About the Authors

Patricia Diamond Fletcher is associate professor at the Department of Information Systems, University of Maryland Baltimore County. She is also Research Associate at the Maryland Institute for Policy Analysis and Research at the University of Maryland Graduate School. She has had a lifelong interest in libraries and takes special interest in their continued prominence in today’s information world. Fletcher also studies U.S. government and information policy. She has published numerous books and articles on information technology management in state, county, local and federal government. She is an associate editor of the Journal for Global Information Management. She sits on many conference steering committees, the most recent being the CS2000 Committee of the Association for Computers and the Social Sciences and the Technology Working Group for the American Society for Public Administration’s Y2K Conference.

***

Monica Adya is an Assistant Professor in the Department of Information Systems at the University of Maryland-Baltimore County. Her research interests are in artificial intelligence, decision support and planning & forecasting. She has published papers on Information Systems Research and Journal of Forecasting and has given talks at prestigious international conferences. She is on the editorial board for the International Journal of Forecasting.

Helen Baigent has worked in public and academic libraries within the United Kingdom. She recently completed a Masters in Librarianship at the University of Sheffield, where she developed a strong interest in plans to transform the UK public library movement. She now works for the EARL Consortium, liaising with more than 150 partners and associated organizations, supporting EARL’s avocation to embrace the opportunities to derive from Information and Communication Technologies. Helen would like to play an active role in the development and delivery of new age services within libraries, encourage cross-sectoral collaboration and ensure that the current visibility of public libraries remains at the heart of the political agenda.

John Carlo Bertot is an Associate Professor in the School of Information Science and Policy, University at Albany, State University of New York. He teaches courses in library

Copyright © 2000, Idea Group Publishing.

**José Luis Borbinha** is the Director of the Services for Innovation and Development of the National Library of Portugal. He is also an invited researcher at INESC (Institute for Systems and Computers Engineering), and a lecturer of IST (Technical Superior Institute of the Lisbon Technical University). He has a background in Electrical Engineering and Computer Science, and has been deeply involve in national and international projects and activities related with “Digital Libraries.” He is a member of the Digital Libraries Working Group of RUBI (Network of Portuguese University Libraries), of the working group DC-International (Dublin Core in Multiple Languages), and of the Digital Libraries Working Group of ERCIM (European Research Consortium for Informatics and Mathematics), which has been promoting the DELOS initiative, the ERCIM/NSF Metadata Task Force and the European Conference on Research and Advanced Technology for Digital Libraries.

**Jasmine Cameron** is currently the manager of the Serials Section at the National Library of Australia and is the PANDORA Project Manager. She has worked in a variety of positions within the National Library. Most of her experience has been in the area of collection development, description and maintenance. As manager of the PANDORA Project she has been responsible for contributing to policy development relating to the Library’s role in collection and management of Australian electronic publications. Jasmine has also been involved in the development of the information paper, which describes the essential functionality of the Library’s Digital Services Project (DSP). The DSP is seeking to establish a platform for the provision of integrated access to digital objects over the next five years.

**Fernanda Campos** is the Deputy Director of the National Library of Portugal since 1992. She has a background in History (Faculty of Humanities, University of Lisbon) and a post-graduate degree in Librarianship, by the Ministry of Education, Direction General of Cultural Affairs, Lisbon. At the National Library, where she started as a librarian in 1978, she was responsible for the Cataloguing Department from 1980 to 1987, head of the Bibliographic Processing Services from 1987 to 1992 and manager of the National Union Catalogue (PORBASE) ever since. Apart from teaching at the Librarianship Course and lecturing in several universities, she is also President of the National Standards Office for Documentation and Information, member of the National Focal Point to the EEC Libraries Programme, member of the Standing Committee of the IFLA Section on National Libraries, member of the Board of Directors of the ECPA (European Commission on Preservation and Access), member of the Forum CoBRA (Concerted Action on Computerised Bibliographic Records Access) and observer of the G7 Task Force in “Bibliotheca Universalis.”

**Fernando Cardoso** has a background in computer engineering. He was an IT manager of BAD (the Portuguese Library Association), and works now at the Division of Informatics of the National Library of Portugal, where he has responsibilities in systems and network administration. He also teaches in the Librarianship Course promoted by BAD, and has
been involved in the project NEDLIB (Networked European Deposit Library), as well as in other related national projects in the same field.

Jennifer Croud is the Financial Services and Projects Coordinator at the University of Queensland Library. As well as responsibility for financial services, her role includes coordinating library projects related to benchmarking and best practice; coordinating quality assurance projects, including the development of performance measures; and maintaining a database to facilitate the collection, analysis and reporting of library performance data. Her previous position was as a liaison librarian in the Dorothy Hill Physical Sciences and Engineering Library.

Malabika Das received her B.A. from the University of British Colombia, and her M.L.I.S. from the University of Western Ontario. A few months before coming to Queens, Malabika worked for the National Library of Canada (NLC) as an intern, researching and creating Web documents for NLC’s public and intranet Web sites, as well as for IFLA (at that time hosted under NLC’s domain name.) She also published two information papers on Community Networks during that time. Malabika has now been with the Queens Borough Public Library for two years and holds the position of Web Administrator/Webmaster. In addition to duties for maintaining the Library’s intranet and public Web sites, she also does reference work on weekends. Malabika’s pastimes include being a science fiction buff and a computer enthusiast. She presently resides in Queens, New York.

David Dixon is a research assistant at the School of Information and Media. His research interests center around the social and cultural aspects of new information and communication technology. He has a particular interest in the scholarly use of Internet subject gateways.

Lynn M. Fountain is Head of Technology Services at Russell Public Library, Middletown, Connecticut. Previously, she was Director of Technical Services at Heafey Law Library, Santa Clara University located in Santa Clara, California. During her years at SCU, she was heavily involved in technology planning and development within the Law Library and Law School. She holds a B.A. in Anthropology from University of Rochester, and received her M.L.S. from San Jose State University in 1992.

Susan Haigh holds a Master of Library and Information Science from the University of Western Ontario, and has worked in various reference, collection management and standards-related positions since she began her career at the National Library of Canada in 1987. Her current position of library network specialist involves monitoring, evaluating and promoting appropriate use of digital library standards and technologies. She conducted a survey of Canadian libraries’ digitization activities that led to the founding of the Canadian Initiative on Digital Libraries in 1997. Her contributions to the National Library’s series Network Notes [http://www.nlc-bnc.ca/pubs/netnotes/netnotes.htm] have covered such topics as OCR as a digitization technology, technical notes on National Library digitization projects, next-generation networks and measuring Web site usage through log analysis. She was co-author of a paper delivered to the 1998 Kanazawa Institute of Technology International Roundtable for Information and Library Science, Japan, in July 1998.

R. David Lankes, Ph.D., is director of the ERIC Clearinghouse on Information & Technology at Syracuse University. He is co-founder of AskERIC, the award-winning project that provides high-quality information to educators via the Internet, and is founder of the Virtual Reference desk project. He is also a faculty member for Syracuse University’s
School of Information Studies and he speaks and consults nationally on Internet issues in 
education and business. His work focuses on Internet information services and the increasing 
demands of users in the dynamic Internet environment.

**Ook Lee** is a Professor of Information Systems in the Department of Business 
Administration at Hansung University in Seoul, Korea. Previously, he worked as a Project 
Director at Information Resources, Inc., in Chicago, Illinois, and as a Senior Information 
Research Scientist at Korea Research Information Center in Seoul, Korea. His main research 
interests include expert systems, neural networks, software engineering, digital libraries, 
electronic commerce, critical social theory and the role of IT in Asian economic crisis. He 
holds a B.S. in Computer Science and Statistics from Seoul National University in Seoul, 
Korea, and an M.S. in Computer Science from Northwestern University in Evanston, 
Illinois. He also earned an M.S. and Ph.D. in Management Information Systems from 
Claremont Graduate University in Claremont, California. He has published in journals such 
Cases on Information Technology Applications and Management in Organizations.

**Jay Liebowitz** is the Robert W. Deutsch Distinguished Professor of Information 
Systems at the University of Maryland-Baltimore County. He is the Editor-in-Chief of 
Expert Systems With Applications: An International Journal and Failure & Lessons Learned In 
Information Technology Management: An International Journal. He is a Fulbright Scholar for 
Summer 1999, and was selected as the sole recipient of the IEEE-USA 1999 FCC Executive 
Fellowship.

**Chris Moore** graduated from the University of Loughborough in 1998 with an MSc in 
Information and Library Studies. His interest in the Web and networking issues led him to 
take up the post of EARL Information Officer. Chris is largely responsible for maintaining 
the EARL Web site and mailing lists. As the public library Network rolls-out in the United 
Kingdom during the next few years, Chris would like to take an active role in delivering 
electronic services to users alongside traditional ones in a public library setting.

**Robert Newton** is a Senior Lecturer at the Robert Gordon University School of 
Information and Media, Aberdeen, Scotland. His main teaching areas are information 
retrieval and information technology. Current research interests centre around the use and 
development and classification of Internet subject gateways. Another major research area 
is in the use of multimedia and Internet resources in delivery of higher education, and this 
is research which is currently being conducted by building a large multimedia resource for 
teaching bibliographic classification and assessing the manner in which it is used by 
students.

**Lori Olson** received a B.A. in Spanish Education and an M.S. in Education from the 
University of Wyoming. For the past six years she has been the archivist at the American 
Heritage Center, a manuscript repository at the University of Wyoming. She has worked 
with educators in the public schools and with university professors in developing archival 
teaching units for use in the classroom. She has given papers related to the use of primary 
resources in schools at the National Conference for Teachers of English and at the National 
Conference for the American Association of School Librarians.

**Margaret E. Phillips** has worked in libraries since 1976 and joined the staff of the 
National Library of Australia in 1987. In 1994 she became the manager of the Acquisitions 
Section where she increasingly dealt with electronic materials. In 1996, as manager of the 
newly created Electronic Unit, she began to devote full-time attention to both online and
physical format electronic publications. As a member of the PANDORA Project team and the Digital Services Project working group, she has been closely involved with the establishment of policy and procedures for ensuring long-term access to Australian Internet publications and with the development of an archive-management facility.

Andrew Schlein is a native of New York City. He received his A.B. from Middlebury College, M.A. and Ph.D. from Fordham University and M.B.A. from New York University. Although his formal training has been in psychology and finance, he has created a successful career in technology management. Dr. Schlein has been the Director of Information Technology and Systems at Queens Borough Public Library since 1995. Prior to coming to the Queens Library, he was Executive Director of Management Information Systems at the New York City Department of Correction. His professional interests include executive information systems and the integration of mixed platform systems. He is a Certified Beer Judge and enjoys travel, photography, and cooking. Dr. Schlein lives in Manhattan.

Janine Schmidt is University Librarian at the University of Queensland. The University of Queensland Library is the largest library in the state of Queensland and one of the largest in Australia. Janine is responsible for the overall management of 13 branch libraries and their centralized support services. A graduate of the University, she returned to manage the library services in 1993 at a time when changes in information technology, teaching and learning and customer service were altering dramatically the nature and delivery of information services in a tertiary education environment. Prior to this position, she held senior positions at the State Library of New South Wales, the University of New South Wales Library and the Commonwealth Scientific Industrial Research Organisation (CSIRO) Central Library. Janine has also been a member of the teaching staff in the School of Library and Information Studies at the University of Technology, Sydney.

Diljit Singh (Ph.D., Florida State University, Tallahassee) is Coordinator of the Library and Information Science program at the Faculty of Computer Science and Information Technology, University of Malaya, Kuala Lumpur, where he teaches courses on Management, School Libraries, Internet and Digital Libraries. He previously taught in two secondary schools, worked with the Pahang State Education Department and the Aminuddin Baki Institute, Ministry of Education. Currently serving as Director for Asia in the International Association of School Librarianship (IASL), Dr. Singh also serves on the Editorial Boards of School Libraries Worldwide and the Malaysian Journal of Library and Information Science.

Maria V. Sunio emigrated with her family from the Philippines to the United States, where they settled in Texas and became naturalized U.S. citizens. She received a B.A. in English from Rice University in Houston, Texas, and an M.L.I.S. from the University of Texas in Austin, Texas. Before attending graduate school, she was the managing editor of the refereed science and engineering journal CORROSION. Her career as a professional librarian began in 1993 as a reference/serials librarian in the Central Library of the Queens Borough Public Library. There she automated the Central Library’s serials check-in and maintenance procedures, converting over 2,000 titles from manual Kardex to electronic format. In her current position as the Queens Library’s DRA/Library Applications Coordinator, she pursues her professional interests in information access, library automation and reference services. For amusement, she enjoys the pace and the variety of life in Manhattan.

Deborah Turnbull is the Information Skills Coordinator for the University of Queensland Library. She has held a number of positions in the Library, particularly in the
areas of information retrieval and information technology. Deborah has worked extensively in the areas of networking and systems implementation and was jointly responsible for setting up the University of Queensland Library’s first Internet Training Courses for staff and students and the Library’s first SilverPlatter ERL Servers. Her previous position was Senior Librarian in charge of Online Reference Services and Databases.

Sirje Virkus is Associate Professor, Department Head of the Department of Information Studies and Chair of Information Science at Tallinn Pedagogical University, Estonia. Dr. Virkus serves on numerous scholarly and professional committees and is editor of the electronic journal *INFOFOORUM* (ISSN 1406-9849). Dr. Virkus has published numerous articles and books, particularly related to distance education and open learning. At present, Dr. Virkus is the principal investigator for a grant to study distance learning and teaching in the networked environment for Estonia universities.

Xuemao (Shimo) Wang received his B.A. from Wuhan University, China, an M.L.S from Kutztown University of Pennsylvania, and an M.L.I.S specializing in information systems from the University of South Carolina. Mr. Wang joined the Queens Library as a Systems Analyst in 1994. Since 1995 he served as the WorldLinQ™ project leader and team manager, and he was Supervisor of Web Services until April 1999. Currently, Mr. Wang works for the Metropolitan New York Library Council as Director of Information Technology. Before coming to the U.S., he was an academic librarian in China, where he published articles in several professional journals in the field of library and information science. His professional interests include Web-based distributed systems and Web applications development. He was an invited speaker on multilingual database access at the 1997 American Society of Information Science (ASIS) annual conference. He received the Distinguished Services Award from Queens Library in 1997. He enjoys sports, travel and music. Mr. Wang lives in Syosset, New York.

Paula Wolfe is an Associate Librarian at the University of Arizona Science and Engineering Library. She has a B.A. in Sociology, B.A. in Biology and an M.S. in Marine Science and M.L.S. in Library and Information Science. Her first career was as a marine biologist specializing in marine mammal research. She became a librarian in 1994. Her chapter was developed from a presentation given at the Internet Librarian Conference in 1998 and in collaboration with Lori Olson of the University of Wyoming. Her research interests include information system design for primary resource distribution.

Lucinda R. Zoe is an Assistant Professor and Instructional Services Librarian at Baruch College, City University of New York where she teaches courses in Online Information Retrieval, Information Technology and Internet Access. She holds a Doctorate in Library and Information Service from Columbia University. Research interests include international information systems and services, end-user searching in a multi-cultural environment and the impact of native language on searching in full-text databases and information systems. She previously served as the Information Officer for the International Women’s Tribune Center and the United Nations Development Fund for Women (UNIFEM).