About the Contributors

**Elisabeth Pankl** is a Humanities Librarian at Kansas State University Libraries. She earned her MLS from the University of North Texas in 2005. Ms. Pankl’s research interests include rhetorical literacy, spatiality, and critical, literary geography.

**Danielle Theiss-White** is the General Reference Coordinator at K-State Libraries, Kansas State University, Manhattan, Kansas. She earned her MLS as well as an MA in Religious Studies from the University of Missouri, Columbia in 2005. Her research interests focus on the assessment and management of reference services, virtual reference services, staff training and continuing education, library management, leadership training, and professional development.

**Mary C. Bushing**, library educator and consultant, has worked in all types of libraries—corporate, public, government and academic in the course of her long career. In addition to an MLS from Dominican University, she has a doctorate in adult & higher education from Montana State University where she did her primary research on the socialization and professional development of individuals working in very small rural libraries. She coordinated the Mountain Plains Library Association’s Leadership Institute for five years, has held numerous elected and appointed professional positions. Among her many publications is a manual on collection assessment that has been translated into a number of languages, most recently Italian. She has done consulting and teaching across the U.S. and in Europe and New Zealand with an emphasis on collection development, organizational culture, and professionalism.

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**Stephanie Alexander** is a Social Sciences Reference and Instruction Librarian at the University of Colorado (CU) at Boulder. She earned her Master of Science in Information degree from the University of Michigan and a BA degree in Mass Communications from the University of California at Berkeley. She provides general reference services and bibliographic instruction at Norlin Library, the main humanities and social sciences library on the Boulder campus. She also serves as the library liaison to the Sociology and Communication departments and the School of Journalism and Mass Communication, and is responsible for collection development in those areas. She currently chairs the Committee on Recruitment to the Profession of Academic Librarianship at the CU Libraries.

**James P. Ascher** is Assistant Professor and a Rare Book Cataloger at the University of Colorado at Boulder. He also works as Program Staff at Rare Book School, an independent non-profit educational
institute supporting the study of the history of books and printing and related subjects. He earned his M.L.S as an IMLS ALSTARS Fellow at the University of South Florida where he also earned his B.A. as a double major in Humanities and Mathematics. He has also earned an M.S. in Mathematics from the University of Florida. He was the 2008 William Reese Fellow in American Bibliography, and currently serves as a member of the Recruitment to the Profession of Academic Librarianship Committee at the University of Colorado at Boulder Libraries. He has mentored students interested in rare books, librarianship and cataloging.

Toni Anaya is the Multicultural Studies librarian at the University of Nebraska-Lincoln in Lincoln, Nebraska where she is a member of an innovative Multicultural Services Team and serves as the liaison librarian to the Institute of Ethnic Studies. Her master in library science is from the University of Arizona, where she also worked as Library Information Analyst for several years coordinating billing and fee recovery for the Libraries before coming to Nebraska. Toni also held a position with the public library system in Tucson, Arizona. Toni is currently an active member of the Nebraska Library Association and ALA, especially ACRL and REFORMA, working on several committee assignments. In addition to her work in libraries, Toni is an avid roller skater who enjoys spending time with family, cooking and caring for her menagerie of pets which include two tortoises, a spoiled Chihuahua and an equally spoiled hedgehog.

William Black is Administrative Services Librarian & Professor at the Walker Library at Middle Tennessee State University. He is the author of a number of articles on the human services component in libraries, one of the coauthors of the ACRL White Paper - Recruitment and Retention: A Professional Concern (2002), and editor of the book, Libraries and Student Assistants: Critical Links (Haworth Press, 1995).

Matthew Brower is a Business Reference and Instruction Librarian with the University Libraries at the University of Colorado at Boulder. He earned a Masters in Library Science from Indiana University in Bloomington and a B.A. in German from DePauw University. He provides reference and instruction services for the William M. White Library in the Leeds School of Business at the University of Colorado at Boulder, and is the bibliographer for the Library Science collection. Within the University Libraries, he is a member of the Recruitment to the Profession of Academic Librarianship Committee, Libraries Advisory Board, and the Web Advisory Committee.

Phillipa Brown has held senior level certification as a professional in human resources for 22 years. She has a master’s degree in Human Resources from Bowie State University. She heads the Human Resources Office for the University of Maryland Libraries. Ms. Brown has broad experience in the full range of human resources functions, in both the public and private sectors, and especially in employee relations, mediation, training (including management training), diversity and working with a variety of groups on diversity initiatives. She helped update University of the UM Libraries’ mentoring program and create a Mentoring Committee. Ms. Brown’s professional memberships include American Library Association, Human Resource Society of Prince George’s County (MD), and Society for Human Resource Management. She has worked extensively with the Mediation Board and the Commission on Persons with Disabilities, both of Prince George’s County, and as a District of Columbia Superior Court mediator.
Jeanette Buckingham is Librarian Emerita in the John W. Scott Health Sciences Library at the University of Alberta. She has been a medical librarian for almost 30 years, and continues to be involved as an instructor in the medicine and rehabilitation medicine programs at the university. She has been an informal mentor to younger colleagues and to library science students for many years. She has been involved in the mentorship program for Academic Library Interns for the past five years, as both mentor and coordinator of the interns’ mentors; her next tasks include mentoring her successor in this role and helping develop a mentorship program for new librarians at the University of Alberta.

Peggy Cabrera works as a reference and instruction librarian at the Dr. Martin Luther King Jr. Library at San José State University. She is the library liaison to the Environmental Studies, Humanities and Kinesiology departments and the Global Studies program. Ms. Cabrera is very interested in research on the recruitment of minority librarians and IMLS training programs having been a Knowledge River Scholar at the University of Arizona. Peggy has been actively involved in REFORMA’s northern California chapter, Bibliotecas Para la Gente having just completed service as the 2008/09 President. In this role Ms. Cabrera has been actively involved in reaching out to students, and chair of the Rita Torres/BPLG Library Science Student Scholarship.

Gina R. Costello is the Digital Services Librarian at LSU Libraries Special Collections. She currently oversees all digital projects and manages the Digital Services unit. She earned a Masters in Library and Information Science (MLIS) in 2004 from the University of Tennessee and a Bachelors degree in English from Mississippi College. She is involved in the state-wide LOUISiana Digital Library, www.louisianadigitallibrary.org, (LDL) and is past chair and founder of the LDL Committee. Ms. Costello was responsible for overseeing the 2006-2008 Louisiana Board of Regents grant “Louisiana Historical Newspapers: Preservation and Access” to purchase $400,000 of equipment and digitize 100 issues of historic Louisiana newspapers. She served as Co-PI of a 2007 Louisiana Sea Grant regrant to digitize historic photos of coastal Louisiana. She has presented and written on digital project management, online exhibitions, and grey literature.

Michael A. Crumpton is currently the Assistant Dean for Administrative Services for the University Libraries at The University of North Carolina at Greensboro. He was previously Director of Library Services at Wake Technical Community College in Raleigh, North Carolina and Access Services Manager for the Public Library of Cincinnati and Hamilton County. Michael holds a MLS from the University of Kentucky and a BS in Business Administration from the University of Central Florida, as well as certificates in Community College Teaching and as a Senior Human Resource Professional. Michael is active in space planning and facility re-purposing activities as well as budget and human resource administration and implementation.

Alice Daugherty received her MLIS from Wayne State University in 2003. Currently, Daugherty is the Assessment and Information Literacy Librarian at Louisiana State University Libraries. She is part of a departmental team that delivers information literacy instruction through collaborative efforts with faculty as well as through teaching credit-bearing courses, such as LIS 1001 Library Research Methods and Materials. She actively serves within the American Library Association (ALA), where she has held positions on the executive board of the Distance Learning Section of the American College
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and Research Libraries and chaired committees for ALA’s New Member’s Round Table. Her research centers on information literacy, instructional design, and reference services.

**Janine Golden** is a tenured track Assistant Professor teaching in the MLS distance education program at the School of Library and Information Studies, at Texas Woman’s University, Denton, Texas. Dr. Golden’s areas of expertise lie in *leadership development, management, career development strategies, the mentoring process, public libraries, and library administration/management*. As a current day practitioner and educator, her research path concerns factors and strategies related to career development success for library emerging leaders, focusing on the mentoring process. Affiliated with this is her work at the State Library and Archives of Florida relative to the creation of a mentoring program, succession planning, assisting libraries with employee retention; her current work at Texas Woman’s University involving the creation of a mentoring program for library directors in small community libraries in Texas; and her work with the development of The American Library Association’s LLAMA Mentoring Committee.

**Christy Groves** is currently Coordinator of User Services and Assistant Professor at the James E. Walker Library, Middle Tennessee State University. For nearly fifteen years she has been directly involved in recruitment, supervision, and development of library faculty and staff and has headed a number of service excellence initiatives.

**Suliman Hawamdeh**, Ph.D., is a professor in the Knowledge Management program at the University of Oklahoma School of Library and Information Studies. Dr. Hawamdeh founded and directed the first Master of Science in Knowledge Management program in Asia at Nanyang Technological University in Singapore. He was the founding president of the Information and Knowledge Management Society (iKMS) from 1998-2003. He is the founding Chair of the International Conference on Knowledge Management (ICKM). Dr. Hawamdeh is the founding editor-in-chief of the first refereed journal in knowledge management, *The Journal of Information & Knowledge Management*. He is also the editor of a book series on Innovation and Knowledge Management, published by World Scientific. Dr. Hawamdeh was the Managing Director of ITC Information Technology Consultant Ltd. in the period from 1993-1997.

**Merinda Kaye Hensley** is the Visiting Instructional Services Librarian and Assistant Professor for Library Administration at the University of Illinois, Urbana-Champaign. She coordinates several instruction programs for graduate students and faculty including course-integrated library instruction as well as *The Savvy Researcher*, a series of open workshops that focus on advanced research and information management skills. A team of librarians and graduate assistants support all instruction through a peer learning program. Her research interests include the process of learning how to teach and the information literacy needs of graduate students. Merinda is a graduate of the ACRL Institute for Information Literacy, Immersion Program’s Teacher and Program Track.

**Deborah Hicks** is an Academic Library Intern at the University of Alberta; at the University of Alberta, she works as a Public Service Librarian in the Rutherford Humanities and Social Sciences Library. She holds a Master of Arts in History from York University and a Masters of Library and Information Studies from Dalhousie University. During her time at the University of Alberta she has able to grow as a new professional with the support of both her supportive mentors and supervisors.
Charlene Kellsey is Associate Professor, and Faculty Director of the Acquisitions Department in the Libraries of the University of Colorado at Boulder. She earned a B.A. in Medieval Studies at Skidmore College, an M.A. in Medieval History at San Jose State University, and an M.L.S at the University of Maryland. She was the founding chair of the Recruitment to the Profession Committee of the Western European Studies Section, Association of College and Research Libraries, as well as the founding chair of the University of Colorado Libraries’ Recruitment to the Profession of Academic Librarianship Committee. She also serves as library liaison for the Classics department, and has been a mentor for two fellows in the program described in this chapter.

Margaret Law, Associate University Librarian, University of Alberta, holds a Master of Library Science degree from the University of British Columbia and a Master of Business Administration degree from Athabasca University. She is a frequent speaker at library conferences on various management topics, including succession planning, personal responsibility and mentoring. Her current research interests are in the area of self-identity for librarians and workplace characteristics, both in Canada and international settings. She was previously employed at an urban public library, a regional library and a library consortium. She frequently serves as a mentor for librarians new to the profession, but not when she is their supervisor.

Aimee Loya has focused her career on the development of nonprofit and public organizations. Aimee currently serves as Program Officer on the Capacity Building Team of First 5 LA, a nonprofit grantmaking organization in Los Angeles. Previously, as Organizational Services Coordinator for the California Association Against Sexual Assault, Aimee provided training and technical assistance in management and organizational development to a statewide network of agencies. Prior to joining First 5 LA, Aimee served as Training and Organizational Development Officer at the University of California, Irvine Libraries, working to create a training and capacity building program supporting and developing the skills of staff across the organization. Aimee received a master’s degree in Nonprofit Administration from the University of San Francisco and received a bachelor’s degree from University of California, Berkeley.

Betsy Van der Veer Martens, Ph.D., is an assistant professor in the Knowledge Management program at the University of Oklahoma School of Library and Information Studies, where she teaches in the areas of competitive intelligence, digital assets, and information architecture. Her background is in business-to-business publishing and marketing research.

Charlene Maxey-Harris is currently the Diversity Librarian and Assistant Professor at the University of Nebraska-Lincoln. As Diversity Librarian and member of the Multicultural Services Team, Ms. Maxey-Harris is responsible for working with faculty and staff to plan and implement the library’s diversity initiatives. Ms. Maxey-Harris is also chair of the UNL Diversity Committee and past chair of the Nebraska Library Association Diversity Committee. Current ALA committee appointments include ACRL Racial and Ethnic Diversity, Co-Chair of the LLAMA Diversity Discussion Group, and a member of the Black Caucus of ALA. Prior to UNL appointments, she was the Education Coordinator at the McGoogan Medical Library at University of Nebraska Medical Center and a reference librarian at Dartmouth College. Ms. Maxey-Harris holds a MLS from the University of Missouri-Columbia and a BS degree from the University of Nebraska-Lincoln.
Gail Munde is currently Assistant Professor of Library Science at East Carolina University in Greenville, North Carolina. Prior to teaching, she worked in academic libraries for 25 years as a department chair and Associate Director/Dean, holding positions at the University of Kansas, East Carolina University and the University of Nevada, Las Vegas. Her research interests are in library human resource management, professional development and library finance. She is a certified Professional in Human Resources and received an MLS from Emporia State University and a PhD in Library Science from the University of North Texas. She has co-authored two books and written numerous journal articles, book chapters, and film and book reviews.

Vincent J. Novara is the Curator for Special Collections in Performing Arts at the Michelle Smith Performing Arts Library at the University of Maryland, where he earned his Bachelor of Music and Master of Music degrees. At UM, he has worked as a performing arts archivist since 1994. As a member of the UM Libraries’ faculty assembly, Novara has served on the Faculty Annual Review Oversight Committee and its Mentoring Subcommittee, the Special Committee on Faculty Mentoring, and a staff-oriented Mentoring Task Force. Novara has published on performing arts related topics in Notes, the journal of the Music Library Association, and Choice. He has given several presentations at professional conferences focusing on archival collections and archives management.

George I. Paganelis was born in Athens, Greece and raised in San José, CA. He graduated magna cum laude from the University of California, Davis with a degree in ancient history, then obtained a master’s degree in classics at the University of Colorado at Boulder, and finally received a master’s degree in library and information science at the University of Illinois at Urbana-Champaign. Since 2003 he has served as Curator of the Tsakopoulos Hellenic Collection in the University Library at California State University, Sacramento. He has been active in ACRL’s Western European Studies Section (WESS) and currently serves as Chair of its Recruitment to the Profession Committee. He is also Chair of the Library Committee of the Modern Greek Studies Association (MGSA) and serves on the Executive Committee of the nascent Collaborative Project for Hellenic Resources, an initiative nearing formal status under the Global Resources Network of CRL. He has published articles in the Journal of Modern Greek Studies and is interested in Classics/Hellenic studies librarianship.

Anchalee Panigabutra-Roberts (Joy) is an assistant professor holding the position of Catalog & Metadata Services Librarian, Multicultural Services Team Member and Women’s and Gender Studies Faculty/Subject Specialist at the University of Nebraska-Lincoln Libraries. Her cataloging specialization includes original and complex cataloging of monographs, East-Asian language materials, non-music multimedia and other digital formats. Her multicultural services specialization includes Asian Pacific American Studies and Women’s and Gender Studies. Before UNL, she worked in various academic libraries including University of Wisconsin-Madison, Cornell University, St. Cloud State University (Minnesota), and had three years of full-time teaching experience in a library science program in Canada. She earned a B.A. in English (Linguistics) from Chiangmai University, Thailand, B.A. in English (Literature) from St. Olaf College, Northfield, MN, Master of Arts (Library and Information Studies) and also a Specialist Degree (post-master) from the University of Wisconsin-Madison.

Jeff Paul is Project Manager for the Librarians for Tomorrow Program at San Jose State University. Jeff’s career includes a variety of positions in the SJSU Library - reference librarian, Head of Media
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Services, Head of Systems, Acting Assistant & Associate Director of Access and Bibliographic Services and Director of the Library’s Cultural Heritage Center. Jeff served as Director of the Chicano Library Resource Center at SJSU for nearly three decades. He has taught in Mexican American Studies, the Metropolitan University Scholar’s Program (MUSE – first year experience for freshman) and has served as an adjunct professor in the School of Library and Information Science at SJSU since 1994.

Doralyn Rossmann serves as Collection Development Librarian/Team Leader and Assistant Professor at Montana State University Libraries. She holds a B.A. in English and Political Science and an M.S.L.S. from the University of North Carolina, Chapel Hill. Additionally, she has a Master’s in Public Administration from Montana State University. Her interest in organizational culture and group dynamics comes from over fifteen years experience in academic libraries and from an appreciation of the role each individual plays in serving the public interest. A third-generation librarian, she previously served as a student assistant, a librarian in reference, instructional technologies, GIS, and systems. She is inspired by the words of Mary Parker Follett: “Leaders and followers are both following the invisible leader - the common purpose.”

Rachel Kuhn Stinehelfer is the Human Resources Librarian for the University Libraries at The University of North Carolina at Greensboro. She holds a MLIS from UNCG and a BA in Art History from Wake Forest University. Rachel spent nine years at North Carolina State University advancing through a variety of positions including Academic Personnel Librarian and Visual Resources Librarian. Rachel was an original NCSU Library Fellow and has experience in recruitment and performance management. She is currently active in planning and facilitating diversity and inclusiveness committees and events both at the library and university level. She chairs the University Libraries’ Staff Development Committee that continuously seeks new and innovative ways to provide development opportunities to library faculty and staff.

Deborah Stansbury Sunday is the Associate University Librarian for Administrative Services at the University of California, Irvine, with overall responsibility for the Libraries' fiscal, human resources, training and facilities programs. Deb is an active contributing member of ALA and LLAMA. Deb began her career at the University of Michigan, Ann Arbor in the Research Libraries Residency Program and later served as the Libraries’ Diversity Librarian. She held the position of Campus Librarian at the University of Washington, Tacoma. Prior to going to UCI, Deb was Assistant Vice Provost for University Libraries at the University of Connecticut. Deb received a bachelor’s degree from California State University at Fullerton and a master’s degree in Information and Library Science from the University of Texas at Austin.

Joel B. Thornton, CPA is as a Business Librarian for the West Campus Library at Texas A&M University, where he participates in collection development, reference, and instruction. Additionally, Mr. Thornton serves as the liaison to the Finance and Accounting departments at the Mays School of Business. Prior to joining Texas A&M, Mr. Thornton served as a Financial Analyst at Electronic Data Systems (EDS) providing business analysis and insight to operational units. He posses over thirteen years of financial management experience in various industries including: information technology, airline transportation, manufacturing, and energy. Mr. Thornton earned a B.B.A in Accounting from
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Pittsburg State University and a Master’s in Information Science from University of North Texas. He is a 2005 ALA Spectrum Scholar.

M. Jane Williams directs the Planning and Administrative Services Division for the University of Maryland Libraries. Among previously held positions are acting executive director and research associate for the U.S. National Commission on Libraries and Information Science, and several positions with the State Library of North Carolina, including state librarian. Ms. Williams also served as associate director for the Public Library of Charlotte and Mecklenburg County. Her MSLS is from the University of North Carolina, Chapel Hill, and her BA from Pfeiffer College (now University). Ms. Williams is active in the Library Leadership and Management Association. Special interests include diversity, organizational climate and staff development.

Diana Wu is a reference and instruction librarian at the Dr. Martin Luther King, Jr. Library, a joint use library between San Jose State University and San Jose Public Library. She is the librarian liaison for international students and extended study programs. She also serves as the coordinator for library faculty mentoring program in 2009-2010. Ms. Wu has been active in library and other professional organizations. She has been elected to ALA council as council-at-large for 2009-2012 term. She is a former president of Chinese American Librarian Association, an affiliate of ALA. In 2007 she was awarded a $5000 ALA RUSA-BRASS-Emerald Research Grant to support her sabbatical project. Furthermore, Diana was recognized as one of the 40 outstanding alumni by the School of Library and Information Science, San Jose State University to celebrate its 40th anniversary. In addition, she has received many other awards and grants as well as has a substantial record of professional/scholarly publications and presentations.