JOHN CARLO BERTOT
Associate Professor
School of Information Studies
Florida State University
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EDUCATION

Ph.D., Syracuse University, School of Information Studies, 1996. Dissertation Title: *The Impact of Information Resources Management on Federal Agency Strategic Objective Attainment: An Empirical Analysis.* Co-Chairs: Jeffrey Katzer and Charles R. McClure.

M.A., State University of New York at Albany, Department of Communication, 1988. Concentration in Organizational Theory with emphasis on Telecommunications.

B.A., State University of New York at Albany, Department of Communication, 1986.

POSITIONS

8/00-present

Associate Professor, School of Information Studies, Florida State University.

9/98-8/00

Associate Professor, School of Information Science and Policy, University at Albany, State University of New York.

8/95-8/98

Assistant Professor, Department of Information Systems, University of Maryland Baltimore County.

8/92-7/95

Teaching Assistant, School of Information Studies, Syracuse University.

8/91-8/93

Research Associate, School of Information Studies, Syracuse University.

11/89-6/92

Supervisor for Office Automation Training, Office Automation and Data Processing Department, New York State Assembly.

7/88-10/89

User Services Manager, Office Automation and Data Processing Department, New York State Assembly.

1/88-7/88

Graduate Scholar Intern, New York State Assembly.

9/86-12/87

Graduate Assistant, State University of New York Central Administration.

PUBLICATIONS

BOOKS

2001

Bertot, J.C., McClure, C.R., and Ryan, J. *Statistics and Performance Measures for Public Library Networked Services*. Chicago, IL: American Library Association.

McClure, C.R., and Bertot, J.C. (Eds.) *Evaluating Networked Information Services*. Medford, NJ: Information Today. Forthcoming.

2000

Fletcher, P.D., and Bertot, J.C. (Eds.) *World Libraries on the Information Superhighway*. Hershey, PA: Idea Group Publishing.

BOOK CHAPTERS

2000

Bertot, J.C. Libraries on the Information Highway: Issues and Lessons Learned. In P.D. Fletcher, & J.C. Bertot (Eds.), *World Libraries on the Information Superhighway*. Hershey, PA: Idea Group Publishing.

1996

Bertot, J.C., et al. Federal Information Resources Management: Integrating Information Management and Technology. In P. Hernon, C.R. McClure, & H. Relyea (Eds.), *Federal Information Policies in the 1990s: Issues and Conflicts*. Norwood, NJ: Ablex Publishing Corp: 105-135.

Bertot, J.C., and McClure, C.R. The Clinton Administration and the National Information Infrastructure (NII). In P. Hernon, C.R. McClure, & H. Relyea (Eds.), *Federal Information Policies in the 1990s: Issues and Conflicts*. Norwood, NJ: Ablex Publishing Corp: 19-44.

REFEREED JOURNAL ARTICLES

2000

Bertot, J.C., and Moen, W.E. FirstGov.gov/org/net.com: Issues and Considerations. *Journal of Academic Librarianship*, forthcoming.

Bertot, J.C. Universal Service in the Networked Environment: The Education Rate (E-rate) Debate. *Journal of Academic Librarianship*, 26(1): 45-48.

Bertot, J.C., McClure, C.R., and Ryan, J. Developing National Library Network Statistics and Performance Measures for U.S. Public Libraries: Issues, Findings, and Recommendations. *Performance Measurement and Metrics: The International Journal for Library and Information Services*, 1(1): 15-42.

1999

Bertot, J.C. U.S. and Australian Public Libraries and the Internet: Connectivity Issues and Policy Implications. *Journal of Global Information Management*, 7(4): 18-26.

Bertot, J.C., and McClure, C.R. Public Library Internet Connectivity: Status and Policy Implications. *Library and Information Science Research*, 21(3): 281-298.

Bertot, J.C., McClure, C.R., and Owens, K.A. Universal Service in a Global Networked Environment. *Government Information Quarterly*, 16(4): 309-327.

McClure, C.R., Moen, W.E., and Bertot, J.C. Descriptive Assessment of Information Policy Initiatives: The Government Information Locator Service (GILS) as an Example. *Journal of the American Society for Information Science*, 50(4): 314-330.

1998

Bertot, J.C., and McClure, C.R. Measuring Electronic Services in Public Libraries: Issues and Recommendations. *Public Libraries*, 37(3): 176-180.

1997

Bertot, J.C., and McClure, C.R. Impacts of Public Access to the Internet through Pennsylvania Public Libraries. *Information Technology & Libraries*, 16(4): 151-164.

Bertot, J.C., et al. Web Usage Statistics: Measurement Issues and Analytical Techniques. *Government Information Quarterly*, 14(4): 373-395.

Bertot, J.C. The Impact of Federal IRM on Agency Missions: Findings, Issues, and Recommendations. *Government Information Quarterly*, 14(3): 235-253.

Bertot, J.C., and McClure, C.R. Key Issues Affecting the Development of Federal IRM: A View from the Trenches. *Government Information Quarterly*, 14(3): 271-290.

McClure, C.R., and Bertot, J.C. Creating a Future for Public Libraries: Diverse Strategies for a Diverse Nation. *Library Trends*, 46(1): 36-51.

Beachboard, J.C., McClure, C.R., and Bertot, J.C. A Critique of Federal Telecommunications Policy Initiatives Relating to Universal Service and Open Access to the National Information Infrastructure. *Government Information Quarterly*, 14(1): 11-26.

1996

McClure, C.R., Bertot, J.C., and Beachboard, J.C. Enhancing the Role of Public Libraries in the National Information Infrastructure. *Public Libraries*, July/August: 2-8.

1995

Fletcher, P.D., Bertot, J.C., and Bretschneider, S.I. The Role of Government Information Services Unit in the Market. *Information Infrastructure and Policy*, 4(3): 211-229.

1994

Fletcher, P.T., and Bertot, J.C. The Central Information Services Function in County Governments: From Controller to Enabler. *Government Information Quarterly*, 11(1): 73-78.

Bertot, J.C., and McClure, C.R. Assessing U.S. Government Bulletin Boards: Problems, Policy Issues, and Recommendations. *Internet Research*, 4(1): 45-63.

REFEREED CONFERENCE PROCEEDINGS

2000

Bertot, J.C., and Ostiguy, C. Developing National Library Network Statistics and Performance Measures: Measuring Online Database Usage. *Conference Proceedings of 2000 Annual Information Resources Management Association Conference*. Anchorage, Alaska, forthcoming.

Bertot, J.C., McClure, C.R., and Ostiguy, C. Developing National Library Network Statistics and Performance Measures: Methodologies, Models, and Issues. *Conference Proceedings of 2000 Annual Information Resources Management Association Conference*. Anchorage, Alaska, forthcoming.

1999

Bertot, J.C., Measuring Electronic Library Services: Issues and Approaches. *Proceedings of the 3rd Northumbria International Conference on Performance Measurement in Libraries and Information Services*: University of Northumbria at Newcastle, Northumberland, England: 3-10.

1998

Bertot, J.C., and McKenzie, C. Victoria and U.S. Public Libraries and the Internet: Issues and Strategies for the Networked Environment. *Conference Proceedings of the 9th Biennial Conference of the Victorian Association for Library Automation*: 11-31.

McClure, C.R., and Bertot, J.C. Libraries Change Lives: Economic and Other Impacts of Public Libraries, the Pennsylvania Experience. In Skrzeszewski, S. (ed.). *Proceedings of the Conference Libraries as Leaders in Community Economic Development*. New London, Ontario: Advanced Strategic Management.

1997

Fletcher, P.D., and Bertot, J.C. The CIO Comes of Age in the U.S. Government. *Proceedings of the Information Resource Management Association*. Vancouver, Canada.

Bertot, J.C., and McClure, C.R. Developing Assessment Techniques for Statewide Electronic Networks. *Proceedings of the 59th Annual Meeting of the American Society for Information Science*. Medford, NJ: Learned Information: 110-117.

Bertot, J.C., and McClure, C.R. Electronic Surveys: Methodological Implications for Using the World-Wide Web to Collect Survey Data. *Proceedings of the 59th Annual Meeting of the American Society for Information Science*. Medford, NJ: Learned Information: 173-185.

1993

McClure, C.R., Wigand, R.T., Bertot, J.C., et al. Electronic Delivery of Federal Government Services: Policy Issues and Recommendations. *Integrating Technologies, Converging Professions: Proceedings of the 56th Annual Meeting of the American Society for Information Science*. Medford, NJ: Learned Information, pp. 39-49.

Bertot, J.C., and McClure, C.R. Federal Government Electronic Bulletin Boards: Information Access Providers and Disseminators. *Integrating Technologies, Converging Professions: Proceedings of the 56th Annual Meeting of the American Society for Information Science*. Medford, NJ: Learned Information, pp. 50-58.

1992

Bertot, J.C. Caller ID and ANI: The Technology and Controversy. *Proceedings of the 55th Annual Meeting of the American Society for Information Science*. Medford, NJ: Learned Information, pp. 101-109.

INVITED ARTICLES

2000

Bertot, J.C. The E-rate: Universal Service in the Networked Environment. *Internet Connection*, 6(4): 1-5.

1999

Bertot, J.C. Challenges and Issues for Public Managers in the Digital Era. *Public Manager*, 27(4): 27-31.

Bertot, J.C. Policy Issues in Digital Government Services. *Internet Connection*, 5(2): 1-4.

1994

Bertot, J.C. Strategic Plans Key to County Success. *American City and County*, 109(10): 14.

RESEARCH MONOGRAPHS

2000

Bertot, J.C., and McClure, C.R. *Public Libraries and the Internet 2000: Summary Findings and Tables*. Washington, D.C.: National Commission on Libraries and Information Science.

McClure, C.R., and Bertot, J.C. *Public Library Internet Services: Impacts on the Digital Divide*. Washington, DC: American Library Association Office for Information Technology Policy.

1999

Bertot, J.C., McClure, C.R., and Ryan, J. *The Importance of California Public Libraries in Increasing Public Access to the Internet.* Sacramento, CA: California State Library.

Bertot, J.C., McClure, C.R., and Ryan, J. *Developing National Statistics and Performance Measures for the Networked Environment: State Site Visit Report*. Washington, D.C.: Institute of Museum and Library Services.

Bertot, J.C., and McClure, C.R. *The DelAWARE Evaluation: User Survey Findings and Recommendations*. Dover, DE: Delaware Division of Libraries.

1998

Bertot, J.C. *Maryland Public Library Statistics: Issues, Recommendations, and Preparing for the Networked Environment*. Baltimore, MD: Division of Library Development and Services.

Bertot, J.C., and McClure, C.R. *The 1998 National Survey of U.S. Public Library Outlet Internet Connectivity: Final Report*. Washington, D.C.: National Commission on Libraries and Information Science.

Bertot, J.C., McClure, C.R., and Rubin, J. *InFoPeople Quarterly Statistics: Preliminary Findings*. San Mateo, CA: The Peninsula Library System.

Bertot, J.C., McClure, C.R., and Lazar, J. *The DelAWARE Evaluation Project: Site Visit Report*. Dover, DE: Delaware Division of Libraries.

Bertot, J.C., and McClure, C.R. *Victorian Public Libraries and the Internet: Results and Issues*. Melbourne, Australia: Viclink [ERIC ED 417 732].

McClure, C.R., and Bertot, J.C. *Public Library Use in Pennsylvania: Identifying Uses, Benefits and Impacts.* Harrisburg, PA: Office of the Commonwealth Libraries.

Rubin, J., Bertot, J.C., and McClure, C.R. *Log Analysis of DelAWARE: Selected Statistics and Discussion Items*. Dover, DE: Delaware Division of Libraries.

1997

Bertot, J.C., McClure, C.R., and Fletcher, P.D. *The 1997 National Survey of U.S. Public Libraries and the Internet: Final Report*. Washington, D.C.: American Library Association, Office for Information Technology Policy.

Bertot, J.C., and McClure, C.R. *Policy Issues and Strategies Affecting Public Libraries in the National Networked Environment: Moving Beyond Connectivity*. Washington, D.C.: National Commission on Libraries and Information Science.

McClure, C.R., and Bertot, J.C. *Evaluation of the OnLine at PA Libraries Project: Public Access to the Internet through Public Libraries*. Harrisburg, PA: Office of the Commonwealth Libraries.

1996

Bertot, J.C., McClure, C.R., and Zweizig, D.L. *The 1996 National Survey of Public Libraries and the Internet: Progress and Issues*. Washington, D.C.: National Commission on Libraries and Information Science.

Bertot, J.C., McClure, C.R. *Sailor Assessment Final Report: Findings and Future Sailor Developmen*t. Baltimore, MD: Division of Library Development and Services.

Bertot, J.C., McClure, C.R. *Sailor Assessment Final Report: Compendium*. Baltimore, MD: Division of Library Development and Services [ERIC ED 401-901].

1995

McClure, C.R., Bertot, J.C., and Beachboard, J.C. *Internet Costs and Cost Models for Public Libraries*. Washington, D.C.: National Commission on Libraries and Information Science.

McClure, C. R., Bertot, J. C., and Beachboard, J. C. *Policy Initiatives and Strategies for Enhancing the role of Public Libraries in the National Information Infrastructure (NII)* [ERIC ED 386-202].

1994

McClure, C.R., Bertot, J.C., and Zweizig, D.L. *Public Libraries and the Internet: Study Results, Policy Issues, and Recommendations*. Washington, D.C.: National Commission on Libraries and Information Science.

Wigand, R.T., Marcinkowski, S., and Bertot, J.C. *Transferring Technology via the Internet: Final Report for Summer Research Program*. Rome, NY: Rome Laboratory.

1992

Fletcher, P.T., Bretschneider, S.I., Marchand, D.A., Rosenbaum, H., and Bertot, J.C. *Managing Information Technology: Transforming County Governments in the 1990s*. School of Information Studies, Syracuse University: Syracuse, NY.

McClure, C.R., Wigand, R.T., Bertot, J.C., et al. *Federal Information Policy Management for Electronic Service Delivery*. Washington, D.C.: U.S. Congress Office of Technology Assessment.

RESEARCH GRANTS

9/00-present

Institute of Museum and Library Services
National Leadership Grant

Co-Principal Investigator for $226,685 grant to develop and test national data collection models for public library network statistics and performance measures.

1/00-8/00

American Library Association, Office for Information Technology Policy

Co-Principal Investigator for $60,000 grant to assess the role and impact of public libraries on the digital divide.

1/99-8/00

Institute of Museum and Library Services
National Leadership Grant

Co-Principal Investigator for $176,138 grant to develop and test a descriptive list of national core data elements, statistics, and performance measures to describe public library uses of electronic networked services. The study will also produce a manual describing the resulting elements, statistics and measures and recommend data collection techniques.

6/98-4/99

California State Library
Peninsula Library System

Co-Principal Investigator for $80,000 grant to assess the InFoPeople Internet connectivity project.

3/98-12/98

American Library Association/National Commission on Libraries and Information Science

Principal Investigator for $60,000 grant to assess public library outlet/branch Internet connectivity**.**

10/97-present

Delaware Division of Libraries

Co-Principal Investigator for $37,500 grant to assess the state of Delaware's DelAWARE public library Internet initiative.

1/97-12/97

American Library Association/National Commission on Libraries and Information Science

Principal Investigator for $60,000 grant to assess public library involvement with the Internet, Internet service provision costs, and rural/urban connectivity issues.

10/95-8/96

Division of Library and Development Services, Maryland State Department of Education

Co-Principal Investigator for $80,000 grant to develop network evaluation and measurement techniques for the Maryland Sailor network.

National Commission on Libraries on Libraries and Information Science

Co-Principal Investigator for $80,000 grant to assess public library involvement with and use of the Internet, and to measure changes of public library Internet involvement since first national study commissioned by NCLIS in 1994.

8/94-6/95

National Science Foundation

Co-Principal Investigator for $115,000 NSF Grant (RED-9454732) Policy Issues in Assessing the Role of Public Libraries in the National Information Infrastructure.

2/94-6/95

National Commission on Libraries on Libraries and Information Science

Co-Principal Investigator for $20,000 grant to develop public library Internet costs models.

TEACHING

Have taught and/or developed the following courses:	
Undergraduate	**Graduate**
Telecommunications Policy	Telecommunications Policy
Research Methodologies	Federal Information Policy
Decision Support Systems	Information Resources Management
Introduction to Information Studies	Management Information Systems
User Needs and Preferences	Project Management
	Decision Support Systems
	Information Systems and Applications
	Research Methodologies

Developed Graduate Certificate in Information Resources Management at the University of Maryland Baltimore County.

RESEARCH ACTIVITIES

GUEST EDITOR

2000

Co-Editor, with Charles R. McClure, theme issue of *Government Information Quarterly* on information technology management in federal government agencies (Volume 17, Issue 1)
.

1999

Editor, theme issue of *Library and Information Science Research* on public libraries and the Internet (Volume 21, Issue 3).

Co-Editor, theme issue of *Government Information Quarterly* on issues of Universal Service (Volume 16, Issue 4).

Co-Editor, with Patricia Diamond Fletcher, Special issue of the *Journal of the American Society for Information Science* (JASIS) on the National Information Infrastructure (Volume 50, Issue 4).

1997

Government Information Quarterly, 14(3). Symposium issue on federal agency Information Resources Management practices and issues.

CONFERENCES

Co-organizer 1999 ASIS Mid-Year Conference, Pasadena, California
Evaluating Networks and Networked Services

Co-organizer 1998 ASIS Annual Conference, Pittsburgh, PA
Plenary Session on *International Perspectives on Universal Service: Myths, Realties, and Madness*

EDITORIAL BOARDS, COMMITTEES & PRESENTATIONS

EDITOR

Government Information Quarterly, beginning 2001 volume

EDITORIAL BOARDS

Government Information Quarterly, 1997-2000

Journal of Academic Librarianship
Information Policy Editor, 2000 Volume

The Internet Connection

MEMBER

Foundations of Electronic Government in America's Cities: A Multidisciplinary Workshop
National Science Foundation
Organizing Committee Member

Task Force on Electronic Services Output Measures
National Commission on Libraries and Information Science and
National Center for Education Statistics

Technology Planning Leadership Council
Schools and Library Division

E-rate Research Program
Benton Foundation

PRESENTATIONS, WORKSHOPS, AND INVITED SPEECHES

2000

Measuring Public Library Usage in the Networked Environment. Illinois Library Systems Directors Organization Sixth Annual System Staff Conference, Monticello, IL, August 31, 2000.

Government Documents Librarians of the Future: What Do They Need to Be? American Association of Law Libraries Annual Conference, Philadelphia, PA, July 18, 2000.

Local, State, and National Statistics: What Am I Counting and Why? Panelist. American Library Association Annual Conference, Chicago, IL, July 9, 2000.

Public Libraries and the Digital Divide. American Library Association Annual Conference, Chicago, IL, July 8, 2000.

World Libraries on the Information Superhighway: A Millennial Agenda. Panel Co-Chair and presenter. 2000 Information Resources Management Association International Conference, Anchorage, AK, May 22, 2000.

Information Technology in Libraries. Panelist. 2000 Information Resources Management Association International Conference, Anchorage, AK, May 23, 2000.

Measuring Electronic Services: Statistics, Issues, and Recommendations. Conference session organizer, moderator, and presenter, Public Library Association 8th National Conference, Charlotte, NC, March 30, 2000.

Universal Service in the Networked Environment: Issues and Lessons Learned through the E-rate. Lazerow Lecture, Florida State University, School of Information Studies, Tallahassee, FL, January 7, 2000.

1999

Measuring Electronic Resources and Services. Workshop director, New Jersey Regional Library Cooperatives, Freehold, NJ, December 2, 1999.

Evaluating Networked Information Services. Workshop co-director, New York Library Association Annual Meeting, Buffalo, NY, October 27, 1999.

Developing National Public Library Statistics and Performance Measures for the Networked Environment: Issues and Implications. Colloquium, University of Wisconsin-Madison, School of Library and Information Studies, Madison, WI, October 14, 1999.

The Big Three: Policy Research, Evaluation Research, and Funded Research. Colloquium, University of North Texas, School of Library and Information Sciences, Denton, TX, October 8, 1999.

Measuring Electronic Library Services: Issues and Approaches. Invited Speaker, 3rd Northumbria International Conference on Performance Measurement in Libraries and Information Services: Value and Impact, Department of Information and Library Management, University of Northumbria at Newcastle, Northumberland, England, August 28, 1999.

Measuring a Library's Electronic Services and Resources: Issues and Practice. College of Library and Information Science, University of Maryland College Park, 5th Annual Public Library Leadership Institute, Airlie Center, Warrenton, VA, August 3, 1999.

Developing National Public Library Statistics and Performance Measures for the Networked Environment. American Library Association Annual Conference, New Orleans, LA, June 28, 1999.

Statistics and Performance Measures for Networked Services: Issues and Methodologies. American Society for Information Science Mid Year Meeting, Pasadena, CA, May 25, 1999.

Measuring Electronic Library Services and Resources: Issues and Methodologies. Annual Federal State Cooperative System Steering Committee and Workshop, Department of Education and the National Commission on Libraries and Information Science, Bethesda, MD, March 22, 1999.

Assessing and Evaluating Web Sites. SUNY Financial Aid Conference, Glens Falls, NY, April 22, 1999.

1998

Public Library Statistics: Moving to the Electronic Networked Environment
Maryland Library Trustees Annual Meeting, Anapolis, MD, November 7, 1998.

Defining Universal Service in a Global Context: Issues and Realities
Plenary Session, International Perspectives on Universal Service: Myths, Realties, and Madness, ASIS Annual Conference, Pittsburgh, PA, October 27, 1998.

The Sailor Network: Strategic Planning for Future Directions
Division of Library Development and Services Planning Meeting, Landover, MD, October 21, 1998

Revisiting the Sailor Assessment
Maryland Library Association Annual Meeting, Ocean City, MD, April 16, 1998.

Measuring Electronic Library Services
Urban Library Association Fifth Annual Leadership Symposium, Washington, D.C., May 2, 1998.

Issues in Information Policy
School of Library & Information Studies, University of Wisconsin-Madison, Madison, WI, April 10, 1998.
Measuring Web-based Services
Government Printing Office, Washington, D.C., April 9, 1998.

Telecommunications Policies and Public Libraries
Victorian Association for Library Automation, Melbourne, Australia, January 28, 1998.
Keynote address.

Electronic Services Statistics: Information Technology Data, and E-Rates
Annual Federal State Cooperative System Steering Committee and Workshop, Department of Education and the National Commission on Libraries and Information Science, Washington, D.C., March 31, 1998.

1997

Web Usage Statistics: Analysis Tools and Techniques
Federal Web Consortium Conference, Bethesda, MD, October 27, 1997.

Measuring Electronic Library Services
National Commission on Libraries and Information Science and
National Center for Education Statistics, Washington, D.C., September 15, 1997

Measuring Electronic Services in Public Libraries
American Library Association Annual Conference, San Francisco, CA, June 28, 1997.

Public Libraries and the Internet: Changes, Differences, and Issues
Viclink Governing Body, Melbourne, Australia, June 10, 1997.

Universal Service and Open Access to the National Information Infrastructure
American Society for Information Science Mid-Year Meeting, Scottsdale, AZ, May 31, 1997.

Web Usage Statistics: Analysis and Interpretation Techniques
Small Agency IRM Council Meeting, Washington, D.C., May 20, 1997.

1996

Understanding Web Usage Statistics
Federal Publishers' Committee, Washington, D.C., December 5, 1996.

Methodological Implications for Using the Web to Collect Survey Data
The 59th Annual Meeting of the American Society for Information Science, Baltimore, MD, October 21, 1996.

Government Information Locator Service Evaluation Project
Federal Agency GILS Implementors Group, Washington, D.C., October 16, 1996.

Measuring the Value of Library Services
National Commission on Libraries and Information Science and
National Center for Education Statistics, Washington, D.C., May 15, 1996.

Methodological Issues in Studying Users of Networks and Digital Libraries
The 59th Annual Meeting of the American Society for Information Science, Baltimore, MD, October 22, 1996.

SERVICE

REVIEWER

Journal of the American Society for Information Science
Library and Information Science Research
Government Information Quarterly

COMMITTEES

University at Albany, State University of New York
Student Affairs (School of Information Science and Policy)
Technology and Facilities Planning (Rockefeller College)

University of Maryland Baltimore County
Undergraduate Curriculum
Facilities
Faculty Hiring

Syracuse University
Personnel

COMPUTING EXPERIENCE

Versatile in the use of both Apple and Windows personal computers and applications, mainframe technologies, telecommunications and networking technologies, and various Internet-based resources applications.

PROFESSIONAL ASSOCIATIONS

American Library Association
American Society for Public Administration
American Society for Information Science
Association for Computing Machinery
Library and Information Technology Association
Public Library Association

AWARDS

1999

Nominee, Jesse H. Shera Award, American Library Association, for
Bertot, J.C., and McClure, C.R. Measuring Electronic Services in Public Libraries: Issues and Recommendations. *Public Libraries*, 37(3): 176-180.

1998

Helen M. Eckard Award for exemplary use of FSCS library data
National Center for Education Statistics
National Commission on Libraries and Information Science

1995

Outstanding Teaching Assistant
Syracuse University