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Overview

- Recognized expert in blockchain uses for libraries, futures studies, asynchronous learning, management, strategic planning, interpersonal communications, grant writing, marketing and public relations, group dynamics, and curriculum development.
- Published author of a number of books and articles on various topics, including blockchain, MOOCs, marketing, information management, library management, and online/distance learning.
- Experienced instructor of emerging technology issues and trends, information organizations and management, interpersonal communications, marketing and public relations, and access to information.
- Leader in the professional community, serving on numerous professional committees and in the forefront of the online learning community.
- Consultant: Online teaching and learning; organizational communications; marketing and public relations.

Education

PhD, Library and Information Science

University of Pittsburgh, Pittsburgh, PA, 1985

Dissertation: The effects of personality type and organizational climate on the acquisition and utilization of information: A case study approach involving the professional staff of four academic libraries. Advisor: Dr. Sara Fine.

Certificate, Public Personnel Management and Labor Relations

University of Pittsburgh (GSPIA), Pittsburgh, PA, 1985

MLS, Library and Information Science

University of Pittsburgh, Pittsburgh, PA, 1978

BA, History

Washington and Jefferson College, Washington, PA, 1975

Academic Experience

San Jose State University, School of Information, San Jose, CA. 1999 – 2009 and 2012 - Present.

Lecturer (2012 – Present)

- Instructor Emerging Future: Technology Issues and Trends
- Information Organizations and Management
- Marketing and Public Relations
- Interpersonal Communications
- Coordinator, Gateway PhD Program

- Faculty Development (Teaching Tips & Techniques series)
<http://ischool.sjsu.edu/people/faculty-handbook/teaching-workshops>
- Co-Project Manager, IMLS-Funded iLead Project
- Co-Chair, Curriculum and Program Development Committee (2015–Present)
- Web-based Information Science Education (WISE), Quality Matters, Online Learning Consortium, faculty development
- Co-Chair, Leadership & Management Program Advisory Committee, 2013–Present
- Chair, Faculty Development and Research Committee (2013–2015)

Adjunct Faculty (1999–2009)

- Courses taught: Interpersonal Communications; Marketing and Public Relations; Information Organizations and Management.

University of Pittsburgh, School of Information Sciences, Pittsburgh, PA. 1987–2012.

Director of Online Learning and

Outreach (2001 – 2012)

- **Administration**
 - Responsible for online and on-campus student recruitment.
 - Coordinated student advisement.
 - Supervised online student admissions, enrollment and registration.
 - Provided faculty support for orientation and training.
 - Coordinated on-campus and off-campus student visits.
 - Administrator for Web-based Information Science Education (WISE).
- **Teaching**
 - Professional conference presentations.
 - Engaged in student service activities and grant writing.
 - Taught blended graduate library and information science courses.
 - Redesigned interpersonal communications, social sciences resources and services, and marketing courses.
 - Taught diversity and user education workshops.
 - Academic advisor to masters level students.

Coordinator of Professional Development, 1994–2001.

- Coordinated and taught in the Web-based *FastTrack* MLIS Program.
- Coordinated Professional Development Program of continuing education workshops for information professionals.
- Developed partnerships and organized distance education workshops.
- Chaired Affirmative Action Committee, with responsibility for development of the school's 5-year diversity plan, grant proposals, and production of new recruitment materials.
- Coordinated Minority Recruitment Visits for prospective SIS and FAS graduate students.

Adjunct Faculty (1990–2012)

- Taught blended graduate library and information science courses.

- Redesigned interpersonal communications, social sciences resources and services, and marketing courses.
- Taught diversity and user education workshops.
- Academic advisor to 100 masters level students.

Assistant to the Dean (1987–2004)

- Provided support for the Dean in all areas of administration, including research, report generation, and analysis.
- Consulted and coordinated with departmental administrators and faculty on administrative and academic matters pertaining to students, faculty, and staff.
- Coordinated all publications and public relations activities.
- Organized functions for colloquia, visiting scholars, and international visitors.
- Liaison for alumni activities and editor of alumni newsletter.

University of Michigan (School of Library and Information Science), Ann Arbor, MI. 1985–1987.

- Lecturer**
- Course developed and taught: Access to Information: Users and Environments.
 - Course taught: Management in Libraries and Information Centers.

Coordinator of Time and Cost

Study

- Developed research methodology to determine time and cost of each library function and task.
- Hired and trained 50 students for research observations. ○ Implemented cost study research project for all of The University of Michigan Libraries' 600 employees and each of the 70 library units.
- Analyzed data for time and cost study and prepared comprehensive reports on findings.

University of Pittsburgh (SLIS), Pittsburgh, PA.

Graduate Assistant to the Dean 1984–1985.

- Assisted with grant proposal writing.
- Collected data and generated reports.
- Conducted research projects.
- Prepared materials for ALA Committee on Accreditation visit.
- Organized activities for international visiting scholars.

University of Pittsburgh (GSLIS), Pittsburgh, PA .

Research Assistant. 1978.

- Assistant, University of Pittsburgh/U.S. Office of Education Career Collections Development and Counseling Institute.

Tableland Community Association, Inc., Somerset, PA. 1976–1979.

Career Information Specialist

- Responsible for career interest and aptitude assessment of all CETA employees.
- Developed career workshops for students and adults.
- Developed and maintained the collection of a career library.
- Operated Educational Department.
- Coordinated scheduling, publicity and personnel selection.

Somerset

County School Districts, Somerset, PA. Teacher 1975–1976.

- Secondary substitute teacher.
- Home-bound instructor.

Readers' Services

Mary Washington College, Fredericksburg, VA. 1980–1982.

- Managed Serials and Rare Book Departments.
- Handled collection development of serials and developed budget.
- Supervised and trained permanent staff and student workers.
- Responsible for reference, acquisitions, and circulation functions.
- Provided reference service to the general collection.
- Taught bibliographic instruction units to undergraduate students.

Assistant Director of Libraries

Salem College, Salem, WV. 1979–1980.

- Directed library operations on two campuses.
- Handled collection development.
- Supervised and trained permanent staff and undergraduate student workers.
- Developed budget and grant proposals.
- Conducted all bibliographic instruction sessions.

Books

Alman, S.W. & Hirsh, S. (2019). *Blockchain*. Chicago : ALA Publishing.

Alman, S.W. & Jumba, J. (2017). *Everything You Want to Know About MOOCs*. Westport, CT: Libraries Unlimited.

Alman, S.W. (editor) (2017). *School Librarianship: Past, Present, and Future*. Lanham, MD: Rowman & Littlefield.

Alman, S.W. & S.G. Swanson (2015). *Crash Course in Marketing for Libraries*. 2d.ed. Westport, CT : Libraries Unlimited.

Alman, S.W. & J. Jumba (2014). *The Emerging Future: Technology Issues and Trends*. E-book printed by HP Labs for MOOC participants.

Alman, S.W., Tomer, C., & Lincoln, M.L. (2012). *Designing Online Learning: A Primer for Librarians*. Westport, CT: Libraries Unlimited.

Alman, S.W. (2007). *Crash Course in Marketing for Libraries*. Westport, CT: Libraries Unlimited.

Book Chapters

Library Experience

Publications

- Alman, S.W. (2024). Immersive and Virtual Technologies: The Future of Libraries. In Sandra Hirsh (Ed.), *Library 2035: Imagining the Next Generation of Libraries*. Lanham, MD : Rowman & Littlefield.
- Alman, S.W. (2022). Communication, Marketing, and Outreach Strategies. In Sandra Hirsh (Ed.), *Information Services Today* (pp.374–387). Lanham, MD : Rowman & Littlefield.
- Alman, S.W. (2018). Communication, Marketing, and Outreach Strategies. In Sandra Hirsh (Ed.), *Information Services Today* (pp.331–342). Lanham, MD : Rowman & Littlefield.
- Tomer, C., & Alman, S.W. (2012). Cloud Computing for LIS Education. In E.M. Corrado & H.L. Moulaison (Eds.), *Getting Started with Cloud Computing: A LITA Guide* (pp. 59–68). New York: Neal-Schuman Publishers.
- Alman, S.W., Steffans, A., & Bryant, M. (2005). Race-based Financial Aid: An Overview. In M. Wheeler (Ed.), *Unfinished Business Race, Equity, and Diversity in Library and Information Science Education* (83-89). Lanham, MD: Scarecrow Press.
- Alman, S.W., & Tomer, C. (2004). Distance Education: The SIS Experience. In D. Barron (Ed.), *Distance Education in LIS Schools* (215-231). Westport, CT: Libraries Unlimited.
- Frey, B.A., & Alman, S.W. (2003). Formative Evaluation through Online Focus Groups. In D.G. Brown (Ed.), *Developing Faculty to Use Technology* (311-313). Bolton, MA: Anker Publishing Company.
- Alman, S.W., & Guering, P. (1991). Education for an Information Age. In E. Wall (Ed.), *Library High Tech Bibliography* (Vol. 2, pp. 49-58). Ann Arbor, MI: Pierian Press.
- Webreck, S.J. (1987). Information Behavior in Organizations. In A. Kent (Ed.), *Encyclopedia of Library and Information Science* (Vol. 41, Supplement 6, pp. 83–92). New York: Marcel Dekker, Inc.
- Webreck, S.J., & Willmer, M.C. (1986). Education for the Information Age. In E. Wall (Ed.), *Library High Tech Bibliography*, (Vol. 2, pp. 25–32). Ann Arbor, MI: Pierian Press.
- Webreck, S.J. (1986). National Periodicals Center. In A. Kent (Ed.), *Encyclopedia of Library and Information Science* (Vol. 40, Supplement 5, pp. 321–338). New York: Marcel Dekker, Inc.
- Webreck, S.J., & Weedman, J. (1986). Professional Library Literature: An Analysis of the Review of Literature. In Wynar, B. (Ed.), *Library Science Annual* (3-12). Littleton, CO: Libraries Unlimited.

Peer-Reviewed Articles and Papers

- Muswazi, P., & Alman, S. (2016). Strategic Planning: International Online Collaboration. *International Information & Library Review*. DOI:10.1080/10572317.2016.1146052.
- Hirsh, S. et. Al (2015). International Perspectives in LIS Education: Global Education, Research, and Collaboration at the SJSU School of Information Journal of Education for Library and Information Science, 56(1), S27-S46. doi:10.12783/issn.2328-2967/56/S1/5
- Kearns, L., Frey, B., Tomer, C., & Alman, S. (2014). A study of personal information management strategies for online faculty. *Journal of Asynchronous Learning Networks*, 18(1), 19-36.

- Adair D., Alman, S., Budzick, D., Grisham, L., Mancini, M., & Thackaberry, S. (2014). Many Shades of MOOCS. *Internet Learning*, 3(1), 1-21.
http://www.ipsonet.org/images/Westphalia_Press/Internet_Learning_Journal_2-2/3-1/5.%20Adair%20IJ%203-1.pdf
- Alman, S.W., Frey, B.A., & Tomer, C. (2012). Social and cognitive presence as factors in learning and student retention: An investigation of the cohort model in an iSchool setting. *Journal of Education for Library and Information Science*, 53(4), 290–302.
- Saghafi, E., Tannery, N.H., Epstein, B.A., Alman, S., & Tomer, C. (2012). Development of a post-masters online certificate in health sciences librarianship. *Journal of the Medical Library Association*, 100(4), 310–313.
- Frey, B. A., Alman, S.W., & Barron, D. (2004). Student satisfaction with the online MLIS program at the University of Pittsburgh. *Journal of Education for Library and Information Science*, 45(2), 82–97.
- Frey, B., & Alman, S. (2003). Applying adult learning theory to the online classroom. *New Horizons in Adult Education*, 17(1), 4–12.
- Syrubbe, L.A., Alman, S.W., & Patrick, M.A. (1987). Costing library operationsa bibliography. *Collection Building*, 8(3), 23–28.
- Galvin, T.J., Sheldon, B.E., & Webreck, S.J. (1987). The effect of electronic technology on university libraries. *1985 Conference of Southern Graduate School Proceedings*.

Presentations

Recent presentations

- Blockchain: Reaction: Library 2.0 Use Cases*. (2020, April). Paper presentation at Future Blockchain Summit. Dubai, United Arab Emirates. (Conference canceled)
- Pass It On: Social Media*. (2019, October). Lyrisis Webinar.
- Blockchain: Transforming the Technological Future*. (2019, June). Panel presentation at the 2019 American Library Association Conference. Washington, DC.
- Pass It On: Social Media*. (2019, October). Lyrisis Webinar.
- Facilitating Conflict*. (2019, April). Lyrisis Webinar.
- Social Media and WOM*. (2019, April). Lyrisis Webinar.
- Blockchain & Opportunities for Libraries*. (2019, March). Panel presentation at the 2019 Computers in Libraries Conference. Washington, DC.
- Blockchain Possibilities: Investigation Findings*. (2019, March). Paper presented at the Special Libraries Association (SLA) Trending Technology Webinar.
- The Emerging Future: Technology Issues and Trends*. (2019, March). Lyrisis Webinar.
- Blockchain: An Investigation of Possible Library Applications*. (2019, February). Best practices presentation at the e-Learn Conference, New Orleans, LA. Paper presented at the 2nd International Conference on Changing Landscape of Science & Technology Libraries (CLSTL 2019), Gandhinagar, India, Online Presentation.
- Talking the Talk: Professional and Personal Communication Strategies* (2018, November). Lyrisis Webinar.

Blockchain: One Emerging Technology—So Many Applications. (2018, November). Refereed panel presentation at the 81st Association for Information Science & Technology Annual Meeting, Vancouver, Canada.

Trendsetting at the SJSU iSchool: Blockchain and Information Services. (2018, November). Paper presented at the 2018 California Library Association Conference, Santa Clara, CA.

Pros and Cons of Blockchain. (2018, October). Panel presentation at the Blockchain in Education West Conference, Sunnyvale, CA.

Blockchain: Recommendations for the Information Professions. (2018, September). Free ALA Webinar.

Blockchain—Is It Worth the Fuss?. (2018, August). Panel presentation at the 2018 IFLA World Library and Information Congress, Kuala Lumpur, Malaysia.

Blockchain Technology. (2018, March). Paper presented on a panel at a webinar for the SLA Philadelphia and Pittsburgh Chapters, Online.

Blockchain, Open Civic Data, and TV WhiteSpace—Three New Projects. (2018, February). Invited panel presentation at the 2018 American Library Association Midwinter Meeting, Denver, CO.

Improving Interpersonal Communication (2016, September–October). E-course delivered for American Library Association.

Conference Presentations

The use of recorded content to increase social and instructional presence in online learning: Results of pilot implementation. (2014). Best Practices presentation at the e-Learn Conference, New Orleans, LA.

The Ubiquitous Librarian. (2014). Presentation at the World Future Society conference, Orlando, FL.

Personal Information Management. (2012). Poster presented at the Quality Matters Conference, Tuscon, AZ.

Cloud computing. (2012). Paper presented at the meeting of the Association for Library and Information Science Education (ALISE) Conference, Dallas, TX.

Impacts and satisfaction of student learning cohorts: Findings of a comparative assessment. (2011). Paper presented at the meeting of the Asynchronous Learning Conference, Orlando, FL.

In the clouds: Building a virtual computing laboratory. (2011). Paper presented at the meeting of the Asynchronous Learning Conference, Orlando, FL.

If we build it, will they use it? Contextualizing learning objects to promote reusability. (2009). Paper presented at the meeting of the Asynchronous Learning Conference, Orlando, FL.

Pedagogical pros/cons of using new technologies to deliver online courses. (2008). Paper presented at the meeting of the Association of Library and Information Science Education (ALISE) Conference, Philadelphia, PA.

Building repositories for digital learning objects: Challenges, issues, and opportunities. (2008). Paper presented at the meeting of the Asynchronous Learning Conference, Orlando, FL.

- Teaching in paradise: Online education in Pittsburgh & the Caribbean.* (2007). Paper presented at the meeting of the Asynchronous Learning Conference, Orlando, FL.
- Social computing: Cost-effective technologies for online education.* (2007). Paper presented at the meeting of the Asynchronous Learning Conference, Orlando, FL.
- A collaborative approach to information literacy for non-traditional learners.* (2006). Paper presented at the meeting of The Twelfth Sloan-C International Conference on Online Learning, Orlando, FL.
- Webcasting: A blended learning collaborative with Carnegie Mellon/University of Pittsburgh.* (2006). Paper presented at the meeting of The Twelfth Sloan-C International Conference on Online Learning, Orlando, FL.
- Reality check 2001–2006: Ongoing program assessment.* (2006). Paper presented at the meeting of The Twelfth Sloan-C International Conference on Online Learning, Orlando, FL.
- So many choices: Alumni and employer satisfaction of course delivery and academy.* (2005). Paper presented at the meeting of The Eleventh Sloan-C International Conference on Online Learning, Orlando, FL.
- Designing the next-generation course delivery system.* (2004). Paper presented at the meeting of The Tenth Sloan-C International Conference on Online Learning, Orlando, FL.
- Five minute marketing plan for an online program.* (2002). Paper presented at the meeting of The Eighth Sloan-C International Conference on Online Learning, Orlando, FL.
- Getting your money's worth: Maintaining quality through cost analysis.* (1991). Paper presented at the meeting of the Library Administration and Management Association (LAMA) Preconference, Atlanta, GA.

Workshops

- Marketing Your Library* (2018, November). Workshop presented for MiamiDade Public Library System.
- Management workshop.* (1987, September). Workshop presented at the meeting of the Flint Public Library Management Workshop, Flint, MI.
- Management workshop.* (1987, April). Workshop presented at the meeting of the White Plains Library Consortium Management Workshop, White Plains, MI.
- Workshop.* (1986, May). Workshop presented at the meeting of the Michigan Library Association, Academic Librarians' Day, Wayne State University, Detroit, MI.
- Cost studies in technical services.* (1986). Workshop presented at the meeting of the Michigan Library Association, Technical Services Caucus, Spring Workshop, Lansing, MI.
- Workshop.* (1986). Workshop presented at the meeting of the Michigan Library Association, Annual Conference, Flint, MI.
- Workshop.* (1986). Workshop presented at the meeting of the University of Michigan, HiTech Career Fair, Ann Arbor, MI.

Guest Lectures

Personal information management. (2012). Guest lecture presented at the meeting of Quality Matters, Tucson, AZ.

Asian studies career seminar. (1990). Guest panelist presented at the meeting of the University of Pittsburgh, Pittsburgh, PA.

Grants & Contracts

Investigation of Possible Uses of Blockchain Technology by Libraries-Information Centers to Support City-Community Goals (Proposal Number. LG98-17-0209) Principal Investigator: Sandra Hirsh; Co-PI Susan Alman (2017)

Certificate of advanced study in health sciences librarianship. (2009). Institute of Museum and Library Services. Principal Investigators: Christinger Tomer and Susan Alman.

Educating urban public librarians. (2007). Institute of Museum and Library Services. Principal Investigator: Teresa Ramos.

Building capacity for 21st century libraries in the U.S. Virgin Islands. (2005). Institute of Museum and Library Services. Principal Investigator: Sharlene Harris.

Honors & Awards

iSchool Distinguished Service Award, 2023

iSchool Distinguished Scholar Award, 2019

iSchool Distinguished Lecturer Award, 2017 iSchool

Outreach and Collaboration Award, 2016

Excellence in Online Teaching, Sloan-C Awards, Institute for Emerging Leadership in Online Learning (IELOL), 2009.

Beta Phi Mu, University of Pittsburgh, 1978.

Phi Alpha Theta, Washington and Jefferson College, 1974.

Service

Professional—National/International

ALISE Norman Horrocks Leadership Award Committee, 2019 – Present.

Member, National Member-at-Large, Beta Phi Mu, 2011 - 15.

Member, LAMA LEADS Advisory Board, Library Administration and Management Association (LAMA), 2000–2004.

Member, Strategic Planning Committee, Library Administration and Management Association (LAMA), 2000–2002.

Member, Spectrum Fellowship Workshop Representative, Library Administration and Management Association (LAMA), 1999.

Member, Diversity Discussion Group, Library Administration and Management Association (LAMA), 1997–2001.

Member, LAMA Membership Committee, Library Administration and Management Association (LAMA), 1997–2001.

Assistant to President, Conference Organization and Scheduling, Association for Library and Information Science Education (ALISE), 1997–2000.

Member, National Member-at-Large, Beta Phi Mu, 1996–1999.

Member, Cultural Diversity Committee, Library Administration and Management Association (LAMA), 1994–1998.

Member, LITA/LAMA National Conference Steering Committee, Library Administration and Management Association (LAMA), 1994–1997.

Chair, Local Arrangements, Library Administration and Management Association (LAMA), 1994–1997.

Secretary, Statistics Section, Library Administration and Management Association (LAMA), 1994–1996.

Member, National Board of Directors, Beta Phi Mu, 1991–1999.

Chair, Standardization of Cost Analysis Task Force, Library Administration and Management Association (LAMA), 1991–1994.

Member, Using Statistics for Planning and Evaluation Committee, Library Administration and Management Association (LAMA), 1990–1995.

Member, Scholarship and Grants Committee, Beta Phi Mu, 1990–1994.

Member, Revision of Classification Scheme Task Force, Association for Library and Information Science Education (ALISE), 1990–1993.

Member, Committee on Organization, American Library Association (ALA), 1988–1990.

Chair, AIDS in the Workplace Hearing, Library Administration and Management Association (LAMA), 1988.

Program Chair, Employee Assistance Plans, Library Administration and Management Association (LAMA), 1987.

Representative, Library Education Assembly (LEA), 1986–1989.

Member, Membership Committee, Association for Library and Information Science Education (ALISE), 1986–1988.

Member, Education for Bibliographic Instruction Committee, Association of College and Research Libraries (ACRL), 1985–1989.

Member, Staff Utilization and Economic Status Committee, Library Administration and Management Association (LAMA), 1985–1989.

Member, Non-Library Management Associations Task Force, Library Administration and Management Association (LAMA), 1985–1987.

Professional—Regional

President, Beta Phi Mu Pi Chapter, 1989–1990.

Member, Executive Committee, Beta Phi Mu Pi Chapter, 2012–Present.

University

Member, Pitt Online–CGS, CTSI Education IT group, University of Pittsburgh, 2008–2012.

Subcommittee Chair, Alumni On-Line Committee, Alumni Survey, University of Pittsburgh, 1998–2001.

Member, European Community Studies Association ad hoc Conference Planning Committee, University of Pittsburgh, 1998–1999.

Chair, Affirmative Action Committee, University of Pittsburgh, School of Information Sciences, 1994–2001.

Community Service

Member, Murrysville Community Library Board of Directors, Murrysville, PA, 2011–2013.

Participant, Carnegie Library of Pittsburgh Strategic Planning Initiative, Pittsburgh, PA, 2012.

Memberships

Current

Association for Library and Information Science Education (ALISE), 1984-2009, 2012–Present.

American Society for Information Science and Technology (ASIS&T), 2012–Present.

Beta Phi Mu, 1978–Present.

Past

American Library Association (ALA), 1984–2004.