

EDUCATION

2014-2015, Doctor of Philosophy, Student

School of Library and Information Science, University of Illinois at Urbana-Champaign, Champaign, IL, USA

Study Areas: socio-technical data analytics, text mining, information synthesis (terrorism)

2005, Master of Science, Summa cum laude

School of Library and Information Science, Simmons University, Boston, MA, USA

Study Areas: systems design, web development & usability, government information

Award: Outstanding Information Science Student Award, 2005

1987, Bachelor of Science

College of Communication, Boston University, Boston, MA, USA

Study Areas: broadcasting & film, journalism, business administration

SPECIAL ROLES

January 2017 – Present

Associate Editor

Library & Information Science Research, Elsevier, New York, NY, USA

A cross-disciplinary and refereed journal, *Library & Information Science Research* focuses on the research process in library and information science, especially demonstrations of innovative methods and theoretical frameworks or unusual extensions or applications of well-known methods and tools. It is consistently ranked among the top ten library and information science journals.

December 2018 – December 2021

Fulbright Specialist

Fulbright Program, U.S. Department of State, Washington, DC, USA

The Fulbright Specialist Program sends U.S. faculty and professionals to serve as expert consultants on curriculum, faculty development, institutional planning, and related subjects at academic institutions abroad for a period of 2 to 6 weeks. Host institutions eligible for Fulbright Specialists include universities, non-governmental organizations, cultural centers, and medical facilities.

EMPLOYMENT

February 2020 – Present

Training & Strategy Expert, Training & Consulting Division

Knowledge E, Dubai, UNITED ARAB EMIRATES

Developing higher education, research, and knowledge management capacity for institutions and national governments through consulting and training, primarily in the Middle East, with projects in Africa and Asia.

June 2006 – May 2007, June 2016 – December 2019

Adjunct Faculty

April 2007 – January 2008

Doctoral Studies Program Manager

August 2005 – March 2007

Program Coordinator / PhD in Managerial Leadership in the Information Professions

School of Library and Information Science, Simmons University, Boston, MA, USA

Teaching Technology for Information Professionals, required for Master's degree. Teaching "Best Practices in US Academic Libraries", an intensive short course and ongoing consulting to develop library capacity in Iraq, in cooperation with University of Kerbala, American University of Iraq-Sulymaniyah, IREX, and the U.S. Department of State. Course included modules on library automation, electronic resources management, library instruction and information literacy, publishing and open access research, and institutional repositories.

Managed all aspects of the doctoral studies program. As Program Coordinator (MLIP), coordinated and supported faculty and student activities and relations with administrators and Board of Directors. Managed \$1.7 million 3-year budget. Developed & implemented outcomes measures, marketing and recruitment activities, program delivery, and assisted with curriculum development. Developed diversity of technology tools for primarily distance/online education and engagement, including training and technical assistance. Taught "Technology for Information Professionals" and "Information Architecture".

January 2000 – February 2020

Independent Consultant: Information Services, Civic Society Development

d/b/a 50 Solutions, Boston, MA, USA

Research, analysis, planning, training, grant-writing, and operations management. Selected projects include:

- Taxonomy & information architecture refresh for Integration and Implementation Sciences: a global repository of resources and a community of researchers conducting cross-disciplinary research to address complex social problems.
- Training and consultation to national research ministries and universities in research dissemination and science journalism to improve research quality and impact.
- Strategic planning and management for cultural nonprofit Community Supported Film: Trains locals in Afghanistan, Haiti, and new immigrants and refugees in the US to make documentary films; distributes the resulting films through screenings and higher education curricula to influence public dialogue and policymaking
- Analysis of dialogue processes in high-level research-practice partnerships through research on 17 Harvard University Executive Sessions
- Analysis of national cultural survey data for US National Endowment for the Arts

April 2014 – October 2016

Research Information Specialist

School of Library and Information Science, University of Illinois at Urbana-Champaign, Champaign, IL, USA

Provided research assistance to the Center for Informatics Research in Science and Scholarship, especially in the socio-technical data analytics (SODA) specialization. Activities included literature review, project design/implementation, data collection and analysis, document preparation, and grant-related administration. Assisted in research project with the U.S. Department of Veterans Affairs to improve access to and re-use of health data for researchers. Activities included programming (Java), text mining (SQL, Oracle), research tools development (e.g., interview questionnaires), data coding/analysis, transcription, and participation in strategic planning.

August 2012 – December 2013

Information Resource Officer

Public Affairs Section, Embassy of the United States of America, Islamabad, PAKISTAN

Directed the American Spaces program (American libraries hosted by local public or university libraries) and information outreach programs country-wide in Pakistan. Planned, implemented, and evaluated outreach to Pakistani audiences through 23 American Spaces including ongoing improvement, promotion, and evaluation of facilities, staff, resources, and programs. Established nine new Spaces (\$500K budget). Strengthened partnerships with Pakistan institutions (e.g., National Library of Pakistan, provincial ministries of culture, universities, NGOs). Developed and delivered education programs for Pakistani audiences (see Training & Teaching below). Provided research services to senior Pakistan government officials, civic leaders, press, and Embassy/Consulate staff. Assessed and made recommendations to senior leadership on the viability of an American Center in Karachi including the preparation of financing options.

October 2010 – July 2012

Knowledge Management Coordinator

Office of the Assistant Chief of Mission for Assistance Transition, Embassy of the United States of America, Baghdad, IRAQ

Ensured that all the intelligence, relationships, capacity building, and reconstruction developed by the U.S. Government (USG) in Iraq since 2003 could continue to be leveraged by the U.S. Mission after the U.S. military departure in 2011. Assessed the knowledge management (KM) environment across all USG entities operating in Iraq. Collaborated and consulted with senior leadership from all areas of United States Forces-Iraq (USF-I), all USG sections, agencies, and departments under Chief of Mission authority, and key offices in the Departments of Defense and State to develop KM Transition Strategic Plan. Directed transition of 500+ information sources and 40+ software applications. Engaged hundreds of contacts from over 100 units. Convened multiple inter-agency conferences and work groups. Developed new knowledge management tools and information products. Facilitated negotiation of dozens of support contracts for software applications. Conducted hundreds of consultation and training sessions with individuals and units. Participated actively in key interagency “transition” working groups. Briefed all USG senior leadership in Iraq bi-monthly (Executive Core Group), and Ambassador James F. Jeffrey and Commanding General Lloyd J. Austin, III three times each. Briefed dozens of International Security Assistance Forces (ISAF) and USG units in Kabul, Afghanistan on Iraq KM Transition.

December 2009 – September 2010

Information Resource Officer

Public Affairs Section, Embassy of the United States of America, Baghdad, IRAQ

Directed the establishment and long-term sustainability of an Information Resource Center based at the U.S. Embassy in Baghdad and revitalized ten dormant American Spaces (American libraries hosted by local public or university libraries) and other U.S. Embassy resource and programming partnerships throughout Iraq. Developed and maintained new media communication (websites, Facebook). Supervised ten revitalized American Spaces. Strengthened partnerships with Iraq institutions (e.g., National Library and Archives of Iraq – digitization initiative with Library of Congress, Ministry of Higher Education – consulting on development of a union catalog for all Iraq universities). Developed and delivered education programs for Iraqi audiences regarding American policy, perspectives, history, and culture; and professional development trainings for librarians (see Training & Teaching below). Provided library services to senior Iraqi government officials, civic leaders, press, and Embassy/Consulate staff, including reference and research services and regular information products. Developed and maintained contact management system (seeds of Knowledge Management Transition).

February 2008 – October 2009

Integration Research Manager

Australian Research Council Centre of Excellence in Policing and Security (CEPS), The Australian National University, Canberra, Australian Capital Territory, AUSTRALIA

Facilitated the development of Integration and Implementation Sciences research. Developed, implemented, and evaluated innovative web-based activities to support the building of concepts and methods for research integration and implementation. Prepared information products to update global network of researchers on developments in inter-disciplinary research tools and strategies. Managed development, promotion, delivery, and evaluation of courses for research managers and graduate students. Developed and maintained local and international networks of researchers, students, policy makers, and practitioners. Represented and promoted the Integration and Implementation Sciences discipline in dozens of academic, government, and professional association environments. Coordinated symposia to convene experts and edited resulting publications. Served as a Harvard Executive Sessions process expert to the Australasian Policing Forum, a two-year dialogue among police executives and criminal justice scholars “to discuss, explore, and create innovative solutions to the increasingly complex environment police face”.

October 2006 – March 2007

End-User IT Support Specialist

Colleges of the Fenway (Emmanuel College, Massachusetts College of Art, Massachusetts College of Pharmacy and Health Sciences, Simmons College, Wentworth Institute of Technology, Wheelock College), Boston, MA, USA

Developed and delivered end-user training in WebCT/Blackboard Vista learning management system. Developed documentation. Provided custom individual, small group, and department-level consultation and coordinated best practices resources with faculty, students, and learning development departments across six institutions.

August 2004 – September 2006

Research Assistant / Open Video Digital Library Toolkit

School of Library and Information Science, Simmons University, Boston, MA & School of Information, University of Texas, Austin, TX, USA

Coordinated the design and implementation of a survey of potential Toolkit users. Developed custom metadata schema. Assisted with the design and implementation of research studies. Contributed HTML, PHP, SQL, and Ruby on Rails code for survey, study, and data analysis interfaces. Assisted with data analysis and the development of scholarly publications. Assisted with design and construction of the digital library template. Drafted documentation.

May 2003 – July 2004

Administrator, International Accounts

Christian Science Publishing Society, Boston, MA, USA

Supervised Treasurer’s representatives in 30 countries. Managed cash assets of \$2 million USD in 35 bank accounts in 25 currencies, including cross-border currency transfers, tax reporting, and opening/closing accounts. Assisted with financial logistics to open publishing operations in Germany, France, and Brazil. Coordinated mailings to 160 countries in 15 languages.

Nonprofit Management Experience: Director of Development Operations, Associated Day Care Services, 1998-2000; Managing Director, The Revolving Museum, 1996-1998; Director, Administration & Finance, Alliance for Young Families, 1995-1996. Additional experience: journalism (radio, television, documentary filmmaking).

MEMBERSHIPS

2016-present	Association for Library and Information Science Educators (ALISE)
2004-present	Association for Computing Machinery (ACM)
2003-present	American Society for Information Science & Technology (ASIS&T)*

* Notable activities for the American Society for Information Science & Technology (ASIS&T):

- Chair of multiple committees and chapters including: International Relations Committee, Membership Committee, New England Chapter, Simmons University Student Chapter
- Multiple awards received, including: James M. Cretsos Leadership Award, chapter and chapter member awards, and Special Recognition Award (for establishment of the International Calendar of Information Science Conferences, which inspired new annual Innovation Award)
- Co-creator of the International Calendar of Information Science Conferences
- Initiator and coordinator of the translation of ASIS&T materials into 12 languages

TRAINING & TEACHING

2020, **“Scholarly Journal Quality & Global Impact”** Webinar for editors of scholarly journals, in cooperation with The Egyptian Knowledge Bank and the Ministry of Higher Education and Scientific Research, Government of EGYPT; Online, 13 May, 9 June, 8 July 2020.

2020, **“Essential Skills for Online Assessment”** Webinar for university faculty, in cooperation with The Egyptian Knowledge Bank and the Ministry of Higher Education and Scientific Research, Government of EGYPT; Online, 7 May 2020.

2020, **“Transitioning to Online Teaching”** A series of global webinars designed to assist professors and instructional designers at the hundreds of universities closed due to COVID-19, especially in the Middle East, Africa, and Asia. 750 participants, 47 countries; Online, 19 March, 25 March, 2 April (in partnership with Training Centre in Communication - Africa, KENYA), 2020.

2019, **“Modern Libraries: Education and Practice”** 2-day workshop for library and information science faculty from multiple universities, in cooperation with The Egyptian Knowledge Bank and the Ministry of Higher Education and Scientific Research, Government of EGYPT; Cairo, 10-11 November 2019 (National Training Institute).

2019, **“Improving Research Dissemination and Impact”** 2-day and 1-day workshops for university faculty in all disciplines, in cooperation with The Egyptian Knowledge Bank and the Ministry of Higher Education and Scientific Research, Government of EGYPT; Cairo, 10-17 June 2019 (National Training Institute, British University of Egypt, Ain Shams University); 12-14 November 2019 (National Training Institute, British University of Egypt).

2018, **“Excellence in Reference Services and Information Literacy”** 2-day workshop: Qatar University Library, QATAR; Doha, 7-8 November 2018.

2018, “**Best Practices in Academic Libraries**”, an intensive short course and ongoing consultation to develop library capacity in Iraq in cooperation with University of Kerbala and American University of Iraq-Sulymaniyah, IRAQ, and IREX for the U.S. Department of State, USA; Sulymaniyah, IRAQ, 1-15 October 2018; Virtual consulting, 15 October 2018 – September 2019.

2017, “**Logic Model for Planning and Evaluation**”, a workshop for participants in the New Immigrant and Refugee Visions training program of Community Supported Film (trained and mentored new immigrants from ten countries in social justice documentary filmmaking). Boston, MA, USA.

2016-2019, 2006-2007 “**Technology for Information Professionals**”, a required core course for master’s degree, Simmons University School of Library and Information Science, Boston, MA, USA. Taught as hybrid and exclusively online using WebCT (2006-2007) & Moodle (2016+).

2012-2013 **Multiple trainings at universities, libraries, and NGOs throughout PAKISTAN:**

- The Role of Public Libraries in Society: Educate, Engage, Inspire, Invest
- Professional Development for Librarians
- Strategic Planning for Librarians
- Research Methods: An Overview
- Publishing in International Research Journals
- Supervising Research: Guidelines for Faculty
- Running an NGO
- Proposal Preparation Skills for NGOs providing Drug Demand Reduction Programs
- International Declaration of Human Rights

2009-2010 **Multiple trainings at university and public libraries throughout IRAQ:**

- Digital Libraries & Digitization
- Public Libraries: Doing More with Less
- Professional Development for Librarians
- Identifying Authoritative Online Information Sources (for Iraqi journalists)

2009 Training of participants in online course tools for **Bridging the Research-Policy Divide** course for public health, environment, and security researchers from developing countries in the Asia-Pacific region, Canberra, AUSTRALIA.

2007-2008 **Training of doctoral students** in online course tools (Outcomes Assessment Tool, ePortfolios, WebCT/Blackboard, Program Wiki) for PhD in Managerial Leadership program; Boston, MA, USA.

2007 “**Information Architecture**”, a custom course to inform redesign of graduate school website, Simmons College Graduate School of Library and Information Science, Boston, MA, USA; Fall semester, 2007.

2006-2007 Dozens of trainings of professors and students in WebCT/Blackboard **learning management systems** for six member institutions of consortium (Colleges of the Fenway); Boston, MA, USA.

2006-2007 **"Managing data for maximum utility,"** Workshop, Simmons College GSLIS Continuing Education, Boston, MA, USA; 3 workshops (one in each of three semesters).

PRESENTATIONS

2018 **"Panel on International Librarianship and Libraries:** Caryn Anderson and Michele Cloonan" Student Chapter, International Relations Round Table (American Library Association), School of Library and Information Science, Simmons University, 13 November 2018.

2015 **"Combat Librarian: Knowledge Management at the End of the Iraq War"** Center for the Advanced Study of Communities and Information, University of Maryland, 10 March 2015.

2014 **"Combat Librarian: Knowledge Management at the End of the Iraq War"** [Poster] 77th Annual Meeting of the Association of Information Science & Technology, 3 November 2014.

2013 **"The Knowledge Management Transition in Iraq"** Presentations to over 15 units of the Department of State and the International Security Assistance Force (ISAF: NATO coalition forces) to train and consult for Afghanistan transition, Kabul, Afghanistan, 20-27 April 2013.

2011-2012 **100+ presentations about the Iraq Knowledge Management Transition:**

- briefs to over 100 U.S. Government units operating in Iraq
- bi-monthly briefs to the Executive Core Group of senior leadership in Iraq
- briefs to Ambassador James F. Jeffrey and Commanding General Lloyd J. Austin III

2007 **"Electronic Resource Usage Data: Defining a Complex Problem,"** National Information Standards Organization (NISO) Usage Data Forum, Dallas, TX, 2 November 2007.

2007 **"Who are the future library leaders?,"** Panelist, Connecticut Library Association Annual Conference, Hartford, CT, 17 April 2007.

2007 **"ePortfolios by design,"** Panelist, Northeast Regional Computing Program (NERCOMP), Norwood, MA, 7 May 2007.

2005 **"Measuring the global research environment: Information science challenges for the 21st century,"** 68th ASIS&T Annual Meeting, Charlotte, NC, 1 November 2005.

2005 “**Challenges and benefits in leveraging electronic resource usage data**,” Simmons College Graduate School of Library and Information Science Research Colloquia, Boston, MA, 12 April 2005. [with Dr. Gary Geisler]

2004 “**What is XML? And why should I care?**,” Simmons College Student Chapter of ASIS&T presentation, Boston, MA, 1 November 2004. [with Kara Schwartz]

PUBLICATIONS

Anderson, C. and Bammer, G. (2005). **Measuring the global research environment: Information science challenges for the 21st century**. *Proceedings of the American Society for Information Science and Technology*, 42. <https://doi.org/10.1002/meet.1450420160>

Anderson, C. L. (2014). **On the need for combat librarians: A case study of knowledge management at the end of the Iraq war**. *Proceedings of the American Society for Information Science and Technology*, 51. <https://doi.org/10.1002/meet.2014.14505101083>

Anderson, C. (2019, July). **Global representation in scientific publishing: Cultural contributions and methodological challenges** [Editorial]. *Library and Information Science Research*, 41(3). <https://doi.org/10.1016/j.lisr.2019.100970>

Anderson, C. (2008, October/November). **Integration and implementation sciences: A framework for thinking about standards in complex, problem-based research**. *Bulletin of the American Society for Information Science and Technology (ASIST)*, 35(1). <https://doi.org/10.1002/bult.2008.1720350110>

Anderson, C., Editor. (2008, February/March). **Information professionals in a globalized world** (special issue). *Bulletin of the American Society for Information Science and Technology (ASIST)*, 34(3). Available from <https://asistdl.onlinelibrary.wiley.com/toc/15508366/2008/34/3>

Anderson, C. (2006). **Understanding and communicating social informatics** [book review]. *Library and Information Science Research*, 28(3), 474. <http://dx.doi.org/10.1016/j.lisr.2006.05.005>

Anderson, C. (2006). **Electronic resource usage statistics: Defining a complex problem**. [master's thesis, accompanying a website and database application]. Available from <http://dx.doi.org/10.13140/RG.2.2.19010.53449>

Anderson, C. (2005). **The Future in person: A Student member's view of ASIS&T 2003**. *Bulletin of the American Society for Information Science and Technology (ASIST)*, 30(3). <https://doi.org/10.1002/bult.314>

- Blake, C. & Anderson, C. (2005). **Grand challenges: The shift from information retrieval to synthesis.** *i-Conference 2005*. State College, PA. Available from <http://hdl.handle.net/10150/105714>
- Blake, C., Souden, M., Anderson, C., Twidale, M. & Stelmack, J. (2015). **Online question answering practices to support healthcare data re-use.** *Proceedings of the American Society for Information Science and Technology*, 42. <https://doi.org/10.1002/pr2.2015.1450520100116>
- Hernon, P., Schwartz, C., & Anderson, C. (2006). **Managerial leadership as an area of doctoral study.** In Hernon, P. and Rossiter, N. (Eds.), *Making a difference: Leadership and academic libraries*. Westport, CT: Libraries Unlimited.
- Leech, M., Anderson, C. & Mahoney, C. (2007). **Research-practice-policy intersections in the Pathways to Prevention Project: Reflections on theory and experience.** In France, A. and Homel, R. (Eds.), *Pathways and crime prevention: Theory, policy and practice*. Cullompton, UK: Willan Publishing.
- Souden, M., Blake, C., Anderson, C., Twidale, M., & Stelmack, J.. (2015). **Making sense of big data: Online question answering practices supporting healthcare data re-use** [poster]. *Proceedings of the 8th Annual Conference on the Science of Dissemination and Implementation*. Summary available from: <https://academyhealth.confex.com/academyhealth/2015di/meetingapp.cgi/Paper/7867>