

Sandra Hirsh

Associate Dean for Academics
College of Professional and Global Education
San José State University
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Overview

A proven strategic and empowering leader in both academia and private industry offering expertise in higher education administration; online education; innovative and entrepreneurial thinking; interdisciplinary and global collaboration and partnership. Effectively manages complex academic units, mostly online, with multiple funding models, collective bargaining agreements, on site and remote staff and faculty, and large distributed graduate and undergraduate student populations. Also known for professional and scholarly publications and contributions; frequently invited as speaker and advisory board member.

Education

PhD, Library and Information Science
University of California, Los Angeles, Los Angeles, CA, 1996

Dissertation: The effect of domain knowledge on elementary school children's search behavior on an information retrieval system: The Science Library Catalog.
Advisor: Dr. Christine Borgman.

MILS, Information and Library Science
University of Michigan, Ann Arbor, MI, 1990

Thesis: The role of citation analysis in evaluating chemistry journals.

BA, Political Science/International Relations (magna cum laude)
University of California-Los Angeles, Los Angeles, CA, 1988

Academic Experience

Associate Dean for Academics, College of Professional and Global Education
San Jose State University, San Jose, CA, March 2020-Present.

- Responsible for ensuring student success, faculty success, and academic and curricular excellence in the college.
- Establish academic infrastructure, committee, and processes as inaugural associate dean for academics in a college that newly gained its own academic departments.
- Drive development of new academic programs within the college, e.g., helped develop and implement the BS in Information Science and Data Analytics, which was the first online undergraduate major at San Jose State University and the first degree completion program (degree completion program launched fall 2021; 4-year degree launching fall 2022).
- Work with department chairs in the college to support their academic needs and research, scholarly, and creative activities (RSCA) needs.
- Build and manage the creation of the student success center to support the academic needs of undergraduate students in the college.
- Coordinate iSchool's San Jose Gateway PhD program, and establish new partnership for the program with Manchester Metropolitan University.
- Serve as Faculty Advisor for the San Jose State University iSchool's Association for Information Science & Technology (ASIS&T) Student Chapter.

**Professor and Director, School of Information
San Jose State University, San Jose, CA. August 2010–March 2020.**

- Director, School of Information. School includes three fully online master's degree programs in Library and Information Science (ALA-accredited), Archives and Records Administration (MARA), and Informatics; Teacher Librarian Credential program; two certificate programs – Post-Master's Certificate and Advanced Certificate in Strategic Management of Digital Assets and Services; Open Classes program; Gateway PhD program; MOOCs.
- Coordinator, San Jose Gateway PhD Program with the Queensland University of Technology.
- Faculty Advisor, San Jose State University Association for Information Science & Technology (ASIS&T) Student Chapter.
- Selected responsibilities include:
 - Provide leadership in strategic planning and assessment to ensure that current directions are articulated with clear goals and key success factors.
 - Provide high quality graduate education to more than 2000 matriculated students as the largest graduate school at San Jose State University.
 - Manage a complex budget of more than \$12 million, which includes state-supported funding and significant self-support program funding.
 - Lead and foster the development and recognition of faculty through recruitment, appointment, and equitable promotion and tenure processes; this includes managing 26 full-time faculty and approximately 80 part-time faculty. Manage the effective and efficient operations of the School, which includes 12.5 staff.
 - Increase the School's visibility through innovative initiatives, research, marketing, and other means. Position the School as a global leader in the online delivery of library and information science education.
 - Serve as the public face of the School with prospective and current students, alumni, donors, advisory boards, and other groups. Participate in professional associations at the local, national and international level.
 - Lead the development of research activity and stimulate growth in funding research. Establish collaborative external and internal partnerships to address strategic goals of the School.
 - Address the needs of a student population of great diversity -- in age, cultural background ethnicity, primary language and academic preparation -- through course materials, teaching strategies and advisement.
 - **Selected accomplishments:** Changed the name of the School, went through a successful reaccreditation process, implemented a global experience requirement, updated the core curriculum, oversaw the redesign of the website two times, implemented student success initiatives and tools, ensured the successful move of the iSchool to another college, gained acceptance of the school into the iSchools organization, established a virtual research center, established new partnerships (e.g., ALA eLearning, LYRASIS), dramatically increased the amount of scholarship funding for iSchool students, co-founded

and co-chaired a global virtual conference, created and launched new academic programs (2 certificates, 1 masters degree).

**Adjunct Faculty, Information School
University of Washington, Seattle, WA. Summer 2002.**

- Course taught: Information Management Issues in Organizations.

**Assistant Professor, School of Information Resources & Library Science
University of Arizona, Tucson, AZ. 1995–1998.**

- Courses taught: Information-Seeking Behavior; Information Resources Development; Information Resources Education.

**Adjunct Faculty, Library Science Program
CSU–Fullerton Branch of San Jose State University Program, Fullerton, CA.
Summers 1991 and 1993.**

- Course taught: Introductory Reference.

**Teaching Associate, Graduate School of Education and Information Studies
University of California-Los Angeles, Los Angeles, CA. 1992-1993.**

- Courses taught: Online Searching; Information in Society.

**Industry
Experience**

**Lead User Researcher
LinkedIn, Mountain View, CA. March 2010–June 2010.**

- Grew and built a research culture leading to growth of the research team to address global user, market, sales and business development, and other research needs.
- Created, drove, and executed global research plans to inform and impact current and future LinkedIn experiences, releases, product vision, and roadmap.

**Senior User Experience Researcher and Manager
Microsoft, Mountain View, CA. October 2004-March 2010.**

***MSN Global User Research Manager, Future Directions and Research Team,
May 2008–March 2010.***

- Created, drove, and executed global user research plans to inform and impact current and future MSN products and services releases, as well as product vision and roadmap, impacting 600 million users worldwide.
- Applied a multiplicity of qualitative and quantitative research methods to inform product development and future product releases, including longitudinal, usability, competitive, ethnographic, survey, customer insight research, and instrumented/experimentation data analysis.
- Managed and mentored user researchers in three locations across the United Kingdom and the United States.
- Responsible for defining, planning, and executing user research to inform the first major redesign of the MSN homepage in 10 years (performing research prelaunch in six countries using a range of qualitative and quantitative methodologies, resulting in positive reviews in the press and post-launch).

MSN User Experience Manager, Social & Community Platforms/Personalized Portals, May 2008–March 2010.

- Set user experience (UX) vision and priorities for MSN products and services, including MSN Social and Community Platforms (message boards, inline comments, ratings, reviews, expert blogs, polls, profiles, question/answer experiences, social activity feeds), MSN Toolbar, MSN Mobile platform, My MSN, and Execute.
- Provided global research leadership, templates and direction to inform and influence products and services across MSN international markets.
- Managed and led a high-caliber UX team (designers, researchers) to drive product goals and user experience throughout the product cycle.
- Hired, managed, and mentored full-time and agency/vendor user experience designers and researchers.
- Responsible for the design and research of the new Facebook, Windows Live, and Twitter experience on the redesigned MSN homepage.

User Experience Manager and Research Lead, Hotmail and Windows Live Web Communications, September 2006–May 2008.

- Served as user experience manager for the team, overseeing designers, researchers, writers, and contractors.
- Served as the research lead for user experience development during the major redesign of MSN Hotmail to Windows Live Hotmail. User experience received top accolades for best web mail service by the *Wall Street Journal's* Walt Mossberg and *PC World*.
- Drove research plans and metrics for Windows Live Web Communications products, including Hotmail, Calendar, Contacts, Web Messenger, and Gallery.
- Performed variety of research studies including field, lab, survey, and heuristic, and applied results to improve Windows Live Web Communications suite of products.

User Experience Research Lead, Customer Design Center, October 2004–August 2006.

- Drove research plans and metrics for a variety of Windows Live consumer internet products and platforms, including mobile (Windows Live Mobile), TV (MSNTV), and PC (e.g., Windows Live Toolbar, Windows Live Gallery).
- Managed user experience researchers, contractors, and vendors, as well as the research budget.
- Performed variety of research studies including field, lab, survey, heuristic, and international research studies (e.g., Japan, China), and applied results to improve Windows Live products.

Information Research Program Director

HP Labs, Hewlett-Packard, Palo Alto, CA. July 1998–October 2004.

- Built a research program to conduct research about the scientific and engineering research processes.
- Established an advisory board composed of HP Labs researchers and managers worldwide to set strategic direction and to serve as a sounding board for the program.

- Managed a company-wide project to sponsor the UCLA Surveying the Digital Future Project over a three-year period by building a data repository, facilitating data usage by business units, and influencing data collection process.
- Contributed to a major redesign of the HP Labs library website, based on understanding of client information needs.
- Provided user studies consulting services to HP Labs research projects, including Immersive Telepresence project.
- Developed a long-term usability assessment plan, implemented user and usability testing on information portal site, and recommended and developed content and information architecture improvements.
- Created and implemented a tool to facilitate idea and knowledge sharing within HP.
- Led staff hiring teams for information technology, marketing and communications, and reference manager positions.

Library Experience

Acting Technical Services Library Manager, Global Library & Information Services, Palo Alto Research Library

HP Labs, Hewlett-Packard, Palo Alto, CA. May 2001–September 2001.

Litigation Librarian

O'Melveny & Myers, Los Angeles, CA. June–October 1991.

Reference Assistant, Undergraduate Library

University of Michigan, Ann Arbor, MI. January 1989–May 1990.

Library Associate, Chemistry Library

University of Michigan, Ann Arbor, MI. September 1988–June 1990.

Assistant Law Librarian

Rosen, Wachtell & Gilbert, Encino, CA. March–July 1988.

Library Assistant, Reserve Book Room

University of California-Davis, Davis, CA. September 1984–June 1985.

Other Research & Consulting Experience

Faculty Coordinator, Library Institute for Public Librarians, Arizona Department of Library Archives and Public Records, May 1996.

Consultant, Arizona Department of Library Archives and Public Records, *Needs Assessment of Arizona Libraries*, 1995–1997.

Consultant, Knowledge Adventure, November 1994.

Consultant, O'Melveny & Myers, December 1993.

Consultant, Getty Art History Information Program: *Art and Architecture Thesaurus* User Study, December 1991–June 1992.

Research Assistant, Science Library Catalog Project directed by Dr. Christine Borgman, Graduate School of Education and Information Studies, University of California-Los Angeles, September 1991–December 1994.

Research Assistant, directed by Dr. Mary Niles Maack, Graduate School of Education and Information Studies, University of California-Los Angeles, September 1990–December 1992.

Project Coordinator, Minority Financial Aid Programs, Reference Service Press, Summer 1987.

Project Coordinator, Women Financial Aid Programs, Reference Service Press,

Summer 1986.

Project Assistant, ABC-CLIO, Summer 1984.

Patents

Extensible and application-adaptable toolbar for web services. (2017, December 12). *U.S. Patent No. 9841980*. Washington, D.C.: U.S. Patent and Trademark Office.

Electronic mail inbox with focused messages according to categories. (2012, August 7). *U.S. Patent No. 8,239,874*. Washington, D.C.: U.S. Patent and Trademark Office.

Pending and exclusive electronic mail. (2009, April 2). *U.S. Patent Application No. 2009/0089381*. Washington, D.C.: U.S. Patent and Trademark Office.

Efficient message communication in mobile browsers with multiple endpoints. (2008, October 2). *U.S. Patent Application No. 2008/0242324*. Washington, D.C.: U.S. Patent and Trademark Office.

Mobile device user interface. (2008, March 6). *U.S. Patent Application No. 2008/0059896*. Washington, D.C.: U.S. Patent and Trademark Office.

Publications

Books

Hirsh, S. (in preparation, expected publication date 2024). Editor, *Library 2035: Imagining the Next Generation of Libraries*. New York: Rowman & Littlefield Publishers, Inc.

Hirsh, S. (2022). Editor, *Information Services Today: An Introduction*, 3rd Edition. New York: Rowman & Littlefield Publishers, Inc.

Hirsh, S. and Alman, S. (2020). Co-editor, *Blockchain (Library Futures Series, Book 3)*. Chicago: ALA Neal-Schuman.

Hirsh, S. (2018). Editor, *Information Services Today: An Introduction*, 2nd Edition. New York: Rowman & Littlefield Publishers, Inc.

Hirsh, S. (2015). Editor, *Information Services Today: An Introduction*. New York: Rowman & Littlefield Publishers, Inc.

Schlachter, G.A., & **Goldstein, S.E.** (1989). *The Directory of Financial Aids for Minorities, 1989–1990*. San Carlos, CA: Reference Service Press.

Schlachter, G.A., & **Goldstein, S.E.** (1987). *The Directory of Financial Aids for Women, 1987–1988*. Redwood City, CA: Reference Service Press.

Book Chapters

Hirsh, S. (2022). What it means to be an information professional today. In S. Hirsh (Ed.), *Information Services Today: An Introduction*, 3rd edition (pp. 1-14). New York: Rowman & Littlefield Publishers, Inc.

Hirsh, S., Faires, D., & Hines, A. (2018). Perceptions and Viability of Launching LIS E-Learning Programs in Developing Countries: A Vietnam Case Study. In Management Association, I. (Ed.), *Online Course Management: Concepts, Methodologies, Tools, and Applications* (pp. 1162-1188). IGI Global. <http://doi:10.4018/978-1-5225-5472-1.ch059> [Reprint of 2014 chapter]

Hirsh, S. (2018). The transformative information landscape: What it means to be an information professional today. In S. Hirsh (Ed.), *Information Services Today: An Introduction*, 2nd edition (pp. 3-13). New York: Rowman & Littlefield Publishers, Inc.

- Hirsh, S.** (2017). Foreword. In S.W. Alman (Ed), *School Librarianship: Past, Present, and Future* (pp. xiii-xv). New York: Rowman & Littlefield Publishers, Inc.
- Hirsh, S.** (2016). Foreword. In P.C. Franks, L.A. Bell, & R.B. Trueman (Eds.), *Teaching and Learning in Virtual Environments: Archives, Museums, and Libraries* (pp. ix-xi). Santa Barbara, CA: Libraries Unlimited.
- Hirsh, S.** & Jakal, H. (2016). Virtually abroad in Second Life: The use of immersive technology to develop intercultural competence. In L. Bell, P. Franks, & R. Trueman (Eds.), *Teaching and Learning in Virtual Environments: Archives, Museums, and Libraries* (pp. 55-68). Santa Barbara, CA: Libraries Unlimited.
- Hirsh, S.** (2016). One MLIS degree: Many career possibilities. In D.E. Anderson and R. Pun (Eds.) *Career Transitions for Librarians: Proven Strategies for Moving to Another Type of Library* (pp. 53-58). New York: Rowman & Littlefield Publishers, Inc.
- Hirsh, S.** (2015). The transformative information landscape: What it means to be an information professional today. In S. Hirsh (Ed.), *Information Services Today: An Introduction* (pp. 3-9). New York: Rowman & Littlefield Publishers, Inc.
- Hirsh, S.**, Faires, D., & Hines, A. (2014). Perceptions and viability of launching LIS eLearning programs in developing countries: A Vietnam case study. In J.T. Du, Q. Zhu, & A. Koronios (Eds.), *Library and Information Science Research in Asia-Oceania: Theory and Practice* (pp. 200-224). Hershey, PA: IGI Global.
- Hirsh, S.** (2004). Domain knowledge and children's search behavior. In M.K. Chelton, & C. Cool (Eds.), *Youth Information Seeking Behavior: Theories, Models and Issues* (pp. 241–270). Lanham, MD: Scarecrow Press.

Peer-Reviewed Conference Proceedings

- Chen, H.-L., Liu, Y.-H., **Hirsh, S.**, Makri, S., & Mawire, B. (2023). Achieving Academic Success in Information Science: A multi-faceted approach. *Proceedings of the 86th Association for Information Science & Technology Annual Meeting*.
- Hirsh, S.** et al. (2023). New ALA Core Competences of Librarianship into the LIS Curriculum. *Proceedings of the ALISE Annual Conference*.
- Weech, T., Chu, C., **Hirsh, S.**, Julien, H., Keenan, M., Velasquez, D.L., & Narayan, B. (2019). Information Science Education and Library and Information Studies Education: Transnational Conversations. *Proceedings of the 82nd Association for Information Science & Technology Annual Meeting*.
- Tang, R., Gregg, W., **Hirsh, S.**, & Hall, E. (2019). U.S. State and State Capital Open Government Data (OGD): A Content Examination and Heuristic Evaluation of Data Processing Capabilities of OGD Sites. *Proceedings of the 82nd Association for Information Science & Technology Annual Meeting*.
- Hirsh, S.**, Alman, S., Lemieux, V., & Meyer, E.T. (2018). Blockchain: One Emerging Technology—So Many Applications. *Proceedings of the 81st Association for Information Science & Technology Annual Meeting*.
- Chen, H.-L., Aparac-Jelušić, T., Fourie, I., **Hirsh, S.** & Huang, R. (2017). How international is your LIS/IS program in the global higher education era? *Proceedings of the 80th Association for Information Science & Technology Annual Meeting*.
- Partridge, H., Bruce, C., Edwards, S., Gasson, S., **Hirsh, S.**, Stenstrom, C. & Haycock, K. (2016). Trans-Pacific doctoral success – A collaborative cohort model. *Proceedings of the 12th Biennial Quality in Postgraduate Research (QPR)*

Conference: Society, Economy & Communities: 21st Century Innovations in Doctoral Education, 125-131.

- Hirsh, S.**, Anderson, C., & Caselli, M. (2012). The reality of fantasy: Uncovering information-seeking behaviors and needs in online fantasy sports. *CHI'12 Extended Abstracts on Human Factors in Computing Systems*, 849–864.
- Anderson, C., **Hirsh, S. G.**, & Mohr, A. (2008). Wheels around the world: Windows Live mobile interface design. *CHI'08 Extended Abstracts on Human Factors in Computing Systems*, 2113–2128.
- Hirsh, S.** & Dinkelacker, J. (2003). Impact of a corporate merger on the information seeking behaviors of research practitioners. *Proceedings of the 66th American Society for Information Science & Technology Annual Meeting*, 40(1), 78–84. doi:10.1002/meet.1450400110
- Hirsh, S.G.** (2001). Building a global corporate library portal: Usability results and design implications. *Proceedings of the 64th American Society for Information Science Annual Meeting*, 38, 268–280.
- Hirsh, S.G.** (2000). Information needs, information seeking, and communication in an industrial R&D environment. *Proceedings of the 63rd ASIS Annual Meeting*, 37, 473–486.
- Hirsh, S.G.** (1999). Information seeking at different stages of the R&D research process (poster abstract). *Proceedings 22nd Annual International Conference on Research and Development in Information Retrieval*, 285–286.
- Hirsh, S.G.** (1998). Relevance determinations in children's use of electronic information systems: A case study. *Proceedings of the ASIS Annual Meeting*, 35, 63–72.
- Hirsh, S.G.** (1996). Complexity of search tasks and children's information retrieval. *Proceedings of the ASIS Annual Meeting*, 33, 47–51.
- Hirsh, S.G.** (1995). The effect of domain knowledge on elementary school children's search behavior on an information retrieval system: The Science Library Catalog. *Conference Companion on Human Factors in Computing Systems*, 55–56.
- Hirsh, S.G.**, & Borgman, C.L. (1995). Comparing children's use of browsing and keyword searching on the Science Library Catalog. *Proceedings of the ASIS Annual Meeting*, 32, 19–26.

Peer-Reviewed Articles and Papers

- Ford, C., Faires, D., **Hirsh, S.**, and Carranza, N. (2017). The significance of language study in library and information science: A comparison of two programs in the United States and Honduras. *Journal of Education for Library and Information Science*, 58(2), 77-93.
- Hirsh, S.**, Faires, D., Holschuh Simmons, M., Christensen, P., Sellar, M., Stenström, C., Hagar, C., Bernier, A., Alman, S., & Fisher, J. (2015). International Perspectives in LIS Education: Global Education, Research, & Collaboration at the SJSU School of Information. *Journal of Education for Library and Information Science*, 56(Supplement 1), S27-S46.
- Hirsh, S.**, & Dinkelacker, J. (2004). Seeking information in order to produce information: An empirical study at Hewlett Packard Labs. *Journal of the American Society for Information Science & Technology*, 55(9), 807–817.
- Hirsh, S.G.** (1999). Children's relevance criteria and information-seeking on electronic resources. *Journal of the American Society for Information Science*, 50(14), 1265–1283.

- Hirsh, S.G.** (1997). How do children find information on different types of tasks? Children's use of the Science Library Catalog. *Library Trends*, 45(4), 725–745.
- Borgman, C.L., **Hirsh, S.G.**, & Hiller, J. (1996). Rethinking online monitoring methods for information retrieval systems: From search product to search process. *Journal of the American Society for Information Science*, 47(7), 568–583.
- Walter, V.A., Borgman, C.L., & **Hirsh, S.G.** (1996). The Science Library Catalog: A springboard for information literacy. *School Library Media Quarterly*, 24(2), 105–110.
- Borgman, C.L., **Hirsh, S.G.**, Walter, V.A., & Gallagher, A.L. (1995). Children's searching behavior on browsing and keyword online catalogs: The Science Library Catalog project. *Journal of the American Society for Information Science*, 46(9), 663–684.
- Goldstein, S.E.** (1992). The role of citation analysis in evaluating chemistry journals: A pilot study. *Advances in Library Administration and Organization*, 10, 97–112.
- King, N.S., **Goldstein, S.E.**, & Williams, L.A. (1990). MEDLINE and PsycLIT on CD-ROM: A survey of users in an academic medical library. *Medical Reference Services Quarterly*, 9(1), 43–58.

Additional Articles and Papers

- Hirsh, S.** (2021, September). IRRT Councilor Update. *International Leads*, 36(3), 18-20.
<https://www.ala.org/rt/sites/ala.org.rt/files/content/intlleads/leadsarchive/202109.pdf>
- Hirsh, S.**, & Alman, S.W. (2021, August). Using blockchain to get information when you need it from wherever you are. Information Matters, Online.
<http://informationmatters.org/2021/08/using-blockchain-to-get-information-when-you-need-it-from-wherever-you-are/>
- Hirsh, S.** (2021, March). IRRT Councilor Update. *International Leads*, 35(1), 11-12.
<https://www.ala.org/rt/sites/ala.org.rt/files/content/intlleads/leadsarchive/202103.pdf>
- Hirsh, S.** (2020, September). IRRT Councilor Update. *International Leads*, 34(3), 10-11.
<http://www.ala.org/rt/sites/ala.org.rt/files/content/intlleads/leadsarchive/202009-edited.pdf>
- Hirsh, S.** (2020, July). Brief Communication: ALISE Leadership Academy: Developing the Next Generation of LIS Academic Leaders. *Journal of Education for Library and Information Science*, 61(3), 389-396.
- Hirsh, S.**, & Harlan, M. (2020, March). [San José State University School of Information: School Overview and Teacher Librarian Program](#). *St. Paul's Librarian*, 34, 11-25.
- Hirsh, S.** (2020, March). IRRT Councilor Update. *International Leads*, 34(1), 13-14.
<http://www.ala.org/rt/sites/ala.org.rt/files/content/intlleads/leadsarchive/202003.pdf>
- Hirsh, S.** (2019, September). IRRT Councilor Update. *International Leads*, 33(3), 12-13.
<http://www.ala.org/rt/sites/ala.org.rt/files/content/intlleads/leadsarchive/201909r.pdf>
- Hirsh, S.** (2019, March/April). From Perceptions to Facts: How Well is LIS Education Preparing Tomorrow's Leaders? *Online Searcher Magazine*, 43(2). Retrieved

from <http://www.infotoday.com/OnlineSearcher/Articles/The-Searchers-Viewpoint/From-Perceptions-to-Facts-How-Well-Is-LIS-Education-Preparing-Tomorrows-Leaders-130312.shtml>

- Hirsh, S.** (2019, March). IRRT Councilor Update. *International Leads*, 33(1), 7-8. <http://www.ala.org/rt/sites/ala.org/rt/files/content/intlleads/leadsarchive/201903.pdf>
- Hirsh, S.** (2018). Reaching new scholarly heights: School of Information Student Research Journal hits milestone with 100,000 full text downloads. *School of Information Student Research Journal*, 8(1). Retrieved from <http://scholarworks.sjsu.edu/slissri/vol8/iss1/3>
- Roy, L., **Hirsh, S.**, & Wertheimer, A.B. (2017). Reaching Those Who Served: Let's Recruit and Prepare Military Veterans for Careers in Librarianship. *American Indian Library Association Newsletter*, 39(1), 7, 12.
- Hirsh, S.** (2015, December). Library 2.015: An international conference for an interconnected profession. *International Leads*, 29(4), 1, 9. <http://www.ala.org/rt/sites/ala.org/rt/files/content/intlleads/leadsarchive/2015r.pdf>
- Hirsh, S.** (2015, October/November). President's Page. *Bulletin of the Association for Information Science and Technology*, 41(7), 3-5.
- Hirsh, S.** (2015, August/September). President's Page. *Bulletin of the Association for Information Science and Technology*, 41(6), 3-4.
- Hirsh, S.** (2015, June/July). President's Page. *Bulletin of the Association for Information Science and Technology*, 41(5), 3-4.
- Hirsh, S.** (2015, April/May). President's Page. *Bulletin of the Association for Information Science and Technology*, 41(4), 3-5.
- Hirsh, S.** (2015, February/March). President's Page. *Bulletin of the Association for Information Science and Technology*, 41(3), 3-5.
- Hirsh, S.** (2015, December/January). President's Page. *Bulletin of the Association for Information Science and Technology*, 41(2), 3-4.
- Hirsh, S.** (2012). Preparing future professionals through broad competency planning. *Information Outlook*, 16(1), 9-11.
- Gore, P., & **Hirsh, S.G.** (2003). Planning your way to a more usable web site. *Online*, 27(3), 20-26.

Technical and Consulting Reports

- Hirsh, S.**, Metz, R., Brown, S., Serrano, L., Gurtu, S., Valdez, L., and Fisher, J. (2012). *Developing a Technology Integration Residency Model: The Catalyst Project Report* (SJSU Scholar Works Faculty Publications). San Jose, CA: San Jose State University.
- Hirsh, S.**, Sellen, A., & Brokopp, N. (2004). *Why HP people do and don't use videoconferencing systems* (HP Labs Technical Report HPL-2004-140[R.1]). Palo Alto, CA: Hewlett Packard.
- Gore, P., & **Hirsh, S.G.** (2003). *Planning your way to a more usable web site* (HP Labs Technical Report HPL-2003-57). Palo Alto, CA: Hewlett Packard.
- Hirsh, S.**, & Dinkelacker, J. (2003). *Impact of a corporate merger on the information seeking behaviors of research practitioners* (HP Labs Technical Report HPL-2003-75). Palo Alto, CA: Hewlett Packard.
- Hirsh, S.**, & Dinkelacker, J. (2003). *Seeking information in order to produce information: An empirical study at Hewlett Packard Labs* (HP Labs Technical

- Report HPL-2003-76). Palo Alto, CA: Hewlett Packard.
- Dinkelacker, J., & **Hirsh, S.G.** (2002). *Observations on a trans-oceanic collaboration: Anecdotes from an HP Labs Initiative* (HP Labs Technical Report HPL-2002-105). Palo Alto, CA: Hewlett Packard.
- Hirsh, S.G.** (2001). *Building a global corporate library portal: Usability results and design implications* (HP Labs Technical Report HPL-2001-280). Palo Alto, CA: Hewlett Packard.
- Hirsh, S.G.** (1999). *Exploring information needs and information seeking behavior in HP Labs* (Internal HP Labs Technical Report HPL-1999-89). Palo Alto, CA: Hewlett Packard.
- Hurt, C.D., Seavey, C.A., & **Hirsh, S.G.** (1997). *Needs assessment for Arizona libraries*. Phoenix, AZ: Arizona Department of Library, Archives and Public Records.
- Hirsh, S.G.** (1996). *Arizona Library Institute final report*. Phoenix, AZ: Arizona Department of Library, Archives and Public Records.
- Borgman, C.L., & **Hirsh, S.G.** (1993). *Final report to UCLA International Studies and Overseas Programs, research methods for online monitoring of user behavior in information technologies*. Los Angeles, CA: UCLA.
- Borgman, C.L., & **Goldstein, S.E.** (1992). "Art and Architecture Thesaurus" user study: Final report. Los Angeles, CA: Getty Art History Information Program.

Peer-Reviewed Poster Sessions

- Hirsh, S.** (1999, August). *Information seeking at different stages of the R&D research process*. Poster session presented at the SIGIR'99 22nd International Conference on Research and Development in Information Retrieval, Berkeley, CA.
- Hirsh, S.** (1995, July). *Children's browsing and keyword searching on the Science Library Catalog: The effect of domain knowledge on search behavior*. Poster session presented at the ACM Special Interest Group on Information Retrieval (SIGIR), 18th International Conference on Research and Development in Information Retrieval, Seattle, WA.

Additional Poster Sessions

- Hirsh, S.** (2013, August). *Virtual conferences bring information professionals from around the world together in new ways*. Poster session presented at the International Federation of Library Associations Conference, Singapore.
- Hirsh, S.** (1996, December). *Doing research down under: A National Science Foundation travel grant to Australia*. Poster session presented at the International Work Experience Poster Session, Arizona Library Association Annual Conference, Phoenix, AZ.
- Hirsh, S.** (1993, May). *Children's search behavior on the Science Library Catalog*. Poster session presented at the Windows of Opportunity Symposium for Female Students in Computing, Washington, D.C.

Online Interviews/Articles about project work

- Reflecting on 10 Years as iSchool Director (2020). *SJSU iSchool Community Profiles* (<https://ischool.sjsu.edu/community-profile/reflecting-10-years-ischool-director>)
- iSchool Director Transitions to New Leadership Role at SJSU: Dr. Hirsh Accepts Associate Dean Position (2020). *SJSU iSchool News*

- <https://ischool.sjsu.edu/news/ischool-director-transitions-new-leadership-role-sjsu>).
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- Peters, Alison (2015). Q&A with Dr. Sandra Hirsh, Editor of Information Services Today, *INALJ* (<http://inalj.com/?p=91189>).
- Interview with Sandra Hirsh (2014). *TeacherCertificationDegrees.com*
<http://www.teachercertificationdegrees.com/interviews/college-faculty/>).
- Interview with Sandra Hirsh (2013). *LibraryScienceList.com*
<http://librarysciencelist.com/interviews/sandra-hirsh-san-jose-state-university/>).
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Presentations

Conference Presentations

Achieving Academic Success in Information Science: A multi-faceted approach. (2023, October). **Refereed** Panel paper presented at the 86th Association for Information Science & Technology (ASIS&T) Annual Meeting, London, UK.

New ALA Core Competences of Librarianship into the LIS Curriculum. (2023, October). **Refereed** Panel paper presented at the ALISE Annual Conference, Milwaukee, WI.

Gateway Faculty Spotlight – My PhD Journey: Dr. Sandy Hirsh. (2023, June). Presentation delivered at San Jose State University Gateway PhD Monthly Meeting, Online.

Ways to Use the Newly Revised ALA Core Competences of Librarianship. (2023, May). Presentation delivered for the ALA Committee on Education Virtual Forum, Online.

SJSU iSchool's Celebration of Women's History Month "Women in Information" Opening Keynote Address: Conversation between Sandy Hirsh and Sanda Erdelez. (2023, March). Presentation delivered at San Jose State University Symposium for Women's History Month, Online.

SJSU iSchool's Celebration of Women's History Month "Women in Information": Women in Information Panel Discussion. (2023, March). Co-moderation at San Jose State University Symposium for Women's History Month, Online.

How to Prepare for Academia and Industry? - The Million-dollar Question. (2022, October). **Refereed** Panel paper presented at the ASIS&T Annual Conference, Pittsburgh, PA.

Incorporating Marginalized LIS Educators into LIS Programs Through Remote Work Options. (2022, October). **Refereed** Panel paper presented at the ALISE Annual Conference, Pittsburgh, PA.

Core Competencies for Librarianship: How ALA's Updated Competencies Will Guide The Profession into the Future. (2022, October). Keynote presented at the 2022 Croatian Library Association Annual Conference and General Assembly, Online.

Commencement Address. (2022, May). Commencement address presented at the Spring 2022 San Jose State University College of Professional and Global Education Commencement Ceremony, San Jose, CA.

An Introduction to Blockchain Applications in the Information Professions: Hype, Speculations, and Implications. (2022, May). Keynote presented at the International Conference on AI and Blockchain (ICAIB 2022) for Information and Library Science - Challenges and Possibilities 2022, Online.

Resilient Leadership: Positioning Your Organization for Success (2022, April). Speaker and moderator of webinar/panel "Navigating Changes in Higher Education" for 2022 ALISE Leadership Academy, Online.

The Future of Librarianship: What It Means to Be an Information Professional Today. (2022, March). Invited speaker for SJSU ASIS&T Student Chapter Speaker Series, Online.

Advancing Your Career: The Importance of In-Demand Research Skills. (2022, February). Keynote presented at the 2022 College of Professional and Global Education (CPGE) Online Student Conference, Online.

Growing the iFederation: Leveraging the ASIS&T, ALISE, and the iSchools Collaboration to Advance Information Science. (2021, November). Speaker on an iFederation panel at the 2021 ASIS&T Annual Meeting, Salt Lake City, UT.

The Rising Phoenix: Perspectives on Resilience for Education, Research, & Practice. (2021, September). Speaker on an iFederation panel at the 2021 ALISE Annual Conference, Online.

An Introduction to Blockchain Applications in the Information Professions: Hype, Speculations, and Implications. (2021, September). Keynote presented at the 2021 Southeast Florida Library Information Network (SEFLIN) Virtual Conference, Online.

Crafting a Resilient Future: Leadership, Education, & Inspiration: A Toolkit. (2021, September). Speaker on an ALISE Webinar panel, Online.

NOW – NEW – NEXT: Seizing the opportunities to redefine and reimagine professional development through online learning. (2021, August). Invited panel speaker for IFLA CPDWL Session at the 2021 IFLA WLIC conference, Online.

The Rise of Online Education: Impact of COVID-19 Pandemic on Teaching and Learning. (2021, March). Speaker on an iFederation panel at the 2021 iConference, Online.

What Has 2020 Taught Us About the Information Ecosystem (2021, February). Invited paper presented for NISO Plus 2021 virtual conference, Online.

Mapping LIS Education Programs. (2021, February). Invited paper presented for IFLA's Building Strong Library and Information Science Education (BSLISE) Working Group, Online.

Live Chat: Special Libraries - Info Pros in GLAM Roles & Beyond. (2021, February). Invited paper presented as part of the Ontario Library Association (OLA) Super Conference, Online.

Blockchain Buzz: Hype, Speculative Applications, & Implications for the Information Professions. (2020, December). Invited paper presented as part of the LACUNY Emerging Technologies Roundtable, Online.

Essential LIS Skills and Competencies: Remaining Relevant and Forward-Thinking During a Pandemic. (2020, November). Invited paper presented as part of the Gigabit Libraries Network/IFLA Webinar Series - "Part 28: Libraries in Recovery: Story of Library 2.0 and Librarians' New Futures", Online.

Higher Education and Research Community Responses to the COVID-19 Pandemic. (October 2020). Speaker on an iFederation panel at the 2020 ALISE Conference, Online.

About the ALISE Association. (2020, September). Invited presentation presented as part of the 2020 ISIC Conference, Online.

Blockchain Buzz: Hype, Speculative Applications, & Implications for the Information Professions. (2020, May). Invited paper presented as part of the ASIS&T Meet the Author series, Online.

Blockchain Buzz: Hype, Speculative Applications, & Implications for the information Professions. (2020, April – **Cancelled due to COVID-19**). Invited Keynote Speaker for the 10th Allen Smith Symposium, "Innovation and Inclusion: Technology, Ethics, and the Future of LIS." Simmons University, Boston, MA.

Workload Management and Priorities: Putting It All Together. (2020, January). Paper presented at the 2020 ALISE Leadership Academy, Palm Desert, CA.

My Leadership Journey. (2019, December). Paper presented at the 2019 California Leadership Development Program, Santa Clara, CA.

Information Science Education and Library and Information Studies Education: Transnational Conversations. (2019, October). **Refereed** panel presented at the 82nd Association for Information Science & Technology (ASIS&T) Annual Meeting, Melbourne, Australia.

U.S. State and State Capital Open Government Data (OGD): A Content Examination and Heuristic Evaluation of Data Processing Capabilities of OGD Sites. (2019, October). **Refereed** paper presented at the 82nd Association for Information Science & Technology (ASIS&T) Annual Meeting, Melbourne, Australia.

Blockchain: Transformative Applications for Libraries. (2019, October). Keynote presented at the University of South Carolina School of Library and Information Science, Columbia, South Carolina.

Leadership During Organizational Restructuring of LIS Programs (2019, September). **Refereed** paper presented on a panel at the 2019 ALISE Annual Meeting, Knoxville, TN.

Leadership Academy: Work/Life Balance. (2019, September). Invited paper presented at the 2019 ALISE Annual Meeting, Knoxville, TN.

Emerging Technologies for Libraries: Smart Cities and Blockchain (2019, August). Panel presented at the 2019 IFLA conference, Athens, Greece.

CPDWL Twitter Chat. (2019, July). Invited participant in inaugural Twitter Chat for the IFLA Continuing Professional Development and Workplace Learning committee, Online.

San José State University School of Information: School Overview and Teacher Librarian Program. (2019, August). International Symposium - "Road to the Future: School and Children's Librarianship", Sapporo, Japan. [Translations: <https://tane.info/knowledge-base/s1/>; <https://tane.info/knowledge-base/s2/>].

Competencies for Librarians in a Technologically-Driven Global Climate. (2019, July). Invited presentation to the National Library of South Africa, Online.

Blockchain: Transforming the Technological Future. (2019, June). Panel presented at the 2019 American Library Association (ALA) Conference. Washington, DC.

Creating the Information Professionals for the Future: A Fireside Chat. (2019, June). Keynote presented at the 2019 Special Libraries Association (SLA) Conference, Cleveland, OH.

Blockchain: The New Technology and Its Applications for Libraries. (2019, June). Invited speaker at the 2019 Special Libraries Association (SLA) Conference, Cleveland, OH.

The Presence of Library-Related Datasets on State and State Capital Open Government Data (OGD) Sites (2019, June). Presentation presented at Library 2.019: Open Data virtual conference, Online.

Competencies for Librarians in a Technologically-Driven Global Climate. (2019, May). Keynote presented at the 2019 Swedish Library Association Conference, Helsingborg, Sweden.

Blockchain: Transformative Applications for Libraries and Education. (2019, May). Keynote presented at the San Jose State University's 2019 University Scholar Series, San Jose, CA.

Blockchain Possibilities: Investigation Findings. (2019, March). Paper presented at the Special Libraries Association (SLA) Trending Technology Webinar, Online Presentation.

Blockchain: An Investigation of Possible Library Applications. (2019, February). Paper presented at the 2nd International Conference on Changing Landscape of Science & Technology Libraries (CLSTL 2019), Gandhinagar, India, Online Presentation.

My Leadership Journey. (2019, January). Paper presented at the 2019 California Leadership Development Program, Campbell, CA.

Blockchain: One Emerging Technology—So Many Applications. (2018, November). **Refereed** panel presented at the 81st Association for Information Science & Technology (ASIS&T) Annual Meeting, Vancouver, Canada.

Trendsetting at the SJSU iSchool: Blockchain and Information Services. (2018, November). Paper presented at the 2018 California Library Association (CLA) conference, Santa Clara, CA.

Be Loud For Libraries (2018, November). Keynote presented at California Public Library Advocates (CPLA) Awards Dinner at the 2018 California Library Association (CLA) conference, Santa Clara, CA.

LIS Careers and Learning: How SJSU iSchool Can Help Prepare You. (2018, November). Closing keynote presented at the 2018 California Library Association (CLA) pre-conference: Strong Start in Libraries – Kicking Off Your Career, Santa Clara, CA.

Current and Future Trends in LIS Education. (2018, October). Paper presented at The Conference Board's Information and Research Management Council (IRMC), Palo Alto, CA.

Pros and Cons of Blockchain. (2018, October). Paper presented on a panel at Blockchain in Education West conference, Sunnyvale, CA.

Blockchain: Recommendations for the Information Professions. (2018, September). Paper presented as a free ALA Webinar, Online.

Blockchain – is it worth the fuss? – Flash Session. (2018, August). Paper presented on a panel at the 2018 IFLA conference, Kuala Lumpur, Malaysia.

Supporting the CPD Guidelines: The Library School/iSchool Perspective. (2018, August). Paper presented on a panel “Investing in the Library Workforce: Case Studies in the Effective Use of the 2016 [IFLA Guidelines for Continuing Professional Development](#)” at the 2018 IFLA conference, Kuala Lumpur, Malaysia.

The Global Transformation of Libraries, LIS Education, and LIS Professionals. (2018, June). Paper presented as an invited lecture to visiting delegation from Japan, American Library Association (ALA) Annual Conference, New Orleans, LA.

Academic Librarians in Transition: Stories, Narratives and Job Strategies on Moving into Different Library Careers. (2018, April). Paper presented on a panel at the 2018 California Academic and Research Libraries (CARL) conference, Redwood City, CA.

Blockchain Technology. (2018, March). Paper presented on a panel at a webinar for the SLA Philadelphia and Pittsburgh Chapters, Online.

Blockchain, Open Civic Data, and TV WhiteSpace - Three New Projects. (2018, February). Paper presented at an invited panel at the 2018 American Library Association (ALA) Midwinter Conference, Denver, CO.

How international is your LIS/IS program in the global higher education era? (2017, October). **Refereed** panel presented at the 80th Association for Information Society & Technology (ASIS&T) Annual Meeting, Washington, DC.

The Global Transformation of Libraries, LIS Education, and LIS Professionals. (2017, October). Paper presented at an invited public lecture as a Visiting Scholar at Rikkyo University, Tokyo, Japan.

The Global Transformation of Libraries, LIS Education, and LIS Professionals. (2017, October). Paper presented at an invited public lecture for Library Company, Tokyo, Japan.

Librarians in Transition: Stories and Job Strategies on Different Library Careers. (2016, November). Paper presented on a panel at the 2016 California Library Association (CLA) Conference, Sacramento, CA.

Professional Development Outcomes of a Globally Based Virtual Conference Partnership: A Library 2.0 Case Study. (2016, October). Keynote presented for “Utilizing Partnerships to Expand Professional Development Opportunities Worldwide” as part of the IFLA/ALA Webinar Series, Online.

Beyond the Bottom Line: Building Responsible Relationships with Foundations, Vendors and Sponsors. (2016, June). Paper presented on a panel at the 2016 American Library Association (ALA) Annual Conference, Orlando, FL.

Best Practices for Engaging and Supporting Online Learners. (2016, June). Keynote presented at the Ontario Library Service Conference, Ontario, Canada, Online.

The Global Transformation of Libraries, LIS Education, and LIS Professionals. (2016, May). Keynote presented at the Manitoba Library Association Conference, Winnipeg, Canada.

Online Learning, MOOCs, and the School of Information at San Jose State University. (2016, April). Paper presented on a panel at the 2016 IFLA President’s Forum, Toronto, Canada.

Trans-Pacific Doctoral Success – A Collaborative Model. (2016, April). **Refereed** paper presented at 2016 Quality in Postgraduate Research Conference: Society, Economy & Communities: 21st Century Innovations in Doctoral Education, Adelaide, Australia.

Foreign language study in the LIS curriculum: A cross-cultural comparison of two innovative programs (2016, January). **Refereed** paper presented on a panel at the 2016 ALISE Annual Meeting, Boston, MA.

The Global Classroom: Strategies for Designing Innovative Cultural Immersion Programs in Library and Information Science Education (2016, January). **Refereed** paper presented on a panel at the 2016 ALISE Annual Meeting, Boston, MA.

Information Services Today: Essential Tools, Skills, and Competencies for Transformative Information Landscapes (2015, October). Keynote presented at the Library 2.015 Conference, Online.

Research and Developments at the SJSU School of Information. (2015, July). Paper invited for Queensland University of Technology Research Symposium, Brisbane, Australia.

Research and Developments at the SJSU School of Information. (2015, July). Paper invited for Charles Sturt Research Symposium, Wagga Wagga, Australia.

Inspiring Leaders Around the World: Learning New Skills Through a Virtual Conference (2015, June). Paper selected for International Relations Round Table (IRRT) President’ Program (2015, June). American Library Association (ALA) Annual Conference, San Francisco, CA.

Information Professionals: New competencies and new opportunities. (2015, May). Keynote presented at the UCLA Information Studies Alumni Symposium, Los Angeles, CA.

Engaging with ASIS&T: Opportunities (2015, April). Remarks presented at the Virtual Symposium on Information & Technology in the Arts & Humanities (ASIS&T), Online.

Doctoral Alumni Panel (2015, April). Paper presented on a panel at the UCLA 2014-2015 IS Colloquia Series, Los Angeles, CA.

MOOCs 101 (2015, April). Paper presented at Computers in Libraries (CIL) annual conference, Washington, DC.

Identity, administration, and inclusion: Current students of adjunct and contingent faculty in LIS. (2015, January). **Refereed** paper presented on a panel at the Association for Library and Information Science Education annual conference (ALISE), Chicago, IL.

Opening Plenary: The space between us: A conversation with association leadership about the future of LIS education. (2015, January). Keynote presented at the Association for Library and Information Science Education (ALISE) annual conference, Chicago, IL.

Representation for all: Including stakeholders in LIS program governance in a changing world. (2015, January). **Refereed** paper presented on a panel at the Association for Library and Information Science Education (ALISE) annual conference, Chicago, IL.

It's Not Just Child's Play. (2014, November). Paper presented on panel at the 2014 California Library Association (CLA) annual conference, Oakland, CA.

Working in a Global Environment – Success Strategies for Today's Information Professional. (2014, October). Keynote presented at the Library 2.014 Conference, Online.

MOOCs: Opportunities and challenges for libraries. (2014, August). Paper presented at the 2014 IFLA conference, Lyon, France.

Professional development for information professionals. (2014, March). Paper presented at the Corporate Library Community of Practice virtual event. Online.

From the employer's perspective: Desired skills and knowledge in the LIS profession. (2014, February). Paper presented at SJSU ASIS&T Student Chapter event. Online.

The library of the future. (2014, February). Keynote presented at the Santa Clara County Library District annual meeting, Campbell, CA.

Entrepreneurship in LIS education. (2014, January). Paper presented at the Annual ALISE conference, Philadelphia, PA.

The changing landscape of librarianship: Technology, information seeking behaviors, & education. (2013, December). Paper presented at the Annual ABC-Clio Company Meeting, Santa Barbara, CA.

The future of access services: Using technology to customize access services. (2013, November). Keynote presented at the meeting of the 2013 Access Services Conference, Atlanta GA.

SLIS virtual career fair: Opportunities for LIS professionals. (2013, November). Keynote presented at the inaugural SLIS Virtual Career Fair. Online.

The global transformation of libraries, LIS education, and LIS professionals. (2013, October). Keynote presented at the meeting of the Library 2.013 Conference,

Online.

MOOC toolkit: The SJSU SLIS hyperlinked library MOOC. (2013, September). Paper presented at the Pushing the Envelope in Education: Roles for Libraries -- MOOCs, eLearning, and Gamification conference. Online.

The hyperlinked library MOOC: A not for credit professional development large scale learning program. (2013, September). Paper presented at the SJSU German delegation meeting. San Jose, CA.

Library technology: Connecting with the community. (2013, September). Keynote presented at the After Hours at the Library Meeting at the Los Altos Public Library, Los Altos, CA.

SLIS information sessions. (2013, September). Presentations delivered in Toronto (AMPLO quarterly meeting and OLA headquarters), Hamilton, New Market, and Ottawa. Canada.

How to prepare your papers to be published. (2013, August). Paper presented as part of the IFLA Continuing Professional Development and Workplace Learning's Taking charge of your career: a workshop. Singapore.

Careers in federal libraries: Tips for job-seekers. (2013, June). Paper presented at the ALA Annual Conference. Chicago, IL.

SLIS information sessions. (2013, April). Presentations delivered in Regina, Winnipeg, Vancouver, and Victoria. Canada.

How to be a catalyst for change: Redefining the library 2.0 information professional. (2013, May). Paper presented at the webinar series for Ontario Library Association's (OLA) The Education Institute, Online.

Online graduate programs in Vietnam: Assessment & recommendations. (2013, May). Paper presented at a meeting of Vietnam National University faculty and partners. Hanoi, Vietnam.

SLIS Information Sessions. (2013, April). Presentations delivered in Regina, Winnipeg, Vancouver, and Victoria. Canada.

Exploring ePortfolio as capstone experience to prepare the 21st century information professionals: SJSU's online programs with ePortfolio as a capstone option. (2013, January). **Refereed** paper presented at the meeting of the Association for Library and Information Science Education (ALISE) Conference, Seattle, WA.

Intrasector collaboration or: How we learned to stop worrying and focus on the positives. (2012, November). Paper presented at the meeting of the 2012 Charleston Conference, Charleston, SC.

From vision to reality: The emerging information professional. (2012, October). **Refereed** paper presented at the meeting of the Association for Information Science & Technology (ASIS&T) 2012 Annual Meeting, Baltimore, MD.

In search of a unifying principle: Archives, knowledge management, library management, and records management. (2012, October). **Refereed** paper presented at the meeting of the Association for Information Science & Technology (ASIS&T) 2012 Annual Meeting, Baltimore, MD.

How to be a catalyst for change: Redefining the Library 2.0 information professional. (2012, October). Keynote presented at the meeting of the Library 2.012 Conference, Online.

Managing your career in federal libraries and information centers. (2012, July). Paper presented at the meeting of the American Library Association (ALA) Annual Conference, Anaheim, CA.

The reality of fantasy: Uncovering information-seeking behaviors and needs in

- online fantasy sports*. (2012, May). **Refereed** paper presented at the meeting of the Association for Computing Machinery Conference on Human Factors in Computing Systems (ACM CHI) 2012 Conference, Austin, TX.
- The future of emerging technologies in public libraries*. (2012, March). Paper presented at the meeting of the Public Library Association (PLA) Conference, Philadelphia, PA.
- The future of emerging technologies in libraries*. (2012, February). Paper presented at the meeting of the Pennsylvania State System of Higher Education (PASSHE) Virtual Conference: Transforming the Teaching and Learning Environment, Online.
- New career pathways for information professionals*. (2012, February). Paper presented at the meeting of the SJSU School of Library and Information Science Careers Colloquium Series, San Jose State University, San Jose, CA.
- The future of emerging technologies in library residency programs*. (2012, January). Paper presented at the meeting of the American Library Association (ALA) Midwinter Conference, Dallas, TX.
- Teacher, professional, and colleague: Supporting adjunct faculty in LIS education*. (2012, January). **Refereed** paper presented at the meeting of the Association for Library and Information Science Education (ALISE) Conference, Dallas, TX.
- Stepping into the future: Reflecting back and looking forward*. (2011, December). Paper presented at the meeting of the Special Library Association (SLA) Silicon Valley Chapter December Program, Mountain View, CA.
- Are libraries thriving? An Oxford-style debate*. (2011, November). Paper presented at the meeting of the 2011 Charleston Conference, Charleston, SC.
- New career pathways for information professionals in a library 2.011 world*. (2011, November). Paper presented at the meeting of the Library 2.011 Conference, Online.
- The future of emerging technologies in libraries*. (2011, November). Keynote presented at the meeting of the Library 2.011 Conference, Online.
- Where is technology going?* (2011, October). Paper presented at the meeting of the Library Directors Digital Library Summit/Internet Librarian, Monterey, CA.
- Libraries 2020: What don't you know that could hurt you?* (2011, October). Paper presented at the meeting of the Library Directors Digital Library Summit/Internet Librarian, Monterey, CA.
- Stepping into the future: Meeting the needs of researchers and educators in a digital age*. (2011, September). Paper presented at the meeting of the Vietnam National Institute of Educational Sciences (VNIES) Conference, Hanoi, Vietnam.
- Ready to meet the future: New roles for academic librarians*. (2011, April). Paper presented at the meeting of the Association of Jesuit Colleges and Universities Library Deans and Directors Conference, Loyola Marymount University, Los Angeles, CA.
- Stepping into the future: Perspectives on a changing profession*. (2011, March). Paper presented as the keynote presentation at the meeting of the Bay Area Independent School Librarians (BAISL) Spring Meeting, Oakland, CA.
- Stepping into the future: Perspectives on a changing profession*. (2011, February). Paper presented at the meeting of the SLA–San Francisco/BayNet Meeting, San Francisco, CA.
- Step into the future with new career choices*. (2011, February). Paper presented at the meeting of the Ontario Library Association (OLA) Superconference,

Toronto, ON, Canada.

Stepping into the future: Vision for the School of Library and Information Science. (2010, November). Paper presented at the meeting of the California Library Association (CLA) Annual Conference, Sacramento, CA.

Ready to meet the future: Preparing graduates for success in a rapidly changing field. (2010, October). Invited presentation at the meeting of the University of California-Los Angeles (UCLA) Information School Colloquium, Los Angeles, CA.

Social media trends: Implications for identity, careers, and education. (2010, September). Paper presented at the meeting of the Illuminate Users Conference, San Jose State University, San Jose, CA.

Social media trends. (2009, November). Paper presented at the meeting of the Eyes on the Future: Trends in Information Technology Panel (Organizer), Association for Information Science & Technology (ASIS&T) Annual Meeting, Vancouver, BC, Canada.

Wheels around the world: Windows Live mobile interface design. (2008, April). **Refereed** paper presented at the meeting of the CHI 2008 Conference, Florence, Italy.

Applying ethnographic methods to inform consumer internet products. (2007, October). **Refereed** paper presented at the meeting of the Research into Practice: Studying Producers and Consumers in Social Computing Environments Workshop, Association for Information Science & Technology (ASIS&T) Annual Meeting, Milwaukee, WI.

Lost in translation? Applying information behavior research to system design. (2005, November). **Refereed** paper presented at the meeting of the Association for Information Science & Technology (ASIS&T) Annual Meeting, Austin, TX.

Establishing a research agenda for studies of online search behaviors. (2005, November). **Refereed** paper presented at the meeting of the Association for Information Science & Technology (ASIS&T) Annual Meeting, Austin, TX.

Search trends and implications for libraries: How can users find what they need? (2005, August). Paper presented at the meeting of the Digital Library Seminar Conference, Tilburg University, Tilburg, The Netherlands.

Alternative careers—Stretching the boundaries of the information professional. (2005, April). Paper presented at the meeting of the Special Library Association (SLA) Meeting, Menlo Park, CA.

Application of usability findings into design. (2003, October). **Refereed** paper presented at the meeting of the Usability in Practice Panel (Organizer), Association for Information Science & Technology (ASIS&T) Annual Meeting, Long Beach, CA.

Impact of a corporate merger on the information-seeking behaviors of research practitioners. (2003, October). **Refereed** paper presented at the meeting of the Association for Information Science & Technology (ASIS&T) Annual Meeting, Long Beach, CA.

Knowledge sharing and management: Law librarians workshop. (2002, April). Paper presented at the meeting of the Daily Journal Legal Works Conference, San Francisco, CA.

Building a global corporate library portal: Usability testing and design requirements. (2001, November). **Refereed** paper presented at the meeting of the Association for Information Science & Technology (ASIS&T) Annual

Meeting, Washington, D.C.

Privacy: Can it ever be protected on the Internet? (2001, November). Paper presented at the meeting of the Computer Dealers' Exhibition (Comdex), Las Vegas, NV.

The wireless world. (2001, August). Paper presented at the meeting of the World Internet Project Congress Meeting, Gävle, Sweden.

Idea forum: Creating a dynamic knowledge sharing environment. (2001, May). Paper presented at the meeting of the NASA Ames Research Center (ARC) Conference, Mountain View, CA.

HP usability study findings and web design recommendations. (2001, May). Paper presented at the meeting of the Wiley Library Advisory Board Meeting, New York, NY.

Information needs, information seeking, and communication in an industrial R&D environment. (2000, November). **Refereed** paper presented at the meeting of the American Society for Information Science (ASIS) Annual Meeting, Chicago, IL.

Corporate brainpower: Using the HP intranet for rapid ideation and problem-solving. (2000, July). Paper presented at the meeting of the International Paper Innovation Council Meeting, Burlingame, CA.

Creating and sharing ideas in HP Labs. (2000, May). Paper presented at the meeting of the Siemens Creativity Symposium, Palo Alto, CA.

R²=IRP: Conducting research about research in HP Labs. (1999, November). Paper presented at the meeting of the HP Network Libraries Annual Meeting, San Diego, CA.

Knowledge sharing and creation in R&D virtual organizations. (1999, November). **Refereed** paper presented at the meeting of the American Society for Information Science (ASIS) Annual Meeting, Washington, D.C.

Relevance determinations in children's use of electronic information systems: A case study. (1998, October). **Refereed** paper presented at the meeting of the American Society for Information Science (ASIS) Annual Meeting, Pittsburgh, PA.

Measuring search behavior for different user communities. (1998, September). Paper presented at the meeting of the HP Labs Chalk Talk, Palo Alto, CA.

Information research program: An overview. (1998, August). Paper presented at the meeting of the HP Labs Annual Library Review, Palo Alto, CA.

Complexity of search tasks and children's information retrieval. (1996, October). **Refereed** paper presented at the meeting of the American Society for Information Science (ASIS) Annual Meeting, Baltimore, MD.

Strategies for searching the internet. (1996, May). **Refereed** paper presented at the meeting of the SIG Human-Computer Interaction Panel Presentation on Network-Centered Computer, American Society for Information Science (ASIS) Midyear Meeting, San Diego, CA.

The effect of domain knowledge on children's search behavior. (1996, February). Invited research panel presented at the meeting of the Association of Library and Information Science Education (ALISE) Annual Meeting, San Antonio, TX.

Comparing children's use of browsing and keyword searching on the Science Library Catalog. (1995, October). Paper presented at the meeting of the American Society for Information Science (ASIS) Annual Meeting, Chicago, IL.

Children's search behavior on the Science Library Catalog: Factors affecting children's use of browse and keyword search methods. (1995, May). Paper

presented at the meeting of the Graduate School of Education and Information Studies Annual Student Conference, University of California- Los Angeles (UCLA), Los Angeles, CA.

From hands-on science to information retrieval: Tools for young scientists. (1993, June). Paper presented at the meeting of the Association of Library Service to Children (ALSC) Research and Development Committee Program, American Library Association (ALA) Conference, New Orleans, LA.

Clustering issues related to use of the Dewey Decimal Classification in the Science Library Catalog. (1992, April). Paper presented at the meeting of the California Cataloging Colloquium, University of California-Los Angeles (UCLA), Los Angeles, CA.

Publication patterns of women faculty in library and information science. (1992, April). Paper presented at the meeting of the Center for Women's Studies' Graduate Student Research Conference, University of California-Los Angeles (UCLA), Los Angeles, CA.

Workshops

Strategies to improve SOTEs ratings. (2017, September). Presentation as part of San Jose State University School of Information's Teaching Tips & Techniques (T3) Series, Online. <https://goo.gl/41i8s9>

Quantitative vs. qualitative research methods: Determining the best method for evidence-based research. (2015, July) EBLIP8, Brisbane, Australia.

21st century skills: What it looks like and how do we get there. (2011, August). Paper presented at the meeting of the 9th Annual Library Summer Camp: Workshop Fun for K-12 Library Media Staff and Teacher Librarians, San Jose, CA.

Social and community behaviors in five countries: A cross cultural analysis of MSN next gen research findings in UK, Korea, France, India, Brazil. (2009, March). Invited presentation at the meeting of the Microsoft Global Social Workshop, Online.

Application of usability findings into design. (2004, March). Invited presentation at the meeting of the University of Southern California Library System Professional Workshop, University of Southern California (USC), Los Angeles, CA.

Measuring search behaviors: Current and proposed methods. (2002, November). Invited presentation at the meeting of the 2nd Annual Association of Information Science & Technology Special Interest Group Information Needs Seeking and Use (ASIS&T SIG USE) Research Symposium, Association of Information Science & Technology (ASIS&T) Annual Meeting, Philadelphia, PA.

Measuring the digital divide public policy roundtable. (2002, August). Invited participant at the meeting of the Pacific Bell/UCLA Initiative for 21st Century Literacies, University of California-Los Angeles (UCLA), Los Angeles, CA.

Needs assessment of Arizona libraries (1997, March). Invited presentation at the meeting of the School of Information Resources and Library Science Brown Bag Lecture Series, University of Arizona, Tucson, AZ.

Hearing the right question, giving the right answer (reference techniques). (1996, November). Invited presentation at the meeting of the Maricopa County Library System In-service Training Workshop, Maricopa County Library, Phoenix, AZ.

Children's information seeking behavior. (1996, May). Invited presentation at the meeting of the Department of Library Archives and Public Records (DLAPR)-

sponsored Public Library Institute, University of Arizona, Tucson, AZ.

Selecting the best software for children. (1994, November). Invited presentation at the meeting of the Mapping the Information Byways: The Technology Series, Graduate School of Education and Information Studies, Department of Library and Information Science, University of California-Los Angeles (UCLA), Los Angeles, CA.

Science software for children. (1994, August). Invited presentation at the meeting of the Information Tools for Young Scientists: An Intensive Training Institute for Children's Librarians, Graduate School of Education and Information Studies, Department of Library and Information Science, University of California-Los Angeles (UCLA), Los Angeles, CA.

Guest Lectures

User experience design contexts. (2013, March). Guest lecture presented at the meeting of the Vocabulary Design graduate class, School of Library & Information Science, San Jose State University, San Jose, CA.

User experience design contexts. (2012, February). Guest lecture presented at the meeting of the Vocabulary Design graduate class, School of Library & Information Science, San Jose State University, San Jose, CA.

The future of libraries and information professionals. (2011, July). Interview conducted by Steve Hargadon for *Future of Education*.

Forum on technology and community libraries. (2010, September). Invited panel presentation at the city meeting, Palo Alto, CA.

Taking advantage of blurred boundaries: The value of social media for consumers. (2009, September). Keynote presentation at the meeting of the Townsend School of Business Accelerated MBA Speaker Series, Dowling College, Long Island, NY.

Understanding cultural differences in the use of mobile phones. (2007, May). Guest lecture presented at the meeting of the CHII Lecture Series, Center for Human-Information Interaction, University of Washington, Seattle, WA.

Information seeking behaviors of research practitioners in an R&D setting. (2003, March). Guest lecture presented at the meeting of the UCLA Department of Information Studies Colloquium Series, University of California-Los Angeles, Los Angeles, CA.

Corporate brainpower: Knowledge management in HP. (2000, September). Guest lecture presented at the meeting of the School of Information Management and Systems Symposium Series, University of California-Berkeley, Berkeley, CA.

Children's search behavior on the Science Library Catalog: Research methods. (1996, April). Guest lecture presented at the meeting of the Research Methods graduate class, School of Library Science, University of Arizona, Tucson, AZ.

Children's use of electronic information retrieval systems. (1994, November). Guest lecture presented at the meeting of the Information-Seeking Behavior graduate class, Graduate School of Education and Information Studies, University of California-Los Angeles, Los Angeles, CA.

Children and computers. (1993, November). Guest lecture presented at the meeting of the Human-Computer Communication undergraduate class, Communications Studies Department, University of California-Los Angeles, Los Angeles, CA.

Modeling children's search behavior on an information retrieval system: The

Science Library Catalog. (1993, September). Visiting scholar colloquia presentation at the meeting of the School of Library, Information & Archival Studies, University of New South Wales, Sydney, Australia.

Current research in human-computer interaction. (1992, October). Guest lecture presented at the meeting of the Human-Computer Communication graduate class, Graduate School of Education and Information Studies, University of California-Los Angeles, Los Angeles, CA.

Children's information seeking behavior. (1992, March). Guest lecture presented at the meeting of the Children's Information Services graduate class, Graduate School of Education and Information Studies, University of California-Los Angeles, Los Angeles, CA.

Cultural diversity in interface design. (1990, October). Guest lecture presented at the meeting of the Human-Computer Communication graduate class, Graduate School of Education and Information Studies, University of California-Los Angeles, Los Angeles, CA.

Grants & Contracts

California State University Commission on the Extended University/Innovation Grant for MS in Informatics Degree (2019-2021). Project Lead: Sandra Hirsh.

Investigation of Possible Uses of Blockchain Technology by Libraries Information Centers to Support City-Community Goals. (2017-2019). National Leadership Grants for Libraries, Institute of Museum and Library Services. Co-Principal Investigator: Sandra Hirsh.

Reaching Those Who Served: Recruiting and Preparing Military Veterans for Careers in Librarianship. (2017-2020). Laura Bush 21st Century Librarian Program, Institute of Museum and Library Services. Co-Principal Investigator (Sub Award): Sandra Hirsh.

Catalysts for emerging technology integration: Exploring a new model for library residency programs. (2011-2012). Laura Bush 21st Century Librarian Program: Planning Grant, Institute of Museum and Library Services. Principal Investigator: Sandra Hirsh.

Online graduate programs in Vietnam: A model for global partnerships. (2011-2012). CASA 2011–2012 Research Incentive Grant Proposal. Principal Investigator: Sandra Hirsh.

Idea forum: Brainstorming for new business opportunities. (1999-2000). HP Labs WBIRL (World's Best Industrial Research Lab) Internal Grant. Principal Investigators: Sandra G. Hirsh, Catherine Slater, Steve Joiner, and SY Wang.

Relevance determinations in children's use of electronic library catalogs. (1997–1998). Small Grant Program—Office of the Vice President for Research, University of Arizona. Award 425756. Principal Investigator: Sandra G. Hirsh.

Collection analysis web page. (1997). Arizona Department of Library, Archives and Public Records. Award 431920. Principal Investigator: Sandra G. Hirsh.

Research methods for online monitoring of user behavior in information technologies. (1993–1994). Travel grant, National Science Foundation and Department of Industry, Technology, and Commerce, Australia. Joint work with Prof. John Hiller, School of Computer Science and Engineering, University of New South Wales, Sydney, Australia. Principal Investigator: Christine Borgman. Coinvestigator: Sandra Goldstein Hirsh.

Honors & Awards

ASIS&T Distinguished Member, 2021-2026.

UCLA Library and Information Studies Distinguished Alumni Award, University of California, Los Angeles, 2019.

SJSU Annual Author & Artist Awards for *Blockchain (Library Futures Series, Book 3)*. San Jose State University, 2019.

Presentation "*Blockchain: The New Technology and Its Applications for Libraries*" selected for Best of SLA online learning series, 2019.

University Scholar Series Speaker, "Blockchain: Transformative Applications for Libraries and Education," San Jose State University, May 8, 2019.

SJSU Annual Author & Artist Awards for *Information Services Today: An Introduction, 2nd ed.* San Jose State University, 2018.

Invited Visiting Scholar, Rikkyo University, Tokyo, Japan, October 2017.

SJSU Annual Author & Artist Awards for *Information Services Today: An Introduction, 1st ed.* San Jose State University, 2015.

Published Member Award. SLA Silicon Valley, 2015.

SJSU Salzburg Fellow, San Jose State University, 2013.

Published Member Award, SLA Silicon Valley, 2012.

JASIS Best Paper Award, [Borgman, C.L., Hirsh, S.G., Walter, V.A., & Gallagher, A.L. (1995). Children's searching behavior on browsing and keyword online catalogs: The Science Library Catalog Project. *Journal of the American Society for Information Science*, 46(9), 663–684.], ASIS Annual Conference, Baltimore, MD, 1996.

CHI'95 Doctoral Consortium, ACM Special Interest Group Computer Human Interaction (SIGCHI), May 1995.

UCLA Dissertation Year Fellowship, UCLA Chancellor's Award Program, 1994.

UCLA Distinguished Scholar Award, UCLA Alumni Association Advisory and Scholarship Program, 1993.

Library Career Training Program Award, Department of Education, HEA Title II-B, 1993–1994; 1991–1992.

Doctoral Students to ALISE Conference Award, Association for Library and Information Science Education, 1993.

National Science Foundation, Windows of Opportunity: Symposium for Female Students in Computing, Washington, D.C., 1993.

Andrew Horn Professional Development Award, University of California-Los Angeles, 1990.

University Fellowship, University of California-Los Angeles, 1990–1991.

Registration Fee Grant, University of California-Los Angeles, 1990–1991.

Student Staff to ALA, University of Michigan, 1990.

Service

Advisory Boards and Committees

Gateway PhD Program Advisory Committee (PAC), San Jose State University School of Information, 2023-Present.

IMLS Laura Bush 21st Century Librarian Program Planning Grant Advisory Board, *Data Science for the 21st Century Library and Information Professions*, 2023-

Present.

IMLS Laura Bush 21st Century Librarian Program Grant Advisory Board, *Public Librarians Creating Pathways To Equitable STEM Learning in their Communities*, 2020-Present.

Califa Library Group,

- Vice President, 2019-2022.
- Member, 2016-2019, 2019-2022 (2 terms).

IMLS Laura Bush 21st Century Librarian Program Grant Proposal Advisory Board, *BitCurator.edu: Advancing Digital Forensics Education for Libraries and Archives*, 2016-Present.

Berkeley Public Library (BPL) STEM (Science, Technology, Engineering and Math) Advisory Panel, 2016-2018.

Total Boox, 2016-2017.

Julie Todaro 2015-2017 ALA Presidential Initiative, 2015-2017.

Horizon Report Library Expert Panel, New Media Consortium Horizon Report: Library Edition, 2014-2017.

Credo, 2014-2016.

IMLS Laura Bush 21st Century Librarian Program Planning Advisory Board, *Library Academy*, Grant Awarded to New Media Consortium and CNI, 2015-2016.

Libraries Thriving Advisory Board, 2011–2014.

San Jose State University School of Library & Information Science's International Advisory Council, 2001–2010.

ALA Editions, 2001–2009.

Editorial Boards

The Charleston Advisor, 2023-Present.

Information Processing & Management, 2016-Present.

Political Librarian, 2015-2018.

School of Information Student Research Journal, 2011–2020.

Asian Journal of Information Science and Technology (AJIST), 2011–2013.

Reference and User Services Quarterly (formerly *Reference Quarterly*), 1996–2000.

Article Reviewer, *Journal of the American Society for Information Science*, 1996–2009.

Professional—National/International

American Library Association (ALA)

- Member, IRRT International Reception Committee, 2023-2025.
- Member, IRRT Membership Committee, 2022-2024.
- Member and Chair, ALA Membership Committee, 2021-2023, 2023-2025 (2 terms; Chair 2023-2024).
- Chair and Member, IRRT Nominations Committee, 2021-2023 (Chair 2022-2023).
- Chair and Member, ALA Committee on Education, 2021-2023 (Chair 2022-

2023).

- Member, ALA Membership Promotion Task Force, 2021-2023.
- Member, IRRT Publications Committee, 2021-2023.
- Member, Center for the Future of Libraries Advisory Group, 2015-2023 (4 terms).
- Member, ALA Branding Workgroup, 2021-2023.
- Nominee, ALA Executive Board, 2020.
- IRRT Councilor, ALA Council, 2015-2018, 2018-2021 (2 terms).
- Executive Board Member, IRRT Executive Board, 2015-2018, 2018-2021 (2 terms).
- Chair and Member, ALA Publishing Committee, 2015-2016, 2016-2017, 2017-2018, 2018-2019 (4 terms).
- Member, ALA Associate Executive Director for Publishing Search Committee, 2016-2017.
- Member, ALA Editions Publisher Search Committee, 2015-2016.
- Chair, ALA *American Libraries* Advisory Committee, 2013–2014, 2014-2015 (2 terms).
- Cochair, Sister Libraries Committee, International Relations Roundtable (IRRT), 2011-2014.
- Member, Organization Committee, Reference and Users Services Association (RUSA), 1998–2000.
- Member, Denali Press Award Committee, Reference and Adult Services Division (RASD), 1994–1998.
- Chair, Publications Committee, Reference and Adult Services Division (RASD), 1992–1993.
- Member - Student Representative, ALA Membership Committee, 1990–1994.
- Member, Membership Promotion and Relations Committee, New Members Round Table (NMRT), 1990–1991.
- Member, Publications Committee, Reference and Adult Services Division (RASD), 1989–1992.
- Intern, Publications Committee, Reference and Adult Services Division (RASD), 1988–1989.

Association for Computing Machinery Special Interest Group on Information Retrieval (ACM SIGIR)

- Posters Review Committee Member, 2001.

Association for Information Science & Technology (ASIS&T)

- Member, Research Engagement Committee, 2023-2026.
- Member, Doctoral Colloquium Committee, 2019-2020, 2022-2024.
- Mentor, Early Career Mentorship Program, 2022-2024.
- Alternate Member, Fellows Program Jury, 2022-2023.
- Member, Elfreda A. Chatman Research Award Jury, 2020-2022.

- Co-Chair, Industry Series, 2021 ASIS&T Annual Conference, 2020-2021.
- Member, Award of Merit Jury, 2020.
- Member, Program Committee, 2020.
- Chair, Jury for the ProQuest Doctoral Dissertation Award, 2018.
- Member, Jury for the James M. Cretsos Leadership Award, 2018.
- Invited Member, Presidential Initiative Working Group, 2017-2018.
- Invited Mentor, Mentorship Program, 2017-2019.
- Member, Annual Lecture Series Selection Panel, 2017.
- Cochair, Executive Director Search Taskforce, 2016-2017.
- Chair, Nominations Committee, 2016.
- Past-President, 2016.
- President, 2015.
- President-Elect, 2014.
- Chair, Information Professionals Task Force, 2011–2013.
- Conference Organizing Committee, Industry Track Chair, 2008–2010.
- Conference Organizing Committee, Practitioners Track Chair, Annual Meeting, November 2005.
- Conference Organizing Committee, Posters Chair, 2003.
- Program Planning Committee, 2001–2003, 2005–2009.

Association for Library and Information Science Education (ALISE)

- Chair, Tellers Committee, 2023-2024.
- Member, Governance Committee, 2023-2024; 2022-2023.
- Member, Nominating Committee, 2022-2023.
- Past-President, 2021-2022.
- Chair, Nominating Committee, 2021-2022.
- Chair, Governance Committee, 2021-2022.
- President, 2020-2021.
- President-Elect, 2019-2020.
- Member, Program Committee, 2020.
- Convener, 2020 ALISE Leadership Academy, 2019-2020.
- Member, Membership Taskforce, 2018-2019.
- Convener, Doctoral Students Special Interest Group, 1993–1994.

Evidence Based Library and Information Practice (EBLIP)

- Program Committee Member, 8th International Evidence Based Library and Information Practice Conference (EBLIP8), Queensland University of Technology, Brisbane, Australia 6 to 8 July 2015), 2014-2015.

Freedom to Read Foundation

- Member, Conable Scholarship Committee, 2022-2023.

Institute of Museum and Library Services (IMLS)

- Panel Review Member, IMLS National Leadership Grant Program, Tier 2 Proposals, July 2011.

International Federation of Library Associations and Institutions (IFLA).

- Continuing Professional Development and Workplace Learning (CPDWL) Committee, 2011-2021.
 - Advisory Group Member: 2021-2023
 - Co-Chair: 2017-2019
 - Secretary: 2013-2015
 - Standing Committee Member: 2013–2017; 2017-2021 (2 terms)
 - Corresponding Member: 2011-2013
- Section on Education and Training (SET), 2021-2025.
 - Standing Committee Member: 2021-2025.

iSchools organization.

- Chair, iSchools Doctoral Dissertation Award, 2022-2023.
- Member, iSchools Research Grants Committee, 2023.

Library 2.0 Virtual Global Conference Series, Conference Cochair and CoFounder, 2011-Present.

- 3 mini conferences for Library 2.023: Library Staff Mental Health & Wellness; Censorship in Libraries | Banned Books; EDI 2.0 - Next Steps on Equity / Equality, Diversity, and Inclusion.
- 3 mini conferences for Library 2.022: Virtual Reality and Learning: Leading the Way; Urban Librarianship: Embracing Challenges and Opportunities through Innovation, Leadership, and Best Practices; Privacy.
- 3 mini conferences for Library 2.021: Civic Engagement in Action: Seguimos Creando Enlaces (bilingual in Spanish and English); Reinventing Libraries for a Post-Covid World; Libraries as Community Anchors.
- 3 mini conferences for Library 2.020: Wholehearted Librarianship: 21st Century Soft Skills; Small, Rural, and Independent Libraries; Sustainability in Libraries.
- 3 mini conferences for Library 2.019: Instructional Design; Open Data; Emerging Technologies.
- 3 mini conferences for Library 2.018: Design Thinking; Blockchain Applied: Impact on the Information Profession; Social Crisis Management in 21st Century Libraries.
- 3 mini conferences for Library 2.017: Expertise, Competencies, and Careers; Digital Literacy; and Makerspaces.
- 3 mini conferences for Library 2.016: Privacy in the Digital Age; Library as Classroom; and Libraries of the Future.
- Annual conferences for Library 2.011, Library 2.012, Library 2.013, Library 2.014, Library 2.015.

National Science Foundation (NSF)

- Panel Review Member, Information Technology Research Panel Review for

Preproposals over \$500,000, February 2000.

National Information Standards Organization (NISO)

- Member, NISO Plus 2024 Program Committee, 2023-2024.
- Member, NISO Plus 2023 Program Committee, 2022-2023.
- Member, NISO Plus 2022 Program Committee, 2021-2022.
- Member, NISO Plus 2021 Program Committee, 2020-2021.

Special Libraries Association (SLA)

- Member, Membership Committee, 2013–2014.

Professional—Regional

Arizona Department of Library, Archives and Public Records

- Principal Investigator, *Collection Development Training for Arizona Public Libraries* (<http://www.dlapr.lib.az.us/cdt/index.htm>), a training website sponsored by the Arizona Department of Library, Archives and Public Records, December 1997.
- Member, Cooperative Collection Development Committee, 1997–1998.

Association for Information Science & Technology – Arizona Chapter

- Secretary, 1997–1998.
- Member, Steering Committee, 1995–1997.

Association for Information Science & Technology – Los Angeles Chapter (LACASIS&T)

- Committee Member, Contributions to Information Science and Technology Award, 2011–2012.

California Library Association (CLA)

- Committee Member, Developing Leaders in California Libraries, 2017-Present.
- Member, Membership Committee, 1991–1994.

Special Libraries Association – San Andreas Chapter

- Professional Development Committee Member, 1999–2002.

University

Member, University Working Group to Evaluate College of Professional and Global Education Operations, 2023.

Member, University Academic Disqualification and Reinstatement Review Committee (ADRRC), 2021-Present.

Member, University Research, Scholarly and Creative Activity (RSCA) Advisory Council, 2020-Present.

Member, University Associate Deans Council, 2020-Present.

Member, University Associate Deans for Research Council, 2020-Present.

Member, University Assessment Facilitators Group, 2020-Present.

Member, Vice Provost for Institutional Effectiveness and Strategic Analytics Search Committee, 2019-2020.

Member, Strategic Enrollment Management - Graduate Enrollment Working

Group, 2019-2020.

Member, CPGE Leadership Team, 2019-Present.

Member, University Strategic Planning Steering Committee, a Special Agency of the Senate, 2017-2019, 2019-2020 (2 terms).

Member, University Budget Advisory Committee, a Special Agency of the Senate, 2016-2018, 2018-2020 (2 terms).

Member, College of Applied Sciences and Arts Dean Search Committee, 2014-2015.

Member, University Budget Advisory Task Force, San Jose State University, 2012–2013.

Chair, Dean Novak Review Committee, San Jose State University, 2012-2013.

Member, School of Social Work's Director Search Committee, San Jose State University, 2012-2013.

Member, University Committee of Chairs and Directors (UCCD), 2011-2020.

Member, College Chairs and Directors Committee (CASA/CHHS), 2011-2019.

Member, Provost Search Committee, San Jose State University, 2011.

Member, CIO Search Committee, San Jose State University, 2011.

Graduate Representative, Committee on Graduate Education, University of Arizona, 1997–1998.

Member, SBS Outstanding Advisor Award Committee, University of Arizona, 1997–1998.

Member, Fifth-Year Review Committee for Director of School of Library Science, University of Arizona, 1996–1997.

Graduate Student Association Representative, Library Physical Master Planning Committee, University of California-Los Angeles, 1992–1993.

Graduate Student Association Representative, Academic Senate Library Committee, University of California-Los Angeles, 1991–1992.

Student Representative, PhD Program Committee, Graduate School of Education and Information Science, University of California-Los Angeles, 1990–1992.

PhD Student Representative, Programs & Courses Committee, Graduate School of Education and Information Science, University of California-Los Angeles, 1990–1992.

Doctoral Student Supervision, San Jose Gateway Doctoral Program in Partnership with Queensland University of Technology

John Horodyski: The impact of social media technology on information discovery and knowledge transfer in large organizations, 2012 -2014.

Susan Lai: Representations of Taiwanese youths' ethnic/cultural identities in self-produced videos, 2010-2013.

Corporate

Mentoring Table Speaker, Silicon Valley Campus Women's Conference, Microsoft, 2009.

Facilitator, Silicon Valley Campus Women's Mentoring Ring, Microsoft, 2008.

Participant, Silicon Valley Campus Women's Mentoring Ring, Microsoft, 2007.

Chair, Conference Evaluation Committee, HP Women's Conference, Atlanta, GA, 2000–2001.

Community Service

Congregation Beth Am Women Executive Board, Los Altos Hills, CA 2019-2022.

Congregation Beth Am Women Board of Directors, Los Altos Hills, CA, 2018-2022.

Advisory Board Member (Vice Chair 2012, Chair 2013), Library Bond Measure Oversight Advisory Board (appointment), Palo Alto, CA, 2009–2015.

Campaign Council Member, Palo Alto Library Foundation, Palo Alto, CA, 2010–2014.

Chair, Library Advisory Commission (appointment), Palo Alto, CA, 2005–2008.

- Responsible for leading the commission that established the long-term vision and plan for Palo Alto libraries, which was unanimously approved by Palo Alto City Council and ultimately approved by voters as Measure N in November 2008.

Commissioner, Library Advisory Commission (appointment), Palo Alto, CA, 2002–2005.

Member and Secretary, Greenmeadow Community Association Board, Palo Alto, CA, 2003–2005.

Palo Alto Community Representative, Mitchell Park Library & Community Center Site Task Force, City of Palo Alto Public Libraries, Palo Alto, CA, 2001–2002.

Memberships

Current

American Library Association (ALA), 2010–Present.

Association for Computing Machinery (ACM), Special Interest Group on Computer-Human Interaction (SIGCHI), 2007–2020.

Association for Information Science & Technology (ASIS&T), 1994– Present.

Association for Library and Information Science Education (ALISE), 2010–Present.

California Library Association (CLA), 2010–Present.

International Federation of Library Associations and Institutions (IFLA), 2010–Present.

San Francisco Bay Area Chapter of the ACM SIGCHI (BayCHI), 2005–Present.

Special Libraries Association (SLA), 2010–2020.

Last updated September 7, 2023.