

MICHELLE M. KAZMER

Associate Professor

College of Information
Florida State University
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Education

Ph.D., Graduate School of Library and Information Science, University of Illinois at Urbana-Champaign, 2002. Dissertation: Disengagement from intrinsically transient social worlds: The case of a distance learning community. Committee: Caroline Haythornthwaite (chair), Bertram C. Bruce, Carole L. Palmer, Linda C. Smith.

M.L.S., School of Library and Information Science, University of Pittsburgh, 1994.

B.S., Mechanical Engineering, School of Engineering and Applied Science, Columbia University, 1993.

Research

Research areas include computer-mediated communication, online social worlds, Internet studies, distance learning and information literacy. Current research focuses on participants' departures from various kinds of online and distributed worlds and on examining their post-participation relationships and knowledge sharing.

Bibliography

Articles (in preparation)

Kazmer, M. M. (in preparation). Disengaging from distributed project groups: Ending a research grant gracefully. Tests and revises an earlier model of disengaging from online social worlds against empirical data from a distributed research group.

Articles (in press)

Kazmer, M. M. & Xie, Bo. (in press, accepted November 2007). Qualitative interviewing in Internet studies: Playing with the media, playing with the method. *Information Communication & Society*.

Articles (refereed, published)

Kazmer, M. M. (2007). How do student experiences differ in online LIS programs with and without a residency? *Library Quarterly* 77(4), 359-383. Examines the proposition that having an on-campus residency is vital to the success of students in an online graduate degree program by comparing empirical data from students in programs with and without a residency requirement.

Haythornthwaite, C., Bruce, B. C., Andrews, R., Kazmer, M. M., Montague, R., & Preston, C. (2007). New theories and models of and for online learning. *First Monday*, 12(8), August. Electronic journal, no pagination. Available at http://firstmonday.org/issues/issue12_8/haythorn/index.html Presents six theoretical perspectives on online learning: living technology; co-evolution of technology and learning practices; (latent) tie formation; community-embedded learning; learner-leader model; and braided learning.

Kazmer, M. M. (2007). Beyond C U L8R: Disengaging from online social worlds. *New Media and Society* 9(1), 111-138. Proposes 12-step theoretical model of disengaging from online social worlds, based on longitudinal empirical research data with online distance learners.

Kazmer, M. M., Burnett, G., & Dickey, M. H. (2007). Identity in customer service chat interaction: Implications for virtual reference. *Library & Information Science Research* 29, 5-29. Examines data from three thousand dyadic chat sessions to explore issues of identity and provide implications for provision of virtual reference services.

Dickey, M. H., Burnett, G., Chudoba, K. M., Kazmer, M. M. (2007). Do you read me?: Perspective making and perspective taking in chat communications. *Journal of the Association for Information Systems* 8(1), 47-70. Uses perspective theory to analyze and explain miscommunications between call center employees and their customers during dyadic chat customer service interactions.

Kazmer, M. M. (2006). Creation and loss of sociotechnical capital among information professionals educated online. *Library & Information Science Research* 28, 172-191. Examines professional networking and cooperation from the perspective of sociotechnical capital lost when students disengage from distributed learning social worlds.

Kazmer, M. M. (2005). Community-embedded learning. *Library Quarterly* 75, 190-212. Proposes new concept of community-embedded learning, based on empirical research with online distance learners, arguing that learning outcomes for such students are different from, and often better than, learning achieved by on-campus students.

Kazmer, M. M. (2005). Cats in the classroom: Online learning in hybrid spaces. *First Monday*, 10(9), September. Electronic journal, no pagination. Available at http://firstmonday.org/issues/issue10_9/kazmer/index.html Examines online learning classrooms as hybrid spaces, those that include both virtual and real places, and the impact of hybrid space on students' experiences.

Kazmer, M. M. (2005). How technology affects students' departures from online learning communities. *ACM SIGGroup Bulletin*, 25 (1), 25-30. Describes the effects of a variety of

technologies on the intake and departure processes of online distance learners, based on analysis of multi-project dataset.

Kazmer, M. M. & Thakkar, U. (2004). Developing technological fluency in undergraduate IT education: Teaching amid evolving change in LIS. *Journal of Education for Library and Information Science*, 45(3), pp. 229-241. Uses evaluation and participant observation to analyze the process of course development in the area of information technology, given the rapid change in technologies and in students' expertise.

Burnett, G., Dickey, M. H., Kazmer, M. M., & Chudoba, K. M. (2003). Inscription and interpretation of text: A cultural hermeneutic examination of virtual community. *Information Research*, 9(4). Electronic journal, no pagination. Available at <http://InformationR.net/ir/9-1/paper162.html>. Uses an anthropological perspective and a methodology based in hermeneutics to illustrate how language use both reflects and influences culture in a virtual community of Usenet participants.

Kazmer, M. M., & Haythornthwaite, C. (2001). Juggling multiple social worlds: Distance students on and offline. *American Behavioral Scientist*, 45 (3), pp. 510-529.

Kazmer, M. M. (2000). Coping in a distance environment: Sitcoms, chocolate cake, and dinner with a friend. *First Monday*. 5 (9): September. Electronic journal, no pagination. Available at http://www.firstmonday.org/issues/issue5_9/kazmer/index.html

Haythornthwaite, C., Kazmer, M. M., Robins, J. & Shoemaker, S. (2000). Community development among distance learners: Temporal and technological dimensions. *Journal of Computer-Mediated Communication*. 6 (1). Electronic journal, no pagination. Available at <http://www.ascusc.org/jcmc/vol6/issue1/haythornthwaite.html>

Cole, T. W. & Kazmer, M. M. (1995). SGML as a component of the digital library. *Library Hi Tech*, 13 (4): 75-90.

Wall, C. E., Cole, T. W. & Kazmer, M. M. (1995). HyperText MARCup: A conceptualization for encoding, de-constructing, searching, retrieving, and using traditional knowledge tools. *Reference Services Review*. 23 (4): 13-18.

Invited Articles

Kazmer, M. M. & Haythornthwaite, C. (2004). Multiple perspectives on online learning. *ACM SIGGroup Bulletin*, 25 (1), 7-11. Introduces online education as a multi-disciplinary field whose research problems may be approached using a variety of methods and theoretical approaches, and whose stakeholders vary widely.

Kazmer, M. M. (2002). Distance education students speak to the library: Here's how you can help even more. *The Electronic Library*, 20 (5), pp. 395-400. Uses empirical data collected with online distance learners to develop service implications for library service to such students.

Invited Book Chapters

Kazmer, M. M. (2007). Community-embedded learning. In R. Andrews & C. Haythornthwaite (Eds.), *Handbook of E-learning Research*. London: Sage, pp. 311-327.

Kazmer, M. M. (2004). Disengaging from online community. In C. Haythornthwaite & M. M. Kazmer (Eds.), *Learning, culture and community in online education: Research and practice*. New York: Peter Lang, pp. 112-126. Provides an overview of the process distance learners go through as they prepare to graduate from an online education program.

Haythornthwaite, C., & Kazmer, M. M. (2004). Multiple perspectives and practices in online education. In C. Haythornthwaite & M. M. Kazmer (Eds.), *Learning, culture and community in online education: Research and practice*. New York: Peter Lang, pp. xiii-xxviii. Discusses in-depth the multiple research approaches that have been used to study online learning, and the activities of many parties involved in creating online learning, including students, faculty, administration, and support staff.

Haythornthwaite, C., Kazmer, M. M., Robins, J., & Shoemaker, S. (2004). Community development among distance learners: Temporal and technological dimensions. In C. Haythornthwaite & M. M. Kazmer (Eds.), *Learning, culture and community in online education: Research and practice*. New York: Peter Lang, pp. 35-57. Uses longitudinal data collected with distance learners to outline the processes of community development, maintenance, and dismantling in an online master's level program.

Kazmer, M. M., & Haythornthwaite, C. (2004). Juggling multiple social worlds: Distance students online and offline. In C. Haythornthwaite & M. M. Kazmer (Eds.), *Learning, culture and community in online education: Research and practice*. New York: Peter Lang, pp. 90-109. Presents a social world perspective as an alternative to the construct of virtual community, and demonstrates the influences of multiple social world involvement on the life management strategies of adult distance learners.

Haythornthwaite, C., & Kazmer, M. M. (2002). Bringing the Internet home: Adult distance learners and their Internet, home and work worlds. In B. Wellman & C. Haythornthwaite (Eds.), *The Internet in everyday life*. Oxford, UK: Blackwells, pp. 431-463. Examines how the everyday lives of adult distance learners are changed by the introduction of an Internet-based online education program.

Kazmer, M. M. (2001). Information industry. In J. R. Schement et al. (Eds.), *Encyclopedia of Communication and Information* (Vol. 2), pp. 426-430. New York: Macmillan Reference.

Schwarzwalder, R. N. & Kazmer, M. M. (1998). Electronic information resources. In Myer Kutz (Ed.), *The Mechanical Engineers' Handbook*, Second Edition. John Wiley & Sons, 1998.

Conference Papers (international meetings, refereed with published proceedings)

Haythornthwaite, C., Lunsford, K. L., Kazmer, M. M., Nazarova, M., & Robins, J. (2003). The generative dance in pursuit of generative knowledge. *Proceedings from the Thirty-Sixth Hawaii International Conference on System Sciences (HICSS-36)*, Knowledge Management,

Organizational Memory and Organizational Learning Minitrack. January 6-9, 2003, pp. 1-10. Describes knowledge generation processes among a group of researchers working to determine what it means to be “culturally and linguistically appropriate” as they select materials for inclusion in a database.

Conference Papers (national meetings, refereed with published proceedings)

Burnett, G., Dickey, M., Kazmer, M. M., & Chudoba, K. M. (2003). Understanding virtual community through language: A cultural hermeneutic examination. Proceedings from the 2003 Academy of Management Conference, Seattle, WA, pp. OCIS A1-A6. Uses an anthropological perspective and a methodology based in hermeneutics to illustrate how language use both reflects and influences culture in a virtual community of Usenet participants.

Edited Books

Learning, culture and community in online education: Research and practice. (2004). C. Haythornthwaite & M. M. Kazmer, (Eds.) New York: Peter Lang. Assembles research papers and practitioner statements from administrators, faculty, and staff to demonstrate the multiplicity of education, interpersonal relationships, and the creation of culture in online learning.

Edited Journals (special issues)

Harris, L. E., Kazmer, M. M., & Mon, L. (Eds.) (2007). Distance Education, special issue of the Journal of Education for Library and Information Science 48(1).

Book Reviews

Kazmer, M. M. (in press). Review of Keeran, P., Moulton-Gertig, S., Levine-Clark, M., Schlotzhauer, N., Gil, E., Brown, C. C., Kraus, J., Forbes, C., & Bowers, J. (2007). Research within the disciplines: Foundations for reference and library instruction. Lanham, MD: Scarecrow Press. Library Quarterly.

Kazmer, M. M. (2007). Review of Mann, T. (2005). The Oxford guide to library research. Oxford, UK: Oxford University Press. Library Quarterly 77(4), 491-493.

Kazmer, M. M. (2006). Review of Rumsey, S. (2004). How to find information: A guide for researchers. New York: Open University Press. Library Quarterly 76, 488-490.

Kazmer, M. M. (2003). Review of Zucker, A., Kozma, R., Marder, C., and Yarnall, L. (2003). The virtual high school: Teaching generation V. New York: Teachers College Press. Convergence 9(2), pp. 118-120.

Conference Papers (international meetings, refereed without published proceedings)

Kazmer, M. M., & Xie, Bo. (2007). Qualitative interviewing in Internet studies: Playing with the media, playing with the method. Internet Research 8.0, annual meeting of the Association of Internet Researchers, Vancouver, October, 2007.

Kazmer, M. M. (2007). "I don't remember any details": Memory management in online departures. Memory practices in computer-mediated communities: a research methods workshop at the 3rd International Conference on Communities and Technologies, East Lansing, MI, June, 2007.

Kazmer, M. M. (2005). Community-embedded learning: Conceptual framework for a research agenda. Internet Research 6.0, annual meeting of the Association of Internet Researchers, Chicago, October, 2005.

Haythornthwaite, C., & Kazmer, M. M. (2003). Distributed knowledge practices and ICT. Internet Research 4.0, annual meeting of the Association of Internet Researchers, Toronto, October, 2003.

Kazmer, M. M. (2003). Online learning and community embeddedness: How existing ties transform the growth of relationships between educational and community settings. Information, Communication, Society: A Research Symposium, Oxford Internet Institute, UK, September, 2003.

Kazmer, M. M. (2001). Disengaging from Internet social worlds: Distance learners prepare to graduate. Internet Research 2.0: INTERconnections, annual meeting of the Association of Internet Researchers, Minneapolis, Minnesota.

Kazmer, M. M. & Haythornthwaite, C. (2000). Managing multiple social worlds: Distance students on and offline. Association of Internet Researchers conference, Lawrence, Kansas.

Conference Papers (national meetings, refereed without published proceedings)

Kazmer, M. M., Bertot, J. C., & Jörgensen, C. (2008). Fostering community engagement by cohorts and mentoring: The Librarians Serving the Public project. Juried paper presented at the Association for Library and Information Science Education conference, Philadelphia, Pennsylvania, January, 2008.

Kazmer, M. M. (2007). Career paths and professional contributions of graduates of online LIS programs. Juried paper presented at the Association for Library and Information Science Education conference, Seattle, Washington, January, 2007.

Kazmer, M. M. (2006). Does residency matter in online master's degree programs? Juried paper presented at the Association for Library and Information Science Education conference, San Antonio, Texas, January, 2006.

Kazmer, M. M., & Thakkar, U. (2002). Undergraduate information technology studies in LIS education: Teaching amid evolving change. Juried paper presented at the Association for Library and Information Science Education conference, New Orleans, Louisiana, January, 2002.

Haythornthwaite, C., Kazmer, M. M., Robins, J. & Shoemaker, S. (2000). Making connections: Community among computer-supported distance learners. Juried paper presented at the Association for Library and Information Science Education conference, San Antonio, Texas.

Presentations (refereed)

Kazmer, M. M. (2007). Building professional networks through community-embedded online and hybrid learning. 13th Annual Sloan-C/ALN Conference, Orlando, FL, November, 2007.

Kazmer, M. M. (2006). Does residency matter in online master's degree programs: Is blended better? 12th Annual Sloan-C/ALN Conference, Orlando, FL, November, 2006.

Kazmer, M. M. (2006). Long-term outcomes of web-based distance learning programs in LIS. American Society for Information Science & Technology Annual Meeting, Austin, TX, November, 2006.

Kazmer, M. M. (2005). You didn't see me do that! Examining the everyday life information behaviors of librarians. American Society for Information Science & Technology Annual Meeting, Charlotte, NC, November, 2005.

Kazmer, M. M. (2004). Adapting learning outcomes for distributed pedagogy. 10th Annual Sloan-C/ALN Conference, Orlando, FL, November, 2004.

Kazmer, M. M. (2003). Getting to know you: Techniques to help instructors understand and foster students' online learning identities. 9th Annual Sloan-C/ALN Conference, Orlando, FL, November, 2003.

Kazmer, M. M., & Burnett, G. (2003). Integrating cultural hermeneutics and grounded theory for the study of virtual community. Poster presented at the 2003 Interactive Media Forum, Oxford, OH, October, 2003.

Kazmer, M. M. (2003). Online and offline: Setting boundaries and maintaining porousness. American Sociological Association annual meeting, Atlanta, GA, August, 2003.

Kazmer, M. M. (2002). Leaving hybrid spaces: Preparing to disengage from virtual communities. Computer-Supported Cooperative Work, New Orleans, LA, November, 2002.

Kazmer, M. M. (2002). Finishing a degree online: How do I prepare to leave when I'm not going anywhere? Poster presented at the Association for Library and Information Science Education conference, New Orleans, Louisiana, January, 2002.

Kazmer, M. M. (2001). Coping with distance learning communities: Building mechanisms that help. Conference on College Composition and Communication, Denver, Colorado.

Kazmer, M. M. (2001). Disengaging from social worlds: Distance students preparing to graduate. Poster presented at the Association for Library and Information Science Education conference, Washington, D.C.

Cole, T. W. & Kazmer, M. M. (1995). Telecommunications, access and friendliness: Internet GUIs. Paper presented at the American Library Association conference, Chicago, Illinois.

Presentations (invited)

Kazmer, M. M. (2007). Community building in online-only courses. Association for Library and Information Science Education annual conference, Seattle, WA, January, 2007.

Kazmer, M. M., Jorgensen, C., & Most, L. (2006). Librarians serving the public: Community, partnerships, leadership. Research Colloquium, College of Information, Florida State University, April, 2006.

Kazmer, M. M. (2005). Research collaborations: Fostering future work through successful endings. iForum Lecture Series, School of Information, University of Texas at Austin, October, 2005.

Kazmer, M. M. (2005). A new kind of hybrid: Embedded learning as "e-learning." Internet Research 6.0, annual meeting of the Association of Internet Researchers, Chicago, October, 2005.

Kazmer, M. M. (2005). Staying home: Two perspectives on community-embeddedness among distributed learners. Research Colloquium, College of Information, Florida State University, September, 2005.

Kazmer, M. M. (2005). Preserving the past, looking toward the future: What lies ahead for technical services librarians. Florida Library Association annual conference, Jacksonville, FL, April, 2005.

Kazmer, M. M. (2005). Synchronous sessions in online education. Association for Library and Information Science Education annual conference, Boston, MA, January, 2005.

Kazmer, M. M. (2002). Retreating from LEEP. Research presentation at the University of Illinois at Urbana-Champaign Graduate School of Library and Information Science LEEP Retreat, Allerton Park, Illinois. August 16-18, 2002.

Kazmer, M. M. & Robins, J. (1999). Coping in a distance environment. Paper presented to the Graduate School of Library and Information Science, University of Illinois at Urbana-Champaign.

Haythornthwaite, C., Kazmer, M. M., Robins, J. & Shoemaker, S. (1999). Virtual community. Paper presented to the Faculty of Business Administration, University of Illinois at Urbana-Champaign.

Grants and funded projects: Major projects

Southeast Florida library leaders: Building the next generation of service to underserved populations. Institute of Museum and Library Services, 2007-2010. Co-PI (PI: Dr. John Carlo Bertot). Funded. \$560,000.

Participatory design and evaluation of STEER: A clinic-based tool to help health providers support breast cancer care needs in rural Florida. Bankhead-Coley Cancer Research Program, Florida Department of Health, 2007. Co-PI (PI: Dr. Mia Liza Lustria). Funded. \$348,000.

Recruiting and Educating Librarians for the 21st Century. Institute of Museum and Library Services, 2004-2007. PI. Funded. \$680,000.

Grants and funded projects: Smaller projects

On-Campus student web-based instruction: Perceptions and emotional response. Information Use Management & Policy Institute. Funded. \$11,500.

Graduates of online degree programs in Library and Information Science: Determining and characterizing the population. Florida State University Council on Research and Creativity. Committee on Faculty Research Support, 2007. PI. Funded. \$13,000.

How does Web-based distance education affect individuals' professional practice? A preliminary examination. Florida State University Council on Research and Creativity. Planning Grant, 2006-2007. PI. Funded. \$10,000.

Florida State University Faculty Travel Grant, December, 2007.

Florida State University Faculty Travel Grant, December, 2006.

Florida State University Faculty Travel Grant, December, 2005.

Florida State University Faculty Travel Grant, December, 2004.

Florida State University Faculty Travel Grant, December, 2003.

Florida State University First-Year Assistant Professor Grant, February, 2003.

University of Illinois Graduate College Conference Travel Grant, November, 2001.

University of Illinois Graduate College On-Campus Dissertation Research Grant, June, 2001.

University of Illinois Graduate College Conference Travel Grant, March, 2001.

Teaching Experience

Issues in Theory Development (LIS 6278). Doctoral seminar at the College of Information at FSU. (Spring 2006, Spring 2007, Spring 2008)

Assessing Information Needs (LIS 5203). Elective course at the College of Information at FSU focuses on research methods and theories used to examine information behaviors. (Spring 2005)

Introduction to Information Services (LIS 5603). Required course in the knowledge management concentration at the College of Information at FSU introduces graduate students to basic tenets of reference work, including print and digital resources, and face-to-face and digital reference services. (Fall 2002, Spring 2003, Fall 2003, Fall 2004, Fall 2005)

Information Organization (LIS 5703). Required course at the College of Information at FSU introduces graduate students to basic concepts of information organization, including categorization, classification, metadata, controlled vocabularies, and descriptive markup

languages. (Fall 2002, Spring 2003, Spring 2004, Fall 2004, Spring 2005, Fall 2005, Spring 2006, Fall 2006, Spring 2007, Fall 2007)

Information Representation (LIS 4701). Undergraduate elective at the College of Information at FSU introduces students to principles and techniques of organizing and representing information. (Fall 2003, Spring 2004)

Business, Social Science, and the Internet. Developed and taught elective course for undergraduate students in the Information Technology Studies Minor offered through the Graduate School of Library and Information Science, University of Illinois at Urbana-Champaign. This course combines lectures with hands-on computer laboratory sessions. Students learn to use business and social science information through a variety of lessons including the information life-cycle, information evaluation, and efficient Internet information retrieval. Student feedback led to my inclusion in the University of Illinois at Urbana-Champaign Incomplete List of Teachers Ranked as Excellent by Their Students. (Spring 2001)

Careers in Information Technology. Developed and taught elective course for undergraduate first-year and second-year students at UIUC. The course uses a combination of guest speakers and timely readings to help students explore various information technology careers and undergraduate courses of study. (Spring 2000)

Science and the Internet. Developed and taught elective course for undergraduate students in the Information Technology Studies Minor offered through the Graduate School of Library and Information Science, UIUC. This course, which combines lectures with hands-on computer laboratory sessions, teaches students to use scientific information through a variety of lessons including the scientific publication cycle, information evaluation, and efficient Internet information retrieval. (Fall 1999)

Information Organization and Access. Assisted in teaching a core master's level course at the Graduate School of Library and Information Science at UIUC for four semesters, three of which were in the LEEP3 distance education program. Facilitated and monitored ongoing student discussions on the Web; responded as first-line contact for student problems and questions; assisted in assessment of students' work and progress; developed and presented new material to students; assisted in syllabus revisions. (Fall 1997 to Spring 1999)

Guest lectures. Developed and delivered class sessions on qualitative methods (Fall 2002) information technology consulting (Spring and Fall 2001), distance learning (Fall 2001), and models of library access (Fall 1998 through Fall 2001).

Graduate Teacher Certification. Earned the Graduate Teacher Certificate from the University of Illinois, having completed a sequence of classroom observations and videotaping, student feedback, reflective analysis, and continuing training. (Spring 2001)

Professional Experience

Assistant Professor, College of Information, Florida State University, Tallahassee, FL. August 2002 to present.

Engage in research, teaching, and service.

Technical Information Specialist, Ford Motor Company Research Library and Information Services, Dearborn, MI. August 1995 to July 1997.

Worked with information systems organizations in the company. Coordinated digital conversion projects and participated in development of Web information systems. Performed online searches and worked at reference desk. Participated in Ford College Graduate Program, a program of education and rotations for new employees.

Academic Resident Librarian/Visiting Assistant Professor of Library Administration, Grainger Engineering Library Information Center, University of Illinois at Urbana-Champaign, Urbana, IL. August 1994 to July 1995.

Worked with NSF/NASA/ARPA Digital Library Initiative team on procuring and processing electronic documents. Communicated with publishers of engineering journals as testbed point person on the Standard Generalized Markup Language (SGML). Worked at library reference desk. Participated in the Academic Resident Librarian program.

General Assistant/Bibliographic Assistant, Avery and Butler Libraries, Columbia University, New York. March 1991 to August 1993.

Worked with a team on a grant project in the Avery art and architecture collection to create original cataloging records for 5,825 trade catalogs (lighting fixtures, paint, and pre-fabricated homes) published between 1875 and 1950. Created original cataloging for other rare books in the collection, including many in Spanish, Italian, French, and Portuguese. Worked with catalogers in the non-rare collections as needed.

Awards and Fellowships

Teaching

Nominated for FSU graduate teaching award, 2005, 2006, 2007, and 2008.

Provost's letter for $\geq 90\%$ students rating teaching as Excellent, 2003, 2004(2), 2006 (2), 2007(2).

FSU College of Information Outstanding Faculty Award (student-selected), 2004.

Research

Eugene Garfield-ALISE Doctoral Dissertation Award Certificate of Recognition, 2004.

Berner-Nash Award for Outstanding Dissertation, Graduate School of Library and Information Science, University of Illinois at Urbana-Champaign, 2003.

Fellowships

University of Illinois Fellow, 2001-2002.

Distinguished Fellow, University of Illinois at Urbana-Champaign, 1997-2000.

HEA Title II B Fellow, University of Pittsburgh, 1993-1994.

C. Prescott Davis Scholar, Columbia University, 1989-1993.

Honor Societies

Tau Beta Pi Engineering Honor Society.

Beta Phi Mu Library and Information Science Honor Society.

Pi Tau Sigma Mechanical Engineering Honor Society.

Snowbird Leadership Institute.

Professional Activities

Editorial boards

Editorial Board, *Library & Information Science Research*, 2007-2011.

Editorial Board, *Internet Reference Services Quarterly*, 2003-present.

Association for Library and Information Science Education

Doctoral poster session juror, Association for Library and Information Science Education, 2008.

Pratt/Severn Award Committee, Association for Library and Information Science Education, 2007-2008.

Nominating Committee, Association for Library and Information Science Education, 2007-2008.

Publications Committee, Association for Library and Information Science Education, 2003-2006.

Co-Convener, Distance Education SIG, Association for Library and Information Science Education, 2006-2007.

American Society for Information Science & Technology

Chair, Education SIG, American Society for Information Science and Technology, 2007-2008.

Chair-Elect, Education SIG, American Society for Information Science and Technology, 2006-2007.

Student Chapter Award Committee, American Society for Information Science and Technology, 2006 and 2007.

Florida State University

Distance Learning Committee, 2006-2009.

Reviewer, COFRS Regular Summer Awards, Council on Research and Creativity, 2008.

Co-chair, Master's and Specialist Curriculum Team, College of Information, 2006-2007.

Chair, Personnel Committee, College of Information, 2003-2004.

Chair, Ad-Hoc Committee on Student Involvement, College of Information, 2005.

Member, faculty search committee, College of Education, 2003.

University of Illinois at Urbana-Champaign

Program Subcommittee of the Graduate College Executive Committee, 2001-2002.

Doctoral Student Faculty Representative, Graduate School of Library and Information Science, 1999-2000.

Group leader, University of Illinois All-Campus Teaching Assistants Orientation, 2001.

Faculty Search Committee for Physics and Astronomy Librarian, 1995.

Ongoing review of articles for journals in LIS and cognate fields:

Behaviour and Information Technology

Information, Communication and Society

The Information Society

Journal of Asynchronous Learning Networks

Journal of Computer-Mediated Communication

Journal of Education for Library and Information Science

Journal of the American Society for Information Science and Technology

Library and Information Science Research

Ongoing review of papers and presentations for conferences in LIS and cognate fields:

Reviewer, American Society for Information Science & Technology, 2007.

Reviewer, Internet Research 8.0, 2007.

Reviewer, American Society for Information Science & Technology, 2006.

Reviewer, Internet Research 7.0, 2006.

Reviewer, student paper award, Internet Research 6.0, 2005.

Reviewer, Internet Research 4.0 Conference, 2003.

Reviewer, Computer-Supported Cooperative Learning Conference, 2001.

Reviewer, Internet Research 2.0: INTERconnections Conference, 2001.

Professional Memberships

Association of Internet Researchers (AoIR)

American Society for Information Science and Technology (ASIST)

Association for Library and Information Science Education (ALISE)

Florida Library Association (FLA)

Association for Computing Machinery (ACM)

American Society of Mechanical Engineers (ASME)