To: Library Promotion & Tenure Committee
From: Art Hendricks
Date: August 29, 2011
Re: Promotion Review Resume of Activities

I am applying for promotion to the rank of Professor this year. I came to Portland State University (PSU) as the Assistant Systems Librarian in 1996. Before that, I worked as the Systems Librarian at the Wichita State University. In 2001, after five years of service with PSU, I was granted tenure at the rank of Assistant Professor. I was granted promotion to Associate Professor in 2004 and I am now eligible for promotion to the rank of Professor.

This cumulative self-review documents my professional growth and accomplishments in the areas of teaching (defined for librarians as provision of library services), scholarly work, and service to the profession, the University and the community.

Teaching/Library Services

Work in Public Services & Reference

I was initially hired at PSU to serve as Assistant Systems Librarian. However, in 2002, a new position was created for me which incorporated maintenance of the second floor reference computers, as well as reference duties. My duties have evolved over the past nine years. Currently my areas of responsibility include: (1) serving at the reference desk and answering chat reference questions; (2) scheduling and teaching drop-in classes; (3) serving as the Speech and Hearing and Philosophy subject librarian, with responsibilities for collection development and teaching; (4) coordinating virtual reference in the library; (5) teaching Freshman Inquiry classes FRINQ as needed. I also teach other classes as needed.

I now serve an average of ten or more hours per week at the reference desk in the second floor Research and Learning Center. Having to answer questions in all subject areas has proven to be a challenging as well as a rewarding experience. Being able to help students and faculty with their information needs gives me a sense of satisfaction. As a Systems specialist, I have found my computer skills useful when dealing with the technology in the Research and Learning Center. For instance, I showed the reference technicians that it is possible to monitor the status of the two student printers via a web page. I am also able to help students having problems with their laptops.

Since 2001, I have been very active with our Library's foray into virtual reference. In 2006, I assumed the position as leader of the electronic reference (EREF) team. Until 2010, I answered EREF questions posted through our Ask a Librarian web site. At least once a week (except during the summer or holidays) I do a one hour shift for L-net, a state-wide reference chat service. I also answer any questions that come through L-net via email. In August 2005, a chat queue was created based on L-net just for PSU students and called it PSU L-net. It received on average one question per hour. In 2008 as part of a pilot program, I had the EREF team try Meebo, a web-based chat widget, as an alternative to PSU L-net. In Fall 2008, L-net switched from QuestionPoint software to Spark and I ensured that the EREF team was trained and ready for the transition. In the fall of 2009, we implemented chat reference at the reference desk using our own Spark queue. I was put on the Chat Reference Task Force, and our mission was to implement chat reference service at the reference desk for all of the hours that the desk is open. The specific goals were: 1) implementing the technology, 2) training librarians in use of the technology 3) training librarians in chat protocol, privacy issues, and workflow, and 4) Create documentation for procedures and include them in our

online Knowledge Base. In 2010, since chat was being done at the reference desk, the EREF team was ended and the L-net Team was created. I am the chair of that committee. The team was expanded when subject librarians were told that volunteering for L-net (the state-wide virtual reference service) would count toward hours on the physical reference desk.

Teaching

I teach the majority of drop-in classes on how to use the library catalog and databases. Since these classes are usually small, I can give students individual attention and hands-on practice. Whenever I show someone how to use software, I have him or her sit in front of the computer and do the operations. I am currently also responsible for scheduling the drop-in classes and ensuring that the class schedule on the web is up to date. However, this past Spring term, the calendar for scheduling drop-in classes was removed from the website without any notice, so I currently am awaiting a new one. This has greatly impacted my ability to teach drop-in classes.

Since assuming the position as subject specialist for the Department of Speech and Hearing, I teach a two-hour class at least once a year for their graduate students. I also work with them on an individual basis when they need research help. Since being given the position of liaison for the Philosophy department in 2010, I have also taught a few classes for that department. I also teach Freshman Inquiry classes now. In addition to these formal classes, my time on the reference desk affords many informal teaching opportunities.

In July, 2002 and November, 2003 I taught day-long workshops on HTML for the Oregon Library Association Support Services Division. The classes allowed the participants to learn about basic HTML tags and use them in an actual HTML file that they could take home on a floppy disk.

In 2006 I taught several groups of visiting high school students. However, with the hiring of several temporary librarians, there have been fewer classes of this nature available for me to teach.

Web Support

Up until 2007, I was involved in the development of the library's homepage. In 1996, the library used a PC running Free BSD to host the library's Web pages, and I handled the maintenance of the server and Web pages working in the Systems Department. In 1997, I created Common Gateway Interface (CGI) scripts in PERL, which were used to replace the paper forms that patrons had to come to the library to fill out. My scripts made it possible for patrons to file a change of address or to request Interlibrary Loan articles from their homes and offices at any time. Although the library's home page has changed over the years, almost all of the CGI scripts I have written for the Library's web site were still in use up until two years ago and can be found at http://www.lib.pdx.edu/requestforms/index.html. (See attached copies in Appendix 1.)

In 1998, the library purchased the WebCat module for our Sirsi Unicorn Online Public Access Catalogue (OPAC). A WebCat committee was formed to coordinate the implementation of the module. The WebCat Committee decided to form a separate committee dedicated to the design of our Web-based OPAC, which we called Vikat (a combination of Viking and catalogue). The WebCat Design Committee settled on the design used by Lehigh University in Pennsylvania. I contacted the system administrator and he agreed to our use of his modifications. I thought it would be a simple matter of copying his files and modifying the graphic files. However, I discovered that each installation of SIRSI Unicorn is different and that it was not a simple matter. I had to modify over 100 files plus debug some mistakes in the original source. I hand created all the new graphics for Vikat. I

later received email from two other institutions complimenting me on the modifications to WebCat. (See attached email messages plus a clipping from the student newspaper in Appendix 2.)

I rewrote a script for a faculty reserve request form to enable more flexibility. I have modified some of the ILL request forms as well, at the request of Cyril Oberlander, former head of ILL. With the introduction of my ILL request forms, ILL requests increased. (See the attached graph in Appendix 3.) After ILLiad was implemented in 2002, these scripts no longer are used. However, my reserve request form for faculty was still in use for a number of years. I also found a free website search engine, which I've installed on our home page. See http://www.lib.pdx.edu/sitesearch.html. (See Appendix 4.) This search engine allows users to search the web site.

In 2001, I created a template that the library faculty could use to create abbreviated CV pages for the library webpage. See http://www.lib.pdx.edu/about/faculty. (See Appendix 5.)

In 2001, I joined the newly created electronic reference (EREF) team and served as co-coordinator. I now serve as the team leader. EREF allows various library patrons to submit a question for asynchronous reference through the library's home page. I wrote a PERL script that keeps track of the questions and sends them to the members of EREF to answer or forward to a subject specialist. See http://www.lib.pdx.edu/aska. (See Appendix 6.) In 2010, a new script was written after the university implemented changes to the server that rendered my script inoperative. I also created two electronic discussion lists to facilitate communication among the members of the group and also the subject specialists. Since the start of this service in May, 2001, over 5,000 questions have been submitted and answered.

In 2001 the Library received enough grant money to purchase the Innovative Interfaces Incorporated (III) Millenium Online Public Access Catalog (OPAC) software suite. I was on several committees, such as Systems Administration, Hardware, InnReach/ORBIS; Public OPAC/Web Interface; TestPAC; WAM; Acquisitions; and Serials. Once the migration from SIRSI Unicorn was complete, the III groups disbanded and I became a member of the III Policy and Application Team.

During the remodeling of the library's second floor, many materials were moved into storage. I wrote a PHP script that enabled staff members to request items from storage on behalf of patrons.

As library resources and services have evolved towards web-based delivery, the Millar website has grown to be of equal importance to the physical building. The site is a major access point for both in-house and remote users. From 2002 to 2005, I served as coordinator of the Library's webmasters group, which had the task of redesigning the Library's website. The group as a whole has final authority on what changes to make and when. I facilitated the meetings and then, in coordination with others, created pages based on designs approved by the group.

In March, 2003, I arranged for basic and advanced Macromedia Dreamweaver MX training for the Webbies, who are Library staff working on various parts of the Library's website. This group was different from the Webmasters group in that the Webmasters decide on policy and design issues whereas the Webbies do the actual maintenance of the site. The Webbies group has been disbanded.

In 2004, based on feedback from Library staff and the internal workings of the webmasters, our group devised a new look for the home page. The group was prepared to roll out a new home page based on the design the group had agreed to when I was contacted by the (then) University Webmaster. He was in the process of redesigning the university's website and wanted a consistent look across all pages. He strongly encouraged me to use the new look based on his new Saga system, a dynamically-generated website that used PHP and a mySQL database.

He also stated that he would provide a template to use in case we decided not to buy the Saga service from him. There were many delays in getting the university website up and he did not want to show the work in progress. The financial aid page was released in late April but there was no template available. After June, when the new PSU website was unveiled, there still was no template available. He ultimately told me that if I wanted one, I would have to make my own, which I did by reverse-engineering the financial aid page. (See Appendix 7.)

The webmasters group was charged to have a new look before school began in the Fall of 2004. I produced pages that follow this new look and others were being created.

In 2005, the Web Task Force was created to redesign the library's home page. Saga was finally available, so all the content from the old site had to be moved into the new system. The Web Task Force was comprised of three librarians and a graphic designer hired to devise a new look for the library's home page. We conducted a usability study and used the results to change our approach to the library's website.

After the Web Task Force was disbanded in 2005, a new group was created headed by the systems librarian. The Online Users Interface (OUI) Team was tasked with redesigning the library's home page. The committee was reconstituted in 2007 and, although I was not selected to serve on the committee, I look forward to participating in the future.

Work in Systems

I was hired as Assistant Systems Librarian at Portland State University in December, 1996 to provide support to the Systems Librarian. My duties included, but were not limited to, maintaining the library's Novell NetWare servers, maintaining the Library's computing equipment both in public and in private offices, training users in the use of hardware and software, upgrading software and maintaining Web pages and Common Gateway Interface (CGI) scripts.

Since our library has been very dependent on technology, I feel that my work was crucial in fulfilling the library's mission of serving patrons. For instance, the library subscribes to many databases that are available through the Web. If a public-access computer is not working, a patron cannot access the database in the library. Some databases require a username and password for access. I created a script that allows a user to access the database without his or her knowledge of the password. If it were not for that script, the user would have to physically come to the library and find someone to enter the username and password for her. This would be time-consuming both for the patron and for the staff.

As the former Assistant Systems Librarian, I was involved not only with NetWare server administration, but also resolved hardware problems. Since I am not only a librarian, but also a technical person, I can speak the technician's language to help expedite the fixing and ultimate return of the PC to the user. A fair portion of my work involved communicating with the staff of the Office of Information Technology (OIT). I feel I built good rapport with the key people who were associated with the Library's computing machinery.

Another role I participated in included interactions with colleagues on issues and content. I was originally a technical advisor and not a member of the Electronic Reference group (EREF), where I was involved in discussions regarding the service via technology. This led to my becoming the co-chair of EREF and eventual chair. With the advent of Answerland, the state-wide virtual reference initiative, my role in the EREF group has changed. I still answer our own system's questions, but I also work on Answerland (which is now called L-net).

Supervision and Training

In November, 1998, when I was the only person in the Systems Department,

I was authorized to hire student assistants. This enabled me to respond to problems immediately. I created a troubleshooting report form so that library staff could conveniently email me with requests for repairs. During November, 1998, my student assistants and I responded to over 300 requests for repairs. Also, instead of being reactive, I could be proactive, as I had the assistants go from floor to floor, looking for problems to report and fix. The student assistants were graduate students who preferred assistantships, which the library could not offer. Therefore, there was a high turnover. I trained a total of eight students over a two-year period. Since moving over to Public Services, I have been authorized to have one student, who reports to me. In July, 2004, however, my student was moved to Systems to replace a student who graduated. I currently don't supervise any students, but I did work with student workers on the reference desk when we had them.

Novell Netware Servers

In 1996, the library had three Novell Netware servers: Godzilla, which was used primarily by the staff; TaxLan, which was used to host software that dealt with tax laws; and LIB2, which hosted some CD-ROM databases for patrons. I assumed responsibility for the maintenance of these servers. Every month, new CDs arrived that I had to load manually onto the TaxLan. In 1997, I assisted the systems librarian in upgrading Godzilla to a new server.

In 1998, one of the most significant goals I achieved was implementing pay for printing on the second floor. The former Systems Librarian had purchased the ITC Print Queue software from Ikon. The ITC print queue program runs very well under Novell NetWare. However, the documentation that comes with it is abysmal. No one else in the immediate area had set up the pay for printing software. However, California State University, San Bernardino's Pfau Library used the system. In April, 1998 I flew to San Bernardino to see their system in action. CSUSB's set up turned out to be different from ours in several key ways, but I was able to analyze what they did with their equipment and extrapolate it to our setup. The day I came back to work, I had our system running.

I manufactured a protective platform so that the hardware key (dongle) could not be vandalized. Both the server and the workstation that controls the print jobs need the hardware key. Without it, the software doesn't work. I was afraid that if I left the workstation out in the public area, it was just a matter of time before someone stole the dongle.

Before I had the ITC software to install, I needed to rebuild the NetWare server LIB1. A server built for us had replaced the server that the Library uses for email. That server proved to be unreliable, so it was designated as the new LLB1. However, it runs Novell NetWare very well. Two of the Novell administrators from OIT worked with me to diagnose the problem. They both had different ideas about what was wrong, but both thought it was the hardware. Instead of buying a new server (which would have been expensive), I decided to rebuild the server with good components. I disassembled the server and rebuilt it with the new parts. The resulting server has had little or no problems running NetWare and no hardware problems. Rebuilding a server is no easy job, as it requires detailed knowledge of both hardware and software. One has to be sure all the components work together at a hardware level and then one has to make them actually work together at the software level.

In 1998, two Pentium II 450 MHz servers made by Hewlett Packard were purchased with some of the Certificates of Participation money left over from the previous year's rewiring project. These were called Lib3 and Lib4. At that time, Novell NetWare 5 was available, but the Office of Information Technology (OIT) was still testing it. There were numerous delays, but they finally allowed me to install the Network Operating System. New accounts had to be created for the new server.

Since the servers are part of the whole campus and not separate as before, each new account had to be checked to ensure it was unique to the whole campus. There is no automated way to do this. I had to search by hand.

In 2000, I installed Netscape's Enterprise server software on Lib4 to host the library's intranet. An intranet is a Web page for interdepartmental Web pages. Public Services requested that the Web pages be password protected, so I configured the server to do so. I had to configure the server software to run properly. I started a home page to give a model for those who were going to create pages for the Intranet.

In 2000, I saw all of Library East switched from our old server, Godzilla, to the new and improved server, Lib3. This was not an easy task, since most users had Office 97 installed on their PCs and Office 97 resided on Godzilla. Users couldn't use Office 97 if they were not using Godzilla, and since they were moving off of Godzilla, systems had to upgrade their copy of Office. A license for Office 2000 was purchased and I had to install this software package on all of the computers in Library East. Office 2000 did not install easily and would often quit in the middle of installation. The student assistants could not handle this problem, so I had to personally do the installations.

I also implemented Novell Distributed Print Services (NDPS) in 2000, a new way of networking printers. In the past, communication with a networked printer was one way. One could send a job to it and it either printed or not. With NDPS, printing is bi-directional in that users can ascertain the status of a networked printer and the state of print jobs from their PCs. There are only two departments on campus who are using NDPS, and the library is one of them.

In 2001, I began switching all the networked printers from Novell Distributed Print Services (NDPS), which is dependent on being logged into LIB3, to LPR (offline printing) for Microsoft Windows. LPR is derived from UNIX's LPR and uses the TCP/IP network. This switch is necessitated by the campus's switch from Novell Netware to Microsoft Windows 2000.

Equipment

In the almost twelve years I was at PSU as a systems librarian, I estimate that I have set up (or been involved in setting up) over 120 computers. In 2001, the PSU library acquired equipment for a faculty multimedia room. The idea was that faculty could reserve the room to use a high-powered computer to create multimedia projects and to collaborate. I have installed and maintained software on the library faculty's multimedia room. The equipment consists of a high-powered PC with a DVD-ROM drive, and CD-RW drive and large monitor, a scanner and a laser printer.

The Library created a second classroom that was outfitted with powerful laptops with wireless connectivity. The Systems Workgroup was called upon to help set up these laptops since we did not have student assistants. I wrote instructions on how to configure the laptops for the workgroup to follow.

In 2000, I helped install GOPRINT, the Library's new pay-for-printing system. A Microsoft Windows 2000 server was purchased, as well as several networkable printers. Each printer has a pay station that consists of a PC with a touch screen and a debit card reader. Every public PC had to be configured to print to the networked printer through the pay station computer.

In 1999, with the help of student assistants, I configured 21 Gateway notebook computers for use in the new classroom. Each one had to be fitted with a wireless transmitter and configured to work with our network.

In 1998, I participated in the planning of the Library's new TPI-based network. This new network was one of the most advanced on the PSU campus. I successfully completed the task of actually plugging in all of Library West's computers into this new network. This involved changing the Network Interface

Card (NIC) in each computer and installing the proper software for the new card to run in the PC. It also required my changing the IP address of every computer. A similar project occurred in Library East and all the staff PCs had to have new network cards and network addresses.

In 1998, I implemented Grand Corporation's Fortres 101 security software on all public computers. The previous software that I had purchased, WinU, didn't always work as promised. Fortres worked very well and it foiled all the attempts by our local miscreants to harm our public PCs. Fortres sometimes causes inconveniences to legitimate users, but that's a small price to pay for an unmolested workstation. With Windows XP security policies in place, the Library has discontinued the use of Fortres to secure our public workstations.

In 1997, someone kept stealing CD-ROMs from the second floor computers, which were used to host popular databases. The shape of the computer case precluded using a mechanical lock, since the lock would block access to the floppy disk drive, which patrons used to save searches. My solution was to install a switch, operated by a key that controlled the motor that opened and closed the CD tray. With the switch turned off, the CD tray would not open. The installation of this switch was successful in stopping CD-ROM theft.

Professional/University/Community Service

Library Service

I served as a member of the Systems Group from 1996 to 2002, when my position was changed. From July 1, 1998 to November 1, 1998, I served as acting Systems Librarian and ran the Systems Group's meetings. During this period, I created the SYSTEMS-L listserv list for the express purpose of keeping everyone, from the Library Director to the student assistants, informed of events that affect their day-to-day work. I also occasionally passed along a tip to help the users with their computing work. Also, I created an Audix phone list so that I could warn users of potential down times with the various servers.

I served on the Webmasters group before I became the webmaster. The Webmasters group, led by the systems librarian, originally planned to survey users to assess the library's new home page. The usability study was postponed indefinitely. However, with redesign in 2004, our group began usability testing. It was very helpful to receive feedback. Over three years ago I became the head of the Webbies group, a team charged with updating the library's home page with a completely new design geared toward better serving patrons. The Webbies group is also responsible for the library's intranet that runs on one of our Netware servers. I installed the Web server in 2000 and have maintained it.

I was the co-chair of the WebCat Design Committee in 1998. I was also a member of the WebCat Committee when the Systems Librarian retired. After Vikat was configured, the two committees were disbanded.

I joined the Student Supervisors Team in 2004 and I was the recorder on this team. I currently do not attend these meetings as I have no students working for me.

In 2000, I chaired the Joint Administration Faculty Pay, Promotion and Tenure (JAFPT) committee.

In 2002, I served on the Pay and Promotion (PT) committee. As with JAFPT, there was a lot of work to do in a short amount of time.

In 2006, I served on the post-tenure review committee and wrote most of the evaluations.

In 2007, I was appointed to a two-year term on the Pay and Promotion committee.

In 2010, I served on the post-tenure review committee, but no one requested institutional support.

Administrative Responsibilities

When the Systems Librarian retired in July 1, 1998, I served as Acting Systems Librarian for four months. I managed the Library's computing machinery successfully. I assessed what tasks had priority while still being fair to user's requests. I operated under the principle that everyone should be treated equally and should be helped in the order that the requests were received.

As Acting Systems Librarian, I chaired the Systems Group every other Tuesday. I was also responsible for identifying and purchasing equipment needed for the new network. I also was responsible for maintaining our SIRSI Unicorn OPAC.

University Activities

I was a member of the Student Conduct Committee from 2008 to 2009. The committee only met when a student requested a hearing by committee rather than the dean of students. We met only once when a student living on campus was caught with drug paraphernalia.

I was a member of the Web Advisory Council (WEBAC) from 2003 to 2008. The Portland State Web Advisory Council reviews plans and recommends strategy for Portland State web communications. WEBAC includes members representing all of Portland State's schools, colleges, and major administrative departments.

I served as a member of the Faculty Senate representing the Library from 2002 until the end of school in 2004. I was prepared to give reports on those sessions at Library faculty meetings. Serving on the Faculty Senate also allowed me the opportunity to interact with teaching faculty more often and stay aware of the issues of their concern, which helps relate my job to a broader picture.

From 2002 to 2006, I served on the Deadline Appeals Committee. The most common requests for deadline waivers relate to late registration, add or drop periods, withdrawal from classes, change of a grade option (from a letter grade to pass/no pass or vice versa), or a refund after a refund deadline. This Committee met each Wednesday during the academic quarter. Petitions received in the Admissions and Records windows by 10:30am, Wednesday, to be reviewed that same week. The committee demanded lots of time and work, as we had to read each appeal and make decisions based on the documentation.

From 1998 to 1999, I served on the Traffic Appeals Board, an all-University Committee responsible for ruling on petitions for waiver of tickets.

I attended the Network Administrators Group (NAGS) from 1998 until July, 2004. This group is comprised of OIT staff and PSU's server Administrators. The meetings were very helpful in that I got a larger context of the networking on campus and I was kept informed of OIT's plans. Prior to the creation of this group, I did not know what was going on within OIT other than what I could glean from talking to people who work there.

Professional Activities and Meetings Attended

I am a member of the following professional societies: the American Library Association (ALA), Library and Information Technology Association (LITA), and Reference and User Services Association (RUSA).

In 1997, I worked as a volunteer Webmaster for the American Society of Information Science (ASIS) Web site. I worked with various members via email to collect descriptions of presentations for the annual meeting. I also worked on their CGI scripts so that attendees could pre-register through the Web. Their scripts were complex as they allowed for the encryption of credit card numbers that were emailed along with the registration.

I served on the Online Northwest Committee for five years, from 1996 to 2002. The committee met several times a year in preparation for the annual

conference. My duties have included procuring and setting up rental computers and A/V equipment for the Online Northwest annual conference. During the conference, I was called upon to troubleshoot computer problems, for instance, resolving incompatibilities between a presenter's own laptop and one of the rental LCD projectors.

I was elected Technology Chair for the Oregon Library Association conferences in 2000, 2001, 2002, and I served in the same capacity for the 2003 OLA conference. I was also the Webmaster for the 2002 conference, which was held jointly with the Washington Library Association (WLA) at the Jantzen Beach Doubletree Inn. My duties were similar to those for the Online Northwest Committee.

I have served from 2007 to 2009 on the Oregon Authors Committee (which is an Oregon Library Association committee). I also served as the webmaster for the Oregon Authors Committee. (See http://www.olaweb.org/mc/page.do?sitePageId=61025)

This coming year I will serve as the chair for the LITA Hi Tech Award Committee since I served on it as a member this past year.

This past year, I have served on two national committees, both with LITA. One was the Hi Tech Award Committee, which picks an individual or an institution to receive an award for a single seminal work, or a body of work, taking place within (or continuing into) the five years preceding the award. The purpose of the award is to recognize outstanding achievement in educating the profession about cutting edge technology through communication in continuing education within the field of library and information technology.

The other LITA committee I served on was the Web Coordinating Committee, which coordinates the updating and posting of material to the LITA website. The committee also handles routine maintenance tasks such as link checking, and makes policy recommendations to the Board on issues such as page appearance, standards and technologies used on the site, and the use of outside contractors. Although I was trained to use ALA's Content Management System, I served on the communication half of the committee rather than the technical half.

Scholarly Work

Grants

I coauthored a 2007-2008 LSTA grant ($39,423) to buy a server and pay for a temporary web developer/programmer to create a website for the Oregon Authors Committee. I also wrote a draft of the job description for the web developer position. The Oregon Authors website provides a public platform to actively share knowledge about what Oregon authors are currently working on as well as their other publications. The website is a resource for librarians, teachers, and vendors who provide speaking opportunities for authors. This resource benefits all Oregon citizens because they can easily access information about Oregon authors and their literature for all ages. This website would host a state-wide calendar for Oregon author events. The website would have a private data entry portal so that Oregon Authors Committee members can monitor the site for inappropriate entries and input data about Oregon authors for the annual bibliography. This website is an advocacy and a marketing tool for Oregon libraries to highlight important readers' advisory services for adults, young adults, and children.

The Oregon Authors annual print bibliography (1933-) is currently derived from a text file that is open to the public through the OLA website. It is spammed eight to ten times per day. The Oregon Authors website will provide a platform for committee members to have private access to the annual bibliographic data. This will allow the Oregon Authors research team better authority control over the bibliographic data.

In 2004 the Center for Academic Excellence offered grants for community outreach ($500), Linda Absher, the Humanities Librarian, invited me to work with her in applying for a grant. We proposed a course for college-bound seniors attending high schools in the Portland Metro Area, with an emphasis on underperforming schools. Our goal was to introduce students to concepts and skills of academic library research. Our proposal was accepted and I met with the Upward Bound coordinator to see what area high schools might be contacted. We also met with the Beaverton School District to see what high schools we might work with. I developed a set of objectives and desired outcomes to be shown to potential high school administrators – see Appendix 8.

Research and Publications

My most recent article, "Bloggership, or Is Publishing a Blog Scholarship?: A survey of academic librarians," was written after serving on the Promotion and Tenure committee and having a discussion as to whether a blog should count as scholarship. I surveyed academic librarians to see if their institution weighed publishing the blog the same as publishing an article in a peer-reviewed journal. I found that most academic libraries did not treat writing a blog the same as publishing in scholarly journals. Several bloggers mentioned my article in their blogs. (See Appendix 9.)

"SUSHI: not just a tasty lunch anymore: the Development of the NISO Committee SU's SUSHI Standard," is about the NISO standard SU, or SUSHI, a protocol for reporting COUNTER data. I interviewed via email the members of the NISO SU committee and synthesized their responses to present a comprehensive overview of the protocol. I am glad to see that this article has been cited a few times. (See Appendix 10.)

Another publication, "Webmasters, web policies, and academic libraries: a survey," reports the results of a survey of university libraries to see what policies they had for web maintenance. This article also has been cited several times. (See Appendix 11.)

I was invited to write an article about chatter bots as an element of virtual reference, which was published in the *Oregon Library Quarterly*. This article is entitled "World of Bots." (See Appendix 12.)

My paper on our Ask a Librarian service entitled "A Cost-Effective Virtual Reference Service: Are Users Satisfied?" was published in October 2004 in the *Journal of Library and Information Science*. This is a peer-reviewed Taiwanese journal that has members in Taiwan and the United States. This article offers a review of the feedback received from users of the PSU Library's email-based reference service, and discusses the current status and future trends of virtual reference. (See Appendix 13.)

I co-authored a conference paper titled "Electronic Journals in the Digital Environment: Issues and Future Trends." This paper was presented at the China Society of Library Science (CSLS) Conference in Suzhou, People's Republic of China. It was published in the *Journal of Library and Information* by China Academy of Sciences, one of the top three library journals in China. (See Appendix 14.)

"The Development of the NISO Committee AX's OpenURL Standard" was published in the refereed journal *Information Technology and Libraries*, vol. 22 (2003), no. 3, September, 32-37. I truly enjoyed researching this article because of the exceptional opportunity it offered to communicate with experts worldwide in the field of OpenURL Standards. It has been cited several times. (See Appendix 15.)

In 2003, I also co-authored a conference paper titled "Using the Internet as a Research Tool for Information Sharing Among Librarians Across the World." The paper was accepted by the First Shanghai International Library Forum and published in *Conference Proceedings of Shanghai International Library Forum, 352-360, July 2002.* (See Appendix 16.)

In 2001, I completed a research project with my colleague, Jian Wang, which entailed doing a Web-based survey to ascertain what plans, if any, librarians have for dealing with the expected obsolescence of the floppy disk drive. The results of this survey were published in *Library Hi Tech*. I had the original idea for the paper and wrote the CGI script that collected the survey data. I was the primary author. I also taught myself the SPSS software used for statistics analysis. Parts of the survey instrument are cited as an example of the proper way to conduct an online survey on the Emerald website (the publisher of *Library Hi Tech*). (See Appendix 17.)

In 2000, I completed a book review of Donald Barclay's book, *Managing Public-Access PCs: A How-To-Do-It Manual for Librarians*. The review appeared in the October issue of *Campus-wide Information Systems* (CWIS), published by MCB University Press. This book is aimed at managers who make critical decisions about public-access computers in libraries and other institutions. It progresses from explaining technical aspects of computers to discussing the management of public computers. One fault I found with the book was that some of the explanations of technology are a little weak. (See the attached copy in Appendix 18.)

In 1999, I wrote two conference reports for *Library Hi Tech News*. (See the attached copies in Appendix 19 and 20.) One article covered the 1999 American Society for Information Science mid-year conference, held in Pasadena, CA. I reported that the primary goals of this conference were to identify what is known about use and evaluation of networked resources and services and to propose strategies for improving our knowledge of their use and evaluation. The conference did offer an opportunity to find out what progress the Digital Library Initiative (DLI) is making.

The second article covered the 1999 Annual Online Northwest conference. The themes of this conference were creating information on the World Wide Web (WWW), finding someone else's creation on the Web and lastly supplying that information to patrons. For this article, I was able to report on every presentation given. Unlike the ASIS conference, this one lasted one day and I was able to either attend individual sessions or talk to those who had and retrieve handouts. In both conference reports I tried to synthesize and generalize, not just summarize what was presented.

I have a work in progress in collaboration with my colleague Don Frank which analyzes over 20 award-winning articles that were published in the journal Reference & User Services Quarterly. It is tentatively titled, "The Content and Relevance of the Award-Winning Articles in Reference & User Services Quarterly." This project has had some delays, but hopefully with an additional author, this article will get written.

I've started a new article with a staff colleague at PSU regarding L-net volunteer satisfaction answering chat questions for the state-wide chat reference service. As soon as I receive permission from the Human Subjects Committee, I plan to survey the librarians and volunteers of L-net to see how satisified they are with their chat interactions, especially those that turn abusive.

<u>Presentations</u>

In 2011, I gave a 5 minute Lightning Talk at the L-net Summit about online tools for various citation styles.

In 2010, I was asked to give a 5 minute Lightning Talk at the L-net Summit. I chose to speak about using Google Scholar to find complete citations.

In 2003 I gave two presentations at the Oregon Library Association Support Services Division Conference (OLA-SSD) on HTML. Both were well received – see Appendix 20. In 2002 and 2003, I also gave a day-long, hands-on workshop on beginning HTML for OLA-SSD. This class was limited to fewer than 15 people and everyone who attended had the use of a laptop. My approach was to explain an

HTML code, demonstrate its use, and then have the class try it. I structured the class so that by the time the class was finished, the students had successfully created their first web page and saved it on a disk. (See Appendix 21.)

In 2002, I co-presented with Kimberly Willson-St. Clair on "Electronic Reference and Knowledge Management" for Online NorthWest. Our presentation dealt with the library's implementation of asynchronous reference through the library's home page with the help of Knowledge Management. (See the attached executive summary in Appendix 22.)

Distance education is a hot topic, and in 2000, I organized a panel of three distance education professionals from PSU to speak about distance education technologies and methodologies for the seventeenth annual Online Northwest conference. (See the attached executive summary in Appendix 23.)

In 1998, I gave a presentation on Cascading Style Sheets (CSS) for the fifteenth annual Online Northwest conference. Style sheets allow one to separate the structure of content from the form of that content. (See the attached executive summary in Appendix 24.)

I was invited to two Chinese conferences, but I was unable to attend either one due to fiscal constraints. I was invited to the Shanghai International Library Forum held in Shanghai, China on July 2002, to present a co-authored paper with Jian Wang on "Using the Internet as a Research Tool for Information Sharing Among Librarians Across the World."

In 2004 I was invited to the China Society for Library Science (CSLS) annual conference held in Suzhou, Jiangsu province, July 24-26, 2004. The theme of the conference was Retrospection and Expectations -- The Centennial of Chinese Library Development. I co-authored a paper and helped prepare a presentation with Jian Wang on "Electronic Journals in the Digital Environment: Issues and Future Trends."

Conclusion

My work at the Portland State University Library for the past fifteen years has been rewarding. As evidenced by the documentation presented in my dossier, I have been striving to achieve excellence in all the areas of teaching, scholarship, and service throughout my professional career. Some of the major accomplishments are helping bring up the library's first web-based online public access catalog, creating the library's first CGI scripts for the home page, creating the library's first intranet, and establishing a virtual reference service. Having technical skills enhances reference services, especially in the increasingly hi tech campus.

Being a service-oriented professional, I value quality library service and regard it as the most important component of the profession. I also enjoy research and publishing, and find the theories help balance the practical aspect of my job. The contributions I have made to the profession, the University, and the community provided opportunities for professional growth.

In my last bid for promotion to full professor, I was turned down because I had not recently served on any national committees. I have since served on two LITA committees and will be taking on a leadership role as a chair of a LITA committee in 2011-2012.