

Abstract

The U.S. Department of Education reports over 93.9 million adults participated in non-credit distance learning activities in the previous 12-month period. ([NCES 2006-077](#), Table 16) The Web has become the cutting-edge platform for distribution of distance learning materials, and the use of Web-based training has seen a significant growth recently. Research indicates that there has also been an increased demand for work-related adult education due to changes in the labor market, technology, and administrative demands. ([NCES 2005-044](#)) These changes have placed a burden on workers, who are addressing these shifting requirements in the workplace. ([U.S. Dept. of Commerce, 1999](#)) An estimated 57 million adults in the United States participated in formal work-related courses or training in 2004-05, ([NCES 2006-077](#), Table 4) and trends indicate that e-training will continue to play a vitally important and increasingly significant role in equipping workers with the skills they need to succeed in the 21st-century digital economy. ([ASTD/NGA, 2001](#))

A recent study of primarily public libraries indicated that 70 percent of the library organizations surveyed plan to use e-training within the next three years. (Mason et al, 2006) The need for increased work-related training and the use of distance learning to meet these demands has also been evidenced in the increase in staff development programs for public libraries. These efforts include programs like LibraryU offered through the University of Illinois, numerous Web-based courses from OCLC-affiliates, and offerings through various library professional associations, like e-Leaming@PLA. One of the largest providers of online training to public libraries has been Project LE@D (Library Education @ the Desktop) with over 12,000 librarians and library staff enrollments in the past two years.

Even with the array of e-training initiatives, quality benchmarks have yet to be established for public library staff development e-training courses. The implementation practices of computer-mediated training in public libraries vary. On one end of an implementation continuum is simply making the online training available. At the other end, the training is implemented within the culture of the library with considerable interaction both inside and outside of the online course enabling shared experience within the local library, the library system, and/or the professional community. The cost of implementing online training increases significantly along this continuum of implementation. Therefore, library administrators face making important cost/benefits decision on the degree of support and levels of implementation and facilitation to secure.

It is remarkable and alarming that these decisions are being made without the benefit of research driven data. While there is a strong theoretical and intuitive basis for recommending that libraries implement online training in a high-facilitation, ethnographically integrated mode that promotes a community of practice, these recommendations cannot be research based because the research does not exist. *Project IMPACT (Initiative to Measure Personnel Assimilation of Computer-mediated Training) in Public Libraries* will be undertaken by the LE@D, an IMLS funded continuing education project, and the University of North Texas Center for Teaching, Learning, and Assessment (CTLA). The duration of project will be from September 1, 2007 through October 31, 2008.

Project IMPACT in Public Libraries proposes to investigate the impact and return on investment (ROI) of various levels of implementing Web-based training in public libraries. The short and long-term impact on knowledge, skills, and abilities will be determined and performance measures will be proposed. The project will utilize a variety of data gathering tools, including administering pre, post, and delayed post-tests, examining levels of learning involvement, and surveying librarians, library staff, and supervisors. Results of the study will provide public library administrators and training personnel the assessment tools and foundation for model implementation strategies that optimize e-training costs in terms of specific outcomes.

SCHEDULE OF COMPLETION

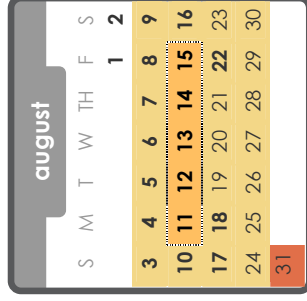
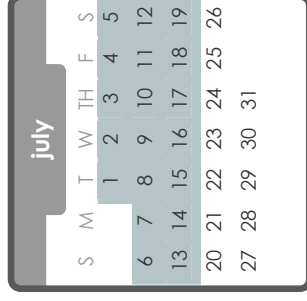
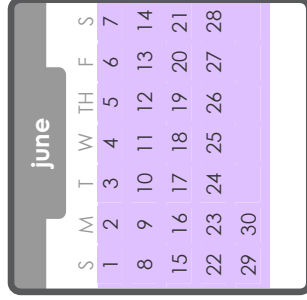
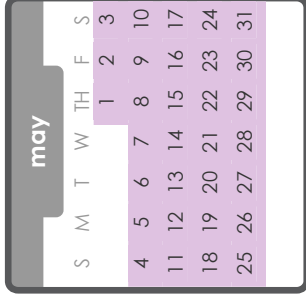
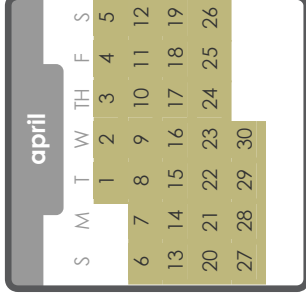
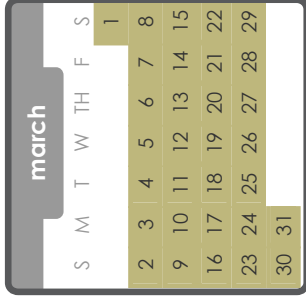
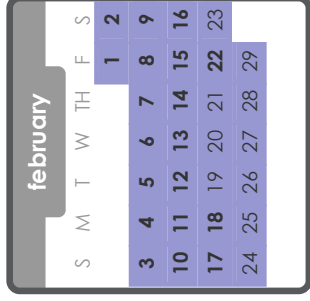
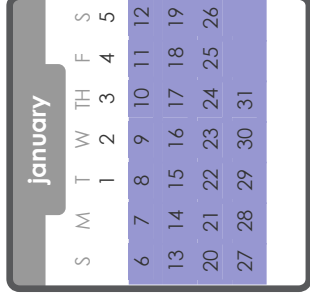
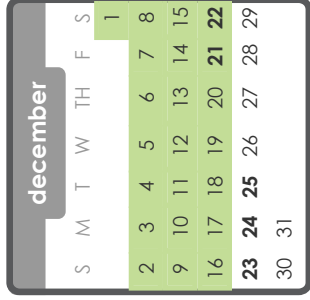
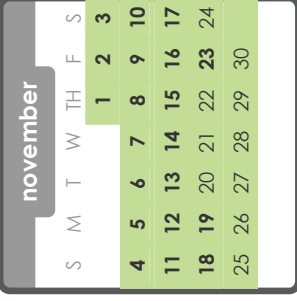
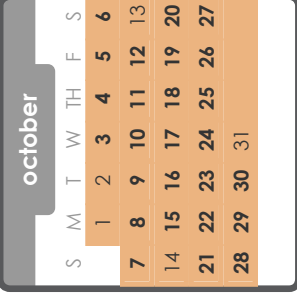
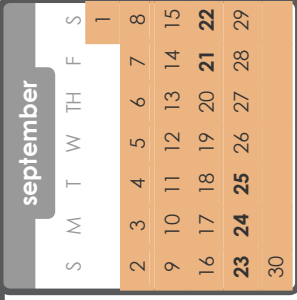
I.M.P.A.C.T. in Public Libraries 2007-2008

The study will begin September 2007 and be complete August 2008. Tasks to be completed prior to September 2007 include:

- Development of the survey tool with IRB approval under the direction of the Research and Statistical Support (RSS) group at the University of North Texas (UNT).
- Identify representative library systems with 100 participants per system and level (400 Total) and deliver course implementations during the first three months.

The tasks for completing this project aligned within three phases: Phase 1: Course Implementations and Data Collection; Phase 2: Delayed Post Test and Data Analysis; and Phase Three: Dissemination of Tools & Findings and Web cast with secondary survey.

PROJECT PHASE	START DATE	END DATE
Project Administration: to include meetings with principle investigator, research assistant, and LE@D coordinator and weekly Web site and grant updates will continue throughout the duration of the project.	09/01/07	08/31/08
E-training Participation with Pre-/Post-test and Surveys Administered to Groups 1-4. Travel to Library Systems.	09/01/07	10/31/07
Initial Data Analysis	11/18/07	12/22/07
Delayed Post Test and Web-based Survey	03/01/08	04/30/08
Final Pre, Post and Delayed Post Test Data Analysis	05/01/08	06/30/08
Research Report	07/01/08	07/19/08
Dissemination Activities: Tools posted to Web site and article submissions and presentations	08/03/08	08/30/08
Web cast Conference and Secondary Survey	08/11/08	08/15/08
Persistent presence of Project Resources and Tools maintained on LE@D Web site		
Secondary Survey Results Posted/ Project End Date		08/31/08



Budget Justification

Salaries and Fringe

Project personnel will consist of:

- Principle Investigator: Dr. Philip Turner, Vice Provost for Learning Enhancement and CTLA Director
- Web Conference and WebCast Development Team Lead and Library Professional Development eLearning Support: Arlita Harris, CTLA Specialist
- Project Liaison with Project LE@D: Gary Werchan, Coordinator, Project LE@D
- Project Research Assistant and Facilitator: Teresa Dalston, Facilitator Training Developer and LE@D Instructional Designer

Principal Investigator

The Principal Investigator will coordinate the overall project, direct the survey research study, oversee the resulting data analysis, and supervise the other project personnel in project management. The PI will provide leadership in the project development and dissemination of the results. The PI has primary contact with the participating library systems, and will contribute for the projected 12 months at 10% effort. Total cost for project: \$14,218 plus fringe (50% IMLS; 50% UNT)

--Web Conference and WebCast Development Team Lead and Library Professional Development eLearning Support

This position will oversee development of the Web cast Project *IMPACT* presentation and host the Web Conference *Future Directions for E-training: Issues and Tools for Professional Development*. Project *IMPACT* will rely on the Web Cast Team lead's extensive experience in delivering and hosting Web conferences for the project's web cast development and publicity in the final phase of the project. The position will also actively support the development of an *E-training Implementation and Assessment Toolkit* by reviewing and providing feedback on the project created support materials for E-learning implementations and assessment. The specialist's extensive experience as a public library director and library system administrator and as a distance learning faculty member and library personnel professional development continuing education instructor will inform the team members in defining the spectrum of roles and responsibilities for public library professional development stakeholders and in their development of a practical toolkit for E-training.

This position will work the projected 12 months at 10% effort. Total cost for project: \$3,780.00 plus fringe (50% IMLS; 50% UNT)

--Project Coordinator for Project LE@D

This position will manage the administration of the Project LE@D test course and the selection and classification of the libraries for the study. The Project LE@D Coordinator will act as the LE@D point of contact and course administrator for all course participants during the online training and the delayed post-test and web survey collection. The Project LE@D Coordinator will provide feedback on project created E-training materials and will oversee development of a toolkit and support material for E-training facilitators. The Project LE@D coordinator will also collect participation data and consult with the Project *IMPACT* team in the coding of data in the data analysis phase.

The Project LE@D Coordinator will work the projected 12 months at 25% effort. Total cost for project: \$11,475 (50% IMLS; 50% UNT)

--Research Assistant and Course Facilitator

This position will design survey and assessment tools, develop facilitator training materials, will conduct the library system implementation set up with the study participants at their locations, facilitate the online courses and implement collaborative applications, and will assist with data analysis and final report production. The Research Assistant will develop materials for dissemination of the study's findings and present findings at professional conferences and CTLA Web conference. The position will also help maintain the project Web site and assist in the project reporting responsibilities to IMLS. The position will be held by doctoral candidate at the School of Library and Information Sciences who has online teaching, instructional design, and both web and traditional authoring skills and experience. The position will work for 12 months at 75% effort. Total cost for project: \$26,550.00 plus fringe (50% IMLS; 50% UNT)

Travel

The Research Assistant/Facilitator will make four trips at \$1,000 each to study participant library systems to coordinate delivery of web-based courses and to facilitate additional research and data gathering related to library system characteristics and individual library information. (100% IMLS) Also, the four primary members of the study team will travel to present the study findings at a major national conference with 50/50 split of costs. (50% IMLS; 50% UNT) Finally, the budget includes \$2,000 for travel to Washington D.C. for IMLS training. (100% IMLS) Total cost for project: \$11,000 (85%IMLS, 15% UNT)

Supplies and Materials

--Training Materials and Facilitator Handbook

Each participating library and in-house facilitator will receive material for implementing the training and participating in the study. The material costs include both professional printing on campus and development through CTLA and the Center for Distributed Learning. These materials will also be taken to conferences after the project findings have been published. Digital copies of the materials will be made available on the website.

--Certificates

Each participant in the professional development training will receive a certificate of completion and a letter of thanks for participating in the study. The cost for certificates include professional printing on campus and distribution to individual participants.

Services

There are many benefits to utilizing the resources of an academic research institution for a research project. Because of the services and resources afforded at the University of North Texas the project will have a farther reach and access to experts in many areas, including the best of survey tools, learning assessment methods, and Web based E-training resources.

--Web Conference Web Cast

Center for Distributed Learning of the University of North Texas will create the digitized video and provide the equipment to create and broadcast the Web Conference in August 2008.

They also house the courseware and provide the technical support for the LE@D courses. The cost of the Web cast video and editing for Web site display will be billed to the project at an estimated cost of \$2,000. (100% UNT)

Web site Maintenance and Hosting Project Web site

The project Website will be developed with the assistance of the *Center for Distributed Learning* and set to University of North Texas ADA accessibility standards. The development of the Website will use the software and server at UNT. The cost are associated with securing the service of professional staff for development of some graphics and the special scripting for tracking and inclusion of courseware access to secure web surveys (below). Also included in these services are all updates to project materials, including access and archiving webcast video, other presentation materials, and project documents. The Web site will remain archived on the UNT server long after the project is finalized. This will provide long term access to the tools and results of the project for the Public Library E-training stakeholders. The website initial development will also be billed to the project. \$1,000 (100% UNT)

Survey Tool

--Research and Statistical Support Team

This department of the University of North Texas assists with assessment tool development and processing results . Research and Statistical Support (RSS) will inform the design of the survey questionnaire and data analysis methodology. They also provide hands-on training and personal assistance for the Research Assistant during the coding and statistical analysis phases, as well as provide access to current research tools and technical support for data analysis software and Web based survey tools and server. An assigned liaison will provide assistance with statistical theory and techniques, software, data management, and research design. The Research and Statistical Support will work the projected 12 months. Total cost for services will be incurred by University of North Texas. The survey tools will be housed on a professional subscription service for web-based surveys at a cost of approximately \$300 per year; those services being considered include Zoomerang, Survey Monkey, and SuperSurvey. The cost for survey server subscription service will be incurred by IMLS. The study will develop and publicize surveys for both participants and supervisors of participants and Web cast presentation attendees. The survey tool and methods will be reviewed and comply with the Institutional Review Board specifications. All services for RSS are provided by the University of North Texas as a part of indirect costs for a research project. Securing a subscription to a commercial server for survey service will be billed to the project. \$300 (IMLS)

Student Support

--Equivalent Course Scholarships

UNT will provide course scholarships for the study lesson equivalent to the normal price per lesson that would be billed to participating libraries. Total cost for project: \$7,980 (75% UNT and 25% IMLS).

Organizational Profile: *Center for Teaching, Learning, and Assessment (CTLA)*

Organization mission and description:

The Center for Teaching, Learning, and Assessment's **mission** is to offer a range of services to facilitate teaching and the measurement of learning. The Center supports excellence and innovation in teaching at the University of North Texas and their affiliated programs. While UNT has one of the premiere centers in the nation for serving faculty in the area of innovation in e-learning, there has not been a specific area where e-learning implementers can go to be assisted in other areas of teaching and assessment of e-learning and e-training endeavors. The Center for Teaching, Learning, and Assessment fills that niche--providing a place where faculty, adjuncts, and teaching assistants as well as other e-learning stakeholders can obtain assistance in teaching and assessment. The Center is directed by Vice Provost for Learning Enhancement and Faculty Development, Dr. Philip Turner. Dr. Kelly McMichael is Associate Director and Dr. Ronald Carriveau is the Assessment and Measurement Specialist.

Purpose of the Study

Initiative to Measure Personnel Assimilation of Computer-mediated Training (**IMPACT**) in Public Libraries is a one-year investigative evaluation project that will be based at the Center for Teaching, Learning, and Assessment. The project is designed to study the impact of implementing Web-based training in public libraries. Project *IMPACT in Public Libraries* is responding to IMLS Priority 6: Continuing Education and Training, the priority to develop or enhance programs of continuing education and training in library and information science for librarians and library staff. The study will explore short and long-term impact on knowledge, skills, and abilities and investigate training related performance of public library personnel who have participated in computer-mediated training at varying levels of implementation. Through this investigation, the study will model practical, yet theoretically based implementation practices and assessment measures of online training. This study strives to inform library administrators of both implementation practices and measures of staff and organizational impacts of investment in staff e-training courses. This study's findings will contribute to the library literature on establishing best practices in delivery of computer-mediated courses for continuing education and training in public libraries and provide practical tools to calculate return on investment and outcomes for administrative support of e-training initiatives.

Key project staff will include:

- Principle Investigator: Dr. Philip Turner, Vice Provost for Learning Enhancement and Center for Teaching Learning and Assessment Director
- Library Professional Development eLearning Support, Web Conference & WebCast Development Team Lead: Arlita Harris, Center for Teaching Learning Assessment Specialist
- Project Liaison with Project LE@D: Gary Werchan, Project LE@D Coordinator and Public Librarian
- Project Research Assistant and Training Facilitator: Teresa Dalston, LE@D Instructional Designer, Designer of Facilitator Training, UNT School of Library and Information Sciences adjunct instructor and doctoral student

PHILIP M. TURNER
University of North Texas
Academic Affairs
pturner@unt.edu

Appointment History:

- Vice Provost for Learning Enhancement, University of North Texas 2004-
- Dean, School of Library and Information Sciences and Associate Vice President for Distance Education, University of North Texas 1996-2004
- Dean, School of Library and Information Studies, University of Alabama 1987-1996
- Assistant Vice Chancellor for Telecommunications, University of Alabama System 1991-1996
- Professor, School of Library and Information Sciences, University of Alabama 1977-1996

Educational Background:

1966-69. Boston State College, Mathematics, B.S., 1969
1971-72. Univ. of Wisconsin—LaCrosse, Inst. Tech. M.S., 1972
1975-77. Texas A&M Commerce, Lib. Science, M.S.L.S., 1977
1974-77. Texas A&M Commerce. Inst. Tech. Ed.D., 1977

REFEREED/INVITED PUBLICATIONS

Most Closely Related.

- *Helping Teachers Teach: A School Library/Media Specialist's Role*. Libraries Unlimited, 1985, Second edition, 1993, Second edition, April 1993. Third edition, September, 2003.
- "Good-bye to Ivory Towers," *Planning for Higher Education*. 25, Fall, 1996: 20-26. (Reprinted in *The Best of PHE*, Society for College and University Planning, 1997).
- "Surviving the Digital Revolution: A Risk Assessment for Colleges and Universities," *Planning for Higher Education*. 29(3), Spring, 2001.
- With Viola Osburn, "Identifying At-Risk Students in LIS Distributed Learning Courses," *Journal of Education for Library and Information Science*. 43(2), Fall, 2002.
- With Yan Wu, "The Relationship of Bandwidth, Interaction and Performance in Online Classes: A Study," *Online Journal of Distance Learning Administration*. 9 (1), Spring, 2006.

Other Significant Publications.

- "Anxiety and Cueing in a Visual Concept Learning Task," *Proceedings of the Research and Theory Division*, AECT, 1982.
- "Instructional Design Competencies Taught at Accredited Library Schools in the United States," *Journal of Education for Librarianship*. 22, Spring 1982: 276-83.
- "Anxiety and Cueing in a Visual Concept Learning Task," *Educational Communications and Technology Journal*. 31(1), Spring 1983: 47-53.
- "Levels of Instructional Design Involvement by School Media Specialists: Perceptions of Selected School Principals," *International Journal of Instructional Media*. 11(1), 1983: 11-22.
- "Search Time and Test Anxiety in a Visual Location Task," *Contemporary Educational Psychology*. 10(3), July 1985: 292-301.

Project *IMPACT*: University of North Texas Center for Teaching, Learning, & Assessment

Synergistic Activities.

Created and led the Blended Learning Project at the University of North Texas www.unt.edu/blendedlearning . This project brought together interdisciplinary teams of faculty to redesign undergraduate courses through the combination of online and face-to-face methodologies.

Led the creation of the UNT's Quality Enhancement Plan www.unt.edu/QEP . This project will bring together interdisciplinary teams of faculty to redesign 4-5 large enrollment undergraduate courses per year for five years.

Served as the Principle Investigator in the Rio Grande Initiative in which ten public or academic libraries create a learning environment for bilingual graduate students along the Mexico-Texas border. The twenty RGI fellows are pursuing a master's degree online.

Served as the Principle Investigator for Project LE@D. This project developed online lessons for training in libraries. To date, more than 20 lessons have been developed with over 15,000 enrollments nationally.

Led a major university's effort to utilize emerging technologies to increase the quality, access, and efficiency of its instruction. The University of North Texas has served as a model in the area of intellectual property, funding models and faculty innovation and is currently the largest online public university in Texas.

Gary P. Werchan

gwerchan@lis.admin.unt.edu

EDUCATION

University of North Texas, Denton, Texas

M.L.S. Library and Information Sciences

2003

University of North Texas, Denton, Texas

B.S. Library and Information Sciences

2002

EMPLOYMENT HISTORY

University of North Texas School of Library and Information Sciences

Denton, Texas

Project Coordinator

2003 - Present

Responsible for managing the day-to-day development and operations of the Library

Education @ Desktop online continuing education program, an IMLS-funded project. Library Education @ Desktop creates and disseminates low-cost, high-quality, Web based tutorials nationally, in partnership with the Northeast Texas Library System. The goal of the project is to provide library systems an affordable opportunity to train all of their staff on-site, on today's library issues.

The Colony Public Library, The Colony, Texas

Paraprofessional

2001-2002

Part-time position while pursuing MLS; responsible for various cataloging, reference, children's services, and collection development duties.

SBC Communications, Inc., San Antonio, Texas

Vice President - Marketing - SBC Video Services

1973-2000

Responsible for marketing and customer service operations for the satellite and cable television subsidiary, including call center operations, customer acquisition and retention marketing, and strategic planning. Annual budget authority: \$16 to \$20 million. Also held various mid-level executive positions in the international and directory divisions.

COMMUNITY SERVICE

Frisco Public Library Foundation, Frisco, Texas

Vice Chairman

1999 – Present

Friends of the Frisco Public Library Foundation, Frisco, Texas

Member, Executive Committee

2000 - Present

MEMBERSHIPS

Beta Phi Mu

American Library Association

Texas Library Association

Friends of the Libraries USA

Resumes

ARLITA HARRIS, Ph.D.

University of North Texas – Center for Distributed Learning
arlita@unt.edu

EDUCATION

Doctor of Philosophy (Ph.D.) in Public Administration, University of Texas
Master of Library Science (MLS), University of Illinois
Bachelor of Science (BS) in English/Library Science, Illinois State University

PROFESSIONAL EXPERIENCE

Senior Marketing Specialist, Center for Distributed Learning, University of North Texas, Denton, Texas
2005-

Marketing of online courseware for students and faculty of a major university. Writing courseware for Lifelong Education @ Desktop, Texas Municipal Clerks Association, and other UNT-related agencies.

Associate Dean and Assistant Professor, University of North Texas, Denton, Texas **2002-2005**

Enrollment Management, Recruitment, Curriculum, Management of Adjunct faculty, Course scheduling, Advising of 450 master's students, Web Institutes, and Teaching in an American Library Association accredited program with over 1,100 master's and doctoral students. Development and teaching of three online courses in Management and a face-to-face course in Library Buildings for the School of Library and Information Sciences. Receipt of over \$1 million in grants. Second UNT faculty member to receive the Excellence in Online Teaching Certificate.

Consultant, City of Waco, Texas **2001-2002**

Consultant helping City make decisions regarding new central library, county-wide library service, and development of joint libraries with community college.

University Librarian, Africa Nazarene University, Nairobi, Kenya **2001**

Volunteer consultant and library director during renovation, restructuring, strategic planning, and automation of private university library preparing to be chartered.

Adjunct Faculty, Florida Metropolitan University and University of Sarasota **2001**

Taught Critical Thinking and Business Research Methods in MBA programs during spring semester.

Quality of Life Administrator and Library Director, City of Clearwater, Florida **1992 - 2000**

City administrator responsible for library, marine, tourism, general services, and parks/recreation departments. Supervised city airport, convention/civic center, fishing pier, sailing center, beach visitor center, special events, sister cities program, 64 parks and recreation facilities, and 5 public libraries. Monitored external grants, leases, and contracts. Managed staff of 350 and annual operating budget of \$22 million.

Library Director, City of North Richland Hills, Texas **1982 - 1992**

Supervised construction of new Main Library and successful adult learning center; supervised and expanded community programming of city-owned cable television channel to make it revenue producing; active member of

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Leadership Pinellas and North Tarrant County Chamber of Commerce; hosted and produced television show for nine years.

Principal Librarian, City of Abilene, Texas

1978 - 1982

Director of Technical Services and as Director of Public Services in a city serving 100,000 population, which was the major resource center of a multi-county library system. Responsible for public relations, special programming, reference, collection development, grant applications, and budget supervision.

Director of Sales and Marketing, Group V Development Company, East Peoria, Illinois **1977 - 1978**

Developed marketing studies, programs, promotions and sales management for upscale 394-acre planned unit development; Monitored government grants for Section 8 housing projects; Worked with contractors, architects, landscapers, developers, and financiers in commercial and residential development.

Executive Director, Fort Crevecoeur, Creve Coeur, Illinois

1976 - 1977

Directed fund-raising campaign, promotional programs, special activities, and public relations for historic Fort Crevecoeur, built by LaSalle in 1680. Supervised construction of buildings and public facilities of LaSalle's historic Fort Crevecoeur, using volunteer labor. Founded Fort Crevecoeur Rendezvous festival. Solicited fourteen government grants totaling \$600,000 for Fort Crevecoeur reconstruction. Hosted weekly television community interest program on commercial television channel.

Regional Coordinator, Illinois Bicentennial Commission, Springfield, Illinois

1974 - 1976

Organized and developed 276 local and county bicentennial commissions in 48 counties in Central Illinois. Assisted communities in applying for grants and evaluated projects for State of Illinois. Did much public speaking, traveling 1200 miles per week to attend local events. Cataloged and organized state bicentennial archives. Served on Illinois Regional Tourism Council for five years. Organized state and regional conferences and workshops for volunteer leaders and government officials Organized two-week, statewide ethnic festival at Illinois State Fair.

PROFESSIONAL AND CIVIC AFFILIATIONS

Supervision, Management, and Administration
Round Table (SMART)-chair
Urban Libraries Council
American Library Association
Institute of Museum and Library Services (Grant Review Panel)
Public Library Association
Florida Library Association (Conference Chair)
Federation of North Texas Area Universities (library chair)
International Festivals and Events Association
Leadership Pinellas (Florida) Graduate
Leadership Northeast (Texas) graduate
Executive Fellows Leadership Development Program, USF graduate
The Rotary Club of Clearwater Board of Directors
Clearwater Arts! Foundation Board of Directors

Friends of Clearwater Libraries
Greater Clearwater Public Library Foundation
United Way Allocations Panel
Active in Illinois, Texas, and Florida Library Associations

CREDENTIALS AND HONORS

Who's Who in America
Who's Who of American Women
Credentialed member of Graduate Faculty, University of South Florida
Top Ten Business Women of the Year, American Business Women's Association
First woman president of East Peoria (Illinois) Chamber of Commerce
One of the first women invited to join Rotary International

Project *IMPACT*: University of North Texas Center for Teaching, Learning, & Assessment

TERESA DALSTON

EXPERIENCE

- TEACHING FELLOW / ADJUNCT PROFESSOR 2004-PRESENT
University of North Texas, School of Library and Information
Co-developed and taught web-based courseware for SLIS 5615: Electronic Databases and Online Services with Mike Pullin. Instruct undergraduate to doctoral-level students.
- INSTRUCTIONAL DESIGNER AND COURSEWARE DEVELOPER 2004-PRESENT
Contract: Library Education @ the Desktop Denton, Texas
Developed web-based courseware for librarians through Institute for Museum and Library Services Grant contract. Course title: Online Database Searching.
- INDEXER AND TECHNICAL EDITOR/WRITER 2004-PRESENT
Contract Work Denton, Texas
Create indexes and write and edit technical manuscripts on contract basis. Worked with Linworth Press and Neal Schuman Publishers for both indexing and writing.
- GRADUATE LIBRARY ASSISTANT 2005-2006
University of North Texas Denton, Texas
Research Park Library, Graduate Library Assistant: reference desk, Friday Films, and special projects.
- GRADUATE SERVICES ASSISTANT 2003-2004
University of North Texas, School of Library and Information
Assisted in development of web-based courseware for SLIS 5303: Library Financial Management. Admissions processing for new library school students, assist Associate Dean.
- APPLICATIONS ENGINEER 1999 -2001
Panja, Inc. Richardson, Texas
Manned e-mail and phone reference for Technical Research Department. Updated department database. Designed & administrated department intranet site and documented check-out system. Created online tutorial for sales personnel.
Honors: Panja Leadership Training Program (Known as Teresa Lepchenske)
- Z39.50 STANDARD WEB RESOURCE 1999 - 2001
National Information Standards Organization Washington, D.C.
Web content provider and website updates for Z39.50 Information Retrieval Standard
<http://www.niso.org/z39.50/z3950.html> (Known as Teresa Lepchenske)
- RESEARCH ASSISTANT 1997 -1999
Electronic Natural History Museum Project Reston, VA
Web Site Design/List Serv Management on National Biological Information Infrastructure ENHM Team
<http://www.nbio.gov/datainfo/syscollect/enhm/directory.html>

EDUCATION

- INTERDISCIPLINARY PH.D. PROGRAM 2001-PRESENT
University of North Texas Denton, Texas
GPA 4.0 on 4.0 Scale.

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Honors: Mary D. Walsh Academic Scholarship and SLIS General Fund Scholarship

MASTER'S IN INFORMATION SCIENCES 1997-1999
University of North Texas Denton, Texas
GPA 4.0 on 4.0 Scale.

GRADUATE COURSE WORK IN BUSINESS ADMINISTRATION 1987-1989
University of West Florida Pensacola, Florida
GPA 3.75 on 4.0 Scale. (22 hours)

BACHELOR OF ARTS IN ENGLISH (HONORS PROGRAM) 1983-1986
Midwestern State University Wichita Falls, Texas
GPA 3.87 on 4.0 Scale
Honors: Senior Woman of the Year and Student Government President and Alpha Lambda Delta
President and Mortar Board Member

PUBLICATIONS AND PRESENTATIONS

Virtual Reference on a Budget (2007) Co-edited Michal Pullin and Teresa Dalston. Linworth Publishing, Inc.

Budgets and Financing: A How-to-Do-It Guide for Librarians (2004) Arlita W. Hallam and Teresa R. Dalston. Neal Schuman Publishers

Z39.50 Attribute Architecture Update (1999) Information Standards Quarterly (ISQ)

State Library Presentation on Z39.50 with Kathy Hartman and Bill Moen.

Additional in-house publications include: *Panja Pulse* Corporate Newsletter article, Internal Database tutorials, and Technical Research announcements.

Midwestern State University Publication on Online Databases and Reference Services.

Websites for Special Interest Group on Visual Information Systems for Dr. Mark Rorvig, personal website for Dr. William E. Moen, and Intranet site for Panja Technical Research Department.
Bibliographic instruction presentations created as course instructor.

SKILLS

Web Design & Usability: Photoshop, Visio, Dreamweaver, FrontPage and limited ASP/CSS
Courseware Development: WebCT Campus Edition and recently WebCT Vista
Information Standards: Metadata Schematics, NISO Z39.50
Database: Microsoft Access and InMagic
Conducting and administering surveys using Zope Web application server & open source survey tools
Data analysis using R and S Plus Statistical Programming Software
Library: Online Database Searching and Reference Services
Language: Reading knowledge of Spanish