

Tracy Bicknell-Holmes

Research & Instructional Services
P.O. Box 884100
University of Nebraska-Lincoln Libraries
Lincoln, Nebraska 68588-4100
Fax: (402) 472-5181

Phone: (402) 472-2512
Email: tbicknel@unlnotes.unl.edu
AIM: TBicknelUNL
Yahoo: TBicknelUNL
MSN: TBicknelUNL

EXPERIENCE

University Libraries, University of Nebraska-Lincoln.

<i>Hired</i>	November 1988
<i>Granted Tenure</i>	July 1994
<i>Promoted to Associate Professor</i>	July 1994
<i>Promoted to Department Chair</i>	September 1999
<i>Promoted to Professor</i>	July 2001

Chair of Research and Instructional Services, July 2003 – present

Tenured, Professor

University Libraries, University of Nebraska-Lincoln.

Coordinate and facilitate the activities of Research and Instructional Services (RIS), a department of 16 faculty and 11 support staff conducting reference and instructional activities at the largest branch and all activities in two additional branches in the library system. Serve as a member of the library management team. Facilitate departmental activities, strategic planning and problem solving in relation to departmental issues and library-wide issues related to instruction and reference. Participate in campus initiatives to identify potential partnerships between the libraries and other campus units in relation to instruction. Provide backup for departmental activities particularly reference services & user instruction.

Leader, Business Reference Team, January 1999 – January 2004

Interim Associate Director, University of Nebraska Press, September 2008 – June 2009

University of Nebraska-Lincoln. .5 FTE

.5 FTE; Oversee Press activities in the units of Acquisitions and Bison Books, Manuscript Editorial, Production, Marketing, Accelerated Publishing and Management (journals) and Information Technology. The University of Nebraska Press is a nonprofit scholarly and general interest press that publishes 160 new and reprint titles annually under the Nebraska and Bison Books imprints along with 22 journals. As the largest and most diversified university press between Chicago and California, with nearly 3,000 books in print, the Press is best known for publishing works in indigenous studies, western American history, literary translation and sports history. Supervise seven full-time unit managers (Managerial Professional) and oversee the activities of 56 full-time regular and a small pool of part-time employees. Provide leadership for the Press, analyze and improve work flow, aid in the development and implementation of success metrics, analyze and improve personnel procedures, plan and implement staff development activities. Facilitate communication between Interim Director, Press units and all staff. Encouraged and identified potential partnerships between the Press, the Libraries and other campus units. Met individually with all press employees and developed a report on issues and concerns for the incoming Director. Worked with a small team to address Press books included in

the Google Books Settlement.

Chair of Central Reference Services, August 1999 – June 2003

University Libraries, University of Nebraska-Lincoln.

Coordinated and facilitated the activities of Central Reference Services (CRS), a department of eleven faculty and five support staff conducting reference and instructional activities at Love Library, the largest branch in the UNL Libraries' system. Served as a member of the library management team. Facilitated departmental activities, strategic planning and problem solving in relation to departmental issues and library-wide issues related to instruction and reference. Through re-structuring in 2003 CRS merged with part of Branch Services into the Research and Instructional Services (RIS).

Project Facilitator, Introduction to Library Research 110 Multimedia Redesign Project, Summer 1998 - December 1999

Member, Instructional Technologies Research & Development Team, Summer 1996 - June 2000

Project Coordinator, Association of Research Libraries' Geographic Information Systems Literacy Project, Spring 1997 – Spring 2002

Acting Chair of Central Reference Services, February 1999 – August 1999

Tenured, Associate Professor

University Libraries, University of Nebraska-Lincoln.

Coordinated and facilitated the activities of Central Reference Services, a department of eleven faculty and five support staff. Served as a member of the library management team. Participated in departmental activities such as providing reference services & user instruction, collection development and liaison responsibilities. Facilitated departmental meetings and problem solving in relation to departmental issues.

Liaison/Reference Librarian/Business Specialist, November 1988 – August 1999

Granted Tenured, July 1994

Promoted to Associate Professor, July 1994

University Libraries, University of Nebraska-Lincoln.

Provided general and specialized reference service, online database searching, bibliographic instruction and instruction in electronic resources to faculty, students, staff and library users from the local community. Acted as liaison to departments and one program in the College of Business Administration, including Accounting, Finance, and the program of Actuarial Science. Developed and managed the library's collection in the area of business. Participated in the planning and development of electronic resources.

Automated Systems Office Contact, September 1996 – July 1999

Liaison Librarian for Marketing and Management, November 1988 - July 1998

Co-Coordinator, Electronic Information Training Program, September 1995 - July, 1997

Management Intern, August 1994 - June 1995

Interim Project Coordinator, Association of Research Libraries' Geographic Information Systems Literacy Project, Fall 1993 - Spring 1994

Interim Computer Search Coordinator, December 1993 - March 1994

Economics Liaison Librarian, November 1988 - September 1993.

Graduate Assistant. August 1986 - August 1988

Residence Halls Library System, University of Illinois.

Cataloged library materials. Updated graduate assistant's manual. Conducted bibliographic searching.

Assisted Librarian with acquisitions, library quality control, computer conversion of records, and research projects.

SCHOLARLY CREATIVE ACTIVITY

Selected Papers - Publications - Editorial Service:

Chat and Instant Messaging for Reference Services: A Selected Bibliography. Nebraska Library Association Quarterly, vol. 38, no. 4, Winter, 2007. pp 3-8.

External review for promotion and tenure, by Tracy Bicknell-Holmes, Kay Logan-Peters. SPEC kit No. 293, Washington, DC : Association of Research Libraries, 2006.

Women in Business, Labor & Economics, by Tracy Bicknell-Holmes and Jill Morstad IN Women's Studies: a Recommended Core Bibliography, 1986-2000, edited by Linda Krikos & Cindy Ingold. Littleton, CO: Libraries Unlimited. 2004.

A Model for Strategic Business Instruction, by Signe Boudreau and Tracy Bicknell-Holmes. Research Strategies, 19 (2003). pp. 148-162 (Refereed Journal)

Elicit, Engage, Experience, Explore: Discovery Learning in Library Instruction, by Tracy Bicknell-Holmes and Paul Hoffman. Reference Services Review, 28(4): Winter 2000. Based on the presentation given during LOEX of the West, 2000. (Invited publication, Refereed Journal)

Improving Academic Rigor Through Curriculum Redesign, by Gail Latta, Tracy Bicknell-Holmes and Sara Martin. IN Distance Learning 98, Madison, Wisconsin: University of Wisconsin System, 1998. p.209-216 (Based on a presentation accepted via juried selection)

Supporting Distance Learners and Academic Faculty Teaching at a Distance, by Kate Adams, Tracy Bicknell-Holmes and Gail Latta. Distance Learning 98, Madison, Wisconsin: University of Wisconsin System, 1998. p.3-8 (Based on a presentation accepted via juried selection)

Focusing on Quality Reference Service, Journal of Academic Librarianship, 20(2): May, 1994. p.77-81
(refereed journal)

Guest Editor, Special Issue of Nebraska Library Association Quarterly - "The Internet and Libraries", Nebraska Library Association Quarterly (NLAQ), Special Issue, 24(3): Fall, 1993. p.23-53

What's Involved in the Evolving?: The Process Used in Developing a Proposal for Library Needs of Distant Learners in a Sparsely Populated State Co-authored with Kate E. Adams, Rebecca A. Bernthal, & Debra Pearson. - Presented by Rebecca Bernthal at the Fifth Off-Campus Library Services Conference Program, October-November 1991. Published IN: Off-Campus Library Services Conference, 5th, Mt Pleasant, MI: Central Michigan University Press, 1991. pp. 9-15

Additional Articles:

Nebraska Library Association Quarterly (1993, 1994, 1995, 2007)
newsletters and non-refereed journals (1994, 1995, 1996)

Selected Presentations:

Technologies for Reference. Hands on demonstration of digital modes of reference including Skype, instant messaging using Meebo, and chat to a group of 10 Tajikistan library administrators as part of a USAID Community Connections program. November 4, 2008. (invited)

RU Online? Virtual Reference in the Age of Instant Messaging, Mountain Plains Library Association / Utah Library Association conference, May 1, 2008, Salt Lake, UT. Modified version of NLA/NEMA presentation. (juried selection).

IM online RU? Virtual Reference in the Age of Instant Messaging. Nebraska Library Association / Nebraska Educational Media Association, Fall Conference, 2007.

Are You Preparing for Your Next Job? Panel speaker during program presented at the ALA Annual Conference, Chicago, IL June 25, 2005. Sponsor: LAMA Education Committee. Presented data collected by LAMA Education Committee members during a survey of new managers and administrators.

Using Your Local Library. Presented as part of a panel *Mining Marketing Information in the New Millennium: Where do I go, What do I collect, and How do I use Marketing Information?* During the International Food Technology Conference, July 14, 2004. Las Vegas, NV.
(Juried Selection)

Libraries Across the Curriculum: a Collaborative Model for the Strategic Delivery of Information, by Signe Swanson and Tracy Bicknell-Holmes. Presented during the Mountain Plains Library Association meeting in Phoenix, AZ, December 6, 2001. (<http://www.azla.org/s001/p060>)
(Juried Selection)

Engage, Elicit, Experience, Explore: Applying Discovery Learning to Library Instruction, by Tracy Bicknell-Holmes, Paul Hoffman and Gail Latta. Mountain Plains Library Association / Nebraska Library

Association / Nebraska Educational Media Association Conference, October 27, 2000. Significantly revised from the June presentation by the same title.

(Invited Presentation)

Engage, Elicit, Experience, Explore: Applying Discovery Learning to Library Instruction, by Tracy Bicknell-Holmes and Paul Hoffman. LOEX of the West, Bozeman, MT. June 9, 2000.

(Juried Selection)

Designing a Multi-Media Learning Environment by Gail Latta, Tracy Bicknell-Holmes, Paul Hoffman & Sara Martin. A half-day, hands-on workshop presented to University of Nebraska Omaha faculty, July 29, 1999. (Invited Presentation)

Going Online with Library Skills Instruction: A Multimedia Demonstration by Gail Latta, Tracy Bicknell-Holmes & Paul Hoffman. Presented during the Montana Library Association / Mountain Plains Library Association Conference, June 15, 1999. (Juried Selection)

Designing a Multi-Media Learning Environment by Gail Latta, Tracy Bicknell-Holmes, Paul Hoffman & Sara Martin. A half-day, hands-on workshop presented during the Montana Library Association / Mountain Plains Library Association Conference, June 13, 1999.

(Juried Selection)

Improving Academic Rigor Through Curriculum Redesign, by Gail Latta & Tracy Bicknell-Holmes. Presented during the 14th Annual Conference on Distance Teaching & Learning, Madison, Wisconsin, August 6, 1998. (Juried Selection)

Supporting Distance Learners and Academic Faculty Teaching at a Distance, by Kate Adams, Tracy Bicknell-Holmes and Gail Latta. Presented during the 14th Annual Conference on Distance Teaching & Learning, Madison, Wisconsin, August 7, 1998. (Juried Selection)

Training Our Users: How Do We Do it Effectively With or Without a Hands-on Training Facility? Training in Transition Seminar, University of Nebraska Consortium of Libraries (UNCL), Aurora, NE. April 16, 1997. (Invited Presentation)

Geographic Information Systems and Libraries. Nebraska Library Association / Nebraska Educational Media Association, Fall Conference, 1993. (Invited Presentation)

Additional Presentations:

Presentations to the *Nebraska Library Association* (1998), *Association of College Research Libraries* (1999) and the *University of Nebraska-Lincoln Libraries* (2001)

Selected Significant Teaching Activities:

Courses

JD Edwards Honors Program Seminar (LI110). Fall Semester, 1999

Collaboratively taught by the faculty in the College of Business Administration EJ Faulkner Writing Lab, Steve Dunbar Director of the JD Edwards Honors Program, Gordon Woodward a Math Professor who

taught a course for the JD Edwards Honors Program, and me. Students received two credits, one for the seminar and one for Introduction to Library Research (LI110).

Reference Sources for Media Specialists (C&I 921)

Summer Session, 1999

Collaboratively taught with Jeanetta Druke and Joan Latta Konecky, with guest lectures from other UNL Libraries Faculty and area librarians.

Staff Development for Librarians & Library Staff in Nebraska

Instruction in a Hands-On Environment, a half-day workshop presented to the library faculty at the University of Nebraska at Kearney. September 28, 2000.

(Invited Presentation)

Half-Day Staff Development Workshops for Lincoln City Libraries

Three invited presentations (2000 and 1998)

Two presentations as a result of fund raising raffle via Nebraska Library Association (1997)

Information Retrieval Issues. Presented to *Current Issues in Electronic Information Retrieval* (LI862), part of the Emporia State University distance education program in Library Science. November 1998.

(Invited Presentation)

Additional Teaching Activities:

- Collaborative instruction - ***JD Edwards Honors Program - Entrepreneurship class*** (Fall 2000)
- Full day business information seminar, ***Hastings Public Library*** (1997)
- ***FirstSearch*** database instruction for the ***Nebraska Library Commission*** (1995)
- Invited presentations for ***University of Nebraska Consortium of Libraries*** (1997), ***Lincoln Chapter of the American Marketing Association*** (1991), and ***University of Nebraska-Lincoln Office of Career Planning and Placement*** (1989).
- Presentations to local professional, student, and state college groups (1995, 1996, 1998, 1999).

PROFESSIONAL RECOGNITION

Nebraska Library Association:

- ***Distinguished Service Award, 2000*** College & University Section
- ***Beginning Professional Award, 1993*** New Members Round Table / Houchen Bindery

University of Nebraska Lincoln Libraries:

- Association of Classified Library Personnel's ***Creating an Atmosphere of Mutual Respect in the Workplace (CAMRE) Award***, 1999
- Nominated for: University Libraries' Staff Excellence Award, 1998

SIGNIFICANT CONTINUING EDUCATION ACTIVITIES

August 2007 ACRL Leadership Institute for Academic Librarians

SERVICE

Member, Geospatial Data Sharing Taskforce (statewide), January – December 2002

University Committees:

Chair	Faculty Senate Academic Honesty Committee, September 2008 - May 2010
Member	UNL Nebraska Colloquium Planning Committee, 2007-2008
Member	Instructional Technologies Advisory Committee (ITAC), 2007-2008
Member	Faculty Leadership for Writing Initiative, Spring 2007 - 2008
Member	Instructional Technologies Advisory Committee (ITAC), July 2007 – present
Member	Academic Dishonesty Task Force, 2006 – present
Member	Nebraska Colloquium Committee, 2006 – present

University Libraries Faculty Committees:

Member	Committee on Academic Responsibilities and Tenure, 2009- present
Chair	Committee on Academic Responsibilities and Tenure, 2006- 2008
Chair	Library Faculty, 2000-2002
Chair	Promotion & Tenure Committee, January 1999
Vice Chair	Library Faculty, 1997 - 1998
Secretary	Library Faculty, 1991 – 1994

University Libraries Committees:

Member	Library-wide Assessment Committee, 2007 – present
Member	Library-wide Assessment Task Force, 2006-2007
Chair	Geographic Information Systems (GIS) Web Site Group, November 2001 - April 2002
Chair	Geographic Information Systems (GIS) Server Indexing and Metadata Group, October 2001 – January 2002
Chair	Geographic Information Systems (GIS) Taskforce, June – September, 2001
Chair	Love North 2 nd Floor Consultation Rooms Group, July – December, 2001
Chair	Joint Reference Steering Committee, 1998-1999
Group Leader	Introduction to Library Information, (LI110) Multimedia Redesign Unit 4 Redesign Group, Fall 1998 - present
Group Leader	Introduction to Library Information, (LI110) Multimedia Redesign Unit 2 Redesign Group, Summer 1997 - Fall 1998
Chair	Search Committee for Central Reference Services Reference Librarian, October 1996 - January 1997
Chair	Display Committee, 1992 - 1994
Secretary	Electronic Reference Program Group, 1992 - 1993

Chair	Search Committee for Central Reference Services Reference Coordinator, May 1992 - January 1993
Coordinator	Public Services Analysis Computer Search/CD-ROM Working Group, February 1991 - December 1991
Chair	Libraries Joint Staff Committee, August 1989 - July 1991

Offices & Committee Assignments - Professional Associations:

American Library Association – Library Administration and Management Section

Chair	Education Interest Group, July 2004 – June 2006
Chair	Education Committee, July 2003-June 2004
Member	Education Committee, July 2001 - June 2003

American Library Association - Business Reference & Adult Services Section

Moderator	BRASS-L, Electronic Mailing List, Fall 1995 – June 1999
Chair	Publications Committee, July 1994 - June 1995
Member	Publications Committee, 1993 - 1997
Archivist	Past Program Handouts, 1993 - 1994
Member	Chair Handbook Committee, 1993 - 1994

Nebraska Library Association

Past President, November 2004 – October 2005

President, November 2003 – October 2004

Vice President/President Elect, November 2002 – October 2003

Chair, Ad Hoc Committee to Revise the Convention Manual, 2000 – 2001

Local Arrangements Co-Chair, Nebraska Library Association / Nebraska Educational Media Association
Annual Fall Conference, Lincoln, NE, 1999

Moderator, LEGLINKS - Legislative Links Electronic Mailing List, Fall 1997 - present

Treasurer, Nebraska Library Association, 1993 - 1997

Editorial Board, Nebraska Library Association Quarterly (NLAQ), 1992 - 1994

Exhibits Co-Chair, Nebraska Library Association / Nebraska Educational Media Association, Annual Fall
Conference, 1989

Nebraska Library Association - College & University Section

Past Chair	Fall 1999 - Fall 2000
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Chair	Fall 1998 - Fall 1999
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Vice Chair / Chair Elect	Fall 1997 - Fall 1998
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Nebraska Library Association - New Members' Round Table

WebMaster	Fall 1996 - Summer 1997
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Chair	Summer 1994 - Fall 1996
Vice Chair	Fall 1993 - Summer 1994
Newsletter Editor	Fall 1991 - Fall 1994
Senior Awards Coordinator	Fall 1990 - Fall 1991
Junior Awards Coordinator	Fall 1989 - Fall 1990

University Consortium for Geographic Information Systems (UCGIS) - UNL Libraries' Representative,
Fall 1997 - 2002
UCGIS is a consortium of university and research organizations with experience in Geographic Information Systems (GIS) research and education.

EDUCATION

May 1996	Master of Business Administration. University Of Nebraska-Lincoln, Lincoln, Nebraska. Graduated with honors.
August 1988	Master of Science in Library and Information Science. University of Illinois, Champaign-Urbana, Illinois. Graduated with honors. Member Beta Phi Mu.
December 1985	Bachelor of Arts in Communications. Michigan State University, East Lansing, Michigan. Graduated with honors. Member Phi Kappa Phi.