

## About the Editors

**Michael Crandall** is chair of the Master of Science in Information Management program and a senior lecturer in the Information School (iSchool) at the University of Washington. Prior to joining the Information School in January 2005, he spent five years as technology manager for the Bill & Melinda Gates Foundation's Libraries and Public Access to Information Program, where he was responsible for software development, technical support, and network deployment for more than 40,000 public access computers in more than 11,000 libraries across the U.S. As part of this project, Mr. Crandall also initiated and managed the program grant for development of WebJunction, an international public access computing portal. Before this, Mr. Crandall was manager of the Knowledge Architecture Group at Microsoft Information Services, responsible for design and management of the technical infrastructure and search services for Microsoft's intranet portal site, MSWeb (2.2 million requests and 31,000 users per month), and the design, development, and management of a corporate taxonomy project to support content management and retrieval throughout the company. Prior to Microsoft, he worked at the Boeing Company on multiple projects related to information management and information architecture, including an internal real-time newsfeed, the intranet search engine and portal subject access tools, and the company library's website. He was a member of the Boeing Information Management Standards Board, Web Advisory Board, Knowledge Management team, and Structured Information Objects (metadata schemas) Technical Working Group. He has served on the Dublin Core Metadata Board of Trustees since its inception in 2001 and is active in the American Society for

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Information Science & Technology (ASIS&T). Research interests include impacts of public access computing, ICT in developing countries, metadata and knowledge organization, social dimensions of knowledge transfer and large-scale information systems.

**Dr. Karen E. Fisher** is a professor at the iSchool at the University of Washington. Dr. Fisher's teaching and research strives to answer a pertinent and persistent question of information services and information systems: "How are we making a difference in people's lives—to users, families, neighborhoods, and communities—especially in ways that speak to policy makers?" Building on the understanding that, much like an iceberg, only 20 percent of how people use systems is easily visible (and measurable) by the naked eye, Dr. Fisher advocates the use of a context-based, outcomes-centered approach for identifying the remaining 80 percent. As co-author of *How Libraries and Librarians Help* (2005), her recent work focused on community technology centers in Washington State and the new Seattle Public Library building as "Place." In 2008, she and Senior Lecturer Michael Crandall began studying the benefits of free access to computers in public libraries—an unprecedented, nationwide study supported by the Institute of Museum and Library Services and the Bill & Melinda Gates Foundation. Dr. Fisher is the co-editor of *Theories of Information Behavior* (2005) and was a Visiting Researcher at Microsoft Research in the Community Technologies Group (2006–07). Supporters of her work include the National Science Foundation, Microsoft Research, United Way of America, the Social Sciences and Humanities Research Council of Canada. Recipient of the 2005 and 2008 Jesse H. Shera Award for Distinguished Published Research from the American Library Association, Dr. Fisher has been recognized for her work by ASIS&T SIG USE and the Association for Library and Information Science Education. Dr. Fisher is a graduate of the University of Western Ontario (PhD and MLIS) and Memorial University of Newfoundland (BA), and held a postdoc at the University of Michigan.

**Claire Connell** (Associate Editor) works as a writer/editor for University of Washington Learning and Scholarly Technologies, where she writes and edits communications materials, research reports, and online help documentation. Ms. Connell is a PhD candidate in ethnomusicology at the University of Washington. She has presented at national and international conferences of ethnomusicology and

music education, has taught a number of college-level courses, and has co-authored an article in the *Journal of Research in Music Education*. Ms. Connell also works part-time in the Education Department of the nonprofit organization Seattle Theatre Group, where she is driven by the philosophy that every student should have equal access to the arts.