

# **J. Michael Pemberton, Ph.D., CRM, FAI**

## **Professional Address**

School of Information Sciences  
College of Communication & Information  
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## **Education**

Ph.D.

University of Tennessee, Knoxville, Tennessee, 1973. Major: English; Minor: Southern History. Dissertation Title: "'An Inward and Spiritual Grace': The Southern Gentleman of the Antebellum Novel."

MLS

School of Information Sciences, University of Tennessee, Knoxville, Tennessee, 1975 (a program accredited by the American Library Association).

MA

University of Tennessee, Knoxville, Tennessee, 1966. Major: English. Thesis Title: "Archetypal Symbolism in Andrew Nelson Lytle's *The Velvet Horn*."

BA

University of the South, Sewanee, Tennessee, 1964. Major: English.

### **Certification**

Certified Records Manager (CRM),<sup>1</sup> Institute of Certified Records Managers (ICRM), January, 1998. 100 Hours of Education Required (5 years) for Certification Maintenance

### **Work History**

#### **1999- Present**

Professor, School of Information Sciences (SIS), University of Tennessee, Knoxville, Tennessee.

Responsibilities: Essentially the same as those listed under Associate Professor (below)

#### **1984-1999**

Associate Professor, School of Information Sciences (SIS)

Responsibilities include: teaching fifteen (15) courses (1977-2000)--graduate and undergraduate--in information management areas, including:

- ! Two management courses (library/information center management; library design/architecture and facilities)
- ! Three non-library information management courses (records management/archives management; information technologies; knowledge management)
- ! Two type-of-organization courses (academic librarianship; specialized/corporate information agencies)
- ! Two materials-type courses (nonprint resources; special collections)
- ! A library-function course (subject reference and bibliography)

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<sup>1</sup> Requires degree, minimum three years professional-level experience in records management, and passing a six-part examination administered by the Institute of Certified Records Managers. Certification maintenance required.

- ! An undergraduate course in the identification, evaluation, and application of information resources
- ! A course examining the nature, dissemination, and growth of knowledge
- ! Developer/coordinator for SIS field-work/practicum experiences
- ! Seminars (e.g., information services for the disabled; academic librarianship)
- ! Special topics, directed readings, individual projects

#### Related Responsibilities:

Research and publication; consulting in areas of expertise; journal editing; grant proposal development; review, editing, and evaluation of proposals for grant-making agencies; speaking to professional and civic groups; conference and workshop planning and leadership; professional society offices and committee service; coordination and advising for SIS's former concentration in Corporate Information Systems and Services; departmental and university committee service; service on university thesis and dissertation committees; evaluation of print and nonprint materials for review media; community service.

#### **1989-Present**

President, Information Management Associates, Inc.,  
10515 Raven Court, Knoxville, Tennessee 37922-3263.

#### Responsibilities include:

Operation of a "C" corporation specializing in development, evaluation, and transitional planning for records management programs in larger organizations, particularly education and government; marketing; responding to RFP's and co-venture opportunities; performing and managing consulting engagements; grant proposal development for clients.

[For examples of consulting engagements, see **Consulting Activities**, below.]

#### **1996-1999**

Interim Records Manager, University of Tennessee, Knoxville; report to Executive Director, Business Services, Division of Business and Finance

Responsibilities include:

Provide management oversight (staff of four), transitional planning and leadership, problem solving, research and special projects, budget development, needs assessments, costs studies, campus visibility/marketing initiatives, training for UTK and other UT campuses, etc.

### **1984-85**

Records Management Officer, Business Services, Division of Business, Planning, and Finance, University of Tennessee, Knoxville. Reported through the Executive Director for Business Services to the Executive Vice Chancellor for Business, Planning, and Finance.

Responsibilities:

- ! Created campus office to develop needs assessments, policies, and procedures for a campus-wide records management program at the state's senior research institution
- ! Designed and initiated pilot testing of policies, procedures, and forms for records inventory, appraisal, disposition, destruction
- ! Developed long-range plans--currently followed--for inactive records storage program and related services (e.g., campus records center and micrographics laboratory)
- ! Developed annual budgets and planned future staffing and space needs; conducted successful national search for permanent Records Management Officer
- ! Developed plan for and supervised conversion of existing space for initial phase (5,000 cubic feet) of high-density records storage, developed shelving layouts, vendor recruitment, and coordinated shelving acquisition
- ! Initiated microfilm feasibility surveys to identify appropriate university records series for filming and initiated acquisition of microfilm cameras
- ! Developed marketing efforts and disseminated a campus-wide newsletter containing suggestions to control costs and increase productivity in records creation and filing/retrieval techniques in university offices
- ! Initiated interaction of Records Management with University Archives (The

Library) to identify record series of historical and permanent value  
**1977-1983**

Assistant Professor, School of Information Sciences (then: Graduate School of Library and Information Science), University of Tennessee, Knoxville, Tennessee.

Responsibilities: generally same as Associate Professor, above.

**1975-1977**

Assistant Professor and Subject Specialist for English and American Philology; Reference Services Coordinator; and Acting Archivist (reporting to the Director of the Library): The University of Alabama in Huntsville, Huntsville, Alabama.

Responsibilities included:

- ! Development of library's reference services, policies, and supervision of reference staff and reference scheduling
- ! Program development for a university archives
- ! Collection development in subject disciplines and reference collection
- ! General and specialized reference services; faculty liaison; research support (faculty and graduate students)
- ! Beginning and advanced bibliographic instruction and development of related services (e.g., night/weekend term paper clinics)
- ! Supervision of expenditure of monographs budgets for two discipline areas: English and American language and literatures; developmental learning
- ! Original and adaptive cataloging and re-classification

Other duties included:

Committee assignments; supervision of bibliographic assistants; expediting acquisitions problems; instruction in reference service for paraprofessionals; retrospective collection development, including antiquarian materials; evaluating materials for review media.

**1973-1974**

Instructor, Department of English, University of Tennessee, Knoxville, Tennessee.

Responsibilities included:

Developing and teaching four courses per term in English and American literature, expository writing, literary analysis, and research methods.

**1967-1973**

Graduate Teaching Assistant, Department of English, University of Tennessee.

Responsibilities included:

Developing and teaching one or two courses per term in expository writing, literary analysis, and research methods.

### **Courses Taught (1979–2003)**

#### *Quarter System*

#### **5200 Subject Reference and Bibliography (3)**

General patterns of bibliographical organization and basic information sources in subject fields including non-English materials; experiences in bibliographic methods and search techniques. Prereq: 4330. [*Turned over to Gary R. Purcell when he left directorship and returned to being a full-time faculty member.*]

#### **5300 Library Management (3)**

Management and organization concepts applicable to libraries and librarians.

#### **5330 Academic Libraries (3)**

Persistent and current problems. Topics vary depending upon needs and interests of group.

#### **5510 Nonbook Resources (3)**

Selection, processing, storage and utilization; films, video technology, sound recordings and microforms as information media. Prereq: 5500 or consent of instructor. [*Turned over to George Sinkankas when he needed additional courses*]

*to teach.]*

### **5400 Library Facilities (3)**

Problems inherent in planning and construction of library quarters and interrelationships of staff, materials, and space requirements. [*Turned over to Mary S. Stephenson when she joined the faculty.*]

### **5540 Archives and Manuscripts (3)**

Problems involved in acquisition, organization, description, storage, preservation and utilization. Prereq: Consent of instructor. [*Elements merged with 564, below, when quarter system ended.*]

### **5550 Records Management for Information Professionals (3)** [*similar to 564, below*]

Functional elements and objectives of records management within organizations, emphasizing control of creation, distribution, retention, storage, retrieval, protection, and disposition regardless of medium. Prereq: 4270 or 4330 or consent of instructor.

### **5750 Information Technologies (3)**

Computer-based and non-computer related media and methods for information storage, retrieval, and transfer within and external to the library environment; existing and prototype hardware and software and interfacing of these technologies. Prereq: 5700 or consent of Instructor. [*Given to Richard Pollard when he joined the SIS faculty.*]

### **5999 Practicum (6, 9, 12)**

An opportunity to translate library theory into practice under the guidance of qualified librarians. Prereq: Completion of the 24-hour core curriculum plus approval of the director. [*Same as 599, below.*]

## ***Semester System***

### **310 Information Seeking: Resources and Strategies (3)<sup>2</sup>**

Information as critical resource for research and decision making; emphasis on

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<sup>2</sup> Co-developed and team-taught with Linda Phillips, Library Faculty.

planning, executing, and evaluating information searches. Focus on topic student's major. Undergraduate credit only.

#### **490 Information Environment (3)**

Generation, production, management, dissemination, and use of information. Roles of information in society, information seeking and user behavior, information industry, economics of information products and services, technological and organizational change, information professions and issues.

#### **550 Management of Information Organizations (3)** [*similar to 5300, above*]

Supervisory and management concepts, strategies, and techniques applicable to information professionals working in libraries, archives, records management, and other information organizations.

#### **552 Information Centers in Higher Education (3)** [*similar to 5330, above*]

Development, mission, trends, issues, users, services, and environment of campus information centers including libraries and alternatives: learning resources center and library-computer center models.

#### **553 Corporate Information Services (3)**

Development and present status, scope and objectives. Information resources external to organization.

#### **564 Corporate Information Systems (3)** [*similar to 5550, above*]

Objectives and functional elements of records systems, archival programs, management information systems and techniques within various types of organizations. Management of information internal to organizations.

#### **591 Supervised Readings in Information Sciences (3-6)**

Prereq: Consent of instructor. May be repeated. Maximum 6 hrs. F, Sp [*Covered areas such as family history, materials preservation*]

#### **592 Seminar in Information Sciences (3-6)**

Prereq: Consent of instructor. May be repeated with consent of advisor. Maximum 6 hrs. [Used for topical or specialized areas]:

- Knowledge Management
- Information Services to the Disabled
- Trends in Academic Librarianship

### **593 Independent Study (3-6)**

Prereq: Consent of advisor. Maximum 6 hrs. [*Used for areas not well covered in the curriculum, such as ethics in information work in which a publishable paper might emerge.*]

### **599 Practicum (3-6) (Each Semester)**

Opportunity to translate theory into practice under guidance of qualified information professionals. Prereq: Completion of core and pertinent advanced courses relevant to student's practicum design. Minimum 3.0 cumulative GPA. Written consent of advisor and approval of practicum coordinator. May be repeated. Maximum 6 hours. [*Same as 5999, above.*]

### **Publications** (See also **Appendix**, below)

With Anne E. Pemberton, "Records Managers: A Psychometric Look at Career Choice," for *Information Management Journal* (in progress).

With Anne E. Pemberton, "Services to Persons with Disabilities in Tennessee Libraries: What Has Changed in Twenty Years?" Accepted for publication by *Tennessee Librarian* (December 12, 2003).

*Why Records Management?* [Raleigh, NC]: PRISM International,<sup>1</sup> 2004. 80 p.

With Pamela Martin, "The Executive Presentation," *Information Management Journal*, 37, vi (November/December) 2003, 58-62.

"Values: A Strategic Initiative for Records Managers," *RMS* [Records Management Society of Great Britain] *Bulletin*, Issue 114 (June 2003), 7-10.

"Chief Privacy Officer: Your Next Career?" *Information Management Journal*, 36, iii (May/June 2002), 57-58.

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<sup>1</sup> PRISM: Professional Records and Information Services Management; "members provide information management services to businesses, organizations, and governments."

"Digital Preservation: Rocky Road or Golden Opportunity," *InFOCUS* (December 2001), 24-27.

"Using Consultants," *InFOCUS* (April 2001), pp. 4-6.

With Wallace C. Koehler, "A Search for Core Values: Towards a Model Code of Ethics for Information Professionals," *Journal of Information Ethics*, 9, I (Spring 2000), 26-54.

With Jim Breuer and Julie Gable, "Why Information Technology Isn't Enough," *Forbes*, 164, iv (August 23, 1999), 145-152.

"Ethics and IT: Facing the Issues," *Xploration: The Journal of Electronic Document Systems*, 9, I (Spring 1999), 16-18.

With Wallace Koehler, "Librarians, New Information Realities, and the Challenge to Professional Ethics," Proceedings of the Sixth International Conference ("Crimea 99"), *Libraries and Associations in the Transient World: New Technologies and New Forms of Cooperation*, vol. 2 (Autonomous Republic of Crimea, Ukraine, June 5-13, 1999), pp. 339-341.

"Records Management: Facing Our Professional Issues," *Records Management Journal* (Aslib, UK), 8, iii (December 1998), 5-18.

"Knowledge Management: Opportunities for Records Management," in *Proceedings of the 43rd International Conference, October 4-7, 1998*, pp. 273-281.

"Knowledge Management (KM) and the Epistemic Tradition," *Records Management Quarterly*, 32, iii (July 1998) 58-62.

"The Earliest Records Systems: A Journey in Professional History," *Records Management Quarterly*, 32, ii (April 1998), 64-70.

With Lee O. Pendergraft, CRM, "A Code and Beyond: A Model for Professional Responsibility," *IRMC* [International Records Management Congress] *Journal*, 9, ii (April 1998), 13-20

"Through a Glass Darkly': Ethics and Information Technology," *Records Management Quarterly*, 32, I (January 1998), 76-84.

"Ethics and Information Technology: A Workshop," in *Proceedings of the 42nd Annual Conference, ARMA International, October 19-22, 1997*, pp. 205-217.

"Knowledge Resources Management: The Records Manager's Next Opportunity?" in

*Proceedings of the 42nd Annual Conference, ARMA International, October 19-22, 1997*, pp. 281-289.

"Canadian Information Professionals Sound the ALARM and ARMA and SAA Reach Out," *Records Management Quarterly*, 31, iv (October 1997), 62-66.

"Jobs vs. Careers in Records Management: Dead Ends and Open Roads?" *Records Management Quarterly*, 31, iii (July 1997), 54-59.

"Chief Knowledge Officer: The Climax to Your Career?" *Records Management Quarterly*, 31, ii (April 1997), 66-69.

"Confronting the Big Lie: A Neo-Luddite Manifesto," *Records Management Quarterly*, 31, I (January 1997), 56-62.

With Jeffrey B. Romanczuk, "The Chief Information Officer: Rise and Fall?" *Records Management Quarterly*, 31, ii (April 1997), 14-26.

"Who Cares About Records Management? Social Relevance and Professional Standing," *Records Management Quarterly*, 30, iv (October 1996), 52-58.

With Lee O. Pendergraft, CRM, "¿Ha Llegado la Hora de Buscar Un Cogido de Etica Internacional para los Profesionales de la Administración de Archivos y Información?/Has the Time Arrived to Seek An International Code of Ethics for Information Management Professionals?" *The International Records Management Journal*, 9, I (August 1996), 6-13.

Manuscript Editor and authors of "Dedication" and "Preface," *The Information Manager's Toolkit* (Prairie Village, KS: Association of Records Managers and Administrators, 1996).

"Professionals and Managers: A Study in Contradiction?" *Records Management Quarterly*, 30, iii (July 1996), 60-66.

"U.S. Federal Committees and Commissions and the Emergence of Records Management," *Records Management Quarterly*, 30, ii (April 1996), 63-69.

"High (Professional) Anxiety? Image and Status in Records Management," *Records Management Quarterly*, 30, I (January 1996), 66-73; 80.

"Bringing Ethics to Life: Case Study Method and ARMA International's Code of Professional Responsibility," *Records Management Quarterly*, 29, I (January 1995) 56-62.

"Who Put the 'Management' in Records Management?" *Records Management Quarterly*, 29, iv (October 1995), 68-73.

"The Information Economy: A Context for Records and Information Management," *Records Management Quarterly*, 29, iii (July 1995), 54-58.

"Clash of the Information Professions: A Case of Paradigm Conflict?" *Records Management Quarterly*, 29, ii (April 1995), 44-47, 62-63.

With Dr. Ray McBeth, "Opportunity Out of Chaos: Survival Strategies in the Information Age," *Records Management Quarterly*, 29, iii (July, 1995), 8-15, 71.

With Lisa B. Hill, "Information Security: An Overview and Resource Guide for Information Managers," *Records Management Quarterly*, 29, I (January 1995), 14-20; 22-24. (Winner of The [John F. X.] Britt Literary Award for 1994-95, ARMA International, for best article among some 20 appearing in *Records Management Quarterly* during the year.)

With Mary [DuRea] Shorn, "Electronic Mail, Electronic Data Interchange, and Their Management," *Records Management Quarterly*, 28, iv (October 1994), 3-12; 59.

"RIM: Navigating Through a Maze of Associations," *Records Management Quarterly*, 28, iv (October 1994), 56-63.

"Records Management Education: In Pursuit of Standards," *Records Management Quarterly*, 28, iii (July 1994), 58-61; 62.

"Professionals and Clerks: One Happy Family?" *Records Management Quarterly*, 28, ii (April 1994), 56-59; 60-61.

"The Professional Association: Some Basics," *Records Management Quarterly*, 28, I (January 1994), 50, 52-55.

"Ethics in Records and Information Management: A Workshop," *Proceedings of the 39th Conference of ARMA International* (Toronto, 1994), pp. 115-117.

"Foreword" to Ira A. Penn, Gail B. Pennix, Jim Coulson, *Records Management Handbook*, 2nd ed. (Aldershot, Hampshire [England]: Gower Publishing, 1994.

With Christine R. Nugent, "Information Studies: Emergent Field, Convergent Curriculum," *Journal of Education for Library and Information Science*, 36, ii (Spring, 1995), 126-138.

With Dr. Ray McBeth, "Looking for Your Next Records Management Job? (*It May Not Be in Records Management!*)," *Proceedings of the 38th Conference of ARMA International*

(Seattle 1993), pp. 51-67.

"Looking for 'Excellence in Records Management'," *Records Management Quarterly*, 27, iv (October 1993), 62; 64-65; 72-74.

"A Profession Without a Professional Literature?" *Records Management Quarterly*, 27, iii (July 1993), 52; 54-55.

"Emmet Leahy: Patron Saint of Records Management?" *Records Management Quarterly*, 27, ii (April 1993), 56, 58-59.

"You Manage *What?* RIM and the Meaning of Information," *Records Management Quarterly*, 27, I (January 1993), 50, 52, 60.

"Ethics in Information and Records Management: A Workshop," *Proceedings of the 38th Conference of ARMA International* (Seattle 1993), pp. 697-706.

With Dr. Doris J. Schlichter, "The Emperor's New Clothes?: Problems of the User Survey as a Planning Tool in Academic Libraries," *College and Research Libraries*, 53, iii (May 1992), 257-265.

"Ethics in Records and Information Management: A Workshop," *Proceedings of the 37th Conference of ARMA International* (Detroit 1992), pp. 85-87.

"Will the *Real* CIO Please Stand Up?" *Records Management Quarterly*, 26, iv (1992), 40, 42-45.

"ARMA's Code of Professional Responsibility," *Records Management Quarterly*, 26, iii (1992), 42, 44-45, 52.

"The Importance of Theory and Research to Records and Information Management," *Records Management Quarterly*, 26, ii (1992), 46, 48-49, 58.

"Recruitment to the Profession: A Key to Developing the Records Management Field," *Records Management Quarterly*, 26, I (1992), 46-49.

With Lee O. Pendergraft, CRM, "Developing a Code of Ethics," *Proceedings of the 36th Conference of ARMA International* (September 25-26, 1991), pp. 437-441.

"What is a Professional? You Be the Judge," *Proceedings of the 36th Conference of ARMA International* (September 25-26, 1991), pp. 55-61.

With Lee O. Pendergraft, CRM, "Enhancing the Profession Through Social Relevance and

a Code of Ethics," *Proceedings of the 35th Conference of ARMA International (November 5-8, 1990)*, pp. 60-68.

"Records Management: Planet in an Information Solar System," in "Is There a Records Management Theory and What Is Its Origin?" with Drs. Michael K. Buckland and Luciana Duranti, *Proceedings of the 35th Conference of ARMA International (November 5-8, 1990)*, pp. 828-839.

With Robert A. Gairns, "Strengthening the Vendor-Buyer Relationship: What Every Records Manager Should Know," *Records Management Quarterly*, 24, iv (October 1990), 3-12.

With Lee O. Pendergraft, CRM, "Toward a Code of Ethics: Social Relevance and the Professionalization of Records Management," *Records Management Quarterly*, 24, ii (April 1990), 3-8; 10-11; 15. Winner of the [John F. X.] Britt Literary Award, 1989-90, for best article, among some 20, appearing in *Records Management Quarterly* during the year; translated into Japanese by Munehisa Sakuymama, CRM, *Journal of the Records Management Society of Japan*, no. 12 (March 1992), 15-25 and *Journal of Information Processing and Management (Japan)*, 35, ii (May 1992), 115-128.

"Records Management for Everyone: Redefining and Revolutionizing the Field," *Records Management Quarterly*, 25, iv (1991), 54-56, 62.

"Education for Records Management: Rigor Mortis or New Directions?" *Records Management Quarterly*, 25, iii (1991), 50-54.

"If Being a CRM [Certified Records Manager] Is the Answer, What Is the Question?" *Records Management Quarterly*, 25, ii (1991), 50-53, 57.

"Does Records Management Have a Future?" *Records Management Quarterly*, 25, I (1991), 38-41, 45.

Senior Editor (with Ann E. Prentice), *Information Science in Its Interdisciplinary Context*. New York: Neal-Schuman Publishers, 1990. 189 p.

*Policies of Audiovisual Producers and Distributors: A Handbook for Acquisitions Personnel*. 2nd ed. Metuchen, NJ: Scarecrow Press, 1989. 381 p.

With Lee O. Pendergraft, CRM, "Building Bridges to Society: Enhancing the Profession Through Social Action," *Proceedings of the 34th Conference of ARMA International (October 2-5, 1989)*, pp. 579-592.

Edition of and critical introduction to Henry Ruffner, *Judith Bensaddi: A Tale; and*

*Seclusaval, Or the Sequel of the Tale of Judith Bensaddi.* ("Library of Southern Civilization" series) Baton Rouge, LA: Louisiana State Univ. Press, 1984. 222 p.

*Policies of Audiovisual Producers and Distributors: A Directory for Acquisition Personnel.* [1st ed.] Metuchen, NJ: Scarecrow Press, 1984. 330 p.

"Henry Ruffner," in the *Encyclopedia of Religion in the South*, ed. Samuel S. Hill, Jr., Macon, GA: Mercer University Press, 1984.

"The Library in an Information Society: Leader or Anachronism?" *Tennessee Librarian*, 34, iii (1982), 18-26.

"Services to the Disabled in Tennessee Libraries," *Tennessee Librarian*, 34, I (1982), 20-37.

"Records Management Courses in Accredited Library Schools: A Rationale and Survey," *Records Management Quarterly*, 16, iii (1982), 10-16.

"Cormac McCarthy," in *Encyclopedia of East Tennessee*, eds. Jim Stokley and Jeff D. Johnson (Oak Ridge, TN: Oak Ridge Children's Museum, 1981), pp. 305-306.

"Library and Information Sciences: The Educational Base for Professional Records Management," *Records Management Quarterly*, 15, ii (1981), 48-53.

With Donald Carlin, "The Measurement of Reference Effectiveness: A State Library Approach," *Public Library Quarterly*, 1, ii (1979), 105-116.

"Poe's 'To Helen': Functional Wordplay and a Possible Source," *Poe Studies*, 3, I (1970), 6-7.

### **Professional Editorial Activities**

Executive Editor, May 1, 1988- , ARMA International's *The Information Management Journal*, a professional, peer-reviewed, international journal—six issues a year beginning 2002. Sent to 10,000 members in 37 countries; estimated readership of 20,000.

- Twice named "most valuable benefit" of ARMA membership
- Twice winner (2002 and 2003) of the "Excellence in Association Publications" award from the American Society of Association Executives "for outstanding achievement" as a "scholarly" journal and for "superior quality and creativity evident in its preparation and production.

Member, Editorial Advisory Board, PRISM International, 2004 - .

Member, Editorial Board, *Archival Science: International Journal of Recorded Information* (Netherlands), 2000- .

Member, Editorial Board, *Records Management Journal* (UK), 1998- .

Contributing Editor, *Records Management Quarterly*, 1990-98. Under "Perspectives" title, provide essay-length columns on professional issues in records/information management for the primary journal in the records/information management field.

Contributing Editor, "Audiovisual Materials" column, ARMA International, *Records Management Quarterly*, 1987-90. (See **Appendix**, below.)

Editorial services, Association of Records Managers and Administrators (ARMA International), 1995- . Provide editorial and subject-specialist reviews for various ARMA publication projects and supervise additional editorial workers.

### **Other Professional Activities/Contributions**

Columns for *Knoxville News-Sentinel* on IT topics (wireless technology, privacy problems on the Internet), 2002-03.

Member, Strategic Planning Committee, Tennessee Library Association, 2001 - 03.

TN-Share Continuing Education Workshop on Ethics and the Librarian, 2001.

Presentation to Nashville Area Library Association about SIS (state of the school information, minority program, practicum), 2001.

Judge (one of three "experts in the records and information management field"), Iron Mountain/ARMA International Award for Excellence in Records and Information Management, 1999-2001.

Co-developer, Tennessee Records Association, 1999- . Elected (first) president; developed by-laws for group approval; created mailing lists; developed program content for first conference (11-2001).

Presentation on Knowledge Management to College of Business Administration doctoral seminar in Knowledge Management, 2001.

Appointed by Secretary of State (Tennessee) as Delegate (one of 55 persons) to "Tennessee Summit on Archives," September, 1998 (to develop strategic plan to create archives infrastructure in Tennessee).

Adjunct Faculty, Graduate School, Union Institute, Cincinnati, OH, 1996-97.

"Records Management Before ARMA," Contribution to "The ARMA International History Project," Sponsored by the Atlanta Chapter, ARMA International, 1995- .

Proposal and manuscript reviewer for professional organizations (e.g., ARMA International) and state and federal agencies, including National Historical Publications and Records Commission (NHPRC), *Journal of Education for Library and Information Science*, *Records Management Quarterly*, *Library Quarterly*, Bowker-Saur (Reed Elsevier), the Tennessee State Library and Archives, and the Arts and Humanities Research Board (UK).

Member, Tennessee Advisory Council on Libraries, under terms of federal Library Services and Construction Act (LSCA); appointed by Secretary of State, State of Tennessee, for four-year term, 1989-93.

Center for Information Studies, Graduate School of Library and Information Science, University of Tennessee, Knoxville, 1989-90. Developed concept, created proposal, and sought approval by central administration for a research center within the Graduate School of Library and Information Science to develop funded research in the areas of information management, science, policy, and technology.

Consultant to Selected Faculty, School of Architecture, University of Tennessee, Knoxville, 1982- . Work with students and faculty on design projects in junior-level courses involving library facilities.

Proctor, East Tennessee region, Certified Records Manager Examination, Institute of Certified Records Managers, 1983-91.

Delegate from ARMA International to ALISE/H. W. Wilson Foundation Conference on Accreditation, 1984.

(Founding) President, Graduate Student Association, University of Tennessee, Knoxville, 1969-70.

### **Proposals**

Principal Investigator, "Aristotle and the Foundations of Librarianship," UTK Faculty Research, Development, and Leave Awards, 1997-98.

Principal Investigator, "Higher Education Model Retention Schedules Project," National Historical Publications and Records Commission, U.S. National Archives and Records Administration, 1996.

"Local Government Records Management Program Development--Support Grant--Knox County, Tennessee," for multi-year funding from the National Historical Publications and Records Commission (NHPRC), 1989-91.

Principal Investigator, "Forms Design and Analysis," UTK Faculty Research, Development, and Leave Awards, 1986-87.

"A Tennessee Valley Authority Photographic History Research Center," 1986.

Principal Investigator, "University Records Management," UTK Faculty Research, Development, and Leave Awards, 1983-84.

Principal Investigator, "Environmental, Energy, and Biomedical System Expansion," Information Center Complex, Oak Ridge National Laboratory, Oak Ridge, Tennessee, 1981.

"Researching Urban Renewal: An Interdisciplinary Microfilm and Indexing Database of HUD-Required Records, Knoxville, Tennessee," Knox County Archives, 1980.

Principal Investigator, "Biomedical Research Support Grant," National Institutes of Health, 1980.

Principal Investigator, "A Critical Edition of Henry Ruffner, *Judith Bensaddi* (1831)," Research Grants Committee, University of Alabama in Huntsville, 1977.

### **Invited Presentations**

"Privacy: A Strategic Initiative for Records Managers," First Keynote Address, The Records Management Society of Great Britain 20<sup>th</sup> Anniversary Conference, Leeds, UK 2003.

"What You Don't Know About Records Management *Will* Hurt You!" Three-hour seminar, University of Tennessee, University Outreach & Continuing Education, May , 2003.

With Anne E. Pemberton, "Library Services to the Patrons with Disabilities in Tennessee Libraries," Tennessee Library Association Annual Conference, 2003.

"Records Management and the Climate of Change," Careers in Information, Career Night, School of Information Sciences, 2002.

"Humanity's Oldest Records." SIS Research Forum, 2002.

Keynote address, "Ethics and Information Technology," Society of Financial Services Professionals, 2<sup>nd</sup> Annual East Tennessee Business Ethics Award program, 2002.

"Digital Preservation: The Rocky Road Ahead," Chicago Chapter, ARMA International, 2002.

"Knowledge Management: Our Challenges and Some Case Studies," Chicago Chapter, ARMA International, 2002.

"Managing Vital Records: The Home Front," Tennessee Society of Archivists, 2001.

"Knowledge Management for Commercial Operations," Annual Conference of the Professional Records and Information Services Management, 2001.

"Providing and Selling Consulting Services," Annual Conference of the Professional Records and Information Services Management, 2001.

"Digital Preservation: The Rocky Road Ahead," Chapter presentation, Atlanta Chapters of ARMA and AIIM, 2001.

"Digital Preservation: A Rocky Road Ahead," Chapter presentation, Houston Chapter, ARMA International, 2000.

"Knowledge Management: A New Doorway for Records Managers?" Chapter Seminar, Raleigh Chapter, ARMA International (May 2000)

"Digital Preservation: A Contrarian's View," 2<sup>nd</sup> Research Seminar, School of Information Sciences, University of Tennessee, Knoxville (March 2000).

"Digital: The Dark Side of the Media," Presentation for The Friends of ORNL, February, 2000.

"Writing for Professional Publication: A Workshop," Annual Conference, ARMA, Cincinnati, 1999.

"Ethics and Records Management," Annual Conference, ARMA, Cincinnati, 1999.

"The State of the Records Management Profession in Tennessee," presentation at the organizational meeting of the Tennessee Records Association, Nashville, 1999.

"Code of Professional Responsibility: An Overview," presentation at the June, 1999 chapter meeting, the East Tennessee Chapter, ARMA International.

"Enter the Consultant." Presented at Tennessee's Technology Conference (formerly WATtec), June 1-3, 1999.

"What is Knowledge Management?" Presentation, Chapter Seminar, Akron-Canton Chapter, ARMA International, 1999.

"Information Management and the Professional Model," Presentation, Chattanooga Chapter, ARMA International, 1999.

"Ethical Considerations in 1:1 Marketing," 19<sup>th</sup> Global Electronic Document Systems Conference and Exhibit, Xplor International, Nashville, Tennessee, November 8-13, 1998.

"Can Xplorers Afford to Have Ethics in the 1990s Business Environment?" 19<sup>th</sup> Global Electronic Document Systems Conference and Exhibit, Xplor International, Nashville, Tennessee, November 8-13, 1998.

"Knowledge Management: Opportunities for Records Managers," Annual Conference, ARMA, Houston, Texas, 1998.

With Christine M. Ardern, CRM and Thomas R. Hubbard, "Knowledge Management: The Changing Role of the Information Professional," Annual Conference, ARMA, Houston, Texas, 1998.

"Records Management and Archives: All In the Same Family?" in conference segment titled "Archives and Records Management: Past, Present, and Future," Annual Conference, Society of American Archivists, 1998.

With Dr. Wallace Koehler, "Toward a Model Code of Ethics for Information Professionals: The Technology Lacuna," a presentation at and paper for "The Ethics of Electronic Information in the 21st Century: A Conference," Fogelman Management Center, University of Memphis, September, 1998.

"Ethics and Information Technology: What Are the Issues?" at "Electronic Information Management: Ready or Not, Here It Comes," a conference, East Tennessee Chapter, ARMA International, 1998.

"Ethics and Information Technology: A Workshop," Annual Conference, ARMA International, Chicago, 1997.

"Knowledge Resources Management: The Records Manager's Next Opportunity" Annual Conference, ARMA, Chicago, 1997.

"Knowledge Management," at "Tennessee Building a Partnership in Records and Information Management," The Sixth Annual Records Management Seminar. Records Management Division, Department of General Services, State of Tennessee. October, 1997.

"Records Management," Personnel Training, University of Tennessee, Chattanooga, May, 1997.

"Records Management Basics with Limited Resources," Georgia Records Association annual conference, Columbus, GA, May 1, 1997.

"Ending the Paper Pile-Up!" Three-hour UT Non-Credit Class, with Susan Moody, CRM, January 27, 1997.

"Ending the Paper Pile-Up: Home Records in the Information Age," Faculty Women's Club, University of Tennessee, Knoxville, January, 1997; November 1997.

"'Only Connect': The Future Fusion of Records and Data Management," Knoxville/ET Chapter, Data Processing Management Association (DPMA), 1996.

With Ray McBeth, "Opportunity Out of Chaos: Your Next Records Management Job May not be in Records Management," Competitively Selected for Presentation at Annual Conference, Association of Records Managers and Administrators International (ARMA), Denver, 1996.

"Are We Professionals Yet? . . . It's About More Than Shined Shoes," Chicago Chapter, ARMA International, March 1996.

"Foundations for the Integration of Records Management and Data Management," Knoxville/ET Chapter, ARMA International, January, 1996.

With Timothy Ericson, "Archives Management and Records Management: What Is the Current Status of Their Relationship?" Midwest Archives Conference (MAC), Minneapolis, Minnesota, October 6-8, 1994.

"The Records and Information Management Ethics Workshop: An Adventure in Adult Learning," Competitively Selected for Presentation at Annual Conference, Association of Records Managers and Administrators International (ARMA), Toronto, 1994.

"Ethics and Professionalism in Records and Information Management," General Session Presentation, Bi-annual Conference, Region III (GA, TN, SC, NC), Charleston, SC, March, 1994.

"Ethics and Information Technology" and "Opportunity Out of Chaos: Your Next Information Management Position," Presentations at Advancing Records Management: Combining Education and Technology for Success," Seminar and Exposition, Frankfort-Bluegrass Chapter, ARMA International, April, 1994.

Series of presentations, 1993-95, for eleven chapters of ARMA International in ARMA Region III, provided during chapter visits as Regional Vice President, and Member, Board of Directors, ARMA International.

As speaker supplied by ARMA International, "Ethics and Information Technology," Special Libraries Association, INFOtech '94, Dallas, TX, January, 1994.

With Dr. Ray McBeth, "Looking for Your Next Job? (*It May Not Be in Records Management*)," Competitively Selected for Presentation at Annual Conference, Association of Records Managers and Administrators International (ARMA), Seattle, 1993.

"Ethics in Information and Records Management: A Workshop," Competitively Selected for Presentation at Annual Conference, Association of Records Managers and Administrators International (ARMA), Seattle, 1993.

"Theory and Research in Records Management," Annual Conference, Houston Chapter, ARMA International, May 6-7, 1993, Houston, Texas.

"Research Librarianship: A New Model?" Presentation to the Library Faculty, the University of Tennessee, Knoxville, 1993.

"Ethics in Records and Information Management for Public Administrators," Annual Seminar, Tennessee Department of General Services, Division of Records Management, Nashville, Tennessee, 1992

"Education, Professional Education, General Training, Specific Training, and Consulting: A Differential Taxonomy," Educators' Industry Action Committee Meeting, Annual Conference, Association of Records Managers and Administrators International (ARMA), Detroit, 1992.

With Susan Moody, CRM, "Personal, Family, and Household Records Management," sponsored by the Non-Credit Department, University of Tennessee, 1992.

"Ethics and Professional Responsibility in Information and Records Management: A Case Study Approach," Competitively Selected for Presentation at Annual Conference, Association of Records Managers and Administrators International (ARMA), Detroit, 1992.

"Records Management in the Information Age," a 1.5-day seminar for the small-business community sponsored by the Non-Credit Department, University of Tennessee, 1992.

"Records Management for Municipal Officials," a one-day seminar for local-government officials, sponsored by the Center for Government Training, Institute for Public Service, University of Tennessee, 1992.

"The CRM [Certified Records Manager] Credential: What the Research Shows," East Tennessee Chapter, ARMA International, 1992.

"Applying the Professional Model to the Field of Records and Information Management," Greater Nashville Chapter, ARMA International, 1992.

"Professions and Professional Certification: A Workshop," Metro New York Chapter, ARMA International, 1992.

"Alternative Career Options for Records Managers: The Consultant," East Tennessee Chapter, ARMA International, 1992.

"Developing a New Code of Ethics," Competitively Selected for Annual Conference, ARMA, 1991.

"What is a Professional? You Be the Judge," Competitively Selected for Presentation at Annual Conference, ARMA, 1991.

"Consultants and the Consulting Process," Middle Tennessee Chapter, ARMA International, 1991

"Records Management: At the Core," Co-Sponsored by East Tennessee Chapters of American Society for Information Science and ARMA at WATtec (regional conference of 39 technical and professional societies), 1991.

"ARMA International: History, Organization, and Goals," East Tennessee section, American Medical Records Association, Knoxville, Tennessee, 1991.

"Does Records Management Have a Future?" Atlanta Chapter, ARMA International, 1990.

"Enhancing the Profession Through a Code of Ethics," Competitively Selected for Annual Conference, ARMA International, 1990.

"Is There a Records Management Theory; What Is Its Origin?" with Dr. Michael K. Buckland and Dr. Luciana Duranti," Competitively Selected for Annual Conference, ARMA International, 1990.

"Records Management and the Legal Services Environment," East Tennessee Legal Services Administrators, 1990.

"Building Bridges to Society: Enhancing the Profession Through Social Action," Competitively Selected for Annual Conference, ARMA International, 1989.

"Consultants and the Consulting Process in Records Management," with Susan Moody, CRM, Conference, East Tennessee Chapter, ARMA International, 1989.

"Optical Disc Systems: Who's Doing What and a Few Words of Caution," Martin Marietta Energy Systems, Oak Ridge, Tennessee, Technology Showcase, 1989.

"Meeting the Information Needs of Senior Management: A Window of Opportunity," Presentation Competitively Selected for Annual Conference, ARMA International, 1988.

"Professional Improvement and Training Opportunities Available Through ARMA International," Information and Records Management Staff Conference, Tennessee Valley Authority, Knoxville, Tennessee, 1988.

"Developing a Records Management Program for County Government," Sponsored by the University of Tennessee Center for Government Training and presented to elected officials and department heads of Knox County (Tennessee) government, 1988.

"The Educational Programs of the Association of Records Managers and Administrators," Interest Group on Archives and Records Management, Annual Conference, Association for Library and Information Science Education, 1988.

"Can Records Management Meet the Information Needs of Senior Management?" Competitively Selected for Annual Conference, ARMA International, 1987.

"Records Management Education from the ARMA International Perspective," Archives and Records Management Interest Group, Annual Conference, Association for Library and Information Science Education, 1987.

"Meeting Information Needs About Tennessee," State Agency Network [State Government Information Specialists] Meeting, Nashville, Tennessee, 1987.

Workshop Leader, "Innovation in Academic Libraries," Continuing Education Program, Chattanooga State Technical Institute, 1986.

"Continuing Issues in Education for Records Management," Presentation Competitively Selected for Annual Conference, ARMA International, 1986.

"Inventory and Appraisal: Foundations for a Records Management Initiative," 1st Annual

Records Management Seminar, Birmingham Chapter, ARMA International, 1985.

"Lions and Librarians: Meeting the Information Needs of the Visually Disabled," Knoxville Central Lions Club, 1984.

"Records Management and Personnel Administration," Personnel Management Institute, University of Tennessee, Knoxville, 1984.

"Records Management and Archives in Higher Education," at "Preserving the Past for the Future," a Conference Sponsored by the University of Tennessee Library System, 1984.

"Challenge for the 1980's: The Elimination of Legal-Size Files," Middle Tennessee Chapter, ARMA International, 1984.

"The Field of Records Management," East Tennessee Chapter, American Society for Information Science, 1984.

"What Librarians Should Know About Records Management," Library Faculty of the University of Tennessee, Knoxville, Library System, 1983.

"Current Status of Records Management Offerings in Accredited Schools of Library and Information Science," Annual Conference, ARMA International, 1983.

"The Library in an Information Society: Leader or Anachronism?" Annual Banquet Meeting Address, The Chattanooga Area Library Association, 1982.

"Career Change and Commonalities Among the Information Professions," A Panel Presentation with Gary R. Purcell, Library Education Section, Tennessee Library Association, 1982.

"The Information Manager and Commercial Online Databases," East Tennessee Chapter, ARMA International, 1982.

"The Role of Information Management: The Point of View of Records Management," at "Interfacing Technology with Information and Records Management," a conference co-sponsored by the East Tennessee Chapter of ARMA International and the East Tennessee Chapter of the American Society for Information Science, March 27-28, 1981, Knoxville, Tennessee.

"The Relationship of Library Education to Education for Records Management," Annual Conference, ARMA International, 1981.

"A Database Project for the History of Science," East Tennessee Chapter, American

Society for Information Science, 1980.

"Ethics and Information Technology: What Are the Issues?" at "Electronic Information Management: Ready or Not, Here It Comes," a conference, East Tennessee Chapter, ARMA International, 1998.

"Ethics and Information Technology: What Are the Issues?" at "Electronic Information Management: Ready or Not, Here It Comes," a conference, East Tennessee Chapter, ARMA International, 1998.

## Honors and Awards

*Who's Who in America*, 2001.

See also awards under **Professional Editorial Activities**, above

Inducted as a Fellow of ARMA International [FAI] (Fellow No. 20), Company of Fellows program, ARMA International, 1998.<sup>4</sup>

The J. Lowell Langford Award, 1997. Second recipient of this service award named in honor of its first recipient; award made in recognition of distinguished service to the East Tennessee Chapter, Association of Records Managers and Administrators (ARMA) International.

Britt Literary Award for best article appearing in *Records Management Quarterly*, 1994-95.<sup>5</sup>

Britt Literary Award for best article appearing in *Records Management Quarterly*, 1989-90.

Award for "Exceptional Contribution to the Industry Action Program," ARMA International, 1987.

"Chapter Member of the Year," East Tennessee Chapter, ARMA International, 1983.

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<sup>4</sup> Twenty-one 21 Fellows have been inducted by end of award year 1998 in the program's ten-year history. No more than one-half of 1% of the membership of ARMA International may be inductees into the Company of Fellows at any one time--no more than 50 as of 1998. Consideration for induction requires a two-thirds affirmative vote of the Awards Committee and significant documented contributions to the field in at least 8 of 10 categories.

<sup>5</sup> First two-time winner of this award in its 25-year history. Award criteria: "articles are judged on subject, content, originality, style, interest, and contribution to the literature in the field of records and information management").

Beta Phi Mu [Library and Information Science Honorary fraternity], 1976- .

Nominee, Graduate School of Library and Information Science, University of Tennessee, Knoxville, Library of Congress Internship, 1975-76.

Nominee, Instructor category, The John C. Hodges Award for Excellence in Teaching, Department of English, University of Tennessee, Knoxville, 1973-74.

### **Selected Consulting Projects in Subject Areas**

Owner/developer of web site: <http://www.theimpros.com>

Roane County (Tennessee) Government, 2003- .

Oversee consultancy to identify records problems and records series needing microfilming for preservation and access by historians and genealogists.

Sevier County (Tennessee) Government. 1999-2003.

Oversee work of sub-contracting consultant in two-phase consultancy: 1) records management needs assessment in offices and departments and courts and 2) records management program development to meet the needs of all agencies.

Information International Associates, Oak Ridge, Tennessee, 1999.

Provided specialized consulting in the areas of records center and equipment design, capacity, and work flow.

Lawler-Wood Developers, Knoxville, Tennessee, 1998.

Provided focused review for CFO on main office of company, with special attention to needs in hard-copy files review, filing equipment use, and records retention schedules.

Oak Ridge Schools, Oak Ridge, Tennessee, 1997.

Work with administration of fifty-five year old public-school system in historic Oak Ridge, Tennessee to identify problems and issues in records management which need attention; includes concerns related to storage and use of inactive records, records security and destruction practices, and uses of appropriate information technologies.

King Business Forms Corporation, Knoxville, Tennessee, 1996.

Work with national forms manufacturer to develop an information life-cycle concept of services and created a related menu of services, with pricing, for clients, including a commercial records center, with special-media vaulting--and related options (e.g., records destruction, retention research, etc).

Information Management Services (IMS), Inc., Oak Ridge, Tennessee, 1993-95.

Consulting services in records management as it applies to database development contract with NTIS held by the company (IMS).

Records Management Needs Assessment, The Johns Hopkins University, Baltimore, Maryland, 1990.

Identified overall records management needs; specific analysis of records series problems in Controller's Office; work included: developing action plan, recommending administrative placement, defining relationship with University Archives, projecting program staffing and three-year budget; assessment of feasibility of external grant for program development.

Plant Document Hierarchy Revision, Department of Energy's Rocky Flats Plant (EE&G), Golden, Colorado, for PAI Corporation, Oak Ridge, Tennessee, 1990.

Assisted with analysis of Rocky Flats Plant's document hierarchy and downflow, document precedence analysis, and preliminary concept for design of in-plant requirements and commitments control system.

Records Management Needs Assessment, Oak Ridge Associated Universities, Oak Ridge Tennessee, 1990.

Identified records management needs for this 57-university consortium and Department of Energy contractor; developed program needs statement, and resource needs (e.g., facilities, staff, equipment, funding)

Five-Year Program Review: Records Management, Archives, and Manuscripts administrative units, University of Missouri System, 1989.

Chosen from national candidate pool to serve on five-person panel to assess program quality and make recommendations for future directions. Responsible for records management section of report and overall editing of report.

Records Management Needs Assessment, Murray State University, Murray, Kentucky, 1989.

Identified records management problems; developed program needs document, recommended administrative placement, staffing, resource needs (e.g., facilities, staff, equipment, funding).

Records Management Needs Assessment and Action Plan Development, Knox County, Tennessee, Office of the County Executive, 1988.

Identified records related problems, assessed program needs, recommended administrative placement, planned renovation of space layout for large records center, made recommendations on equipment (e.g., microfilming), performed staffing needs assessment, and wrote successful development grant proposal to National Historical Publications and Records Commission, Washington, DC. this service is identified as a model for local governments in Tennessee.

Records Management Program Development Consultant, Tyler Junior College, Tyler, TX, 1987.

Assisted Administrative Vice President with conceptual needs for records management.

Knoxville-Knox County Archives, 1979-80.

Worked with Archivist and staff on development of proposal for a computerized index to a microfilmed database of urban-renewal documents collection.

Harrison-Chilhowee Academy, Seymour, Tennessee, 1979.

Performed analysis of special collection in religious studies and gave recommendations as to its utility.

The Ironsides Library, Bryan College, Dayton, Tennessee, 1978.

Performed problems identification and needs analysis and recommendations for new library building.

## **Professional Associations**

### *Current Memberships*

Special Library Association (SLA)

Association of Records Managers and Administrators (ARMA) International

*Offices and Committees*

Chair, Professional Issues Committee, ARMA International, 2004-- .

Chair, Seminar Committee for Event on the Law of Records Retention and Disposition, East Tennessee Chapter, ARMA International, 2003.

Vice President, East Tennessee, ARMA International, 2002-03.

Secretary, East Tennessee Chapter, ARMA International, 1997-2000.

Chair, Conference Committee, "Electronic Records," East Tennessee Chapter, ARMA International, 1997.

Member, Publications Coordination Committee, ARMA International, 1997-99.

Chair and Member, Joint Committee of ARMA/SAA [Society of American Archivists], 1995-98.

Vice President, Region III [NC, SC, GA, TN], and Member, Board of Directors, ARMA International, 1993-95.

Chair, Ad hoc Committee on Association (ARMA) Name Change, 1994-95.

Chair, Ad hoc Committee on Degree Program Standards, ARMA International, 1993-94.

Member, Ad hoc Committee on Company of Fellows and Awards Programs, ARMA International, 1994-95.

Member, Ad hoc Committee on Communications Improvement, ARMA International, 1991-94.

Chair, Publications and Research Development Subcommittee of the Publications Coordination Committee, ARMA International, 1991-93.

Member, Ad hoc Committee on a Research Foundation and Refereed Journals, ARMA International, 1991-94.

Member, President's Review Committee, Certified Records Manager Study, Institute of Certified Records Managers/ARMA International, 1991-92.

Chair, Committee on Code of Professional Responsibility for Records and Information, ARMA International, 1991-95.

Member, Technical Research Committee, ARMA International, 1989-91.

Convener, Archives and Records Management Education Interest Group, Association for Library and Information Science Education, 1987-89.

Chairperson, Program Committee, "Information Science as a Discipline," 1987 Conference, Association for Library and Information Science Education, 1986-87.

Chairperson, Educators' Industry Action Committee, ARMA International, 1986-88.

Representative to ARMA International, appointed by Board of Directors, Association for Library and Information Science Education, 1985-88.

Member (1979-84; 1988-90) and Chairperson (1982-84), Committee on Liaison Between the Association for Library and Information Science Education (ALISE), the Society of American Archivists (SAA), and the Association of Records Managers and Administrators International (ARMA).

Member, Board of Directors, East Tennessee Chapter, ARMA International, 1985-86.

Chairperson of the Board, East Tennessee Chapter, ARMA International, 1984-85.

Chair, Nominating Committee, East Tennessee Chapter, ARMA International, 1984-85.

Chairperson, Education Committee, ARMA International, 1984-86.

President, East Tennessee Chapter, ARMA International, 1982-84.<sup>3</sup>

Vice President, East Tennessee Chapter, ARMA International, 1981-82; 1989-90.

Member, Scholarships Committee, ARMA International, 1984.

Member, Staff Development and Recruitment Committee, Tennessee Library Association, 1979-80.

Member, Nominating Committee, Tennessee Library Association, 1978-79.

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<sup>3</sup> Finished partial term in 1981-82 of transferred president.

## Institutional Committee Assignments

### *University-wide Committees*

Member, Undergraduate Council, 2002- .

Member, Graduate Council, 1994-96.

Chair, Academic Policy Committee, Graduate Council, 1994-97. (Also attended Graduate Deans group, which is advisory to Academic Policy Committee)

Member, (Chancellor's) Equal Opportunity Employment Committee, 1993-1995.<sup>6</sup>

Member, Proposal Evaluations Panel (Professional Leave), University of Tennessee Research and Professional Development Awards, 1995.

Monitor, Americans with Disabilities Act, 1993-96.

Member, Advisory Committee, UTK Evening School, 1993-96.

Chair and Member, Search Committee, UTK Records Manager, 1984-85, 1993-94.

Chair and Member, Proposal Evaluations Panel (Research Proposals), University of Tennessee Research and Professional Development Awards, 1992.

Member, Hilton Smith Graduate Fellowship Awards Committee, 1989.

Member, Faculty Senate, 1979-82; 1988-90.

Member, Faculty Senate Faculty Affairs Committee, 1985-86.

Member (Elected by members of Graduate Council), Faculty Senate Educational Policy Committee, 1985-86.

Member, Task Force on Management Information Systems (MIS) Curriculum Development, College of Business Administration, 1985-86.

Member, Graduate Council, 1985-87; 1994-97.

Member, Curriculum Committee, Graduate Council, and Member, Semester Transition

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<sup>6</sup> Committee disbanded by Chancellor in 1995.

Committee, 1985-87.

Member, Collegiate Development Council, 1983-85.

Member, Academic Programs Impact Study Group, UTK Task Force on the Future of the University's Relationship with Oak Ridge National Laboratory, 1982-83.

Member, Committee on Committees, Faculty Senate, 1981-83.

Member, Research Council, Faculty Senate, 1979-81.

Member, Library Committee, Faculty Senate, 1981-82; 1989-90.

Member, Development and Alumni Relations Committee, Faculty Senate, 1981-83.

### ***Internal Committees***

#### **College of Communication and Information**

Member, Dean's Advisory Council, College of Communication and Information, 2003- .

Communication Studies Committee, 2002-2003 .

Communication Studies Search Committee, 2002-2003 .

Undergraduate Council Curriculum Committee, 2002- .

#### **School of Information Sciences<sup>7</sup>**

Chair, Faculty Affairs Committee, 2002 -- .

Chair, Search Committee for Faculty Replacement, 2002.

Chair, Student Information Committee, ALA Re-accreditation Document, 2002.

Chair, Peer Teaching Review, 2000, 2002, 2003.

Chair, Student Affairs Committee, 1997-02.

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<sup>7</sup> During 1994-96, the School's faculty governance committees were suspended by the School's administration.

Member, Curriculum Committee, 1997-98.

Chair, ad hoc Committee on Revision of By-Laws and Committee Structure, 1997.

Chair, ad hoc Committee on SIS Implementation of the Culminating Experience, 1996.

Chair, Undergraduate Program, New Curriculum Development Committee, 1993-94.

Member, GSLIS/UTK Libraries Cooperative Initiatives Committee, 1989-90.

Liaison, for UTK Graduate School of Library and Information Science with Association for Library and Information Science Education (ALISE), 1988-91.

Developer, "Vision of the Future" draft document, for ultimate presentation to GSLIS faculty and thence to the UTK Provost, 1987-88.<sup>8</sup>

Chair, Tenure and Promotion Committee, 1987-88.

Chair, Curriculum Committee, 1985-86.

Member, Ad Hoc Committee on Evaluation of Reference Courses, 1984-85.

Chair, Colloquium Committee, 1982-84.

Chair, Recruitment Work Group, 1982-84.

Chair, Committee on [Computer] Hardware Priorities and Utilization, 1981-85.

Coordinator, LIS 310 (Recruit and support adjunct faculty in teaching new undergraduate course), 1985-1990.

Member, Curriculum Committee, 1981-82; 1986-87.

Chair, Departmental Campus Chest Representative (achieved 223.5% of goal)

Member, Information Science Curriculum Advisory Committee, 1981-82.

Member, Faculty Affairs Committee, 1979-80; Chair, 1989-90.

Microcomputer Committee, 1978-79.

Chairperson, Student Affairs Committee, 1977-79; 1983-84.

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<sup>8</sup> Concepts in this document continue to direct program in a general sense.

Faculty Liaison, Student Government Organization, 1977-79; 1983-84.

### **Continuing Education Activities**

Attended the last twenty-four international conferences of ARMA International.

Chair, Seminar in Legal Issues in Records Management, ET Chapter of ARMA International, 2003.

William Saffady, "Managing Electronic Records," Seminar, Nashville, TN (April 25, 2002)

"Jungle Marketing," Marketing Seminar sponsored by East Tennessee Development Corporation, May 1999.

ACT! 4.0 Training (Beginning and Intermediate), CompUSA, June, 1999.

Participant, "QuickBooks Pro" software training, InfoTEK, Knoxville, TN, 1999.

Participant, "Management Consulting: A Workshop for Professionals," Presented by the Institute of Management Consultants, Atlanta, March 20-23, 1997.

SIS Representative, Career Day Panel for English Majors, English Department, UTK, November 13, 1996.

Participant, "The Records Retention Seminar," Thomas Wilds Associates, Thomas Wilds, Instructor, Atlanta, GA, October 22-23, 1996.

Participant and Presenter, Annual Conferences of the Association of Records Managers and Administrators, 1982- .

Participant, Annual Conference, Association for Commercial Records Centers, Tucson, AZ, 1996.

Participant, "Preparing for the Certified Records Manager (CRM) Examination, Parts I-VI," Dr. Arlene Motz, CRM, Instructor, George Washington University Continuing Education Division, April 1-4, 1996, Washington, DC.

Participant, LEXIS/NEXIS Workshop, School of Information Science, University of Tennessee, Knoxville, April 22, 1996.

Member, Program Committee (1995-96), Tennessee Library Association Annual Conference, 1996

Participant, "Critical Business and Mission Continuity Planning [disaster planning and recovery]," Data Processing Management Association, Datasafe, and Business and Government Continuity Services, Lloyd R. Smith, Jr., Certified Disaster Recovery Planner, 1995.

"Basics of Personnel Records Management," Padgett-Thompson (American Management Association), 1994.

"Records Management," Padgett-Thompson (American Management Association), 1994.

Program Chair, "Electronic Document Imaging Systems--Design, Planning, and Implementations (William Saffady, SUNY, Albany)," Fall, 1993 Seminar, ET Chapter, ARMA, 1992-93.

Chair, Telephone Committee, WATTec, Inc., 1991-93.

Technical Program Representative to WATTec, Inc., East Tennessee Chapter, Association of Records Managers and Administrators (ARMA) International, 1991-93.

Moderator, "Science and Engineering in a Networked World," WATTec Conference, 1993.

Participant, "Training the Trainer," (a Pryor Seminar), Knoxville, 1992.

Participant, "Project Management" (a Pryor Seminar), Knoxville, 1991.

Participant, "Finance and Accounting for Nonfinancial Managers and Supervisors" (a Pryor Seminar), Knoxville, 1990.

Coordinator and Participant, "Legal Requirements for Records and Information Management Programs," a seminar by Donald Skupsky, JD, CRM, presented by the East Tennessee Chapter, ARMA International, 1990.

Participant, "Power Filing" (a Pryor Seminar), Nashville, Tennessee, 1990.

Convener, Interest Group on Archives and Records Management, Association for Library and Information Science Education, 1988-89.

Seminar Development Coordinator, "Information: The Critical Resource," East Tennessee Chapter, ARMA International, 1988.

Participant, DIALOG Seminar, 1987.

Participant, William Saffady Micrographics Seminar, Nashville Area Chapter, ARMA International, 1985.

Participant, Workshop on University Records Management, University of Delaware Archives, 1983.

Conference Coordinator, "Administrative Management and Information Systems," Conference on Information and Records Management, Sponsored by the East Tennessee Chapter, ARMA International, 1983.

Workshop Coordinator, "Library Services to the Disabled," Presented by James Thomas, Orynx Press, 1982.

Conference Co-planner for Graduate School of Library and Information Science, Annual Conference on Information and Records Management, Sponsored by the East Tennessee Chapters of the ARMA International and the American Society for Information Science, 1981.

Participant, Cuadra Associates, "Introduction to Non-bibliographic Online Databases," 1981.

Participant, Conference on College and University Archives, Tusculum College, 1978.

### **Community Activities**

Member, Internal Audit Committee and Architectural Variances Committee, Ravenbrook II Home Owners Association, Inc., Knoxville, Tennessee, 1993-97; 2004.

Volunteer and (sometime) volunteer group coordinator for East Tennessee Chapter, ARMA International, WSJK-TV (public television), Knoxville, Tennessee, Telethon, 1988- .

Member, Advisory Board, Knoxville Visual Support Group, 1984-88.

Member, Board of Directors, Oak Ridge/Knoxville Visual Support Group, 1984-85.

United Way Campaign Solicitor, University of Tennessee, Knoxville, 1982.

"Science and the Shroud of Turin," a slide presentation to Knoxville area organizations, 1979- .

Adult Church School Teacher, Concord United Methodist Church, 1978- .

Program Planner, Pack 443, Cub Scouts, Knoxville, Tennessee, 1980.

President, Builders' Church School Class, Concord United Methodist Church, 1978-79.

Chief, Hiwassee Tribe, Cherokee Federation, YMCA Indian Guides Program, 1977-78.

## Appendix

### Solicited Reviews

Items below were reviewed in *Records Management Quarterly* (review essays), *Information Management Journal*, *Choice*, *RQ*, *Information Processing and Management*, and *Public Library Quarterly (PLQ)*:

#### 2003

Mark Langemo, *Winning Strategies for Successful Records Management Programs*, in *Professional Notes, A Newsletter of the Institute of Certified Records Managers*, Spring 2003.

#### 2002

Abigail Sellen and Richard H. Harper, "'The Myth of the Paperless Office'," *Information Management Journal*, 36, iii (May/June 2002), 60; reprinted in *INFORMAA Quarterly* 9, iv (November 2003), 32.

<http://www.booksinprint.com/bip> – World Wide Web Site for Books in Print (Choice, 2002)

'Targets of Opportunity: Information Security–The Human Factor'," *Information Management Journal*, 36, i (January/February 2002), 79.

"Get.Net.smart [Using the Internet and E-mail at Work," *Information Management Journal*, 36, ii (March/April 2002), 70.

"Making a Case for Business Continuity ["Ready for Anything"], *Information Management Journal*, 36, i (July/August 2002), 66.

"Rethinking Your Business Paradigms" [rev. of "The New Business of Paradigms"] *Information Management Journal*, 36, v (September-October, 2002), 90.

#### 2001

"'Buried Alive' and 'For the Record'," *Information Management Journal*, 35, iv (October 2001), 49.

Michael Sankey, James R. Flowers, Jr., and Peter J. Weber, eds. *The Sourcebook to Public Record Information*. 2<sup>nd</sup> ed. Tempe, AZ: BRB Publications, 2001.

**1999**

<http://www.pro.gov.uk> – World Wide Web site for the Public Records Office, UK. *Choice* [publication date?]

**1997**

Carl R. Ernst and Michael Sankey, *Public Records Online: The National Guide to Private and Government Online Sources of Public Records*. Tempe, AZ: Facts on Demand Press, 1997. *Choice*, January 1998.

John Feather and Paul Sturges, eds. *International Encyclopedia of Information and Library Science*. London: Routledge, 1997. *Choice*, May 1997.

**1996**

Stella Keenan, comp. *Concise Dictionary of Library and Information Sciences*. London: Bowker-Saur, 1996. *Choice*, October, 1996.

**1995**

Ray Prytherch, comp. *Harrod's Librarians' Glossary: 9,000 Terms Used in Information Management, Library Science, Publishing, the Book Trades, and Archives Management*. 8th ed. Aldershot, Hampshire [England]: Gower Publishing, 1995. *Choice*, November 1995.

**1994**

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**1993**

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