

CV
Joanne Silverstein
Director of Research & Development, Information Institute of Syracuse
Assistant Research Professor, School of Information Studies, Syracuse University
621 Skytop Road, Suite 160
Syracuse, New York 13244
jlsilver@syr.edu
(315) 443-1363

Joanne Silverstein, Assistant Research Professor, School of Information Studies and Director of Research & Development, Information Institute of Syracuse (both of Syracuse University) conducts research into the evolving role of the human intermediary in Web-based information provision, often in educational and library-related use. She also works in the areas of digital reference, ontologies, metadata, and scalability in systems.

Professional Preparation

1998 Ph.D. Syracuse University, School of Information Studies
1993 M.S. Information Resource Management, Syracuse University

Selected Appointments

2003 Director of Research & Development, Information Institute of Syracuse
2001 Associate Director, Information Institute of Syracuse
2000 Assistant Research Professor, School of Information Studies, Syracuse University
1999 Head of Research & Development, Information Institute of Syracuse
1998 Instructor Syracuse University, School of Information Studies
1995 Principal Investigator Central Library Resources Council grant and study
1994 Research consultant to Liverpool Central School District

Publications

Next-generation children's digital reference services: A research agenda. In M. Mardis (Ed.), *Developing digital libraries for K-12 Education*. Syracuse, NY: ERIC Clearinghouse on Information & Technology, pp. 141-158.

“Question Negotiation and the Technological Environment” (with Joe Janes), *D-Lib* Vol. 9, No. 2. February 2003. ISBN 1082-9873.
<http://www.dlib.org/dlib/february03/02contents.html>

“May We Help You Find Something?” *Knowledge Quest*, (31)3. January/February 2003. p 25-27.

“Creating a System for Shared Information and Referral: The Importance of Ontology”, Jeffrey Pomerantz and Joanne Silverstein, *Proceedings of the VRD Fourth Annual*

Conference, Chicago, Ill., Nov. 11-12, 2002. Eds.: R. David Lankes, Charles R. McClure, Melissa Gross, Jeffrey Pomerantz, Facet Publishing, London. p. 149-158

"Search Engines and the Web," *The Business Journal*, April 1, 1996

"Strengthening the Links Between Health Sciences Information Users and Providers," *Bulletin of the Medical Library Association*. Oct. 1995 (pp. 407-417)

"Syracuse University Campus-Wide Information System," by J. Silverstein and M. S. Nilan. *CASE Center Technical Report* Number 9314. Jun. 1993.

"The VR Technology Agenda in Medicine" by Michael S. Nilan, Joanne Silverstein, R. David Lankes, *Virtual Reality Special Report 93*, AI Expert Publications. (Also published as "Whose Reality? The VR Technology Agenda in Medicine" in the Proceedings of the Virtual Reality Meets Medicine Conference, Summer 1992.)

Conference Presentations

Presented poster entitled, "Students Using NSDL (SUN): Science Information Literacy and the NSDL" at the joint PI meeting for NSDL/IMLS, Washington, D.C., December 1, 2003.

Presented lecture (with Abby Goodrum) on "Museums and Digital Reference" at the Museum Computer Network Conference, Las Vegas. November 7, 2003.

Presented day-long meeting with Abby Goodrum and visual resource professionals, entitled, "Cultural Heritage Organizations and Digital Reference", at the Visual Resource Association conference, Houston, Texas. April 8, 2003.

Presented a day-long meeting with Abby Goodrum and invited visual resource professional, entitled, "Museums and Digital Reference: Image Retrieval Networks and Related Issues". WebWise, March 1, 2003, Washington, D.C.

Invited to present lecture: "Scalability of Human Expertise in Digital Reference". (2002 NSDL All projects meeting. December 2002, Washington, D.C.)

Invited to present poster at 2002 NSDL all-projects Meeting (Incorporating expertise in NSDL: Putting a human face on the AskNSDL) (December 2002, Washington, D.C.)

Invited to present lecture: "Whose Live is it Anyway? Training for Live Digital Reference", ASIS&T, 2002, Philadelphia, PA.

"Automatic Metadata Generation & Evaluation". Elizabeth D. Liddy, Eileen Allen, Sarah Harwell, Susan Corieri, Ozgur Yilmazel, N. Ercan Ozgencil, Anne Diekema, Nancy McCracken, Joanne Silverstein, Stuart Sutton. Abstract published in the 2002 SIGIR Proceedings. SigIR Conference, August, 2002 . Tampere, Finland

“Digital Reference Quality Comparisons” (VRD conference, November 2001)
researcher: Joann Wasik, presenter: Joanne Silverstein)

”The Importance of Ontology: Standards for a Referral Tool” (with Jeffrey Pomerantz)
3rd Annual Digital Reference Conference, 2001)

“Digital Reference Services at the United States Department of Education (2nd Annual
Digital Reference Conference, 2000)

"The Coming Crisis in Support", with R. David Lankes, IST Brown Bag series,
September, 1999

"Managing E-mail Centers in Business and Government", Pasadena, California,
American Society of Information Science, June 1999

"Doing Business on the Web" for Professor Benjamin. Nov. 1997.

"Engineering Health Care with Advanced Information Technology" (with Dr. Ben Ware
1995)

"Information-Based Organizations: A Model for Description and Prediction" Apr. 1993.

"User Involvement in System Design," IST 755, Summer 1992.

Funded Research Activities

2003-present “Students Using NSDL (SUN): Science Information Literacy and the
NSDL”, NSF. Creating access points for middle school students to the National Science
Digital Library (NSDL).

2003 – present “Coming Into the Classroom from the Outside: Childhood Contexts and
Dispositions to Learning,” NSF’s Science of Learning Centers Program. Creating a
research agenda for education technology. Co-PI.

2003 – present “Using Technology to Transform Teaching” (UT3), NYS. Conduct data
mining to create tools that will effect basic changes in the support and evaluation of pre-
service teachers’ work. Co-PI.

2001-2003 “Integrating Expertise into the NSDL: Putting a Human Face on the Digital
Library”, NSF. Co-PI. Created a distributed virtual reference desk for the NSF’s NSDL
program.

2000 “Department of Education Referral Tool, U.S. Department of Education”. Principle
Investigator. Worked with the Department of Education to develop specifications and
policies for a department wide referral tool to improve customer service.

Synergistic activities

Contributed to research and development for our NSDL/NSF grant (01-55), **Integrating Expertise into the NSDL: Putting a Human Face on the Digital Library**, with R. David Lankes, Abby Goodrum, and Scott Nicholson.

Performed evaluation of automatic metadata generator for NSF 00-44, **Breaking the Metadata Bottleneck**, P.I. Elizabeth D. Liddy).

Worked with the U.S. Department of Education to conduct research into Web-based digital reference. Made recommendations for streamlining and improving email-based reference outcomes. Resulted in **Digital Reference Services and Centers at the united States Department of Education: Analysis and Recommendations**, by Joanne Silverstein and R. David Lankes (located at <http://iis.syr.edu/projects/projects.shtml>).

Created a long-term technology plan for Dr. Mike Eisenberg (then of Syracuse University, now of University of Washington, at Seattle) and with the Liverpool City School District (1993), which included the following deliverables:
Teacher Education and Technology Skills: How to Hire Technologically Skilled Teachers
Using RFPs to Select and Acquire Technology for Schools
Models for the Diffusion of Technology in K-12 Schools

Created a portfolio of case studies for teaching federal IRM policy with Professor Robert Benjamin of Syracuse University. The case studies were a by-product of the change-management course co-taught with Professor Benjamin. Students were highly-placed Federal IRM (Information Resource Management) executives at Syracuse University's Washington, D.C.-based satellite.

Principal Investigator in study of information seeking in hospitals libraries, resulting in the article "Strengthening the links Between health Sciences Information users and Providers", Bulletin of the Medical Library Association.

Reports to Clients

"Digital Reference Services and Centers at the United States Department of Education: Analysis and Recommendations"

"Teacher Education and Technology Skills: How to Hire Technologically Skilled Teachers"

"Using RFPs to Select and Acquire Technology for Schools"

"Technology in Elementary and Middle Schools, Models for Technology Diffusion, K12"

"Exploring Internet Applications for Utility Corporations"

Professional Associations

Technology Transfer Society

Association for Computing Machinery

American Society for Information Systems

American Information Society
International Conference for Information Systems
Journal of American Science Information Systems & Technology

Other

- Guest editor of February 2003 issue of D-Lib magazine (see <http://www.dlib.org/dlib/february03/02contents.html>)
- Invited to serve on Policy Board for the Living School Book project at Syracuse University's School of Education (2002)
- Invited to serve on the Expert Panel for designing the K-12 National Science Digital Library (NSDL), a project of the NSF (2002)
- Coordinator of special issue of Reference Users Service Quarterly, Summer 2000

Special Awards and Honors

Creative Project Grant (1996)
Teaching Assistantship (1995)