Arthur W. Hendricks

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Education

M.S. Library and Information Science, University of Illinois, Urbana-Champaign, August, 1995
M.A. English, University of California, Riverside, June, 1994
B.A. English, University of California, Riverside, June, 1992

Honors

Dean's List, 1988-1992, UCR
Graduated with Upper Division Honors, UCR
Senior Honors Thesis, UCR

Continuing Education

SPARK software training for L-net, August 27, 2008
k thanx, an introduction to teenagers and their online behavior for L-net staff, May 10, 2006
ARL/OLMS Online Lyceum Accessible Web Design, May 10-28, 2004
LSSI Virtual Reference Software training, Fall 2002 and April, 2003
Atlas Systems, ILLiad Administrative Suite: Implementation Guide, November 2002
Microsoft Course 2028: Basic Administration of Windows 2000, March, 2002
"Supervising Students & Part-Time Employees". PORTALS workshop, May, 2000
Course in UNIX, Portland Community College, Fall 1999
Novell Course 560: NetWare 5 Administration, November, 1999
Novell Course 570: NetWare 5 Advanced Administration, November, 1999
Novell Course 1101: Microcomputer Concepts for Network Users, July, 1996
Novell Course 1100: DOS for Network Users, July, 1996
Novell Course 520: NetWare 4 Administration, July, 1996

Professional Work Experience

Reference Librarian, Information Consultant, & Systems Support Specialist, Branford Price Millar Library
Portland State University, Portland, Oregon, June 2002 to present
Assistant Systems Librarian, Branford Price Millar Library
Portland State University, Portland, Oregon, December 1, 1996 to June 2002
Acting Systems Librarian, Branford Price Millar Library
Portland State University, Portland, Oregon, July1, 1998 to November 1, 1998
Systems Librarian, Ablah Library
Wichita State University, Wichita, Kansas, September 18, 1995 to November 21, 1996
Hypermedia Specialist, Advanced Information Technologies Lab
University of Illinois at Urbana-Champaign, Fall, 1994 to August, 1995

Refereed Publications

Hendricks, Arthur. "Bloggership, or Is Publishing a Blog Scholarship?: A survey of academic librarians", *Library Hi Tech*, vol. 28 (2010), no. 3, 470-477.

Hendricks, Arthur. "SUSHI, not just a tasty lunch anymore: the Development of the NISO Committee SU's SUSHI Standard", *Library Hi Tech*, vol. 25 (2007), no 3, 422-429.

Hendricks, Arthur. "Webmasters, web policies, and academic libraries: a survey", *Library Hi Tech*, vol. 25 (2007), no. 1, 136-146.

Hendricks, Arthur. "A Cost-Effective Virtual Reference Service: Are Users Satisfied?" *Journal of Library and Information Science*. Vol. 31 (2005), no 1, April, 79-86.

Wang, Jian and Arthur Hendricks. "Electronic Journals in the Digital Environment: Issues and Future Trends". 2004 The China Society of Library Science (CSLS) Conference in Suzhou, People's Republic of China. China Academy of Sciences *Journal of Library and Information*.

Hendricks, Arthur. "The Development of the NISO Committee AX's OpenURL Standard", *Information Technology and Libraries*, vol. 22 (2003), no. 3, September, 129-133.

Wang, Jian and Arthur Hendricks, "Using the Internet as a research tool for information sharing among librarians across the world," Conference Proceedings of Shanghai International Library Forum, 352-360, July 2002, Shanghai, People's Republic of China.

Hendricks, Arthur and Jian Wang. "Libraries and Desktop Storage Options: Results of a Web-Based Survey", *Library Hi Tech*, vol. 20 (2002), no. 3, 270-284.

Non-Refereed Publications

Hendricks, Arthur. "World of Bots" *OLA Quarterly* vol. 10 (2004), no. 2/3, 26-28. (invited article)

Hendricks, Arthur. Review of Managing Public-Access PCs by Charles Barclay, *Campus-Wide Information Systems* vol. 17 (2000), issue 5.

Hendricks, Arthur. "ASIS Mid-year 1999: Evaluating and Using Networked Information Resources and Services", *Library Hi Tech News*, November (1999), no. 167, 9-14.

Hendricks, Arthur. "Online Northwest 1999: Technology in Libraries in the Pacific Northwest", *Library Hi Tech News* vol. 16 (1999), no. 6, 11-13.

Work In Progress

The Content and Relevance of the Award-Winning Articles in Reference & User Services Quarterly, co-authored with Don Frank and Leslie Madden.

L-net Librarian Satisfaction, co-authored with Sherry Buchanan.

Professional Presentations

5 Minute Lightning Talk, 2011 Oregon Virtual Reference Summit, the Dalles, OR June 10, 2011

5 Minute Lightning Talk, 2010 Oregon Virtual Reference Summit, Troutdale, OR May 7, 2010

"Introduction to Basic HTML Workshop",
I conducted an all day workshop sponsored by the Oregon Library Association Staff Support Division, Portland, OR November 7, 2003

"Introduction to HTML session one and two",
Oregon Library Association Staff Support Division, Salem, OR July 18, 2003

"Introduction to Basic HTML Workshop",
all day workshop sponsored by the Oregon Library Association Staff Support Division, Portland, OR July 19, 2002

"Electronic Reference and Knowledge Management",
Online NorthWest, Eugene, OR, March 2002

Organized and moderated a panel on "Library Services for Distance Education – What it Takes",
Online NorthWest, Portland, OR, February 2000

"Cascading Style Sheets", Online NorthWest, Portland, OR, February 1998

"/httpd -d: Installing NCSA's HTTPd as a user, not root", Program Session #17
Notis Users Group Meeting (NUGM), Chicago, IL September, 1996

"Breaking Out of the Library: Internet Resources for Technical Services",
Panel presentation, Kansas Library Association, College and University Libraries Section
Fall Conference, Emporia, KS, October 25, 1996

"Transforming Technical Services at Ablah Library: From Island to LAN",
Kansas Library Association, College and University Libraries Section
Fall Conference, Emporia, KS, October 25, 1996

Grants

LSTA for the Oregon Authors Committee. (I was co-author of this grant.) This grant allows the Oregon Authors Committee (which is part of the Oregon Library Association) to create a wiki for Oregon authors to make entries about their books. It also allows for a database to put the Oregon Authors Bibliography (1933-) online ($39,423). (2007-2008)

Oregon Civic Solutions: Information Literacy Instruction to Secondary Institutions (Linda Absher, Humanities Librarian, is primary investigator.) This grant enabled us to develop a course for college-bound seniors in underperforming schools in the Portland Metro Area. The course introduces students to concepts and skills of academic library research. This grant was offered through the Center for Academic Excellence ($500). (2004)

Service to the Profession

Chair, LITA Library Hi Tech Award Committee, 2011-2012
LITA Library Hi Tech Award Committee, 2010-2011
LITA Webcommittee, 2010-2012
L-net Mentor, 2010-present
Technology Manager, Oregon Authors Committee, 2007-2009
Technology Chair, Oregon Library Association Annual Conference, 2000-2003
AV Chair, Online NorthWest, 1996-2002

Service to the University

Member, Student Conduct Committee, 2008-2009
Member, Web Advisory Council (WEBAC), 2003-2008
Member, Faculty Senate, 2002-2004
Member, Deadline Appeals Committee, 2002-2006
Member, NAGS, 1998-2004
Member, Traffic Appeals Board, 1998-1999

Service to the Library

Chair, L-net Team, 2010-present
Chair, electronic Reference (EREF) Team, 2006-2010
Member, Instruction Team, 2007-present
Member, OUI Team, 2005-2007
Member, Post Tenure Review, 2006, 2010
Member, Web Task Force, 2005
Member, Humanities Librarian Search Committee, 2003
Member, Catalog Librarian Search Committee, 2003
Chair, Webmasters, 2002-2005
Chair, Webbies, 2002-2004
Member, Library Promotion and Tenure Committee, 2002; 2007-2008
Member, Innovative Interfaces Inc. (III) Policy and Application Team, 2001-2007
Member, III Migration Group, various subcommittees, 2001-2002
Chair, Joint Administration Faculty Pay, Promotion and Tenure (JAFPT), 2000
Member, Student Supervisors, 1999-2005
Member, Systems Librarian Search Committee, 1998
Co-Chair, WebCat Design Committee 1998
Member, WebCat Committee 1998

Conferences Attended

2011 Oregon Virtual Reference Summit
June 10, 2011, the Dalles, Oregon
2010 Oregon Virtual Reference Summit
May 7, 2010, Troutdale, Oregon
ACRL 14th National Conference
March 12, 2009, Seattle, Washington
2009 Oregon Virtual Reference Summit
May 8, 2009, Portland, Oregon
Oregon Library Association/Washington Library Association
Joint Conference, April 17-18 2008, Vancouver, Washington
2008 Oregon Virtual Reference Summit
May 9, Salem, Oregon
2007 Oregon Virtual Reference Summit
June 1, 2007, Bend, Oregon
2003 Dublin Core Conference
DCMI 2003 Pre-Conference Workshop: Metadata and Search
September 28, 2003, Seattle, Washington
Oregon Library Association – Support Services Division

Annual conference, July 18, 2003, Salem, OR
Joint Conference on Digital Libraries 2002
Second International Workshop on Visual Interfaces to Digital Libraries
July 18, 2002, Portland, Oregon
Virtual Reference Desk (VRD)
Third annual conference, November 12-13, 2001, Orlando, FL
Oregon Library Association
Annual conference, 2000-2003
American Society of Information Science
Mid-year meeting, May 24-26, 1999, Pasadena, CA
Online Northwest
Annual conferences, 1996-2005

Professional Affiliations

ACRL, 2002-present
LITA, 1998-present
RUSA, 2002-present
American Library Association, 1995-present
American Society for Information Science and Technology, 1994-2002

Computer Languages

PHP
PERL
HTML
CSS

Languages

French (reading knowledge)
Mandarin (basic speaking knowledge)