

EILEEN GOLDSTEIN ABELS

School of Library and Information Science
Simmons College
300 The Fenway
Boston, MA
Phone: 617-521-2882
E-mail: eileen.abels@simmons.edu

EDUCATION

- 1985 Ph.D., Library and Information Science
University of California, Los Angeles
Dissertation: *The Use of Technical Information by Scientists and Engineers of the Electrical Sector in Mexico*
- 1977 M.L.S., College of Library and Information Services
University of Maryland, College Park
- 1975 Bachelor of Arts, French
Clark University, Worcester, Massachusetts

Administrative coursework and institutes

- 2010 HERS Wellesley Institute for Women in Higher Education Administration
Wellesley, Massachusetts
- 2010 The Fundraising School. *Principles & Techniques of Fundraising.*
San Francisco, California

EXPERIENCE

Graduate School of Library and Information Science
Simmons College (Boston, MA)
Dean and Professor, July 2013 - present

College of Information Science and Technology
Drexel University (Philadelphia, PA)
Associate Dean for Academic Affairs, September 2009 – June 2013
Professor, September 2008 – June 2013
Director Master's Program, March 2007 – August 2009
Associate Professor – January 2007 – August 2008

College of Information Studies
University of Maryland (College Park, MD)
Associate Professor, August 1997 – December 2006
Affiliate Associate Professor, R.H. Smith School of Business July 2003 – June 2006
Assistant Professor, August 1991 – August 1997

Price Waterhouse - Washington National Tax Service
Washington, D.C.
Librarian, September 1989 – August 1991

Boston Consulting Group
Los Angeles, California
West Coast Business Information Specialist, February 1986- April 1988

Psychometrics Inc.
Sherman Oaks, California
Research Associate, June 1985-- February 1986

Instituto de Investigaciones Eléctricas
Cuernavaca, Morelos, Mexico
Director of Library System, February 1978 – July 1981

RESEARCH AND SCHOLARLY ACTIVITIES

Books, Authored

Saunders, Laura; Rozaklis, Lillian; Eileen G. Abels (2015). *Repositioning Reference: New Methods and New Services for a New Age*. Rowman & Littlefield Publishing Group.

Abels, Eileen and Deborah Klein. (2008). *Business Information Needs and Strategies*. Elsevier (Library and Information Science Series).

Books, Edited

Jung-ran Park and Eileen Abels, eds. (2010). *Interpersonal Relations and Social Patterns in Communication Technologies: Discourse Norms, Language Structures and Cultural Variable*. IGI-Global.

Nitecki, Danuta L. and Abels, Eileen G., eds. (2008). *Advances in Librarianship* Elsevier Academic Press. Volume 31.

Nitecki, Danuta L. and Abels, Eileen G., eds. (2006). *Advances in Librarianship* Elsevier Academic Press. Volume 30.

Lankes, David R.; Abels, Eileen G.; White, Marilyn Domas; Haque, Saira N., eds. (2006). *The Virtual Reference Desk: Creating a Reference Future* Neal Shuman Publishers.

Nitecki, Danuta L. and Abels, Eileen, eds. (2005). *Advances in Librarianship* Elsevier Academic Press. Volume 29.

Chapters in Books

Denise E. Agosto, Eileen G. Abels, Lorri Mon, Lydia Harris. (2009). The Internet Public Library as Service-Based Learning. IN: Service Learning. Editing by Loriene Roy, Alex Hershey Meyers, and Kelly Jensen. Chicago: American Library Association.

Echeverri, Margarita and Eileen G Abels. (2008). Chapter 14. Opportunities and Obstacles to Narrowing the Digital Divide: Sharing Scientific Knowledge on the Internet. IN: Bolisani, Ettore, ed. *Building the Knowledge Society on the Internet: Making Value from Information Exchange*. New York: Information Science Reference.

Abels, Eileen. Information Seekers' Perspectives of Libraries and Librarians. (2004) IN: Nitecki, Danuta, ed. *Advances in Librarianship*. Volume 28 pp. 151-169 Amsterdam: Elsevier Ltd.

Borko, Harold; Goldstein, Eileen. (1987) Information Science Courses. *Internationalizing Library and Information Science Education*. pp. 275-290. New York: Greenwood Press.

Borko, Harold; Goldstein, Eileen. (1983) Developing a Resource Library. *Guide for Professional Integration of Students from Developing Countries*, pp. 105-123. Washington, D.C.: National Association for Foreign Student Affairs.

Journal Articles and Conference Papers in Refereed Publications

Khoo, Michael; Tudhope, Douglas; Binding, Ceri; Abels, Eileen; Lin, Xia; Massum, Diana. (2012) Towards Digital Repository Interoperability: The Document Indexing and Semantic Tagging Interface for Libraries (DISTIL). *Theory and Practice of Digital Libraries*. Second International Conference, TPD L 2012, Paphos, Cyprus, Sept 23-27, 2012. 7489:439-444.

Maceli, Monica, Wiedenbeck, Susan, & Abels, E. (2011). The Internet Public Library (IPL): An Exploratory Case Study on User Perceptions. *Information Technology and Libraries*.

Agosto, D. E., Rozaklis, L., MacDonald, C., & Abels, E. (2011) A Model of the Reference and Information Service Process: An Educators' Perspective. *Reference & User Services Quarterly*.

Agosto, D. E., Rozaklis, L., McDonald, C., & Abels, E. (2010) Barriers and challenges to teaching reference in today's electronic information environment. *Journal of Education for Library and Information Science* 51(3):157-186.

Mon, Lorri; Abels, Eileen G.; Agosto, Denise E.; Japzon, Andrea; Most, Linda; Masnik, Mike; Hamann, Jeanne. (Summer 2008). Remote Reference in U.S. Public Library Practice and LIS Education. *Journal of Education for Library and Information Science*, Vol. 49(3): 180-194.

- Lin, J., Wu, P., and Abels, E. 2008. Toward automatic facet analysis and need negotiation: Lessons from mediated search. *ACM Trans. Inform. Syst.* 27, 1, Article 6 (December 2008), 42 pages.
- White, Marilyn Domas; Matteson, Miriam; Abels, Eileen. (2008). Beyond dictionaries: Understanding information behaviour of professional translators. *Journal of Documentation.* 64(4).
- Abels, Eileen G.; White, Marilyn Domas; Kim, Soojung. (2007) Developing Subject-related Web Sites Collaboratively: The Virtual Business Information Center. *Journal of Academic Librarianship* 33(1): 27-40.
- Lin, Jimmy; Wu, Philip; Demner-Fushman, Dina; Abels, Eileen G. (2006) Exploring the Limits of Single-Iteration Clarification Dialogs. *29th Annual International ACM SIGIR Conference on Research & Development on Information Retrieval.* Seattle, Washington. pp. 469-476.
- Abels, Eileen G. and Ruffner, Malissa. (2005). Online Virtual Reference Training. IN: *The Virtual Reference Desk: Creating a Reference Future.* P. 49-74. Edited by R. David Lankes, Eileen G. Abels, Marilyn White and Saira N. Haque. New York: Neal Schuman Publishers, Inc.
- Abels, Eileen G., Cogdill, Keith, and Zach, Lisl. (2004) Identifying and Communicating the Contributions of Library and Information Services in Hospitals and Academic Health Sciences Centers. *Journal of the Medical Library Association.* 92(1):46-55.
- Abels, Eileen G., Cogdill, Keith, and Zach, Lisl. (2002) The Contributions of Library and Information Services to Hospitals and Academic Health Sciences Centers: A Preliminary Taxonomy. *Journal of the Medical Library Association.* 90(3):276-283.
- Abels, Eileen G. and Magi, Trina. (2001) Current Practices and Trends in 20 Top Business School Libraries. *Journal of Business and Finance Librarianship,* 6(3).
- White, Marilyn Domas; Abels, Eileen G.; and Gordon-Murnane, Laura. (1998) What Constitutes Adoption of the Web: A Methodological Problem in Assessing Adoption of the World Wide Web for Electronic Commerce. *ASIS 98 Information Access in the Global Information Economy.* October 25-29, 1998. Medford, NJ: Information Today, Inc. Volume 35: 217-224.
- Abels, Eileen G.; White, Marilyn Domas; and Hahn, Karla. (1998) A User-based Design Process for Web Sites. *Internet Research,* 8 (1): 39-48.
- Abels, Eileen G.; White, Marilyn Domas; and Hahn, Karla. (1997) Identifying user-based criteria for Web pages. *Internet Research* 7(4):252-263.

Abels, Eileen G. (1997) Approaches to Improving Reference Service Cost Studies. *Library and Information Science Research*, 19:135-152.

Abels, Eileen G. (1997) Classifying the Questions of Small Business Owners: A Top-Down & Bottom-Up Approach. *Advances in Classification Research Volume 7* (Medford, NJ: Information Today) pp. 1-21.

Liebscher, P., Abels, E.G., and Denman, D.W. (1997) Factors that Influence the Use of Electronic Networks by Science and Engineering Faculty at Small Institutions: Part II. Patterns of Use. *Journal of the American Society for Information Science*, 48 (6): 496-507.

Lunin, Lois F. and Abels, Eileen G., eds. (1996) Introduction and Overview (Perspectives on Costs and Pricing of Library and Information Services in Transition.) *Journal of the American Society for Information Science*, 47(3):208-209. [Invited]

Abels, Eileen G. (March 1996). Pricing of electronic resources: Interviews with three vendors. *Journal of the American Society for Information Science*, 47(3):235-246. [Invited]

Abels, Eileen G. (March 1996) Kantor, Paul B., Saracevic, Tefko. Functional Cost Analysis for the Library in Transition. *Journal of the American Society for Information Science*, 47(3): 217-227.

Abels, Eileen G. (1996) The E-mail Reference Interview. *RQ*, 35(3): 345-358.

Abels, E.G., Liebscher, P., Denman, D.W. (1996) Factors that Influence the Use of Electronic Networks by Science and Engineering Faculty at Small Institutions: Part I. Queries. *Journal of the American Society for Information Science*. 47(2): 146-158.

White, Marilyn Domas and Eileen G. Abels. (1995) Measuring Service Quality in Special Libraries: Lessons from Service Marketing. *Special Libraries*. 86(1): 36-45 Winter.

Schoch, Natalie and Eileen G. Abels. (1994) Using a Valuable Instrument for Decision Making in the Cancellation of Science Journals in a University Setting. *Proceedings of the 57th ASIS Annual Meeting* Volume 31 October 17-20, 1994, pp. 41-47.

Abels, Eileen G. and Peter Liebscher. (1994) Meeting the Challenge: Intermediary-Client Communication via the Electronic Network. *Proceedings of the Ninth Integrated Online Library Systems Meeting*, May 11-12, 1994. New York: Learned Information.

Goldstein, Eileen (maiden name) and Paul Wasserman. (1981). Training and Development of a library and Technical Information Staff. *Special Libraries* 72:290-294.

Other Publications

Abels, Eileen G., Howarth, Lynne C.; Smith, Linda C. (Spring 2016) Envisioning Our Information Future and How to Educate for It. *JELIS* 57(2):84-93.

- Nitecki, Danuta A.; Abels, Eileen (2013) Exploring the Cause and Effect of Library Value. *Performance Measurement and Metrics* 14(1): 17-24 Available online.
- Abels, Eileen G. (October-December 2011) Transforming the Internet Public Library into the ipl2 Virtual Learning Laboratory. *Reference Librarian* 52(4): 284:290.
- Abels, Eileen G.; Matteson, Miriam L.; Denman, Daniel W.; Weinberg, Amy. (December 2005) BRIDGE Combined User and Usability Studies. [Report]
- Lin, Jimmy; Abels, Eileen; Demner-Fushman, Dina; Oard, Douglas; Wu, Philip; Wu, Yejun. (November 2005) A Menagerie of Tracks at Maryland: HARD, Enterprise, QA, and Genomic, Oh my! *TREC 2005 Notebook Paper*.
- Abels, Eileen G.; Griner, Lily; Turqman, Maggie. (October 2004). If You Build It. *Information Outlook* 8(10):13+.
- Eileen Abels, Rebecca Jones, John Latham, Dee Magnoni, Joanne Gard Marshall. *Competencies for Information Professionals of the 21st Century*. Prepared for the Special Libraries Association Board of Directors by the Special Committee on Competencies for Special Librarians.
- White, Marilyn Domas; Abels, Eileen G.; Kaske, Neal. (February 2003) Evaluation of Chat Reference Service Quality. *D-Lib Magazine*. Volume 9 Number 2. Available at: <http://www.dlib.org/dlib/february03/white/02white.html> [Invited paper].
- Abels, Eileen G. (February/March 2002). Environmental Scanning. *Bulletin for the American Society for Information Science and Technology*. 28(3) Available online at: <http://www.asis.org/Bulletin/Mar-02/abels.html>
- Cogdill KW, Abels EA, Zach L. The value of library and information services in hospitals and academic health sciences centers: final report. May 8, 2002. The University of Maryland, College of Information Studies. College Park, MD.
- Abels, Eileen G.; Marchionini, Gary; Wasserman, Paul. (Summer 1997). A Prospective Alternative Direction for Educational Practice: A Conceptual and Operational Model. *JELIS*. 38(3):211-214.
- Abels, Eileen G., White, Marilyn Domas, Hahn, Karla. *The Development and Implementation of a User-based Design Process in Web Site Design*. CLIS Technical Report no. 97-04 December 1997.
- Abels, Eileen G. and Peter Liebscher. (1994) A New Challenge for Intermediary-Client Communication: The Electronic Network. *Reference Librarian* Numbers 41/42, 1994, pp. 185-196 [Co-published in: *Librarians on the Internet: Impact on Reference Services* (ed: Robin Kinder) The Haworth Press, Inc., 1994, pp. 185-196.]

Goldstein, Eileen. (October 1982) Transferability of American Library and Information Science Education to Mexico. *Proceedings of the ASIS Annual Meeting*, 19:116-118.

Cogdill K.W., Abels E.G., Zach L. (May 8, 2002) *The Value of Library and Information Services in Hospitals and Academic Health Sciences Centers: Final Report*. The University of Maryland, College of Information Studies. College Park, MD.

Abels, Eileen G., White, Marilyn Domas, Hahn, Karla. (December 1997) *The Development and Implementation of a User-based Design Process in Web Site Design*. CLIS Technical Report no. 97-04.

Goldstein-Abels, Eileen and Robert M. Hayes. (1989) *El Uso de Microcomputadoras en las Actividades de las Bibliotecas y la Información: Un Compendio y Material Asistente*. California: University of California, Los Angeles.

SELECTED PRESENTATIONS

ALISE Pre-Conference Workshop: Envisioning our Information Future and How to Educate for It. Eileen Abels, Lynne Howarth, Linda Smith. Tuesday January 5, 2016

Envisioning Our Information Future and How to Educate for IT: A Community Conversation
Eileen Abels, Lynne Howarth, Linda Smith. 78th ASIST Annual Conference. Tuesday
November 10, 2015

Educating Information Professionals for the Future. New England Library Association (NELA)
October 25 – 27, 2015

Change: Opportunity or Threat for Reference Services in the Digital Age. Keynote speaker.
Libraries in the Digital Age, Zadar, Croatia, June 2012

Exploring the Cause and Effect of Library Value. 9th Northumbria Conference on Performance
Measurement in Libraries and Information Services, held in York, UK August 22-25th. With
Danuta Nitecki. August 2011

Collaborative Approaches to Training the 21st Century LIS Workforce: Spotlight on
Projects Recently Funded By IMLS. Moderator: Charles Thomas. Panelists: Eileen Abels,
Suzanne Allard, Eileen Schroeder & E. Anne Zarinnia, Bo Xie. November 2010

Social Reference and Digital Reference: Online question answering practices in two diverse
communities. ASIST Annual Conference. Shachaf, Pnina. Rosenbaum, Howard; Abels,
Eileen; Radford, Marie & Connaway, Lynn; Shah, Chirag; Gazan, Rich. November 2009

A Town Hall Meeting: Transforming Digital Reference and Digital Reference Education. ALISE
Annual Meeting. With Lorri Mon, Denise Agosto, Soo Young Rieh. January 2009

Digital Library Education Lab. ALISE Annual Meeting. With Xia Lin. January 2009

Does Size matter? Examining Trends in the Provision of Remote Reference Services in Academic and Public Libraries. 14th Annual New Reference Research Forum (Selected by RUSA/RSS Research & Statistics Committee). ALA Annual Conference Anaheim California. June 2008

See it, hear it, touch it: How do learning styles affect virtual reference service. Panelist with Marie Radford and Lynne Westbrook. ALA Annual Conference Washington, D.C. June 25, 2007

The Role of LIS Programs in Preparing Librarians of the Future. Joint Spring Workshop entitled 21st Century Competencies for Information Professionals. (Sponsored by DC Library Association, the Law Librarians Society of DC, and the DC Chapter of the Special Libraries Association) April 2006

Information Portals: Integrating Resources, Instruction and Reference. With Soojung Kim (Doctoral Student). Recognizing the Success of Reference. Virtual Reference Desk Conference 2005. Burlingame, CA, Nov. 14-15, 2005

Digital Answers: Connecting Resources and Responses. With Malissa Ruffner (Doctoral Student). Recognizing the Success of Reference. Virtual Reference Desk Conference 2005. Burlingame, CA, Nov. 14-15, 2005

Panel: Recent Research Findings on Virtual Reference Services: What Have We Learned Lately? With Neal Kaske, Dave Lankes, Marie Radford. Recognizing the Success of Reference. Virtual Reference Desk Conference 2005. Burlingame, CA, Nov. 14-15, 2005

Online Virtual Reference Training. With Malissa Ruffner. Creating a Reference Future. Virtual Reference Desk Conference. November 9, 2004

Relationship between Interaction Characteristics and Answer Quality in Chat Reference Service. With Marilyn White and Jennifer Agresta. November 8, 2004. Creating a Reference Future. Virtual Reference Desk Conference. November 9, 2004

Evidence-based Practice: An Update. Session organizer and moderator. Panelists: Barbara Silcox, NIST; Pamela Melby-Tripp, World Bank; Benita Vassallo-Weber, IADB. SLA Annual Meeting June 2004

Chat Reference: Education and Training. November 20th -- ASIST Annual Meeting SIG/ED November 2003

Using Outcomes Tracking to Plan Our Futures. Session Organizer and Moderator. SLA Annual Meeting June 2003

Evaluation Pilot Study. Charting the Course on Reference: Toward a Preferred Future. With

Marilyn White and Neal Kaske. Virtual Reference Desk Conference. November 11-12, 2002
Chicago, Illinois

Education for Digital Reference Services. Panelist with Linda Smith and Mary Stansbury.
Charting the Course on Reference: Toward a Preferred Future. Virtual Reference Desk
Conference. November 11-12 2002

Hot Topics: Environmental Scanning. ASIST Annual Meeting 2001 November 5, 2001

Conducting the Reference Interview by E-mail and the Intranet. Presented at SLA Annual
Meeting June 12, 2000 [Sponsored by the Transportation Division and the Business and
Finance Division]

Innovative Teaching by Librarians and the Internet. With Laura Gordon-Murnane. Presented at
SLA Annual Meeting June 13, 2000. [Sponsored by Business and Finance Division] Talk
with focus on the Virtual Business Information Center (VBIC)

The Influence of Discipline/Domain on Information Seeking Behavior for the SIG USE at the
ASIS Annual Meeting October 31 - November 4, 1999 in Washington D.C. Session
organizer and panelist

What constitutes adoption of the web: A methodological problem in assessing adoption of the
World Wide Web for electronic commerce ASIS Annual Meeting held October 26-29, 1998.
Pittsburgh, Pennsylvania

Using a Valuable Instrument for Decision Making in the Cancellation of Science Journals in a
University Setting. With Natalie Schoch. October 1994 ASIS Annual Meeting

Measuring the Value of Information Services in Special Libraries, with Dr. Marilyn White and
Danuta Nitecki. 85th Annual Special Libraries Association Conference June 11-16, 1994.
Atlanta, Georgia

Intermediary-Client Communication: Provision of Remote Reference Service, with Dr. Peter
Liebscher. IOLS '94 May 11-12, 1994. New York

Electronic networks in the university: usage, problems and solutions. Panelist with Dr. Peter
Liebscher, Palmer School of Library and Information Science, C.W. Post Campus of Long
Island University and Dr. Barrie Heskith, Director of Computing and Communications Services,
Deakin University, Australia. Applied Computing 1994. 1994 ACM/SIGAPP Symposium on
Applied Computing. March 6-8, 1994. Phoenix, Arizona

Meeting the needs of professional library education in Latin America. Inter-American Planning
Workshop for Agricultural Information Transfer and Networking. January 24-28, 1994.
Washington, D.C. Sponsored by the National Agricultural Library and the IADB.

Accessing and Using Scientific and Technical Information. Special Libraries Association State of the Art Institute: Latin America, The Emerging Information Power. Nov. 8-9, 1993

Professional Education: Dynamic Needs. Panelist. Sixth International Colloquium for Librarians. Guadalajara, Mexico

TEACHING

Drexel University

Information Services in Organizations
Digital Reference Services (Developed this course for Drexel)
Introduction to Informatics (undergraduate course development)

University of Maryland 1991 - 2006

MLS Required Courses

Information Access (Core course)
Information Use (Core course)

MLS Access Elective Courses

Access in an Electronic Environment
E-reference (Created first online class at college offered via WebCT)
Seminar in Information Access
Access to Business Information

MLS Management Elective Courses

Seminar in the Special Library and Information Center
Licensing for the Information Professional (Created online class offered via WebCT)
Planning Library Facilities

Doctoral Seminars

Doctoral Seminar in Information Studies: Communication and Information Transfer
Seminar in Research Methods and Data Analysis

ADVISING

Doctoral Students

Chair for Doctoral Dissertation: Cullen, in progress

Supervised 3 completed doctoral dissertations: UMD: Zach, 2002; Drexel: Beaudoin, 2009; Rozaklis, 2012

Served on 5 completed Drexel dissertation committees: Atehnikos, 2011; Japzon, 2009; Zhang, 2009; Naughton, 2012; Townes, 2015; Hall, 2016

Served on 9 completed dissertation committees at CLIS-UMD: Wang, 1994; Nitecki, 1995; Lee, 1998; Hahn, 1999; Brewer, 2000; Marsh, 2002; Tse, 2002; Fonseca, 2003; Kim, 2007

Served on 4 completed external dissertation committees at UMD: Kelly, Department of Educational Policy, Planning & Administration in the College of Education, 1997; Ouyang, Robert H. Smith School of Business, 2002; Ryan, School of Education, 2007; Karagol-Ayan, Computer Science, 2007

Master's

Supervised one Master's (optional) thesis at CLIS-UMD: Dunn, 1995

Advisor to students interested in special libraries, business information and reference services at UMD

ACADEMIC SERVICE

Simmons College

Deans' Council, 2013 – present

President's Operating Team (and Deans), 2015 - present

Space Planning Committee, 2014 -2015

Enrollment Management, 2013- present

Drexel: College and University

Accreditation Committee: Member, 2008-2009; Co-chair 2009-2010; Chair 2011- 2012

AEFIS (Academic Evaluation Feedback and Intervention System) Implementation Team: 2011-2013

Blackboard Learn Working Group: 2010 – 2013

Campaign Committee (development and fundraising): 2010 – 2012

Committee on Undergraduate Learning: 2010 – 2012

Curriculum Committee: Member, March 2007 – June 2007; Member, 2007 – 2008. Co-chair 2009-2010; Member 2010 – 2013

iSchool Executive Council: 2010 – 2013

Internet Public Library Fellow: January 2007

Junior Faculty Mentor: 2009 – 2013

Online Learning Council (University level): 2009 – 2012

Provost's Council on Neighborhood Partnerships: 2011 –2013

Search Committee: Member, 2007-2008; 2008-2009; Ex-officio member 2009-2013

Strategic Futures Committee: 2009 – 2012

Strategic Planning Working Group (Drexel) – Facilities Planning: 2011 – 2012

University Tenure and Promotion Appeals Committee, 2010 - 2012

University of Maryland: College and University Level

Accreditation Advisory Committee Member (CLIS), 2005 – 2006.

CLIS Senator: 2004 – 2007

--Committee on Committees – 2005 – 2007

--Elections, Representations, and Governance Committee – 2005-2006

Curriculum Committee: Member 1997–1999, 2001–2002, 2005- present; Chair 1999-2000, 2003–2004 (co-chair); 1/2006 – 5/2006 Chair

--Subcommittee member on Second Degree (MIM). January 2002 – April 2002

--Subcommittee member on Management Course Review April 2002-

--Web-based Information Science (WISE) Co-coordinator 2004 - 2006

Digital Reference Committee (UMCP Libraries): Member – 1/2002– 2006

Doctoral Committee member: 1997 – 2004

Faculty Search Committee:

--Faculty Search Chair: 2003 – 2004; 2005 -2006.

--Faculty Search Member: 1997 – 1998; 1998 – 1999; 1999 – 2000; 2004 – 2005

--Deans Search Committee Member: 2000 – 2001; 2002 – 2003

Human Subjects Committee (representative to the University Committee): Member 1997 – 1999; Chair 1999 – 2005; Liaison 2005 - 2007

Junior Faculty Mentor: 2004 – 2007

Research, Service, and Teaching Committee: Chair, 1997-1998; 2000-2001. [Held monthly research forums, Coordinated Dean's and Heilprin Awards for best projects and papers]

Steering Committee: Member 1997-98; 1999 – 2004; 2006

Technology and Curriculum Committee. Robert H. Smith School of Business. 1997-1998.
Information Technology Advisory Committee Representative (Campus-wide committee on information technology and policy) 2001 – 2003

PROFESSIONAL ACTIVITIES

American Library Association (1991 – present)

American Society for Information Science (1981 – present)

SIG USE member and past chair; Outstanding Teacher Award Jury Member 2005;
Reviewer for conference and journal

Association for Library and Information Science Education (1991 – present)

Past President 2014

President 2013

Vice President/President Elect 2012

Co-chair Planning Committee 2010

Research Award Committee 2006-2009 (chair 2007)

Membership Committee 2001-2004

Beta Phi Mu

Past President, 2015

President, 2014

Vice President/President Elect, 2013

Member, Board of Directors, 2011-2013

Member, LIS Honor Society 1977 – present

iConference

Planning Committee, 2011, 2013

Office of Accreditation (American Library Association)

External Review Panel, Member or Chair 2011, 2014, 2015, 2016

Training for External Review Panel, 2007- 20016

Special Libraries Association (1981-2011, 2014-)

Faculty Advisor for the UMD SLA Student Chapter 1993 – 2006. The chapter won merit awards in all categories, Outstanding Leadership, Innovative Programming, and Creative Use of Electronic Resources, since the awards were introduced in 1999 and through 2006

Competency Revision Committee 2001 – 2003. Competencies for Information Professionals

Research Committee 2002 – 2005; Chair, Research Committee 2003-2005

Research and Development Committee Chair 2007 – 2010

GRANTS/CONTRACTS

Institute for Museum and Library Services. Laura Bush 21st Century Librarian Program: Collaborative Planning Grant. Educate to Innovate: Re-visioning Library and Information Science Education.” P.I. with partners Linda C. Smith (Illinois) and Lynne Howarth (Toronto). \$98,958; Supplemental funding \$28,648 June 2014 (1 year plus 1 year plus no-cost extension).

Digging into Metadata. Michael Khoo, PI; Eileen Abels and Xia Lin, Co-PIs.

International partners University of Manchester and University of Glamorgan. Awarded as part of the 2011 Digging into Data Challenge. January 2012 (2 years) \$124,000.

Institute for Museum and Library Services. Laura Bush 21st Century Librarian Program.

Principal Investigator for 3 year project. A Virtual Learning Laboratory for Digital Reference: Transforming the Internet Public Library. Principal Investigator \$613,478. Denise Agosto, Co-PI; partners Florida State University and University of Michigan. June 2007 (4 years with no-cost extension)

ALISE Research Award Competition 2007. Remote Reference in Practice and in the Classroom. \$5,000 Principal Investigator with co-PIs, Denise Agosto, Drexel and Lorri Mon, FSU. January 2007

CLIMB 2 at UMD. Judith Klavans PI. \$841,000 September 2005 – August 2007. Senior researcher: Eileen Abels, Jimmy Lin. September 2005

CLIMB 2 at UMD. Researcher as part of Core Team at CLIS. Judith Klavans and Marilyn White, Co- PIs. Team awarded a planning grant by Mellon for approximately \$50K. January 2005

Co-Principal Investigator. BRIDGE Technical Task Order 31 Enhancements to BRIDGE, a Bilingual Inference and Dictionary Generation Environment. July 1, 2004 – December 31, 2005. Funding Agency Maryland Procurement (DARPA). Co-PI Dave Doermann. \$677,590. January 2004

LSSI Virtual Reference Desk Software donated to CLIS (UMD) for 2 years for research and teaching. Contract manager. Valued at approximately \$37,000.00 for the two years. January 2001

Medical Library Association grant with Keith Cogdill (PI), Eileen Abels (Co-PI), and Lisl Zach (doctoral student) -- Measuring and Communicating the Value of Information Services. \$49,580.00. June 2000 (duration 18 months).

Contract with Montgomery County to continue the development and maintenance of MC Info in collaboration with the Department of Economic Development and the Montgomery County Public Libraries. Contract manager. \$35,400.00. September 1999

Development of a Prototype of a County Information System. Renewal of Kellogg Grant for \$100,000.00. Principal Investigator. Co-investigators Paul Wasserman and Gary Marchionini. July 1998

Graduate Assistantship for CRIS (Department of Agriculture). 20 hour position for 12 months (Student support for approximately \$20,000). July 1998

Graduate Assistantship for the Department of Business and Economic Development. 10 hour position for 2 years. (Student support for approximately \$10,000 each year). June 1998

Business School paid graduate Assistantship for CLIS Student to develop and maintain the *Virtual Business Information Center*. First year – 20 hour GA position; 1999-2005: 10 hour CLIS GA and 10 hour Robert H. Smith (RHS) Graduate Assistantship; 2006-2007: 10 hour RHS and 10 hour UMD Libraries. (Student support for 20 hours/week equivalent to approximately \$20,000). Summer salary included June 1998. 20% salary paid by RHS for 3 years. June 1998

Planning for the Implementation of a Library Research Service. Contract with the Department of Transportation TASC Library. Contract manager. \$20,000.00. May 1998

Economic and Community Survey in Collaboration with a County Public Library in Maryland. Kellogg Foundation Grant for \$100,000.00 with Paul Wasserman, Principal Investigator, and Gary Marchionini and Eileen Abels, Co-PIs. July 1997

Disclosure, Inc. Project to Design a Working Prototype Web Site for Academic Business Users. Project manager. \$10,000 from 9/96 – 12/ 97. September 1996

CLIS Search. Subcontract to the Dingman Center for Entrepreneurship to provide search service to small businesses in Maryland. Funded by National Institute for Science and Technology and the Small Business Bureau of Maryland. Project manager. \$70,000. October 1994

Site Manager. Cost and Beneficial Impacts of Library Services. Principal Investigators: Paul B. Kantor and Tefko Saracevic, Alexandria Project Laboratory. School of Communication Information and Library Studies, Rutgers University. January 1994

General Research Board Summer Research Award 1993-1994. Quantitative Data to Support Decision Making for the Management of Electronic Resources in Libraries. \$6,000 December 1993

Measuring Customer Satisfaction and Quality of Service in Special Libraries. Co- Investigator. Special Libraries Association. \$15,000. Marilyn White, P.I. June 1993

Factors influencing adoption and use of electronic networks among scientists and engineers at small universities and colleges. Principal Investigator. National Science Foundation. \$30,000. Co-investigators Peter Liebscher and Diane Barlow. March 1993

AWARDS AND ACKNOWLEDGEMENTS

ALISE Award for Professional Contribution to Library and Information Science Education, 2012. Recipient demonstrates “evidence of regular and sustained service that promotes and strengthens the broad areas of library/information science education through the holding of appropriate offices and positions within the profession, contributions which promote and enhance the status of library/information science education, and evidence of leadership and initiative in dealing with issues related to library/information science education.”

ISI Outstanding Information Science Teacher Award, 2008. “The ISI Outstanding Information Science Teacher Award was established in 1980 and is administered by the Information Science Education Committee” of the American Society for Information Science and Technology.”

Rose L. Vormelker Award. 2007. “Presented to an SLA member in good standing who is mid-career for beyond exceptional services in area of mentoring students and/or working professionals.”

Ida and George Eliot Prize. 2004. “The Ida and George Eliot Prize is presented annually for a work published in the preceding calendar year that has been judged most effective in furthering medical librarianship.” [Co-authors -- Keith Cogdill and Lisl Zach]

Factiva Leadership Award. 2004. Presented annually to “an individual member(s) who exemplifies leadership as a special librarian through examples of personal and professional competencies.” (presented to the members of the Competency Committee)

President's Corner: Innovators in Our Midst – Eileen Abels, Innovative Educator. DC/SLA Chapter Notes March 2002 p. 3. [Interview with President of DC Chapter of SLA]

Curran, Charles. "What Sixty-one Superior LIS Teachers Say about Superior LIS Teaching, Plus Comments from Six Knowledgeable Observers." *Journal of Education for Library and Information Science*, Summer 1998 Volume 389, Number 3:183-194. [Recognized in this publication as a superior LIS educator.]

REVIEWER, EDITORSHIPS, BOARD MEMBERSHIPS

Journal and Book Reviewer:

- American Society for Information Science and Technology, Annual Proceedings and JASIST. 2000 -- present.
- College Division McGraw-Hill, Inc. 1995 – 2000
- Research Policy. 2007
- Library Quarterly. 1999 – 2005, 2010

Grant Reviewer:

- National Science Foundation Proposals. 1993 - 2005
- Indo-U.S. Science and Technology Forum at the Smithsonian Institution 2006 -- Reviewed LIS proposals submitted for funding.

Board Membership:

Mozilla Foundation IMLA grant "Web Literacy Skills for Library Staff", Advisory Board Member 2015 - present

Massachusetts Center for the Book, Board Member 2014 – present

Neal-Schuman for Kay and Uma's textbook, Reference and Information Services for the 21st Century. 2001-2012

Advances in Librarianship (Elsevier Academic Press) 2004 – 2008

Journal of Competitive Intelligence and Management 2007 – 2008

Board of Trustees: Grace and Harold Sewell Fund. <http://www.sewellfund.org/>
2002 – present; Executive Committee: May 2007 – present.

The purpose of the fund is to help medical/health librarians identify more closely

with their clients by working with the clients in the latter's work environment. The fund provides partnerships (similar to fellowships) and stipends to attend conferences.

Advisory Board Member for Factiva's (Dow Jones) LIS program. 1999 – 2007.