

**Claire T. Dygert**  
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## **EDUCATION**

1996 M.L.S., University of Washington, Seattle, WA.

1990 B. A. English, University of Massachusetts at Boston, MA, magna cum laude.

## **EXPERIENCE**

### **CDygert Solutions, LLC**

PRESIDENT

6/2016 to present

CDygert Solutions was founded by Claire T. Dygert with the goal of helping libraries keep information affordable. Whether it be negotiating the most advantageous deal for online resources and other materials, establishing collaborative efforts within library consortia, using Open Educational Resources to offset the cost of textbooks, or strategic planning for library or consortium development, we can help. We believe that the best results are achieved through a collaborative approach, and we bring that spirit to all of our work.

### **Florida Academic Library Services Cooperative (FALSC)/Florida Virtual Campus (FLVC)**

Gainesville, FL

DIRECTOR, E-RESOURCES & DIGITAL SERVICES

3/2016 to 12/2016

Provide leadership in the management of FALSC's Digital Services, including Islandora, the Open Journal System (OJS), an ETD services, and the Florida Digital Archive. Direct upgrades of OJS and the transition from Archon to ArchivesSpace, as well as the implementation of the Islandora institutional repository and entities module. Develop a long term plan for Digital Services. Identify training opportunities for staff. Continue all responsibilities in the area of e-resources held as FLVC's Assistant Director for Licensing and E-Resources. Supervise 5 librarians and one administrative support staff. Serve on FALSC's Leadership Team.

### **Florida Virtual Campus (FLVC)**

Gainesville, FL

ASSISTANT DIRECTOR FOR LICENSING AND E-RESOURCES

7/2012 to 3/2016

Provide leadership in the management, evaluation and licensing of state-funded databases subscribed to by FLVC on behalf of the twelve institutions in the Florida State University System (SUS) and the twenty eight institutions in the Florida College System (FCS). Manage a statewide e-resources budget of \$6.9 million. Work with the Offices of General Counsel and Office of Procurement of the University of Florida (UF) and University of West Florida (UWF) to transfer contractual and financial responsibilities from UF to UWF in response to new Florida statute. Work with vendors to establish new billing information and update license agreements as necessary. Negotiate contracts valued at approximately \$16 million for

e-journal packages and other databases shared by SUS & FCS libraries, as well as 12 of the institutions in the Independent Colleges and Universities of Florida (ICUF) System. Oversee FLVC's group licensing process, with a value of approximately \$1.7 million. Negotiate and manage additional software and service licenses. Serve as FLVC e-resources liaison to the FLVC Members Council for Library Services (MCLS) and its Collection Management and E-Resources Standing Committee (CMESC).

### **Florida Center for Library Automation (FCLA)**

E-RESOURCES COORDINATOR

5/2007 to 6/2012

Provide leadership in the management, evaluation and licensing of state-funded databases subscribed to by FCLA on behalf of the twelve institutions in the Florida State University System (SUS). Manage an e-resources budget of \$3.4 million. Work with the University of Florida's Offices of General Counsel and Finance and Accounting to ensure state-wide adherence to Florida State law and best practices in content acquisition. Negotiate contracts valued at approximately \$12 million for e-journal packages and other databases shared by the libraries of the 11 institutions of the Florida State University System and other participating college and university libraries. Solicit price quotes and coordinate billing among individual schools. Work with the Florida College System (FCS) and the Independent Colleges and Universities of Florida (ICUF) to expand cooperative e-resource licensing among institutions of higher academic in Florida. Implement and manage the legislatively mandated FLA-PASS (Florida Library Access – Pass for Accelerated Secondary Students) Program, which provides access to FLVC funded e-resources to public high school students in accelerated programs. Coordinate FLA-PASS communication with the State Department of Education. Provide information for e-resource related reports to the Florida Board of Governors Office as requested. Develop and manage license agreement tracking system for FCLA. Oversee the collection and analysis of usage statistics. Supervise one full-time librarian.

### **FLVC LIAISON RESPONSIBILITIES**

Serve as the FLVC liaison to the Council of State University Libraries (CSUL's) Collection Planning Committee (CPC) and its Electronic Resources Subcommittee (ERS). This responsibility includes attendance on monthly conference calls, at occasional in-person CPC and ERS meetings and the quarterly CSUL meetings. As FLVC liaison, facilitate statewide SUS collection development projects. Attend the annual ICUF and FCS Collection Development Meetings. Represent FLVC at various conferences, including the annual and midwinter meetings of the American Library Association (ALA) and the International Coalition of Library Consortia (ICOLC).

### **American University Library**

9/1996 to 4/2007

Washington, DC

DEPARTMENT HEAD, SERIALS & ELECTRONIC RESOURCES

Provide leadership in building and managing electronic resource and other digital collections. Negotiate license agreements. Inform the university community on issues of scholarly communication, copyright and the digital library. Provide training for use and troubleshooting of electronic resources. Manage the serials and electronic resources budget. In collaboration with the Reference Team, coordinate the implementation and management of SFX and related services. Oversee all phases of serials and e-resource acquisition, cataloging and management using the Voyager Endeavor Serials/Acquisitions Module. Manage the current periodicals desk,

which provides user services, shelving and collection maintenance for current and bound periodicals and newspaper collections. Oversee transfer of print serials to the Washington Research Libraries Consortium (WRLC) remote storage facility. Hire, train, supervise, and evaluate five full time support staff positions and 20 part time student assistants. Participate in collection development activities. Provide general library instruction.

#### DIGITAL LIBRARY COORDINATOR, EX OFFICIO

Coordinate select digital library activities, including the development of ARC, AU Library's institutional repository, with WRLC. Develop policies and procedures to guide the selection, management, cataloging, and archiving of digital materials. Facilitate digitization activities between AU and WRLC, including the digitization of Drew Pearson's Washington Merry-go-round newspaper columns, the AU History Photograph and Print Collection, and the Music Library's CoreSounds online music service. Research copyright status of materials at the Library of Congress as necessary. Inform the university community on issues of scholarly communication, copyright and the digital library. Work with American University's Center for Teaching Excellence (CTE) to develop online services for Blackboard, the campus Course Management System. Serve as regular guest lecturer for CTE's Distance Learning Course for faculty teaching in the Distance Learning program.

#### **Everett Community College Library**

10/1992 to 8/1996

Everett, WA

#### LIBRARY TECHNICIAN II.

Manage daily operations of serials department, including acquisition, payment, processing, claiming, and shelving of periodicals in paper and microform. Maintain CD-ROM bibliographic databases. Automate serials and standing order collections using Data Trek Manager Series Serials software. Participate in policy development for all aspects of serials management. Provide collection maintenance. Serve as interim Interlibrary Loan Coordinator. Perform copy cataloging for monographs and non-print media.

#### **Emmanuel College Library**

8/1990 to 7/1992

Boston, MA

#### CIRCULATION/RESERVES SUPERVISOR.

Oversee operation of the Circulation and Reserve Desks, including hiring and supervision of work/study staff, and maintenance of circulation, reserve and library user statistics. Develop policy and procedures governing borrowing privileges for different user populations, and policy for overdues and billing. Supervise reshelving maintenance of all library collections. Evaluate library use through needs assessment and other tools. Provide reference services.

#### **PUBLICATIONS**

##### **Refereed:**

"Building Your Licensing and Negotiation Skills Toolkit." The Serials Librarian. V. 70, Issues 1-4, 2016. Co-authored with Heather Barrett.

"Honing Your Negotiation Skills." The Serials Librarian. V. 64, Issues 1-4, 2013. Co-authored with Elizabeth Parang.

"ALADIN Research Commons: A Consortial Institutional Repository," OCLC Systems & Services, v.23 no.2 2007. Co-authored with Joan Cheverie, Georgetown University and Bruce

Hulse, Washington Research Library Consortium.

“What Academic Libraries Need From E-Publishers,” Proceedings of the 8<sup>th</sup> ICC International Conference on Electronic Publishing. (Brasília: Departamento de Ciência da Informação e Documentação, 2004.)

“Tools for Tenure Trailblazing: Planning Productive Paths for Green Serialists” Serials in the Park. Co-authored with Markel Tumlin, San Diego State University. (New York: Haworth Press, Inc., 2004).

*also published as:*

“Tools for Tenure Trailblazing: Planning Productive Paths for Green Serialists,” The Serials Librarian, v.46 no. 3/4, 2004. Co-authored with Markel Tumlin, San Diego State University.

“Organizing Web-based Resources” From Carnegie to Internet2: Forging the Serials Future. Co-authored with Linda Chase, American University. (New York: Haworth Press, Inc., 2000).

*also published as:*

“Organizing Web-based Resources,” The Serials Librarian, v. 38 no. 3/4, 2000. Co-authored with Linda Chase, American University.

“Literature Online,” The Charleston Advisor. v. 2, no. 1, July 2000.

“New Challenges Behind the Scenes: The Changing Role of the Serials Librarian.” IRSQ: Internet Reference Services Quarterly, v. 3, no. 3, 1998.

### **Non-refereed**

“E-books: The Past is Not the Future”. Florida Libraries. v. 52, no. 2, Fall 2009. Co-authored with Cecilia Botero, Steve Carrico, and Paul Lightcap.

“Research beyond Google: Delving into the Deep Web,” Writer’s Digest. (February 2008.)

“Going Online-Only with Journal Content: American University Library Takes the Plunge,” Against the Grain, v.17, no.6, Dec. 2005/Jan. 2006.

“Drew Pearson Collection Digitized,” In American University Library’s quarterly newsletter, Biblionet, Fall 2004.

“When Six Heads Are Better Than One: Managing Library Instruction Programs with a Team,” Managing Library Instruction Programs: papers presented at the Twenty-Ninth National LOEX Library Instruction Conference held in Ypsilanti, Michigan, 4-6 May 2001 (Ann Arbor, Mich. : Published for Learning Resources and Technologies, Eastern Michigan University by Pierian Press, 2002.)

“Building an Access Catalog for Scholarly Web-based Resources on the World Wide Web,” In American University Library’s quarterly newsletter, Biblionet, Spring 2001.

“E-books Available for “Check-out”, In American University’s newspaper American Weekly, v. 4, no. 15, 12 December 2000.

“Internet Search Strategies”, Builder’s Xpress, online newsletter, v. 14, article 1, Feb. 1999.

Available online at <http://www.lumbermans-building.com/builders/builderxpress/vol14-1.asp>.

“Keeping the Word: Libraries Then and Now”, In American University Library’s quarterly newsletter BiblioNet, Spring 1999.

“Financial and Market Data Now Available on Campus,” In American University Library’s quarterly newsletter BiblioNet, Fall, 1999.

“Internet Searching Strategies”, Journal of Light Construction, December, 1998.

“Electronic Journal Collection Grows,” In American University Library’s quarterly newsletter BiblioNet, Fall, 1998.

“E-journal Challenges and Benefits,” American Weekly, October 21, 1997.

“Experimentation and Collaboration: Creating Serials for a New Millennium”, NASIG Newsletter, v. 12, no. 3, June 1997, p. 16-17.

#### **Interviewed & Quoted:**

“New Allies in the Fight Against Research by Googling,” by Scott Carlson, The Chronicle of Higher Education, Mar. 21, 2003.

“On the Right Page,” by Amy Aldrich, American, Winter/Spring 1999.

#### **EDITORIAL SERVICES**

Member of the Editorial Board, Journal of Interlibrary Loan, Document Delivery, and Electronic Reserve, published by Taylor and Francis. 2010 -

#### **PROGRAMS, PRESENTATIONS & LECTURES**

*Open Educational Resources: Survey Results and Feedback from Florida Higher Education Stakeholders.* November 18, 2016. Invited presentation for the Northeast Florida Library Information Network’s Academic Libraries Interest Group.

*Tackling the Textbook Problem: Leveraging Library Resources & OERs to Reduce Costs.* October 15, 2015. As FACRL president, organized and executed this very successful day-long conference.

*Building Your Licensing and Negotiation Skills Toolkit.* May 29, 2015. Potomac Technical Processing Librarians Annual Meeting, Washington, DC.

*Building Your Licensing and Negotiation Skills Toolkit.* May 30, 2015. NASIG Annual Conference, Washington, DC. Invited post-conference workshop.

*Open Educational Resources and the Library.* May 6, 2015. FLVC Library Services Conference, Region 5. Presentation on OER and discussion of efforts underway in Florida’s State University and College Systems.

*Open Educational Resources and the Library.* April 28, 2015. FLVC Library Services Conference, Region 4. Presentation on OER and discussion of efforts underway in Florida's State University and College Systems.

*Open Educational Resources and the Library.* April 21, 2015. FLVC Library Services Conference, Region 3. Co-presentation with Michael Arthur, University of Central Florida (UCF) on OER and efforts underway on the UCF campus.

*Open Educational Resources and the Library.* April 14, 2015. FLVC Library Services Conference, Region 2. Presentation on OER and discussion of efforts underway in Florida's State University and College Systems.

*Open Educational Resources and the Library.* April 7, 2015. FLVC Library Services Conference, Region 1. Co-presentation with Shelly Schmucker, Tallahassee Community College (TCC) on OER and efforts underway on the TCC campus.

*Building Your Licensing and Negotiation Skills Toolkit.* March 21, 2014. Tampa Bay Medical Library Network. St. Petersburg College, Clearwater, FL. Invited workshop.

*Building Your Licensing and Negotiation Skills Toolkit.* April 30, 2014. NASIG Annual Conference, Ft. Worth, TX. Invited preconference session.

*Fundamentals of E-Resource Licensing.* June 10, 2013. NASIG Annual Conference, Buffalo, NY.

*Honing Your Negotiation Skills.* June 8, 2012. NASIG Annual Conference, Nashville, TN.

*Collaborative E-Resource Licensing in Florida: Benefits and Opportunities.* May 17, 2012. ICUF Annual Libraries Group Meeting, Nova Southeastern University, FL.

*Building a Shared SUS Core E-book Collection.* April 19, 2012. Florida Library Association Annual Meeting. Orlando, FL.

*Consortial E-Book Collections: A Sustainable Model for Scholarly Content.* Co-presented with Rebecca Donlan, Florida Gulf Coast University. July 22, 2011, The Future of the Book Conference, Florida State University, Tallahassee, FL.

*Collaborative E-Resource Licensing.* June 7, 2011. CCLA Advisory Board Annual Meeting. Clearwater Beach, FL.

*ICUF/FCLA/CCLA Collaboration.* May 19, 2011. ICUF Annual Libraries Group Meeting. Ringling College of Art and Design, Sarasota, FL.

*ICOLC Webinar Series: Working with Usage Statistics.* Organized and hosted this series of webinars on usage statistics given by Tansy Matthews of VIVA: July 1, 2010, Introduction to Storing and Presenting Use Data; July 15, 2010, Retrieving COUNTER Reports for Consortia Using MISO, an Open Source SUSHI Client; July 29, 2010, Working with COUNTER Reports;

August 12, 2010, More on Presenting Data...and a Look to the Future.

*Cooperative E-Resource Licensing in Florida: A Progress Report.* Co-presented with Melvin Davis, CCLA and Betty Johnson, Stetson University. October 30, 2009, FACRL Annual Conference, Rollins College, Orlando, FL.

*Cooperative E-Resource Licensing in Florida.* Co-presented with Melvin Davis, CCLA and Betty Johnson, Stetson University. March 27, 2009, Collection Development and Resource Sharing Conference, Tallahassee, FL.

*E-Books: The Past is Not the Future.* March 25, 2009. Conceived of, co-planned, and served as master of ceremonies for this preconference to the Collection Development and Resources Sharing Conference held in Tallahassee, FL.

*Reaching the Distant Shore— a Collaborative Online Course for Distance Learning Faculty.* March 30, 2007. Workshop presented at the 13<sup>th</sup> annual Association of College and Research Libraries (ACRL) in Baltimore, MD. Co-presented with Diana Vogel song, Acting University Librarian, American University; Dr. Jim Lee, Associate Director, Center for Teaching Excellence, American University; and Jim McCabe, Manager of Web Courseware, Center for Teaching Excellence, American University.

*WRLC Forum: Integrating Library Services with Blackboard.* February 23, 2007. Conceived of, organized, planned and hosted this WRLC-wide forum which included presentations from librarians working with Blackboard throughout WRLC. Librarians from American University and Gallaudet University provided sessions on using Blackboard for e-reserves; sessions on streaming media to Blackboard were presented by Georgetown University Library and American University; American University demonstrated its Blackboard Library Site; and librarians at George Washington University discussed a collaborative effort with teaching faculty to integrate information literacy skills into a Blackboard course.

*Linking the Library and the Course Management System.* May 6 & 7, 2006. Workshop presented at the 21<sup>st</sup> annual conference of the North American Serials Interest Group (NASIG) in Denver, CO. Demonstrated American University's Blackboard Library Site.

*Dealing with Electronic Resources: An Overview.* April 28, 2006. Invited talk for the Congress of Academic Library Directors of Maryland Annual Spring Meeting, Towson, MD.

*ALADIN Research Commons: A Consortial Institutional Repository.* April 3, 2006. Co-presented at the Coalition for Networked Information (CNI) 2006 Spring Task Force Meeting, with Joan Chaverie of Georgetown University and Bruce Hulse of the Washington Research Libraries Consortium. Session discussed the challenges and benefits to implementing an institutional repository in a shared environment, and the development of policies and guidelines.

*Opportunities in Today's Academic Library.* November 14, 2005. Invited lecture for the Nimitz Library Lecture Series, United States Naval Academy Library. Discussed the opportunities that emerging campus-wide programs present to librarians, particularly the movement to build institutional repositories, share copyright knowledge, and integrate library services with course management systems.

*What is this SFX?* September 22, 2005. Presentation made to American University Library faculty and staff explaining the SFX software, OpenUrl standards, and how each interacts with online resources and services.

*E-Projects at the AU Library.* November 4, 2004. Organized, publicized, and hosted this program which featured Media Services video-streaming project, the Music Library's streaming music project, new databases compatible with Blackboard's LinkMaker feature, and current and future digitization projects from Special Collections, including Drew Pearson's Washington Merry-go-round and American University's student newspaper, The Eagle.

*Teaching with Technology Workshop: Blackboard's LinkMaker.* August 18 & 26, 2004. Sponsored by American University's Center for Teaching Excellence, this hands-on workshop demonstrated how LinkMaker can create seamless links from a faculty's course page directly to library subscribed e-resources.

*What Academic Libraries Need From E-Publishers.* June 24, 2004. Paper presented at the 8<sup>th</sup> ICC International Conference on Electronic Publishing in Brasilia. The paper summarized the challenges facing academic libraries in the digital environment, and suggested ways that collaboration between libraries and e-publishers could address these challenges in ways beneficial to both parties.

*Tools for Tenure Trailblazing: Planning Productive Paths for Green Serialists.* June 27 & June 28, 2003. Workshop presented at the 18<sup>th</sup> Annual Conference of the North American Serials Interest Group (NASIG), Portland, Oregon. Co-presented with Markel Tumlin, San Diego State University Library. This interactive workshop was designed to shed light on the academic tenure process for librarians. The presenters discussed strategies for building comprehensive dossiers, and tips on navigating the tenure process.

*LinkMaker: A Building Blocks Extension for Linking to Electronic Library Resources,* February 26, 2003. Blackboard Users Conference, 2003, Baltimore, MD. The LinkMaker Extension is a Blackboard Building Blocks module that facilitates the inclusion of links to various electronic resources provided by the library in online course pages. From within Blackboard, library resources can be searched and identified, and "durable" links to specific articles or search results can be created that allow students to access the resources from on- or off-campus. Co-presented with Don Gourley Director of Information Technology, Washington Research Library Consortium.

*Can I Use Full-text Articles on my Blackboard Site?* October 10 & October 16<sup>th</sup>, 2002. This hands-on workshop, sponsored jointly by the University Library and Center for Teaching Excellence, instructed faculty on how to use the BlackBoard LinkMaker feature to create durable links to library subscribed e-resources.

*Libraries and the Digital Age,* February 12, 2002. Invited lecture for an American University course "Digital Culture", sponsored jointly by Anthropology and Computer Science. Explored the impact of the digital environment on scholarship, knowledge structure, and the long-term accessibility of today's digital artifacts.



*Using the Web and Other Computer-based Information Resources in Your Course*, August 8, 2001. This session was part of a day long “Faculty Technology Institute” co-sponsored by the Center for Teaching Excellence, e-academics, and the University Library. Presented an overview of e-resources, and some of the challenges they present, including the impact of license agreements and the recent Supreme Court ruling on the NYT vs. Tasini case.

*When Six Heads are Better Than One: Managing Library Instruction Programs with a Team*, May 5, 2001. Loex Conference, Ypsilanti, MI. Presented with fellow instruction team members. Provided the introduction and a segment on the library’s recent reorganization.

*Putting Your Course on the Web*, May 1, 2001. A half-day workshop for teaching faculty at American University given jointly by the University Library and Center for Teaching Excellence. Presented on issues and restrictions of license agreements for electronic resources.

*Research Online: Library Web World*, February 28, 2001. Spearheaded this half-day open-house which provided teaching faculty, graduate assistants and teaching assistants an opportunity to meet with librarians to discuss their electronic research needs and to explore the library’s e-resource subscriptions in-depth.

*Putting Your Course on the Web*, December 12, 2000. A half-day workshop for teaching faculty at American University given jointly by the University Library and Center for Teaching Excellence. Presented on issues and restrictions of license agreements for electronic resources.

*What’s Happening to Libraries in the Internet World?* July 19, 2000. Invited lecture for the Library Board of the Washington Cosmos Club. Explored the growth of the Internet and its impact on academic libraries.

*Putting Your Course on the Web*, May 3 & July 19, 2000. A half-day workshop for teaching faculty at American University Library, given jointly with the Center for Teaching Excellence. Presented on issues and restrictions of license agreements for electronic resources.

*Library Web World: Research Online*, March 29, 2000. Spearheaded this half-day open-house which provided teaching faculty, graduate assistants and teaching assistants an opportunity to meet with librarians to discuss their electronic research needs and to explore the library’s e-resource subscriptions in-depth.

*Building an Access Catalog*, March 17, 2000. Workshop presented at the Ninth North Caroling Serials Conference. The workshop described the rationale for developing a local catalog of Internet resources.

*What’s Happening to Libraries in the Internet World?* Thursday, January 6, 2000. Lecture for The Institute for Learning in Retirement, American University. Program given with Pat Wand, University Librarian. My talk explored the rapid growth of the Internet and its impact on academic libraries.

*Put Your Fall ‘99 Courses on the Web*, August 12, 1999. A half-day workshop for teaching faculty at American University Library. Presented with Diana Vogelsong and Melissa Becher on issues and restrictions of license agreements for electronic resources.

*Organizing Web-based Resources*, June 11, 1999. Workshop co-presented at the 14<sup>th</sup> Annual Conference of the North American Serials Interest Group. Co-presented with Linda Chase, Assistant University Librarian for Collections Services, American University Library.

*Put your Spring '99 Courses on the Web*, December 11, 1998. A half-day workshop for teaching faculty at American University Library, given jointly with the Center for Teaching Excellence. Presented with on issues and restrictions of license agreements for electronic resources.

*Organizing Internet Resources*, August 4 & 19, 1998. American University Library. Co-presented with Linda Chase. Presentation to library faculty and staff, and the Faculty Senate Library Committee, on the challenges presented by digital information, the growth of the Web, and the organization of those resources.

*Working with License Agreements for Electronic Resources*, May 26, 1998, University of Maryland Baltimore County. Presentation to library administration, faculty, and staff on the importance of understanding the role that license agreements play in the acquisition and use of electronic resources in a local and consortia environment.

*Not Just Your Average Web Page: Web Subscriptions*, April 8, 1998, The 1998 Ann Ferren Teaching Conference, American University. Presented as a team member with other library faculty.

*The Role of License Agreements in the Digital Library*, March 19, 1998, American University Library, Washington, DC. Presentation to library administration, faculty, and staff on the importance of understanding the role that license agreements play in the acquisition and use of electronic resources.

*The Library Unbound: Services Every (New) Faculty Member Should Know*, American University, December 4, 1997. Presented as a team member with other library faculty information about Project Muse and other web-based resources to new faculty members at American University.

## **GRANTS**

*Curriculum Development Support Award AU2001-2*. Awarded by the American University Senate Faculty Development Committee, April, 2001. This \$3960 grant provided the balance of the \$10,000 limit for reward of the CDS award. It supported the continuing development of a local "Access catalog" to organize scholarly Web-based resources for our user community.

*Curriculum Development Support Award AU2000-1*. Awarded by the American University Senate Faculty Development Committee, May 2000. This \$5999 grant supported the development of a local "Access catalog" to organize scholarly Web-based resources for our user community.

*2000 National Leadership Grant, Institute of Museum and Library Services*, submitted March 1, 2000. With substantial revision due to developments in the field, this research and demonstration grant proposal was re-submitted to the Institute. While not ultimately funded, this grant proposal was generally well received by reviewers, and remained under consideration through the final review tier.

*Humanities Council of Washington, DC, Quick Response Grant*, \$1,500 awarded December 1, 1998, in

support of the exhibit project “Keeping the Word: Libraries Then and Now”. The Humanities Council of Washington, DC is a nonprofit corporation promoting public humanities programs in the District of Columbia, with funding from the National Endowment for the Humanities.

*1999 National Leadership Grant, Institute of Museum and Library Services*, submitted March 19, 1999. This research and demonstration grant proposal requests \$96,630 in support of the development of an access catalog for the collection and organization of Internet based scholarly resources. While not ultimately funded, this grant proposal was generally well received by reviewers, and remained under consideration through the final review tier.

## **SELECTED DIGITAL LIBRARY INITIATIVES**

### *Library Blackboard Site: Integrating Virtual Library Resources into Blackboard*

The need to integrate library resources with Course Management Systems (CMS) has become a major issue in the higher education/information technology intersect. Universities are investing heavily in both, yet the two remain separate, usually managed by different administrative units and belonging to different cultures within the institution. In 2005 I assembled a project team at AU to develop a Blackboard Library Site that would help bridge that gap. The team included members both from the Library and AU’s Center for Teaching Excellence (CTE), which manages Blackboard, our CMS of choice. Over the summer we developed a Blackboard site for faculty that both provides information on the various resources – from scholarly articles and streaming audio and video to online chat sessions with reference librarians – available from the university library. The site also provides copyright resources and tips on universal design.

### *ARC: American University Research Commons*

ARC is American University’s institutional repository. ARC is part of a shared implementation of the DSpace software by the Washington Research Library Consortium (WRLC). As the lead for this project at American University, I developed policies and procedures for building collections in ARC, and worked with University Counsel to craft submission licenses. As a member of the WRLC DSpace Working Group, I evaluated the DSpace submission process and interface for use-ability. ARC may be viewed online at <http://dspace.wrlc.org/dspace/handle/1961/175>.

### *Drew Pearson Washington Merry-go-round Digitization Project*

American University Library’s Special Collections Unit holds the complete collection of journalist Drew Pearson (1897-1969) Washington Merry-go-round newspaper column. Pearson was one of the most successful journalists of his day, and is often credited as being the father of the “muck-raking” style of reporting. I served as project lead for the digitization of this collection. I researched the collection’s copyright status at the US Copyright Offices in the Library of Congress, developed the digitization plan and metadata guidelines with the Digital Collections Production Center staff at the Washington Research Library Consortium, and worked with colleagues at American University Library to produce a Pearson biography, bibliography, and other information for the collection’s web site. This collection may be viewed online at <http://www.aladin.wrlc.org/gsd/collect/pearson/pearson.shtml>.

## **EXHIBITS**

“Reaching Back for the Digital Future” mounted at American University Library, April, 2004. This exhibit was a collective effort by the library’s Digitization Team. My contribution consisted of drafting an exhibit layout and a majority of the exhibit text. The exhibit profiled the library’s digitization initiatives, and featured the digitization project for the newspapers columns of journalist Drew Pearson.

“A Fistful of Dollars” mounted at American University Library, Fall, 2002. Co-developed with Stacey Marien, this exhibit highlighted the cost of providing access to content in electronic formats.

“Keeping the Word: Libraries Then & Now” mounted at American University Library, January 19-March 4, 1999, April 19-May 17, 1999; George Washington University, Washington DC, March 8-April 16, 1999; July 1-August 30, 1999; Gallaudet University, Washington, DC, September 1-September 30, 1999, University of the District of Columbia, October 1-November 5, 1999; Marymount University, Arlington, VA, November 8-December 17, 1999; and for the Online Cooperative Library Center’s annual Users Group Council in Dublin, Ohio, May 2001.

The exhibit illustrates how digital technologies are producing revolutionary changes in the way libraries organize and provide access to information, as well as the challenges they pose to preserving that knowledge. The exhibit design utilizes state-of-the-art exhibit structure technology, with graphic design provided Mediastudio of Falls Church, VA. The exhibit is interactive, with a networked computer workstation and a TV/VCR unit that continuously plays the video recording “Into the Future: On the Preservation of Knowledge in the Electronic Age” by Terry Sanders.

## **ADVISORY SERVICES**

*Simon – Kucher & Partners, Strategy & Marketing Consultants.* October, 2006. Invited to review and critique proposed e-journal license agreement options for one of this company’s clients.

*Nimitz Library, United States Naval Academy.* November, 2005. Invited to serve as a consultant for the development of a new Electronic Resources Librarian position. Met with library director and library staff to review current workflow and assignments. Helped revise and refine final position description.

*American Society of Plant Physiologists (ASPP) Journal Advisory Group.* Served as an invited member of this advisory group for the ASPP. The ASPP was seeking information on academic libraries expectations of publishers in the digital environment, including interlibrary loan rights, archiving, and licensing.

*AND USA, Inc., Mr. Alex Miller.* March 17, 1998. AND USA, Inc. is a subsidiary of AND International Publishers in Rotterdam. AND USA, Inc. offers software and services to the electronic publishing market to allow clients to publish content on CD ROM, the Internet, or Intranets. AND USA, Inc. was seeking detailed information on what institutional libraries need and expect from electronic information products.

*Librarians Advisory Group for INFORMS, the Institute for Operations Research and Management Sciences.* March 26, 1998, Baltimore, MD. Served as an invited member of this group to advise

INFORMs on the concerns of librarians as serial publications shift from print to electronic format. Issues for discussion included site licenses, pricing, user interfaces, and other issues.

## **AWARDS**

*Horizon Award.* Awarded in March 1997 by the North American Serials Interest Group (NASIG). This annual award is to “welcome aspiring new serialists to the serials profession.” Award covers all costs incurred in the recipient’s attendance of the NASIG annual conference, and provides a year’s free membership.

## **CONTINUING EDUCATION**

*“The Science of Managing Remote Employees.”* February 10, 2012. This Leadership IQ webinar discussed the latest research and best practices for being an effective leader in the virtual workplace.

*“Negotiations: Power, Process, Principals.”* April 12-13, 2011. This two-day seminar provided an insider view to the negotiation strategies used by the corporate world to gain advantage over their customers, and provided strategies and tools for countering them.

*“SUSHI: Beyond Trial into Real Use.”* October 2, 2008, NISO Webinar. This webinar explored the relationship between SUSHI and COUNTER, and discussed implementing SUSHI at the local level.

*“Preserving Your Intellectual Property Rights as a Scholar.”* April 21, 2006, Georgetown University. This seminar discussed practical skills for negotiating the retention of intellectual property rights upon publication, and various aspects of copyright law.

*“SFX Version 3.0: Creative Uses of SFX.”* December 1, 2005. This Webinar, sponsored by Ex Libris explored the latest version of SFX, and the application of SFX in non-traditional uses, such as acquisitions work and interlibrary loan.

*“OpenURL: Linking and Services on the Cutting Edge.”*, September 19, 2005. Sponsored by the National Information Standards Organization, this day-long seminar explored innovative applications of the OpenURL standard.

*“Institutional Repositories: The Next Steps.”* November 18-19, 2004. Washington, DC. This SPARC/SPARC Europe program explored strategies for implementing and managing a successful institutional repository program.

*“Accessing the Computer: Exploring Alternative Input Devices.”* November 23, 2004. From the series of workshops *“Adaptive Technology: What’s It All About?”* given by Michele Magana, Adaptive Technology Specialist, American University.

*“Solutions for Individuals Who Have Low Vision: Exploring the SmartView CCTV and ZoomText.”* November 16, 2004. From the series of workshops *“Adaptive Technology: What’s It All About?”* given by Michele Magana, Adaptive Technology Specialist, American University.

*“Solutions for Individuals Who Have Learning Disabilities: Exploring ReadPlease and WYNN Wizard.”* October 26, 2004. From the series of workshops *“Adaptive Technology: What’s It All About?”* given by Michele Magana, Adaptive Technology Specialist, American University.

*“Making Copyright Work for Your Library.”* ALA Teleconference. Viewed off-line, September 2004. This program provided an in depth look at copyright issues in the digital age.

*“AACR2-2002 & Metadata Institute.”* November 4-5, 2002. Washington, DC. This intensive, two day institute sponsored by the Association for Library Collections & Technical Services focused on the changes that the electronic environment was having on cataloging practices and standards.

*“Introduction to Knowledge Management: Methods and Systems.”* November 29 – December 1, 2000. This seminar explored the background and theory of knowledge management, and provided opportunities for practical application through case studies and hands on lab work.

*“Using Blackboard in Your Class.”* November 8, 2000. Workshop given by the Center for Teaching Excellence on the use of the Blackboard software in a class.

*NetLibrary Training.* November 1, 2000. This session focused on the use of WRLC’s newly acquired collection of electronic books through NetLibrary.

*Cooperative Online Resource Cataloging (CORC) Training,* June 7, 2000. Arranged and attended this half-day training via teleconference with OCLC.

*“Soaring to Excellence, Dancing with Change Periodical Databases Teleconference: A National Forum”.* February 26, 1999. This teleconference explored many of the issues surrounding periodical databases, including increasing trends toward aggregation by publishers, the definition of content and holdings in the full-text environment, and emerging pricing structures.

*“De-mystifying the licensing of electronic resources”*, March 4, 1999. This teleconference provided a good review to my knowledge of licensing issues, and also allowed me a good opportunity to share with my colleagues some of the specifics of the license agreements that American University has with different vendors, and to explore options for negotiating unacceptable clauses.

*Datatel Training.* Fall 1999. Datatel is American University’s financial system; use of it allows the serials department allows us to verify that payment has been made on submitted invoices.

*“Build Your Leadership Toolkit”*, April 30-May 1, 1998. Boston, MA. Sponsored by the ACRL New England Chapter.

*“Knowledge Access Management: Tools and Concepts for Next-Generation Catalogers.”* February 16-18, 1998. Dublin, Ohio. Sponsored by the OCLC Institute.

*“License Review and Negotiation: Building a Team-based Institutional Process.”* November 20-21, 1997. Park Ridge, Illinois. An Association of Research Libraries Workshop, sponsored by the Committee on Institutional Cooperation.

*“Fundamentals of Proposal Development.”* November 7, 1997. American University. Sponsored by

American University's Office of Sponsored Programs.

*"User Surveys in Academic Libraries."* April 11, 1997. Nashville, TN. Sponsored by the Association of Research Libraries.

*"Access Points & Links: Cataloging Electronic Resources."* March 3, 1997. George Washington University, Washington, DC. Sponsored by the District of Columbia Library Association's Technical Service Interest Group.

*"Integrating OCLC Services Effectively: A Practicum."* February 18, 1997. Washington, DC. Sponsored by the CAPCON library network.

*"Format Integration: A Reprise."* October 31, 1996. Washington, DC. Sponsored by the CAPCON library network.

*Serials Format Tagging.* October 24, 1996. Washington, DC. Sponsored by the CAPCON Library Network.

#### **CONFERENCES ATTENDED**

*Roll with the Times, or the Times Roll Over You.* November 2-5, 2016. 2016 Charleston Conference, Charleston, SC.

*Prove It! Demonstrating Effectiveness with Data.* October 28, 2016. Florida Association of College and Research Libraries Annual Conference.

*American Library Association Annual Conference.* June 23-28, 2016. Orlando, FL.

*Why Not?* Florida Library Association Annual Conference. Feb. 29- Mar. 3, 2016. Daytona Beach, FL.

*American Library Association (ALA) Midwinter Meeting,* January 8-12, 2016. Boston, MA.

*Where Do We Go From Here?* Nov. 2-7, 2015. 2015 Charleston Conference. Charleston, SC.

*Tackling the Textbook Problem: Leveraging Library Resources & OER to Reduce Costs.* Florida Association of College and Research Libraries (FACRL) Annual Conference. October 15, 2015. Harn Museum, Gainesville, FL. As FACRL President, organized and led this one day conference.

*American Library Association (ALA) Annual Meeting.* June 24-30, 2015. San Francisco, CA.

*Florida Libraries Inspiring Innovation.* Florida Library Association Annual Conference. May 12 – 15, 2015. Orlando, FL.

*American Library Association (ALA) Midwinter Meeting.* January 30- February 3, 2015. Chicago, IL.

*The Importance of Being Earnest.* 2014 Charleston Conference. Nov. 3-8, 2014. Charleston, SC.

*Digital Scholarship: New Directions for Florida's Librarians.* Florida Association of College and Research Libraries (FACRL) Annual Conference. October 24, 2014. University of Central Florida, Orlando, FL. As FACRL President-Elect, assisted with the development and organization of the conference.

*American Library Association (ALA) Annual Meeting.* June 27-July 1, 2014. Las Vegas, NV.

*Envision Excellence.* Florida Library Association Annual Conference. May 7-9, 2015. Lake Buena Vista, FL.

*American Library Association (ALA) Midwinter Meeting.* January 25-28, 2014. Philadelphia, PA.

*Too Much Is Not Enough.* 2014 Charleston Conference. Nov. 6-9, 2013. Charleston, SC.

*Library to Go: Distance Learning & Libraries.* Florida Association of College and Research Libraries (FACRL) Annual Conference. October 18, 2013. Tradewinds Resort, St. Pete Beach, FL. As FACRL Treasurer, assisted with the development and organization of the conference.

*American Library Association (ALA) Annual Meeting.* June 28-July 2, 2013. Chicago, IL.

*International Coalition of Library Consortia Spring Meeting.* April 21-24, 2013. Toronto, CA.

*American Library Association (ALA) Midwinter Meeting.* January 26-29, 2013. Seattle, WA.

*Emerging Partnerships in Academic Libraries.* Florida Association of College and Research Libraries (FACRL) Annual Conference. October 19, 2012. Nova Southeastern University, Ft. Lauderdale, FL. As FACRL Treasurer, assisted with the development and organization of the conference.

*American Library Association (ALA) Annual Meeting.* June 21-25, 2012. Anaheim, CA.

*Creating Harmony from Dis-Chord.* North American Serials Interest Group's (NASIG) Annual Conference. June 7-10, 2012. Nashville, TN.

*Vibrant, Vital.* Florida Library Association (FLA) Annual Conference. April 18-20, 2012. Orlando, FL.

*International Coalition of Library Consortia (ICOLC) Spring 2012 Meeting.* April 23-25, 2012. Denver, CO.

*American Library Association (ALA) Midwinter Meeting.* January 21-24, Dallas, TX.

*The Future of Academic Libraries in Florida.* Florida Association of College and Research Libraries (FACRL) Annual Conference. Embry-Riddle Aeronautical University, October, 20-21, 2011.

*Open Libraries...Open Minds.* Florida Library Association (FLA) Annual Conference. May 4-6, 2011. Orlando, FL.



*International Coalition of Library Consortia (ICOLC) Spring 2011 Meeting.* March 21-23, 2011. Austin, TX.

*American Library Association (ALA) Midwinter Meeting.* January 7-11, 2010. San Diego, CA.

*Florida Association of College and Research Libraries (FACRL) Annual Conference,* October, 2010. Winter Park, FL.

*American Library Association (ALA) Midwinter Meeting, 2010.* January 15 -19, 2010. Boston, MA.

*Blurring Boundaries: The Future of Library Cooperation in the 21<sup>st</sup> Century.* Florida Association of College and Research Libraries (FACRL) 2009 Annual Meeting. October 30, 2009. Orlando, FL.

*American Library Association (ALA) Annual Meeting 2009.* July 10 – 14, 2009. Chicago, IL.

*International Coalition of Library Consortia (ICOLC) Spring 2010 Meeting.* April 18-21, 2010. Chicago, IL.

*Collection Development and Resource Sharing Conference.* A joint conference by Florida's Panhandle Library Access Network and Florida State University. March 26 -27, 2009. Tallahassee, FL

*The Best of Times... The Worst of Times.* 2008 Charleston Conference on Annual Issues in Book and Serial Acquisitions. November 5-8, 2008. Charleston, South Carolina.

*International Coalition of Library Consortia (ICOLC) Spring 2008 Meeting.* April 13-16, 2008. San Francisco, CA.

*Sailing into the Future: Charting Our Destiny.* ACRL's 13<sup>th</sup> National Conference. March 29 – April 1, 2007. Baltimore, MD.

*Mile High Views: Surveying the Serials Vista.* The 21<sup>st</sup> annual conference of the North American Serials Interest Group (NASIG). May 4 – 7, 2006. Denver, CO.

*Computers in Libraries 2006, 21<sup>st</sup> Annual Conference.* March 22-24, Washington, D.C.

*Computers in Libraries 2005, 20<sup>th</sup> Annual Conference.* March 16-18, Washington, D.C.

*E-Cure 2005.* February 28 – March 2, Arizona State University. A conference focused on issues of preservation and access for digital college and university resources.

*Roaring into Our Twenties:* The 20<sup>th</sup> annual conference of the North American Serials Interest Group (NASIG). May 19 – 22, 2005. Minneapolis, MN.

*Building Digital Bridges: Linking Cultures, Commerce, and Science.* The 8<sup>th</sup> ICC International Conference on Electronic Publishing, June 23 – 26, 2004. University of Brasilia, Brazil.

*Serials in the Park:* The 18<sup>th</sup> annual conference of the North American Serials Interest Group

(NASIG). June 26-29, 2003. Portland, OR.

*Navigating Change*. The 25<sup>th</sup> annual meeting of the Society for Scholarly Publishing (SSP). May 28-30, 2003. Baltimore, MD.

*Blackboard Users Conference, 2003*. The annual conference for users of BlackBoard, the course management software used by American University. February 25-27, Baltimore, MD.

*Transforming Serials: The Revolution Continues*. The 17<sup>th</sup> annual conference of the North American Serials Interest Group (NASIG). June 20-23, 2002. Williamsburg, VA.

*A Serials Odyssey, 2001*. The 16<sup>th</sup> annual conference of the North American Serials Interest Group (NASIG). May 23-26, 2001, San Antonio, TX.

*Managing Library Instruction Programs*, Loex (Library Orientation Exchange) Annual Conference, May 3-5, 2001, Ypsilanti, MI.

*Making Waves: New Serials Landscapes in a Sea of Change*. The 15<sup>th</sup> annual conference of the North American Serials Interest Group (NASIG), June 22-25, 2000. University of California, San Diego.

*From Carnegie to Internet2: Forging the Serials Future*. The annual conference of the North American Serials Interest Group (NASIG). June 10-13, 1999, Carnegie Mellon, Pittsburgh, PA.

*Head in the Clouds, Feet on the Ground*. The annual conference of the North American Serials Interest Group, (NASIG). June 18-21, 1998, University of Colorado, Boulder.

*Computers in Libraries 1998 Annual Conference*, February 1998, Crystal City, Virginia.

*Experimentation and Collaboration: Creating Serials for a New Millennium*. The annual conference of the North American Serials Interest Group, (NASIG). May 29-June 1, 1997, University of Michigan, Ann Arbor.

*American Library Association (ALA) Midwinter Meeting*. February 14-20, 1997, Washington, DC.

*Computers in Libraries 1997 Annual Conference*, February, 1997, Crystal City, Virginia.

*The Information Wave: Sink, Swim, or Surf*. October 25, 1996, National Institute of Health, Bethesda, Maryland. 72nd Annual Meeting of the Potomac Technical Processing Librarians.

*Trends and Issues in the Electronic Library*. September 27, 1996, Doubletree Hotel, Rockville, Maryland. Sponsored by the CAPCON Library Network.

*Electronic Journals Today*. September 10, 1996, at the Madison Building, Library of Congress, Washington, DC. Sponsored by the CAPCON Library Network and the Federal Library and Information Center Committee (FLICC).

## **COMMITTEE & TEAM SERVICE**

### **FLORIDA VIRTUAL CAMPUS/FLORIDA ACADEMIC LIBRARY SERVICES COOPERATIVE**

FALSC Leadership Team, 2016

Open Access Textbook and Educational Resources (OATER) Task Force, Chair, 2015-2016

FLVC Liaison to the Members Council on Library Services Collection Management and Electronic Resources Standing Committee, 2012-2016

Management & Operations Team, 2012-2016

Library Strategic Initiatives Team, 2012-2016

### **Florida Department of State, Division of Library and Information Services**

Florida Library Network Council, Member 2013-2014

Ask A Librarian Benchmark Committee, 2014

### **FLORIDA CENTER FOR LIBRARY AUTOMATION**

Web Redesign Team, 2008-2009

E-Resources Management Team, 2007- 2012

MANGO Discovery Tool Development Team, 2011 - 2012

### **Council of State University Libraries (CSUL)**

Collection Planning Committee (CPC), FLVC Liaison, 2007-2012

Electronic Resources Subcommittee, FLVC Liaison, 2007-2012

ITN Lead, SUS Shared E-book Collection ITN, Feb. 2011 – Oct. 2011

Janus Task Force on Licensing and Publisher Relations, Chair, 2008-2009

Janus Task Force on Prospective Conversion, Member, 2008-2009

E-Resource Object Code Task Force, 2009

### **AMERICAN UNIVERSITY**

#### **American University**

Physical Plant Committee, 1998-2000

Student Relations Committee, 1997-1998

#### **American University Library**

Access Catalog Project Team, Team Leader, 2000-2003

Bright Star, Bright Idea Awards Committee, Member, 1996-1998

Blackboard Library Project Team, Team Leader, 2005-2007

Collection Management Team, 2001-2007

Collections Services Team, 2003-2005

Collections Services Web Pages Design Committee, Member, 1996-1999

Digital Initiatives Team, 2003-2007

Drew Pearson Digitization Project Team, 2002-2003

Electronic Resources Working Group, Chair, 1996-1999

Lower Level Space Needs Team, 2004

Library Instruction Team, Member, 1999-2002

Management Team, Elected member 1999-2000, 2003-2004

Merit Review Committee, Elected member 1997-1998, 2001-2002, 2004-2006

Chair, 2002

Needs Assessment for Training Team, Co-chair, 1998-1999  
Newspaper Task Force, Chair, 1996-1997  
Planning Committee, Elected member, 1998-1999  
Reference Librarian Search Committee, 1997-1998  
Reference/Instruction Librarian Search Committee, 2001-2002  
Reorganization Committee, Member, 1998-1999  
    Subcommittee for Team Training, 1999  
Strategic Plan Committee, 1998-2000  
    Strategic Plan Sub-team for Collections, 1999  
    Strategic Plan Sub-team for Environmental Scan, 1999  
Strategic Planning Team, 2006-2007  
University Library Rank & Tenure Committee, Elected member, 2006-2007  
Web Content & Policy Team, 1999-2000

### **Washington Research Library Consortium (WRLC)**

Acquisitions and Serials Advisory Group, Member, 1996-2006  
    Subcommittee on Cataloging Internet Resources, Member, 1998-1999.  
Digital Library Advisory Committee, Member, 2000-2005  
Digital Library Technologies Advisory Committee, Member, 2006  
Electronic Resource Management System (ERMS) Working Group, Member, 2004-2006  
E-Resource Licensing Task Force, Chair, 2004-2006  
Institutional Repository Working Group, Member, 2004-2006

### **PROFESSIONAL MEMBERSHIPS**

American Library Association (ALA), 1995-1997, 2003-  
    Association for College & Research Libraries (ACRL), 2003-  
    Association for Library Collections & Technical Services (ALCTS), 2003-2006  
District of Columbia Library Association (DCLA), 1998-2005  
Florida Association of College and Research Libraries, 2007-  
Florida Library Association, 2008-  
North American Serials Interest Group (NASIG), 1997-2008; 2014-  
Online Audiovisual Catalogers, 1998-2000  
Potomac Technical Processing Librarians, 1996-2000  
Society for Scholarly Publishing, 2002-2006

### **Professional Organization Committee Work**

ALA ACRL Distance Learning Section  
    Committee on Electronic Resources, Member 2006 - 2008  
District of Columbia Library Association (DCLA)  
    Technical Services Interest Group Co-chair, 1999-2000  
Florida Association for College & Research Libraries (FACRL)  
    Board Member, 2010-2011  
    Treasurer, 2012-2014  
    President-Elect, 2014/2015  
    President, 2015/2016  
    Past President 2016/2017  
North American Serials Interest Group (NASIG)

Awards and Recognition Committee, Member 1998-2000  
Awards and Recognition Committee, Co-chair, 2000-2002  
OCLC Advisory Committee  
Collections and Technical Services, 2005 – 2007