Issues, Implications, and Challenges. *First Monday*, Vol. 14, No 11 (November), available online only at: <http://firstmonday.org/htbin/cgiwrap/bin/ojs/index.php/fm/article/view/2700/2351> (with others).
- The Geography of Virtual Questioning. *Library Quarterly*, Vol. 79, no. 4 (October): 393-420 (with others).
- 2008 Evaluating Remote Reference Service: A Practical Guide to Problems and Solutions. *Portal: Libraries and the Academy*, Vol. 8 (no. 1): 15-30 (with others).
- Public Libraries and the Internet 2007: Issues, Implications, and Expectations. *Library and Information Science Research*, 30: 175:184 (with others).
- A Meta-Assessment of Statewide Program Evaluations: Matching Evaluation Methods to Program Goals, in S. Hiller et. al, editors, *Proceedings of the Library Assessment Conference: Building Effective, Sustainable, Practical Assessment* (conference held August 4-6, 2008, Seattle). Washington, D.C. Association of Research Libraries (with Others). Available only online at: <http://libraryassessment.org/bm-doc/proceedings-lac-2008.pdf>.
- Community Leadership through Public Library E-Government Service. *Florida Libraries*, vol. 51 (Spring): 4-7 (with others).
- The Impacts of Free Public Internet Access on Public Library Patrons and Communities, *Library Quarterly*, vol. 78 no 3 (July): 285-301. (with others).
- Public Library Use of the Internet: 2008. *Statistical Abstract of the United States*. Washington D.C.: U.S.

- Department of Commerce, p. 709 (with John Bertot).
- Evaluation Decision Making System (EDMS): Development and Implementation of a Web-Based Learning and Instructional Tool, in *Access, Delivery, Performance: The Future of Libraries without Walls*, J. R. Griffiths and J. Craven, Eds., London: Facet Publishing (with J.T. Snead), pp. 161-182.
- Learning and Using Evaluation: A Practical Introduction, in Ken Haycock and Brooke E. Sheldon, eds., *The Portable MLIS: Insights from the Experts*. Westport, CT: Libraries Unlimited, pp. 179-192.
- Government Information Policy Research: Importance, Approaches, and Realities. *Library and Information Science Research*, 30:4 (December): 257-264 (with Paul Jaeger).
- User-Centered E-Government Services: Benefits, Costs, and Research Needs. *The Proceedings of the 9th Annual International Digital Government Research Conference*. May 18-21, Montreal, Canada: Digital Government Association: 137-142 (with others).
- 2007 The Looming Infrastructure Plateau? Space, Funding, Connection Speed and the Ability of Public Libraries to Meet the Demand for Free Internet Service. *First Monday*, December (with others). Available only online at: <http://www.uic.edu/htbin/cgiwrap/bin/ojs/index.php/fm/article/view/2017/1907>
- Assessing Sufficiency and Quality of Bandwidth for Public Libraries. *Information Technology and Libraries*, 26:1 (March): 14-22 (with John Bertot).
- Public Library Use of the Internet: 2007 (Table 1126). *Statistical Abstract of the United States*. Washington D.C.: U.S. Department of Commerce, p. 717 (with John Bertot).
- Public Libraries and the Internet 2006: Issues, funding, and challenges. *Public Libraries*, 46 (September – October): 71:78 (with others).
- A Test of Leadership: Charting the Future of U.S. Higher Education. A Report of the Commission Appointed by Secretary of Education Margaret Spellings*. Washington, D.C.: U.S. Department of Education, 2006. A Review Essay. *Library Quarterly*, 77:1 (January): 89-92. Available: <http://www.journals.uchicago.edu/doi/pdf/10.1086/512957>
- Developing Best-Fit Evaluation Strategies. *Proceedings of the Library Assessment Conference*, edited by Fracine DeFranco et al. Washington, DC: Association of Research Libraries, 225-232, with others.
- Web-based Evaluation Instructional Systems: Design, Development, Issues & Considerations. *Proceedings of the Library Assessment Conference*, edited by Fracine DeFranco et al. Washington, DC: Association of Research Libraries, 425-436 (with others).
- Public Libraries and Internet Access across the United States: A comparison of Public Library Internet Access by State *Information Technology and Libraries*, 26:2 (June): 4-14., with others.
- 2006 Functionality, Usability, and Accessibility: Iterative User-Centered Evaluation Strategies for Digital Libraries. *Performance Measurement and Metrics*, vol. 7 (1): 17-28 (with others).
- Politics and Advocacy: The Role of Networking in Selling the Library to Your Community. *Public Library Quarterly* 25: 1-2: 137-154 (with Sari Feldman and Joe Ryan).
- The 2004 and 2005 Gulf Coast Hurricanes: Evolving Roles and Lessons Learned for Public Libraries. *Public Library Quarterly*, 25: 3-4 , pp.199-214 (with others).
- Public Access Computing and Internet Access in Public Libraries: The Role of Public Libraries in E-government and Emergency Situations. *First Monday* (September, 2006) (with others). Available: <http://firstmonday.org/>
- Peer Review of Chat Reference Transcripts: Approaches and Strategies. *Library and Information Science Research*, Vol. 28,

- (Spring): 24-48, (with others).
- The Policy Implications of Internet Connectivity in Public Libraries. *Government Information Quarterly*, Vol. 23 (2): 123:141 (with others).
- DRAFTED: I want You to Deliver E-Government. *Library Journal*. Vol. 131 (August 2006):34-37 (with others).
- Costing Reference: Issues, Approaches, and Directions for Research. *The Reference Librarian*, (No. 95/96):173-186 (with Melissa Gross and Dave Lanke).
- Public Libraries and the Internet 2006: Bandwidth and Sufficiency. Chicago: II: American Library Association, E-rate Task Force, August 15, 2006 (with John Bertot).
- 2005 The Decision-Making Processes, Implementation Issues, and Impacts related to the Children's Internet Protection Act (CIPA) in Public Libraries. *Public Libraries*, Vol. 44 (March-April): 51-55, (with others).
- Lifting the Burden: Minimizing Intrusion of Desktop Records Management for Federal Government. *The Information Management Journal*, Vol. 39 (4): 47-52 (with J. Timothy Sprehe).
- The E-rate Program and Libraries and Library Consortia: Trends and Issues. *Information Technology and Libraries*, Vol. 24, (no. 2): 57:67 (with others).
- Public Library Use of the Internet: 2004 [Table 1145]. *Statistical Abstract of the United States: 2004*. Washington, DC: Government Printing Office, p. 750.
- Government Information: New Challenges in the Internet Age, *Government Information Quarterly*, Vol. 22 no. 1, 1-3 (with others).
- Developing Multi-Method, Iterative, and User-Centered Evaluation Strategies for Digital Libraries: Functionality, Usability, and Accessibility Testing. *Proceedings of the American Society for Information Science and Technology*. Medford, NJ: Information Today, forthcoming (with others).
- Public Library Internet Connectivity and Use: Preliminary Results from a National Survey. *American Libraries*, Vol. 36 no. 7 (August): 78-80.
- Response to Notice of Inquiry from Department of Commerce, National Information Standards Institute on Cybersecurity, Innovation, and the Internet Economy. Tallahassee, FL: Information Institute, September 13.
- 2004 The Challenges of Non-Standardized Vendor Usage Data in a Statewide Metasearch Environment: The Library of Texas Experience. *Library Quarterly*, Vol. 74 no 4: pp. 399-402 (with others).
- Strategies for Collecting Networked Statistics: Practical Suggestions. *VINE: The Journal of Information and Knowledge Management Systems*, Vol. 34 (4): 166-171.
- Letter from the Editor: Changing Editorial Directions. *Journal of Government Information*, Vol. 29 no. 6 (November-December): 357-358.
- Challenges and Strategies for Evaluating Networked Information: Introduction to a Special Issue. *Library Quarterly*, Vol. 74 no. 4: 403-422 (with others).
- The USA Patriot Act, The Foreign Intelligence Surveillance Act, and Information Policy Research in Libraries: Issues, Impacts, and Questions for Libraries and Researchers. *Library Quarterly*, vol. 74 no. 2: 99-121.
- Evaluation of a Statewide Collaborative Chat-based Reference Service: Approaches and Directions, in *Proceedings of the American Society for Information Science and Technology*, Medford, NJ: Information Today, pp. 102-106 (with Jeffrey Pomerantz).

- The Effects of the Children's Internet Protection Act (CIPA) in Public Libraries and Its Implications for Research: A Statistical Policy, and Legal Analysis. *Journal of the American Society for Information Science and Technology*, vol. 55 (November): 1131-1139 (with others).
- The E-metrics Instructional System: A Training Site for Libraries' Use of Electronic Statistics. Tallahassee: Information Institute (Ongoing Development) available at: <http://www.ii.fsu.edu/emis/> (with others).
- The Public Library Geographic Database: What Can it Do for You and Your Library? *Public Libraries*, vol. 43 no 2 (March-April) pp. 113-118, (with others).
- Letter from the Editor: Honoring the Past and Creating a New Future. *Journal of Government Information*, Vol. 30 nos. 5 and 6: 539-541.
- Capture Usage with E-metrics. *Library Journal* (May 1, 2004): 30-32 (with others).
- Key Issues, Themes, and Future Directions for Evaluating Networked Services, in J.C. Bertot and D. Davis, eds. *Planning and Evaluating Networked Services in Libraries*. Westport, CT: Libraries Unlimited (in press).
- Potential Legal Challenges to the Application of the Children's Internet Protection Act (CIPA) in Public Libraries: Strategies and Issues. *First Monday* Vol. 9 No. 2 [web-based refereed journal at <http://www.firstmonday.dk/>] (with Paul Jaeger).
- Social Measures in Information Management. In K. Kempf-Leonard (Ed.), *The Encyclopedia of Social Measurement*, vol. 2, San Diego, CA: Academic Press, pp. 277-282 (with Jaeger, P. T. and Thompson, K. M.)
- 2003 Cost, Statistics, Measures, and Standards for Digital Reference Services: A Preliminary View. *Library Trends*, vol. 51 (3): 401-413 (with others).
- Evaluating Federal Websites: Improving E-Government, in George, J.F., ed. *Computers in Society: Privacy, Ethics & the Internet*. Upper Saddle River, NJ: Prentice Hall, pp. 400-412 (with others).
- Assessing Network Services: An Update*. *SCONUL Newsletter* [Society of College, National, & University Libraries, UK], Vol. 29 (Fall 2003): 27-34 (with others).
- The Impact of the USA Patriot Act on Collection and Analysis of Personal Information under the Foreign Intelligence Surveillance Act. *Government Information Quarterly*, vol. 20(3): 295-314 (with others).
- Outcomes Assessment in the Networked Environment: Research Questions, Issues, Considerations, and Moving Forward. *Library Trends*, vol. 51 (4): 590-613, (with John Bertot).
- 2002 Describing the Economic Impacts and Benefits of Florida Public Libraries: Findings and Methodological Applications for Future Work. *Library and Information Science Research*, vol. 24 (3): 211-233.
- The Structures of Centralized Government Privacy Protection: Approaches, Models, and Analysis. *Government Information Quarterly*, vol. 19 (3): 317-326 (with others).
- Improving Database Vendors' Usage Statistics Reporting through Collaboration Between Libraries and Vendors. *College & Research Libraries*, vol. 63 (November): 499-514, (with Jeff Shim).
- Update on U.S. Federal Information Policies, in Elaine Toms, ed., *Information Connections and Community: Proceedings of the 65th ASIST Annual Meeting*, vol. 39. Medford, NJ: Information Today, 2002, pp. 456-457 (with others).
- Data Needs and Use of Electronic Resources and Services at Academic Research Libraries. *Portal: Libraries and the Academy*, vol. 2 (April): 217-236 (with Jeff Shim).

- External Technology Funding Programs in Public Libraries: A Study of LSTA, E-Rate, Gates, and Others. *Public Libraries*, vol. 41 (May-June): 44-49.
- The Role of Situational Factors in Managing U.S. Federal Recordkeeping. *Government Information Quarterly*, vol. 19 (3): 289-306 (with others).
- Toward a Framework for Assessing Library and Institutional Outcomes. *Portal: Libraries and the Academy*, vol. 2 (October): 505-528 (with others).
- E-Government Initiatives, Developments, and Issues. *Government Information Quarterly*. vol. 19 (4): 349-356 (with others).
- Assessing Quality in Digital Reference Services: An Overview of Key Literature on Digital Reference, in R. David Lankes, Charles R. McClure, Melissa Gross, and J. Pomerantz, eds., *Implementing Digital Reference Services: Setting Standards and Making It Real*. New York: Neal Shuman, pp. 171-183.
- Assessing Quality in Digital Reference Services: Preliminary Findings, in R. David Lankes, Charles R. McClure, Melissa Gross, and J. Pomerantz, eds., *Implementing Digital Reference Services: Setting Standards and Making It Real*. New York: Neal Shuman, pp. 185-194.
- Public Libraries and Internet Public Access Models: Describing Possible Approaches, *Public Library Quarterly*, vol. 21 (No. 3):11-37 (with Tami K. Tomasello).
- Study Shows New Funding Sources Crucial to Libraries' Technology Services, *American Libraries*, vol. 33 (March): 57-59 (with Joe Ryan and John Carlo Bertot).
- Information Policy-Based Indicators to Assess U.S. Federal Websites: Methods & Issues. Newcastle, UK: *Proceedings of the 4th North Umbria International Conference on Performance Measures in Library and Information Services*, (with others), pp. 145-154.
- Preliminary Statistics and Measures for ARL Libraries to Describe Electronic Resources and Services. Newcastle, UK: *Proceedings of the 4th North Umbria International Conference on Performance Measures in Library and Information Services*, (with others), pp. 337-344..
- Developing National Data Collection Models for U.S. Public Library Network Statistics and Performance Measures: Findings, Issues & Recommendations. Newcastle, UK: *Proceedings of the 4th North Umbria International Conference on Performance Measures in Library and Information Services*, in press (with John Bertot), pp. 77-86.
- 2001 Introduction to Evaluating Networked Services, in Charles R. McClure and John Carlo Bertot, eds., *Evaluating Networked Information Services: Issues, Strategies, and Policies*. Medford, NJ: Information Today, pp. xiii-xx.
- Measures and Statistics for Research Library Networked Services: ARL E-Metrics Phase II Report. *ARL Newsletter* (December 2001): 8-9.
- Assessing Federal Websites: Preliminary Findings and Key Issues. *Documents to the People* [DttP], v. 29 no. 1 (Spring): 12-19.
- Choosing Measures to Evaluate Networked Information Resources and Services: Selected Issues, in Charles R. McClure and John Carlo Bertot, eds., *Evaluating Networked Information Services: Issues, Strategies, and Policies*. Medford, NJ: Information Today, with Joe Ryan and John Carlo Bertot, pp. 111-136.
- Network Literacy in an Electronic Society: An Educational Disconnect, in Robert Kubey, ed. *Media Literacy in the Information Age: Current Perspectives*. New Brunswick, NJ: Transaction Press, pp. 403-440 [reprinted from earlier edition].
- Assessing Quality in Digital Reference Services, in *Information in a Networked World, Harnessing the Flow, Proceedings of*

- the 64th Annual Meeting of the American Society for Information Science and Technology*. Medford, NJ: Information Today (with others), pp. 323-328.
- Using U.S. Information Policies to Evaluate Federal Websites, in Charles R. McClure and John Carlo Bertot, eds., *Evaluating Networked Information Services: Issues Strategies, and Policies*. Medford, NJ: Information Today, with J. Timothy Sprehe, pp. 255-292.
- Public Library Use of the Internet 2000, *Statistical Abstract of the United States 2002*, 122nd edition [Table 1132]. Washington, D.C.: Bureau of the Census, p. 712.
- Key Issues in Virtual Reference Desk Services: Taking Action. Seattle: VRD Conference 2000, October 17. *Proceedings of the VRD Conference 2000*, edited by Abby Kasowitz. Syracuse, NY: Syracuse University: Information Institute, with Mike Eisenberg.
- 2000 Developing Networked Statistics and Performance Measures for U.S. Libraries: Issues, Findings, and Recommendations. *Performance Measures*, v.2 no.1 (April 2000): 89:116 (with John Carlo Bertot).
- The Chief Information Officer (CIO): Assessing Its Impact. *Government Information Quarterly*, 17 (1): 7-12.
- Obtaining Descriptive Data to Describe Database Use and Users: Policy Issues and Strategies. *Proceedings of the Second National Conference on Scientific and Technical Data: Data for Science and Society*. Washington, D.C.: National Research Council. Available at: http://.nap.edu/html/codata_2nd/.
- Federal Information Policies Affecting Public Access to Web-Based Federal Information, *Proceedings of the 63rd American Society for Information Science and Technology*, Medford NJ: Information Today, pp. 244-245.
- Federal Information Policy and Access to Web-based Federal Information. *Journal of Academic Librarianship*, 26 (July 2000): 274-281 (with others).
- Preliminary Issues for Redesigning a National Data Collecting and Reporting System for Public Libraries in the USA, in *Proceedings of the 3rd International Conference on Performance Measures in Libraries & Information Centers*. Newcastle, UK: University of Northumbria, pp. 43-52.
- 1999 Descriptive Assessment of Information Policy Initiatives: The Government Information Locator System (GILS) as Example. *Journal of the American Society for Information Science*, 50 (March, 1999): 313-330 (with others).
- Universal Service in a Global Networked Environment: Selected Issues and Possible Approaches. *Government Information Quarterly*, 16 (4): 309-328, (with John Carlo Bertot).
- Recent Views on Identifying Impacts from Public Libraries. *Public Library Quarterly*, 17 (3): 3-29 (with Jennifer Abend).
- Symposium on Universal Service in a Global Environment: Perspectives and Issues, Issue editor. *Government Information Quarterly* (16 no. 4).
- The Web as a Reference Tool: Comparisons with Traditional Sources. *Public Libraries*, 38 (January-February): 30-39.
- Information Policy, in Allen Kent, ed., *Encyclopedia of Library and Information Science*, vol. 65. New York: Marcel Dekker, pp. 306-314.
- Equitable Access to the Global Networked Environment Through U.S. Public Libraries: Too Little too Late? *Journal of Global Information Management*, vol. 7 (October-December): 34:36.
- U.S. Public Library Outlet Internet Connectivity: Progress, Issues, and Strategies. *Library and Information Science Research*, vol. 21 (3): 281-298 (with John Carlo Bertot).

- Public Libraries and the Internet: Special Issue, Issue editor. *Libraries and Information Science Research* (21 no. 3).
- Performance Measures for Federal Agency Web Sites. *Internet Connection*, vol. 5 (3): 1-4.
- Expanding our Knowledge of Evaluating Networked Information Services and Resources, *Bulletin of the American Society for Information Science*, vol. 25 (April-May 1999): 7-9.
- 1998 Measuring Electronic Services in Public Libraries: Issues and Recommendations. *Public Libraries*, 37 (May-June, 1998): 2-6 (with John Carlo Bertot).
- Corporate IT Skill Needs: A Case Study of BigCo. *Computer Personnel*, 19 (April 1998): 27-41 (with others).
- Solving Electronic Records Management (ERM) Issues for Government Websites: Policies, Practices, and Strategies. Syracuse, NY: Syracuse University, School of Information Studies [ERIC: Clearinghouse as ED 418-713].
- IT Skills in the Context of BigCo. *1998 Proceedings of the 1998 ACM Special Interest Group on Computer Personnel Research*. Boston: MA, ACM Press, pp. 121-129 (with others).
- The 1998 National Survey of U.S. Public Library Outlets and the Internet: Summary Results*. Chicago: American Library Association, November, 1998 (with John Carlo Bertot).
- Assessing Metadata Quality: Findings and Methodological Considerations from an Evaluation of the U.S. Government Information Locator Service (GILS), in *Proceedings of the IEEE International Forum on Research and Technology, Advances in Digital Libraries*. Los Alamitos, CA: The Computer Society, pp. 246-255 (with Bill Moen).
- Library Performance Indicators*. [ISO 11620]. London: International Standards Organization (with others).
- 1997 Developing System-Based and User-Based Criteria for Assessing Federal Websites, in C. Schwartz and M. Rovig, eds., *Digital Collections: Implications for Users, Funders, Developers, and Maintainers: Proceedings of the 60th Annual ASIS Meeting*. Medford, NJ: Knowledge Industries: 78-88 (with others).
- Assessing the Government Information Locator Service (GILS): A Multi-method Approach for Evaluating Networked Services, in C. Schwartz and M. Rovig, eds., *Digital Collections: Implications for Users, Funders, Developers, and Maintainers: Proceedings of the 60th Annual ASIS Meeting*. Medford, NJ: Knowledge Industries: 67-77 (with William E. Moen).
- Using Log Files to Assess Web-Enabled Information System Usage. J. Gupa, ed., *Proceedings of the Americas Conference on Information Systems, Association for Information Systems (AIS)*. Pittsburgh: University of Pittsburgh School of Business, pp. 869-871.
- Creating a Future for Public Libraries: Diverse Strategies for a Diverse Nation. *Library Trends*, vol. 46 no. 1 (1997): 36-51.
- The 1997 National Survey of U.S. Public Libraries and the Internet: Summary Results*. Chicago: American Library Association, November (with John Carlo Bertot).
- Impacts of Public Access to the Internet through Pennsylvania Public Libraries, *Information Technology and Libraries*, vol. 19 no. 4 (December).
- The Role of Content Analysis in Evaluating Metadata for the U.S. Government Information Locator Service (GILS): Results from an Exploratory Study. In *Second IEEE Computer Society Metadata Conference, September 16-17, 1997*, Silver Spring, MD. Washington, DC: IEEE Computer (with others).
- Assessing Networked Information Services. *Library and Information Science Research*, vol. 19 no. 1: 1-3 [editorial].
- Federal Information Resources Management In The Age of The Information Technology Management Reform Act Of 1996. Co-Editor for special theme issue of *Government Information Quarterly*, vol. 14 no 3.

- Key Issues Affecting The Development Of Federal IRM: A View From The Trenches. *Government Information Quarterly*, vol 14 no. 3., pp. 271-290.
- Network Literacy in an Electronic Society: An Educational Disconnect? in Robert Kubey, ed., *Information and Behavior*, vol. 6, New Brunswick, NJ: Transaction Press, pp. 403-440.
- Assessing U.S. Government Websites. *Government Information Quarterly*, vol. 14 no 2, pp. 173-190 (with others).
- A Critique of Federal Telecommunications Policy Initiatives Related to Universal Service and Open Access to the National Information Infrastructure, *Government Information Quarterly*, vol. 14 no 1, pp. 11-26.
- A Comparison of Public Library Internet Connectivity in the USA and UK, in Sarah Ormes and L. Dempsey, eds., *The Internet, Networking, and the Public Library*. London, UK: Library Association Publishing, pp. 24-40.
- 1996 Libraries in the Global, National, and Local Networked Information Infrastructure, in Gerald D. Saxon, Editor, *Papers Presented at the One Millionth Book Celebration*. Arlington, TX: University of Arlington at Texas Library, pp. 1-17.
- Measures for the Academic Networked Environment: Strategies, Guidelines, and Options, in Gretchen Whitney, ed., *The Digital Revolution: Proceedings of the ASIS Mid-Year Meeting*. Medford, NJ: Information Today, Inc., pp. 177-186 (with Cynthia Lopata).
- FCC Rulemaking on Universal Service: Need for a Two Track Approach. Syracuse, NY: Syracuse University: School of Information Studies, (with others). [In response to NPRM docket 96-45].
- Developing Assessment Techniques for Statewide Electronic Networks, in *Global Complexity: Proceedings of the ASIS 1996 Annual Conference*. Medford, NJ: Information Today, Inc., pp. 110-117 (with John Carlo Bertot).
- Electronic Surveys: Methodological Implications for Using the World-Wide-Web to Collect Survey Data, in *Global Complexity: Proceedings of the ASIS 1996 Annual Conference*. Medford, NJ: Information Today, Inc., pp. 173-185 (with John Carlo Bertot).
- Symposium on the Role of Information Technology in the Federal Government: Policies, Strategies, and Issues, a special theme issue of *Government Information Quarterly*, vol. 13, no. 1, Issue Co-editor.
- Managing Federal Information Technology: Conflicting Policies and Competing Philosophies. *Government Information Quarterly*, vol. 13, no. 1, pp. 15-33 (with John C. Beachboard).
- Moving to the Networked Environment: Issues and Challenges, in Peter Hernon, Charles R. McClure, and Harold Relyea, eds., *Federal Information Policies in the 1990s: Issues and Conflicts*. Norwood, NJ: Ablex Publishing Corporation, pp. 297-313 (with Joe Ryan).
- The Clinton Administration and the NII, in Peter Hernon, Charles R. McClure, and Harold Relyea, eds., *Federal Information Policies in the 1990s: Issues and Conflicts*. Norwood, NJ: Ablex Publishing Corporation, pp. 19-44 (with John Bertot).
- Federal Information Resources Management: Issues and Problems, in Peter Hernon, Charles R. McClure, and Harold Relyea, eds. *Federal Information Policies in the 1990s: Issues and Conflicts*. Norwood, NJ: Ablex Publishing Corporation, 105-136 (with others).
- Enhancing the Role of Public Libraries in the National Information Infrastructure. *Public Libraries*, v. 35 (July-August), pp. 224-238, (with others).
- Assessing the Academic Networked Environment. *Journal of Academic Librarianship*, vol. 22, no. 4 (July), pp. 285-289, (with Cynthia Lopata).
- Improving Performance: A Contingency Analysis of Federal Information Resources Management, in Medhdi Khosrowpour, ed., *Proceedings of the 1996 Information Resources Management Association International Conference* (May 19-21, 1996).

- Harrisburg, PA: Idea Group Publishing, pp. 413-414.
- Libraries and Federal Information Policy. *Journal of Academic Librarianship*, vol. 22, no. 3 (May), pp. 214-218.
- Performance Measures for the Academic Networked Environment, in *Proceedings from the Conference Higher Education and the NII -- From Vision to Reality*. Washington, D.C.: Educom, pp. 65-76, (with Cynthia Lopata).
- 1995 U.S. Congress. House. Committee on Science, Space, and Technology. *Hearings on Internet Access*. Public Access to the Information Superhighway Through the Nation's Libraries [written testimony], ERIC: Clearinghouse as ED 376-821.
- Next Challenges for Builders and Managers of Government Internet Services: A Report to the Information Infrastructure Task Force*. 15 p. Syracuse, NY: Syracuse University, School of Information Studies. Available through ERIC Clearinghouse as ED 377881.
- Assessing the Academic Networked Environment, in *Proceedings of the 1st Northumbria International Conference on Performance Measurement in Libraries and Information Services*. Newcastle, UK: University of Northumbria at Newcastle, pp. 63-76 (with Cynthia Lopata).
- The Government Information Locator Service (GILS): A User-Based Approach to Standards. *Standard View*, vol. 2 no. 2 (June): 86-95 (with William E. Moen).
- Promoting Education for Information Resources Management in the Federal Government. *Government Information Quarterly*, vol. 12, no. 1: 1-11.
- Policy Issues Affecting the Role of Public Libraries in Enhancing Universal Access to the NII, *Public Libraries*, vol. 34, no. 2 (March-April): 80-87.
- 1994 Assessing U.S. Government Bulletin Boards: Problems, Policy Issues, and Recommendations. *Internet Research: Electronic Networking Applications and Policy*, vol. 4 no. 1 (Spring, 1994): 45-63 (with John Carlo Bertot).
- Rural Public Libraries and the Internet," in *Proceedings of the 1994 Annual Mid-Year Meeting of the American Society for Information Science*. Medford, NJ: Learned Information, pp. 142-160 (with others).
- Measurement and Evaluation in Libraries, in Robert Wedgeworth, editor, *World Encyclopedia of Library and Information Services*. Third ed. Chicago: American Library Association, pp. 547-550 (with Peter Hernon).
- Public Libraries, the Public Interest, and the National Information Infrastructure (NII): Expanding the Policy Agenda, in *20/20 Vision: The Development of a National Information Infrastructure*. Washington, DC: Department of Commerce, National Telecommunications and Information Administration, pp. 137-153.
- The Government Information Locator Service (GILS): A User-Based Approach to Standards. *Standard View*, vol. 2 (with William E. Moen).
- Network Literacy: A Role for Libraries? *Information Technology and Libraries*, vol. 13 no. 2 (June 1994): 115-126.
- NCLIS Study Indicates 21% of Public Libraries on the Internet. *Library Journal*, vol. 119 (June 1): 16-17.
- User-Based Data Collection Techniques and Strategies for Evaluating Networked Information Services. *Library Trends*. vol. 42 [4], pp. 591-607.
- Information Resources Management: New Challenges for the 1990s. *Government Information Quarterly*, vol. 11[3], pp. 301-314 (with Joe Ryan).
- Research Agenda for the Intelligent Digital Library, in *Proceedings of Digital Libraries '94: The First Annual Conference on the Theory and Practice of Digital Libraries*. College Station, TX: Texas A&M University, Department of Computer

- Science, pp. 12-20 (with others).
- So What Are the Impacts of Networking on Academic Institutions? *Internet Research: Electronic Networking Applications and Policy*, vol. 4 (Summer): 2-6.
- 1993 Network Literacy in an Electronic Society: An Educational Disconnect? in *The Knowledge Economy: The Nature of Information in the 21st Century*. Queenstown, MD: The Aspen Institute, pp. 137-178.
- Electronic Delivery of Federal Government Services: Policy Issues and Recommendations, in *Integrating Technologies, Converging Professions: Proceedings of the 56th Annual Meeting of the American Society for Information Science*. Medford, NJ: Learned Information, pp. 39-49 (with others).
- Government Update: National Networking, *National Federation of Abstracting & Information Services Newsletter*, 35 (May 1993):49-51.
- Academic Libraries and the Impact of Internet/NREN: Key Issues and Findings, in *Integrating Technologies, Converging Professions: Proceedings of the 56th Annual Meeting of the American Society for Information Science*. Medford, NJ: Learned Information, pp. 32-28 (with others).
- Updating the Planning and Role Setting for Public Libraries Manual, *Public Libraries*, 32 (July-August 1993): 198-199.
- Federal Government Electronic Bulletin Boards: An Assessment with Policy Recommendations, in *Integrating Technologies, Converging Professions: Proceedings of the 56th Annual Meeting for the American Society for Information Science*. Medford, NJ: Learned Information, pp. 50-58 (with others).
- Public Libraries and the Internet/NREN: New Challenges and New Opportunities, *Library and Information Science Research*, vol. 15 (Winter 1993): 7-34.
- Strategic Planning: Creating the Future for Your Library, in *Proceedings of the XXII Conference of the Association of Caribbean, Research, and Institutional Libraries*. Trinidad: ACRIL.
- Electronic U.S. Government Information: Policy Issues and Directions, in Martha E. Williams, ed. *Annual Review of Information Science and Technology*, vol. 28, pp. 45-110 (with Peter Herson).
- U.S. Government Information Policy: The Coming of a New Administration, *CD-ROM Professional*, (March 1993): 14-22.
- Toward a Virtual Library: The Internet and the National Research and Education Network, in Catherine Barr, ed. *The Bowker Annual*, 30th ed. New Providence, NJ: R.R. Bowker, pp. 25-45 (with others).
- 1992 Design for an Internet-Based Government-Wide Information Locator System, *Electronic Networking: Research, Applications, and Policy*, 2 (Winter, 1992): 6-37 (with others).
- Dissemination of U.S. Government Information in CD-ROM and Other Forms, *CD-ROM Professional* (March 1992): 67-71 (with Peter Herson).
- User-Based Data Collection Techniques and Strategies for Evaluating Networked Information Services, in *Listening to Users: Case Studies in Building Electronic Communities: Proceedings of the Second Annual Faxon Institute for Advanced Studies in Scholarly and Scientific Communications*. Westwood, MA: Faxon Co. published on Disk.
- Identifying and Describing Federal Information Inventory/Locator Systems: Preliminary Findings and Key Issues, in Debra Shaw , ed., *ASIS '92: Proceedings of the 55th Annual Meeting of the American Society for Information Science*, v. 29. Medford, NJ: Learned Information, Inc., pp. 110-119.
- Access to U.S. Government Information Over the Internet: The Evolving Policy Framework, *Internet Society Newsletter*, 1 no. 2, 29-30.

- Letter to the Editor, *Library and Information Science Research*, 14 (July-September, 1992): pp. 219-221.
- Internet/NREN is Perfect for Public Access to Federal Information, *Federal Computer Week*, (September 14, 1992): pp.14-29.
- Public Libraries and the Internet/NREN: Defining Roles in the Network, in Erik Jul and Kezia Sproat, eds., *Annual Review of OCLC Research, June 1991-July 1992*. Columbus, OH: OCLC, 1992, pp. 56-58.
- The Impact of National Electronic Networking on Academic and Public Libraries: Findings, Issues, and Recommendations, in *Proceedings of the Third National Library and Information Technology Association*. Chicago: American Library Association, pp. 96-100 (with others).
- The Role of Public Libraries in the Use of Internet/NREN Information Services: Preliminary Findings, in *Networks, Telecommunications, and the Networked Information Resource Revolution: Proceedings of the ASIS 1992 Mid-Year Meeting*. Silver Springs, MD: American Society for Information Science, pp. 46-62 (with others).
- Evaluation of NYSERNET's New Connections Program, in *Networks, Telecommunications, and the Networked Information Resource Revolution: Proceedings of the ASIS 1992 Mid-Year Meeting*. Silver Spring, MD: American Society for Information Science, pp. 216-240 (with others).
- A User Perspective on Developing Internet Services, *Computers in Libraries*, 12 (April 1992): 53-55.
- Librarians Informing the NREN Future, *Library Journal* (April 1, 1992): p. 8 [letter to the editor].
- Dissemination of U.S. Government Information in CD-ROM and Other Forms, *CD-ROM Professional* (March 1992): 67-71 (with Peter Heron).
- Strategic Planning: Creating the Future for Your Library, in *Proceedings of the XXII Conference of the Association of Caribbean, Research, and Institutional Libraries*. Trinidad: ACRIL.
- Access to U.S. Government Information Over the Internet: The Evolving Policy Framework, *Internet Society Newsletter*, 1:29-30.
- User-Based Data Collection Techniques and Strategies for Evaluating Networked Information Services, in *Proceedings of the Second Annual Faxon Institute for Advanced Studies in Scholarly and Scientific Communications*. Westwood, MA: Faxon Co.
- Measurement and Evaluation, in Robert Wedgeworth, ed., *ALA World Encyclopedia*. Chicago: American Library Association (with Peter Heron).
- The High Performance Computing Act of 1991: Moving Forward, *Electronic Networking: Research, Applications, and Policy*, 2 (Spring 1991): 2-9.
- Specialization in Library/Information Science Education: Issues, Scenarios, and the Need for Action, *Library Journal*.
- 1991 OMB and the Development of a Government-wide Information Inventory/Locator System, *Government Information Quarterly*, 8, pp. 33-58 (with others).
- Communicating Applied Research to Library Decision Makers: Methodological Considerations, in Charles R. McClure and Peter Heron, eds. *Improving Library/Information Science Research: Strategies and Perspectives*. Norwood, NJ: Ablex Publishing Corp., pp. 253-256.
- Electronic Census Products and the Depository Library Program: Future Issues and Trends, *Government Information Quarterly*, 8, 59-78 (with Peter Heron).
- Restructuring the Government Printing Office Depository Library Program, in *Federal Library and Information Center*

- Committee (FLICC) Annual Conference Proceedings*. Washington, DC: FLICC.
- United States Information Policies, in W. Schipper and A.M. Cunningham, eds., *National and International Information Policies*. Philadelphia, PA: The National Federation of Abstracting and Indexing Services, pp. 3-48.
- Scientific Norms and the use of Electronic Research Networks, with Philip Doty and Ann Bishop. *Proceedings of the American Society for Information Science Annual Conference*. Medford, NJ: Learned Information, pp. 24-38.
- Information Policy Issues and Access to U.S. Government Information, *Reference Librarian*, no. 32, pp. 25-31.
- Planning and Evaluation for the Networked Environment, *EDUCOM Review*, 26 (Fall/Winter), pp. 34-37.
- Exciting Times in Electronic Networking, *Electronic Networks: Research, Applications, and Policy*, Vol. no. 1, pp. 2-3.
- 1990 The National Research and Education Network (NREN): An Empirical Study of Social and Behavioral Issues, in *Proceedings of American Society for Information Science Annual Conference*. Medford, NJ: Learned Information, pp. 284-299 (with others).
- Access to Electronic Government Information Through the GPO's Depository Library Program, in *Online/CD-ROM '90 Conference Proceedings*. Weston, CT: Online, Inc., pp. 117-124. (also available through ERIC: Clearinghouse as ED 329-264).
- Testimony on Improving the Federal Scientific and Technical Information Policy System, in *Hearings on Federal Scientific and Technical Information Policy*. Washington, DC: U.S. Congress. House Committee on Science Space & Technology, pp. 266-287.
- Realizing the Promise of the NREN: Social and Behavioral Considerations, in Carol Parkhurst, ed., *Library Perspectives on NREN: The National Research and Education Network*. Chicago: American Library Association, Library and Information Technology Division, 1990, pp. 23-32 (with others).
- Testimony on Resolving Federal Information Policy Issues, in *Hearings on the OTA Report "Informing the Nation."* Washington, DC: National Commission on Libraries and Information Science, pp. 230-244.
- Research in Library & Information Science, in *ALA Yearbook of Library & Information Services, 1990*. Chicago: American Library Association, pp. 213-217 (with others).
- Increasing the Usefulness of Research For Library Managers: Propositions, Issues, and Strategies, *Library Trends*, 38, pp. 280-294.
- Testimony on Improving State and Federal Information Policies, before the Governor's Commission on Libraries, *Hearings on Libraries and Democracy*. Syracuse, NY: School of Information Studies, 29 pages (mimeograph).
- Integrating the Planning Process with Performance Measures: Moving Toward Decision Support Systems, in *Essays Honoring Ernest R. DeProspero*, Edited by Charles Curan. Norwood, NJ: Ablex Publishing Corp., pp. 17-32.
- The State Library and Evaluating Federal Aid to Libraries: Suggestions for Improving the Process, in Betty Turock, ed., *Evaluating Federal Aid to Libraries*. Washington, DC: U.S. Department of Education, pp. 39-53.
- Testimony of Charles R. McClure Before the New York State Governor's Commission on Libraries: Hearings on Library and Information Services for Democracy, (delivered July 12 before the Governor's Commission at the Onondaga Public Library, Syracuse NY), 28 pages.
- 1989 The Status of Research in Library/Information Science: Guarded Optimism, *College and Research Libraries*, 50 (March, 1989): 127-143 (with Ann Bishop).
- Design of a Public Library Management Information System, *Library Administration & Management*, 3 (Fall, 1989): 192-198

(with others).

Federal Information Resources Management (IRM): A Policy Review and Assessment, in *Proceedings of the American Society For Information Science, Annual Conference*. Medford, NJ: Learned Information, pp. 40-46 (with others).

Symposium on the OTA Report *Informing the Nation: Federal Information Dissemination in an Electronic Age: Where do We Go from Here?* editor and contributor, *Government Information Quarterly*, 6, (no.2): 127-171.

Federal Information Policy Development: The Role of the Office of Management and Budget, in *U.S. Government Information Policies: Views and Perspectives*, edited by Charles R. McClure, Peter Hernon, and Harold Relyea, Norwood, NJ: Ablex Publishing Corporation, pp. 51-76 (with others).

Frameworks for Studying Federal Information Policies: The Role of Graphic Modeling, in *U.S. Government Information Policies: Views and Perspectives*, edited by Charles R. McClure, Peter Hernon, and Harold Relyea, Norwood, NJ: Ablex Publishing Corporation, pp. 271-295.

The Study of Federal Government Information and Information Policy: Needs and Concerns, in *U.S. Government Information Policies: Views and Perspectives*, edited by Charles R. McClure, Peter Hernon, and Harold Relyea, Norwood, NJ: Ablex Publishing Corporation, (with Peter Hernon), pp. 315-332.

Increasing Access to U.S. Scientific and Technical Information: Policy Implications, in *U.S. Scientific and Technical Information Policies: Views and Perspectives*, edited by Charles R. McClure and Peter Hernon, Norwood, NJ: Ablex Publishing Corporation, pp. 319-354..

Research Needs and Issues for Managing U.S. Government Scientific and Technical Information in the 1990's, in *U.S. Scientific and Technical Information Policies: Views and Perspectives*, edited by Charles R. McClure and Peter Hernon, Norwood, NJ: Ablex Publishing Corporation, (with Peter Hernon), pp. 369-386.

1988 The Federal Technical Report Literature: Research Needs and Issues, *Government Information Quarterly* 5(1): 27-44.

Managing Public Information, *State Government News*, 31 (October, 1988): 14:17.

Federal Scientific and Technical Information (STI) Policies and the Management of Information Technology For the Dissemination of STI, in *Proceedings of the American Society For Information Science, Annual Conference*, edited by Christina Borgman, et al. Medford, NJ: Learned Information, pp. 1-9 (with others).

Management Data For Library Decision Making: The Role of the Researcher, in Robert Martin, ed., *Library Lectures* [the Swing 1986-1987 Lectures]. Baton Rouge, LA: Louisiana State University Library, pp. 10-21.

The Need for Research on the Impact of Federal Scientific and Technical Information (STI) on National Competitiveness, in Federal Information: Foundation for National Competitiveness: *Government Information Quarterly*, 5, (4), pp. 353-368.

Enhancing Cultural New York's Scientific and Technical Information (STI) Transfer for *Economic Development, Part I Technologist*, 1 (December-January):4-5, 10+; Part II appears in Vol. 2 (April, 1988): pp. 6-8 (with Robert Boissy).

GPO's Depository Library Program: Building For the Future, *Library Journal*, 113 (April 1, 1988): pp. 52-56 (with Peter Hernon).

Information and Referral in the Academic Library: Lessons in Attitude and Service from the Public Library, *The Reference Librarian*, No. 21, pp. 95-108 (with Teresa Demo).

1987 Improving Access to and Use of Federal Scientific and Technological Information: Perspectives From Recent Research Projects, in Chen Chigh Chen, ed. *Proceedings of the American Society for Information Science Annual Conference, 1987*, Medford, NJ: Learned Information, pp. 163-169.

- Quality of Data Issues in Unobtrusive Testing of Library Reference Services: Recommendations and Strategies, *Library and Information Science Research*, 9 (No. 2) pp. 77-94 (with Peter Hernon).
- Library Reference Service: An Unrecognized Crisis, *Journal of Academic Librarianship*, 13 (May) pp. 69-80 (with Peter Hernon).
- The Continuing Debate on Library Reference Service: A Final Response, *Journal of Academic Librarianship*, 13 (November 1987): pp. 282-284 (with Peter Hernon).
- Economic Considerations For Fee Based Library Services: An Administrative Perspective, *Journal of Library Administration*, 8 (Spring, 1987): pp. 53-68 (with Janice Weinland).
- Management Utilization of Unobtrusive Reference Testing, *Reference Librarian*, No. 18, (Summer 1987): pp. 71-86 (with Peter Hernon). Also appears in Bill Katz and Robin Kinder, eds., *Current Trends in Information Research & Theory*. NY: Haworth Press, 1987.
- 1986 Costing and Performance Measures for Academic Library Public Services: A View from the Trenches, *College & Research Libraries*, 47 (July 1986): pp. 323-336.
- Library Planning: A Status Report, in Roger Parent, editor. *ALA Yearbook, 1985*. Chicago: American Library Association, pp. 7-16.
- Unobtrusive Testing of Reference Service: The 55% Rule, *Library Journal*, 111 (April 15, 1986): pp. 37-41.
- Output Measures: Myths, Realities, and Prospects, *Public Libraries*, 25 (Summer, 1986): pp. 49-52 (with others).
- Preparing the Library Organization for Microcomputer Based Decision Making, in *Microcomputers for Library Decision Making*, edited by Peter Hernon and Charles R. McClure, Norwood, NJ: ABLEX Press, pp. 39-57.
- Discussion Forum: Provision of Federal Government Publications in Electronic Format to Depository Libraries, *Government Information Quarterly*, 3 (No. 2): pp. 113-116.
- The Role of the State Library Agency for Developing Statewide Performance Measures, Planning and Standards, in *State Library Services and Issues: Facing Future Challenges*, edited by Charles R. McClure, Norwood, NJ: ABLEX Press, pp. 187-211.
- The Quality of Reference Service which Academic and Public Libraries Provide for NTIS Products and Services: Unobtrusive Test Results, *Government Information Quarterly*, 3 (No. 2): pp. 117-132 (with Peter Hernon).
- 1985 Factors Affecting the Use of Information For Academic Library Decision Making, *College and Research Libraries*, 46 (November 1985): pp. 483-498 (with Alan R. Samuels).
- An Assessment of the GPO Biennial Survey, *Government Information Quarterly*, 2 (1): pp. 77-108.
- Impact From U.S. Government Printing on Access to Information, *Drexel Library Quarterly* (December, 1984): pp. 42-62.
- 1984 Management Information for Library Decision Making, in W. Simonton, ed. *Advances in Librarianship*, V. 13, New York: Academic Press, pp. 1-47.
- Output Measures, Unobtrusive Testing, and Assessing the Quality of Reference Services, *The Reference Librarian* 4 (Fall-Winter): pp. 215-233.
- Performance Measures for Corporate Information Centers, *Special Libraries* 75 (July 1984): pp. 193-204, (with Betsy Reifsnnyder).

- Government Publications Education: Issues and Recommendations, *Administrative Notes* (U.S. Government Printing Office), 5 (May, 1984): pp. 32-50.
- Measurement and Evaluation, In Robert Wedgeworth, ed. *ALA Yearbook*, v. 9, Chicago: American Library Association, pp. 195-198.
- Proposed Regulations From the Joint Committee on Printing: Patchwork Remedies for Complex Problems, *Government Information Quarterly*, 1 (3): pp. 309-326.
- 1983 Utilization of Information for Decision Making Under Varying Organizational Climate Conditions in Public Libraries, *Journal of Library Administration* 4 (Fall):1-20 (with Alan R. Samuels).
- Testing the Quality of Reference Services Provided by Academic Depository Libraries: A Pilot Study, In Peter Heron, ed. *Communicating Public Access to Government Information*. Westport, CT: Meckler Publishing, Inc., pp. 109-123 (with Peter Heron).
- Technical Processing of Government Publications: Issues and Projects, *Technical Services Quarterly*, 1 (Fall-Winter): pp. 177-198 (with Coy Harmon).
- Overview of Technology Applications in U.S. Government Depository Libraries: Problems and Prospects, in Peter Heron, ed. *Exploiting Technology for Increased Access to Government Documents*. Westport, CT: Meckler Publishing, pp. 1-26.
- Organization Boundary Spanning and Academic Research Administrators, *Journal of the Society of Research Administrators*, 15 (Summer): pp. 35-48 (with Keith Harmon).
- The Public Librarian and Service Ethics: A Dilemma, *Public Library Quarterly*, Vol. 3, (Winter): pp. 69-81 (with Mary Prokop).
- 1982 Referral Services in U.S. Academic Depository Libraries: Findings, Implications, and Research Needs, *RQ* 21 (Winter): pp. 152-163.
- Research Agenda for the 80's: A Symposium, *Library and Information Science Research*, 4 (Winter): pp. 385-400, (contributor).
- Information Processing and Library climate in Academic and Public Libraries, *Public Libraries*, 21 (Summer 1982): pp. 66-68 (with Alan R. Samuels).
- Impact of Technology on Government Documents Collections. Issue editor and contributor, *Government Publications Review* 9 (No. 4).
- Government Documents as Bibliographic References and Sources in Dissertations, *Government Publications Review* 9 (1982): pp. 61-72 (with Keith Harmon).
- Structural Analysis of the Depository Library System: A Preliminary Assessment, in Peter Heron, ed. *Collection Development and Public Access to Government Documents*. Westport, CT: Microform Review, Inc., pp. 35-36.
- 1981 Online Government Documents Data Base Searching and the Use of Microfiche Documents Online by Academic and Public Depository Libraries, *Microform Review* 10 (Fall, 1981): pp. 245-259.
- Statewide Planning and Development of Public Library Services: The Oklahoma Project, *Public Libraries* (Winter, 1981): pp. 115-120.
- Planning for Library Services: Current Status and Future Opportunities, *Journal of Library Administration* 2 (Winter, 1981): pp. 7-28.
- An Approach to Study the Relationship Between Organizational Information Processing and Organizational Climate, in Ward

- Shaw, Comp. *Proceedings of the ASIS 10th Mid-Year Meeting*. Washington, DC, ASIS, 1981. ED 213 403.
- Special Considerations for Corporate Library Planning: Moving Toward Information Resources Management, *Journal of Library Administration* 2 (Winter 1981): pp. 113-128 (with Linda Hill).
- A Modest Proposal for a New Method of Depository Inspection, *Government Publications Review* 7 (No. 6): pp. 450-452.
- Issues in Training Practitioners for Library Planning, *Journal of Library Administration* 2 (Winter 1981): pp. 235-250 (with Douglas Zweizig).
- Administrative Basics for Microformatted Government Document Librarians, in Peter Herson, ed. *Microform and Government Information*. Westport, CT: Microform Review, Inc., 1981: pp. 125-145.
- Decentralized Information Services: The Next Step, (Invited Editorial) *The Reference Librarian* 1 (No. 2): pp. 164.
- An Integrated Approach to Government Publication Collection Development, *Government Publications Review* 8 (No. 1): pp. 5-16.
- Planning for Library Effectiveness: The Role of Information Resources Management, *Journal of Library Administration* 1, No. 3, (Fall): pp. 3-16.
- 1980 Information and an Individual's Power in an Organization Setting, in K. L. Montgomery, Comp. *The Power of Information: Collected Papers Presented at the ASIS 9th Mid-Year Meeting*. Washington, DC: ASIS, 1980. Microfiche #3, 9 pages.
- Academic Librarians, Information Sources and Shared Decision Making, *Journal of Academic Librarianship*, Vol. 6, No. 1 (March): pp. 9-15.
- Educating the Academic Library User, *Oklahoma Librarian* 30 (July, 1980): pp. 16-20.
- Library Managers: When Will They Manage, When Will They Lead? *Library Journal* (November 15, 1980): pp. 388-391.
- From Public Library Standards to Statewide Levels of Adequacy: A Planning Approach, *Library Research* 2, (No. 1): pp. 47-61.
- A Planning Primer for Online Reference Service in a Public Library, *ONLINE*, Vol. 4, No. 2, (April): pp. 57-65.
- 1979 *Distribution and Availability of State and Area-wide Water Quality Reports in Libraries*. 27 pp. Available from ERIC: Clearinghouse as ED 174-239 (with Anne Million).
- 1978 Categories of Information Sources and Library Decision Making, in Everett M. Brenner, *The Information Age in Perspective*, Proceedings of the ASIS Annual Meeting, Vol. 15, (New York: Knowledge Industries): pp. 213-217.
- The Planning Process: Strategies for Action, *College and Research Libraries* 29 (November): pp. 456-466.
- The State of Oklahoma State Documents, *DTTP (Documents to the People)* 6 (November, 1978): pp. 232-233.
- Academic Librarians' Job type and contact with Information Sources, *Journal of the American Society for Information Science* 29 (November): pp. 310-312.
- Future Directions for *Oklahoma Librarian*: Results of the Readership Survey, *Oklahoma Librarian*, 28 (July, 1978): pp. 4-9.
- Library Continuing Education in Your Future, *Oklahoma Librarian*, 28 (October, 1978) (with Sandy Ellison).
- Indexing U.S. Government Periodicals, *Government Publications Review*, 5 (No. 4): pp. 409-421.
- The Information Rich Employee and Organizational Decision Making: Review and Comments, *Information Processing and*

- Management* 14 (No. 6): pp. 381-391.
- 1977 Administrative Integration of Microformatted Government Publications, *Microform Review*, 6 (September): pp. 259-271.
- Linear Programming and Delivery of Library Materials, *Library Resources and Technical Services*, 21 (Fall): pp. 333-334.
- 1976 Classification and Organization of Non-SuDoc Government Publications: A New Procedure, *Library Resources and Technical Services* 21 (Fall): pp. 361-372.
- Subject and Added Entries as Access to Information, *Journal of Academic Librarianship*, 2 (March): pp. 9-14.
- 1975 *Texas Reference Sources: A Selective Guide*, Austin: Texas Library Association, (Subject Editor for Geography Section).
- Guide to Microfilm Collection of the Periodic Official de Chihuahua*, El Paso: University of Texas at El Paso, Center for Inter-American Studies. Occasional Publications, 1974.
- 1974 A Reference Theory of Specific Information Retrieval, *RQ (Reference Quarterly)*, 13, No. 3 (Spring): pp. 207-212.
- 1973 This is the Dawning of the Age of Aquariums, *Oklahoma Librarian*, 23 (January).

Book Series Editor

- 1987-1994 Co-Editor, Monograph Series: *Information Management, Policies, and Services*, ABLEX Publishing Corporation, Norwood, NJ. Included over 40 titles.

Column

- 1978-81 "Microformatted Government Publications," appeared quarterly in *Government Publication Review* beginning with Vol. 5, No. 3 (1978) thru Vol. 8 (1982).
- Vol. 5, No. 3 "Microformatted Government Publications, a New Approach," pp. 353-7.
- Vol. 5, No. 4 "Planning for the Future," pp. 511-515.
- Vol. 6, No. 1 "Where Goest Thou NTIS and GPO?", pp. 87-93.
- Vol. 6, No. 3 "Looking at Title 44," pp. 289-95.
- Vol. 6, No. 4 "Space and Facilities," pp. 405-12.
- Vol. 7, No. 1 "Microformatted Government Publications in Great Britain and Australia," (editor), pp. 85-90.
- Vol. 7, No. 3 "Microformatted Government Publications in Canada," pp. 218-227.
- Vol. 7, No. 4 "Personnel Development for Microformatted Government Document Librarians," pp. 341-348.
- Vol. 7, No. 5 "Microformatted Government Publications of the United Nations," (editor), pp. 423-28.
- Vol. 8, No. 2 "Collection Development of Microformatted Government Publications," (editor), pp. 127-133.
- Vol. 8, No. 3 "The Commercial Micropublisher and the Future," (editor), pp. 235-240.
- Vol. 8, No. 5 "Microformatted Government Documents Online," with R. Swisher and J. Spaulding, pp. 353-359.

Journal Editorship

- 2003-2004 Editor, *Journal of Government Information*, Elsevier.
- 1991-1995 Editor and founder, *Internet Research: Electronic Networking Applications and Policy*, Meckler.
- 1983-2011 Associate Editor, *Government Information Quarterly*, JAI Press (1983-1998); Elsevier (1999-).
- 1979-82 Assistant Editor for Federal Publications, *Government Publications Review*, Pergamon Press.

Dissertation

Academic Librarians' Contact with Information Sources and Library Decision Making, Rutgers University, 1977. Available from University Microfilm.

History

- 1974 Joseph E. Hallinen: Pioneer Naturalist of the Wichitas, *Great Plains Journal*, Vol. 13, No. 2 (Spring).
- 1973 The Texas-Santa Fe of 1941, *New Mexico Historical Review*, Vol. 48, No. 1 (January).
- 1972 Neither Effective Nor Financed: The Difficulties of Indian Defense in New Mexico, *Military History of Texas and the Southwest*, Vol. 10, No. 2.

Book Reviews - have appeared in the following journals:

Library Quarterly	American Libraries
Journal of Library History	Library Journal
Choice	Government Publications Review
College & Research Libraries	American West
Reference Quarterly	Chronicles of Oklahoma
Information Processing & Management	East Texas Historical Journal
Journal of Academic Librarianship	Great Plains Journal
Law Library Journal	Journal of the West
Microform Review	Academy of Management Review
Library and Information Science Research	Internet Research
Journal of Education for Library and Information Science	Government Information Quarterly
Portal: Libraries and the Academy	First Monday

SELECTED PAPERS, SPEECHES, AND WORKSHOPS

- 2012 "Rural Anchor Institution broadband connectivity: Enablers and Barriers to Adoption," Toronto, Ontario, Canada: iSchool Conference, February 9, 2012.
- "Practical Approaches and Proposed Strategies for Measuring Selected Aspects of Community-based Broadband Deployment and Use," Washington, DC: New American Foundation Workshop on Defining and Measuring Meaningful Broadband Adoption, April 11.
- "Vibrant and Vital and Online: Practical Strategies for Exploiting Broadband in Florida Libraries," Orlando, FL: Florida Library Association, April 25.
- 2011 "Benefits and Limitations of Collaborative Research," Tallahassee, FL: School of Library and Information Studies, Professional Seminar, January 26.
- "Deploying Broadband and Encouraging Use at Anchor Institutions," Tallahassee, FL: Tallahassee Community College, Florida Rural Broadband Authority, February 2.
- "Improving Access to and Use of Broadband in Rural Florida," Tallahassee, FL: Florida State Government Grants Administrators Consortia, April 19.
- "Using Database Usage Statistics to Map out Future Library Development," Orlando, FL: Florida Library Association, May 4.
- "Broadband & Libraries: Measuring Levels of Broadband Access and Perceptions of Broadband Impact and Value," York, United Kingdom, Ninth Northumbria Conference on Performance Measurement in Libraries and Information Services, August 22, 2011.

- “Designing a User and Usage Database to Promote, Market, and Demonstrate the Value of Selected Statewide Databases: The Florida Electronic Library as an Example,” York, United Kingdom, Ninth Northumbria Conference on Performance Measurement in Libraries and Information Services, August 22, 2011.
- “Broadband Needs Assessment: The Need for Regional Planning,” Tampa Bay, FL, Tampa Bay Regional Planning District, September 22, 2011.
- “Expanding the Impact and Use of Broadband,” Chipola College, Mariana, FL, Florida Rural Broadband Alliance, October 13, 2011.
- “Preliminary NFBA Broadband Needs Assessment Findings, Live Oak, FL: Suwannee Water District Regional Office November 16, 2011.
- 2010 “Florida Broadband Needs Assessment: Implications for US Information Policy,” Boston: Association for Library and Information Science Educators, January 14.
- “Broadband Deployment as Technological Innovation: Assessing the Needs of Anchor Institutions,” Champaign-Urbana: I-Schools National Conference, February 3 (with others).
- “Hurricane Preparedness and Response for Public Libraries: Lessons for Louisiana,” Baton Rouge: Louisiana Library Association, March 10.
- “Library and Information Science Education: But what do we do NOW?” Norman, Oklahoma, Annual Alumni Meeting, March 27.
- “Overview of E-Government Activities in the State of Florida,” Orlando, FL: Florida Library Association, April 7.
- “Using the Hurricane Preparedness and Response Website in Texas and the Gulf Coast States,” San Antonio, TX: Texas Library Association, April 17.
- “Update on E-Government Service Roles and Other Project Activities,” Washington, D.C.: American Library Association, E-Government Working Group, June 26.
- “Broadband Capacity and Planning Issues,” Washington D.C.: Library Information Technology Association of the American Library Association, June 27.
- “Development of a Center for Urban Library Information and Leadership,” Fort Lauderdale, FL: Southeast Florida Library Network, September 24.
- “Importance of Broadband Telecommunications for Services and Economic Impact,” Live Oak, FL: North Florida Broadband Authority, October 13.
- “Conducting Practical Library Assessments that Promote Program Change and Improvements,” Washington, D.C., Library Assessment Conference, Association of Research Libraries, October 20.
- “Assessing Public Library Use of the Internet,” Washington, DC: Library Assessment Conference, Association of Research Libraries, October 20.
- “The Politics of Evaluation,” Chapel Hill: University of North Carolina, School of Library and Information Science, November 23.
- 2009 “Update and Status of the 2008-2009 Public Library Funding and Technology Survey,” Denver: American Library Association Midwinter Meeting. January 23.

- “Public Library Broadband Capacity Planning and the Obama Administration,” Denver: American Library Association Midwinter Meeting. January 23.
- “State Library Response to Hurricanes: Views from Five State Librarians,” Eppes Lecture. Tallahassee, FL: Information Institute, February 20 [organizer and moderator].
- “Information Technology Management in the State of Florida: The View of the FL CIO,” Eppes Lecture. Tallahassee, FL: Information Institute, February 26 [organizer and moderator].
- “Development of Community-Based Health Information Networks,” Tallahassee, FL: Florida Association of County Health Organizations, March 18.
- “Finding External Research Support: New Strategies,” Tallahassee, FL: College of Information, Brown Bag Lunch Series, March 25.
- “Strategies, Issues, and Impacts related to Broadband Information Policy and Deployment,” Syracuse, NY: iSchool, Syracuse University, April 13.
- “The Need for Broadband for Public Libraries in E-Government and Hurricane Preparedness and Response,” Orlando: Florida Library Association, May 6.
- “Public Libraries and Emergency Management/Response in Hurricanes,” Ft. Lauderdale, FL: Governor’s Annual Hurricane Conference and Exposition. May 13.
- “Service Roles of Public Libraries in Hurricane Preparedness and Response,” Atlanta: LYRISIS (formerly SOLINET) Annual Conference. May 15.
- “Evaluation Strategies for Blended Training Related to the Florida Electronic Library,” Tallahassee, FL: State Library and Archives of Florida, May 28.
- “Update on E-rate and Broadband Stimulus Programs,” Washington , D.C. American Library Association Washington Office, E-rate Workshop, July 1, 2009.
- “How to Become an Information Management Consultant,” Syracuse NY: Syracuse University I-school, July 11-12.
- “Public Library Public Access Computing in the USA: Potential Impacts on Local Communities,” Milan, Italy, 8th Northumbria International Conference on Performance Measurement in Libraries and Information Services (in conjunction with the International Federation of Library Associations and Institutions) August 26, (Presented by John Carlo Bertot for McClure).
- “Program Planning and Evaluation for Broadband Deployment: Measures and Approaches,” San Antonio, TX, Internet 2 Annual Conference, October 6 (presented by Marcia Mardis for McClure).
- “The Roles of Florida Public Libraries in Hurricane Preparedness and Response: Practical Strategies,” Tallahassee, FL: State Library and Archives of Florida Annual Public Library Directors Conference, October 8, 2009.
- “Resources, Services, and Roles for E-Government in Florida Public Libraries in Tight Times,” Tallahassee, FL: State Library and Archives of Florida Annual Public Library Directors Conference, October 8, 2009.
- “Developing National Telecommunications and Information Administration (NTIA) Broadband Technology Opportunity Program (BTOP) Stimulus Proposals,” Tallahassee, FL: Doctoral Students Colloquium, October 29, 2009.
- “Developing Web Portals for Public Service Organizations Dealing with Emergency Management,” Norman OK: University of Oklahoma, NOAA National Storm Center, November 9, 2009.
- 2008 “The Public Library Internet Survey: Issues,” Philadelphia: American Library Association Midwinter Meeting,

January 26.

“Interactive Learning Modules in the Evaluation Decision Making System (EDMS),” Philadelphia: American Library Association Midwinter Meeting, January 26.

“Evaluation of the Florida Electronic Library in the Age of Web 2.0 and Beyond,” Orlando: Florida Network Advisory Council, January 29.

“Fixing U.S. Broadband Policy: Mission Impossible?” Tallahassee, FL: Askew School of Public Administration, Research Colloquium, February 22.

“Open Government in Florida: Lessons for Federal Information Policy,” Information Institute, Tallahassee, FL, April 3 [organizer and symposium leader]. Co-sponsored by OMB Watch (Washington, D.C.)

“Health Informatics: Research Topics, Issues, and Areas for Collaboration. Information Institute, Tallahassee, FL: College of Information, August 21 [organizer and symposium leader].

“Transparency and Open Government Policy Agenda for the Next Administration,” OMB Watch, 21st Century Right to Know Project, Baltimore MD, September 20-21 [invited panelist].

“Public Libraries and Public Access Computing,” Poughkeepsie, NY: Mid-Hudson Library System Annual Conference, October 3 [keynote speech].

“Public Libraries and Hurricane Preparedness and Response,” Delray, FL: State Library and Archives of Florida, 2008 Florida Public Library Directors’ Meeting,” October 16 [speech].

“Integrating Public Library Services into Community Services as Part of Hurricane Preparedness and Response,” Tallahassee, FL: College of Business, Center for Storm Risk Management, October 17 [speech].

2007 “Development of the 2007 Public Library Internet Survey,” Chicago: American Library Association, May 15-16
Presenter and discussion participant.

“Assessment Techniques and Applications for ARL Libraries: Getting Organized,” Ithaca, NY, Cornell University Libraries, June 11, Workshop and Speaker.

“Preliminary Findings and Issues from the 2007 Public Library Internet Study,” Washington, DC, American Library Association Annual Conference, June 23.

“E-Government Policy, Issues, and Evaluation Approaches. Syracuse, NY: Syracuse University, I-School, July 14-15, Workshop and Instructor.

“Public Libraries and Technology Use/Deployment 2006-2007,” Utica, NY: MidYork Library System, August 28, Speaker.

“The Broadband Bottleneck,” Milwaukee, WI, American Society for Information Science and Technology Annual Conference, October 23.

2006 “Development of the 2006 Public Libraries and the Internet National Survey,” San Antonio, TX. Chief Officers of State Library Agencies (COSLA), January 20, speaker.

“Publishing Opportunities in Government Information Quarterly,” San Antonio, TX. Elsevier Publishing Corporation, January 21, speaker.

“Evaluation Issues and Strategies for the Florida Electronic Library,” St. Augustine, FL. Florida Network Advisory Council, February 27, speaker.

- “Overview of Statewide Resource Sharing Findings and Trends as they Relate to Florida. St. Augustine, FL. Network Advisory Council, February 28, speaker.
- “User Centered Evaluation in the Networked Environment,” Tallahassee, FL. College of Information Research Colloquium, March 17, speaker.
- “Current Status of Research Projects and Priorities at the Information Institute,” Seattle, WA: Bill and Melinda Gates Foundation, June 6, speaker.
- “Public Libraries and the Internet 2006: Bandwidth Sufficiency,” Chicago, IL: American Library Association, E-rate Task Force, August 15, paper (with John Bertot).
- “Developing Best-Fit Evaluation Strategies,” Charlottesville, VA: Association of Research Libraries, Library Assessment Conference, September 26 (refereed paper).
- “Web-based Evaluation Instructional Systems: Design, Development, Issues & Considerations.” Charlottesville, VA: Association of Research Libraries, Library Assessment Conference, September 27 (refereed paper).
- E-Government and Public Libraries. Atlanta, GA: American Library Association, December 6-8 (Invitational conference, organizer and speaker).
- 2005 “Reauthorization of the Paperwork Reduction Act: Review Panel,” Washington, D.C. National Research Council, February 3-4 (Invited Participant and Team Discussion Leader).
- “Developing A Management Framework For Using Web Metrics,” Washington, D.C. Federal Web Content Managers [Sponsored by the U.S. Department of Agriculture], February 28 (Workshop leader and speaker).
- “Implementing Planning Goals, Objectives, and Performance Measurement,” Detroit, MI: Detroit Public Library, April 21 (Workshop leader and speaker).
- “Strategic Planning for Library/Information Center Networked Services,” Madison, WI. Wisconsin Department of Transportation, June 23 (Workshop leader and speaker).
- “Public Libraries and the Internet 2004: Survey Results and Findings,” Chicago, IL. American Library Association, June 25 (Speaker).
- “Evaluation of Digital Reference Services: What Users Have Told Us,” Chicago, IL. American Library Association, June 26 (Speaker).
- “Enlightened E-Metrics: Practical Strategies for Measuring Academic Library Electronic Resources and Services,” Concord, NH. New Hampshire College and University Council, July 27 (workshop leader).
- “Federal Website Evaluation: Making Web Services Integral to Agency Mission,” Washington, DC: Digital Government Institute, November 7-8 (Workshop organizer and speaker).
- 2004 “NetStats Task Force on Vendor based Statistics,” San Diego. American Library Association, January 9 (Convener and Speaker).
- “Impact of the Children’s Internet Protection Act on E-Rate,” San Diego. American Library Association, January 10 (speech).
- “Mapping the Future: The Pitfalls and Promise for Library and Information Services,” Seattle. University of Washington, I-School, The Margaret Chisholm Lecture. February 25, invited speech.
- “Research Needs and Issues for Public Libraries,” Seattle. Bill and Melinda Gates Foundation, February 26, invited presentation.

- “Preparing Your Library to Collect Networked Statistics: What You Need to Know.” Seattle. Public Library Association, February 27 (refereed paper).
- “Making Sense of Usage Statistics for Online Databases: Challenges, Lessons, and Strategies in a Statewide Context. Arlington, VA: Coalition for Networked Information, April 16 (refereed project briefing) with Bill Moen and John Bertot.
- “Identifying, Proposing, and Administering Funded Research Projects: Successful Strategies,” Panama City: Florida State University, March 31, invited speech.
- “Information Policy Research Needs and Strategies,” Washington, D.C. American Library Association, Office of Information Technology Policy, April 13, invited speech.
- “Developing a Strategic Plan for Library Services: Strategies and Issues,” Lancaster, PA: The Library System of Lancaster County, May 8, workshop.
- “Evaluation and Collecting Networked Statistics: Preparation and Strategies,” Birmingham: University of Central England, UK. eVALUED Conference, June 16, invited Keynote.
- “Current Activities and Status of Evaluation of Networked Services in the USA,” Birmingham: University of Central England, UK. SCONUL E-measures working group, June 17, invited speech.
- “Strategic Planning for System-wide Public Library Services,” Lancaster, PA. Library System of Lancaster County, July 23, day workshop.
- “Strategies and Approaches for the Evaluation of Networked Services,” Syracuse NY, Syracuse University School of Information Studies, July 31-August 1, short course.
- “Managing Technology for Digital Reference Services: Practical Strategies,” Cincinnati, Virtual Reference Desk 2004 November 7 (all day workshop), organizer and participant.
- “A Mixed Method Evaluation of a Statewide Collaborative Chat-Based Reference Service in North Carolina,” Cincinnati, Virtual Reference Desk, November 8 (referred paper), with Jeff Pomerantz.
- “Research in Digital Reference: Developing National Strategies,” Cincinnati, Virtual Reference Desk, November 9 (speech), with Dave Lankes.
- “Evaluation of Statewide Digital Libraries: Lessons from Florida and Texas,” Providence, RI. Annual Conference of the American Society for Information Science and Technology, November 15.
- “Status Report with Summary Statistics and Findings for the Evaluation of the NC Knows Evaluation Project,” Sanford, North Carolina, Sanford NC, Sponsored by the NC State Library (multiple presentations during the workshop), with Jeff Pomerantz.
- “Evaluation of the Florida Electronic Library: Measures and Strategies,” Orlando, FL, Florida Library Network Council, (speech) December 6.
- 2003 “Networked Statistics and Performance Measures Task Force,” Philadelphia. American Library Association, January 24 (Convener and Speaker).
- “Developing and Managing Electronic Statistics in a Consortia,” Toronto. Ontario Library Association, January 31 (speech).
- “Options and Strategies for Establishing a Province-wide Virtual Library and Database Access System, Toronto, Chief Executives of Large Public Libraries in Ontario (CELPLO), January 31 (workshop).
- “Practical Considerations in the Collection and Use of Networked Statistics,” San Diego, Medical Library Association, May

4 (Invited Speaker).

“Next Steps in the Evolution of Digital Reference Services,” Prague, Czech Republic, European Business School Librarians Group, May 29 (Invited Speech).

“Indicators, Measures, and Outcomes for Assessing Networked Services,” Prague, Czech Republic, European Business School Librarians Group, May 29 (Keynote).

“Access to and Use of US Government Web Sites: Techniques and Policy Issues,” Syracuse University, School of Information Studies, July 26-27 (Two-day Seminar).

“Future Challenges and Opportunities for Urban Public Libraries,” Detroit, MI, Detroit Public Library. September 25 (Keynote).

“Strategic Planning Options and Strategies in a Complex Political Environment,” Detroit, MI, Detroit Public Library. September 26 (workshop).

“Strategies for Managing Virtual Reference Services and Technology: Practical Approaches,” San Antonio: November 16 (One-day workshop).

2002 “Impact of the E-rate, LSTA, and the Gates Foundation Awards on Public Libraries,” New Orleans. American Library Association (E-rate Task Force) January 19.

“Update on Developing Vendor-based Statistics and Performance Measures,” New Orleans. National Commission on Libraries and Information Science, January 18.

“A Changing Environment for Digital Reference Services,” Washington, D.C.: Library of Congress, February 8 (Invited Speech).

“Strategic Planning, Assessment, and San Antonio Public Library,” San Antonio, TX: San Antonio Public Library, February 16 (Workshop).

“Implementing the E-metrics Statistics and Measures: Getting Organized for Data Collection,” Las Vegas, NV: University of Las Vegas at Nevada Library, February 20 (Workshop).

“Techniques and Strategies for Evaluating Digital Reference Services,” Buffalo, NY: Western New York Library Resource Council, March 1 (Workshop).

“Planning for Academic Library Evaluation, Quality Standards, and Outcomes Assessment.” Dallas, TX: Texas Library Association, April 26 (Speech).

“New Approaches for Assessing Federal Websites,” Bethesda, MD: National Institutes of Health. FedWeb 2002. May 21 (Speech).

“Reassessing Federal Web Policy, Content, and Use: Practical Strategies. Hershey, PA: Information Resources Management Conference (IRMCO), September 4 (Provocateur and Speaker).

“Strategies for Utilizing Network Statistics and Evaluation as part of the Planning Process.” El Paso, TX: University of Texas at El Paso Libraries, October 4 (Workshop).

“Statewide Planning for Library and Information Services: Lessons for Ohio.” Columbus, OH: Ohio Library Council, October 24, (Speech).

“Assessing the Impact and Use of Digital Reference Services – What do you do in YOUR Library?” Columbus, OH: Ohio Library Council, October 25, (Speech).

- “Ask the Stars: The Future of Library and Information Services.” Columbus, OH: Ohio Library Council, October 25 (panel).
- “Michigan’s Statewide Path: A Look Down the Road of Key Planning Issues and Strategies.” Grand Rapids, MI: Michigan Library Association, October 31, (Key Note Speech).
- “Organizing for Evaluating Digital Reference Services: Administration, Strategies, and Measures.” Chicago: Virtual Reference Desk Annual Conference, November 10, (Workshop).
- “Introducing the manual, *Statistics, Measures and Quality Standards for Assessing Digital Reference Library Services: Guidelines and Procedures.*” Chicago: Virtual Reference Desk Annual Conference, November 11, (Speech).
- “Access to Federal Websites: A Policy Perspective.” Philadelphia, PA: American Society for Information Science and Technology Annual Conference, November 18 (Session Organizer, moderator, and speaker).
- 2001 “Federal Website Assessment Policy Issues for the New Administration,” Washington, D.C.: Federal Webstats Task Force, (Speech), January 10.
- “Role of Database Vendors in the Provision of Use and User Statistics,” Washington, D.C.: National Commission on Libraries and Information Science (Invited Discussant), January 11.
- “Policy Issues for E-Rate and LSTA Reauthorization: Research Needs,” Washington, D.C.: American Library Association (E-Rate Task Force) January 13.
- “Practical Techniques and Strategies for Assessing Networked Services in YOUR Library,” Roslyn, VA: Information Institute (Workshop), January 14.
- “Issues in Measuring Networked Services: Lessons from Four Studies,” Toronto, Ontario: Ontario Library Association (Keynote Speech), February 1.
- "Strategies for Evaluating Federal Websites: More than Logfiles and Usability," FedWeb 2001, Bethesda MD: National Library of Medicine (workshop), March 7.
- "Developing a Model to Describe Institutional Outcomes for Academic Libraries," Washington DC, Coalition for Networked Information, (Speech), April 10.
- "Next Steps in Developing Performance Measures for Federal Websites: Public Access and Services," Washington DC: FirstGov.Gov, (Speech), April 23.
- "Issues in Developing and Assessing Digital Reference," Atlanta, SOLINET, (Speech), May 3.
- "The Role of Public Libraries in the Digital Divide: Assessing Impacts," Tallahassee, FL, State Library of Florida, Annual IT Conference, (Speech) May 10.
- “Proposed Statistics and Measures for ARL Libraries,” Toronto: Association of Research Libraries, (speech), May 23.
- “Evaluating Electronic Resources: Practical Approaches and Techniques,” Binghamton, NY: New York Library Association (workshop), June 1.
- “Planning and Assessment of Networked Services: Trends, Issues and YOUR Role,” Lower Merion, PA: Lower Merion Library System (workshop), June 14.
- “Developing a Long Range Plan for the ALAMO Library System: Overview and Basic Steps,” San Antonio: ALAMO Library System, (workshop) June 27.
- “Basic Evaluation Techniques and Strategies for Assessing Networked Services,” Syracuse, NY: Syracuse University, (workshop) July 29-30.

- “Information Policy-Based Indicators to Assess U.S. Federal Websites: Methods & Issues,” Pittsburgh, PA: 4th North Umbria International Conference on Performance Measures in Library and Information Services, (Invited Paper), August 14.
- “Preliminary Statistics and Measures for ARL Libraries to Describe Electronic Resources and Services,” Pittsburgh, PA: 4th North Umbria International Conference on Performance Measures in Library and Information Services, (Invited Paper), August 15 (with Jeff Shim).
- “Developing National Data Collection Models for U.S. Public Library Network Statistics and Performance Measures: Findings, Issues & Recommendations,” Pittsburgh, PA: 4th North Umbria International Conference on Performance Measures in Library and Information Services, (Invited Paper), August 15, (with John Carlo Bertot).
- “Planning Basics for the Development of a Strategic Plan,” San Antonio: San Antonio Public Library, (speech), October 12.
- “Plunging into the Networked Future... and Surviving,” Appleton, WI: Wisconsin Library Association (Keynote speech), October 25.
- “Measures, Measures Everywhere: Statistics and Performance Measures for the Public Library Networked Environment,” Appleton, WI: Wisconsin Library Association (speech), October 26.
- “Key Issues for Libraries Moving into the Networked Environment,” Halifax, Nova Scotia: Nova Scotia Provincial Library and Dalhousie University, Distinguished Lecture Series (speech), September 21.
- “Integrating Network Performance Measures and Statistics into YOUR Strategic Plan,” Halifax, Nova Scotia: Nova Scotia Provincial Library and Dalhousie University, Distinguished Lecture Series (workshop), September 22.
- “Statistics and Measures to Describe Network Use, Users, and Uses,” Washington, D.C.: American Society for Information Science and Technology (invited paper), November 5.
- “Digital Reference Services: Assessment Strategies that YOU Can Use,” Orlando: Preconference Workshop to the 3rd Annual, Virtual Reference Desk, Digital Reference Conference (workshop), November 11.
- “Assessing Quality in Digital Reference: Project Update and Next Steps,” Orlando: 3rd Annual Virtual Reference Desk, Digital Reference Conference (speech), November 13.
- “Conference Wrap-Up: Next Steps in Digital Reference Services,” Orlando: 3rd Annual Virtual Reference Desk, Digital Reference Conference (speech), November 13.
- “Information Policy Issues and Developments in the Bush Administration,” Fort Meyers, FL: Florida Gulf Coast University (speech), November 16.
- “The E-metrics Study: Statistics Manual and Project Update,” San Antonio: Coalition for Networked Information (speech), November 30.
- “Measuring Success in a Digital World,” Philadelphia: Southeast Pennsylvania Library Association Annual Conference (workshop), December 7.
- 2000 “Role of State Libraries in Developing National Public Library Networked Statistics and Performance Measures,” San Antonio, ALA Midwinter (Speech), January 14.
- “Evaluating the Impact of the E-Rate and other Federal Funds on Public Libraries,” San Antonio, ALA Midwinter, (Speech), ALA (E-Rate Task Force) January 15.
- “Privacy Issues in the Networked Environment: Too Little too Late?” Tallahassee, State of Florida Governor’s Office (Privacy and Technology Task Force) (Speech), January 19.

- “Access to Networked Federal Information: Policy Issues for the New Congress,” Tallahassee, Askew School of Business and the Department of Computer and Information Science, (Speech), January 8.
- “Emerging Information Technologies and Policy Issues,” Tallahassee, College of Communications, Florida Communications Policy Symposium, (Moderator), February 17.
- “Measuring Economic Impacts from Public Libraries,” Tallahassee, School of Information Studies, Research Colloquium (Speech), February 21.
- “Development of the Information Use Management and Policy Institute,” Tallahassee: School of Information Studies, Council of Advisors Meeting, (Speech) February 25.
- “Issues and Opportunities for Producing Statistics to Describe the Academic Networked Environment,” Scottsdale, AZ, Association of Research Libraries (Invited Paper), February 29.
- “Impact of Federal Information Policies on Accessing Federal Websites,” Washington, D.C.: Coalition for Networked Information (Speech), March 28.
- “Next Steps in Measuring Networked Information Services and Resources,” Charlotte, NC: Public Library Association (Speech), March 30.
- “Assessing Your Networked Information Services,” Dallas, TX: Annual Membership Conference. AMIGOS, Inc., (Keynote Speech), May 4.
- “Performance Measures for Federal Websites: Progress and Issues,” Washington, D.C.: Federal Webmasters Annual Conference (Speech) May 14.
- “Statistics and Performance Measures for Libraries in the Networked Environment,” Cleveland, OH: Cleveland Area Metropolitan Library System (Keynote Speech), May 24.
- “Issues for Adequate, Stable, and Equitable Funding of Public Libraries in Michigan,” Lansing, Michigan: Library of Michigan (Speech), June 7
- “Issues and Strategies for Libraries in the Electronic Age,” Edmonton, Alberta: Canadian Library Association, (Speech), June 23.
- “Public Libraries, the E-Rate, and the Digital Divide: Preliminary Findings,” Chicago: American Library Association, E-Rate Task Force, (Speech), July 8.
- “Developing Performance Measures for Networked Services,” Syracuse, NY: Syracuse University, School of Information Studies, (Workshop), July 29-30.
- “E-Government: Moving to the Electronic Networked Federal Government – Is it Possible?” Syracuse NY: Syracuse University Colloquium on Impacts from the Networked Society, (Speech) July 31.
- “Assessing Networked Resources and Services: How Good are YOUR Networked Services?” Watertown, WI: Mid-Wisconsin Federated Library System (Speech), September 21.
- “Economic Impacts and Benefits of Public Libraries in the State of Florida: Preliminary Findings,” Tallahassee, FL: Florida State Library Annual Directors Meeting (Speech), October 4.
- “Strategies and Recommendations for Improving Funding for Michigan Public Libraries,” Detroit, MI: Michigan Library Association, (Speech), October 6.
- “Measuring the Impact of Networked Services in YOUR Library,” Panama City, FL: Panhandle Library Access Network, Inc., (Speech), October 20.

- “Evaluating Networked Services: Log Analysis and Other Techniques,” 14th Pennsylvania Technology Conference, Harrisburg, PA, (Workshop) November 6.
- “Living with the Network and Technology Change: Survival Strategies,” 14th Pennsylvania Technology Conference, Harrisburg, PA, (Keynote Speech) November 6.
- “Insuring the Stability and Equity of Public Library Funding in Michigan: Preliminary Recommendations,” Livonia, MI: Michigan Public Library Finances Group, (Speech) December 4.
- “Consortia and Regional Approaches for Measuring Networked Services,” St. Paul, MN: Metropolitan Library Service Agency, (Workshop), December 5.
- 1999 “Integrating the Network Environment into Teaching and Research,” Poughkeepsie, NY: Dutchess Community College, (Keynote Speech), January 11.
- “The Global Networked Environment: Impact of Information Technologies on Library and Information Services,” Albany, State University of New York Annual Research Colloquium (Keynote Speech), February 16.
- “Strategies and Techniques for Assessing Services and resources in Academic Libraries,” Detroit, MI, Association of College and Research Libraries (Workshop, Organizer and Presenter), April 8.
- “Multi-Method Techniques and User-Based Approaches for Evaluating Websites,” Washington, D.C.: Coalition for Networked Information (Speech), April 27.
- “Issues and Methods in Evaluating Federal Websites,” Washington, D.C.: FedWeb 99, Federal Web Consortium, (Speech), April 27.
- “Issues and Strategies to Promote the InfoPeople Project: A Statewide Plan,” Pasadena, California State Library (Panel), May 22.
- “Introduction to the ASIS MidYear Conference on Evaluating Networked Information Services,” Pasadena, CA (Speech), May 23.
- Initiatives in Evaluating Federal Websites: Example Methods, Midyear Conference of the American Society for Information Science, Pasadena, CA, (Paper) May 24.
- Methodological Issues and Strategies in the Development of Performance Measures for Networked Services,” Midyear Conference of the American Society for Information Science, Pasadena, CA, (Paper) May 25.
- “Evaluating Federal Websites: Practical Methods and Techniques for Improving YOUR Website,” Digital Government, Washington, D.C. (Workshop organizer and Presenter), June 3.
- “Developing National Public Library Statistics and Performance Measures,” Harrisburg, PA, Pennsylvania State Library (Speech), June 10.
- “Developing National Performance Measures and Statistics for Libraries in the Networked Environment,” Third International Conference on Performance Measures, Northumbria, England (Keynote speech), August 27.
- “Measuring Networked Information Services and Resources,” NetSpeed: Exploring New Technology and Services, Alberta Public Library Electronic Network (Keynote Speech), September 24.
- “Access to Electronic Information: How the Government Affects YOU and YOUR Library,” Elko, NV: Nevada Library Association (Keynote Speech), September 30.
- “Issues and Strategies for Evaluating the Impact from Networked Services,” Elko, NV: Nevada Library Association (Half-day Workshop, presenter), October 1.

- “Public Library Technology Evaluation,” Visioning Florida Libraries’ Future, Tallahassee, Florida State Library (Speech), October 15.
- “Practical Techniques for Measuring the Use of Networked Services,” Buffalo, NY: New York Library Association (Full-day Workshop, organizer and presenter), October 27.
- “E-Rate Research Planning Workshop,” Washington, D.C., American Library Association Office of Information Technology Policy (by invitation only participant), November 12.
- “Assessing the Academic Networked Environment: Improving Capabilities through Distance Education,” Phoenix, AZ: Coalition for Networked Information, (Speech) December 13.
- 1998 “IT Uses and Applications at Corning, Inc.” Corning, Inc., Corning, NY, (Speech) February 9.
- “Assessing Networked Information Services in Public Libraries,” Public Library Association National Conference, Kansas City, (Invited Paper) March 13.
- “Guidelines for Electronic Records Management on State and Federal Websites: Findings and Strategies,” Coalition for Networked Information, Arlington, VA, (Speech) April 14.
- “Assessing the Academic Networked Environment: Progress Report of Site Activities,” Coalition for Networked Information (Speech), Arlington, VA, April 15.
- “Solving Electronic Records Management Issues for Government Websites: Policies, Practices, and Strategies,” (One-day conference organized by and participated in by McClure), Federal Internet Institute, Washington, D.C., April 22.
- “Developing a Strategic Planning Process for the Darien Public Library,” (One-day workshop), Board of Trustees, Darien Public Library, Darien, CT, April 25.
- “Libraries in the Global Networked Environment: New Challenges and Issues,” North Country Center, Lake Placid, NY, (Keynote speech) May 14.
- “Technology and Change: Taking the Initiative and Developing Strategies,” Madison-Oneida Area School Library System, Vernon, NY, (Keynote speech) May 28.
- “Setting Agendas and Taking Action in the Networked Information Environment,” Pennsylvania State University Library Professional Development Endowment Series (One day conference with four different sets of presentations), State College, PA, June 2.
- “Government Resources on the Web,” (Half-day workshop), Mid-York Library System, Utica, NY, June 4.
- “Future Libraries: Dreams and Realities,” Cleveland Area Metropolitan Library System, Cleveland, (Keynote speech) June 8.
- “Libraries Change Lives: Economic and Other Impacts of Public Libraries,” at Libraries as Leaders in Community Economic Development, An International Pre-Conference to the Canadian Library Association, Victoria, British Columbia, (Invited Paper) June 17.
- “Implementing Electronic Records Management: The State of the Art,” (One-day conference organized by and participated in by McClure) Federal Internet Institute, Washington, D.C., July 20.
- “Moving from Public Library Connectivity to Networked Services: Issues and Strategies,” NetSpeed ’98 (sponsored by the Alberta Library Network), Calgary, Alberta, (Keynote speech) September 19.
- “Planning for Networked Information Services,” New England Library Association, Providence, RI, (Keynote speech) October 6.

- “Rethinking Libraries and Library Services in the Global Networked Environment,” Long Island Library Resources Council, Stony Brook, (Keynote speech) October 9.
- “Perspectives on Universal Service: Myths, Realities, and Madness,” (Plenary Session, organized by and participated in by McClure), American Society for Information Science Annual Conference, Pittsburgh, October 27.
- “Library Skills for New Century,” (Program organized by and participated in by McClure), New York Library Association, Rochester, October 30.
- “The Role of Information Policy in the Development of a Federal CIO University,” (Invited group participant), U.S. General Services Administration, Washington, D.C., November 6.
- “New Skills and Services for Urban Public Libraries: Harnessing Technology,” Rochester Public Library Staff Day, Rochester, NY, (Keynote speech) November 11.
- 1997 “Assessing Networked Information Services: Issues, Strategies, and Opportunities, Online Northwest Annual Conference, Portland, OR, (Keynote speech) January 24.
- “New Data Collection Techniques and Methods for Assessing Networked Information Services,” Coalition for Networked Information, Crystal City, VA, (Speech) April 1.
- “Developing Networked Information Services,” United States Agriculture Information Network Annual Conference, Tucson, AZ, (Keynote speech), April 4.
- “Federal Information Policies for Access to Networked Information Services,” United States Agriculture Information Network Annual Conference, Tucson, AZ, (Speech) April 4.
- “Assessing Networked Information Services in Academic Libraries: Key Issues and Future Prospects,” Association of College and Research Libraries Conference, Nashville, (Invited Paper), April 12.
- “Evaluating Federal Websites: Study Findings and Key Issues,” Federal Webmasters Consortium, Washington, DC, (Speech), March 21.
- Evaluating Networked Services: Techniques and Methods,” Texas Library Association, Fort Worth, (Workshop), April 8.
- “Expanding Internet-Based Library Services in the Networked Environment,” Texas Library Association, Fort Worth, TX, (Keynote speech) April 9.
- “Implementing Plans and Measuring Successes,” The Public Library of Nashville and Davidson County, Nashville, TN, (Workshop), April 11.
- “Managing Web-based Reference Services,” and “Developing Internet Collection Development Policies,” Henrico County Library System (Richmond, VA), (Workshop), April 21-22.
- “Lessons Learned from the Evaluation of the Government Information Locator Service,” GILS Special Interest Group, Washington, D.C., (Speech), April 23.
- “Writing Internet Service and Access Policies,” Massachusetts Library Association, Sturbridge, MA (Workshop), April 27.
- “Libraries and the Networked Information Services: Bridges to the 21st Century,” Massachusetts Library Association, Sturbridge, MA (Keynote speech), April 28.
- “Information Services in the Networked Environment: Recent Evaluation Efforts, Methods, and Future Prospects,” Expert Seminar on Management Information in the Electronic Library, University of Central Lancashire, UK, (Invited Paper), May 16.
- “Implementing the Knowledge Initiative: Critical Success Factors and Lessons Learned,” Natural Resources Canada, Ottawa,

(Workshop), June 23.

“1997 Public Libraries and the Internet Update,” Library and Information Services Policy Forum: Implications for Use of and Additions to National Library Data, National Commission on Libraries and Information Science, Arlington, VA, (Discussant), September 15.

“Online at PA Libraries Project: Findings and Strategies,” Pennsylvania Library Association, Philadelphia, (Keynote), September 27.

“Developing a Planning Process for Dallas Public Library,” Dallas Public Library, Dallas, TX, (Workshop), October 9-10.

“Field Testing Performance Measures for the Academic Networked Environment: Status Reports and Strategies,” Coalition for Networked Information, Minneapolis, MN (Workshop), October 25.

“New Techniques in Evaluating Networked Information Services: Lessons from GILS,” Coalition for Networked Information, Minneapolis, MN (Speech), October 26.

“Update on CNI’s Assessing the Academic Network Environment Project, Coalition for Networked Information, Minneapolis, MN (Speech), October 27.

“Harnessing the Internet for Improved Library Services,” 11th Pennsylvania Technology Conference: Technology: Tool or Tyrant, Keynote, Hershey, PA, (Keynote), October 28.

“Skills and Competencies for the Evolving Digital Librarian,” Syracuse University in conjunction with New York Library Association, Syracuse, NY (Speech), October 30.

“Designing the Future for Public Libraries: A Critique of the Benton Foundation Report,” New York Library Association, Syracuse, NY (Speech), October 30.

“Bridging Boundaries in the Networked Environment: Possible Roles for Libraries,” Virginia Library Association, Crystal City, VA, (Keynote speech), October 31.

“Assessing the Government Information Locator Service, GILS,” American Society for Information Science, Washington, D.C., (Invited Paper), November 4.

“Developing User Based Criteria for Assessing Federal Web Sites,” American Society for Information Science, Washington, D.C., (Invited Paper), November 4.

“Access to Electronic Government Information: Key Issues from a User’s Perspective,” Defense Technical Information Center Annual Users Conference, Arlington, VA, (Keynote speech), November 5.

“Assessment and Accountability in Public Services,” Philadelphia Area Reference Librarians, Philadelphia, PA, (Keynote speech) November 10.

“Developing Performance Measures for Academic Library Services,” University of Arizona, Tucson, AZ (Workshop), November 13-14.

“Evaluation Strategies and Approaches for Networked Information Services,” INLEX User Group Conference, Monterey, CA, (Keynote speech), November 19.

“Update on Federal Information Policies Affecting Access to Networked Information,” INLEX User Group Conference, Monterey, CA, (Speech), November 20.

“Technology and Policy in Access to Canadian Electronic Government Information,” Integrating Government with New Technologies: How Policy Drives Technology [Conference], Ottawa, Canada, (Keynote speech) November 24.

- 1996 "Community Needs for Networked Library Services," Lower Merion Township, PA, Lower Merion Library System, (Speech) January 25.
- "Policy Issues Affecting Access to Digital Information," Toronto, Conference on Digital Knowledge: Canada's Future, (Speech) February 7.
- "Libraries on the Information Superhighway -- Can they do It?" Spring Valley, NY, Rockland County Library Association, (Keynote speech) February 29.
- "Digital Conversations: Scholarly Communication and the Network," Alfred, NY, Alfred University, Text 21: A Symposium on the Future of the Written Word, (Keynote speech) March 16.
- "Assessing the Academic Networked Environment: Final Report," Washington, D.C.: Coalition for Networked Information, (Speech) March 25.
- "Internet Resources for Public Libraries," Nashville, TN, Nashville Public Library, (Workshop) April 4.
- "National Policy Issues Regarding the Library's Role in the Information Superhighway," Pittsburgh, PA and Allentown, PA, The 10th Annual Pennsylvania Public Library Trustee Institute, (Keynote speech) April 13, and 20.
- "Libraries in the Global, National, and Local Networked Information Infrastructure," Arlington, TX, One Millionth Volume Celebration, (Keynote speech) April 19.
- "Solving the Mysteries of the Internet," Washington, D.C., Syracuse University Washington Advisory Board, (Speech) April 26.
- "Developing and Assessing Effective Federal Websites," Washington, D.C.: Small Agency IRM Council, (Speech) May 3.
- Assessing the Maryland Sailor Statewide Network: Preliminary Findings," (Preconference), Hagerstown, Maryland Library Association, May 8.
- Performance Measures and Evaluation for Academic Libraries in the Networked Environment," Washington, D.C., American University Library, (Workshop) May 9.
- "Planning and Evaluation of Library Services: Strategies and Techniques," Nashville, TN: Nashville Public Library, (Workshop) May 15.
- Public Access Policies for Internet Use," Laconia, NH, New Hampshire Library Association, (Keynote Speech) May 22.
- Issues and Opportunities for Evaluating Campus Networks," Syracuse, NY, State University of New York (SUNY) Technology Conference, (Speech) June 3.
- Planning for Electronic Library Services in a Networked Environment," Halifax, Nova Scotia, Canadian Library Association, (Speech) June 6.
- Evaluating Library Networked Information Services: Issues and Strategies," Halifax, Nova Scotia, Canadian Library Association, (Workshop) June 7.
- "Managing Information Technology (IT) in the Networked Environment," Corning, NY: Corning, Inc., (Keynote speech) June 17.
- "Developing Networked Services for Libraries," Fairbanks, Alaska, Pacific Northwest Library Association, (Keynote speech) August 14.
- "Access to Electronic Government Information: Key Policy Issues," Fairbanks, Alaska, Pacific Northwest Library Association, (Speech) August 15.

- "Preparing for the Information Age: Your Challenges," Corning, Inc., Corning, NY, (Speech) September 23.
- "Impacts of the Internet on Public Library Staff and Collections," Etobicoke Public Library (Ontario), (Paper) September 27.
- "Libraries and the Information Superhighway: Getting on the On-Ramp," Poughkeepsie, NY: Mid-Hudson Library System, (Speech) October 19.
- "Developing Assessment Techniques for Statewide Electronic Networks," ASIS 1996 Annual Conference. Baltimore, Maryland, (Paper) October 21.
- "Electronic Surveys: Methodological Implications for Using the World-Wide-Web to Collect Survey Data," ASIS 1996 Annual Conference. Baltimore, Maryland, (Paper) October 23.
- "Access and Equity in Information: Federal Policy Developments and Issues," Syracuse University, School of Information Studies: Century of Innovation, (Speech) October 31.
- "Developing Internet-Based Collections: Strategies, Options, and Issues." Charleston, SC Conference on Issues in Book and Serial Acquisitions, (Paper) November 7.
- "Assessing the Government Information Locator Service," and "Key Issues affected the Developing of the Government Information Locator Service," College Park, MD, National Archives and Records Administration II, (Paper) November 13-14.
- "A Collaborative Effort for Assessing the Academic Networked Environment," San Francisco, CAUSE, December 5 and at the Coalition for Networked Information, (Speech) December 6.
- 1995 "From Reality to Virtual Reality and Back," Toronto, Ontario, Ontario Library Association, (Keynote speech) January 13.
- "Developing a Strategic Plan for YOUR Library," Suffolk County Library System, Long Island, NY, (one day workshop) January 21.
- "Re-engineering Library Roles and Services," Toronto, Ontario, Ontario Library Association, (Speech) January 14.
- "Electronic Services Roles for Public Libraries," Philadelphia, PA, American Library Association, (Speech) February 5.
- "Libraries into the Networked Environment: Can They Make it?" Myrtle Beach, SC: South Carolina Library Association, (Keynote speech) February 23.
- "Connecting Rural Libraries to the Net: Strategies and Solutions," Traverse City, Michigan, Third Conference on Rural Librarianship, Michigan State Library, (Keynote speech) April 5.
- "The Internet and Library Services: Making a Difference," Dallas, TX Library Association, (Speech) April 7.
- "Assessing Academic Networking Services," Washington D.C., Coalition for Networked Information, (Scholarly presentation) April 10.
- "Academic Librarianship and Facing the Challenges of the Net," Millersville State University, PA, (Distinguished Speaker Series) April 13.
- "New Roles for Libraries in the National Information Infrastructure," Tulsa, OK, Oklahoma Library Association, (Keynote speech) April 27.
- "The Government Printing Office and Federal Information Policy," Tulsa, OK, Oklahoma Library Association, (Speech) April 28.

- "Developing Library and Information Scholarship Programs: New Strategies," Tulsa, OK, University of Oklahoma, School of Library and Information Studies Alumni Association, (Speech) April 28.
- "Electronic Information in a Statewide Network," Ocean City, MD, Maryland Library Association, (Speech) May 4.
- "Library Services: The Next 30 Years," Alexandria Bay, NY, North Country Library System, (Keynote speech) May 18.
- "Bringing the Internet to Rural Libraries," Binghamton, NY, Four County Library System, (Keynote speech) June 1.
- "Competency in the New Age of Technology: Or What Librarians Must do to Save Their Jobs!" Poughkeepsie, NY, Southeast Library System, (Keynote speech) June 2.
- "Planning for Networked Library Services," Cleveland, OH, Cleveland Area Library System, (half-day workshop) June 7.
- "Canadian Networked Information Services for Libraries," Calgary, Canadian Library Association, (Keynote speech) June 15.
- "Evaluating Electronic Library Services in a Networked Environment," Calgary, Canadian Library Association, (one-day workshop) June 16.
- "Libraries in the Year 2000: Transitioning to the Electronic Environment," Rochester, NY, Monroe County Library System, (one-day workshop) June 24.
- Developing Measures to Assess Academic Networks: Key Issues," Northumbria, United Kingdom, First International Conference on Performance Measurement in Libraries and Information Services, (Paper) September 1.
- "Basic Steps for Public Library Strategic Planning," Newburgh, NY Public Library, (presentation to library board) September 11.
- "Developing Internet-based Programs and Services," Suffolk County Library System, Long Island, NY, (half-day workshop) September 23.
- "Approximation Based Planning Strategies for Libraries," Suffolk County Library System, Long Island, NY, (one-day workshop) September 24.
- Performance Measures for the Academic Networked Environment," Monterey, CA: National Science Foundation Conference Higher Education and the NII -- From Vision to Reality, (Paper) September 28.
- Universal Access: Issues and Policy Analysis," Solomon Islands, MD. Telecommunications Policy Research Roundtable. (invited paper) October 1 (with John Beachboard).
- "Managing in a Networked Environment," Greensboro, NC Library Association, (Speech) October 5.
- "The Internet/NII and Your Library: Issues and Strategies," Rochester, NY, Upstate New York and Ontario Chapter of the Medical Library Association, (Keynote speech) October 12.
- "Assessing Academic Electronic Information Services," Albany, NY, Eastern New York Chapter of the Association of College and Research Libraries, (Keynote speech) October 13.
- "Measures and Assessment Techniques for Academic Networks," Portland, OR, Coalition for Networked Information, (Scholarly presentation) October 31.
- Policy Research: Issues in Method," IST Brown Bag Research Series, Syracuse University, Syracuse, NY (Interactive presentation) November 3.
- Future Issues and Opportunities for Public Libraries," Decatur, GA, DeKalb County Library System, (Keynote speech) November 10.

- Doing Business on the Internet: Critical Success Factors," Syracuse University, CASE Center, (Panel discussion) November 15.
- 1994 "The Future of Libraries in the National Information Infrastructure," Chicago, IL North Suburban Library System, (Keynote speech) January 28.
- "Introduction to Developing a Technology Plan for DeKalb County Public Library," Decatur, GA; DeKalb County Public Library, (Workshop) February 9.
- "Using the Internet in Libraries and Schools: New Issues and New Opportunities," Charlotte, NC: North Carolina Association of Educational and Communication Technology, (Keynote speech) February 11.
- "Issues of Universal Access in the Clinton Administration's National Information Infrastructure," Washington, D.C.: National Telecommunications and Information Administration, (Invited paper) March 4.
- "Connecting Rural Libraries to the Internet," Hartford, CT: COSLINE [State Library Agencies], (Speech) March 11.
- "The Information Superhighway and You," Syracuse, NY: Greater Syracuse Rotary Club, (Speech) March 18.
- "Strategic Planning for Public Library Excellence: Basic Steps," Atlanta, GA: Public Library Association, (Speech) March 24.
- "National Survey of Public Libraries and the Internet: Preliminary Results," Atlanta, Ga: Public Library Association, (Paper) March 24.
- "Developing a Community Net for Syracuse," Syracuse, Syracuse University: Syracuse Community Freenet Association, (Demo and speech) March 21.
- "Moving Libraries onto the Information Superhighway: Key Issues," Atlanta, GA: Public Library Association, (Speech) March 24.
- "Connecting K-12 to the Internet: Strategies and Prospects," Liverpool, NY: School of Information Studies Spring Media Conference, (Speech) March 25.
- "Libraries and Internet: Facing New Challenges," Cromwell, CT: Connecticut Library Association, (Speech) April 13.
- "How to Connect to and Use the Internet," Danbury CT: Danbury Public Library, (Speech) April 13.
- "Developing a Strategic Plan for Your Library," Ithaca, NY: Fingerlakes Library System, (Workshop) April 15.
- "Government Information Policies and Access to Information," Albuquerque, NM: New Mexico Library Association, (Speech) April 29.
- "The Role of Libraries in Public Access to Networked Information," Albuquerque, NM: New Mexico Library Association, (Keynote speech) April 29.
- "Connecting Rural Libraries and Extension Services for Improved Information Access," Lexington, KY: National Extension Technology Conference, (Speech) May 16.
- "Developing a Strategic Plan for Your Library," Uniondale, NY: Nassau Library System, (Workshop) May 26.
- "Libraries and the Information Superhighway," Lansing, MI, Michigan State Library, (Keynote speech) June 3.
- "K-12 and the Internet: Getting Connected and Developing Programs," Utica, NY, Oneida/Herkimer County BOCES, (Workshop) June 6.

- "Issues and Prospects for Libraries on the Internet," Vancouver, British Columbia, Canadian Library Association, (Speech) June 15.
- "Developing Technology Applications: Future Trends and Issues," Vancouver Public Library, (Speech) June 15.
- "Evaluating Library Services and Developing Performance Measures," Canadian Library Association, (Workshop) June 16.
- "Rural Public Libraries and the Internet: Facing National Policy Issues," Des Moines, IA, Net Iowa Internet Expo, (Speech) June 22.
- "Performance Measures for Law Libraries: Using National Data," Seattle, WA: American Association of Law Libraries, (Speech) September 10.
- "The Role of the Federal Government in Library Services for the NII," Washington, D.C.: National Commission on Libraries and Information Science, (Moderator for open hearings) September 22.
- "Data Collection and Program Evaluation Techniques for CLASP," New York Public Library, NYC, (Workshop) September 27.
- "Policy Developments Affecting Rural Access to Networks," Albany, NY: Nysernet, (Speech) September 30.
- "Connecting to the Internet: The Role of Libraries," Vestal, NY: Southern Tier Library System, (Keynote speech) October 13.
- "Federal Policies and Programs Supporting Libraries on the Internet," Ithaca, NY: South Central Library System, (Keynote speech) October 14.
- "Commercialization of Internet Services: Issues and Strategies," New York City, NY: Facts on File, (Speech) October 20.
- "Rural Libraries and Project GAIN: Getting Connected," Syracuse, NY: New York Library Association, (Speech) October 22.
- "Positioning Your Library for the Technological Future," Lancaster, PA: Pennsylvania State Library, Annual Library Technology Conference, (Keynote speech) October 24.
- "Libraries and the Internet: Realizing the Vision," Patterson, NJ: New Jersey Intercampus Network, Inc. 5th Annual Video and Computers Conference, (Speech) November 1.
- "Development of a Long Range Plan for the Albany Public Library," Albany, NY: Albany Public Library, (Workshop) November 22.
- "Integrating the New Technologies into Your Libraries," Phoenix, AZ: Technology Forum, Arizona Library Association, (Workshop) November 30.
- "Improving the Usefulness of Federal Bulletin Board Systems," Washington, DC: Mecklermedia Internet World, (Speech) December 8.
- "Building and Managing Government Internet Services," Strategic Information Resources Management Program, Washington, D.C., (one day seminar) December 15.
- 1993 "Public Libraries, New Technologies, and Leadership for the 1990s," Seattle Public Library, Seattle, WA, (Speech) February 12.
- "Evaluation of Library Services: Issues and Strategies," Syracuse, NY, CENTRO Resource Council, (Workshop) February 19.

"Accessing Government Information via the Internet," Washington, D.C., Meckler Conference on "Computers in Libraries," (Workshop) February 28.

"Libraries and the Internet: Key Issues and Strategies," St. Louis, MO, Data Research Associates Annual Users' Conference, (Speech) March 8.

"Why Libraries Must Get Connected to and Understand the Internet/NREN," Rochester, NY, Rochester Resource Sharing Council, (Speech) March 11.

"Public Libraries and the Internet: Exploiting the Network," Chicago, IL, Public Library Association, (Speech) March 19.

"Revising the Planning and Roles Setting Manual for the Networked Environment," Chicago, IL Public Library Association, (Speech) March 20.

"Increasing Public Access to Government Networked Information: Policy Issues," Coalition for Networked Information, San Francisco, (Speech) March 22.

"Federal Information Policy in the Evolving Networked Environment: The Changing Nature of 'Information Access'" Columbia, SC, Information Access Conference, (Speech) April 2.

"User-based Data Collection Techniques and Strategies for Evaluating Networked Information Service," Madison, WI, Evaluating Library Programs and Services, Institute I, (Invited paper) May 24.

"How Good are Your Library Services? User-Based Evaluation Techniques," Manitoba Library Association, Winnipeg, (Workshop) May 28.

"Developing a Statewide Network for Library Services," Nebraska State Library Commission, (Speech) June 3.

"Evaluating Library and Information Center Services," Canadian Library Association, Hamilton, Ontario, (Workshop) June 17.

"Exploring Notions of Literacy in a Networked Environment," Aspen Institute, Wye Plantation, MD, (Speech) June 25.

"Delivering Electronic Information in a Knowledge-Based Democracy," Library of Congress, Vice President Al Gore presiding, (Invited discussant) July 14.

"Developing Evaluation Instruments for Networked Services: The NYSERNET Example," Madison WI, Evaluating Library Programs and Services, Institute II, (Invited paper) July 19.

"Introduction to the Internet/NREN," School of Information Studies, Summer Institute, Syracuse University, (Seminar) July 24-25.

"The Federal Role in National Networking," National Commission on Libraries and Information Science, Philadelphia, PA (Speech) August 6.

"Federal Policy Developments Affecting the Mid-Level Networks," NorthWestNet, Seattle, WA, (Speech) August 19.

"Getting Connected to the Internet/NREN," New England Library Association, Burlington, VT, (Speech) September 27.

"Community Colleges and Integrated Campus-wide Networked Services," Hudson Valley Community College, Troy, NY, (Speech) September 29.

"Medical and Hospital Libraries and Use of the Internet/NREN," North Atlantic Health Science Library Association, Boston, MA (Speech) October 4.

- "A Policy Assessment of National Networking Issues," VTLS Annual User's Conference, Charlotte, NC, (Speech) October 10.
- "The National Information Infrastructure: Public versus Private Sector Issues," NorthWestNet Annual Conference, Seattle, WA (Speech) October 14.
- "Developing Internet-Based Services in Your Library," North Carolina Library Association, Winston-Salem, NC, (Speech) October 21.
- "Public Library Systems, The State Library, and Cooperating in the Networked Environment," Annual Conference of Maryland Public Library System Directors, Ocean City, MD, (Speech) October 28.
- "Networking for Education and the Nation: New Challenges," For the Deputy Secretary of Education and Staff, Department of Education, Washington, D.C., (Invited presentation and briefing) November 5.
- "Federal Information Policy Update," Arizona Library Association, Phoenix, AZ (Speech) December 2.
- "Libraries and the National Information Infrastructure," Arizona Library Association, Phoenix, AZ (Speech) December 2.
- "Future Prospects for Libraries in the Networked Society," Meckler Internet World, Annual Conference. New York City, NY (Speech) December 8.
- Government Information and the Internet, Strategic Information Resources Management Program. Washington, D.C., (One day seminar) December 15.
- 1992 "Integrating the Academic Library into the Networked Environment: Issues and Preliminary Findings," New York, Meckler Conference on Networks and Electronic Publishing, (Speech) January 15.
- "Policy Issues and Recommendations for the National Research and Education Network," American Association for the Advancement of Science, Chicago, IL, (Invited paper) February 10.
- "Academic Libraries and Scholarly Communication in the Internet Environment," American Association for the Advancement of Science, Chicago, IL, (Invited paper) February 10.
- "Scenario Development and Vision Setting in the Strategic Planning Process," Decatur, GA, DeKalb County Library System, (Workshop) February 13.
- "Information Literacy in the Electronic Age," Tempe, AZ, Arizona State University, (Speech) March 5.
- "Strategic Planning Issues for the Academic Networked Campus," Tempe, AZ, Arizona State University, (Speech) March 6.
- "Federal Information Inventory/Locator Systems and their Impact on Agencies," Washington, D.C., Federal Library and Information Center Committee, (Speech) March 17.
- "Sharing Resources on the Internet: The Need for Partnerships," Washington, D.C., Coalition for Networked Information, (Speech) March 24.
- "Realizing the Dream of the NREN," Chattanooga, TN, Tennessee Library Association, (Speech) April 9.
- "Strategic Planning Strategies and Techniques for Medical Librarians," Dallas, TX, University of Texas Southwestern Medical Library, (Workshop) April 22.
- "Developing a Statewide Plan for Networked Information Resources and Services," Seattle, Washington State Library, (Speech) April 24.
- "User-Based Data Collection Techniques and Strategies for Evaluating Networked Information Services," Reston, VA,

- Second Annual Faxon Institute for Advanced Studies in Scholarly and Scientific Communications, (Invited paper) May 4.
- "Evaluation of Library and Information Services," Halifax, Nova Scotia, Dalhousie University, (Workshop) May 7.
- "Introduction to Libraries and the Internet/NREN," Manchester, NH, New Hampshire Library Association, (Speech) May 11.
- "The Role of Public Libraries in the Use of Internet/NREN Information Services: Preliminary Findings," American Society for Information Science 1992 Mid-Year Meeting, Albuquerque, NM, (Invited paper) May 28.
- "Evaluation of NYSERNET's New Connections Program," American Society for Information Science 1992 Mid-Year Meeting, Albuquerque, MN, (Invited paper) May 28.
- "OMB Circular A-130 Revisions--Policy Issues and Their Implications," Arlington, VA, (Workshop) June 10.
- "Initiating the Strategic Planning Process," Syracuse, NY, Onondaga County Public Library, (Speech) June 12.
- "Data Gathering Techniques and Research Strategies for Good Decision Making," Region I Cooperating Library Unit, Hartford, CT, (Speech) July 10.
- "Libraries and the Internet/NREN," IST Summer Institute, Syracuse, NY, Syracuse University, (Workshop) July 25-26.
- "Planning for the Academic Networked Environment," EDUCOM Seminars on Academic Computing, Snowmass, CO, (Workshop) August 7-9.
- "Strategic Initiatives for Planning the Academic Networked Environment: The Role of Faculty," Pullman, WA: Washington State University, (Speech) September 18.
- "Policy Issues and Directions for Libraries in the Internet/NREN Environment," 1992 Samuel Lazerow Memorial Lecture, Boston, MA, Simmons College, (Speech) October 2.
- "Making the Internet/NREN Work for YOU," Owego, NY, Annual Meeting of the South Central Research Library Council, (Speech) October 9.
- "Academic Libraries and the Internet/NREN: Accepting the Challenge," Delaware Valley Chapter of the Association of College and Research Libraries, Wilmington, DE, (Speech) October 16.
- "Applications of the Internet/NREN for Public Libraries: What YOU Can Do!," Region I Cooperating Library Unit, Trumble, CT, (Workshop) December 4.
- "Using the Internet/NREN for Improving Access to and Use of Government Information," Executive Education Seminar, [IST SIRM Program], Washington, D.C., (Speech) December 10.
- 1991 "Using Academic Library Performance Measures for Improved Library Decision Making," University of Connecticut, Storrs, CT (Workshop) January 4.
- "Strategic Planning for Developing the Networked Campus," Beyond the Walls Conference, Academic Computing Services, Syracuse University, (Speech) January 17.
- "MIS for Public Library Decision Making," DeKalb County Public Library System, Decatur, GA, (Workshop) January 31.
- "Impact of Electronic Networks on Scholarly Communication and Research," with Ann Bishop and Phil Doty, American Association for the Advancement of Science, Washington, DC, (Invited paper) February 15.
- "Social and Behavioral Issues with the Development of the NREN," Research and Educational Networking Conference, Oakland, (Speech) March 7.

"The National Research and Education Network: Key Issues," Coalition for Networked Information Conference, Washington, D.C., (Invited paper) March 19.

"The Role of Federal Agencies in the National Research and Education Network," Federal Library and Information Center Community Annual Conference, Washington, D.C., (Invited paper) March 20.

"Planning for Public Libraries," North Country Library System, Watertown, NY, April 7, May 17, June 21, July 26, (Workshop) October 5.

"Designing Performance Measures for Academic Libraries," University of Texas at El Paso Library, El Paso, TX, (Workshop) April 18.

"The Government Printing Office and Current Information Policy Issues," New Mexico Library Association, Roswell, NM (Speech) April 19.

"Evaluating Library Reference Services: Strategies and Techniques," New Mexico Library Association, Roswell, NM (Workshop) April 20.

"Strategic Planning for Research and Resource Councils in New York," New York Research and Resource Council Directors, Syracuse, NY (Speech) April 22.

"Research Needs and Issues for Networked Information in the Scientific Community," Faxon Institute, Reston, VA, (Speech) April 30.

"The Role of Special Libraries in the National Research and Education Network," New Mexico Special Library Association, Albuquerque, AZ (Speech) May 10.

"Distant Education Strategies via the NREN," National University, McLean, VA, (Speech) May 20.

"The Role of Regional Networks in the Evolving NREN," NYSERNet Annual Board/member meeting, Syracuse, NY, (Speech) May 23.

"Getting Connecting to Electronic Networking," Canadian Health Science Library Association, Hamilton, Ontario, (Speech) June 15.

"Planning and Evaluation for Health Science Libraries," Canadian Health Science Library Association, Hamilton, Ontario, (Workshop) June 16.

"Evaluating Library Reference Services," Northwest Regional Library Cooperative, Madison, NJ, (Workshop) June 25.

"The Future of Library Services," White House Conference on Library and Information Services, The Great Debate, Washington, D.C., (Speech) July 12.

"Public Library Performance Measures and Evaluation Techniques," Region I Cooperating Library Unit, Portland, CT, (Workshop) July 22.

"Federal Information Locator Systems: Design and Use," at Conference on Building and Managing IRM Inventories, Radison, VA, (Speech) September 12.

"Assessing Educational Programs in Library/Information Science," School of Library and Information Studies, University of California, Berkeley, CA (Speech) October 9.

"Federal Information Policies Affecting Access to Government Information," Wisconsin Library Association, Milwaukee, WI, (Speech) October 17.

"The Role of Libraries in the National Research and Education Network," Wisconsin Library Association, Milwaukee, WI,

(Speech) October 18.

"Specialization in Library/Information Science Education: Issues, Scenarios, and the Need for Action," Kellogg Conference on Library Education, Ann Arbor, MI, (Invited paper) November 7.

"Development of Planning, Performance Measures, and Management Information Systems for Academic Health Science Libraries," Association of Academic Health Science Library Directors, Washington, D.C., (Workshop) November 9.

"Federal Information Policy Issues and the Development of Federal IRM," Strategic Information Resources Management in Public Sector, Washington, D.C., (Speech) November 12.

"History and Development of Performance Measures Standards in the United States," National Information Standards Organization, London, England, (Speech) December 2.

"Strategic Planning Strategies for Academic Health Science Libraries," Southwestern medical Center Library, Dallas, TX (Workshop) December 11.

1990 "Assessing Public Library Performance with Output Measures," Mid-York Library System, Utica, NY, (Workshop) February 10.

"Conducting Action Research: Methods and Techniques," University of Texas at El Paso Library, El Paso, TX, (Workshop) February 23.

"Dissemination Techniques and Strategies for Health Information," Department of Health and Human Services, Office for Health Care Policy and Research, Washington, D.C., (Executive briefing session) February 28.

"Planning and Role Setting for Public Libraries," White Pine Library System, Saginaw, MI, (Workshop) March 14.

"Restructuring the Government Printing Office Depository Library Program," Washington, D.C.: Federal Library and Information Center Committee, (Invited paper) March 21.

"Evolving Information Technologies and their Impact on the Design of Library Facilities," Houston Medical Center Library, Houston, TX, (Presentation) March 28.

"Use of Census Data in GPO Depository Libraries: Trends and Issues," Depository Library Council for the Public Printer, Phoenix, AZ (Speech) April 25.

"Implementing Academic and Public Library Management Information Systems: Lessons and Strategies," Fort Lauderdale, FL: American Society for Information Science, (Invited paper) May 15.

"Role of NTIS in Development of a Government-wide Information Locator System," National Technical Information Service, Springfield, VA, (Executive briefing session) May 22.

"Electronic Networking and Communication in Scientific Communication and their impact on NTIS Services and Products," National Technical Information Service, Springfield, VA, (Presentation) May 22.

"Policy Options and Issues for the Development of a Federal Information Locator System," Bauman Family Foundation, Washington, D.C., (Presentation) May 23.

"Performance Measures for Medical Libraries," Houston Medical Center Library, Association of Academic Health Science Library Directors, (Workshop) June 4.

"Preliminary Findings: Policy Options and Research Needs for the Federal Information Locator System," Office of Management and Budget, Office of Information and Regulatory Affairs, Washington, D.C., (Executive briefing session) June 11.

- "Designing and Administering Questionnaires," Rochester Regional Library Council, Rochester, NY, (Workshop) June 19.
- "Improving Library Information Science Research," program coordinator and moderator, Chicago, American Library Association, June 21.
- "Design Considerations for the National Research and Education Network (NREN)," Chicago, American Library Association, (Invited paper) June 25.
- "Improving State and Federal Information Policies," testimony before the State of New York Governor's Commission on Libraries, Hearings on Libraries and Democracy, Syracuse, NY, Onondaga County Library, June 12.
- "Issues In the Design of A Federal Information Locator System," Federal Publishers Committee, Washington, D.C., (Speech) September 12.
- "Strategies For Improving Federal Information Resources Management," U.S. Department of Energy, Washington, D.C., (Speech) September 13.
- "Implementing Performance Measures In *Your* Library," Mid-York Library System, Utica, NY, (Keynote address) October 4.
- "Evaluating Library/Information Services," McGill University School of Library and Information Science, Montreal, (Fall Colloquium Speaker) October 12.
- "Access to Federal Electronic Information Through the Depository Library Program," Online - CD-ROM Conference, Washington, D.C., (Invited paper) November 7.
- "Community Analysis For Public Libraries," Ramapo-Catskill Library System, Middleton, NY, (Workshop) November 16.
- "Dissemination of Government Information: Policy Issues and Recommendations," Executive briefing session for a number of Congressional staffers, Washington, DC, various times.
- "Lessons from the Development of the U.S. National Research and Education Network (NREN) for the Ontario GRID," Ontario Library Association, Toronto, (Speech) November 23.
- "Using Performance Measures for Library Decision Making," Ontario Library Association, Toronto, (Speech) November 24.
- "Evaluating Library Reference Services: Strategies and Techniques," University of Texas at Arlington Library, Arlington, TX, (Workshop) November 30.
- "Assessing the Quality of School Media Services," Rochester BOCES, Rochester, NY, (Workshop) December 6.
- "Analyzing and Reporting Survey Data," Rochester Regional Library System, Rochester, NY, (Workshop) December 14.
- 1989 "Preliminary Findings on GPO Depository Library Users: Implications For National Information Policy," Washington, D.C.: National Commission on Libraries and Information Science, (Executive Briefing Session) January 17.
- "Users of Academic and Public Library GPO Depository Libraries," Washington, D.C.: Government Printing Office, (Training Session) March 1-2.
- "Planning and Role Setting For Public Libraries," Ramapo-Catskill Library System, Middleton, NY, (Workshop) April 7.
- "Evaluation Research Designs and Techniques For Assessing Library Reference Services," South Central Library Resource Council, Ithaca, NY, April 21; Rochester Regional Library Council, (Workshop) June 9.
- "Output Measures For Small Public Libraries," Ramapo-Catskill Library System. Middleton, NY, (Workshop) June 13.
- "Survey Questionnaire Design and Administration," Medical Library Association, Continuing Education Course, Boston, MA

(Workshop) May 19.

"Making Research More Useful for Library Decision Making," Library Research Round Table, American Library Association Annual Conference. Dallas, TX (Speech) June 24.

"The Status of Research in Library/Information Science," Library Research Round Table Research Forum, American Library Association Annual Conference, Dallas, TX (Paper) June 25.

"Improving Evaluation of LSCA Programs: Issues and Strategies," U.S. Department of Education at American Library Association Annual Conference, Dallas, TX (Paper) June 27.

"Issues in the Re-authorization of the Paperwork Reduction Act." Executive Briefing Session before the Senate Subcommittee on Information and Regulation, Washington, DC, July 12.

"Testimony on The Impact of the OTA Report, *Informing the Nation*," National Commission on Libraries and Information Science, Washington D.C., (Hearings) July 13.

"Key Policy Issues Related to the Access and Management of Federal Scientific and Information." U.S. Congress, Office of Technology Assessment. Washington, D.C., (Paper) August 9.

"Using Management Information Systems for Library Planning and Evaluation," Upstate New York and Ontario Chapter of the Medical Library Association, Rochester, NY, (Speech) October 5.

"Testimony on U.S. Scientific and Technical Information Policy," before the House, Committee on Science, Space, and Technology. Washington, D.C., October 11.

"Evaluating the Quality of Reference Services in Your Library," Newburg Public Library, Newburg, NY, (Workshop) October 13.

"Consultation on Electronic Public Information & the Public's Right to Know," Benton Foundation, Washington, D.C. (Invited Participant) October 23-24.

"Federal Information Resources Management: A Policy Review and Assessment," American Society for Information Science. Washington, D.C., (Paper) October 30.

"Designing and Using Performance Measures For School Libraries," Wayne-Finger Lakes BOCES, Canandaigua, NY, (Workshop) November 17.

1988 "Model Building in the Study of Government Information: The Limits of Positivism," Association for Library and Information Science Educators, San Antonio, TX (Discussion paper) January 7.

"Privatization of NTIS in the Larger Federal Scientific and Technical Information Policy System," San Antonio, TX, American Library Association, (Speech) January 9.

"A User Study of Depository Library Program," Charleston, SC, U.S. Government Printing Office, Depository Library Council, (Speech) March 10.

"Evaluating Health Sciences Libraries," Jacksonville, FL. Florida-Georgia Health Sciences Library Association, (Workshop) March 7.

"Planning/Role Setting and Output Measures For Public Libraries," Onondaga County Library System, Syracuse, NY April 5; Mid-York Library System, Utica, NY, April 9; Buffalo and Erie County Public Library System, May 11; Nioga Library System, Lockport, NY, May 12; Arizona State Library, Phoenix, AZ, May 19; North Country Library System, Watertown, NY, October, 1; Suffolk Library System, Islip, NY, October 4; Cayuga County BOCES, Auburn, NY, October 7; Upstate NY and Ontario Medical Library Association, Toronto, October 14; Mid-Hudson Library System, Poughkeepsie, NY, November 4; and Mohawk Valley Library System, Schenectady, NY, (Workshop) November 12.

- "Management Update: Assessing the Effectiveness of School Library Media Programs," School Library Media Section Annual Conference, Rochester, NY (Workshop) April 29.
- "Evaluating the Quality of Reference Services," South Central Library System, Ithaca, NY, (Workshop) September 23.
- "Utilizing Unobtrusive Research Methodologies," Fall Research Colloquium, Faculty of Library and Information Science, University of Toronto, (Invited presentation) October 14.
- 1987 "Exploiting Library Data For Decision Making: The Role of the Researcher," Schwing Lecture Series, Louisiana State University, Baton Rouge, LA, (Invited Paper) April 10.
- "Information Policy Issues Affecting Academic Librarians," Northeast Regional Conference of the Association of College and Research Libraries, Albany, NY, (Keynote Address) April 23.
- "Affecting Federal Information Policy Development: Strategies and Issues." Northeast Regional Conference of the Association of College and Research Libraries, Albany, NY, (Invited Paper) April 24.
- "Management Techniques Using Planning and Output Measures," Medical Library Association, Portland, OR, (Seminar) May 21.
- "Enhancing the Impact of the Federal Technical Report Literature," National Technical Information Service Conference: Information, Foundation for National Competitiveness. College Park, MD, (Invited Paper) June 3.
- "Applying Planning and Output Measures to Large Urban Libraries," Urban Library Council, San Francisco, CA (Speech) June 27.
- "Increasing Access to Information Services and Resources From the National Technical Information Service," American Library Association, Government Documents Round Table, San Francisco, CA (Speech) June 28.
- "Roles for Academic and Public Libraries In the Transfer of Federal Scientific and Technical Information," American Library Association, Library Research Round Table, San Francisco, CA (Invited Paper) June 29.
- "Planning, Role Setting, and Output Measures For Public Libraries: An Introduction to the New ALA Manuals," Massachusetts Board of Library Commissioners, Springfield and Boston, MA (Seminars) September 9-11.
- "Improving Access to and Use of Federal Scientific and Technological Information (STI): Perspectives From Recent Research Projects" American Association For Information Science, Boston, MA, (Invited Paper) October 7.
- "Evaluating Reference Services in Law Libraries," Northeast Law Library Association. Albany, NY, (Invited Paper) October 9.
- "Information Resources Management Skills For Health Sciences Librarians," Michigan Health Science Library Association, Kalamazoo, MA (Keynote Speech and Workshop leader) October 14-15.
- "Planning, Output Measures, and Statewide Standards For Public Libraries," New York Library Association, Lake Placid, NY, (Speech) October 22.
- "Statewide Public Library Development Strategies For State Library Agencies," Western Council of State Libraries, Boise, ID, (Seminar) October 24-27.
- "Cooperative Bibliographic Instruction Program," South Central Research Library Council. Ithaca, NY, (Keynote speech and workshop leader) November 5-6.
- 1986 "Unobtrusive Testing of Library Services: An Experimental Approach," Association for Library and Information Science Educators, Chicago, IL, (Invited Paper) January 17, 1986.

- "Measurement and Evaluation of Law Library Services," One-day Seminar sponsored by the Southwestern Association of Law libraries, Waco, TX, March 21, 1986.
- "Performance Evaluation for Special Libraries," Special Libraries Section, Utah Library Association, Park City, UT, (Half-day Seminar) April 10.
- "The Public Library Development Program," Public Library Association, St. Louis, MO (Speech) April 5.
- "Output Measures, What Should We Do Now? Public Library Association, St. Louis, MO (Invited Paper) April 5.
- "Standards and Statewide Performance Measures: Issues and Prospects," Chief Officers of State Library Agencies, American Library Association, New York, NY (Speech) June 28.
- "The Public Library Development Project: A Peek at the Products," American Library Association, New York, NY (Speech) June 30.
- "The 55% Rule in Unobtrusive Testing of Library Reference Services," Library Research Round Table, American Library Association, New York, NY July 2.
- "Statewide Standards and Public Library Development," Washington State Library, Yakima, WA, (Speech) October 3.
- 1985 "U.S. Federal Information Policies: Impacts of Technology," National Diet Library, Tokyo, Japan. (Invited Paper) May 28.
- "State Library Approaches for Utilizing Statewide Performance Measures, Planning, and Standards," Western Council of State Libraries, Snowbird, UT, (Invited Paper) May 9.
- "Evaluating Library Services: Methods and Strategies," Rogers State College, Claremore, OK, (Workshop) April 12.
- "Strategies for the Development of Planning and Performance Measures for Georgia Public Libraries," Georgia State Library, Augusta, GA (Workshop) April 25-26.
- "Methodological not Epistemological Approaches for Improving Library/Information Science Research," American Library Association, Library Research Round Table, (Speech) July 6.
- "Experimental Designs to Study the Quality of Reference Services," Association for Library and Information Science Educators, Washington, D.C., (Speech) January 3.
- "Costing Academic Library Public Services and Performance Measures," Council on Library Resources, Wye, MD, (Invited Paper) October 28.
- "Planning and Output Measures in Your Library," Georgia Library Association, Augusta, GA, (Workshop) October 24.
- "Issues and Prospects for Measurement of Library Performance," Graduate Library School, Fall Colloquium, University of Arizona, Tucson, AZ (Speech) October 4.
- 1984 "Managing Information: Approaches and Applications," Fall Colloquium, School of Library and Information Management, Emporia State University, Emporia, KS, (Invited Paper) October 25.
- "Performance Measures for Public Libraries," School of Library and Information Management, Emporia State University, Emporia, KS, (Workshop) October 26.
- "The Future of Education for Academic Librarianship," OK/TX Joint ACRL Meeting, Denton, TX (Invited Paper) September 21.
- "Marketing Library Services," San Antonio Public Library, San Antonio, TX (Workshop) February 16-17.

- "Developing Collection Development Policy Statements," Tulsa University Library, Tulsa, OK (Workshop) March 2.
- "Education for Government Documents Depository Librarians," United States Government Printing Office Depository Library Council, Atlanta , GA (Invited Paper) April 12.
- "Assessing the Quality for Reference Services for Government Information," Tennessee Library Association, Memphis, TN (Speech) April 27.
- "Making the Most of Your Job: Pathways to Growth," American Library Association, JMRT, Dallas, TX (Invited Paper) June 24.
- "Unobtrusive Testing to Improve Reference Services," Illinois Library Association, Chicago, IL, (Workshop) May 9.
- "Health Sciences Government Documents," Tulsa, OK (Workshop) October 3.
- "Administrative Considerations for Effective Academic Library Bibliographic Instruction," American Library Association, ACRL, Dallas, TX (Invited Paper) June 15.
- "From Public Library Standards to the Development of Statewide Levels of Adequacy," Utah Library Association, Salt Lake City, UT, (Invited Paper) March 22.
- "Administrative Strategies for Effective Information Services," South Central Regional Group Medical Library Association, Tulsa , OK, (Speech) October 5.
- 1983 "Improving Access to and Awareness of Government Publications in Microform" Midwest Federation of Library Associations, Cincinnati , OH, (Speech) November 3.
- "Future Prospects for Government Documents Information Handling Technologies in Depository Libraries," American Library Association, GODORT, Los Angeles, CA, (Invited Paper) June 27.
- "Information Management for Increased Administrative Effectiveness," American Library Association, Library Research Round Table, Los Angeles , CA, (Invited Paper) June 26.
- "Developing Effective Reference Services and Collections for Government Depository Collections," American Library Association, Los Angeles , CA, (Pre-conference Workshop) June 23.
- "Increasing Your Library's Effectiveness with Output Measures," one-day workshop sponsored by the Texas State Library presented in Midland, Dallas, Houston, Austin, and San Antonio (Summer).
- "Health Sciences Government Information Resources," (Approved by Medical Library Association for Recertification Credit). University of Texas Health Sciences Library, Dallas , TX, (Seminar) March 4.
- "Assessing the Quality of Reference Service for Government Documents Collections," Association of Library Schools, San Antonio , TX, January 7. (Winning entry, Best Research Paper of the Year Award).
- "Reliability and Validity Considerations in Unobtrusive Research Designs," Association of American Library Schools, Research Interest Group, San Antonio, TX, January 7.
- 1982 "Organizational Self Review and Budgetary Cutbacks: Strategies for Survival," Wichita Public Library, Wichita, KS, (Speech) November 15.
- "Quantitative Standards for Two Year College Libraries," Oklahoma Association of Community and Jr. Colleges, Oklahoma City, OK, March 5.
- "Organizing Microformatted Government Documents," Oklahoma Library Association, Tulsa, OK, (Workshop) April 23.

- "The Individual Learning Consultant and the Options Available," Oklahoma Library Association, Tulsa, OK, (Speech) April 23.
- "Managing the Library Microform Collection," Arkansas Library Association, Little Rock, AR (Invited Paper) September 13-14.
- "Increasing Productivity Through Time Management," Oklahoma/Health Sciences Library Association, Oklahoma City, OK (Workshop) September 17.
- "Criteria for Evaluating Public Library Performance Measures," AALS, Research Interest Group, Denver, CO, (Invited Paper) January 22.
- "Strategies to Improve Faculty Skills: Summary," Oklahoma Chapter, Association of Research Libraries, Shawnee, OK, (Speech) October 1.
- "Planning for the Planning Process," Pennsylvania, American Library Association, Philadelphia, PA (Invited Paper) July 13.
- "Trends in Reference Services for Depository Libraries," American Library Association, Government Documents Round Table, Philadelphia, PA (Invited Paper) July 11.
- "Quality of Government Document Reference Service," Second Annual Library Government Documents and Information Conference (Sponsored by Microform Review, Inc.), Washington, D.C., (Invited Paper) March 25.
- 1981 "Developing a Library Marketing Plan," North Carolina State Library, Raleigh, NC, (Two-day Workshop) November 20-21.
- "Research Design Considerations for Studying Organizational Information Processing and Organizational Climate," American Library Association, Library Research Round Table, Philadelphia, PA (Invited Paper) June 27.
- "Marketing the Planning Process to Your Library," American Library Association, LAMA PELS, San Francisco, CA, (Invited Paper) June 29.
- "Planning and Politics," West Texas Library Association, Odessa, TX, (Workshop) February, 19.
- "Contingency Frameworks for Teaching Library/Information Center Management Courses," Association of American Library Schools. Washington, D.C., (Invited Paper) January 30.
- "A Structural Analysis of the Depository Library System," First Annual Library Government Documents & Information Conference (Sponsored by Microform Review, Inc.), Boston, MA, (Invited Paper) March 4.
- "An Approach to Study the Relationship Between Organizational Information Processing and Organizational Climate," American Society for Information Science 10th Mid-Year Meeting, Durango, CO, (Invited Paper) May 15.
- 1980 "The Role of the Independent Learning Consultant," Southwestern Library Association, San Antonio, TX (Speech) October 30.
- "Productivity and Administrative Competencies: Lost Criteria for Professionalism?" Oklahoma Library Association Annual conference, Tulsa, OK, (Speech) March 20.
- "Information and an Individual's Power," American Society for Information Science, Pittsburgh, PA (Invited Paper) May 14.
- "Non-GPO Micropublishing Programs of the Federal Government," American Library Association, New York, NY (Invited Paper) July 1.
- "Human Resource Issues in Planning," American Library Association, New York, NY (Panel Discussion) June 30.

- "Library Planning: Current Status and Future Opportunities," American Library Association, Library Administration and Management Association, Chicago, IL (Invited Paper) January 21.
- 1979 "Perceived Value of Information Sources Selected by Academic Libraries in the Decision Making Process," Association of American Library Schools, Washington, D.C., (Invited Paper) January 11.
- "Evaluation of Information Sources for Library Decision Making: Final Results and Implications," American Library Association, Library Research Round Table (Winning entry for yearly competition), Dallas, TX (Invited Paper) June 22.
- "Planning for Online Reference Services in a Public Library," American Library Association, Machine Assisted Reference Section (MARS), Dallas, TX (Invited Paper) June 25.
- 1978 "Categories of Information Sources and Library Decision Making," American Society for Information Science, New York, NY (Invited paper) November 16.
- "Academic Librarians' Contact with Factual Information Sources and Library Decision Making," Association of American Library Schools, Chicago, IL (Invited Paper) January 20.
- "The Sins of Budgeting," Trustee Division, Oklahoma Library Association, Tulsa, OK (Invited Paper) March 20.
- "Continuing Education for Junior College Librarianship," Learning Resources Division of Oklahoma Association of Community Colleges, Midwest City, OK, (Speech) March 2.

RESEARCH GRANTS

- 2014 "Creating Rural Economic Development Opportunities Through Broadband Adoption," Charles R. McClure, PI, Washington, D.C. Institute for Museum and Library Services, \$50,000.
- 2013-2016 "Assessing Information Technology Educational Pathways that Promote Deployment and Use of Rural Broadband," Charles R. McClure, PI, Washington, D.C.: National Science Foundation, \$847,000.
- 2011-2012 "Florida Electronic Library Evaluation Activities 2011-2012: Assess the Gale-Cengage Database Portfolio And Market the FEL. Charles R. McClure, PI, Tallahassee, FL: State Archives and Library of Florida, \$50,000.
- "Describing Indiana Public Library E-Government Services, Costs, and Benefits." Charles R. McClure, PI, Indianapolis, Indiana: State Library of Indiana, \$68,000.
- 2010-2012 "Libraries and E-Government: New Partnerships in Public Service," Charles R. McClure, Co-PI. Washington DC: Institute for Museum and Library Services [through the American Library Association]. \$140,000.
- 2010-2011 "Broadband Needs Assessment, Diagnostics, and Benchmarking of Selected Anchor Institutions," Charles R. McClure, PI. Tallahassee, FL: North Florida Broadband Authority, \$200,000.
- "Gale-Cengage Outreach Assessment: Database and Metrics Development," Tallahassee, FL: The State Library and Archives of Florida, \$50,000.
- "Broadband Needs Assessment, Diagnostics, and Benchmarking of Selected Anchor Institutions, Charles R. McClure, PI. Tallahassee, FL: Florida Rural Broadband Alliance, \$247,000.
- 2010 "Development of E-Government Service Roles and Evaluation Methodologies," Charles R. McClure, PI. Pasco County Library Cooperative, FL: \$43,500.
- 2009-2010 "Hurricane/Disaster Preparedness and Response by Utilizing Florida Public Libraries: Phase II," Charles R. McClure, PI. Tallahassee, FL: Florida State University, Catastrophic Storm Risk Management Center, \$92,000.
- "Developing a Strategic Plan for the Digital Florida Memory Project," Charles R. McClure, Co-PI. Tallahassee,

- Florida: State Archives and Library of Florida, \$25,000.
- “Needs Assessment and Beta Website for a Catastrophic Finance and Insurance Information Web Portal,” Tallahassee, FL: Florida State University, Catastrophic Storm Risk Management Center, \$47,000.
- “Assessment of the Gale Cengage Learning Florida Electronic Library Training Program,” Tallahassee, FL: State Archives and Library of Florida, \$50,000.
- 2009 “Needs Assessment of Florida Public Library Broadband for E-Government and Emergency Management,” Charles R. McClure, PI. Tallahassee, FL: State Archives and Library of Florida, \$40,000.
- 2008-2009 “Hurricane/Disaster Preparedness and Response by Utilizing Florida Public Libraries,” Charles R. McClure, PI. Tallahassee, FL: Florida State University, Catastrophic Storm Risk Management Center, \$218,000.
- “Development of a Renewable Energy Research Web Portal,” Charles R. McClure and Ian Douglas. Co-PIs. Tallahassee, FL: Florida State University, Florida Energy Systems Consortium, \$192,000 (through 2010).
- 2008 “Development of E-Government Services in Pasco County [FL].” Charles R. McClure, PI. Tallahassee, FL: Florida State Library LSTA Grant, \$10,000.
- 2007-2008 “Florida Electronic Library Public Library Needs Assessment for Medical and Consumer Health Information Services and Other Activities.” Charles R. McClure, PI. Tallahassee, FL: Florida State Library, \$50,000.
- 2006-2009 “Public Libraries, Networked Information Services and Resource Support, and At-Risk Libraries: National Surveys.” John Carlo Bertot and Charles R. McClure, Co-PIs. Chicago, IL: American Library Association, \$1.4 million.
- “Support for Conducting the National Surveys of Public Libraries and the Internet,” Washington, D.C.: American Library Association Washington Office. Charles R. McClure and John Carlo Bertot, PIs, \$30,000.
- 2006-2007 “Development of an Interactive, Web-based, State Data Report Generator of Internet Connectivity and Use,” Charles R. McClure, PI. Washington, D.C.: American Library Association Washington Office, \$35,000.
- “Evaluation Activities for the Florida Electronic Library: Functionality, Usability, and Accessibility Testing.” Charles R. McClure and John Carlo Bertot, Co-PIs. Tallahassee, FL: Florida State Library, \$50,000.
- 2005-2007 “Increasing the Effectiveness of Evaluation for Improved Public Library Decision Making,” John Carlo Bertot and Charles R. McClure, Co-PIs. Washington, D.C.: Institute of Museum and Library Services, \$250,000.
- 2006 “Public Libraries and Networked Information Services: Case Studies of Successfully Networked Libraries for the 2006 National Survey. Charles R. McClure, and John Carlo Bertot, Co-PIs. Seattle, WA: The Bill and Melinda Gates Foundation, \$86,000
- 2004-2006 “Public Libraries and Networked Information Services: Conducting the 2004 and 2006 National Surveys.” John Carlo Bertot, Charles R. McClure, and Paul Jaeger, Co-PIs. Seattle, WA: The Bill and Melinda Gates Foundation, \$303,000.
- “Public Libraries and Networked Information Services: Conducting the 2004 National Survey.” John Carlo Bertot, Charles R. McClure, and Paul Jaeger, Co-PIs. Washington, D.C.: Washington Office, American Library Association, \$20,000.
- “Evaluation Activities for the Florida Electronic Library: Measures, Data Collection, and an Evaluation Database.” Charles R. McClure and John Carlo Bertot, Co-PIs. Tallahassee, FL: Florida State Library, \$75,000.

- 2004 "Evaluation of Selected Components of the Florida Electronic Library: Functionality and Usability Testing." Charles R. McClure, John Carlo Bertot, and Peter Jorgensen, Co-PIs. Tallahassee, FL: Florida State Library, \$78,000.
- 2003 "Florida State Library Outcomes Training and Assessment." John Carlo Bertot and Charles R. McClure, Co-PIs. Tallahassee, FL: Florida State Library, \$53,000.
- "Review and Evaluation of Selected Florida State Library Pilot Projects." Charles R. McClure and John Carlo Bertot, Co-PIs. Tallahassee, FL: Florida State Library, \$24,900.
- "Analysis of E-rate Data." Charles R. McClure and John Carlo Bertot, Co-PIs. Washington, D.C.: American Library Association, Washington Office, \$6,000.
- 2002 – 2004 "Public Library Network Statistics: Librarian Education for the Collection, Analysis, and Use of Library Networked Services and Resources Statistics." John Carlo Bertot and Charles R. McClure, Co-PIs. Washington, D.C.: U.S. Institute of Museum and Library Services, \$248,000.
- "Integrating Public Library Databases onto a National Digital Base Map for Enhanced Library Services and Research." Christine Koontz, Dean Jue, Charles R. McClure, and John Carlo Bertot, Co-PIs. Washington, D.C.: U.S. Institute of Museum and Library Services, \$249,000.
- 2002 "Five Year Library Development Plan for Florida Libraries." Florida State Library, Tallahassee, FL. \$41,500. February – June. Co-Principal Investigator.
- 2001 - 2002 "Assessing Quality in Digital Reference Services: Developing Standards, Performance Measures, and Evaluation Techniques." OCLC, Digital Library Federation, and others. \$150,000. May 2001 – June 2002. Co-Principal Investigator.
- 2001 "Policy Analysis and Review of Privacy Studies and Issues." U.S. Congress. General Accounting Office. \$55,000. May 2001 – January 2002. Co-Principal Investigator.
- "Current Status of Digital Reference Services in Florida." Florida State Library, Tallahassee, Florida, \$10,000. May-September. Principal Investigator.
- "Public Library Internet Services: Impacts on the Digital Divide." US Institute of Museum and Library Services. \$105,000, Co-Principal Investigator.
- 2000-2001 "Developing Statistics and Performance Measures to Describe Electronic Information Services and Resources in ARL Libraries." Washington, D.C.: Association of Research Libraries. \$200,000. April, 2000 - September 2001. Principal Investigator.
- "Developing a National Data Collection, Analysis, and Reporting Program for Public Library Network Statistics and Performance Measures." Washington, D.C.: U.S. Institute of Museum and Library Services. \$228,000. October, 2000 – September, 2001 (with John Carlo Bertot).
- 2000 "Economic Impacts and Benefits from Public Libraries in the State of Florida." State Library of Florida, Tallahassee, FL, \$106,000.00. January - October, 2000. Co-Principal Investigator.
- "Developing Equitable and Stable Sources of Public Library Funding in Michigan," Kalamazoo Public Library et al., \$87,000. March - October, 2000. Principal Investigator.
- 1999-2001 "Testing Performance Measures And Identifying Strategic Planning Issues For The Alberta Library Network." Calgary, Alberta: The Alberta Library Network, \$95,000. Co-Principal Investigator.
- 1998-1999 "An Assessment of the U.S. Department of Education Websites," U.S. Department of Education, Funded by the U.S.

- Department of Education, \$65,000. Co-Principal Investigator.
- 1997-1998 "Analysis and Development of Model Quality Guidelines for Electronic Records Management on State and Federal Websites," Washington, D.C. National Historical Preservation and Records Commission, \$100,000. Principal Investigator
- "Assessing and Developing Information Technology Skills and Competencies," Corning, Inc., Corning, NY, \$50,000 (with Steve Sawyer). Co-Principal Investigator.
- 1996-1997 "Quality Criteria for Evaluating Information Resources and Services Available from Federal Websites Based on User Feedback," Funded by OCLC, Inc., \$10,000. Principle Investigator.
- "An Evaluation of the Federal Government's Implementation of the Government Information Locator Service (GILS)," Funded by the U.S. General Services Administration, \$149,000. Co Principal Investigator (with William E. Moen).
- 1994-95 "Policy Issues in Assessing the Role of Public Libraries in the National Information Infrastructure (NII)," Funded by the National Science Foundation, \$103,000. Principal Investigator.
- "Developing and Testing Performance Measures for the Academic Networked Environment," funded by the U.S. Department of Education, \$142,000, September 1994 (with Cynthia Lopata).
- 1993-94 "Expanding Research and Development on the National Information Standard Organization's Z39.50 Search and Retrieval Standard," Funded by the United States Geological Survey, \$99,950. Principle Investigator.
- 1992 "Feasibility of an International Standard for Library Performance Measures," Funded by the National Information Standards Organization, \$15,000. Principle Investigator.
- 1991-92 "Identification, Analysis, and Preliminary Descriptive Listing of Federal Information Inventory/Locator Systems." U.S. General Services Administration, U.S. Office of Management and Budget, the National Archives and Record Administration, May 1991-June 1992, \$49,500. Principle Investigator.
- "The Role of Public Libraries in the National Research and Education Network," funded by OCLC, Inc., August 1991-June 1992, (with Joe Ryan), \$10,000. Principle Investigator.
- 1991 "The Role of Electronic Networks in Aerospace Knowledge Diffusion." National Aeronautics and Space Administration., provides In-Kind support from the Center for Survey Research, January, 1991-May, 1992, approximately \$12,000. Principle Investigator.
- 1990 "Policy Analysis and Recommendations of a Federal Information Locator System." Funded by the U.S. Regulatory Information Service Center and U.S. Office of Management and Budget, Office of Information and Regulatory Affairs, \$24,800. Principle Investigator.
- 1989 "Impact of High Speed Research Networks on Scientific Communication and Research," Funded by the U.S. Congress, Office of Technology Assessment, \$24,000. Principle Investigator.
- 1988-89 "Information Resources Management Skills for Academic Librarians," Funded by the U.S. Department of Education and Syracuse University, \$15,000. Principle Investigator.
- 1987 "Linking Syracuse University and Central New York Businesses for Economic Development: A Feasibility Study for STI Transfer," Principal Investigator. Funded by the Central New York Library Resources Council and the Greater Syracuse Chamber of Commerce, \$11,900. Principle Investigator.
- 1985-86 "Improving Technology transfer: The Federal Role," Funded by the National Science Foundation, \$148,000. Co-Principal Investigator.
- 1985 "Unobtrusive and Experimental Design for Improving the Quality of Reference Services," Funded by the Association

of Library and Information Science Educators, \$1,000. Co-Principle Investigator.

"Seminars in U.S. Government Information Resources," U.S. Information Agency, Academic Specialist Program. Presentation of three seminars to Japanese Scholars in Tokyo, Kyoto, and Fukuoka, Japan, May, 1985.

"Cost Analysis of Academic Library Public Services," Funded by the Council on Library Resources, \$850. Principle Investigator

1984-85 "Training in Information Resources Management," Planning Grant, Council on Library Resources, \$5,000. Principle Investigator

"Expanding New Clientele for NTIS Services: An Investigation of Librarian Perceptions and Library Services," Funded by U.S. Department of Commerce, National Technical Information Services, \$9,880. Co-Principle Investigator.

1983 "Computer Equipment for the School of Library Science," Funded by the University of Oklahoma, The President's Associates Fund, \$3,800.

1982 "Evaluation of Reference Services in Depository Libraries," Funded by University of Oklahoma, Graduate College, Research Council, \$450.

1981 "The Relationship Between Information Processing and Organizational Climate in Academic and Public Libraries," Funded by the University of Oklahoma College of Arts and Sciences, Summer Research Fellowship, \$3,000.

1980 "Development of MLS Program for Native Americans," Funded by the U.S. Office of Education, \$31,000 dates in 1980-81 (with Peggy Smith).

"Planning for the Development of Statewide Levels of Adequacy for Oklahoma Public Libraries," Oklahoma Department of Libraries, with King Research, Inc., Washington, D.C., \$87,000. Principle Investigator.

1979 "Cooperative Library Use Instruction Among the University, School, and Public Library at Chickasha, Oklahoma," Funded by Oklahoma Department of Libraries, \$2,200. Principle Investigator.

1978 "Academic Librarians' Evaluation of Information Sources for Library Decision Making," Funded by the University of Oklahoma, Arts and Sciences Faculty Research Grants, \$1,700 January-July, 1978. Principle Investigator.

FLORIDA STATE UNIVERSITY SERVICE

2008- 2009 Office of Technology Integration, Information Technology Security Council, Member.

2007-2008 Office of Technology Integration, Information Technology Security Council, Member.
Executive Committee, Pathways to Excellence Initiative, Member
Lawton Professorship Selection Committee, Member

2006-2007 Office of Technology Integration, Information Technology Security Council, Member.
Executive Committee, Pathways to Excellence Initiative, Member

2005-2006 Faculty Senate, Distance Learning Committee, Member
Computing and Information Resources Committee, Security and Ethics Subcommittee, Member
Executive Committee, Pathways to Excellence Initiative, Member
Subcommittee on Resources and Time Usage, Executive Committee, Pathways to Excellent Initiative, Chair

2004-2005 School of Information Studies Dean Search Committee, Member
Faculty Senate, Library Committee, Member
Faculty Senate, Library Committee Steering Committee, Member

2003-2004 Faculty Senate, Library Committee, Member
Faculty Senate, Library Committee Steering Committee, Member

2002-2003 Faculty Senate, Library Committee, Member
Faculty Senate, Library Committee Steering Committee, Member

2001-2002 Privacy and Access Committee, Member
Faculty Senate, Library Committee Member
Faculty Senate, Library Committee Steering Committee, Member

2000-2001 Proposal reviewer for Office of Sponsored Research, COFERS Program
Faculty Senate, Library Committee, Member
Faculty Senate, Library Committee, Steering Committee, Member

1999-2000 Faculty Senate, Library Committee, Member
Faculty Senate, Library Committee, Steering Committee, Member
MCI Scholar Committee, member

FLORIDA STATE UNIVERSITY, COLLEGE OF COMMUNICATION AND INFORMATION

2009-2010 Tenure and Promotion Committee, Member
Faculty Recognition and Review Committee, Member
Dean's Advisory Committee
Personnel Committee, Chair
Southeast Florida Doctorate and Research Initiative

2008-2009 Doctoral Team, Member
Personnel Committee, Chair
Dean's Advisory Committee, Member

2007-2008 Doctoral Team, Co-Chair
Personnel Committee, Chair
Dean's Advisory Committee, Member

2006-2007 Personnel Committee Information Institute Position, Chair
Doctoral Team, Member (2006); Co-Chair (2007)
Dean's Advisory Committee, Member (2007)

2005-2006 Personnel Committee Information Technology Positions, Member
Personnel Committee Information Institute Position, Chair
Doctoral Team, Member

2004-2005 Faculty Awards Committee, Member
Doctoral Team, Member
Director, Information Use Management and Policy Institute

2003-2004 Tenure and Promotion Committee, Member
Faculty Development and Recognition Team, Member
Doctoral Team, Co-Chair
Dean's Advisory Committee
Strategic Planning Committee, Member
Director, Information Use Management and Policy Institute

2002-2003 Tenure and Promotion Committee, Member
Faculty Development and Recognition Team, Member
Doctoral Team, Member
Research and Development Team, Member

- Ad Hoc Strategic Planning Committee, Member
 Director, Information Use Management and Policy Institute
- 2001-2002 Faculty Search Committee, Chair
 Tenure and Promotion Committee, Member
 Doctoral Team, Member
 Research and Development Team, Member
 Director, Information Use Management and Policy Institute
- 2000-2001 Tenure and Promotion Committee, Member
 Doctoral Team, Member
 Research and Development Team, Member
 Director, Information Use Management and Policy Institute
- 1999-2000 Research and Development Team, Team Leader
 Doctoral Team, Member.
 Faculty Search Team, Member
 Tenure and Promotion Team, Member
 Director, Information Use Management and Policy Institute

SYRACUSE UNIVERSITY SERVICE

- 1997-1998 University Computing Services, Distance Education Planning, Member
 1996 Syracuse University Compact Committee, Member
 Member, University College and Computing Services, interactive two-way video conferencing and electronic access and support for remote teaching, Member
- 1994 Video Conferencing/Distance Education, Ad Hoc Committee, member
 1992 Member, Graduate Fellowships Awards Committee, Member
 1991 Member, Planning Committee, "Beyond the Walls: The World of Networked Information," conference (sponsored by Academic Computing Services the University Library, and NYSERNET), Member
- 1990 Member, Graduate Fellowship Awards Committee, Member
 1989 Chair, Doctoral Defense (School of Education), Member
 1986-87 Chair, Deans Search Committee, Member

DEPARTMENT SERVICE AT SYRACUSE UNIVERSITY

- 1998-1999 Faculty Search Committee (MLS two positions), Spring, Co-chair
 Tenure, Promotion, and Reappointment Committee, Member
 Faculty Search Committee, Telecommunications faculty position, Spring, Member
 Executive Committee, Member
 U.S. General Services Administration, CIO University Initiative in Washington, DC. Coordinated IST's involvement in the development of the CIO University program, Fall
 Ad Hoc Committee on Graduate Core Courses. Worked to develop a core curriculum course on policy and management for the graduate programs
- 1997-1998 Faculty Search Committee (MLS two positions). Co-chair
 Tenure, Promotion, and Reappointment Committee, Member
 Faculty Search Committee, Telecommunications Director, Spring, Member
 Executive Committee, Member
 Organizer and participant for the 1997 Faculty Research Retreat (with Steve Sawyer)
 Organizer and participant for the May 11 research seminar with Corning officials held at IST
 Presenter at the Board of Visitors meeting, December, 1997
- 1996-1997 Tenure, Promotion, and Reappointment Committee, Member
 Faculty Search Committee, Telecommunications Director, Member
 Executive Committee, Member
 Organizer for the 1997 Faculty Research Retreat (with Steve Sawyer)

	Faculty Search Committee, Chair, (Spring) [Stuart Sutton Position]
1995-1996	Faculty Search Committee, Chair Executive Committee, Member Ph.D. Admissions Committee, Member
1994-1995	Dean Search Committee, Member Executive Committee, Member Ph.D. Admissions Committee, Member Task Force on Faculty Workload, Chair
1993-1995	Washington, D.C. Strategic Information Resources Management (SIRM) Program, Director Executive Committee, Member
1992-1993	Search Committee, Co-chair
1991-1992	MLS Task Force [design of a new curriculum for the MLS program], Chair Tenure, Promotion, and Reappointment Committee, Member
1990-1991	MLS Task Force [Program Review], Chair Search Committee, Member Search Committee 2, Member
1989-1990	Coordinator of MLS Program Search Committee, Member
1988-89	Coordinator of MLS Program Search Committee, Chair Personnel Committee, Member IRM Curriculum Committee, Member COA Self-Study Committee, Member
1987-88	Coordinator of MLS Program Personnel Committee, Member Search Committee, Member Executive Committee, Member COA Self Study Committee, Member
1986-87	Coordinator of the MLS Program Executive Committee, Member Financial Awards Committee, Member

UNIVERSITY OF OKLAHOMA SERVICES

1982-83	Student Faculty Evaluation Committee, College of Arts and Science, Member
1982	Problems of Professional Staff, Faculty Senate Committee, Member
1981-82	Computing Advisory Committee, Member

DEPARTMENT SERVICE AT UNIVERSITY OF OKLAHOMA

1984-86	Committee A, Member (Promotion and Policy Committee) Physical Facilities Planning Committee, Member
1985-86	Faculty Search Committee, Member
1985	COA Planning and Editing Committee, Member

- COA Subcommittee on Curriculum, Member
Faculty Search Committee, Member
- 1984-85 Ad Hoc Committee on Continuing Education, Chair
- 1983-84 Self Study Curriculum Committee, Chair
Self Study Planning and Editing Committee, Chair and Member
- 1982-83 Admissions Committee, Member
- 1981-82 Curriculum Committee, Member
- 1980-81 Admissions Committee, Chair
Faculty Search Committee, Member
- 1979-80 Committee A, Chair (Promotion and Policy Committee)
- 1977-79 Admissions Committee, Chair
- 1977-79 Faculty Advisor for School of Library Science Student Association

HONORS

- 2012 McClure co-authored paper "Rural Anchor Institution Broadband Connectivity: Enablers and Barriers to Adoption." *Proceedings of the 2012 i-School Conference held at the University of Toronto*, available online only: <http://dl.acm.org/citation.cfm?id=2132176&picked=prox> selected as one five "Best Conference Papers."
- 2010 McClure publications peer reviewed and found to be "internally excellent in terms of originality, significance, and Rigour" in addition to being highly cited across a number of citation indexes. Source: Jiamg Li et al. "Ranking Library and Information Science Researchers," *Journal of Infometrics* (July 2010).
- 2007 McClure identified as the 13th most cited author in and his works the 8th most cited in Library and Information Science (LIS) during 1994-2004. Source: Kelly Blessinger and Michele Fraser, Analysis of a Decade in Library Literature: 1994-2004, *College & Research Libraries*, vol . 68 no. 2 (March 2007): 155-169.
- Functionality, Usability, and Accessibility: Iterative User-Centered Evaluation Strategies for Digital Libraries. *Performance Measurement and Metrics*, vol. 7 (1): 17-28 (with others), selected as a Highly Commended Winner at the Emerald Literati Network Awards for Excellence 2007.
- McClure identified as co-author of the 3rd most downloaded paper from *Government Information Quarterly* of all time (1983 through 2007), "E-Government Initiatives, Developments, and Issues," (2002).
- 2006 McClure identified as the 4th most productive Library and Information Science (LIS) faculty member in journal publication during 2001-2005; McClure identified also as only one of four that has been ranked in the top 10 of LIS faculty for journal productivity since 1981. Source: Denise Adkins and John Budd, Scholarly Productivity of U.S. LIS Faculty, *Library and Information Science Research* 28 (August 2006):374-389.
- Selected as a "Luminary" in measurement and evaluation of library services at the Association of Research Libraries Library Assessment Conference, Charlottesville, VA, September 24-26, 2006
- 2005 *FBI Electronic Recordkeeping Certification Manual*. Washington, D.C.: Department of Justice, Federal Bureau of Investigation, April 30 (with J. Timothy Sprehe and SRA International, Arlington, VA) selected by the National Archives and Records for the "Archivist's Achievement Award" for 2005.
- 2004 McClure selected by the National Academy of Science, Transportation Research Board, to serve on a panel overseeing a study of the national transportation information infrastructure.

- 2000 McClure listed as 6th most productive author in publication of journal articles 1993-1998; and listed as 8th most cited in journal articles in the field of library and information science 1993-1998 (John M. Budd, Scholarly Productivity of U.S. LIS Faculty: An Update, *Library Quarterly*, vol. 70 no. 2 (2000): pp. 230-245.
- 1999 McClure selected as the first Francis Eppes professor at Florida State University. This is an endowed professorship in the School of Information Studies.
- Nominee, Jesse H. Shera [research] Award, American Library Association, for Bertot, J.C., and McClure, C.R. Measuring Electronic Services in Public Libraries: Issues and Recommendations. *Public Libraries*, 37(3): 176-180.
- 1998 McClure was listed as one of the top 120 authors cited in information science during 1972-1995 and one of the top 100 cited in 1988-1995 in H. White and K. McCain, "Visualizing a Discipline: An Author Co-Citation Analysis of Information Science, 1972-1995," *Journal of the American Society for Information Science*, 49 (January, 1998): pp. 327-355.
- 1996 Selected as the 1996 Distinguished Alumnus for School of Communications, Information and Library Science, Rutgers University. The award recognized "his extraordinary record of publication, lectures, and workshops have impacted librarianship to an unprecedented degree; and through the totality of his work, has immeasurably advanced the capabilities of libraries as we move toward the next century."
- McClure was identified as the 6th most cited for journal articles and the 5th most productive in writing journal articles of faculty publishing in library and information journals during 1981-1992 [J. Budd and C. Seavey, "Productivity of U.S. Library and Information Science Faculty," *Library Quarterly*, vol. 66 (January, 1996): pp. 1-20].
- 1995 *Internet Costs and Cost Models for Public Libraries*, by McClure, Bertot, and Beachboard. Washington D.C.: National Commission on Libraries and Information Science (1995), selected by *American Libraries* (November, pp. 1042) as one of the "best books" on the Internet.
- Network Literacy: A Role for Libraries?" which McClure published in *Information Technology and Libraries* in 1994, was selected by the American Library Association, Library Instruction Round Table, as one of LIRT's Top Twenty Bibliographic Instruction Papers for 1994." Award made in June, 1995.
- 1994 Selected as Distinguished Professor by Syracuse University for excellence in research, teaching, and role as scholar-advocate in public policy development.
- Selected as Outstanding Alumnus by School of Library and Information Science, University of Oklahoma Alumni Association.
- 1993 Selected as Distinguished Researcher by the National Commission on Libraries and Information Science.
- 1992 McClure was identified as (a) co-author for the most cited book in public library literature, (b) the first author on the second most cited book in public library literature, and (c) the second most cited author in public library literature according to a study done by John M. Budd [*Public Libraries*, Sept-Oct, 1992, pp. 276].
- McClure was selected to give the Samuel Lazerow Memorial Lecture at the Graduate School of Library and Information Science, Simmons College, Boston, MA October 9, 1992.
- 1991 McClure listed as the 5th most highly cited individual in library/information science in the area of academic librarianship in John Budd, "The Literature of Academic Libraries: An Analysis," *College & Research Libraries*, v. 52 (May 1991): pp. 294.
- The Council on Library Resources awarded three of their four Kellogg Fellowships to support Doctoral Research (\$16,000 each award) to three doctoral students whose Committee is chaired by McClure: Ann Bishop, Phil Doty, and Herb Snyder.
- 1990 Winner of the American Library Association Jesse H. Shera Award, Best Research Paper of the Year, for "Electronic Networks, The Research Process, and Scholarly Communication: An Empirical Study with Policy Recommendations for the National Research and Education Network.

- Selected as one of the 101 most frequently nominated leaders in library/information science (Alice Gertzog, "Library Leaders, Who and Why?" *Library Journal*, July 20, 1990: pp. 45-51).
- 1988 Winner of the American Society for Information Science (ASIS) Best Book of the Year In Information Science award for *Federal Information Policies in the 1980s: Conflicts and Issues* (Ablex, 1987).
- 1987 Selected to present the 56th Schwing Lecture at Louisiana State University Library, Baton Rouge, LA, April 10.
- 1986 Winner of American Library Association, Library Research Round Table Research Award in its yearly competition for the best research paper.
- Distinguished Lectureship (Research) Award, University of Oklahoma.
- 1985 *Public Access to Government Information* selected as one of the best three books of 1984 published in Library/Information Science by *Wilson Library Bulletin*. Winner of Research Grant Award, Association for Library/Information Science Educators.
- Improving the Quality of Reference Service for Government Publications* selected as one of the best 25 books published in the area of reference and adult services during the last 25 years by *RQ*.
- 1984 Distinguished Lectureship (Research) Award, University of Oklahoma.
- 1982 Winner of Association of American Library Schools Best Research Paper of the Year Award.
- 1981 Awarded Summer Research Fellowship by College of Arts and Sciences, University of Oklahoma.
- 1980 Selected as Leading Researcher in Library/Information Science by Baker & Taylor, Co., and LRRT-ALA: New York, June, 1980.
- 1979 Winner of American Library Association, Library Research Round Table Research Award in its yearly competition for the best research paper.
- 1979 Awarded Summer Fellowship by College of Arts and Science, University of Oklahoma.
- 1978 Selected to attend "New Techniques in the Teaching of Online Searching," March 20-24, School of Librarianship, University of Washington.
- 1975 National Science Foundation Grant to attend a week conference entitled, "Improving the Effectiveness and Efficiency of Scientific and Technical Information Services," Henniker, NH, August.
- 1973 Beta Phi Mu (Honorary Library Society)
- 1972 Fee Waiver Scholarship, School of Library Science, University of Oklahoma.
- 1972 Phi Alpha Theta (Honorary History Society)

COMPUTER EXPERIENCE AND KNOWLEDGE

Dr. McClure operates Windows personal computer systems with a broad range of accompanying word processing, spreadsheet, statistics, graphics, database management software and other applications. He is knowledgeable about public service uses/applications of OCLC (Online Cataloging); online database services; electronic mail/utility services, and uses/applications on the INTERNET and the Networked-Web environment. He conducts information technology planning for organizations in the networked environment.

PROFESSIONAL SERVICE

1. Government/National
 - a. Panel Member, National Academy of Public Administration study on "Large Machine Readable Databases in the Federal

- Government," 1989-1990.
- b. Workshop participant, U.S. Congress Office of Technology Assessment, representative topics include Scientific and Technical Information, Access to Government Information, and the National Research and Education Network, Washington, D.C., 1986-1991.
 - c. Member, Subcommittee on Literacy, White House Conference on Libraries and Information Science, 1990.
 - d. Member, Planning Committee for Conference on the Information Infrastructure of the Northeast. Sponsored by OCLC, Inc., 1989-1990.
 - e. Coalition For Networked Information, Government Information Program 1993; Public Policy Committee, 1994-1996.
 - f. Executive Briefing Sessions for numerous Federal Agencies and policy organizations/committees, 1990-2008.
2. International
- a. Chair and Co-chair, National Information Standards Organization, ISO TC48/SC8/WG4, Development of an International Standard for Library Performance Indicators, 1992-1998. Member, 1999- current
 - b. International Standards Organizations, SC48 WG4, Library Performance Indicators, {in conjunction with the National Information Standards Organization (NISO)}, Member
 - c. Virtual Magistrate. Selected as an Internet Magistrate network dispute resolution, 1995-1998.
3. American Library Association
- a. Association of College and Research Libraries
 1. Bibliographic Instruction Section, Education for Bibliographic Instruction Committee, Member, 1982-current
 2. Performance Measures Task Force, Member, 1982-84
 - b. Information Science and Library Automation Division
 1. Program Planning Committee, 1979, Member
 - c. Government Documents Round Table
 1. Microforms Task Force, Member
 2. Federal Documents Task Force, Member
 - d. Library Administration and Management Association
 1. Planning/Evaluation of Library Services Committee, Chair 1979-81; Member 1981-83.
 2. Subcommittee on Extra-Conference Activities, 1981, Member.
 3. LOMS Nominating Committee, 1983, Member.
 - e. 1982 ALA Conference Evaluation Committee, 1980-81, Member.
 - f. Standing Committee on Library Education, Task Force on Library Education Research, 1981, Member; 1982, Chair.
 - g. Library Research Round Table; 1989-90 Program Committee, Chair.
4. American Society for Information Science and Technology
- a. Article Reviewer for *Journal of the American Society for Information*. (ongoing)
 - b. Policy and Legislation Ad Hoc Committee, 1993-1994, Member.
 - c. Conference Chair, 1999 Mid-Year conference on "Evaluating and Using Networked Information Services," May, 1998-June 1999. Had overall responsibility for all aspects of developing, organizing, and delivery of the conference program.
 - d. Conference contributed paper review committee, 2005-7.
5. Association of Library and Information Science Educators
- a. Board of Directors, 1983-85; Elected
 - b. Awards Committee (1984-86), Member
 - c. Ad Hoc Committee on Office Automation (1984); Member
 - d. Research Committee (1981-82); Chair
 - e. Committee on Conference Proceedings (1982-83); Member
 - f. Research Committee (1980); Member
 - g. Program Committee (1980); Member
 - h. Article Reviewer for *Journal of Education. for Library and Information Science*
 - i. Membership Committee (1979); Member
 - j. Program Committee (1990); Member
 - k. Liaison Program (1991-99); Member
 - l. Research Committee Awards Jury (1993); Member
 - m. Research Committee (1994-95); Member
6. Oklahoma Department of Libraries
- a. Committee for Statewide Continuing Education Plan (1978-79); Member
 - b. Advisory Council, Oklahoma State Publications Clearinghouse (1979-80); Member

7. Oklahoma Library Association
 - a. Continuing Education Committee, Chairperson (1979-80); 1978 & 1981, Member
 - b. Editorial Advisory Board, *Oklahoma Librarian* (1979-80); Member
 - c. Board of Directors (1980-81); Elected
 - d. Public Library Standards Committee (1980-82); Member
 - e. Strategic Planning Committee (1985-86); Member
8. Oklahoma Chapter Association of College & Research Libraries
 - a. Steering Committee (1981-82); Member
 - b. Program Committee (1982); Member
 - c. Nominating Committee (1982); Member
9. New York Library Association
 - a. Committee on the Status of the Profession; 1989-91, Member
10. New York Chapter, Association of College & Research Libraries
11. National Service
 - a. Association of Research Libraries, Institute on Research, Advisory Board, 1984-86, Member
 - b. Information Infrastructure of the Northeast Conference Planning Committee, OCLC 1989-90, Member
 - c. Literacy Resolutions Drafting Subcommittee, White House Conference on Libraries and Information Science, 1990, Member
 - e. Ad Hoc Committee on the Feasibility of an International Standard for Library Performance Measures, 1991-1995, Chair
 - f. Coalition for Networked Information, Public Access Working Group, 1992-, Member
 - g. Benton Foundation, Agenda for Access Advisory Committee, 1998-, Member
 - h. National Academy of Science, National Research Council, Working Panel on Protecting Rights and Promoting Public-Interest Uses in Databases, 1999, Member
 - i. Policy advisor for a number of Federal agencies and Congressional committees.
 - j. Gaylord Information Systems Advisory Council, Member.
 - k. Federal Communications Commission, Universal Services Fund, program advisory committee, Member.
12. Editorial Service
 - a. Editorial Advisory Board, *Government Publications Review*, 1978-82
 - b. Editorial Advisory Board, *Index to U.S. Government Periodicals*, 1978-1983
 - c. Associate Editor and Co-founder of *Government Information Quarterly* (JAI Press, Vol. 1, No. 1, 1984), 1983-current
 - d. Editorial Board, *Library Quarterly*, 2003- present
13. Chairman, Doctoral Group, School of Library and Information Studies, Rutgers, 1975.
14. Executive Briefings and Consultations

McClure is often invited or meets, on various occasions, with representatives of Federal agencies, professional associations, Foundations, and private sector firms to offer views on IT management, information policy matters, planning and evaluation issues, and other topics/initiatives, including (most recently): The Gates Foundation, The Benton Foundation, American Library Association, Corning, Inc., Corning, NY, Nysernet, Inc., Federal Communications Commission, Congressional Budget Office, U.S. National Telecommunications and Information Administration, Executive Office of the President, Office of Management and Budget, Office of Information and Regulatory Affairs, National Archives and Records Administration, U.S. General Accounting Office, U.S. Congress. Senate. Governmental Affairs Committee, U.S. Government Printing Office, National Commission on Libraries and Information Science, and Coalition for Networked Information

LISTING IN BIOGRAPHICAL DIRECTORIES

1. Who's Who in Science and Engineering (1993- current)
2. Who's Who in the South and Southwest (through 1987)
3. Who's Who in the East (1990-2008)
4. Consultants and Consulting Organizations

5. Contemporary Authors
6. Who's Who in Library and Information Services
7. Biographical Directory of Online Professionals
8. International Authors and Writers Who's Who

REFERENCES

1. Dr. John Carlo Bertot, Professor and Director, Center for Library & Information Innovation, College of Information Studies, 4105 Hornbake Building, South Wing, College Park MD 20742 301-405-3267. jbortot@umd.edu.
2. Dr. J. Timothy Sprehe, President, Sprehe Information Policy and Management Consultants, 5504 Surrey Court, Chevy Chase, MD 301-657-2481 jtsprehe@jtsprehe.com
3. Dr. Evelyn Daniel, Professor, School of Library and Information Science, University of North Carolina, Chapel Hill, NC 27514. Phone: 919-962-8366. daniel@ils.unc.edu
4. Ms. Peggy Rudd, Director, Texas State Library and Archives Commission, 1201 Brazos Street P.O. Box 12927, Austin, TX 78711. Phone 801-533-5875. prudd@tsl.state.tx.us
5. Dr. Elizabeth Liddy, Dean and Professor, School of Information Studies, Syracuse University, Syracuse, NY 13244. Phone 315-443-2911 liddy@su.edu