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## About the Contributors

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BARBARA L. ANDERSON is Director of the twenty-nine branch San Bernardino County Library System which provides service to nineteen cities and the unincorporated area of the county's 20,000 square miles. She has served as coordinator of one of California's public library cooperative systems, held various positions in public libraries, and has been an administrative librarian in U.S. Army Europe libraries. Ms. Anderson serves on various task forces and boards concerned with networking and library development in California.

DON BROWN is the Graphics Producer in the Media Department of the Solomon R. Baker Library at Bentley College, Waltham, MA. He serves the entire Bentley community focusing primarily on faculty. Mr. Brown holds a Master's degree (EDM, Boston University) and Certificate of Advanced Graduate Studies (CAGS, Boston University) in Educational Media. He has worked with faculty as co-author or graphics producer on many publications. His work in library literature has appeared most recently in the *Wilson Library Bulletin* (April 1992) and *The Bottom Line: A Financial Magazine for Librarians* (vol. 6, no. 1, 1992).

DWIGHT F. BURLINGAME is the Director for Academic Programs and Research at the Indiana University Center on Philanthropy and Adjunct Professor of Philanthropic Studies. Prior to joining the center in 1990, Dr. Burlingame served for six years as Vice President for University Relations and Professor at Bowling Green State University. He holds a B.S. from Moorhead State University, Moorhead, Minnesota, in Business and Political Science; an M.L.S. from the University of Illinois at Urbana-Champaign; a post-master's degree from the University of Minnesota in Higher Education, and a Ph.D. from Florida State University in Library Science. He became a Certified Fund Raising Executive of the National Society of Fund Raising Executives (NSFRE) in 1989 and has served as a director

of the NSFRE Foundation Board from 1990 to 1992. Dr. Burlingame is a frequent speaker, consultant, and author on topics relating to philanthropy, libraries, and development.

JERRY D. CAMPBELL is Vice Provost for Library Affairs and University Librarian at Duke University. He has spoken and written widely on the subject of library change. He is currently providing the keynote addresses for a series of workshops sponsored by Library Solutions on the topic of rethinking reference. Dr. Campbell will speak on the topic of change at the 1994 annual conferences of the American Library Association and the Canadian Library Association. He is Vice President, President elect of the Association of Research Libraries.

ELAINE COHEN is President of Aaron Cohen Associates Ltd., a library building consulting and interior design firm. She is also a member of Aaron Cohen Architects, P.C.C., an architectural firm specializing in libraries. Ms. Cohen has consulted for a wide variety of institutions including the University of Illinois at Urbana-Champaign, Riverside County Law Library (California), Rochester Hills Public Library (Michigan), Proctor and Gamble (Cincinnati), and Cornell University Medical Center (New York). She has written three books and numerous articles on library design. In tandem with Aaron Cohen, she has taught more than 300 workshops all across the country.

BARBARA I. DEWEY is Director, Administrative and Access Services, an organization that provides administrative oversight for personnel, budget, planning, development, central technical services, and access services at the University of Iowa Libraries. Most recently she co-authored the book, *Team Power: Making Library Meetings Work* with Sheila D. Creth. She is the author of *Library Jobs: How to Find Them, How to Fill Them*, and she edited *Raising Money for Academic and Research Libraries*. She has written and done a number of presentations on personnel, and development and planning issues. A graduate of the University of Minnesota, Ms. Dewey has also held positions at Minnesota Valley Public Library, Mankato, Minnesota; at Northwestern University; and at Indiana University.

RONALD F. DOW is currently Associate Dean for planning and administrative services at Pennsylvania State University Libraries. Prior to joining Pennsylvania State, Mr. Dow was a First Vice President and Director of libraries at Shearson Lehman Brothers, a New York investment banking and brokerage concern. He is currently working on his dissertation in pursuit of a Ph.D. degree in the study of higher education.

JOHN A. DUNN, JR. is President of Dean Junior College in Franklin, Massachusetts. At Tufts University, he served as Executive Director of the Center for Planning Information (CPI), a consortia of higher education support that shares information useful for planning, program assessment, and management. Mr. Dunn was also Vice-President for Planning at Tufts University from 1980 to 1989 and previously held positions there of Assistant to the President and Secretary to the Board of Trustees. Mr. Dunn has written and lectured widely on higher education topics and served as consultant to several colleges and universities. He is currently a trustee at Dean Junior College, he has been a trustee or director at Wesleyan University, the Association for Institutional Research, EDUCOM, and the Civic Education Foundation, and has recently been President of the Society for College and University Planning.

SHERMAN HAYES is the Library Director at Bentley College, Waltham, Massachusetts. He holds Master's degrees in Library Science (MLS, Indiana University), Management (MBA, Western Michigan University), and in Taxation (MST, Bentley College). He has published extensively in library management literature in the *Journal of Library Administration*, *The Bottom Line: A Financial Magazine for Librarians*, *ACRL News*, and the *Wilson Library Bulletin*. Mr. Hayes is currently an active member of the ALA LAMA LOMS Committee on Comparative Library Organization and is writing a reference book on business conditions in China.

CAROLYN KACENA is the Director, Library Automation and Information Technologies, Central University Libraries, Southern Methodist University and has taught library automation and cataloging courses at Texas Womans University, at the University of Illinois, and at the University of Arizona library schools. Her other positions include Associate University Librarian at California State University, Fullerton; served as Acting University Librarian from 1983 to 1984; and was Head of the Catalog Department and cataloger at Deere & Company Library from 1967 to 1969. Ms. Kacena received her B.A. in Library Science and Mathematics from the University of Northern Iowa, Cedar Falls, Iowa, in 1966; her M.S. in Library Science from Case Western Reserve University in 1967; and her MS in Computer Science from The University of Arizona in 1974.

RICHARD M. KESNER is currently Chief Information Officer for Babson College, where he is responsible for all aspects of the college's use of information technologies including computer services, media services, voice/data communications, library services and resources,

museums and archives. He is also President and Senior Consultant for RMK Associates, Inc., a management, strategic planning, and MIS consulting firm. Mr. Kesner holds an M.A. and Ph.D. from Stanford University and an A.B. and M.B. from Oberlin College. He has also completed post-doctoral training in finance and strategic planning at the Wharton School, University of Pennsylvania. Mr. Kesner has spoken internationally before professional and business audiences and has published seven books and numerous articles. He is currently at work on a new book that examines public sector information resource management.

BARBARA G. LEONARD is Coordinator of Collections and Fiscal Planning at the Clark Library, San Jose State University in San Jose, California. She has taught Collection Management and Budgeting and Fiscal Management for the School of Library and Information Science, also at San Jose State. Ms. Leonard is completing her fifth year on the Budget and Finance Committee of the Library Administration and Management Association (LAMA) and is active in the Systems and Services Section of LAMA. She has published articles on library school practicums, systems librarians, and collection management.

MURRAY S. MARTIN has been a librarian for over forty years and recently retired from Tufts University as University Librarian and Professor of Library Science Emeritus. He has also taught classes in collection management at the Simmons College School of Library and Information Science. He has held many offices in library associations and presented papers on library science and commonwealth literature as well as many articles and chapters in books. He has published *Budgetary Control in Academic Libraries* and *Issues in Personnel Management in Academic Libraries* (both from JAI Press). He is currently Managing Editor for the JAI Press series *Advances in Library and Information Science* and Associate Editor of *The Bottom Line*.

JOHN E. OGDEN is a Research Assistant at OCLC Online Computer Library Center. He is working on a Ph.D. in diplomatic history at The Ohio State University. He holds an M.S. and B.S. in mathematics and a B.A. in chemistry from The Ohio State University. Prior to joining OCLC, Mr. Ogden taught mathematics at Columbus State Community College.

MAUREEN PASTINE is Central University Librarian, Central University Libraries, Southern Methodist University, Dallas, Texas. She has

served as Director of Libraries at Washington State University; University Librarian at San Jose State University; Head of Reference and Coordinator of Reference, Online Searching, and Bibliographic Instruction at the University of Illinois at Urbana-Champaign; and Head of Reference at the University of Nebraska at Omaha. Ms. Pastine has taught graduate courses in numerous areas of library and information science. She has written chapters for approximately ten books and has published approximately twenty journal articles on library administration, reference services, international networking, library user education, library security, pay equity, and women's studies research. She has received the Distinguished Alumni Graduate Award in 1986 from the Graduate School of Library and Information Management from Emporia State University and the Association of College and Research Libraries Miriam B. Dudley Bibliographic Instruction Librarian of the Year Award in 1989.

CHANDRA PRABHA is a Senior Research Scientist at OCLC Online Computer Library Center, Inc. She received a B.S. from Osmania University (India), B.S. and M.S. (Library Science) from the University of Wisconsin—Madison, and a Ph.D. in Library and Information Science from the University of Illinois at Urbana-Champaign. Her research areas include user studies and technical processing and workflow. Before beginning a career in research, she worked in academic, public, and research libraries.

BARBARA M. ROBINSON is currently a management consultant. Her firm, Robinson & Associates in Washington, DC, specializes in strategic planning, cost analysis, and decision making in handling reference questions. Her clients include state library agencies, special and public libraries, as well as other nonprofit organizations and small businesses. Ms. Robinson has conducted cost-finding studies for five libraries in Monterey County, California (1991); for the New Jersey State Library (1989); and for numerous special libraries. Her study in New Jersey was hailed as a landmark by the state librarian. Ms. Robinson has also developed a conceptual model for decision making in handling reference questions. Her paper describing the model first appeared in *RQ* (Vol. 29, No. 1) and was reprinted in *Library Literature 20—The Best of 1989*. Ms. Robinson holds an M.L.S. degree from Simmons School of Library Science, Boston, Massachusetts. She has worked in all types of libraries and was Executive Director of the Metropolitan Washington Library Council.

SHERMAN ROBINSON is a Professor in the Department of Agricultural and Resource Economics at the University of California, Berkeley.

He is currently on leave from the university working in Washington, DC. While on leave, he has been a Visiting Scholar at the Congressional Budget office, a Senior Staff Economist at the Council of Economic Advisers, and a Division Director at the International Food Policy Research Institute. He has written numerous books, articles, reports, and policy papers in the areas of international trade and economic development. He has also written on the information economy in a study sponsored by the Network Advisory Committee of the Library of Congress.

MARTIN WARZALA is the Collection Development Specialist responsible for the management of processes and resources which support Baker & Taylor's Custom Collection Development Services. Mr. Warzala's prior assignment with this company was as the coordinator of the user team that designed the system which will support Baker & Taylor's Academic Approval Service. Before entering the commercial sector, Mr. Warzala was the Acquisitions Librarian at Western Connecticut State University. Additionally, he has held paraprofessional positions in technical services at the University Library at the State University of New York at Albany, and the Troy Public Library in Troy, New York. An active professional, Mr. Warzala has served as a member of ALA ALCTS committees and cochaired a divisional discussion group. He has published articles on approval and continuation services and product licensing agreements.

RICHARD A. WILLNER is first Vice President and Corporate Library Director of Lehman Brothers. The library serves the entire American Express family of companies. Prior to Lehman's, he was Research Services Director of Booz, Allen & Hamilton. Earlier library assignments were with KPMG Peat Marwick's Strategic Research Service and *Newsweek* magazine. Mr. Willner began his career as a system analyst at Sperry Univac.