

Tom Klingler
Professor and Assistant Dean, University Libraries
Kent State University

Office

University Libraries, Room 383
Kent State University
Kent, Ohio, 44242
tk@kent.edu
330-672-1646

Education

MLS (Library Science) Kent State University. 1986.
MA (English) The University of Akron. 1983.
BA (History and English) The University of Akron. 1976.

Employment

Kent State University. University Libraries.

2005-present. Assistant Dean for Systems, Collections and Technical Services.
Reporting to the Dean, continue the work of Assistant Dean for Systems, and manage Technical Services, Collection Management, Access Services, and the \$5 million collection budget. Serve on the Dean's Executive Committee and the University Libraries Council. Hold an administrative appointment, with faculty rank of full professor and tenure.

2001-2005. Assistant Dean for Systems.
Reporting to the Dean, continue the work of Head of Systems, with added concentrations on a revised web site, web workflow applications, overall library management and budget support.

1996-2001. Head of Systems.
Reporting to the Dean, and with a staff of eight, develop, install and maintain a wide variety of automated systems, ranging from the administrative network, to various public service applications, to the integrated automated library system. Serve as liaison with various campus computing services, and serve on the Libraries and Media Services Council.

Case Western Reserve University. University Library.

1995-1996. Assistant Director for Training and Special Services.
Reporting to the Director, and with a staff of five, develop and deliver a training program and end-user support for CWRU net, the campus-wide network, and library research databases; supervise and develop the University Library web site; participate in the administration of the campus-wide library system; and serve on the library management team.

The University of Akron. University Library.

1987-1995. Head of Reference.

Reporting to the Dean, with a staff of thirteen direct reports, manage and deliver service for the reference, government documents, and microforms collections at five service points including an information desk operation and a photocopy operation. Help develop and manage portions of the automation program, including CD-ROM networking and the library portion of the Campus-Wide Information Service. Coordinate reference collection development.

1981-1987. Reference Librarian.

Reporting to the Head of Reference, provide assistance in the reference and federal government documents collections, perform reference collection development, and supervise the libraries' online search service.

Selected Skills and Experience

1. Progressively increasing management responsibility across all portions of the library from 1987 to present.
2. Extensive and continuous service to OhioLINK from 1988 to present.
3. Ability to see the need for and lead the development of creative new applications.
Example: Selection Manager, a tool to involve all users in the selection process.
<http://apps.library.kent.edu/selectionmanager/>
4. Ability to develop new projects that take a novel approach to problems.
Example: The relocation of 600,000 items to a new kind of remote storage facility. <http://www.assurevault.com/case-study-ksu/>
5. Strategic and creative management of a \$5million collection budget.
Example: Cost-sharing approach to purchasing WRDS, an expensive and strategic data service for the College of Business.
6. Successful management of various types of staff, from classified civil service to tenure-track faculty.
7. Effective cooperation with a wide range of campus colleagues, including classroom faculty, deans, administrators, and technical staff.
Examples: Netprint public print management system, and extensive constituent loads into the library patron database.
8. Ability to lead regional and state-wide projects.
Examples: OhioLINK Discovery Layer Taskforce chairman, and Northeast Ohio storage facility data migration project and Shared OHDEP Catalog project.

9. Continuous upgrade and reorganization of Technical Services staff in reaction to the dramatic growth in electronic collections.
10. Substantial experience in planning and working with architects, designers, and outside companies in construction and moving projects.

Publications

- Urbano, C., Zhang, Y., Downey, K., Klingler, T. "Library Catalog Log Analysis in E-Book Patron-Driven Acquisitions (PDA): A Case Study" College & Research Libraries (forthcoming) (Accepted April 8, 2014.)
<http://crl.acrl.org/content/early/2014/04/29/crl14-592.abstract>
<http://crl.acrl.org/content/early/2014/04/29/crl14-592.full>
- Downey, K., Zhang, Y., Urbano, C., Klingler, T. "A Comparative Study of Print Book and DDA Ebook Acquisition and Use" Technical Services Quarterly. v.31, n2, 2014, pp.139-160.
<http://dx.doi.org/10.1080/07317131.2014.875379>
- Downey, K., Zhang, Y., Urbano, C., Klingler, T. "KSUL: An Evaluation of Patron-Driven Acquisitions for Ebooks" Computers in Libraries, v.34:n.1, January/February 2014, pp.10-12, 30-31.
<http://www.infotoday.com/cilmag/jan14/index.shtml>
- Klingler, Tom. "Smart Pull for Remote Storage: How to Keep (Mostly) Everyone Happy When Making a Large Collection Move to Remote Storage" Charleston Library Conference Proceedings, 2012.
<http://docs.lib.purdue.edu/charleston/2012/Collection/13/>
- Castaldo, J., Dulaney, C., Klingler, T., Rossman, D., Wrubel, L. "Experiences from the Field: Choosing a Discovery Tool for YOUR Unique Library," Charleston Library Conference Proceedings, 2011.
<http://docs.lib.purdue.edu/charleston/2011/EndUsers/12/>
- Wiggins, R., Remley, J., Klingler, T. "Building a local CMS at KentState," in Content Management Systems in Libraries: Case Studies, B. Eden (Ed.), Lanham, Md.: Scarecrow Press, 2008, pp. 89-112.
<http://books.google.com/books?isbn=0810856921>
- Published previously as: Wiggins, Rick, Jeph Remley, and Tom Klingler. "Building a local CMS at Kent State." Library Hi Tech, v.24, no.1, 2006, pp.69-101.
<http://www.emeraldinsight.com/journals.htm?issn=0737-8831&volume=24&issue=1&articleid=1545648&show=html>

- Klingler, Tom and Cindy Kristof. "Kent State University's Electronic Reserves Experience." Journal of Interlibrary Loan, Document Delivery & Information Supply, v. 11, no. 1, 2000, pp. 39-49.
http://www.tandfonline.com/doi/abs/10.1300/J110v11n01_04
- Wilson, Flo, et.al. The American Library Association's Task Force on Privacy and Confidentiality in the Electronic Environment. Final Report, 7 July 2000. Contributing author.
<http://www.ala.org/lita/about/taskforces/dissolved/privacy>
- Klingler, Tom. "Sharing the Load: a Planning Checklist for Consortial Database Use." The Journal of Library Administration, v. 26, nos. 3/4, 1999, pp. 91-113.
http://www.tandfonline.com/doi/abs/10.1300/J111v26n03_06#preview
- Published simultaneously, pp. 91-113, in Information Technology Planning, ed. Lori A. Goetsch. New York, The Haworth Press, Inc., 1999.
- Klingler, Tom and Wiggins, Rick. "Managing a Campus-Wide Information Service," pp. 37-52 in Introducing and Managing Academic Library Automation Projects, eds. John W. Head and Gerard B. McCabe (The Greenwood Library Management Collection.) Westport, Connecticut: Greenwood Press, 1996.
<http://www.abc-clio.com/product.aspx?isbn=9780313296338>
- Klingler, Tom. ACRL/CNI Internet Education Project web site. Winning proposal author and manager of the project web site, 1995-1997.
<http://web.archive.org/web/19970716141832/http://www.cwru.edu/orgs/cni/base/acrlcni.html>
- Klingler, Tom. [Numerous reviews,] Reference Books Bulletin, 1992-1994.
- Klingler, Tom and Brinton, Dennis. "Census Power for the Masses: A User-Friendly Interface for Census CD-ROM Products," pp. 207-215 in Proceedings of the Eleventh National Online Meeting. Medford, N.J.: Learned Information, Inc., 1990.
- Klingler, Tom. Review of Instant Replay Version II by Nostradamus Inc. Library Software Review, March-April 1988, pp. 133-136.
- Klingler, Tom. Review of CELEBRITY Word Processor Plus by Good Software Corp. Library Software Review, May-June 1988, pp. 221-225.
- Klingler, Tom. Review of Office Information Technology: A Decision Maker's Guide to System Planning and Implementation, by Randy J. Goldfield. Library Software Review, May-June 1988, pp. 226-228.
- Klingler, Tom. Review of Human Aspects of Library Automation: Helping Staff and Patrons Cope, ed. by Debora Shaw, Information Technology and Libraries, September 1987, pp. 233-235.

Presentations

- Innovative Users Group. Detroit, Michigan, USA. May 9, 2014. "Kent State Paging Slip Database." http://works.bepress.com/tom_klingler/5
- Innovative Users Group. Detroit, Michigan, USA. May 8, 2014. "Kent State Music Instrumentation Search." http://works.bepress.com/tom_klingler/8
- Innovative Users Group. Detroit, Michigan, USA. May 8, 2014. "Kent State New Materials and Active Serials." http://works.bepress.com/tom_klingler/7
- Innovative Users Group. Detroit, Michigan, USA. May 8, 2014. "Kent State Selection Manager." http://works.bepress.com/tom_klingler/6
- Association for Information Science & Technology (ASIS&T) Annual Conference. Montreal. November 4, 2013. "Library Catalog as a Tool for E-Book Discovery and Access in Patron-Driven Acquisition (PDA): A Case Study." Poster Session. With Urbano, C., Zhang, Y., Downey, K. <http://www.asis.org/asist2013/proceedings/submissions/posters/165poster.pdf>
- American Library Association Annual Conference. Chicago, IL. June 29, 2013. "Print Book vs. DDA Ebook Acquisition and Use at KSU Library." Poster Session. With Downey, K., Zhang, Y., Urbano, C. http://eprints.rclis.org/22645/1/ALA2013_KSUEbook_Downey-Zhang-Urbano-Klingler.pdf
- CNI (Coalition for Networked Information) Spring Meeting. San Antonio, Texas. Apr. 4, 2013. "Economical Big Local Storage."
"Kent State University Libraries has developed a local digital storage system that provides high-volume, medium-term storage of digital items..." <http://www.cni.org/topics/digital-preservation/economical-big-local-storage/>
- 32nd Annual Charleston Library Conference. Charleston, S.C. Nov. 10, 2012. "Smart Pull for Remote Storage: How to Keep (Mostly) Everyone Happy When Making a Large Collection Move to Remote Storage."
"This session describes a project at Kent State University to selectively move 600,000 monograph volumes to remote storage in seven weeks. The "smart pull" was performed on a database extraction based on a variety of criteria..." <http://2012charlestonconference.sched.org/event/34a00ae949b2bc7d12f69e600ca5e728#.UMokXUcuUo>
- Great Lakes E-Summit, Wright State University. Dayton, Ohio. October 11, 2012. "Selection Manager: Automating Workflow for E-Resources Selection at Kent State University." <http://greatlakese-summit.blogspot.com/2012/09/great-lakes-e-summit-2012.html>
- Innovative Users Group Conference. Chicago, Illinois. April 17, 2012. "Pre-ILS at Kent State: a Unified Collection Development Module That Feeds the ILS."
- ALAO Annual Conference. Ashland University, Ohio. Oct 26, 2001. "Virtual Reference Service: Our Real-Time Experience." With Leela E. Balraj.

ALA Annual Conference. Chicago, Illinois. July 10, 2000. "Distributed Authentication Architectures." Organizer, committee chair, and panel host.

ALA Annual Conference, June 28, 1999, New Orleans, LA. "Authentication Update: Short Reports from the Field." Organizer, committee chair, and panel host.

ALA Midwinter Conference, Feb 1, 1999, Philadelphia, PA. "Got Milk? Got Cookies? Got Authentication?" Organizer, committee chair, and panel host.

IUG Innovative Users Group, Annual Conference, May 2-5, 1998, Nashville, Tennessee. "Circulation Parameters Made Accessible and Easy to Read Via the Web." With Kelly Sikora, Kent State University.

IUG Innovative Users Group, Annual Conference, May 2-5, 1998, Nashville, Tennessee. "Reviewing Logins and Authorizations With a Pretty Neat Web Auditing Tool." With Kelly Sikora, Kent State University.

CAMLS, Cleveland, Ohio, May 20 and November 12, 1997. "Developing a Reference Strategy That Includes the Web."

ALAO, 23rd Annual Conference, Columbus, Ohio, October 31, 1997. "Planning for Electronic Reserves at Kent State University." With Cindy Kristof, Kent State University.

"Electronic Reserves Presentation to Ohio University," August 15, 1997. With Cindy Kristof. A one-half day review of electronic reserves and the ERes project at Kent State.

Kent State University, School of Library and Information Science, Library Automation Class, Dr. Greg Byerly, "Life in Systems," August 6, 1997. A three-hour overview of the range of systems concerns and technologies in a library systems department. Updated and repeated for Academic Libraries class, Dr. Lois Buttlar, December 1, 1998.

ACRL, Science and Technology Section, Science and Technology Database Discussion Group. ALA Midwinter, Wash. D.C., February 1997. "Sharing the Load: the pros and cons of consortial database use."

NORASIS. John Carroll University, Cleveland, Ohio, February 29, 1996. "Technology Planning in the CWRU University Libraries."

ALAO, 21st Annual Conference. Columbus, Ohio, November 3, 1995. With Mary Konkel. "Cataloging and Reference: Partners in Public Service."

ASIS, Annual Conference. Chicago, October, 1995. "Functional Specifications for an Advanced Toolset for the Access and Use of Information: the OhioLINK Workstation Software Tools."

Midwest Audiology Conference. Columbus, Ohio, October 6, 1995. "Surfing the Internet: Applications to Audiologic Practice & Continuing Education."

An Ohionet Conference, Full-Text Resources: Choices and Consequences in an Electronic Age. OCLC, Dublin, Ohio, May 1, 1995. "Full-Text at the Academic Library: projects at OhioLINK Libraries."

104th Annual Meeting of the Ohio Academy of Science. Otterbein College, Westerville, Ohio, April 28, 1995. "Surfing the Internet: Gopher and the WorldWideWeb." With Rick Wiggins, The University of Akron.

The Ohio Academy of Science, 103rd Annual Meeting. The Medical College of Ohio, Toledo, Ohio, April 24, 1994. "Learning to Drive on the Internet Highway."

Ohio Collegiate Computer Services Association. Ashland University, Ashland, Ohio, April 21, 1994. "Access to Library Resources in a Distributed Campus Computing Environment."

Stark County Librarians, Annual Meeting. Kent State University, April 14, 1994. "Internet & Libraries."

Akron Summit County Public Library, Staff Development Day. November 12, 1993. "Software maintenance, Menus, and DOS for CD-ROM workstations."

Ohio Library Council, Annual Conference. Cleveland, Ohio, October 28, 1993. "How To Set Up a CD-ROM Workstation."

Kent State University, School of Library and Information Science. July 13-15, 1992 and July 19-21, 1993. "Reference Update: Materials, Resources, and Services." Workshop LSCI 60693; 1 graduate credit.

Ohio Library Council, Northeast Chapter Conference. Kent State University, March, 1993. "Basics of CD-ROM Installation."

Channels 45/49; NOLA; MOLO, Fourth Annual Educational Mini-Conference. Mount Union College, Alliance, Ohio, March, 1993. "CD-ROM Planning and Selection: a review of CD-ROM planning concerns; product selection and evaluation criteria; and basic hardware needs."

Ohio Library Association, Annual Conference. Columbus, Ohio, November 1992. "Reaching Out to the Culturally Diverse Student," With Dr. Lois Buttlar, KSU-SLIS.

Midwest Chapter, Medical Library Association, Annual Conference. Cuyahoga Falls, Ohio, October 1991. "CD-ROM: From Basics to Networks," With Gary Ross; a 4-hour CEU course.

American Society for Information Science, Central Ohio Chapter. Columbus, Ohio, July 1991. "CD-ROM Basics and Issues."

- Ohio Library Association, North Chapter. Boston Heights, Ohio, May 1991.
 "CD-ROM: The Basics."
- Ohio Library Association, Northeast Chapter Conference. Kent State University, March 1991.
 "CD-ROM Reference Sources: Comparison, evaluation, and selection."
- American Society for Information Science, Northern Ohio Chapter. Cleveland, Ohio, October 1990. "Census Power: A Prototype User Interface for Census CD-ROMs," With Dennis Brinton.
- Ohio Library Association, Annual Conference. Columbus, Ohio, October 1990.
 "Census Power: A User-Friendly Front-end for Census CD-ROMS," With Dennis Brinton.
- Kent State University School of Library Science. Fall 1990, Summer 1990, Spring 1990, Fall 1989, Summer 1989, Summer 1988. Workshop lecture: "Comparing VTLS and NOTIS: the Reference Perspective." For Professor Greg Byerly's library automation workshop.
- Eleventh National Online Meeting. New York, May 1990. "Census Power for the Masses: A User-Friendly Interface for Census CD-ROM Products," With Dennis Brinton.
- Ohio Library Association, Southwest Chapter Spring Conference. Dayton, Ohio, 1990.
 "CD-ROM 101: Networking &Jukeboxing--Compatibility Issues."
- Ohio Library Association, Central Chapter Spring Conference. 1990. "CD-ROM 101: What is it? How does it work?"
- Ohio Library Association Central and North Chapter Spring Conferences. 1988. "Reference Sources: Choosing Paper or CD-ROM."
- Stow (Ohio) Public Library Board of Trustees. 1987. Presentation and Demonstration: "Online Database Searching With BRS/AfterDark and Dialog Knowledge Index."
- Kent State University School of Library Science. Summer 1985. Workshop Lecture: "Online Database Searching with a Microcomputer and Communications Software," For Professor Byerly's online searching class.
- Ohio Library Association, Northeast Chapter Spring Conference. KentStateUniversity, 1985.
 "An Advanced-BASIC Invoicing Program for Computer-Based Searching."
- University of Akron, Educational Research and Development Center, Computer Resources Awareness Workshop. 1985. Presentation: "OHIONET Ohio PI [Public Information] Utility and Vu/Text Full Text Newspaper Databases."

Office and Committees

National

CNI (Coalition for Networked Information,) Kent State University Libraries Member Representative, 2010-present.

ALA (American Library Association) Task Force on Privacy and Confidentiality in the Electronic Environment, 1999-2000.

ALA (American Library Association,) LITA (Library and Information Technology Association,) SSS-IG (Secure Systems and Services Interest Group,) 1996-2001. Vice-chair, 1997-1998. Chair, 1998-2000.

ALA, ACRL (Association for College & Research Libraries,) Instruction Section, Emerging Technologies in Instruction Committee, 1996-1998. Manager of ACRL/CNI Internet User Education web site, 1995-1997.

LITA, LITA/Geac Scholarship Committee, 1996-1998.

ALA, Publishing Committee, Reference Books Bulletin Editorial Board, 1992-1994.

ALA, Reference and Adult Services Division, Management and Operation of Public Services Section, Catalog Use Committee, 1993-1995.

State

State Library of Ohio, LSTA Grant Review Board, Summer 2012. Assist in the review of 21 grant requests for a total of \$1.4million in federal funds.

OhioLINK, Discovery Layer Task Force, Chair, 2008-2011. Chair a state-wide group charged with defining the requirements for a new Discovery Layer search interface for all OhioLINK content. Manage the committee process. Manage a supporting Wiki. Manage an RFP process. Interview potential vendors. Presented a recommendation to OhioLINK management in 2009.

Ohionet, Board of Trustees,
Secretary and Member of the Executive Committee, 2009-present.
Board Member at Large, 2008-2009.
Provide strategic planning and management advice for the cooperative library services network for Ohio.

OhioLINK, CIRM Committee, 2005-2010.
Make collection decisions for the consortium, including major purchases of research databases, electronic journals, and electronic books.

OhioLINK, Search Committee for Assistant Director of Library Systems, Multi-Media Databases, 2004.

Ohio Learning Network, Course Management Systems Task Force, 2003-2006.

Academic Library Association of Ohio, Board Member at Large, 1999-2002.

OhioLINK, Technical Advisory Council, 1998-2010. Advise OhioLINK on large-scale technical directions and the development of new projects.

OhioLINK, ISI Review Team, 1996-2000. Review and contribute to system design and specifications; participate in response time and load testing of beta systems.

OhioLINK, Lead Implementors Group, 1996-present. Work with OhioLINK and Innovative systems staff and the systems staff of OhioLINK member institutions to coordinate the development, implementation, and maintenance of OhioLINK technologies.

OhioLINK, WWW Review Team, 1995-1999. Worked with OhioLINK and member staff to develop and evaluate web implementations of databases, especially those for which the OhioLINK staff developed the front-ends, for example, the full-text databases delivered via the Open Text engine, and the databases delivered via the Dataware engine.

OhioLINK, Search Engine RFI Task Force, Fall/Winter 1996-97. Worked on developing the RFI, evaluating vendor responses, judging vendor presentations, and formulating a report that called for the issuance of the Search Engine RFP.

OhioLINK, Search Committee for Assistant Director, Client/Server Systems, 1995.

OhioLINK, Workstation Software Tools Review Task Force, 1994-1996.

OhioLINK, User Services Committee, 1992-1996.

OhioLINK, Search Committee for Assistant Director, Systems, 1992.

OhioLINK, Online Public Access Catalog Committee, 1988-1992.

Ohio Library Council, Nomination Committee, 1991.

Ohio Library Council, Academic and Special Libraries Division.
Past Coordinator and Nominating Committee Chair, 1990-91.
Coordinator, 1989-90.
Assistant Coordinator, 1988-89.

Academic Library Association of Ohio, Nominating Committee, 1989.

OHIONET, Automated Reference Services Advisory Council, 1985-89.

OHIONET, Ohio PI Users Group, 1985-1987.

Local/Regional

Northeast Ohio Storage Facility, Collection Management Group, 2005-present.

NEOMARL, Applied Technology Committee, 1993-1994.

NEOMARL, Reference Committee, 1991-1995.

Northeast Ohio Regional Library Storage Facility, Automation Subcommittee, 1991-1993.

Akron (Ohio) Freenet Organizing Committee, 1991-1994.

Summit County (Ohio) Executive, Freenet Advisory Board, 1988.

Kent State University

IT Accessibility Audit RFP Review Committee, 2013-2014.

Flash Card RFP Review Committee, 2013-2014.

Graduate Educational Policies Council, 2012-present.

Executive Committee, University Libraries, 2010-present.

University Task Force on Identity Access and Management, 2008-2011.

University Council on Technology, 2000-2009; 2011-present.

Distance Education and Learning Technologies Advisory Committee, 2002-2003.

Chair, Search Committee for Assistant Dean for Media Services, 2002.

University Promotion Advisory Board, 2001.

University Web Strategy Task Force, Web Technology Committee, 2000-2001.

Search Committee, Dean, Libraries & Media Services, 1999-2000.

Information Services Technology Task Force, 1999-2000.

University Council on Technology, Learning Technology Services Advisory Committee, 1999.

Network Printing Task Force, chair, 1998-2006.

Search Committee, Associate Dean, Learning Technology Services, 1998.

LMSC, Libraries and Media Services Council, 1996-2010.

University Council on Technology, Remote Access Committee, 1997-2000.

University Information Systems, One-Card Implementation Committee, 1997-2005.

KNUG (Kent Network Users Group,) 1997-present.

KentLINK Committee, Chair, 1997-present.

CAC Secretary, 1997-1998.

University of Akron

Consultant to the Center for Family-Friendly Cities Committee, Dr. Helen Cleminshaw, Chair, 1994-1995.

Provost's Advisory Committee, 1994-1995.

Campus-Wide Information Service (Campuserve) Task Force, 1993-1995.

General Studies Advisory Council, 1992-1994.

University Libraries, Library Faculty Nominating Committee, 1991-1994.
Chair, 1993-1994.

University Hearing Board Pool, 1991-1992.