
About the Contributors

JOHN CARLO BERTOT is Associate Professor and Associate Director of the Information Use Management and Policy Institute in the School of Information Studies at Florida State University. He teaches courses in library technology planning, technology applications, and information and telecommunications policy. Bertot has published extensively in the areas of library management, planning, and evaluation, with a particular emphasis on library Internet use and involvement. Most recently, he coauthored *Statistics and Performance Measures for Public Library Networked Services* through the American Library Association (2001), and coedited *Evaluating Networked Information Services*, an Information Today publication (2002). At present, Bertot is co-principal investigator for a national U.S. study sponsored by the Institute of Museum and Libraries to develop a national model for the collection and reporting of public library network statistics and performance measures as well as for the development of training modules to assist libraries in collecting, using, and reporting network-services data. Bertot also serves as a U.S. delegate on the International Standards Organization's (ISO) Library Statistics committee, and is the convener of the ISO Library Performance Indicator committee. He is also a member of the National Information Standards Organization's (NISO) planning committee for the revision of the Z39.7 Library Statistics standard.

CHRISTINE L. BORGMAN holds the Presidential Chair in Information Studies at UCLA, is Visiting Professor in the Department of Information Science at Loughborough University, England (1996 through 2002), and was a Fulbright Professor in Budapest, Hungary. Her teaching and research interests include digital libraries, human-computer interaction, electronic publishing, information seeking behavior, and scholarly communication and bibliometrics, as well as information technology policy in Central and Eastern Europe. She is the author, most recently, of *From Gutenberg to the Global Information Infrastructure: Access to Information in a Networked World* (MIT

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PRUDENCE W. DALRYMPLE is Dean and Associate Professor of the Graduate School of Library and Information Science at Dominican University in River Forest, Illinois. She edited a *Library Trends* issue in 1993 on Information Services in the Health Sciences, and chaired the Medical Library Association's Research Task Force that produced the Association's research policy statement. She contributed the chapter "The Application of Systematic Research" to volume eight of *Current Practice in Health Sciences Librarianship*, published by the Medical Library Association. She has published numerous articles in health sciences librarianship and other related areas. She recently completed a four-year term on the Biomedical Library Review Committee at the National Library of Medicine. Her professional experience includes practice both as a hospital librarian and as an academic health sciences librarian.

JOAN C. DURRANCE is a Professor at the University of Michigan School of Information (SI). She conducts research and teaches in the areas of information use, professional practice of librarians, and information services. Prof. Durrance's recent research includes *How Libraries and Librarians Help* and a new grant, *Approaches for Understanding Community Information Use: A Framework for Identifying and Applying Knowledge of Information Behavior in Public Libraries*. Both of these studies have been funded by IMLS and conducted with co-principal investigator Karen E. Fisher of the University of Washington. Other recent research includes an earlier project funded by IMLS and additional studies funded by the W. K. Kellogg Foundation. Her research on the reference interview was recognized with an R. R. Bowker-Isadore Mudge Award. Prof. Durrance's research has resulted in a number of articles and books. Her most recent book, coauthored with Karen E. Fisher, is entitled *Online Community Information: Creating a Nexus at Your Library* (ALA Editions, 2002).

KAREN E. FISHER is an Assistant Professor at The Information School, University of Washington where she teaches information behavior, community analysis, and qualitative research methods. She holds a B.A. (English and Russian, 1989) from Memorial University of Newfoundland, and M.L.I.S. (1991) and Ph.D. in library and information science (1998) degrees from the University of Western Ontario. In 1998–99 she held a postdoctoral fellowship, funded by the Social Sciences and Humanities Research Council of Canada, at the University of Michigan School of Information.

MARYJO LYNCH is Director of the ALA Office for Research and Statistics, a post she has held since 1978. She is staff liaison to ALA's Committee on Research and Statistics, Library Research Round Table, and Library History Round Table. Lynch has done research on reference service and on public libraries. She serves as a consultant to the library statistics program of the National Center for Education Statistics, is director of the yearly "ALA Survey of Librarian Salaries," and writes an article on "Research about Libraries and Librarians" for each edition of the *Bowker Annual*. Lynch has an A.M.L.S. from the University of Michigan and a Ph.D. in Library and Information Studies from Rutgers.

DEANNA B. MARCUM is President of the Council on Library and Information Resources, an independent, private, nonprofit organization headquartered in Washington, D.C. Her career has included tenure as director of public service and collection management at the Library of Congress and dean of the School of Library and Information Science at the Catholic University of America.

CHARLES R. MCCLURE, who obtained his Ph.D. from Rutgers University, is the Francis Eppes Professor of Information Studies at the School of Information Studies, Florida State University. He is also the Director of the Information Use Management and Policy Institute at Florida State University. McClure was the co-principal investigator on the Association of Research Libraries' funded E-metrics project, 2000–01; he was the co-principal investigator on a study funded by the U.S. Institute for Museum and Library Services to develop and test measures for networked services, 2000–02; and he recently completed a study funded by OCLC and a consortium of other library organizations that resulted in a manual to assess digital reference services. He is the coauthor of *Statistics and Performance Measures for Public Library Networked Services* (American Library Association, 2001); *Evaluating Networked Information Services* (Information Today, 2002); and *Statistics, Measures, and Quality Standards for Assessing Digital Reference Library Services* (Syracuse University Press, 2002).

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VIRGINIA A. WALTER is an Associate Professor and Chair of the Information Studies Department at the University of California, Los Angeles. Her teaching and research focuses on the information needs of children and teens, the information resources and services intended to meet those needs, and the evaluation of library services. She is a past president of the Association for Library Service to Children, a division of the American Library Association, and she currently serves as one of two ALA representatives to IFLA's Section on Library Services for Children and Young Adults.