

## LYNN SILIPIGNI CONNAWAY

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### EDUCATION:

1989 to 1992

**University of Wisconsin - Madison**, Madison, WI

School of Library and Information Studies

Ph.D. Fall 1992

Minor in Public Policy and Administration

(Dissertation: The Levels of Decisions and Involvement in Decision-Making: Effectiveness and Job Satisfaction in Academic Library Technical Services.)

1986 to 1988

**University of Arizona**, Tucson, AZ

Master of Library Science

Major Paper addressed the collection development policies of the Mesa State College Library

1981 to 1982

**Western State College**, Gunnison, CO

Elementary Education/Media Specialist Certificate

1973 to 1977

**Edinboro State University**, Edinboro, PA

Bachelor of Science, Library Science

### FUNDED RESEARCH:

Institute for Museum and Library Services National Leadership Grant, 2015-2018. "Researching Students' Information Choices: Determining Identity and Judging Credibility in Digital Spaces." Amy Buhler, University of Florida, Principal Investigator, and Tara Cataldo, University of Florida, Co-Principal Investigator. \$491,822, plus matching from University of Florida, Rutgers, and OCLC: \$232,289.

Institute for Museum and Library Services National Leadership Grant, 2011-2013. "Cyber Synergy: Seeking Sustainability through Collaboration between Virtual Reference and Social Q&A Sites." Marie L. Radford, Rutgers University, Lynn Silipigni Connaway, OCLC Research, and Chirag Shah, Rutgers University, Co-Principal Investigators. \$250,000, plus matching from OCLC and Rutgers: \$553,000. Project Website URL: <http://www.oclc.org/research/activities/synergy.html>

JISC, 2011-2014. "Digital Visitors and Residents: What Motivates Engagement with the Digital Information Environment." David White, Oxford University, and Lynn Silipigni Connaway, OCLC Research, Project Managers. Project Website URL: <http://www.oclc.org/research/activities/vandr.html>

## FUNDED RESEARCH, CONTINUED:

Arts and Humanities Research Council, 2010-2013. "User-Centered Design of a Recommender System for a 'Universal' Library Catalogue." Paul Clough and Barbara Sen, University of Sheffield, and Lynn Silipigni Connaway, OCLC Research, Project Supervisors. Project Website URL: <http://ir.shef.ac.uk/cloughie/resources/ahrc-cda2010.html#Project>

JISC, Information Environment Programme 2009-2011. "Towards a Profile of the Researcher of Today: What Can We Learn from JISC Projects? Common Themes Identified in an Analysis of JISC Virtual Research Environment and Digital Repository Projects." Lynn Silipigni Connaway, OCLC Research, Project Manager. Project Website URL:

<http://www.jisc.ac.uk/whatwedo/programmes/inf11/researchbehaviourstudy.aspx>

Project Report URL:

[http://ie-repository.jisc.ac.uk/418/2/VirtualScholar\\_themesFromProjects\\_revised.pdf](http://ie-repository.jisc.ac.uk/418/2/VirtualScholar_themesFromProjects_revised.pdf)

JISC, report, 2010. "The Digital Information Seeker: Report of Findings from Selected OCLC, RIN, and JISC User Behaviour Projects." Lynn Silipigni Connaway and Timothy J. Dickey, OCLC Research. Project Website URL:

<http://www.jisc.ac.uk/publications/reports/2010/digitalinformationseekers.aspx> Project Report

URL:

<http://www.jisc.ac.uk/media/documents/publications/reports/2010/digitalinformationseekerreport.pdf>

Institute for Museums and Library Services Research Grant, 2005-2007. "Seeking Synchronicity: Evaluating Virtual Reference Services from User, Non-User, and Librarian Perspectives." Lynn Silipigni Connaway, OCLC Research, and Marie L. Radford, Rutgers University, Co-Principal Investigators. \$684,996, plus matching from OCLC and Rutgers: \$405,078. Project Website URL: <http://www.oclc.org/research/activities/synchronicity/default.htm>

Institute for Museums and Library Services Research Grant, 2003-2005. "Sense-making the Information Confluence: The Hows and the Whys of College and University User Satisficing of Information Needs," Brenda Dervin, Ohio State University, Principal Investigator; Lynn Silipigni Connaway and Chandra Prabha, OCLC Research, Co-Investigators. \$480,542, plus matching from OCLC and OSU. Project Website URL: <http://www.oclc.org/research/activities/imls.html>

University of Denver, Social Science Foundation Grant, 1998. "Identifying and Representing Electronic Engineering Resources: A Case Study in Knowledge Management." \$2,850.

University of Waikato, Computer Science Department, 1996. "Identifying the Research Needs and Information-Gathering Behaviors of Computer Science Scholars in New Zealand," Sally Jo Cunningham, University of Waikato, Co-Investigator. \$3,000.

University of Missouri-Columbia, Alumni Faculty Development Incentive Award, 1995. "Organized Access to Engineering Internet Resources Using Indexing Principles." \$1000.

Carroll Preston Baber Research Grant, American Library Association, 1995. "Organized Access to Engineering Internet Resources Using Indexing Principles," Danny Wallace, Louisiana State University, Co-Investigator, \$7,500.

University of Missouri-Columbia, Summer Research Fellowship and Research Council Grant, 1994, "Decision-Making in Academic Library Technical Services." \$6,000.

**EXPERIENCE:**

OCLC, Office of Research – Dublin, OH

July 2016 to Present

**Senior Research Scientist and Director of User Research**

Lead the OCLC User Studies research both externally and internally.

Lead an OCLC Committee to engage colleagues who share an interest in end-user research to ensure more purposeful coordination of user behavior work within the enterprise.

Represent OCLC and its participants in national and international external community and standards activities.

July 2007 to Present

**Senior Research Scientist**

Formulate and lead externally-focused research projects and programs that support OCLC's participants and the library community and lead the User Studies research activity area.

Represent OCLC and its participants in national and international external community and standards activities.

July 2003 to June 2007

**Consulting Research Scientist III**

Represent OCLC and its participants in national and international scholarly activities, including contributing to the scholarship in the fields of computer, library, and information science.

Provide analysis, advice, and solutions to problems & inquiries directed to the Office of Research by OCLC management and by peer-level staff members.

Seek external funding for research projects in collaboration with OCLC's members to investigate issues of importance to libraries and educational institutions.

NetLibrary, a division of OCLC Online Computer Library Center – Boulder, CO

August 1999 to July 2003

**Vice President Research and Library Systems**

*October 2002 to June 2003* – Worked half-time with the OCLC Office of Research staff  
Member of the netLibrary Executive Team and Management Team.

Supervised the collection, classification, and subject categorization of electronic books.

Supervised the cataloging and classification of electronic books in MARC format.

Supervised ten librarians and support staff.

Directed the team for the second version of the netLibrary search interface.

Conducted research in the organization and retrieval of electronic books.

Studied user behaviors and usage of electronic books.

Published and presented research findings and electronic book issues.

University of Denver - Denver, CO

Fall 1995 to August 1999

**Director and Associate Clinical Professor**, Library and Information Services Department, University College

Directed the Library and Information Services Program for University College.

Taught courses, "Organization of Information," "Professional Principles and Ethical Issues," and "Cataloging and Classification."

Conducted research in the areas of organization and access of electronic information and the education of information professionals.

Managed the Library and Information Services Department and budget.

Hired full-time and adjunct faculty.

Prepared the Department for the American Library Association accreditation process.

Promoted the program locally and nationally.

Developed and participated in the netLibrary/University of Denver Corporate/Academic Partnership.

**EXPERIENCE, CONTINUED:**

University of Missouri - Columbia, Columbia, MO  
Winter 1993 to Summer 1995

**Assistant Professor**, School of Library and Information Science

Taught the graduate course, "Organization of Information." Taught AACR2 Revised for cataloging monographs; ANSI standards; CD-ROM searching techniques for Wilson Line, SilverPlatter, DIALOG, First Search, EPIC, and OCLC; Indexing and abstracting concepts; Sears Subject Headings; Library of Congress Subject Headings; the Dewey Decimal Classification System, the Library of Congress Classification System, and MARC format. Taught the graduate course, "Cataloging and Classification." Taught AACR2 Revised for cataloging monographs, serials, and audiovisual materials; Sears Subject Headings; Library of Congress Subject Headings; the Dewey Decimal Classification System; OCLC; and MARC format.

Taught the graduate course, "Technical Services." Taught the management of technical services including the evaluation of integrated online systems and personnel management.

Taught the graduate course, "Advanced Cataloging and Classification." Taught AACR2 Revised for cataloging serials, non-print materials, and maps; Library of Congress Subject Headings; the Library of Congress Classification System; OCLC; and MARC format.

University of Wisconsin - Madison, Madison, WI  
Spring 1992

**Instructor**, School of Library and Information Studies

Taught the graduate course, "Cataloging and Classification" Taught AACR2 Revised for cataloging monographs, serials, and audiovisual materials; Sears Subject Headings; Library of Congress Subject Headings; the Dewey Decimal Classification System; OCLC; and MARC format.

Fall 1990 to Spring 1992

**Teaching Assistant**, School of Library and Information Studies

Assisted in the instruction of the graduate course, "Bibliographic Control and Organization." Taught AACR2 Revised for cataloging monographs; CD-ROM searching techniques for Wilson Line, SilverPlatter, and Dialog; Indexing concepts; Sears Subject Headings; Library of Congress Subject Headings; the Dewey Decimal Classification System; OCLC; and MARC format.

Fall 1989 to Fall 1990

**Reference and Catalog Librarian**, Instructional Materials Center

Program Assistant in the reference and catalog departments. Assisted with the collection development and weeding of the reference collection, ILL, CD-ROM and online searching, and the cataloging of the standardized test collection.

Mesa State College Library, Grand Junction, CO  
1986 to 1989

**Head of Technical Services and Cataloging** (promoted)

Supervised two assistants and student assistants.

Oversaw the cataloging and processing of monographs, serials, maps, and audiovisual materials.

Supervised the bar coding of materials and the implementation of the automated catalog.

Faculty liaison for collection development for the School of Nursing and Allied Health. Worked at the reference desk a minimum of 40 hours per month.

Assisted with online searching and bibliographic instruction.

**EXPERIENCE, CONTINUED:**

1984 to 1986

**Assistant Cataloger**

Supervised student assistants.

Coordinator and overseer of the retrospective conversion project and the reclassification of library materials from the Dewey Decimal Classification System to the Library of Congress Classification System.

Delta County Public Library, Delta, CO

1982 to 1984

**Children's Librarian**

Selected children's materials, presented story hours, and organized the Summer Reading Program.

Delta County School District

1982 to 1984

**School Teacher**

Taught grades K-12 as a substitute teacher.

Taught primary grades as a long-term substitute.

Delta Head Start Program, Delta, CO

1981 to 1982

**Preschool Teacher**

Taught preschool classes to four and five year old children.

Colorado Mountain College, Alpine Campus, Steamboat Springs, CO

1980 to 1981

**Instructor in the Early Childhood Education Department**

Taught two children's literature courses and a storytelling course.

**Preschool Teacher**

Supervised students in the Early Childhood Education Department at the college laboratory preschool, The Discovery Center.

Taught preschool classes at The Discovery Center.

Big Beaver Falls Area School District, Beaver Falls, PA

1977 to 1978

**Elementary School Librarian**

Traveled to three elementary schools in the district.

Taught classes and conducted story hours every thirty minutes for students in grades K-6.

Ordered, cataloged, classified, and processed all materials for the three school libraries.

Documented and accounted for federal, state, and district monies.

**OTHER EXPERIENCE:**

Marquette University – Milwaukee, WI

2013

**Presenter, Raynor Memorial Libraries**

Taught a one-day Assessment Workshop with Marie Radford. Course focused on assessment tools and conducting assessment exercises.

**OTHER EXPERIENCE, CONTINUED:**

University of Wisconsin - Madison/Extension, Madison, WI  
1993

**Course Instructor**, School of Library and Information Studies  
Taught course "Management of Technical Services" with Debra Wilcox Johnson.  
Course focused on the manager as decision-maker. Issues in technical services were used to illustrate the processes of decision-making.

University of Wisconsin - Madison, Madison, WI  
1991

**Research Assistant**, General Library System, Library Coordinating Committee  
Met with the directors of the General Library System libraries on a weekly basis and reported directly to the Chancellor of the University. Assisted the library directors in decision-making research.

1991

**Consultant for the Use of Online Catalogs**  
Assisted with focus group interviews and drafted the report of undergraduate students, graduate students, and faculty of the University of Wisconsin - Madison to identify their use of online catalogs.

Arrowhead Library System, Janesville, WI  
1990

**Consultant for the Review of Library Services**  
Assisted with focus group interviews of Rock County senior citizens to develop county library services for senior citizens. Assisted with the documentation of the results of the interviews.

Western Archaeological Society, Tucson, AZ  
1987

**Consultant for Technical Services and Cataloging**  
Taught staff to search and catalog serials on OCLC. Installed OCLC Microenhancer cataloging software and instructed staff in its use.

**CONTRACT:**

Engineering Information, Inc., 1997-98. Organization of the International House included in the Ei Village web site. Select, index, and abstract sites for the International House. \$25,000.

**PUBLICATIONS:**

Connaway, L. S., & Radford, M. L. (Forthcoming). *Basic research methods in library and information science* (6<sup>th</sup> ed.). Littleton, CO: Libraries Unlimited.

Radford, M. L., Connaway, L. S., Mikitish, S., Alpert, M., Shah, C., & Cooke, N. (Forthcoming). Shared values, new vision: Collaboration and communities of practice in virtual reference and SQA. *Journal of the Association for Information Science and Technology*.

Connaway, L. S. (2016). "I go to Google first." Integrating the library into the life of the user. In *Bibliotecari al tempo di Google: Profili, competenze, formazione* (pp. 17-21). Milan: Editrice Bibliografica.

**PUBLICATIONS, CONTINUED:**

- Connaway, L. S. (2016, May 12). Mapping the role technology plays in your life. *Next*. [Available: <http://www.oclc.org/blog/main/mapping-the-role-technology-plays-in-your-life/>]
- Connaway, L. S. (2016, May 10). Mapping the role that technology plays in your life: The Visitors and Residents app. *Hangingtogether.org*. [Available: <http://hangingtogether.org/?p=5627>]
- Connaway, L. S. (2016, March 7). #Librariesinlife: The convenience imperative. *Next*. [Available: <http://www.oclc.org/blog/main/librariesinlife-the-convenience-imperative/>]
- Connaway, L. S. (Comp.), & Hood, E. M. (Annot.). (2016). *Integrating the library in the life of the user: An annotated bibliography of practical ideas*. Dublin, OH: OCLC Research. [Available: <http://www.oclc.org/content/dam/research/publications/2016/oclcresearch-integrating-library-in-life-of-user-bibliography-2016.pdf>]
- Connaway, L. S. (2015). Research challenges: The pathway to engagement and progress. *Textos Universitaris de Biblioteconomia I Documentacio*, 35. [Available: <http://bid.ub.edu/en/35/connaway.htm>]
- Connaway, L. S. (Comp.). (2015). *The library in the life of the user: Engaging with people where they live and learn*. Dublin, OH: OCLC Research. [Available: <http://www.oclc.org/content/dam/research/publications/2015/oclcresearch-library-in-life-of-user.pdf>]
- Connaway, L. S., & Faniel, I. M. (2015). Reordering Ranganathan: Shifting user behaviours, shifting priorities. *SRELS Journal of Information Management*, 52(1), 3-23. [Available: <http://i-scholar.in/index.php/sjim/article/view/60392/51360>]
- Connaway, L. S., Hood, E. M., & Vass, C. (2015). Qualitative metrics. In B. Showers (Ed.), *Library analytics and metrics: Using data to drive decisions and services* (pp. 82-96). London: Facet Publishing.
- Shah, C., Radford, M. L., & Connaway, L. S. (2015). Collaboration and synergy in hybrid Q&A: Participatory design method and results. *Library & Information Science Research*, 37, 92-99.
- Connaway, L. S. (2014, October 14). The elusive user. *Hangingtogether.org*. [Available: <http://hangingtogether.org/?p=4451>]
- Connaway, L. S. (2014, May 1). A research scientist's European adventure (not to be confused with *National Lampoon's European Vacation*): Part 1. *Hangingtogether.org*. [Available: <http://hangingtogether.org/?p=3826>]
- Connaway, L. S. (2014). Why libraries? A call for use-centered assessment. *Textos Universitaris de Biblioteconomia I Documentacio*, 32. [Available: <http://bid.ub.edu/en/32/connaway3.htm>]
- Connaway, L. S., & Faniel, I. M. (2014). *Reordering Ranganathan: Shifting user behaviors, shifting priorities*. Dublin, OH: OCLC Research. [Available: <http://www.oclc.org/content/dam/research/publications/library/2014/oclcresearch-reordering-ranganathan-2014.pdf>]
- Greifeneder, E., Connaway, L. S., Jiang, T., Seadle, M., Weber-Wulf, D., & Wolfram, D. (2014). Where does originality end and plagiarism start? Discussing plagiarism in information science. In *iConference 2014 Proceedings* (pp. 1240-1241).

**PUBLICATIONS, CONTINUED:**

- Partridge, H., Haidn, I., Weech, T., Connaway, L. S., & Seadle, M. (2014). The researcher librarian partnership: Building a culture of research. *Library and Information Research*, 38(118), 35-51. [Available: <http://www.lirjournal.org.uk/lir/ojs/index.php/lir/issue/view/69>]
- Connaway, L. S. (2013). Exploring shifting changes in user engagement. *NextSpace*, 20, 16-17. [Available: <http://oclc.org/publications/nextspace/articles/issue20/exploringshiftingchangesinuserengagement.en.html>]
- Connaway, L. S. (2013) Meeting the expectations of the community: The engagement-centered library. In J. Janes (Ed.), *Library 2020: Today's leading visionaries describe tomorrow's library* (pp. 83-88). Lanham, MD: Scarecrow Press.
- Connaway, L. S. (2013). The OCLC/ALISE Library & Information Science Research Grant Program: 25+ years of cutting-edge library sciences research. *NextSpace*, 21, 16-17. [Available: <http://www.oclc.org/en-US/publications/nextspace/articles/issue21/OCLCALISELibraryandInformationScienceResearchGrantProgram25yearsofcutting-edgelibrarysciencesresearch.html>]
- Connaway, L. S. (2013). Why the internet is more attractive than the library. *The Serials Librarian*, 64(1-4), 41-56.
- Connaway, L. S., Lanclos, D. M., & Hood, E. M. (2013, December 6). "I always stick with the first thing that comes up on Google..." Where people go for information, what they use, and why. *EDUCAUSE Review Online*. [Available: <http://www.educause.edu/ero/article/i-always-stick-first-thing-comes-google-where-people-go-information-what-they-use-and-why>]
- Connaway, L. S., Lanclos, D., & Hood, E. M. (2013). "I find Google a lot easier than going to the library website." Imagine ways to innovate and inspire students to use the academic library. In *Proceedings of the Association of College & Research Libraries (ACRL) 2013 conference*, 289-300. [Available: [http://www.ala.org/acrl/sites/ala.org.acrl/files/content/conferences/confsandpreconfs/2013/papers/Connaway\\_Google.pdf](http://www.ala.org/acrl/sites/ala.org.acrl/files/content/conferences/confsandpreconfs/2013/papers/Connaway_Google.pdf)]
- Connaway, L. S., Lanclos, D., White, D., Le Cornu, A., & Hood, E. M. (2013). User-centered decision making: A new model for developing academic library services and systems. *IFLA Journal*, 39(1), 30-36. [Available: [http://www.ifla.org/files/assets/hq/publications/ifla-journal/ifla-journal-39-1\\_2013.pdf](http://www.ifla.org/files/assets/hq/publications/ifla-journal/ifla-journal-39-1_2013.pdf)]
- Connaway, L. S., White, D., Lanclos, D., & Le Cornu, A. (2013). Visitors and Residents: What motivates engagement with the digital information environment? *Information Research*, 18(1). [Available: <http://informationr.net/ir/18-1/infres181.html>]
- Dempsey, L., Lavoie, B., Malpas, C., Connaway, L. S., Schonfeld, R. C., Shipengrover, J. D., & Waibel, G. (2013). *Understanding the collective collection: Towards a system-wide perspective on library print collections*. Dublin, OH: OCLC Research. [Available: <http://www.oclc.org/research/publications/library/2013/2013-09.pdf>]



**PUBLICATIONS, CONTINUED:**

- Radford, M. L., & Connaway, L. S. (2013). Not dead yet! A longitudinal study of query type and ready reference accuracy in live chat and IM reference. *Library & Information Science Research*, 35(1), 2-13. [Available: <http://www.oclc.org/resources/research/publications/library/2012/radford-connaway-lisr.pdf>] (Winner of the ALISE/Bohdan S. Wynar Research Paper Competition of the 2013 ALISE Awards)
- Radford, M. L., Connaway, L. S., Mikitish, S., Alpert, M., Shah, C., & Cooke, N. (2013). Conceptualizing collaboration and community in virtual reference and social question and answer services. *Information Research*, 18(3). [Available: <http://InformationR.net/ir/18-3/colis/paperS06.html>]
- Connaway, L. S., Lanclos, D., White, D., Le Cornu, A., & Hood, E. M. (2012). User-centered decision making: A new model for developing academic library services and systems. In *IFLA World Library and Information Congress 2012 Helsinki proceedings: "Libraries now! Inspiring, surprising, empowering."* [Available: <http://conference.ifla.org/sites/default/files/files/papers/wlic2012/76-connaway-en.pdf>]
- Connaway, L. S., White, D., Lanclos, D., & Le Cornu, A. (2012). Visitors and Residents: What motivates engagement with the digital information environment? In *ISIC 2012 Conference proceedings*.
- Radford, M. L., Connaway, L. S., & Shah, C. (2012). Convergence and synergy: Social Q&A meets virtual reference services. In A. Grove (Ed.), *ASIST 2012: Proceedings of the 75th Annual Meeting: Information, Interaction, Innovation* (Vol. 49). Silver Spring, MD: American Society for Information Science and Technology. [Available: <http://www.asis.org/asist2012/proceedings/Submissions/111.pdf>]
- Shah, C., Radford, M. L., Connaway, L. S., Choi, E., and Kitzie, V. (2012). "How much change do you get from 40\$?"—Analyzing and addressing failed questions on social Q&A. In A. Grove (Ed.), *ASIST 2012: Proceedings of the 75th Annual Meeting: Information, Interaction, Innovation* (Vol. 49). Silver Spring, MD: American Society for Information Science and Technology. [Available: <http://www.asis.org/asist2012/proceedings/openpage.html>]
- Connaway, L. S., Lewis, J. S., Alexander, S., Du, Y., Eden, B., Petersohn, B., Proffitt, M., & Salisbury, L. (2012). 2012 top ten trends in academic libraries: A review of the trends and issues affecting academic libraries in higher education. *College & Research Libraries News*, 73(6), 311-320. [Available: <http://crln.acrl.org/content/73/6/311.full>]
- Radford, M. L., & Connaway, L. S. (2012). Chattin' 'bout my generation: Comparing virtual reference use of Millennials to older adults. In M. L. Radford (Ed.), *Leading the Reference Renaissance: Today's Ideas for Tomorrow's Cutting Edge Services* (pp. 35-46). New York: Neal-Schuman.
- Wakeling, S., Clough, P., Sen, B., & Connaway, L. (2012). "Readers who borrowed this also borrowed..." Recommender systems in UK libraries, *Library Hi Tech*, 30(1). [Available: [www.emeraldinsight.com/journals.htm?issn=0737-8831&volume=30&issue=1&articleid=17014513&show=pdf](http://www.emeraldinsight.com/journals.htm?issn=0737-8831&volume=30&issue=1&articleid=17014513&show=pdf)]
- Connaway, L. S., & Dickey, T. J. (2011). Publisher names in bibliographic data: An experimental authority file and a prototype application. *Library Resources and Technical Services*, 55(4), 182-194.

**PUBLICATIONS, CONTINUED:**

- Connaway, L. S., Dickey, T. J., & Radford, M. L. (2011). "If it is too inconvenient I'm not going after it:" Convenience as a critical factor in information-seeking behaviors. *Library & Information Science Research*, 33(3), 179-190. (Selected for inclusion in the ALA Reference Research Review: 2011)
- Connaway, L. S., & Radford, M. L. (2011). *Seeking synchronicity: Revelations and recommendations for virtual reference*. Dublin, OH: OCLC Research. [Available: <http://www.oclc.org/reports/synchronicity/full.pdf>]
- Connaway, L. S., White, D., & Lanclos, D. (2011). Visitors and Residents: What motivates engagement with the digital information environment? *Proceedings of the 74<sup>th</sup> ASIS&T Annual Meeting*, 48: 1-7.
- Johnson, R., Connaway, L. S., Alexander, S., Downing, K. E., Du, Y., & Eden, B., et al. (2011). *Environmental Scan 2010*. Chicago: Association of College & Research Libraries. [Available: <http://www.ala.org/ala/mgrps/divs/acrl/publications/whitepapers/EnvironmentalScan201.pdf>]
- Radford, M. L., Connaway, L. S., Confer, P. A., Sabolsci-Boros, S., & Kwon, H. (Spring 2011). "Are we getting warmer?" Query clarification in live chat virtual reference. *Reference & User Services Quarterly*, 50(3), 259-279. (Winner of the 2012 Reference Service Press Award)
- Radford, M. L., Radford, G. P., Connaway, L. S., & DeAngelis, J. A. (2011). On virtual face-work: An ethnography of communication approach to a live chat reference interaction. *The Library Quarterly*, 81(4), 431-453. [Available: <http://www.jstor.org/stable/10.1086/661654> and <http://www.oclc.org/research/publications/library/2011/201109-lq.pdf>] (Selected for inclusion in the ALA Reference Research Review: 2011)
- Wakeling, S., Clough, P., Sen, B., & Connaway, L. (2011). If we build it, will they come? Recommendations and WorldCat. *Proceedings of the American Society for Information Science and Technology*, 48(1), 1-3.
- Connaway, L. S. (2010). Digital natives meet digital libraries: Discovering their behaviors and preferences for information seeking. In *Libraries in the Digital Age (LIDA) 2010: Digital scholarships: Support by digital libraries & digital natives: Challenges & innovations in reaching out to digital born generations, May 24-28, 2010, Zadar, Croatia* (pp. 39-43). [Available: [http://web.ffos.hr/lida/datoteke/lida\\_2010\\_proceedings.pdf](http://web.ffos.hr/lida/datoteke/lida_2010_proceedings.pdf)]
- Connaway, L. S., & Dickey, T. J. (2010). *The digital information seeker: Report of findings from selected OCLC, RIN, and JISC user behavior projects*. [Available: <http://www.jisc.ac.uk/media/documents/publications/reports/2010/digitalinformationseekerreport.pdf>]
- Connaway, L. S., & Dickey, T. J. (2010). *Towards a profile of the researcher of today: What can we learn from JISC projects? Common themes identified in an analysis of JISC Virtual Research Environment and Digital Repository Projects*. [Available: [http://ie-repository.jisc.ac.uk/418/2/VirtualScholar\\_themesFromProjects\\_revised.pdf](http://ie-repository.jisc.ac.uk/418/2/VirtualScholar_themesFromProjects_revised.pdf)]
- Connaway, L. S., Downing, K., Du, Y., Goda, D., Jackson, M. L., Johnson, R., Lewis, J. S., & Salisbury, L. (2010). 2010 top ten trends in academic libraries: A review of the current literature. *C&RL News*, 71(6), 286-292. [Available: <http://crln.acrl.org/content/71/6/286.full>]

**PUBLICATIONS, CONTINUED:**

- Connaway, L. S., & Powell, R. R. (2010). *Basic research methods for librarians* (5<sup>th</sup> ed.). Littleton, CO: Libraries Unlimited.
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## WEB TOOLS:

White, D., Connaway, L. S., Lanclos, D., Hood, E. M., & Vass, C. (2014). *Evaluating digital services: A Visitors and Residents approach*. [Available: <https://www.jisc.ac.uk/guides/evaluating-digital-services>]

## APPLICATIONS DEVELOPED:

As part of the “Digital Visitors and Residents: What Motivates Engagement with the Digital Information Environment” project, a mapping app was developed in 2016 by W. Harvey & M. Prasse led by L. S. Connaway. The app is available at <https://www.youtube.com/watch?v=6aiOZO3lDR4>. A related, instructional video was also created.

Connaway, L. S., & Harvey, W. (2016). *Digital Visitors and Residents* mapping app [web app]. [Available: <http://experimental.worldcat.org/vandmapping/signIn>]

## INTERVIEWS:

Bell, S. (2015, October 29). Comparing Boomer and Next-Gen library leaders: More common ground than expected. *Library Journal*. Interview with I. Hoffman & L. S. Connaway. [Available: <http://lj.libraryjournal.com/2015/10/opinion/leading-from-the-library/comparing-boomer-and-next-gen-library-leaders-more-common-ground-than-expected-leading-from-the-library/>]

## PODCASTS:

Connaway, L. S., Lanclos, D. M., & Hood, E. M. (2013). The behavior of finding information. *EDUCAUSE Review Online*. Podcast, December 6, 2013. [Available: <http://www.educause.edu/ero/article/i-always-stick-first-thing-comes-google-where-people-go-information-what-they-use-and-why>]

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Losinski, P., Massis, Bruce E., Connaway, L. S. (2014). Libraries of the future. *All Sides With Ann Fisher*. Podcast and video, July 17, 2014. [Available: <http://wosu.org/2012/allsides/libraries-future/>]

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## RESEARCH PROTOTYPES:

The Audience Level prototype is a system developed in conjunction with the Audience Level research project. It uses library holdings data in WorldCat to calculate audience levels for books represented in the WorldCat database, based on the types of libraries that hold the titles.

<http://www.oclc.org/research/activities/audience.html>

The OCLC WorldMap is a prototype system that provides an interactive visual tool for selecting and displaying geographically coded data about libraries and collections.

<http://www.oclc.org/research/activities/worldmap.html>

## SELECTED PRESENTATIONS:

Connaway, L.S., Radford, M. L., Mikitish, S., Kitzie, V., & Shah, C. (Forthcoming). Leveraging community expertise: Exploring synergies in VRS and SQA. Submitted for presentation to the ALISE 2017 conference, January 17-20, 2017, Atlanta, Georgia.

Radford, M. L., Connaway, L.S., & Mikitish, S. (2017). *Crowd sourced reference: Steering into uncharted waters?* Accepted for presentation at the Association of College & Research Libraries (ACRL) 2017 Conference, March 22-25, 2017, Baltimore, Maryland.

Connaway, L. S. (2016). *Anticipating library user needs in 2030: Preparing for the next generation library.* Presented at the Latin America and the Caribbean satellite meeting of IFLA World Library and Information Congress 2016, OCLC, August 11, 2016, Dublin, Ohio.

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Connaway, L. S., & Harvey, W. (2016). *Visitors and Residents interactive mapping exercise.* Presented at the ASIS&T Regional Meeting, August 9, 2016, Dublin, Ohio. [Available:

<http://www.slideshare.net/LynnConnaway/visitors-and-residents-interactive-mapping-exercise>]

Connaway, L. S. (2016). *Integrating the library in the life of the user.* Presented at the Libraries in the Digital Age (LIDA) Conference, June 15, 2016, Zadar, Croatia. [Available:

<http://www.slideshare.net/LynnConnaway/integrating-the-library-in-the-life-of-the-user>]

**SELECTED PRESENTATIONS, CONTINUED:**

- Connaway, L. S., & Radford, M. L. (2016). *Using qualitative methods for library evaluation: An interactive workshop*. Presented at the Libraries in the Digital Age (LIDA) Conference, June 14, 2016, Zadar, Croatia. [Available: <http://www.slideshare.net/LynnConnaway/using-qualitative-methods-for-library-evaluation-an-interactive-workshop>]
- Connaway, L. S. (2016). *Library in the life of the user*. Presented at the 8<sup>th</sup> Annual Maine Academic Libraries Day, June 1, 2016, Waterville, Maine. [Available: <http://www.slideshare.net/LynnConnaway/library-in-the-life-of-the-user>]
- Connaway, L. S. (2016). *Visitors and Residents: A mapping exercise*. Presented at the 8<sup>th</sup> Annual Maine Academic Libraries Day, June 1, 2016, Waterville, Maine. [Available: <http://www.slideshare.net/LynnConnaway/visitors-and-residents-a-mapping-exercise-63645760>]
- Connaway, L. S., & Harvey, W. (2016). *Scaling learning: Learning about our users*. Presented at the OCLC Global Council meeting, *Building Our Future*, April 12, 2016, Dublin, Ohio. [Available: <http://www.slideshare.net/LynnConnaway/scaling-learning-gc-april-16>]
- Connaway, L. S. (2016). *The library in the life of the user: Engaging with people where they live and learn*. Presented at the PLA 2016 Conference, *What Patrons Want: From Data to Impact*, April 6, 2016, Denver, Colorado. [Available: <http://www.slideshare.net/LynnConnaway/pla-april-2016-connaway-final>]
- Connaway, L. S. (2016). *"I just type it into Google and see what comes up..." Positioning the library in the life of the user*. Presented to the OCLC User Experience Team, March 22, 2016, Dublin, Ohio. [Available: <http://www.slideshare.net/LynnConnaway/i-just-type-it-into-google-and-see-what-comes-up-positioning-the-library-in-the-life-of-the-user>]
- Connaway, L. S. (2016). *"I go to Google first." Integrating the library into the life of the user*. Presented at the Bibliostar Digital Era Librarians Conference, March 17, 2016, Milan, Italy. [Available: <http://www.slideshare.net/LynnConnaway/i-go-to-google-first-integrating-the-library-into-the-life-of-the-user-60865888>]
- Connaway, L. S. (2016). *"It's so easy—internet, Google." Positioning the library into the life of the user*. Presented to invited guests, March 15, 2016, Rome, Italy. [Available: <http://www.slideshare.net/LynnConnaway/its-so-easyinternet-google-positioning-the-library-into-the-life-of-the-user>]
- Connaway, L. S. (2016). *"It's so easy—internet, Google." Positioning the library into the life of the user*. Presented at the Scuola di Biblioteconomia, March 15, 2016, Rome, Italy. [Available: <http://www.slideshare.net/LynnConnaway/its-so-easyinternet-google-positioning-the-library-into-the-life-of-the-user-60866259>]
- Connaway, L. S., & van der Werf, T. (2016). *Visitors and Residents: A mapping exercise*. Presented at the Scuola di Biblioteconomia, March 15, 2016, Rome, Italy. [Available: <http://www.slideshare.net/LynnConnaway/visitors-and-residents-a-mapping-exercise-60866374>]
- Connaway, L. S., & van der Werf, T. (2016). *Digital Visitors and Residents interactive mapping exercise*. Presented at the EMEA Regional Council Meeting, March 2, 2016, Madrid, Spain. [Available: <http://www.slideshare.net/LynnConnaway/digital-visitors-and-residents-interactive-mapping-exercise>]

**SELECTED PRESENTATIONS, CONTINUED:**

- Connaway, L. S., Canals, A., & Ortoll, E. (2016). *Digital Visitors and Residents*. Keynote presented at the EMEA Regional Council Meeting, March 1, 2016, Madrid, Spain. [Available: <http://www.slideshare.net/LynnConnaway/digital-visitors-and-residents> and <https://oclc.wistia.com/medias/2sz52y620q>]
- Connaway, L. S., & Harvey, W. (2016). "I go to Google first." *Integrating the library into the life of the user*. Presented at the UCLA Libraries, February 18, 2016, Los Angeles, California. [Available: <http://www.slideshare.net/LynnConnaway/i-go-to-google-first-integrating-the-library-into-the-life-of-the-user-60866771>]
- Connaway, L. S., & Harvey, W. (2016). *Visitors and Residents: A mapping exercise*. Presented at UCLA, February 16-17, Los Angeles, California. [Available: <http://www.slideshare.net/LynnConnaway/visitors-and-residents-a-mapping-exercise-60866907>]
- Connaway, L. S. (2016). *The library in the life of the user: Engaging with people where they live and learn*. Presented at the OCLC Research Update, ALA Midwinter Meeting, January 11, 2016, Boston, Massachusetts. [Available: <http://www.slideshare.net/LynnConnaway/the-library-in-the-life-of-the-user-engaging-with-people-where-they-live-and-learn>]
- Connaway, L. S., & Sauer-Games, M. (2016). *The knowledge-driven library: From data to insight to action*. Presented at the OCLC Update Brunch, ALA Midwinter Meeting, January 10, 2016, Boston, Massachusetts. [Available: <http://www.slideshare.net/LynnConnaway/the-knowledgedriven-library-from-data-to-insight-to-action>]
- Asher, A., Bourg, C., Connaway, L. S., Lanclos, D., & Smale, M. (2016). *Lifelong learning for librarians: Building expertise in the research methods*. Presented at ALISE '16, Radical Change: Inclusion & Innovation, January 6, 2016, Boston, Massachusetts. [Available: <http://www.slideshare.net/LynnConnaway/lifelong-learning-for-librarians-building-expertise-in-the-research-methods>]
- Connaway, L. S. (2015). *Transitioning the library into the users' environment*. Presented at OCLC Americas Regional Council Member Forums, December 1, 2015, Washington, DC. [Available: <http://www.slideshare.net/LynnConnaway/transitioning-the-library-into-the-users-environment-60869254>]
- Connaway, L. S., & van der Werf, T. (2015). *OCLC Research in brief*. Presented at Università Cattolica del Sacro Cuore, November 23, 2015, Milan, Italy. [Available: <http://www.slideshare.net/LynnConnaway/oclc-research-in-brief>]
- Connaway, L. S., & van der Werf, T. (2015). *OCLC Research in brief*. Presented at Universitat Oberta de Catalunya, November 17, 2015, Barcelona, Spain. [Available: <http://www.slideshare.net/LynnConnaway/oclc-research-in-brief-60870364>]
- Connaway, L. S. (2015). *Transitioning the library into the users' environment*. Presented at OCLC Americas Regional Council Member Forums, November 5, 2015, Vancouver, British Columbia. [Available: <http://www.slideshare.net/LynnConnaway/transitioning-the-library-into-the-users-environment>]
- Connaway, L. S. (2015). *Findings from the Visitors and Residents project*. Presented at the OCLC Research Library Partnership Meeting, October 22-23, 2015, Chicago, Illinois. [Available: <http://www.slideshare.net/LynnConnaway/findings-from-the-visitors-and-residents-project-61718421>]

**SELECTED PRESENTATIONS, CONTINUED:**

- Connaway, L. S., & Harvey, W. (2015). *Visitors and Residents: A mapping exercise*. Presented at the OCLC Research Library Partnership Meeting, October 22, 2015, Chicago, Illinois. [Available: <http://www.slideshare.net/LynnConnaway/visitors-and-residents-a-mapping-exercise-60871411>]
- Connaway, L. S. (2015). *Behaviors of library users and potential users*. Presented at the University of Denver, October 8, 2015, Denver, Colorado. [Available: <http://www.slideshare.net/LynnConnaway/behaviors-of-library-users-and-potential-users>]
- Connaway, L. S. (2015). *Assessment workshop*. Workshop presented at Loyola, Notre Dame Library, sponsored by Loyola—Notre Dame Library, Towson University Libraries, and John Hopkins University Libraries, July 17, 2015, Baltimore, Maryland.
- Connaway, L. S. (2015). *Research challenges: The pathway to engagement and progress*. Presented at the International Seminar on LIS Education and Research, Challenges of LIS Research, June 5, 2015, Barcelona, Spain. [Available: <http://www.slideshare.net/oclc/research-challenges-the-pathway-to-engagement-and-progress>]
- Connaway, L. S. (2015). *Learn from the potential, lead to the possible*. Webinar presented by OCLC Transformative Leaders, May 28, 2015, Dublin, Ohio. [Available: <http://www.slideshare.net/LynnConnaway/learn-from-the-potential-lead-to-the-possible>]
- Radford, M. L., Connaway, L. S., Burnett, G., & Allard, S. (2015). *Leveraging interdisciplinarity and multiculturalism in research design: The Visitors and Residents model*. Juried panel Virtual Windows: Research Collaboration across Cultures, Space, and Time presented at the 2015 ALISE Conference, January 28, 2015, Chicago, Illinois. [Available: <http://www.slideshare.net/LynnConnaway/alise-2015-panel-virtual-windows-connaway-0112615>]
- Connaway, L. S. (2014). *Reordering Ranganathan: Impacts of the changing research and learning environments on library services*. Workshop presented at the University of Barcelona, College of Library and Information Science, October 28, 2014, Barcelona, Spain.
- Radford, M. L., Connaway, L. S., & Mikitish, S. (2014). *Collaboration and crowdsourcing? Synergistic solutions for sustainable virtual reference, an analysis of critical incidents*. Presented at Library Seminar VI, October 9, 2014, University of Illinois at Urbana-Champaign, Urbana, Illinois. [Available: <http://www.oclc.org/content/dam/research/presentations/connaway/radford-connaway-mikitish-lrsvi-2014.pptx> and <http://www.slideshare.net/LynnConnaway/lrs-vi-presentation-final>]
- Connaway, L. S. (2014). *Just when the caterpillar thought the world was over, it became a butterfly: Developing educational programs for an emerging profession*. Presented at the IFLA SET 40<sup>th</sup> Anniversary Summit at the 80<sup>th</sup> IFLA General Conference and Assembly, August 18, 2014, Lyon, France. [Available: <http://www.oclc.org/content/dam/research/presentations/connaway/connaway-ifla-set-keynote-2014.pptx> and <http://www.slideshare.net/LynnConnaway/just-when-the-caterpillar-thought-the-world-was-over-it-became-a-butterfly-developing-educational-programs-for-an-emerging-profession>]

**SELECTED PRESENTATIONS, CONTINUED:**

- Connaway, L. S. (2014). *Same principles, new context: An emerging profession in the digital environment*. Presented at the 80<sup>th</sup> IFLA General Conference and Assembly, August 19, 2014, Lyon, France. [Available: <http://www.oclc.org/content/dam/research/presentations/connaway/connaway-same-principles-ifla-2014.pptx> and <http://www.slideshare.net/LynnConnaway/same-principles-new-context-an-emerging-profession-in-the-digital-environment>]
- Connaway, L. S., & Faniel, I. M. (2014). *Inside Scoop: Reordering Ranganathan*. Webinar presented by OCLC, July 16, 2014, Dublin, Ohio.
- Connaway, L. S., Lanclous, D., & White, D. (2014). *Evaluating online behaviors: A Visitors and Residents approach*. Webinar presented by OCLC Research, July 15, 2014, Dublin, Ohio. [Available: <http://www.oclc.org/content/dam/research/presentations/connaway/connaway-white-lanclous-evaluating-online-jisc-2014.pptx> and <https://www.youtube.com/watch?v=ZBtEqb-rVfM&feature=youtu.be> and <http://www.slideshare.net/oclc/evaluating-online-behaviours-a-visitors-and-residents-approach>]
- Connaway, L. S., & Faniel, I. M. (2014). *Reordering Ranganathan: Shifting user behaviors, shifting priorities*. Webinar presented by OCLC Research, July 8, 2014, Dublin, Ohio. [Available: <http://www.oclc.org/content/dam/research/presentations/connaway/connaway-faniel-ranganathan-research-webinar.pptx> and <http://www.slideshare.net/LynnConnaway/reordering-ranganathan-shifting-user-behaviors-shifting-priorities-36809962>]
- Connaway, L. S., & Faniel, I. M. (2014). *Reordering Ranganathan: Shifting behaviors, shifting priorities*. Presented at ALA Annual 2014, June 30, 2014, Las Vegas, Nevada. [Available: <http://www.oclc.org/content/dam/research/presentations/connaway/connaway-faniel-ranganathan-ala-annual-2014.pptx> and <http://www.slideshare.net/LynnConnaway/reordering-ranganathan-shifting-behaviors-shifting-priorities-36810230>]
- Faniel, I. M., Connaway, L. S., & Parson, K. (2014). *Building relationships for the effective development and delivery of research data services*. Presented at the 20<sup>th</sup> Annual Reference Research Forum at ALA Annual 2014, June 29, 2014, Las Vegas, Nevada. [Available: <http://www.oclc.org/content/dam/research/presentations/faniel/faniel-connaway-rusa-ala-2014.pptx> and <http://www.slideshare.net/LynnConnaway/building-relationships-for-the-effective-development-and-delivery-of-research-data-services>]
- Connaway, L. S. (2014). *The importance of an engagement-centered approach to library services*. Presented at Libraries and Research: Supporting Change/Changing Support at OCLC Research Library Partners meeting, June 12, 2014, Amsterdam, Netherlands. [Available: <http://www.oclc.org/content/dam/research/events/2014/connaway-oclc-amsterdam-2014.pptx> and <http://www.slideshare.net/LynnConnaway/connaway-oclc-partnersnetherlands12-june-2014>]
- Connaway, L. S. (2014). *Integrating library services into individual workflows*. Presented at the Chair of Excellence Open Lecture at the Universitat Oberta de Catalunya, InfoComm UOC, iSchool, June 4, 2014, Barcelona, Spain. [Available: <http://www.oclc.org/content/dam/research/presentations/connaway/connaway-open-lecture-infocom-uoc-barcelona-2014.pptx> and <http://www.slideshare.net/LynnConnaway/integrating-library-services-into-individual-workflows>]

**SELECTED PRESENTATIONS, CONTINUED:**

- Connaway, L. S. (2014). *How do I know it's credible? Implications for library engagement*. Presented at the Royal School of Library and Information Science of Denmark, Open Lecture, May 27, 2014, Aalborg, Denmark. [Available: <http://www.oclc.org/content/dam/research/presentations/connaway/connaway-library-engagement-royal-school-denmark-2014.pptx> and <http://www.slideshare.net/LynnConnaway/how-do-i-know-its-credible-implications-for-library-engagement-36887475>]
- Connaway, L. S. (2014). *"But Wikipedia is always right, so I always use that." Implications for library services modeled on the Digital Visitors and Residents continuum*. Presented at the Chair of Excellence Open Lecture at the Universidad Carlos III de Madrid, Departamento de Biblioteconomía y Documentación, May 16, 2014, Madrid, Spain. [Available: <http://www.oclc.org/content/dam/research/presentations/connaway/connaway-vandr-uc3m-2014.pptx> and <http://www.slideshare.net/LynnConnaway/but-wikipedia-is-always-right-so-i-always-use-that-implications-for-library-services-modeled-on-the-digital-visitors-and-residents-continuum>]
- Connaway, L. S. (2014). *Using virtual reference services to embed the library in the academic workflow*. Presented at the Universidad Carlos III de Madrid, Departamento de Biblioteconomía y Documentación, May 16, 2014, Madrid, Spain. [Available: <http://www.oclc.org/content/dam/research/presentations/connaway/connaway-vrs-uc3m-2014.pptx> and <http://www.slideshare.net/LynnConnaway/connaway-uc3-m-vrs-evaluation-16-may-2014-final>]
- Connaway, L. S. (2014). *Exploring shifting changes in user engagement*. Webinar presented by OCLC Marketing, May 15, 2014, Dublin, Ohio. [Available: <http://www.oclc.org/content/dam/research/presentations/connaway/connaway-oclc-engagement-webinar-2014.pptx> and <http://www.slideshare.net/LynnConnaway/exploring-shifting-changes-in-user-engagement>]
- Connaway, L. S. (2014). *"The library has a website?" User-centered library assessment*. ALAO Assessment Special Interest Group workshop presented at OCLC Conference Center, April 24, 2014, Dublin, Ohio. [Available: <http://www.oclc.org/content/dam/research/presentations/connaway/connaway-assessment-alao-2014.pptx> and <http://www.slideshare.net/LynnConnaway/the-library-hasa-website-usercentered-library-assessment>]
- Connaway, L. S., & Radford, M. L. (2014). *Getting the right fit: Tailoring assessment strategies for your library: A Collective Insight event*. Webinar keynote and workshop at Brandeis University, April 22, 2014, Waltham, Massachusetts. [Available: <http://www.oclc.org/content/dam/research/presentations/connaway/connaway-radford-assessment-brandeis-2014.pptx> and <http://www.slideshare.net/LynnConnaway/getting-the-right-fit-tailoring-assessment-strategies-for-your-library>]
- Connaway, L. S. (2014). *It's not only what you know: It's how you use it to achieve your professional goals*. Presented at the Royal School of Library and Information Science of Denmark, Open Lecture, March 21, 2014, Copenhagen, Denmark. [Available: <http://www.oclc.org/content/dam/research/presentations/connaway/connaway-open-lecture-royal-school-2014.pptx> and <http://www.slideshare.net/LynnConnaway/its-not-only-what-you-know-its-how-you-use-it-to-achieve-your-professional-goals>]
- Connaway, L. S. (2014). *Qualitative data analysis software*. Presented in System Evaluation and User Studies Course, Royal School of Library and Information Science of Denmark, March 17, 2014, Copenhagen, Denmark.



**SELECTED PRESENTATIONS, CONTINUED:**

Connaway, L. S. (2014). *Analyzing big data sets: Interviews and diaries*. Presented in System Evaluation and User Studies Course, Royal School of Library and Information Science of Denmark, March 13, 2014, Copenhagen, Denmark.

Connaway, L. S. (2014). *Collecting qualitative big data sets: Interviews and diaries*. Presented in System Evaluation and User Studies Course, Royal School of Library and Information Science of Denmark, March 13, 2014, Copenhagen, Denmark.

Connaway, L. S. (2014). *Collecting qualitative big data sets: Interviews*. Presented in System Evaluation and User Studies Course, Royal School of Library and Information Science of Denmark, March 10, 2014, Copenhagen, Denmark.

Connaway, L. S. (2014). *Where does originality end and plagiarism start?* Panel presented at iConference, Humboldt-Universität zu Berlin, March 7, 2014, Berlin, Germany.

Connaway, L. S., & Faniel, I. M. (2014). *Reordering Ranganathan: Shifting user behaviors, shifting priorities*. Presented at ALA Midwinter, OCLC Research Updates, January 27, 2014, Philadelphia, Pennsylvania. [Available: <http://www.oclc.org/content/dam/research/presentations/connaway/connaway-faniel-ranganathan-alamw-2014.pptx> and <http://www.slideshare.net/LynnConnaway/reordering-ranganathan-shifting-user-behaviors-shifting-priorities>]

Connaway, L. S., Lanclos, D. M., & Hood, E. M. (2013). *Meeting the needs of digital visitors and residents: Developing engagement with institutional services*. Presented at EDUCAUSE 2013 Annual Conference, October 16, 2013, Anaheim, California. [Available: <http://www.oclc.org/content/dam/research/activities/vandr/presentations/meeting-the-needs-of-digital-visitors-educause-2013.pptx> and <http://www.slideshare.net/LynnConnaway/meeting-the-needs-of-digital-visitors-and-residents-developing-engagement-with-institutional-services-31180246>]

Connaway, L. S. (2013). *Bridging the gap: Encouraging engagement with library services & technologies*. Presented at Collective Insight "Getting Off the Island: Collaborating to Create Boundless Collections," October 15, 2013, Loyola Marymount University, Los Angeles, California. [Available: [http://www.oclc.org/content/dam/oclc/events/2013/CollectiveInsightLoyolaMarymount/SpeakerPPTs/CI\\_Off%20the%20Island\\_Los%20Angeles\\_Oct%2015%202013\\_Lynn%20Silipigni%20Connaway%20REV%20101713.pdf](http://www.oclc.org/content/dam/oclc/events/2013/CollectiveInsightLoyolaMarymount/SpeakerPPTs/CI_Off%20the%20Island_Los%20Angeles_Oct%2015%202013_Lynn%20Silipigni%20Connaway%20REV%20101713.pdf) and <http://www.youtube.com/watch?v=EDQBMpyPKm8&feature=youtu.be> and <http://www.slideshare.net/LynnConnaway/bridging-the-gap-encouraging-engagement-with-library-services-technologies>]

Radford, M. L., Connaway, L. S., Radford, G. P., & Lingel, J. (2013). *Qualitative inquiry in social and cultural contexts: The critical incident technique*. Panel presented at CoLIS 2013: 8: International Conference on Conceptions of Library and Information Science, August 22, 2013, Copenhagen, Denmark. [Available: <http://www.oclc.org/content/dam/research/presentations/connaway/connaway-radford-critical-incident-colis-denmark-2013.pptx> and <http://www.slideshare.net/LynnConnaway/qualitative-inquiry-in-social-and-cultural-contexts>]

**SELECTED PRESENTATIONS, CONTINUED:**

- Radford, M. L., Connaway, L. S., Mikitish, S., Alpert, M., Shah, C., & Cooke, N. (2013). *Conceptualizing collaboration and community in virtual reference and social question and answer services*. Paper presented at CoLIS 2013: 8: International Conference on Conceptions of Library and Information Science, August 20, 2013, Copenhagen, Denmark. [Available: <http://www.oclc.org/content/dam/research/presentations/connaway/radford-connaway-mikitish-collaboration-colis-denmark-2013.pptx> and <http://www.slideshare.net/LynnConnaway/conceptualizing-collaboration-and-community-in-virtual-reference-and-social-question-and-answer-services>]
- Connaway, L. S. (2013). *Why Google?: "...[Google] saved time, it saved gas, I got what I needed, and it wasn't a big deal."* Online session hosted by OCLC Research at Best of Show 2013: An OCLC Virtual Conference, August 1, 2013. [Available: <http://www.oclc.org/research/events/2013/07-31.html> and <http://www.slideshare.net/LynnConnaway/why-google-google-saved-time-it-saved-gas-i-got-what-i-needed-and-it-wasnt-a-big-deal-31180525>]
- Connaway, L. S., & Radford, M. L. (2013). *Academic library assessment: Beyond the basics*. Workshop presented July 18, 2013, Marquette University, Milwaukee, Wisconsin. [Available: <http://www.slideshare.net/LynnConnaway/academic-library-assessment-beyond-the-basics>]
- Connaway, L. S., Lanclos, D., White, D., & Hood, E. M. (2013). *Developing engagement with institutional services to meet the needs of Digital Visitors and Residents*. Participatory design session presented at American Library Association Annual Conference & Exhibition (ALA 2013): Transforming Our Libraries, Ourselves, July 1, 2013, Chicago, Illinois. [Available: <http://www.oclc.org/content/dam/research/presentations/connaway/connaway-white-lancos-engagement-ala-2013.pptx> and <http://www.slideshare.net/LynnConnaway/developing-engagement-with-institutional-services-to-meet-the-needs-of-digital-visitors-and-residents>]
- Connaway, L. S., Lanclos, D., White, D., & Hood, E. M. (2013). *Developing engagement with institutional services to meet the needs of Digital Visitors and Residents*. Participatory design session presented at American Library Association Annual Conference & Exhibition (ALA 2013): Transforming Our Libraries, Ourselves, June 28, 2013, Chicago, Illinois. [Available: <http://www.oclc.org/content/dam/research/presentations/connaway/connaway-white-lancos-engagement-ala-2013.pptx> and <http://www.slideshare.net/LynnConnaway/developing-engagement-with-institutional-services-to-meet-the-needs-of-digital-visitors-and-residents>]
- Connaway, L. S., Lanclos, D., & Hood, E. M. (2013). *Why Google first? Developing engagement with institutional services to meet the needs of Digital Visitors and Residents*. Participatory design session presented at SUNYLA 2013: Opening Minds, Inspiring Tomorrow, June 13, 2013, Buffalo, New York. [Available: <http://www.oclc.org/content/dam/research/presentations/connaway/connaway-lanclos-hood-why-google-sunyla-2013.pptx> and <http://www.slideshare.net/LynnConnaway/why-google-first-developing-engagement-with-institutional-services-to-meet-the-needs-of>]

**SELECTED PRESENTATIONS, CONTINUED:**

- Connaway, L. S. (2013). *Why Google?: "...[Google] saved time, it saved gas, I got what I needed, and it wasn't a big deal."* Session 2 of OCLC Research Briefing at UNC Chapel Hill. Webinar hosted by OCLC, June 7, 2013. [Available: <http://www.oclc.org/research/events/2013/06-07b.html> and <http://www.slideshare.net/LynnConnaway/why-google-google-saved-time-it-saved-gas-i-got-what-i-needed-and-it-wasnt-a-big-deal-31180871>]
- Connaway, L. S. (2013). *Working outside the library: "With Google you are not limited. You have as much as you can pull up."* Webinar hosted by the North American Serials Interest Group (NASIG), May 14, 2013. [Available: <http://www.slideshare.net/LynnConnaway/connawaworking-outside-of-the-library-with-google-you-are-not-limited-you-have-as-much-as-you-can-pull-up>]
- Connaway, L. S. (2013). *How academics engage in the digital environment. "With Google you are not limited. You have as much as you can pull up."* Presented at the University of Denver, May 7, 2013, Denver, Colorado. [Available: <http://www.slideshare.net/LynnConnaway/how-academics-engage-in-the-digital-environment-with-google-you-are-not-limited-you-have-as-much-as-you-can-pull-up>]
- Radford, M. L., Connaway, L. S., Lanclos, D. M., & Radford, G. P. (2013). *Focus group interviews: Inspiring initiatives in qualitative inquiry.* Panel presented at the Association of College & Research Libraries (ACRL) 2013 conference, April 12, 2013, Indianapolis, Indiana. [Available: <http://www.slideshare.net/oclc/focus-group-interviews-inspiring-initiatives-in-qualitative-inquiry-20421466>]
- Connaway, L. S., Lanclos, D., & Hood, E. M. (2013). *"I find Google a lot easier than going to the library website." Imagine ways to innovate and inspire students to use the academic library.* Paper presented at the Association of College & Research Libraries (ACRL) 2013 conference, April 11, 2013, Indianapolis, Indiana. [Available: <http://www.oclc.org/content/dam/research/activities/vandr/presentations/acrl-vandr2013.pptx> and <http://www.slideshare.net/oclc/i-find-google-a-lot-easier-than-going-to-the-library-website-imagine-ways-to-innovate-and-inspire-students-to-use-the-academic-library-20497579>]
- Connaway, L. S. (2013). *The new digital students, or "I don't think I have ever picked up a book out of the library to do any research, all I have used is my computer."* Plenary presented at the UKSG Conference, April 9, 2013, Bournemouth, UK. [Available: <http://www.oclc.org/content/dam/research/activities/vandr/presentations/uksg2013.pptx> and <http://www.youtube.com/watch?v=SjgzqAjq3Ew> and <http://www.slideshare.net/LynnConnaway/the-new-digital-students-or-i-dont-think-i-have-ever-picked-up-a-book-out-of-the-library-to-do-any-research-all-i-have-used-is-my-computer>]
- Connaway, L. S. (2013). *Visitors and residents: What motivates engagement with the digital information environment?* Presented at the University of Sheffield iSchool, February 20, 2013, Sheffield, UK. [Available: <http://www.oclc.org/content/dam/research/activities/vandr/presentations/sheffield022013.pptx> and <http://www.slideshare.net/LynnConnaway/visitors-and-residents-what-motivates-engagement-with-the-digital-information-environment-37733531>]

**SELECTED PRESENTATIONS, CONTINUED:**

Shah, C., He, D., Radford, M. L., Oh, J. S., & Connaway, L. S. (2013). *Collaboration in action: Enabling innovative scholarship with social and crowdsourcing services*. Panel presented at the iConference 2013, February 12-15, 2013, Fort Worth, Texas. [Available: <http://www.oclc.org/content/dam/research/activities/vandr/presentations/iconference2013.pptx> and <http://www.slideshare.net/LynnConnaway/collaboration-in-action-enabling-innovative-scholarship-with-social-and-crowdsourcing-services-31181904>]

Radford, M. L., & Connaway, L. S. (2013). *Not dead yet! A longitudinal study of query type and ready reference accuracy in live chat and IM reference*. Presented at ALISE Conference, January 24, 2013, Seattle, Washington. [Available: <http://www.oclc.org/resources/research/activities/synchronicity/ppt/alise2013.pptx> and <http://www.slideshare.net/LynnConnaway/alise-not-dead-yet-amd-012113>]  
Received ALISE/Bohdan S. Wynar Research Paper Award, 2013.

Connaway, L. S. (2013). *Findings from user behavior studies: A user's world*. Presented at ALA Midwinter Meeting and Exhibits, January 28, 2013, Seattle, Washington. [Available: <http://www.oclc.org/content/dam/research/presentations/connaway/connaway-users-world-ala-midwinter-2013.pptx> and <http://www.slideshare.net/LynnConnaway/findings-from-user-behavior-studies-a-users-world>]

Connaway, L. S., Lanclous, D., & White, D. (2012). *Some people visit the web, some people live there: The effect of online residency on digital literacies*. Presented at EDUCAUSE 2012, November 9, 2012, Denver, Colorado.

Radford, M. L., Connaway, L. S., & Shah, C. (2012). *Convergence and synergy: Social Q&A meets virtual reference services*. Paper presented at the 75th Annual Meeting of the American Society for Information Science and Technology, October 26-30, 2012, Baltimore, Maryland. [Available: <http://www.oclc.org/content/dam/research/presentations/connaway/connaway-shah-radford-social-qa-asist-2012.pptx> and <http://www.slideshare.net/LynnConnaway/sqa-vrs-asist-20102-101212-36883398>]

Shah, C., Radford, M. L., Connaway, L. S., Choi, E., & Kitzie, V. (2012). "How much change do you get from 40\$?"—*Analyzing and addressing failed questions on social Q&A*. Paper presented at the 75th Annual Meeting of the American Society for Information Science and Technology, October 26-30, 2012, Baltimore, Maryland. [Available: <http://www.oclc.org/content/dam/research/presentations/connaway/shah-radford-connaway-failed-questions-asist-2012.pptx> and <http://www.slideshare.net/LynnConnaway/how-much-change-do-you-get-from-40-analyzing-and-addressing-failed-questions-on-social-qa>]

Connaway, L. S. (2012). *Using virtual reference services to embed the library in the academic workflow*. Presented at the The XVII Seminário Nacional de Bibliotecas Universitárias, September 19, 2012, Gramado, Brazil. [Available: <http://www.oclc.org/content/dam/research/activities/synchronicity/ppt/snbu-20120924rev.pptx> and <http://www.slideshare.net/LynnConnaway/connaway-brazil-snbu-rev-092412pptx>]

**SELECTED PRESENTATIONS, CONTINUED:**

- Connaway, L. S., White, D., Lanclos, D., & Le Cornu, A. (2012). *Visitors and Residents: What motivates engagement with the digital information environment?* Presented at the ISIC 2012 Conference, September 5-7, 2012, Tokyo, Japan. [Available: <http://www.oclc.org/content/dam/research/presentations/connaway/connaway-lanclos-white-vandr-isic-2012.pptx> and <http://www.slideshare.net/LynnConnaway/visitors-and-residents-what-motivates-engagement-with-the-digital-information-environment-36883342>]
- Connaway, L. S., Lanclos, D., White, D., Le Cornu, A., & Hood, E. M. (2012). *User-centered decision making: A new model for developing academic library services and systems.* Presented at the IFLA World Library and Information Congress 2012, August 11-17, 2012, Helsinki, Finland. [Available: <http://www.oclc.org/resources/research/activities/vandr/presentations/ifla-081212.pptx> and <http://www.slideshare.net/LynnConnaway/ifla-081212-31721032>]
- Connaway, L. S. (2012). *"I always stick with the first thing that comes up on Google:" Motivating student engagement with the digital information service environment.* Presented at Libraries in the Digital Age (LIDA) 2012, June 18, 2012, Zadar, Croatia. [Available: <http://www.oclc.org/research/presentations/connaway/lida-20120618.pptx> and <http://www.slideshare.net/LynnConnaway/connaway-lida-2012-vr-062212>]
- Connaway, L. S. (2012). *Synergies between research and education in digital libraries: What's hot, what's not.* Presented at Libraries in the Digital Age (LIDA) 2012, June 18, 2012, Zadar, Croatia. [Available: <http://www.oclc.org/research/presentations/connaway/lida-20120619.pptx> and <http://www.slideshare.net/LynnConnaway/whats-hot-whats-not>]
- Connaway, L. S. (2012). *"I find Google a lot easier . . . so many journals come up and when you look at the first ten and they just don't make any sense I, kind of, give up." Why the internet is more attractive than the library.* Presented at Creating Harmony from Dis-Chord: 27<sup>th</sup> North American Serials Interest Group (NASIG) Annual Conference, June 8, 2012, Nashville, Tennessee. [Available: <http://www.oclc.org/resources/research/activities/vandr/presentations/connawaynasig060812.pptx> and <http://www.slideshare.net/LynnConnaway/i-find-google-a-lot-easier-so-many-journals-come-up-and-when-you-look-at-the-first-ten-and-they-just-dont-make-any-sense-i-kind-of-give-up-why-the-internet-is-more-attractive-than-the-library>]
- Connaway, L. S. (2012). *Visitors and Residents: What motivates engagement with the digital information environment?* Presented at QQML 2012, 4<sup>th</sup> International Conference on Qualitative and Quantitative Methods in Libraries, May 24, 2012, Limerick, Ireland. [Available: <http://www.oclc.org/resources/research/activities/vandr/presentations/qqlm-limerick052312.pptx> and <http://www.slideshare.net/LynnConnaway/visitors-and-residents-what-motivates-engagement-with-the-digital-information-environment-31720756>]
- Connaway, L. S. (2012). *Building research communities: Virtual research environments and their users.* Presented at Universidad Carlos III de Madrid, April 23, 2012, Madrid, Spain. [Available: <http://www.slideshare.net/LynnConnaway/vre-madrid-042312>]
- Connaway, L. S. (2012). *Survey research.* Guest lecture presented at Simmons College, Conducting Research: Methods & Design class, March 20, 2012, Boston, Massachusetts.
- Connaway, L. S. (2012). *LIS research: Strengths, weaknesses, opportunities and threats.* Presented to LIS Research panel at the 2012 ALISE Conference, January 20, 2012, Dallas, Texas.

**SELECTED PRESENTATIONS, CONTINUED:**

- Radford, M. L., Connaway, L. S., & Wengler, S. T. (2012). *Extending our virtual reach: A longitudinal study of query type and accuracy in live chat and IM reference*. Juried paper presented at the 2012 ALISE Conference, January 17, 2012, Dallas, Texas. [Available: <http://www.oclc.org/content/dam/research/presentations/connaway/radford-connaway-longitudinal-chat-accuracy-alise-2012.pptx> and <http://www.slideshare.net/LynnConnaway/extending-our-virtual-reach-a-longitudinal-study-of-query-type-accuracy-in-live-chat-im-reference-36883136>]
- Connaway, L. S. (2011). *"If it is too inconvenient I'm not going after it": Factors shaping user information behavior—A look at survey results*. Webinar hosted by NFAIS (National Federation of Advanced Information Services), December 19, 2011. [Available: <http://www.oclc.org/research/news/2011-12-12.htm> and <http://www.slideshare.net/LynnConnaway/nfais-12191-final>]
- Connaway, L. S. & Radford, M. L. (2011). *Seeking Synchronicity: Revelations & recommendations for virtual reference*. Webinar hosted by OCLC Research, November 15, 2011. [Available: <http://www.oclc.org/research/news/2011-11-30.htm> and <http://www.slideshare.net/LynnConnaway/seeking-synchronicity-oclc-research-webinar-nov-15-2011>]
- Radford, M. L., DeAngelis, J. A., Radford, G. P., & Connaway, L. S. (2011). *About face threat: An analysis of negative behaviors in computer-mediated communication*. Presented at the New York State Communication Association's Annual Conference, October 21-23, 2011, Ellenville, New York. [Available: <http://www.oclc.org/research/activities/synchronicity/ppt/nysca2011.pptx> and <http://www.slideshare.net/LynnConnaway/about-face-threat-new-york-state-comm-association-oct-21-2011>]
- Connaway, L. S., White, D., & Lanclos, D. (2011). *Visitors and Residents: What motivates engagement with the digital environment?* Presented at the ASIS&T Annual Meeting Bridging the Gulf: Communication and Information in Society, Technology, and Work Conference, October 10, 2011, New Orleans, Louisiana. [Available: [www.oclc.org/research/activities/vandr/asist2011.pptx](http://www.oclc.org/research/activities/vandr/asist2011.pptx) and <http://www.slideshare.net/LynnConnaway/visitors-and-residents-what-motivates-engagement-with-the-digital-environment>]
- Connaway, L. S. (2011). *Mashing up: Studying people, information and systems*. Presented at the 2011 InfoCamp SC at the Davis College, October 1, 2011, Columbia, South Carolina. [Available: <http://www.slideshare.net/LynnConnaway/connaway-mashing-up-100111-sept26>]
- Connaway, L. S. (2011). *Changing information behaviours: Making library content appeal to digital information users*. Presented at the 100 Deutscher Bibliothekartag, June 8, 2011, Berlin, Germany. [Available: [www.oclc.org/research/presentations/connaway/db-20110529.pptx](http://www.oclc.org/research/presentations/connaway/db-20110529.pptx) and <http://www.slideshare.net/LynnConnaway/connaway-100-deutscher-bibliothekartag-052911>]
- Connaway, L. S. (2011). *What are virtual researchers up to? VREs and their users*. Presented at Humboldt-Universität zu Berlin, June 6, 2011, Berlin, Germany.

**SELECTED PRESENTATIONS, CONTINUED:**

- Connaway, L. S. (2011). *"I knew the Internet wouldn't give me a wrong answer." Identifying changing information behaviours.* Presented at the EDiNA Office, June 3, 2011, Edinburgh, UK. [Available: <http://www.oclc.org/content/dam/research/presentations/connaway/connaway-information-behaviors-edina-2011.pptx> and <http://www.slideshare.net/LynnConnaway/edina-03-june2011>]
- Connaway, L. S. (2011). *Usability: What's hot, what's not.* Presented at the JISC Usability Meeting, June 1, 2011, London, UK. [Available: <http://www.oclc.org/content/dam/research/presentations/connaway/connaway-usability-whats-hot-jisc-usability-2011.pptx> and <http://www.slideshare.net/LynnConnaway/usability-whats-hot-whats-not-060611>]
- Connaway, L. S., White, D., & Lanclos, D. (2011). *Visitors and Residents: What motivates engagement with the digital environment?* Presented at the JISC Usability Meeting, June 1, 2011, London, UK. [Available: <http://www.oclc.org/content/dam/research/presentations/connaway/connaway-white-lanclos-vandr-jisc-usability-2011.ppt> and <http://www.slideshare.net/LynnConnaway/usability-progmeeting010611-lsc-052711>]
- Connaway, L. S. (2011). *Changing user patterns for information discovery.* Presented at the Te Puna Libraries Forum, April 1, 2011, Wellington, New Zealand. [Available: <http://www.oclc.org/content/dam/research/presentations/connaway/connaway-changing-user-patterns-te-puna-2011.pptx> and <http://www.slideshare.net/LynnConnaway/changing-user-patterns-for-information-discovery-36883522>]
- Connaway, L. S., & Dickey, T. J. (2010). *Bouncing, squirreling and other behaviors of digital information seekers.*  
Presented at the University of North Carolina, November 2, 2010, Charlotte, North Carolina.  
Presented at the University of South Carolina, School of Library and Information Science, November 3, 2010, Columbia, South Carolina.  
Presented at the Charleston Conference, November 4, 2010, Charleston, North Carolina.  
Presented at The e-Brarian Revolution: The Collapse of the Traditional Library and the Dawn of the New e-Empire, Charleston Conference, November 5, 2010, Charleston, North Carolina. [Available: <http://www.slideshare.net/LynnConnaway/connaway-dickey-charleston-conference-110410#>]
- Connaway, L. S. (2010). *A funding opportunity for library and information science faculty: The OCLC Library and Information Science Research Grant Program.* Presented at Funding for Library and Archives Research, Library Research Seminar V, University of Maryland, October 9, 2010, Baltimore, Maryland.
- Connaway, L. S., & Dickey, T. J. (2010). *"I don't have to know, I go to one spot:" Convenience as critical factor in recent user studies of information behavior.* Presented at the Library Research Seminar V, University of Maryland, October 8, 2010, Baltimore, Maryland. [Available: <http://www.oclc.org/research/presentations/connaway/lrsv2010.pptx> and <http://www.slideshare.net/LynnConnaway/i-dont-have-to-know-i-go-to-one-spot-convenience-as-critical-factor-in-recent-user-studies-of-information-behavior>]
- Connaway, L. S. (2010). *Bouncing, chunking, and squirreling: Curious behaviours of digital information seekers.* Presented at Queen Mother Library, University of Aberdeen, September 9, 2010, Aberdeen, Scotland.

**SELECTED PRESENTATIONS, CONTINUED:**

- Connaway, L. S. (2010). *Bouncing, chunking, and squirreling: Curious behaviours of digital information seekers*. Presented at the JISC Library Management System Enhancement Programme Meeting, September 7, 2010, Glasgow, Scotland.
- Connaway, L. S. (2010). "If it is too inconvenient I'm not going after it:" *Convenience as a critical factor in information-seeking behaviors*. Presented at OPORS, September 1, 2010, Dublin, Ohio.
- Connaway, L. S. (2010). *What's the buzz? An Overview of OCLC Research*. Presented at EMEA Meeting, IFLA, August, 12, 2010, Gothenburg, Sweden.
- Radford, M. L., & Connaway, L. S. (2010). *Chattin' 'bout my generation: Virtual reference use by Millennials and Boomers*. Presented at the Reference Renaissance 2010 Conference, August 8-10, 2010, Denver, Colorado.
- Connaway, L. S. (2010). "Make it as easy as a Google Book Search." *Learning how to make the catalog usable*. Presented at the ALCTS Program on Cataloging and Beyond: Publishing for the Year of Cataloging and Metadata Research, ALA Annual Conference, June 24-29, 2010, Washington, D.C.
- Connaway, L. S. (2010). *The researcher of the future*. Presented at the 2010 Annual RLG Partnership Meeting and Symposium, June 9-11, 2010, Chicago, Illinois.
- Connaway, L. S. (2010). *Digital natives meet digital libraries: Discovering their behaviors and preferences for information seeking*. Invited speaker at Libraries in the Digital Age (LIDA) 2010: Digital scholarship: Support by digital libraries & digital natives: Challenges & innovations in reaching out to digital born generations, May 24-28, 2010, Zadar, Croatia.
- Radford, M. L. & Connaway, L. S. (2010). "I stay away from the unknown, I guess," *Measuring impact and understanding critical factors for Millennial Generation and adult non-users of virtual reference services*. Paper presented at the Fifth Annual iConference, University of Illinois at Urbana-Champaign, February 3-6, 2010.
- Connaway, L.S. (2009). *Virtual reference in a research context*. Presented at the St. Andrews University Library, December 11, 2009, St. Andrews, UK.
- Connaway, L.S. (2009). "The library is a good source if you have several months." *Making the library more accessible in a digital environment*. Presented as a research seminar for faculty and post-graduate and doctoral students in the Archives Program at Glasgow University, December 9, 2009, Glasgow, UK. Presented as a research seminar for faculty and post-graduate and doctoral students for the Department of Information Studies, University of Sheffield, December 3, 2009, Sheffield, UK.
- Radford, M. L., Radford, G. P., Connaway, L. S., & Williams, J. D. (2009). *On virtual face-work: An ethnography of two live chat reference interactions*. Juried paper presented at the 2009 NCA Conference, November 12-15, 2009, Chicago, Illinois.
- Radford, M. L., & Connaway, L. S. (2009). *Quality inquiry: User perspectives on virtual reference practice*. Presented on panel, Social reference and digital reference: Online question answering practices in two diverse communities at the American Society for Information Science and Technology 2009 Annual Meeting, November 6-11, 2009, Vancouver, British Columbia. [Available: <http://www.oclc.org/research/activities/synchronicity/ppt/asist09-inquiry.ppt>]



**SELECTED PRESENTATIONS, CONTINUED:**

- Radford, M. L., & Connaway, L. S. (2009). *Thriving on theory: A new model for virtual reference encounters*. Presented on panel, Opportunities, threats, & theoretical approaches: Research in traditional and social virtual reference quality at the American Society for Information Science and Technology 2009 Annual Meeting, November 6-11, 2009, Vancouver, British Columbia. [Available: <http://www.oclc.org/research/activities/synchronicity/ppt/asist09-thriving.ppt>]
- Connaway, L. S. (2009). *Virtual reference in a research context*. Presented at the RLG Partnership European Meeting, September 18, 2009, Leeds, UK.
- Connaway, L. S. (2009). *What are virtual researchers up to? VREs and their users*. Presented at JISC Conference 2010: Technology: At the Heart of Education and Research, April 13, 2010, London, UK.  
Presented at the Bodleian Library, Oxford University, December 15, 2009, Oxford, UK.  
Presented at the Edinburgh University Library, December 10, 2009, Edinburgh, UK.  
Presented as a guest lecture for faculty and post-graduate and doctoral students in the Archives Program at Glasgow University, December 9, 2009, Glasgow, UK.  
Presented for the Department of Information Science, Loughborough University, December 2, 2009, Loughborough, UK.  
Presented at the Loughborough University library, December 2, 2009, Loughborough, UK.  
Presented at the Sheffield University library, December 1, 2009, Sheffield, UK.  
Presented at the Cambridge University Library, November 23, 2009, Cambridge, UK.  
Presented in a post-graduate class in the Department of Information Studies, University of Sheffield, November 18, 2009, Sheffield, UK.  
Presented at the British Library, November 16, 2009, London, UK.  
Presented at the RLG Partnership European Meeting, September 19, 2009, Leeds, UK.
- Connaway, L. S., & Radford, M. L. (2009). *"Way sweet" or "just wrong:" Users and librarians reveal critical factors for virtual reference service excellence*. Presented at the ALA 2009 Annual Conference, July 11, 2009, Chicago, Illinois. [Available: <http://www.oclc.org/research/projects/synchronicity/ppt/20090709-ala.ppt>]
- Connaway, L. S. (2009). *Following the trail of WorldCat users*. Presented at the Query Log Analysis Workshop, May 27-28, 2009, London, UK. [Available: <http://ir.shef.ac.uk/cloughie/qlaw2009/presentations/connaway.pdf>]
- Connaway, L. S., & Radford, M. L. (2009). *'I would sort of appreciate a little more understanding:' Engaging Net Gen students in virtual reference*. Presented at the ACRL Fourteenth National Conference, March, 14, 2009, Seattle, Washington. [Available: <http://www.oclc.org/research/projects/synchronicity/ppt/acrl2009final.ppt>]
- Radford, M. L., & Connaway, L. S. (2009). *CREATING a new theoretical model for reference encounters in synchronous face-to-face and virtual environments*. Juried paper presented at the 2009 ALISE Conference, January 20-23, 2009, Denver, Colorado.
- Connaway, L. S. (2008). *"I can get everything that I can get at a library and more online, and I don't have to go anywhere." Expectations of the Screenager Generation*. Presented at New York Public Library, December 10, 2008, New York City, New York.
- Connaway, L. S., & Dickey, T. J. (2008). *Data mining, advanced collection analysis, and publisher profiles: An update on the OCLC Publisher Name Authority File*. Presented at the XXVIII Annual Charleston Conference, November 7, 2008, Charleston, South Carolina. [Available: <http://www.oclc.org/research/presentations/connaway/charleston2008.ppt>]

**SELECTED PRESENTATIONS, CONTINUED:**

- Connaway, L. S. (2008). *Expectations of the Screenager Generation*. Presented to the RLG Partners meeting, November 6, 2008, Paris, France. [Available: <http://www.oclc.org/programs/events/2008-11-05c.pdf>]
- Connaway, L. S., & Dickey, T. J. (2008). *Beyond data mining: Delivering the next generation of services from library data*. Presented on panel, Transforming data into services: Delivering the next generation of user-oriented collections and services at the American Society for Information Science & Technology 2008 Annual Meeting, October 24-29, 2008, Columbus, Ohio. [Available: <http://www.oclc.org/research/presentations/connaway/asist2008.ppt>]
- Radford, M. L., & Connaway, L. S. (2008). *E-evaluating virtual viewpoints: User, non-user, and librarians perspectives on live chat-based reference*. Presented on panel, E-evaluating e-reference: Transforming digital reference through research and evaluation at the American Society for Information Science & Technology 2008 Annual Meeting, October 24-29, 2008, Columbus, Ohio.
- Connaway, L. S. (2008). *Why not the library first?* Presented as a keynote address at the New England Technical Services Librarians Conference, October 20-21, 2008, Manchester, New Hampshire.
- Connaway, L. S. (2008). *Email is for old people: Intergenerational disconnects in virtual reference communication*. Presented at Cleveland State University, September 5, 2008, Cleveland, Ohio.
- Radford, M. L., & Connaway, L. S. (2008). *Getting better all the time: Improving communication & accuracy in virtual reference*. Presented at Reference Renaissance, August 4-5, 2008, Denver, Colorado. [Available: <http://www.oclc.org/research/projects/synchronicity/ppt/refren08.ppt>]
- Connaway, L. S., Radford, M. L., Dickey, T. J., & Williams, J. A. D. (2008). *"I find what I need": Behaviors and information-seeking preferences of non-users of virtual reference*. Presented at the Library Research Round Table at the American Library Association Conference, June 26-July 2, 2008, Anaheim, California. [Available: <http://www.oclc.org/research/projects/synchronicity/ppt/lrrt2008final.ppt>]
- McGlamery, S., & Connaway, L. S. (2008). *Quality assurance in a multi-state, multi-national virtual reference cooperative*. Presented at the Libraries in the Digital Age 2008 Conference, June 2-7, 2008, Dubrovnik and Mljet, Croatia. [Available: <http://www.oclc.org/research/projects/synchronicity/resources/lida2008-mcglameryconnaway.pdf>]
- Radford, M. L., & Connaway, L. S. (2008). *Cordial connections: Evaluating virtual reference from user, non-user, and librarian perspectives using the Critical Incident Technique*. Presented at the Libraries in the Digital Age 2008 Conference, June 2-7, 2008, Dubrovnik and Mljet, Croatia. [Available: <http://www.oclc.org/research/projects/synchronicity/resources/lida2008-radfordconnaway.pdf>]
- Radford, M. L., & Connaway, L. S. & Williams, J. A. D. (2008). *"Ha Ha... Get a real job loser!!!" An analysis of generational differences in the rerepresentation of nonverbal cues and of conflict in live chat transcripts*. Presented at the Nonverbal Communication Interest Group of the Eastern Communication Association Conference, May 1-5, 2008, Pittsburgh, Pennsylvania.

**SELECTED PRESENTATIONS, CONTINUED:**

Connaway, L. S., & Radford, M. L. (2008). *Smiling online: Applying face-to-face reference skills in a virtual environment*. Presented as a Webinar (Web Based Seminar) at OCLC, April 16, 2008, Dublin, Ohio.

Connaway, L. S., & Radford, M. L. (2008). *Exceeding expectations: E-reference excellence in collaborative VR*. Presented on panel, Best practices in cooperative virtual reference at the Public Library Association 2008 National Conference, March 25-29, 2008, Minneapolis, Minnesota. [Available: <http://www.oclc.org/research/projects/synchronicity/ppt/pla2008.ppt>]

Connaway, L. S., & Olszewski, L. (2008). *OCLC WorldMap: Visualizing information about collections and libraries worldwide*. Presented at OCLC Inclusion Council, January 31, 2008, Dublin, Ohio. [Available: <http://www.oclc.org/research/presentations/connaway/worldmapfinal2008-01-31.ppt>]

Radford, M. L., & Connaway, L. S. (2008). *Users and librarians engaging in virtual spaces: Using critical incidents to inform practice and education in chat reference*. Presented at the ALISE Conference, January 8-11, 2008, Philadelphia, Pennsylvania. [Available: <http://www.oclc.org/research/projects/synchronicity/ppt/alise2008.ppt>]

Connaway, L. S., de Gaia, J., & Radford, M. L. (2007). *Social networking: The confluence of content, collaboration and community*. Presented at the Online Information Conference, December 4-6, 2007, London, England.

Connaway, L. S. (2007). "The Library is a good source if you have several months." *Making the library more accessible*. Presented at the Oklahoma Chapter, Association of College and Research Libraries (ACRL), November 5, 2007, Tulsa, Oklahoma. [Available: <http://www.oclc.org/research/projects/synchronicity/ppt/acrlokchapter2007-11-05.ppt>]

Connaway, L. S. (2007). "The Library is a good source if you have several months." *Making the library more accessible*. Presented at the Delaware Valley Chapter, Association of College and Research Libraries (ACRL), November 2, 2007, Millersville, Pennsylvania. [Available: <http://www.oclc.org/research/projects/synchronicity/ppt/acrl-delval07-connaway.ppt>]

Radford, M. L., & Connaway, L. S. (2007). *Connecting in cyberspace: The Millennial generation and virtual reference service*. Presented to the panel, Behaviors and preferences of Digital Natives: Informing a research agenda at the American Society for Information Science and Technology 2007 Annual Meeting, October 18-25, 2007, Milwaukee, Wisconsin. [Available: <http://www.oclc.org/research/projects/synchronicity/ppt/asist07.ppt>]

Radford, M. L., Connaway, L. S., & Williams, J. A. D. (2007). *Virtual rituals: Applying Goffman's face-work to an analysis of live chat reference encounters*. Presentation at the Library Research Seminar IV, October 10-12, 2007, London, Ontario, Canada. [Available: <http://www.oclc.org/research/projects/synchronicity/ppt/LRS-IV.ppt>]

Connaway, L. S., & Radford, M. L. (2007). *Focusing on change: Connecting to both Millennials and Baby Boomers*. Presented at the information: interactions and impact (i3) conference, June 27, 2007, The Robert Gordon University, Aberdeen, Scotland. [Available: <http://www.oclc.org/research/projects/synchronicity/ppt/20070627-i3.ppt>]

**SELECTED PRESENTATIONS, CONTINUED:**

- Radford, M. L., & Connaway, L. S. (2007). *Are we getting warmer? Query clarification in virtual reference*. Presented to the Library Research Round Table at the American Library Association Conference, June 21-27, 2007, Washington, D.C. [Available: <http://www.oclc.org/research/projects/synchronicity/ppt/20070623-ala-lrrt.ppt>]
- Connaway, L. S., & Radford, M. L. (2007). *Getting in synch with Screenagers: Virtual reference and sustaining the relevance of libraries*. Presented to the Independent Reference Publishers Group/ALA Panel, American Library Association Conference, June 21-27, 2007, Washington, D.C. [Available: <http://www.oclc.org/research/projects/synchronicity/ppt/20070622-ala-irpg.ppt>]
- Radford, M. L., & Connaway, L. S. (2007). *Not dead yet! Ready reference in live chat reference*. Presented at the RUSA New Reference Research, 13<sup>th</sup> Reference Research Forum, 2007, at the American Library Association Conference, June 21-27, 2007, Washington, D.C. [Available: <http://www.oclc.org/research/projects/synchronicity/ppt/20070624-ala-rusa.ppt>]
- Connaway, L. S., & Radford, M. L. (2007). *Shared expectations: Getting comfortable, and providing quality service in cooperative virtual reference*. Presented at the Best practices in cooperative virtual reference panel session at the American Library Association Conference, June 21-27, 2007, Washington, D.C. [Available: <http://www.oclc.org/research/projects/synchronicity/ppt/20070623-ala-oclcpanel.ppt>]
- Connaway, L. S. (2007). "Google is user friendly...the library catalog is not." *Information-seekers' preferences*. Presented at the Tri-state College Library Cooperative, June 5, 2007, Malvern, Pennsylvania. [Available: <http://www.oclc.org/research/presentations/connaway/20070605-tsclc.ppt>]
- Connaway, L. S., & Radford, M. L. (2007). *Service sea change: Clicking with "Screenagers" through virtual reference*. Presented at the Association for College and Research Libraries, 13<sup>th</sup> National Conference, March 29-April 1, 2007, Baltimore, Maryland, and as a conference webcast. [Available: <http://www.oclc.org/research/projects/synchronicity/ppt/20070331-acrl.ppt>]
- Radford, M. L., Connaway, L. S., & Williams, J. A. D. (2007). *Face-work in computer-mediated communication: An analysis of live chat reference encounters*. Presented at the New Jersey Communication Association Conference, March 24, 2007, Kean University, Union, New Jersey.
- Connaway, L. S. (2007). *Why not libraries? Users identify their information preferences*. Presented to the Central Ohio Chapter, American Society for Information Science and Technology (CO-ASIS&T), March 6, 2007, Dublin, Ohio. [Available: <http://www.oclc.org/research/presentations/connaway/co-asist20070306.ppt>]
- Radford, M. L., & Connaway, L. S. (2007). *Reflections of reference practice: Analyzing virtual reference transcripts*. Presented to the ALISE Conference, January 16-19, 2007, Seattle, Washington. [Available: <http://www.oclc.org/research/projects/synchronicity/ppt/alise07.ppt>]
- Radford, M. L., & Connaway, L. S. (2006). *Expect the unexpected: Urban Screenagers' communication and information-seeking preferences*. Paper presented at preconference, Urban communication: Creating sites for connection and action, National Communication Association, November 15, 2006, San Antonio, Texas. [Available: <http://www.oclc.org/research/projects/synchronicity/resources/nca2006-screenagers.pdf>]

**SELECTED PRESENTATIONS, CONTINUED:**

- Connaway, L. S., & Olszewski, L. (2006). *A geographical representation of WorldCat resources: A decision-making tool for acquisitions and collection management*. Presented at the Charleston Conference, November 10, 2006, Charleston, South Carolina. [Available: <http://www.oclc.org/research/presentations/connaway/20061110-charleston-worldmap.pdf>]
- Connaway, L. S. (2006). *Capturing untapped descriptive data: Creating value for librarians and users*. Presented at the session, The power of context-empowering data-based librarianship through data warehousing, data mining, and visualization, sponsored by the Special Interest Group on Library Technologies, American Society for Information Society and Technology Conference, November 8, 2006, Austin, Texas. [Available: <http://www.oclc.org/research/presentations/connaway/20061108-asist-untappeddata.ppt>]
- Radford, M. L., & Connaway, L. S. (2006). *Seeking sustainability and singularity: Evaluating virtual reference from user, non-user, & librarian perspectives*. Presented at the session, Shaping the future realities of virtual reference, sponsored by the Special Interest Group on Library Technologies, American Society for Information Society and Technology Conference, November 6, 2006, Austin, Texas. [Available: <http://www.oclc.org/research/projects/synchronicity/ppt/asist-mlr-r110406.ppt>]
- Radford, M. L., & Connaway, L. S. (2006). *"Screenagers" and virtual (chat) reference: The future is now!* Presented at the New Jersey Association of School Librarians, October 29-31, 2006, Long Branch, New Jersey. [Available: <http://www.oclc.org/research/projects/synchronicity/ppt/njasl06-screenagers-r.ppt>]
- Connaway, L. S., Radford, M. L., & Olszewski, L. (2006). *Virtual windows: Observing chat reference encounters through transcript analysis*. Presented at a symposium The Role of Observation and the Health of Community at the 19<sup>th</sup> International Association for People-Environment Studies, September 11-16, 2006, Alexandria, Egypt. [Available: <http://www.oclc.org/research/presentations/connaway/iaps20060828.ppt>]
- Radford, M. L., & Connaway, L. S. (2006). *Face-work in chat reference encounters*. Presented at the Library Research Round Table Research Forum Librarians as research subjects, American Library Association Conference, June 24, 2006, New Orleans, Louisiana. [Available: <http://www.oclc.org/research/projects/synchronicity/ppt/ala06-lrrt.ppt>]
- Connaway, L. S., & Radford, M. L. (2006). *Seeking synchronicity: Evaluating virtual reference transcripts*. Presented at the QuestionPoint Users Group Meeting, American Library Association, June 25, 2006, New Orleans, Louisiana. [Available: <http://www.oclc.org/research/projects/synchronicity/ppt/ala06-qpusers.ppt>]
- Connaway, L. S. (2006). *Mountains, valleys, and pathways: Serials users' needs*. Presented at the NASIG 2006 Annual Conference, May 4-7, 2006, Denver, Colorado. [Available: <http://www.oclc.org/research/presentations/connaway/nasig200605.ppt>]
- Radford, M. L., & Connaway, L. S. (2006). *Relational communication in chat reference*. Presented at the 10<sup>th</sup> New Jersey Communication Association Conference, March 25, 2006, Montclair State University, Montclair, New Jersey. [Available: <http://www.oclc.org/research/presentations/connaway/radford-njca-chat-06.ppt>]
- Connaway, L. S. (2006). *Seeking synchronicity: Evaluating virtual reference transcripts*. Presented to the Research and New Technologies Interest Group, OCLC Members Council, February 14, 2006, Dublin, Ohio. [Available: <http://www.oclc.org/research/memberscouncil/2006-02/connaway.ppt>]

**SELECTED PRESENTATIONS, CONTINUED:**

Radford, M. L., & Connaway, L. S. (2006). *Seeking synchronicity: Evaluating virtual reference transcripts*. Presented at the 2006 ALISE Conference, January 16-19, 2006, San Antonio, Texas. [Available: <http://www.oclc.org/research/projects/synchronicity/ppt/alise06.ppt>]

Connaway, L. S., & Heard, A. (2005). *Publisher name authority project: An attempt to enhance data mining for collection analysis and comparison*. Presented at the Charleston Conference, November 4, 2005, Charleston, South Carolina. [Available: <http://www.oclc.org/research/presentations/connaway/charleston2005.ppt>]

Connaway, L. S., Snyder, C., & Olszewski, L. (2005). *What in the world? Geographical representation of library collections in WorldCat: A Prototype*. Presented at the ASIS&T 2005 Annual Meeting, October 28 - November 2, 2005, Charlotte, North Carolina. [Available: <http://www.oclc.org/research/presentations/connaway/asist20051024.ppt>]

Connaway, L. S. (2005). *Got data, now what? Analyzing usability study results*. Presented to the LAMA/MAES Using Measurement Data for Library Planning and Assessment Committee at the ALA 2005 Annual Conference, June 26, 2005, Chicago, Illinois. [Available: <http://www.oclc.org/research/presentations/connaway/lama200506.ppt> and <http://www.slideshare.net/LynnConnaway/usability-testing-final-605>]

Connaway, L. S. (2005). *Data mining: Content management and collection and user analysis*. Presented as a keynote address at the Iowa OCLC Users Group 22nd Annual Conference, May 27, 2005, Iowa City, Iowa. [Available: <http://www.oclc.org/research/presentations/connaway/20050527-ioug-mining.ppt>]

Lavoie, B., Connaway, L. S., & O'Neill, E. (2005). *Mining for digital resources: Identifying and characterizing digital materials in WorldCat*. Presented at the ACRL 12th National Conference Currents and convergence: Navigating the rivers of change, April, 9, 2005, Minneapolis, Minnesota. [Available: <http://www.oclc.org/research/presentations/lavoie/acrl2005.ppt>]

Connaway, L. S. (2005). *Meeting the information needs of college and university users: Preliminary results of a two-year, multidisciplinary user investigation*. Presented at the NFAIS 47<sup>th</sup> Annual Conference, February 28, 2005, Philadelphia, Pennsylvania. [Available: <http://www.oclc.org/research/presentations/connaway/nfais2005.ppt>]

Connaway, L. S. (2005). *An overview of the IMLS project: Sense-making the information confluence: The whys and hows of college and university user satisficing of information needs*. Presented at the Library of Congress Forum, American Library Association Midwinter Conference, January 16, 2005, Boston, Massachusetts. [Available: [http://www.oclc.org/research/presentations/connaway/alamw05\\_lcforum.ppt](http://www.oclc.org/research/presentations/connaway/alamw05_lcforum.ppt)]

Connaway, L. S., Wicht, H., & Knievel, J. (2004). *Collection analysis with circulation, ILL and collection statistics: A follow-up presentation*. Presented at the Charleston Conference Issues in book and serial acquisition, November 5, 2004, Charleston, South Carolina. [Available: <http://www.oclc.org/research/presentations/connaway/charleston2004.ppt>]

Connaway, L. S. (2004). *Estimating audience level of monographs using holding patterns in WorldCat*. Presented at Library Research Seminar III: Learning and growing; Inquiry into librarianship, October 14-16, 2004, Kansas City, Missouri. [Available: [http://www.oclc.org/research/presentations/connaway/lrslIII\\_audience.ppt](http://www.oclc.org/research/presentations/connaway/lrslIII_audience.ppt)]

**SELECTED PRESENTATIONS, CONTINUED:**

- Connaway, L. S. (2004). *Understanding virtual users: Connecting research to practice*. Presented at Library Research Seminar III: Learning and growing; Inquiry into librarianship, October 14-16, 2004, Kansas City, Missouri. [Available: [http://www.oclc.org/research/presentations/connaway/lrsIII\\_transaction.ppt](http://www.oclc.org/research/presentations/connaway/lrsIII_transaction.ppt)]
- Connaway, L. S. (2004). *OCLC Research: Collection assessment and use studies*. Presented at 2004 ALA Midwinter Meeting, January 9-12, 2004, San Diego, California. [Available: <http://www.oclc.org/research/presentations/connaway/alamw2004.ppt>]
- Connaway, L. S. (2003). *Data mining library collection silos: Print books and e-Books in library collections*. Presented at the Digital Library Federation, November 17-19, 2003, Albuquerque, New Mexico. [Available: [http://www.oclc.org/research/presentations/connaway/df\\_20031103post.ppt](http://www.oclc.org/research/presentations/connaway/df_20031103post.ppt)]
- Connaway, L. S. (2003). *Use of circulation statistics and interlibrary loan data in collection management*. Presented at The Games People Play: 23<sup>rd</sup> Annual Charleston Conference, November 7, 2008, The Lightsey Center, Charleston, South Carolina. [Available: [http://www.oclc.org/research/presentations/connaway/charleston\\_20031103.ppt](http://www.oclc.org/research/presentations/connaway/charleston_20031103.ppt)]
- Connaway, L. S. (2003). *The effect of electronic resources on space considerations*. Presented at The library as place: Symposium on building and revitalizing health sciences libraries in the Digital Age, co-hosted by the National Library of Medicine (NLM) and the Association of Academic Health Science Libraries (AAHSL), November 5-6, 2003, Lister Hill Center, National Institutes of Health Campus, Bethesda, Maryland. [Available: [http://www.oclc.org/research/presentations/connaway/nlm\\_20031106.ppt](http://www.oclc.org/research/presentations/connaway/nlm_20031106.ppt)]
- Connaway, L. S. (2003). *Collection assessment and use studies*. Presented to the OCLC Members Council Digital Libraries Research Interest Group, October 28, 2003, Dublin, Ohio. [Available: <http://www.oclc.org/research/memberscouncil/2003-10/connaway.ppt>]
- Connaway, L. S. (2003). *What can be learned from usage data*. Presented at the ASIS&T Annual Conference, October 22, 2003, Long Beach, California. [Available: <http://www.oclc.org/research/presentations/connaway/asist20031003post.ppt>]
- Connaway, L. S. (2003). *A comparison of the functions and processes associated with identifying, selecting, acquiring, and organizing paper books and electronic books*. Presented at the Association of College and Research Libraries, April 10-13, 2003, Charlotte, North Carolina.
- Connaway, L. S. (2001). *Research in the 21st century: Trends in library collections and access*. Presented at concurrent session during the Society for Scholarly Publishing Conference, June 8, 2001, San Francisco, California.
- Connaway, L. S. (2001). *Upstreaming: Changing expectations in libraries & information provision*. Presented at the Society for Scholarly Publishing Conference, Plenary III, June 8, 2001, San Francisco, California.
- Connaway, L. S. (2001). *Bringing electronic books (eBooks) into the digital library*. Presented at the National Online Conference, May 15-17, 2001, New York City, New York.
- Connaway, L. S. (2001). *eBooks and enterprise-wide learning in the future*. Presented at the eLearning Conference, April 19, 2001, Washington Convention Center, Washington, D.C.

**SELECTED PRESENTATIONS, CONTINUED:**

- Connaway, L. S. (2001). *netLibrary: Helping the proliferation of the scholarly monograph*. Presented at the Scholarly Communication Symposium Digital publishing, March 23, 2001, University of Nebraska, Lincoln, Nebraska.
- Connaway, L. S. (2000). *netLibrary: Helping or hindering the demise of the scholarly monograph?* Presented at the Modern Language Association Conference, December 28, 2000, Marriott, Washington, D.C.
- Connaway, L. S. (2000). *Exploring partnerships: Opportunities for collaborations: What can producers and vendors provide?* Presented at the Library of Congress Bicentennial conference on bibliographic control for the new millenium: AACR2, metadata, and the web, November 15-17, 2000, Library of Congress, Washington, D.C.
- Connaway, L. S. (2000). *eBook challenges and opportunities in the new millennium*. Presented at Online publishing: Winning strategies and business models for the transition to electronic book publishing, July 17, 2000, Sydney, Australia.
- Connaway, L. S. (2000). *Libraries: Bridging the digital divide*. Presented at the HEAR Conference, July 12-14, 2000, Crested Butte, Colorado.
- Connaway, L. S. (2000). *eBooks into the digital library*. Presented at the Library Information and Technology Association, ALA Annual Conference, July 9, 2000, Chicago, Illinois.
- Connaway, L. S. (2000). *The emerging role of electronic books*. Presented at Building scholarly communities, the 136<sup>th</sup> Membership Meeting of the Association of Research Libraries, May 19, 2000, Baltimore, Maryland.
- Connaway, L. S. (2000). *eBooks into the digital library*. Presented at the Manitoba Library Conference, May 11-13, 2000, Winnipeg, Canada.
- Connaway, L. S. (2000). *The issues and challenges of electronic books in the digital library*. Presented at the Alberta Library Association Conference 2000, April 27-30, 2000, Alberta, Canada.
- Connaway, L. S. (2000). *The new aggregators: Internet libraries*. Presented at a discussion panel at the National Electronic Publishing Seminar, April 13-15, 2000, Library of Congress, Washington, D.C.
- Connaway, L. S. (2000). *Electrifying the book: Evolution or revolution?* Presented on April 4, 2000, Brooklyn, New York.
- Connaway, L. S. (2000). *Electronic books: The next big thing?* Presented at the Public Library Association Conference 2000, March 31, 2000, Charlotte, North Carolina.
- Connaway, L. S. (2000). *Bringing electronic books into the digital library*. Presented at the Internet Librarian International 2000, March 19-23, 2000, Olympia 2, London, England.
- Connaway, L. S. (2000). *Are eBooks in your (library's) future? Models for selection, acquisition, and access to eBooks*. Presented at the Indiana Library Federation Preconference, March 13, 2000, Indiana Convention Center, Indianapolis, Indiana.
- Connaway, L. S. (2000). *Electronic books (eBooks) in the digital library: Opportunities and challenges for librarians and publishers*. Presented at the eBook Forum–NYLINK, March 6, 2000, Rochester, New York.



**SELECTED PRESENTATIONS, CONTINUED:**

- Connaway, L. S. (2000). *Purchasing electronic books (eBooks): Opportunities and challenges for librarians and publishers*. Presented at the Ontario Library Association Conference, February 4, 2000, Toronto, Canada.
- Connaway, L. S. (2000). *Challenges of cataloging eBooks*. Presented at the Heads of Cataloging Discussion Group, ALA Midwinter 2000 Conference, January 17, 2000, San Antonio, Texas.
- Connaway, L. S. (2000). *Preservation in the new millennium: Saving Dick and Jane through new technologies*. Presented at the Preconference forum at the ALA Midwinter Conference 2000, January 14, 2000, San Antonio, Texas.
- Connaway, L. S. (2000). *A system (experimental) for organizing and retrieving multimedia resources*. Presented at ALISE Annual Conference 2000, January 12, 2000, San Antonio, Texas.
- Connaway, L. S. (1999). *The future of eBooks from the publisher's and librarian's perspective*. Presented at the Amigos 1999 Fall Conference, November 11-12, 1999, Dallas, Texas.
- Connaway, L. S. (1999). *Future of eBooks in the role of scholarly communication and distance education*. Presented at the Charleston Conference, November 5, 1999, Charleston, South Carolina.
- Connaway, L. S. (1999). *Electronic books: Issues for producers, licensees, purchasers, and users*. Presented at the ASIS Annual Conference, November 3, 1999, Washington, D.C.
- Connaway, L. S., & Bruce, B. (1999). *A system (experimental) for organizing and retrieving multimedia resources*. Presented at the ASIS Annual Conference, November 2, 1999, Washington, D.C.
- Connaway, L. S. (1999). *Bringing eBooks into the digital library*. Presented at Netspeed-99, September 24, 1999, Edmonton, Alberta.
- Connaway, L. S. (1999). *Future of eBooks*. Presented at the Society for Scholarly Publication Conference, June 11, 1999, Boston, Massachusetts.
- Connaway, L. S. (1998). *Electronic books and distance education: A natural partnership*. Presented at a luncheon sponsored by the netLibrary, Inc. and the University of Denver at the Association of Library and Information Science Educators 1999 Conference, January 27, 1999, Philadelphia, Pennsylvania.
- Connaway, L. S. (1998). *Re-visioning the curriculum*. Presented at the Plenary Session at the Association of Library and Information Science Educators 1998 Conference, January 8, 1998, New Orleans, Louisiana.
- Connaway, L. S., & Budd, J. M. (1998). *Discursive content and discursive power in library and information science education*. Presented at the Association of Library and Information Science Educators 1998 Conference, January 7, 1998, New Orleans, Louisiana.
- Connaway, L. S., Logan, R., & Brown, C. (1997). *Identifying and representing electronic engineering resources: A case study in knowledge management*. Presented at the International Symposium on Research, Development & Practice in Digital Libraries: ISDL '97, sponsored by the University of Library and Information Science, November 19, 1997, Tsukuba Science City, Japan.

**SELECTED PRESENTATIONS, CONTINUED:**

- Connaway, L. S. (1997). *The future of education in library and information science: Reforming or reinventing?* Sponsored by the Committee on Education and presented as one of four speakers at the American Library Association 1997 Annual Conference, June 29, 1997, San Francisco, California.
- Connaway, L. S. (1997). *Creating the CyberCataloger: Educating and training librarians to catalog electronic resources.* Presented at a discussion sponsored by the Heads of Cataloging Discussion Group and The Committee on Education, Training, and Recruitment for Cataloging, February 17, 1997, Washington, D.C.
- Connaway, L. S. (1997). *Educating information professionals for a changing environment.* Presented at the Association of Library and Information Science Educators 1997 Conference, February 12, 1997, Washington, D.C.
- Connaway, L. S. (1996). *Regional opportunities for a professional library degree.* Presented at the Wyoming Library Association Program, October 3, 1996, Casper, Wyoming.
- Connaway, L. S. (1996). *Educational opportunities for Colorado information specialists.* Presented at the Colorado Educational Media Association and the Colorado Library Association Joint Conference, Technical Services and Automation Division, August 15-17, 1996, Denver, Colorado.
- Connaway, L. S. (1996). *What we do & who we are: Changing roles in technical services.* Presented at the Colorado Educational Media Association and the Colorado Library Association Joint Conference, Technical Services and Automation Division, August 15 - 17, 1996, Denver, Colorado.
- Connaway, L. S. (1996). *Beyond bean counting: Focus groups and other client centered methodologies.* Presented at ALA Annual Conference, LAMA Statistics Section, Data Collections for Library Managers Committee; PLA Research and Statistics Committee, July 7, 1996, New York City, New York.
- Connaway, L. S., & Budd, J. M. (1996). *Effects of information networking on the communication and collaboration of scholars.* Paper session presented at the Finding common ground: Creating a library of the future without diminishing the library of the past conference, sponsored by the Harvard College Library, March 30-31, 1996, Cambridge, Massachusetts.
- Connaway, L. S., & Wallace, D. (1996). *Organized access to engineering Internet resources using indexing principles.* Presented at the Finding common ground: Creating a library of the future without diminishing the library of the past conference, sponsored by the Harvard College Library, March 30-31, 1996, Cambridge, Massachusetts.
- Connaway, L. S. (1996). *Preparing information professionals for a changing environment.* Presented at the College and University Division Spring Meeting, Colorado Library Association, March 18, 1996, Denver, Colorado.
- Connaway, L. S., & Raber, D. (1996). *Two cultures, one faculty: Contradictions of library and information science education.* Presented at General session I: Conflict and cooperation in changing cultures: The academy and LIS education, Association of Library and Information Science Educators 1996 Conference, January 17, 1996, San Antonio, Texas.

**SELECTED PRESENTATIONS, CONTINUED:**

Connaway, L. S. & Wallace, D. (1995). *Organized access to engineering internet resources using indexing principles*. Presented at the American Society for Information Science Annual Conference, October 9-12, 1995, Chicago, Illinois.

Connaway, L. S. (1995). *The changing role of technical services*. Presented at the Missouri Library Association Annual Conference, October 5, 1995, Kansas City, Missouri.

Connaway, L. S. (1995). *The levels of decisions and involvement in decision-making: Effectiveness and job satisfaction in academic library technical services*. Presented at the Association of College and Research Libraries 7th National Conference, March 30, 1995, Pittsburgh, Pennsylvania.

Connaway, L. S. (1995). *The competencies necessary for a cataloger*. Served as panelist for the Heads of Cataloging Discussion Group, Association for Library Collections and Technical Services, at the American Library Association Midwinter Conference 1995, February 6, 1995, Philadelphia, Pennsylvania.

Connaway, L. S. (1993). *The levels of decisions and involvement in decision-making: Effectiveness and job satisfaction in academic library technical services*. Presented at the American Library Association Annual Conference, 1993, Library Research Round Table Forum, June 27, 1993, New Orleans, Louisiana.

Connaway, L. S. (1993). *Quality in technical service: How we teach it, how we achieve it from the research perspective*. Presented at the Association of Library and Information Science Educators 1993 Conference, January 20, 1993, Denver, Colorado.

Connaway, L. S. (1991). *Are we there yet? Women in a core collection for undergraduate libraries*. Presented at the 16th Annual Women's Studies Conference, October 19, 1991, University of Wisconsin – Milwaukee, Milwaukee, Wisconsin.

Connaway, L. S., & Johnson, D. W. (1990). *Cataloger as decision-maker*. Presented at the Wisconsin Library Association Annual Conference, November 14, 1990, Appleton, Wisconsin.

**AWARDS & HONORS:**

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|------|--|
| 2014 | <b>Visiting Scholar</b><br>Royal School of Library and Information Science,<br>University of Copenhagen, Denmark.  |
| 2014 | <b>Chair of Excellence</b><br>6-month appointment in the Chair of Excellence program<br>at the Universidad Carlos III de Madrid (UC3M) in the<br>Departamento de Biblioteconomía y Documentación.  |
| 2013 | <b>ALISE Bohdan S. Wynar Research Paper Competition</b><br>Not dead yet! A longitudinal study of query type and<br>ready reference accuracy in live chat and IM reference.<br><i>Library &amp; Information Science Research</i> , 35(1). |

**AWARDS & HONORS, CONTINUED:**

- 2012                                    **Allen Smith Visiting Scholars Program**  
*Making reference services viable in a self-service environment.* Presented at Simmons College, Allen Smith Visiting Scholars Program, March 30, 2012, Boston, Massachusetts.
- 2012                                    **2012 Reference Service Press Award, Reference and User Services Association (RUSA)**  
"Are we getting warmer?" Query clarification in live chat virtual reference. *Reference & User Services Quarterly*, 50(3), 259-279.
- 2009                                    **Visiting Researcher**  
3-month appointment in the Department of Information Studies, University of Sheffield, Sheffield, England, United Kingdom.
- 2005                                    **Succession Management Training**  
OCLC
- 1994                                    **Gold Chalk Award**, Graduate Professional Council  
University of Missouri-Columbia
- 1993                                    **Beta Phi Mu**, International Library Science Honor Society  
Beta Beta Epsilon, University of Wisconsin-Madison chapter
- 1991                                    **TA Fellow**, College of Letters and Science  
University of Wisconsin – Madison
- 1987, 1990, and 1997                **Professional Development Grant**  
Mountain Plains Library Association

**PROFESSIONAL ORGANIZATIONS & ASSOCIATIONS:**

American Library Association

- Accreditation Task Force*, 2016  
*Library Research Round Table*, Chair, 2012  
*Research Series Editorial Board*, 2009-2012  
*Committee on Education*, 1997-1999 and 2009-2011  
Chair, 2009-2010  
*Committee on Accreditation*, 2005-2009  
*Chapter Councilor*, 2001-2003  
Represent the Colorado Library Association  
*eBook Task Force*, 2001-2003  
*Loleta Fyan Grant Jury*, 1997

Association for Library Collections & Technical Services

- Library Resources & Technical Services* Editorial Board, 2001-2005.  
*Media Resources Committee*, 1999-2003  
*Margaret Mann Citation Committee*, 1994  
*Education for Collection Development Committee*, 1994  
*Committee on Education, Training and Recruitment for Cataloging*, 1994-1999

**PROFESSIONAL ORGANIZATIONS & ASSOCIATIONS, CONTINUED:**

Association for College and Research Libraries

*Value of Academic Libraries Committee*, Vice-Chair, 2013-2014, Chair 2014-2015  
*ACRL Research Planning and Review Committee*, Vice-Chair, 2009-2011, Chair 2011-2012, ALA Midwinter Conference, session moderator, 2012  
*15<sup>th</sup> Conference Executive Committee*, 2009-2011  
*Invited Speaker Committee*, Co-Chair, 2009-2011  
*President's Program Committee*, Co-Chair, 2006  
*12<sup>th</sup> Conference Executive Committee*, 2003-2005  
*Innovations and Scholarship Subcommittee*, Chair, 2003-2005

Library Information and Technology Association

Library Research Round Table

*Vice-Chair*, 2011-2012  
*Chair*, 2012-2013  
*Member at Large*, 2000-2003  
*Program Chair*, 1997-1998

Reference and User Services Association

Association for Information Science and Technology

*President*, 2016  
*Board of Directors*, 2012-2015  
*Annual Conference Co-Chair*, 2011  
*Classification Research Special Interest Group*  
*Education Special Interest Group*  
*Information Needs, Seeking and Use Special Interest Group*  
*Digital Libraries Special Interest Group*

Association of Library and Information Science Educators

*Member of Development & Advancement Committee*, 2007 to 2010  
*Member of the Professional Contribution to LIS Education Award*, 2008  
*OCLC/ALISE Library and Information Science Research Grant Program*, Chair, 2005 to present  
*New Faculty Special Interest Group*, Convener, Annual Conference 1994 and 1995  
*Technical Services Education Special Interest Group*, Convener, Conference 1994  
*Membership Committee*, 1993-1995  
*Technical Services and Automation Division*, Secretary, 1988-1989

Colorado Library Association

*College and University Division*, Secretary, 1987-1988

International Federated Library Association

*Library Theory and Research Section*, 2007-2011, 2011-2015  
Representative for the American Library Association, Library Research Round Table

Mesa College Office Personnel Association, President, 1987-1988

Mountain Plains Library Association, 1985-1989 and 1995 to present

**SERVICE:**

University of Wisconsin-Madison, School of Library & Information Studies, 2016-2019

*Information Processing & Management*, Editorial Board, 2006

Open Ebook Forum, 1999-2004

Special Library Association, 1989-1992, and 2000-2003

Council on Library Resources, Reviewer

*Journal of Education for Library and Information Science*, Reviewer

*Journal of the American Society for Information Science*, Reviewer

Mesa County Public Library District

*Strategic Planning Committee Member*, 2008

*One Book Committee*, Steering Committee Member, 2007 to present

Advisory Board, Library and Information Science Program, University of Denver,  
August 1995-2012

Editorial Board of journal, *Library and Information Science Research*, January 1999-2006

Advisory Council, School of Information Studies, Florida State University, February 2000-2002

NISO Networked Reference Services Workshop, Member, April 2001

NISO Forum on Library Statistics and Performance Measures, Member, February 2001

Search Committee for the Director of Human Resources, University of Denver, 1998

Search Committee for the Associate Dean of Academic Affairs, University College, University of  
Denver, 1998

U.S. Institute of Museum & Library Services, National Leadership Grants Review Committee,  
1998

Advising Task Force, University College, University of Denver, 1997-98

Faculty Senate, University of Denver, University College Senator, 1996-98

U.S. Department of Education, Library and Information Science Program Fellowship Review  
Committee, 1996

Advisory Committee for the U.S. Department of Education funded OCLC project "Building a  
Catalog of Internet Resources," Member, 1995-1996