

MELISSA GROSS, Ph.D.

December 2016

EDUCATION

- 1998 Ph.D., Library and Information Science, University of California, Los Angeles, 1998. Dissertation Title: *The Imposed Query in the School Library Media Center: A Descriptive Study*. Dissertation Committee: Virginia A. Walter, Chair; Marcia J. Bates; Mary N. Maack; and Michael Seltzer.
- 1994 MLS, University of California, Los Angeles. Supervisor: Virginia A. Walter.
- 1977 B.A., English Literature, University of California, Los Angeles. Supervisor: Jascha Kessler.

CERTIFICATIONS

Apprentice Beekeeper. University of Florida Master Beekeeper Program, 2013.

Certified County Mediator. Supreme Court of Florida, August 20, 2004 – August 20, 2006.

RESEARCH AND TEACHING AREAS

Information seeking behavior, especially the imposed query and shared information seeking; resources and services for children, young adults, and adults; research methods; the design and evaluation of library programs and information services; information literacy; and teacher/librarian collaboration, storytelling. Courses taught in both web-based and face-to-face environments and at the undergraduate, master's, and doctoral levels.

ACADEMIC EXPERIENCE

- 2010 - Professor, Florida State University, School of Library and Information Studies
- 2004 to 2010 Associate Professor. Florida State University, College of Information.
- 1999 to 2004 Assistant Professor. Florida State University, School of Information Studies.
- 1998 to 1999 Post-doctoral year. University of California, Los Angeles, Department of Library and Information Science, Graduate School of Education and Information Studies.

1997 to 1999 Adjunct Faculty. California State University, San Jose, School of Library and Information Science, Fullerton Campus Program.

TEACHING

Design and Evaluation of Library and Information Programs and Services
Digital Storytelling in Information Organizations
Information-Seeking Behavior
Information and Society
Information Needs of Adults
Information Needs of Children
Information Needs of Young Adults
Information Programs and Services for Children
Information Services
Outcome-Based Evaluation of Information Programs and Services
Research Methods
Theories and Models of Information Seeking Behavior and Use

Doctoral Committee Chair

Carmichael, L., graduate. (2016). *Implementation of succession planning and management programs: Do leadership styles make a difference?*.
Clark, L., graduate. (2016). *Do you do birthday parties?: Caregivers' perceptions of quality emergent literacy programming in libraries and their motivation for attending*.
Skinner, J., graduate. (2015). *Ernestine Rose and the Harlem Public Library: Theory testing using historical sources*.
Carruth, D., graduate. (2013). *Gifted youth and their hobbies: An exploration of information behavior*.
Koo, J., graduate. (2013). *Adolescents' information behavior when isolated from peer groups: Lessons from new immigrant adolescents' everyday life information seeking*.
Whetstone, M. R., graduate. (2013). *The situational relevance of kept personal health artifacts: An exploratory study of kept articles as expressions of need by adults living With Type 2 Diabetes*.
Kim, Ji-Hyun, graduate. (2012). *Information and culture: Cultural differences in the perception and recall of Information from advertisements*.
Mandel, L. H., graduate. (2012). *Lost in the labyrinthine library: A multi-method case study investigating public library user wayfinding behavior*.
Bak, H., doctoral student.
Chen, Tsangyao, doctoral student

Doctoral Committee Member

Coleman, L. E., graduate. (2016). *The socially inclusive role of curatorial voice: A qualitative comparative study of the use of gatekeeping mechanisms and the co-creation of identity in museums*.
Phillips, A., graduate. (2016). *The empathetic role of librarians: Supporting rural cyberbullied young adults*.
Ma, J., graduate. (2014). *Interacting with health information for self-care: An exploratory study of undergraduate students' health information literacy*.
Johnston, M. P., graduate. (2011). *School librarians as technology integration leaders : enablers and barriers to leadership enactment*.

- Goldsmith, A. Y., graduate. (2009). *Found in translation: A mixed methods study of decision making by U.S. editors who acquire children's books for translation.*
- Allehaibi, M. M., graduate. (2001). *Faculty adoption of Internet technology in Saudi Arabian universities.*
- Roccanti, R., doctoral student. *Reading stories without borders: Exploring how preservice language arts teachers read and make meaning of transmedia stories.* [School of Teacher Education]

Doctoral Committee University Representative

- Bearden, L., graduate. (2016). *Favorable outcomes: The role of outcomes statements in multimodal curricular transformation.* [Rhetoric and Composition]
- Bowles, B., graduate. (2016). *Taken out of context?: Examining the influence of context on teachers' written responses to student writing.* [Rhetoric and Composition]
- Thayer, K., graduate. (2013). [School of Teacher Education]
- Tours, S., doctoral candidate. [School of Teacher Education]
- Kent, S., doctoral student. [School of Teacher Education]

External Doctoral Committee Member

- Guzik, Elysia, ischool, University of Toronto (2017). *Informing identities: Conversion experiences of Muslims in the Toronto area.*
- Booker, L., graduate, Department of Business, McMaster University (2011). *Information literacy instruction in business schools: The impact of active and passive modes of instruction on the adoption of online library resources by business students.*
- Creel, S., graduate, School of Library and Information Science, University of North Texas (2007). *Are online catalogs for children giving them what they need?: Children's cognitive development and information seeking and their impact on design.*

Master's Thesis Chair

- Harre, Cynthia, current student.
- Hannaford, L., graduate. (2013). *Transitioning from the out date: Information seeking behavior of junior enlisted army veterans of Operation Iraqi and Enduring Freedom.*

Master's Thesis Committee Member

- Comellas, Kathryn R. (2014). *A less than perfect world: representation of death in award-winning picture books.*

PUBLICATIONS

Refereed Journal Articles

- Skinner, Julia, & Gross, Melissa. (forthcoming 2017). The ISSAS Model: Understanding the information needs of sexual assault survivors on college campuses. *College & Research Libraries*. Preprint available on journal website 2016.
- Gross, M., Latham, D., Underhill, J., & Bak, H. (2016). The peritext book club: Reading to foster critical thinking about STEAM texts. *School Library Research*, 19. Available at <http://www.ala.org/aasl/slr>

- Latham, Don, Julien, Heidi, Gross, Melissa, Witte, Shelbie. (2016). Teacher and librarian collaboration to support high school science students: An exploratory study. *Library & Information Science Research*. 38(3), 193-201.
- Gross, Melissa, & Witte, Shelbie. (2016). An exploration of teacher and librarian collaboration in the context of professional preparation, *New Review of Children's Literature and Librarianship*, 22(2), 1-27.
- Witte, Shelbie, Gross, Melissa, & Latham, Don. (2015). Mapping 21st century skills: Investigating the curriculum preparing teachers and librarians. *Education for Information*, 31, 209-225.
Reprinted in:
Featured Article in the February 2016 issue of the Informed Librarian Online, which "selects a few journal articles to highlight for our many thousands of readers."
- Latham, Don, & Gross, Melissa. (2013). Instructional preferences of first-year college students with below-proficient information literacy skills: A focus group study. *College & Research Libraries*, 74(5), 430-449. One of the top three most read articles on C&RL online in September 2013.
- Gross, Melissa, Armstrong, Bonnie, & Latham, Don. (2013). The analyze, search, evaluate (ASE) process model: Three steps toward information literacy. *Community & Junior College Libraries*, 18(3-4). 103-118. DOI: <http://dx.doi.org/10.1080/02763915.2012.780488> One of the most read articles 2013 to present. "Calculated based on the cumulative total of PDF downloads and full-text HTML views from the publication date to the present."
- Gross, Melissa, & Latham, Don. (2013). Addressing below proficient information literacy skills: Evaluating the efficacy of an evidence-based educational intervention. *Library & Information Science Research*, 35(3), 181-190. <http://dx.doi.org/10.1016/j.lisr.2013.03.001> Per publisher this article "has been downloaded or viewed 524 times since publication (measured through 30 November)."
- Latham, Don, Gross, Melissa, & Witte, Shelbie. (2013). Preparing teachers and librarians to collaborate to teach 21st century skills: The views of LIS and education faculty. *School Library Research*, 16, Available at www.ala.org/aasl/slr Selected by the ALA's Library Instruction Round Table's (LIRT's) Top Twenty Committee as a 2013 Top Twenty article.
- Gross, Melissa, Latham, Don, & Armstrong, Bonnie. (2012). Improving below-proficient information literacy skills: Designing an evidence-based educational intervention. *College Teaching*, 60(3), 104-111. DOI: 10.1080/87567555.2011.645257
- Goldsmith, Annette Y., Gross, Melissa, & Carruth, Debi. (2012). The cover story: What the book jacket of Adele Minchin's young adult novel, *The Beat Goes On*, communicates about HIV/AIDS. *The Journal of Research on Libraries and Young Adults*, 2. Available at <http://www.yalsa.ala.org/jrlya/2012/04/the-cover-story-what-the-book-jacket-of-adele-minchins-young-adult-novel-the-beat-goes-on-communicates-about-hiv-aids/>

- Gross, Melissa, & Latham, Don. (2012). What's skill got to do with it?: Information literacy skills and self-views of ability among first year college students. *Journal of the American Society for Information Science & Technology*, 63(3), 574-583.
- Latham, Don, & Gross, Melissa. (2011). Enhancing skills, effecting change: Evaluating an intervention for students with below-proficient information literacy skills. *Canadian Journal of Library and Information Science*, 35, 157-173.
- Gross, Melissa, & Latham, Don. (2011). Experiences with and perceptions of information: A phenomenographic study of first-year college students. *Library Quarterly*, 81, 161-186. Selected for LIRT's Top Twenty library instruction articles published in 2011.
- Gross, Melissa, Carruth, Debi, & Goldsmith, Annette, Y. (2009). How can I tell you this? The developing discourse on HIV/AIDS in young adult novels. *New Review of Children's Literature and Librarianship*, 15(01), pp. 67 - 87. DOI: 10.1080/13614540903315469
- Gross, Melissa, & Latham, Don. (2009). Undergraduate perceptions of information literacy: Defining, attaining, and self-assessing skills. *College & Research Libraries*, 70, 336-350.
- Latham, Don, & Melissa Gross. (2008). Broken links: Undergraduates look back on their experiences with information literacy in K-12 education. *School Library Media Research*, 11 <http://www.ala.org/ala/mgrps/divs/aasl/aaslpubsandjournals/slmrb/slmrcontents/volume11/lathamgross.cfm>
- Gross, Melissa, Goldsmith, Annette, Y., & Carruth, Debi. (2008). What do young adult novels say about HIV/AIDS? A second look. *Library Quarterly*, 78, 397-418.
- Gross, Melissa, & Latham, Don. (2007). Attaining information literacy: An investigation of the relationship between skill level, self estimates of skill, and library anxiety. *Library & Information Science Research*, 29, 332-353. Selected for LIRT's Top Twenty library instruction articles published in 2007. Named in most cited articles in LISR.
- Gross, Melissa. (2007). Prisoners of childhood? Child abuse and the development of heroes and monsters in *Ender's Game*. *Children's Literature in Education*, 38(2), 115-126.
- Gross, Melissa. (2005). The impact of low-level skills on information seeking behavior: Implications of competency theory for research and practice. *Reference and User Services Quarterly*, 45, 54-62.
- Gross, Melissa, Dresang, Eliza T., & Holt, Leslie E. (2004). Children's in-library use of computers in an urban public library. *Library & Information Science Research*, 26, 311-337.
- Dresang, Eliza T., Gross, Melissa, & Holt, Leslie E. (2003). Using outcome measures to assess school-age children's use of technology in urban public libraries: A collaborative research process. *Library & Information Science Research*, 25, 19-42.

- Gross, Melissa, & Saxton, Matthew L. (2002). Integrating the imposed query into the evaluation of reference: A dichotomous analysis of user ratings. *Library & Information Science Research*, 24, 251-263. Annotated in *Reference research review: 2002 An annual bibliography highlighting selected works in the literature*. MOUSS Research & Statistics Committee.
- Gross, Melissa, & Saxton, Matthew L. (2001). Who wants to know? Imposed queries in the public library. *Public Libraries*, 40, 170-176. Annotated in *Reference research review: 2001 An annual bibliography highlighting selected works in the literature*. MOUSS Research & Statistics Committee.
- Gross, Melissa. (2001). Imposed information seeking in school library media centers and public libraries: A common behavior? *Information Research*, 6
<http://www.shef.ac.uk/~is/publications/infres/6-2/paper100.html>.
- Gross, Melissa. (2000). The imposed query and information services for children. *Journal of Youth Services in Libraries*, 13, 10-17.
- Gross, Melissa. (1999). Imposed versus self-generated questions: Implications for reference practice. *Reference and User Services Quarterly*, 39, 53-61.
- Gross, Melissa. (1999). Imposed queries in the school library media center: A descriptive study. *Library & Information Science Research*, 21, 501-521. Annotated in *Reference research review: 1999 an annual bibliography highlighting selected works in the literature*. MOUSS Research & Statistics Committee.
- Gross, Melissa. (1999). *The Giver and Shade's Children*: Future views of child abandonment and murder. *Children's Literature in Education*, 30(3), 103-117.
Reprinted in:
Trudeau, Lawrence J. (Ed.). (2014). *Children's literature review* (Vol. 187). Detroit, MI: Gale Publishing.
- Gross, Melissa. (1998). The imposed query: Implications for library service evaluation. *Reference and User Services Quarterly*, 37, 290-299.
- Gross, Melissa. (1998). What do young adult novels say about HIV/AIDS? *The Library Quarterly*, 68, 1-32.
- Gross, Melissa. (1997). Pilot study on the prevalence of imposed queries in a school library media center. *School Library Media Quarterly*, 25, 157-166.
- Gross, Melissa. (1995). The imposed query. *RQ*, 35(2), 236-243.
- Gross, Melissa. (1995). Sex education books for kids, grades K-6. *Journal of Youth Services in Libraries*, 8, 213-216.

Books

Gross, Melissa, Mediavilla, Cindy, & Walter, Virginia A. (2016). *Five steps of outcome-based planning and evaluation for public libraries*. Chicago: ALA Editions. *Number 1 selling e-book since September 16, 2016 from ALA Publishing (American Libraries, November/December, 2016, p. 59).*

Latham, Don, & Gross, Melissa. (2014). *Young adult resources today: Connecting teens with books, music, games, movies, and more*. Lanham, MD: Rowman & Littlefield.

Gross, Melissa, Goldsmith, Annette. Y., & Carruth, Debi. (2010). *HIV/AIDS in young adult novels: An annotated bibliography*. Lanham, MD: Scarecrow Press.

Dresang, Eliza T., Gross, Melissa R., & Holt, Leslie E. (2006). *Dynamic youth services through outcome-based planning and evaluation*. Chicago: American Library Association.

Gross, Melissa. (2006). *Studying children's questions: Information seeking behavior in school*. Lanham, MD: Scarecrow Press.

Lankes, R. David, McClure, Charles R., Gross, Melissa, & Pomerantz, Jeffrey, Eds. (2003). *Implementing digital reference services: Setting standards and making it real*. NY: Neal-Schuman Publishers.

Reprinted as:

Lankes, R. David, McClure, Charles R., Gross, Melissa, & Pomerantz, Jeffrey, Eds. (2003). *Implementing digital reference services: Setting standards and making it real*. London: Facet Publishing.

McClure, Charles R., Lankes, R. David, Gross, Melissa, & Choltco-Devlin, Beverly. (2002). *Statistics, measures, and quality standards for assessing digital reference library services: Guidelines and procedures*. Syracuse, NY : Information Institute of Syracuse, School of Information Studies, Syracuse University ; Tallahassee, FL : School of Information Studies, Information Use Management and Policy Institute, Florida State University. Preprint available at:
<http://quartz.syr.edu/rdlankes/Publications/Books/Quality.pdf>

International editions:

Translated into Arabic for a limited edition by King Saud University, 2004.

Translated into Chinese by Lu Haiyan and Wang Lei. Beijing: Beijing Library Press, 2007.

Walter, Virginia A., & Gross, Melissa. (1996). *HIV/AIDS information for children: A guide to issues and resources*. NY: H. W. Wilson Company.

Book Chapters

Gross, M. (in press). Participant observation. In R. Small & M. Mardis (eds.). *Research methods for librarians: Practical applications in formal and informal learning environments*, Santa Barbara, CA: ABC-CLIO.

Witte, S., Gross, M., & Latham, D. (in press). Peritextual literacy framework with young adult nonfiction: Navigating biographies with adolescents in social studies. In P. Greathouse, B. Eisenbach, & J. Kaywell (eds.), *Adolescent literature as a complement to the content areas*, Lanham, MD: Rowan & Littlefield.

- Walter, Virginia A., & Gross, Melissa. (in press). Children's services in libraries. In J. McDonald & M. Levine-Clark (Eds.). *Encyclopedia of library and information sciences* (4th ed.). NY: Taylor & Francis Group.
- Gross, Melissa. (in press). Youth information needs and behaviors. In J. McDonald & M. Levine-Clark (Eds.). *Encyclopedia of library and information sciences* (4th ed.). NY: Taylor & Francis Group.
- Gross, Melissa. (2010). Youth information needs and behaviors. In M. Bates & M. N. Maack (Eds.). *Encyclopedia of library and information sciences* (3rd ed.). NY: Taylor & Francis Group. Available at <http://www.informaworld.com>
- Gross, Melissa, McClure, Charles R., & Lankes, R. David. (2006). Costing reference: Issues, approaches, and directions for research. In *Assessing reference and user services in a digital age*, edited by Eric Novotny, Binghamton, NY: Haworth Press Inc. Published simultaneously in *The Reference Librarian*, 46 (2006): 173-186. Annotated in *Reference research review: 2006 An annual bibliography highlighting selected works in the literature*. MOUSS Research & Statistics Committee.
- Gross, Melissa. (2005). The imposed query. In *Theories of information behavior: A researcher's guide*, edited by Karen E. Fisher, Sanda Erdelez, and Lynne (E. F). McKechnie. Medford, NJ: Information Today, Inc.
- Gross, Melissa. (2004). Children's information seeking at school: Findings from a qualitative study. In *Youth information seeking: Theories, Models, and Approaches*, edited by Mary K. Chelton and Colleen Cool. Lanham, MD: Scarecrow Press, Inc.
- Gross, Melissa. (2002). Why children come back: *The Tale of Peter Rabbit* and *Where the Wild Things Are*." In *Beatrix Potter's Peter Rabbit: A children's classic at 100*. Children's Literature Association Centennial Studies 2, edited by Margaret Mackey. Lanham, MD: Scarecrow Press, Inc.
- Reprinted in:
Burns, Tom (Ed.). (2008). *Children's literature review* (Vol. 131). Detroit, Gale Publishing.
- Dresang, Eliza T., & Gross, Melissa. (2001). Evaluating children's resources and services in a networked environment. In *Evaluating networked information services: Techniques, policy and issues*, edited by Charles R. McClure and John C. Bertot. Medford, NJ: Information Today, Inc., ASIST Monograph Series.
- Gross, Melissa. (2000). Imposed and self-generated queries in the elementary school environment. In *Educational media and technology yearbook 2000*, edited by Robert Maribe Branch and Mary Ann Fitzgerald. Englewood, CO: Libraries Unlimited, Inc.

Refereed Conference Proceedings

- Chen, T. Y., & Gross, M. (accepted). *Usability Modeling for High Cognitive Level Search User Interface (SUI) Design*.

- Latham, Don, Gross, Melissa, Julien, Heidi, & Witte, Shelbie. (2014). Not all borders are global: Exploring teacher-librarian collaboration in math and science. Poster paper. *Connecting Across Borders: Globalization and Information Science Research*, 42nd Annual Conference of the Canadian Association of Information Science & Inaugural Librarians' Research Institute Symposium, Brock University, St. Catharines, Ontario.
- Witte, S., Gross, M. & Latham, D. (2014). Preparing future teachers and librarians to create 21st century skills partnerships. In M. Searson & M. Ochoa (Eds.), *Proceedings of Society for Information Technology & Teacher Education International Conference* (pp. 1843-1853). Chesapeake, VA: AACE.
- Gross, Melissa, & Latham, Don. (2012). Understanding the impact of information literacy instruction: A multi-method approach. *The 40th Annual CAIS/ACSI Conference*, May 31 - June 2, Wilfrid Laurier University/University of Waterloo, Waterloo, Ontario, Canada. Available at: <http://www.caais-acsi.ca/conferences.htm>
- Witte, Shelbie, Latham, Don, & Gross, Melissa. (2012). Librarian/teacher partnerships for 21st Century Skills. American Educational Research Association Annual Meeting, Vancouver, British Columbia, Canada.
- Latham, Don, & Gross, Melissa. (2012). The ASE process model: An evidence-based approach to information literacy instruction. *Fiesta de Excelencia: Celebrating Excellence in Library Instruction*. LOEX Annual Conference 2011. Fort Worth, TX, May 5-7.
- Gross, Melissa, & Latham, Don. (2011). Attaining information literacy: A theory and research based intervention. World Library and Information Congress: 77th IFLA General Conference and Council. *Libraries Beyond Libraries: Integration, Innovation, and Information Use for All*. San Juan, Puerto Rico, August 13-18, 2011. Available at: <http://conference.ifla.org/past/ifla77/95-gross-en.pdf>
- Latham, Don, & Gross, Melissa. (2011). Enhancing skills, effecting change: Evaluating an intervention for students with below-proficient information literacy skills. *Exploring Interactions of People, Places and Information* The 39th Annual CAIS/ACSI conference, June 2 - 4, University of New Brunswick/St. Thomas University, Fredericton, New Brunswick, Canada. (Ranked in the top six abstracts submitted to the CAIS 2011 annual conference.) Available at: <http://www.caais-acsi.ca/conferences.htm>
- Koo, Joung H., Cho, Yong W., & Gross, Melissa. (2011). Coping with severe traumatic stress: Understanding the role of information-seeking among political refugees. iConference, Seattle, WA, February 8 -11.
- Latham, Don, & Gross, Melissa. (2011). Bridging the gap: Building a community college--LIS school partnership. In *Bridging and Beyond: Building Infrastructure LOEX Annual Conference 2010*. Dearborn, MI, April 29 – May 1, 2010.
- Gross, Melissa, & Latham, Don. (2010). First year college students and information: A phenomenographic investigation. *Library Research Seminar-V: Integrating Practice and Research*. College Park, MA, October 6-9. Available at <http://www.lrsv.umd.edu/schedule.html>

- Latham, Don, & Gross, Melissa. (2010). Including student voices in instructional design: Community college students with non-proficient skills talk about IL Instruction. *Information Science: Synergy through Diversity*. Canadian Association for Information Science, CAIS/ACSI 2010 Conference, Concordia University, Montreal, Quebec, Canada. June 2 – 4. Available at: <http://www.cais-acsi.ca/conferences.htm>
- Koo, Joung H., & Gross, Melissa. (2009). Adolescents' information behavior when isolated from peer groups: Lessons from new immigrant adolescents' everyday life information seeking. Poster paper. *Thriving on Diversity - Information Opportunities in a Pluralistic World. ASIS&T 2009 Annual Meeting*. (Best Information Behavior Conference Poster Award).
- Latham, Don, & Gross, Melissa (2009). Deconstructing the ARCS model: Designing interventions for non-proficient students. In *Connections: Papers of the Treasure Mountain Research Retreat*. Charlotte, NC, November 4-5, 2009. Edited by David V. Loertcher, (pp. 36-47) Salt Lake City, UT: Hi willow Research & Publishing.
- Gross, Melissa, & Latham, Don. (2009). 'Better than average': Information literacy skill levels, self-estimates of performance, and library anxiety. In *Uncharted Waters: Tapping the Depths of Our Community to Enhance Learning: Thirty-Fifth National LOEX Library Instruction Conference Proceedings*, San Diego, California, May 3-5, 2007. Edited by Brad Sietz, Susann deVries, Sarah Fabian, Robert Stevens, E. Chisato Uyeki, and Amy Wallace. Ypsilanti, Mich.: Published for the University Library, Eastern Michigan University by LOEX Press.
- Gross, Melissa, & Latham, Don. (2008). Understanding information literacy in context: Undergraduates' perceptions of skill level and attainment. In *Issues in Librarianship: Presented Papers at the ALA 2008 Annual Conference*. Anaheim, CA, June 26-July 2, 2008. Edited by Deidre Irwin Ross. Chicago: American Library Association, 2008.
- Gross, Melissa, & Latham, Don. (2008). Self-views of information seeking skills: Undergraduates' understanding of what it means to be information literate. In *Information Beyond Borders: LIS Interacting with Other Disciplines Proceedings of the CAIS/ACSI Annual Conference 2008*. University of British Columbia, Vancouver, Canada, June 5-8.
- Latham, Don, & Gross, Melissa. (2007). What they don't know can hurt them: Competency theory, library anxiety, and student self-assessments of their information literacy skills. In *Proceedings of the ACRL 13th National Conference*, Baltimore, MA, March 29 –April 1, 277-286.
- Gross, Melissa, McClure, Charles R., & Lankes, R. David. (2003). Assessing quality in digital reference services: Preliminary findings. In *Implementing Digital Reference Services: Setting Standards and Making It Real: Proceedings of the 2001 VRD Conference*. New York: Neal-Schuman Publishers.
- Reprinted as:
- Gross, Melissa, McClure, Charles R., & Lankes, R. David. (2003). Assessing quality in digital reference services: Preliminary findings.” In *Implementing Digital Reference Services: Setting Standards and Making It Real: Proceedings of the 2001 VRD Conference*. London: Facet Publishing.

Gross, Melissa, McClure, Charles R., & Lankes, R. David. (2003). Assessing quality in digital reference services: Overview of Key Literature on Digital Reference. In *Implementing Digital Reference Services: Setting Standards and Making It Real: Proceedings of the 2001 VRD Conference*. New York: Neal-Schuman Publishers.

Reprinted as:

Gross, Melissa, McClure, Charles R., & Lankes, R. David. (2003). Assessing quality in digital reference services: Overview of key literature on digital reference. In *Implementing Digital Reference Services: Setting Standards and Making It Real: Proceedings of the 2001 VRD Conference*, London: Facet Publishing.

Lankes, David R., McClure, Charles R., & Gross, Melissa. (2001). Assessing quality in digital reference services." *Proceedings of the 64th Information in a Networked World: Harnessing the Flow*. Annual Meeting of the American Society for Information Science and Technology, Washington, DC, November 3-8, 323-329.

Gross, Melissa. (1996). AIDS Information in young adult novels: Findings from a content analysis." Abstract in *Proceedings of the Fifth Annual UCLA AIDS Institute Scientific Symposium*, University of California, Los Angeles, November 13. 18.

Invited Articles

Latham, Don, & Gross, Melissa. (in press). Collaborating for success: Teachers and librarians as partners in learning. *Voices from the Middle*.

Dresang, Eliza T., Gross, Melissa, & Holt, Leslie E. (2007). New perspectives: Gender, net-generation children, and computers. *Library Trends*, 56, 360-386.

Lankes, R. David, Gross, Melissa, & McClure, Charles R. (2003). Costs, statistics, measures, and standards for digital reference services: A preliminary view. *Library Trends*, 51, 401-413.

Gross, Melissa. (2002). A checklist for improving reference services. *Florida Media Quarterly*, 28, 26-27, 29.

Gross, Melissa. (1997). The public library: Reliable resource and natural partner. *PSAY Network* 5, 10.

Gross, Melissa. (1997). Library service to pregnant teens: How can we help? *School Library Journal*, 43, 36-37.

Reports and Manuals for Funded Research Projects

Gross, Melissa, & Latham, Don. (2016). *Promoting peritextual literacy: Reading to foster 21st century skills: Final report*. Submitted to the ALAN Foundation.

Gross, Melissa, & Latham, Don. (2011). *Attaining information literacy: Understanding and responding to the needs of students: Final report*. Submitted to Institute for Library and Museum Services.

- Gross, Melissa, & Latham, Don. (2011). *Instructor guide. Attaining information literacy: Understanding and responding to the needs of students*. Available at <http://attaininfoit.org/>
- Gross, Melissa, & Latham, Don. (2008). *Self-views of information seeking skills: Undergraduates' understanding of what it means to be information literate*, OCLC/ALISE LISRGP Research Project Final Research Report, April 7, 2008. Available at <http://www.oclc.org/programsandresearch/grants/awarded.htm>
- Gross, Melissa. (2006). *Project for standardized assessment of information literacy skills (SAILS): Outside evaluation report*. Prepared for the Institute for Library and Museum Services.
- Gross, Melissa, McClure, Charles R., & Lankes, R. David. (August 2001). *Assessing quality in digital reference services site visit reports: State Library of Florida, Bureau of Library and Network Services and Tampa-Hillsborough County Public Library System*. Available at http://dlis.dos.state.fl.us/bld/Research_Office/reports.html
- Gross, Melissa, & Dresang, Eliza T. (November 2001). *Project CATE: Saint Louis Public Library's community leader survey baseline data report*. Submitted to Institute for Library and Museum Services.
- Gross, Melissa, & Dresang, Eliza T. (October 2001). *Project CATE: Saint Louis Public Library's student survey baseline data report*. Submitted to Institute for Library and Museum Services.
- Gross, Melissa, & Dresang, Eliza T. (October 2001). *Project CATE: Saint Louis Public Library's parent survey baseline data report*. Submitted to Institute for Library and Museum Services.
- Gross, Melissa, & Dresang, Eliza T. (October 2001). *Project CATE: Saint Louis Public Library's teacher survey baseline data report*. Submitted to Institute for Library and Museum Services.
- Dresang, Eliza T., & Gross Melissa. (October 2001). *Project CATE: Saint Louis Public Library summer focus groups: teachers and school librarians, students, parents, baseline data report*. Submitted to Institute for Library and Museum Services.

Book Reviews

- Gross, Melissa (2003). Baker, Lynda, and Manbeck Virginia. *Consumer Health Information for Public Librarians*. Lanham, MA: Scarecrow Press, 2002. *The Library Quarterly*, 73, 86-87.
- Gross, Melissa. (2001). Carol K. Lee and Janet Langford. *Learning About Books & Libraries: A Gold Mine of Games*. Fort Atkinson, Wisconsin: Alleyside Press, 2000. *Public Libraries*, 40, 61.
- Gross, Melissa. (2001). Nancy Pearl, with assistance from Martha Knappe and Chris Higashi. *Now Read This: A Guide to Mainstream Fiction, 1978-1998*. Englewood, CO: Libraries Unlimited, 1999. *The Library Quarterly*, 71, 420.

- Gross, Melissa. (1999). Nichols, Mary Anne and Nichols, C. Allen, Eds. *Young Adults and Public Libraries: A Handbook of Materials and Services*. The Greenwood Library Management Collection. Westport, Connecticut: Greenwood Press, 1998. *The Library Quarterly*, 69, 529-531.
- Gross, Melissa. (1999). Wolf, Milton T. and Martin, Murray S., Eds. *Genre and Ethnic Collections: Collected Essays Part A and B*. Foundations in Library and Information Science, vol. 38. Greenwich, Connecticut: JAI Press Inc., 1996. *The Library Quarterly*, 69, 251-252.
- Gross, Melissa (1998). Sutherland, Zena. *Children and Books*. 9th Ed. New York: Longman, 1996. *The Library Quarterly*, 68, 220 - 222.
- Gross, Melissa. (1994-1997). Reviewer of books for children and young adults and for professional reading. Sixty-five books reviewed for *School Library Journal*.

Project Web Sites

Attaining Information Literacy. (2010). No longer available.: <http://attaininfoit.org/>

GRANTS

- Witte, Shelbie, Gross, Melissa, & Latham, Don. (submitted). Using PACT in the middle-school classroom: Promoting peritextual analysis, critical thinking, and reading comprehension with STEM related nonfiction texts. Institute of Educational Sciences, Education Research Grant (\$1,307,126)
- Gross, Melissa. (2015). Faculty Travel Grant. Provost's office. The Florida State University. To support travel for the presentation of my research at the International Federation for the Teaching of English/Conference on English Education Summer Conference Fordham University, New York, NY, July 6-9. (\$1,000)
- Gross, Melissa, & Latham, Don. (2015). Promoting peritextual literacy: Reading to foster 21st century skills. Alan Foundation Research Grant. (\$1,463)
- Witte, Shelbie, Gross, Melissa, & Latham, Don. (2014). High school principals' views of teacher and librarian collaborations to promote student acquisition of 21st century skills. Council on Research & Creativity Planning Grant Award. (\$13,000)
- Latham, Don, Gross, Melissa, & Witte, Shelbie. (2013). Supporting 21st century skills in high school math and science students through librarian and teacher collaboration. IMLS Planning Grant. (\$47,390)
- Gross, Melissa. (2011). Faculty Travel Grant. Provost's office. The Florida State University. To support travel for the presentation of my research at IFLA, San Juan, Puerto Rico, August 13-18. (\$600)

- Latham, Don, Gross, Melissa, & Witte, Shelbie (2010). Preparing teachers and librarians to teach 21st Century Skills: A needs assessment. Florida State University, Council on Research and Creativity Planning Grant. (\$12,000)
- Gross, Melissa, & Latham, Don. (2008). Attaining information literacy: Understanding and responding to the needs of non-proficient students. Institute of Museum and Library Services Institute of Museum and Library Services. December 2008 to December 2011. (\$414,728)
- Gross, Melissa. (2007). Faculty Travel Grant. Provost's office. The Florida State University. To support travel for the presentation of my research at Library Research Seminar IV, London, Ontario, Canada, October 10-12, 2007. (\$600)
- Gross, Melissa, & Latham, Don. (2006). Self-views of information seeking skills: Undergraduates' understanding of what it means to be information literate. 2007 OCLC/ALISE Library & Information Science Research Grant Program. January 1, 2007 to December 31, 2007. (\$14,757)
- Gross, Melissa, & Latham, Don. (2006). Attaining information literacy: An investigation of the relationship between skill level, self estimates of skill, and library anxiety. Florida State University, Council on Research and Creativity Planning Grant. April 1, 2006 to March 31, 2007. (\$8,480)
- Dresang, Eliza T., Gross, Melissa, & the St. Louis Public Library. (2000). Reducing the digital divide: An outcome-based model for evaluating school aged children's use of technology in an urban public library (Project CATE). Institute of Museum and Library Services Research and Demonstration Grant. December 2000 to December 2002. (\$219,239)
- Gross, Melissa. (2000). Faculty Travel Grant. Provost's office. The Florida State University. To support travel for the presentation of my research at *Information Seeking in Context: The Third International Conference on Information Needs, Seeking and Use in Different Contexts*. Göteborg, Sweden, August 16-18, 2000. Gothenberg, December 2000. (\$600)

AWARDS

- 2014-2015 Distance Learning Award for Excellence in Online Teaching of LIS 5564 Information Needs of Children. Florida State University Office of Distance Learning. "For recently delivered online courses that exhibit effective use of online teaching strategies that engage students as learning partners. Criteria include review of teaching evaluations and strategies used that demonstrate superior methods of instruction and student engagement."
- Transformation through Teaching Recognition 2015. Awarded by The Florida State University Spiritual Life Project. "Honors full-time faculty that have had an intellectual, inspirational, and integrative impact on the lives of their students."

American Society for Information Science & Technology (ASIS&T) 2012 Elfreda A. Chatman Research Proposal Award. Joung H. Koo & Melissa Gross (Florida State University), & Yong Wan Cho (Catholic University of Daegu, South Korea), *"Is Ignorance Really Bliss?": Understanding the role of information seeking in coping with severe traumatic stress among refugees.*

American Society for Information Science & Technology (ASIS&T) Special Interest Group Information Needs Seeking and Use. Best Information Behavior Conference Poster, 2009. Joung H. Koo & Melissa Gross (Florida State University), *Adolescents' information behavior when isolated from peer groups: Lessons from new immigrant adolescents' everyday life information seeking.*

Outstanding Faculty Member Award 2002-2003. School of Information Studies, Florida State University.

2001 American Association of University Women Recognition Award for Emerging Scholars. American Association of University Women (AAUW) Educational Foundation.

Distinguished Scholar Award, academic year 1997-98. UCLA Alumni Association, University of California, Los Angeles.

Department of Education HEA Title II-B Award, academic year 1996-97. Department of Library and Information Science, Graduate School of Education and Information Studies, University of California, Los Angeles.

Department of Education HEA Title II-B Award, academic year 1995-96. Department of Library and Information Science, Graduate School of Education and Information Studies, University of California, Los Angeles.

Academy of American Poets Prize, 1977. Awarded through the Department of English Literature, University of California, Los Angeles.

May Merrill Miller Award, 1977. Awarded by the Department of English Literature, University of California, Los Angeles.

FELLOWSHIPS AND HONORS

Gross, Melissa, & Latham, Don. Ready or not, here they come: Conversations with community college students about information literacy. *FLA and Florida Libraries: "Thinking Outside the Book."* The Florida Library Association 2010 Annual conference. Chosen for sponsorship by the Florida Association of College and Research Libraries.

Participant. Cohort of Associate Professors Project (CAPP) sponsored by NSF. Computing Research Association, Committee on the Status of Women in Computing Research, Denver, CO, April 30-May 1, 2004; Washington, DC, June 10-11, 2005; Fort Meyers, FL, October 20-21, 2006.

Identified by the Research Vice President Raymond Bye and The FSU Council on Research & Creativity as one of The Florida State University's "Up and Coming Academic Stars." Inaugural FSU Research Recognition Dinner, April 14, 2000.

Selected to participate in the ALA invitational workshop "Selecting the Best Materials: Training in Leadership Skills." This workshop took place January 13-, 2000 at ALA midwinter, San Antonio.

Sara K. and Ted Srygley lecturer. Florida State University, Tallahassee, FL. March 15, 1999. Topic: "Self-Generated and Imposed Questions: Children's Information Seeking Behavior and School Library Media Center Use."

Dissertation Year Fellowship, academic year 1997-98. Graduate School of Education and Information Science, University of California, Los Angeles.

Fellow, Urban Education Studies Center, academic year 1995-96. Graduate School of Education and Information Studies, University of California, Los Angeles.

Fellow, academic year 1994-95. Department of Library and Information Science, Graduate School of Education and Information Studies, University of California, Los Angeles.

Beta Phi Mu, 1994-current. International Library and Information Science Honor Society.

PRESENTATIONS

Refereed Papers at Conferences

Latham, Don, & Gross, Melissa. (Presented 2016, June). Animating Reader Engagement: The role of the visual peritext in young adult nonfiction. *Animation*. 43rd Annual International Conference of the Children's Literature Association, to be held in Columbus, Ohio, June 9-11, 2016.

Latham, Don; Witte, Shelbie; & Gross, Melissa. (Presented 2016, January). Effecting radical change: Understanding high school principals' views of teacher and librarian collaboration. *Radical Change: Inclusion & Innovation*. The Annual Association for Library and Information Science Education Conference, Boston, MA.

Julien, Heidi; Latham, Don; Gross, Melissa; & Witte, Shelbie. (Presented 2016, January). Towards developing a radical model of collaboration for public librarians and teachers. *Radical Change: Inclusion & Innovation*. The Annual Association for Library and Information Science Education Conference, Boston, MA.

Witte, Shelbie, & Gross, Melissa. (Presented 2015, April). Preservice collaboration of teachers and librarians to teach 21st century skills. *Towards Justice: Culture, Language, and Heritage in Education Research and Praxis*. American Educational Research Association 2015 Annual Meeting, Chicago, IL.

- Gross, Melissa, Julien, Heidi, Witte, Shelbie, Latham, Don, & Subramanian, Mega. (Presented 2015, January). Collaboration between teachers and librarians in math and science: Using professional experience to inform pedagogy. *Mirrors and Windows: Reflections on Social Justice and Re-Imagining LIS Education*. The Annual Association for Library and Information Science Education Conference, 2015, Chicago, IL.
- Latham, Don, Julien, Heidi, Witte, Shelbie, & Gross, Melissa. (Presented 2015, January). Through the looking glass: Empowering science learners through teacher-librarian collaboration. *Mirrors and Windows: Reflections on Social Justice and Re-Imagining LIS Education*. The Annual Association for Library and Information Science Education Conference, 2015, Chicago, IL.
- Latham, Don, Gross, Melissa, Julien, Heidi, & Witte, Shelbie. (Presented 2014, October). Collaboration and its discontents: Why librarians do and do not partner with high school science teachers. *LRS VI: The Engaged Librarian: Libraries Partnering with Campus and Community*, University of IL, Urbana-Champaign, IL.
- Gross, Melissa, & Witte, Shelbie. (Presented 2014, October). Engaged in education: An exploration of collaboration between teachers and librarians in the context of professional preparation. *LRS VI: The Engaged Librarian: Libraries Partnering with Campus and Community*, University of IL, Urbana-Champaign, IL.
- Koo, J., Cho, Y., & Gross, M. (Presented 2014, September). Significance of human information mediators and affect in vulnerable groups' information practice: Lessons from North Korean refugees' information avoiding within PTSD. *2014 Information Seeking In Context [ISIC] Conference*, Leeds, The United Kingdom.
- Witte, S., Gross, M., & Latham, D. (Presented 2012, March). Preparing teachers and librarians to teach 21st century skills: A needs assessment. *2012 Marvalene Hughes Research in Education Conference (CORE conference)*. The Florida State University, College of Education.
- Latham, Don, & Gross, Melissa. (Presented 2011, January). Information literacy and its discontents: Lessons from college students with below proficient skills. *Competitiveness & Innovation*, The Annual Association for Library and Information Science Education Conference, San Diego, CA.
- Latham, Don, & Gross, Melissa. (Presented, 2010, October). Innovating information literacy instruction: Listening to the voices of below proficient students. *Innovation under the Library Big Top: Serving Students and Faculty in a Techno-savvy World*. 2010 FACRL Annual Fall Program, Sarasota, FL.
- Latham, Don, & Gross, Melissa. (Presented 2010, January). Collaborating for success: Partnering with community colleges to conduct information literacy research. *Creating a Culture of Collaboration*. The Annual Association for Library and Information Science Education Conference, Boston, MA.
- Carruth, Debi, Goldsmith, Annette, & Gross, Melissa. (Presented 2009, June). HIV/AIDS in young adult novels: Modeling behavior by the book. *Feeling Good: Health Information for Children and Young People Conference*. Southport, UK.

- Gross, Melissa, Goldsmith, Annette Y., & Carruth, Debi. (Presented 2009, June). Touch is difficult. Touch is the revolution. HIV/AIDS in young adult novels." *The Best of Three*. The 36th Annual Children's Literature Association Conference, Charlotte, NC.
- Latham, Don, & Gross, Melissa. (Presented 2008, October). Go ask the Freshmen! How Millennials define information literacy and their own skill levels. *Georgia International Conference on Information Literacy*. Savannah, GA.
- Gross, Melissa, & Latham, Don. (Presented 2008, January). Self -views of information seeking skills: Undergraduates' understanding of what it means to be information literate. *Community Engagement: Integrating Learning, Research, and Practice*. Association for Library and Information Science Education Conference, Philadelphia, PA.
- Gross, Melissa, Carruth, Debi, & Goldsmith, Annette. (Presented 2007, October). HIV/AIDS in young adult novels. *Library Research Seminar IV*, London, Ontario, Canada.
- Gross, Melissa. (Presented 2007, June). Information seeking behavior of elementary school students. 2007 LRRT Forum. ALA Annual Conference, Washington, DC.
- Gross, Melissa, Goldsmith, Annette Y., & Carruth, Debi. (Presented 2007, March). The HIV/AIDS in young adult novels project. Panel presentation of three papers: HIV/AIDS in young adult novels, HIV/AIDS: The cover story, and HIV/AIDS: covering it up. *Seventh Biennial Conference on Modern Critical Approaches to Children's Literature*, Nashville, TN.
- Dresang, Eliza T., Gross, Melissa, & Holt, Leslie E. (Presented 2007, January). An analysis of gender, net-generation children, and computers in an urban public library. *Habits of Mind and Practice: Preparing Reflective Professionals*. Association for Library and Information Science Education Conference, Seattle, WA.
- Gross, Melissa. (Presented 2006, June). Hero or monster?: Character transformation and child abuse in *Ender's Game*. *Transformations. The 33rd Annual International Children's Literature Association Conference*, Manhattan Beach, California.
- Gross, Melissa. (Presented 2005, March) Prisoners of childhood? Child abuse and the roots of creativity, hatred, and violence in *Ender's Game*." *The Sixth Biennial Conference on Modern Critical Approaches to Children's Literature*, Nashville, TN.
- Gross, Melissa. (Presented 2004, October). The impact of low-level skills on information seeking behavior: Implications of competency theory for research and practice. *Library Research Seminar III*, Kansas City, Missouri.
- Dresang, Eliza T., Gross, Melissa, & Holt, Leslie E. (Presented 2004, October). New perspectives: An analysis of gender, net-generation children, and computers in an urban public library compared to results from studies in school and home environments. *Library Research Seminar III*, Kansas City, Missouri.

- Holt, Leslie E., Gross, Melissa, & Dresang, Eliza T. (Presented 2004, February). Dispelling the myth: Kids and technology in the public library. *Public Library Association's National Conference*. Seattle, WA.
- Gross, Melissa. (Presented 2003, January). Evaluating Children's Use of Networked Technology: Creating a Synergy Between Research and Practice. *Declaration of Interdependence: Connecting Researchers and Practitioners*. Association for Library and Information Science Education Conference, Philadelphia, PA.
- Gross, Melissa, Dresang, Eliza T., & Holt, Leslie E. (Presented 2003, January). Outcome-based evaluation of children's use of computers in a public library. *Declaration of Interdependence: Connecting Researchers and Practitioners*. Association for Library and Information Science Education Conference, Philadelphia, PA.
- Dresang, Eliza T., Gross, Melissa, & Holt, Leslie E. (Presented 2002, June). Constructing and applying an outcome-based model to assess school-age children's use of technology in urban public libraries: A collaborative research process. *Library Research Roundtable Forum II: "4 Star Research"*. American Library Association Annual Conference. Atlanta, GA.
- McClure, Charles R., & Gross, Melissa. (Presented 2001, November). Assessing the quality of digital reference. *3rd Annual Virtual Reference Desk Conference*, Orlando, Florida.
- Gross, Melissa, Saxton, Matthew, Janes, Joseph, Lankes, David R., & Whitlatch, Jo Bell. (Presented 2001, November). Expanding the practice realm: Setting the research agenda for virtual reference. Panel Presentation at the *3rd Annual Virtual Reference Desk Conference*, Orlando, Florida.
- Lankes, David, McClure, Charles R., & Gross, Melissa. (Presented 2001, November). Assessing quality in digital reference services. 2001 *ASIST Annual Meeting*, Washington, D.C., November 3-8, 2001.
- Gross, Melissa, Dresang, Eliza T., & Holt, Leslie Edmonds. (Presented 2001, November). Using outcome measures to assess school age children's use of technology in urban public libraries: A collaborative research process. *Library Research Seminar II*, University of Maryland.
- Gross, Melissa. (Presented 2001, April). Why children come back: *The Tale of Peter Rabbit* and *Where the Wild Things Are*. *Conference on Modern Critical Approaches to Children's Literature*. Middle Tennessee State University, Murfreesboro, TN.
- Gross, Melissa. (Presented 2000, August). Imposed information seeking in school library media centers and public libraries: A common behavior? *Information Seeking in Context: The Third International Conference on Information Needs, Seeking and Use in Different Contexts*. Göteborg, Sweden.
- Gross, Melissa. (Presented 2000, July). Imposed queries in the adult room: Preliminary findings from a survey of thirteen public libraries. *RUSA Research Forum*. American Library Association Annual Conference. Chicago, IL.

- Gross, Melissa, Saxton, Matthew, & Tennant, Roy. (Presented 1998, November). Measuring your library in the 21st century. *The 100th Annual Conference of the California Library Association*, Oakland, CA.
- Gross, Melissa. (Presented 1997, November). The imposed query in the school library media center: Preliminary findings. *The 99th Annual Conference of the California Library Association*, Pasadena, CA.
- Walter, Virginia A., Cart, Michael, & Gross, Melissa. (Presented 1996, June). Who's behind the closet door? Gays, lesbians, and persons with aids in literature for children and young adults. Panel Presentation at the *23rd Annual International Children's Literature Association Conference*, Charlotte, NC.
- Gross, Melissa. (Presented 1995, May). The imposed query model. *The Third Annual Graduate Student Research Conference*. Graduate School of Education and Information Studies, University of California, Los Angeles, CA.

Invited Keynote and Plenary Presentations at Conferences

- Gross, Melissa, Neal, Michael, & Puig, Enrique. (Presented 2013, September). Panel and respondents discussion of keynote presentation by Donna Alvermann. *21st Century Literacies Lecture Series*. School of Teacher Education, College of Education, Florida State University.
- Gross, Melissa (Presented 2011, February). In search of information literacy: How will I know when I've found it? *Forum for Information Professionals*. University of Alberta, School of Library and Information Studies.
- Dresang, Eliza T., Gross, Melissa, & Holt, Leslie E. (Presented 2004, June) Myths and realities: kids, technology, and outcomes in the public library. *ALSC President's Program*. American Library Association Annual Conference. Orlando, Florida.

Invited Presentations

- Gross, Melissa. (Presented 2016, September). It has to be fun: Book design and emergent literacy. *Play by design: the physical world of children's books*. Bentley Rare Book Gallery Exhibit, Kennesaw State University, Kennesaw, GA.
- Moore, Dennis, & Gross, Melissa. (Presented 2013, August). Discussion of *The Other Wes Moore*. Florida State University One Book/One Campus First-Year Shared-Reading initiative.
- Gross, Melissa. (Presented 2012, February). Understanding the relationship college students have with information: Findings from a phenomenographic investigation. University of Alabama, School of Library and Information Science Research colloquium.
- Gross, Melissa. (Presented 2010, December). Scholarly writing for fame and influence. *Professional Development Seminar*, Florida State University Library, Florida State University.

- Gross, Melissa. (Presented 2007, June). Information seeking behavior of elementary school students. 2007 LRRT Forum. ALA Annual Conference, Washington, DC. Panel presentation with McKechnie, L., Meyers, E., & Westbrook, L.
- Gross, Melissa. (Presented 2006, April). The impact of low-level skills on information seeking behavior: Implications of competency theory for research and practice. NELINET.
- Gross, Melissa. (Presented 2003, February). The imposed query: Concepts, findings, and implications. Spring 2003 Colloquium Series, School of Library and Information Science, Indiana University, Bloomington, IN.
- Gross, Melissa. (Presented 2001, August). Making the connection: Surviving your first year. New Faculty Orientation, Florida State University, Tallahassee, FL.

Refereed Presentations at Conferences

- Gross, Melissa, & Latham, Don. (Presented 2015, September). Promoting peritextual literacy: A framework for evaluating nonfiction. Georgia International Conference on Information Literacy, Savannah, GA.
- Witte, Shelbie, Gross, Melissa, Julien, Heidi, & Latham, Don. (Presented 2015, July). Collaboratories: STEM teacher and librarians collaborations with 21st century skills. *Transforming Lives Through Literacy*. 60th Anniversary, 2015 International Literacy Association Conference, St. Louis, MO.
- Witte, Shelbie, & Gross, Melissa. (Presented 2015, July). Future English teachers and future librarians finding common ground. *Common Ground, Global Reach: Teaching English & English Education for Global Literacies*. International Federation for the Teaching of English/Conference on English Education Summer Conference, Fordham University, New York, NY.
- Witte, Shelbie, Latham, Don, Gross, Melissa, & Julien, Heidi. (Presented 2014, October). Building bridges to information literacy: Exploring teacher-librarian collaboration in math and science. Georgia International Conference on Information Literacy, Savannah, GA.
- Witte, Shelbie, Gross, Melissa, Latham, Don. (Presented 2014, November). Extending our reach: Teacher/librarian partnerships to ensure student attainment of 21st century skills. 2014 Annual Convention of the National Council of Teachers of English, Washington, DC.
- Koo, Joung H., Gross, Melissa, & Yong W. Cho. (Presented 2013, November). "Is ignorance really bliss?": Understanding the role of information seeking in coping with severe traumatic stress among refugees. SIG-USE Symposium. *Beyond the Cloud: Rethinking Information Boundaries*. 76th ASIS&T Annual Meeting, Montreal, Canada.
- Latham, Don, & Gross, Melissa. (Presented 2012, September). What's in a name? First year college students react to the term: information literacy. 9th Annual Georgia International Conference on Information Literacy, Savannah, GA.

- Gross, Melissa, Latham, Don, & Witte, Shelbie. (Presented 2012, January). Extending our reach: Librarian/teacher partnerships to ensure student attainment of 21st Century Skills. *Extending our Reach: Expanding Horizons, Creating Opportunity*. The Annual Association for Library and Information Science Education Conference, Dallas, TX.
- Latham, Don, & Gross, Melissa. (Presented 2011, October). Meet ASE, the information detective: Turning the page on information literacy instruction AASL 15th Annual. Minneapolis, MN.
- Latham, Don, & Gross, Melissa. (Presented 2011, September). Introducing the ASE Process Model: IL instruction for students with below-proficient skills. 8th Annual Georgia International Conference on Information Literacy. Savannah, GA.
- Gross, Melissa, & Latham, Don. (Presented 2011, June). What's skill got to do with it?: A comparison of information literacy skills and self-views of ability in first year college students. 2011 Library Research Round Table Forums at the American Library Association Annual Meeting, New Orleans, LA.
- Gross, Melissa, & Latham, Don. (Presented 2011, April). Innovating information literacy instruction: Results from a three year study of community college students. *Open Libraries and Open Minds*. 2011 Florida Library Association Annual meeting, Orlando, FL.
- Latham, Don, & Gross, Melissa. (Presented 2010, October). Innovating information literacy instruction: Listening to the voices of below-proficient students. *Innovative Services to Students and Faculty*. Florida Association of College and Research Libraries (FACRL) fall Program, John and Mable Ringling Museum of Arts, Sarasota, FL.
- Gross, Melissa, & Latham, Don. (Presented 2010, April). Ready or not, here they come: Conversations with community college students about information literacy. *FLA and Florida Libraries: "Thinking Outside the Book."* The Florida Library Association 2010 Annual conference, Orlando, FL.
- Latham, Don, & Gross, Melissa. (Presented 2010, January). Collaborating for success: Partnering with community colleges to conduct information literacy research. *Creating a Culture of Collaboration*. The Annual Association for Library and Information Science Education Conference, Boston, MA.
- Gross, Melissa (Presented 2009, January). Tenure – What it takes. Panel presentation." *iCreate!* The Annual Association for Library and Information Science Education Conference, Denver, CO.
- Gross, Melissa, & Latham, Don. Moderators. (Presented 2007, January). Recruiting and educating the next generation of youth services faculty. Panel presentation with Barbara Immroth, Marilyn Irwin, and Ann Weeks. *Habits of Mind and Practice: Preparing Reflective Professionals*. Association for Library and Information Science Education Conference, Seattle, WA.

Gross, Melissa, & Everhart, Nancy. (Presented 2006, January). Research in youth services librarianship: Where are we now and where do we go from here? *From Research to Practice: The Scholarship of Teaching and Learning in LIS Education*. Association for Library and Information Science Education Conference, San Antonio, TX.

Gross, Melissa, & DiMercurio, Joe. (Presented 1995, November). The imposed query: Theory and practical implications in the school library environment. The Annual State Conference of the California School Library Association, San Diego, CA.

Poster Sessions

Clark, Laura, & Gross, Melissa. (accepted). Applying outcome-based evaluations to public archeology projects. *ALISE '17: Community Engagement and Social Responsibility*. The Annual Association for Library and Information Science Education Conference, January 17-20, Atlanta, GA.

Julien, Heidi, Latham, Don, Gross, Melissa, & Witte, Shelbie. (2015, August). Exploring collaboration between public librarians and high school science teachers. *Public Libraries and STEM: A National Conference on Current Trends and Future Directions*. A STAR Library Education Network Program, sponsored by the National Science Foundation. Denver, CO.

Skinner, Julia, & Gross Melissa. (2014, January). The information seeking of sexual assault survivors (ISSAS) model. *Educational Entrepreneurship*, The Annual Association for Library and Information Science Education Conference, Philadelphia, PA.

Witte, Shelbie, Latham, Don, & Gross, Melissa. (2013, March). Extending our reach: Librarian/teacher partnerships to ensure student attainment of 21st century skills. Annual Marvalene Hughes Research in Education Conference, College of Education, Florida State University.

Koo, Joung H., Cho, Yong W., & Gross, Melissa. (2011, January). Is ignorance really bliss?: Understanding the role of information-seeking in coping with severe traumatic stress among refugees. *Competitiveness & Innovation*, The Annual Association for Library and Information Science Education Conference, San Diego, CA.

Gross, Melissa. (1998, January). Imposed queries in the school library media center: The evolution of a descriptive study. Association for Library and Information Science Education Conference, New Orleans, LA.

Gross, Melissa. (1997, February). What do young adult novels say about HIV/AIDS? Association for Library and Information Science Education Conference, Washington, DC, February 12-14, 1997.

Gross, Melissa. (1996, November). AIDS information in young adult novels: Findings from a content analysis. The Fifth Annual UCLA AIDS Institute Scientific Symposium. Los Angeles, CA.

WORKSHOPS

“Book publishing workshop: A panel discussion with faculty from Arts & Humanities, Social Sciences, and STEM on how to publish research into a book,” with David Kirby, Tom Joiner, and Devin Soper. Florida State University, Office of Proposal Development. December, 10, 2015.

“Outcomes-based planning and evaluation for library managers,” with Virginia A. Walter and Cindy Mediavilla. One-day workshop designed for the California State Library and supported by the U.S. Institute of Museum and Library Services under the provisions of the Library Services and Technology Act, administered in California by the State Librarian. Eight, one-day workshops:

- July 20, 2015: Santa Maria Public Library
- July 21, 2015: San José Public Library
- July 22, 2015: San Francisco Public Library
- July 24, 2015: Sacramento Public Library
- July 27, 2015: Tulare Public Library
- July 29, 2015: Alhambra Public Library
- July 30, 2015: Upland Public Library
- July 31, 2015: San Diego Public Library

“Adding value to library services with outcome-based planning and evaluation (OBPE),” with Virginia A. Walter and Cindy Mediavilla. One-day workshop designed for the California State Library and supported by the U.S. Institute of Museum and Library Services under the provisions of the Library Services and Technology Act, administered in California by the State Librarian. Three, one-day workshops:

- July 29, 2013: Sacramento Public Library
- July 31, 2013: San Francisco Public Library
- August 2, 2013: Fresno Public Library

“Information literacy,” with Don Latham. Chipola Community College, one-day workshop integrating information literacy standards with the imposed query model and recent research on the information literacy skills of university freshmen. April 24, 2007.

“Introduction to research and statistics.” Two-week intensive class providing a survey of research methods commonly used in library and information studies. Indiana University, School of Library and Information Studies, Indianapolis. July 2005 and June 2006.

“Question negotiation in information providing organizations.” Two-week intensive class offering an in-depth look at the performance and assessment of reference services in a variety of media. Indiana University, School of Library and Information Studies, Indianapolis. July 2005 and June 2006.

“Question negotiation in information providing organizations.” Three-day workshop offering an in-depth look at the performance and assessment of reference services in a variety of media. School of Library and Information Science, Indiana University-Bloomington. July 2004.

“Kids and technology.” With Leslie Edmonds Holt and Eliza Dresang. Full-day workshop. 2002
ALSC National Institute October 17 - October 19, 2002 Hyatt Regency St. Louis

“Measuring and assessing the quality of digital reference services,” with Charles R. McClure. Full-day
workshop on evaluating digital reference services. 3rd Annual VRD Conference. November
11, 2001, Orlando FL.

“Whose question is it anyway?” Full-day training workshop on integrating the implications of the
imposed query model into reference services for children. May 5, 2001. Du Page Library
System, Chicago, IL.

“Read to me LA.” Training the trainer workshops. Trained over 200 staff and volunteers to teach
parents how and why to read to their young children. Los Angeles Public Library. 1998 to
1999.

“More than just homework: Nonfiction for children.” Friday Forum Continuing Education Series.
University of California, Los Angeles. December 1998.

“Child abandonment and baby switching: persistent themes in children's literature.” Presented at the
Los Angeles Opera Workshop for Educators. March 1998.

“The imposed query model.” Presentation to administration and staff, Beverly Hills Public Library,
December 1995.

“Sensitive topics: Books and information about AIDS/HIV for children.” Presented at Information
Tools for Young Scientists: An Intensive Training Institute for Children's Librarians, August
22-26, 1994. Department of Library and Information Science, Graduate School of Education
and Information Studies, University of California, Los Angeles.

PUBLIC LIBRARY EXPERIENCE

1994 to 1999. Children's Librarian. Beverly Hills Public Library.

1994 to 1997. Substitute Librarian. Los Angeles Public Library.

1994 to 1997. Substitute Librarian. Glendale Public Library.

1991 to 1992. Library Assistant. San Marino Public Library.

CONSULTING

Advisory Committee. Project a+ Students with ASD in the Academic Library: Coaching to Enhance
Implementation of Librarian Professional Development. Laura Bush 21st Century
Continuing Education Research Grant. 2016-2018.

Los Angeles Public Library. Program consultant for *Read to Me L.A.* project. Services included
design and development of training manual, training volunteers to perform workshops with

parents, and program evaluation. *Read to Me L.A.* teaches parents why and how to read aloud to their babies and young children. 1998 to 1999.

Santa Monica Public Library. Training consultant for the *Information Navigators* program. Services included development of lesson plans and exercises to train young adults in Internet access, the library's web-based catalog, and the use of various CD-ROM products. Information Navigators assist library users to access electronic resources on an as needed basis. 1998.

EDITORIAL BOARD MEMBERSHIPS

Member, Editorial Advisory Board, *Library Quarterly*, co-editors John Bertot and Wayne Wiegand, 2003-2008.

Member, Editorial Advisory Board, *Library and Information Science Research*, co-editors Peter Hernon and Candy Schwartz, 2002-2008.

Member, Editorial Advisory Board, *Reference and User Services Quarterly*, co-editors Connie Van Fleet and Danny P. Wallace, 2000–2006.

REVIEWER FOR REFEREED PUBLICATIONS

American Library Association Publications. Occasional manuscript reviewer.

Annual Review of Information Science and Technology, editor, Blaise Cronin. 2003, 2008.

Aslib Proceedings, Editor Amanda Spink, 2011.

Asian Pacific Journal of Education. Editors, Jason Tan and Wing On Lee, 2012.

The Canadian Journal of Information and Library Science, special issue editor, Margaret Mackey, 2004; special issue editor, Heidi Julien, 2007; and editor Heidi Julien, 2008 – 2010.

Children's Literature in Education, co-editors Margaret Mackey and Geoff Fox, 1999-2006. Co-editors Lawrence R. Sipe and Geoff Fox, 2007- 2011. Interim editor Margaret Mackey, 2011. Editor Annette Wannamaker, 2011- current.

Culture, Health and Sexuality. Editor Peter Aggleton, 2013.

Encyclopedia of Library and Information Sciences. Editors Marcia Bates and Mary Niles Maack, 2007-2008.

English Education. Co-editors Tara Star Johnson and s j Miller, 2016 –

Evidence Based Library and Information Practice. Editor Denise Koufogiannakis, 2007.

Journal of Agricultural Extension and Rural Development. Editors, Kursat Demiryurek, et al., 2012.

Journal of the American Society for Information Science and Technology, special issue editor, Marcia Bates, 1999; editor Donald Kraft, 2006; editor, Blaise Cronin 2009 – current.

Journal of Education for Library and Information Science. Editors Kathy Burnett and Michelle Kazmer, 2008.

Journal of Information Science. Editor Adrian Dale, 2005.

Journal of Research in STEM Education, editor Mehmet Aydeniz, 2015.

Journal of Youth Services. Co-editors Betty Carter and Keith Swigger. 2000.

Library and Information Science Research, co-editors Peter Hernon and Candy Schwartz, 2008 - current.

Library Quarterly. Editor John V. Richardson. 1996–2003; co-editors John Bertot and Paul Jaeger, 2008-2014; editor Paul Jaeger 2015-current.

Practicing information literacy: Bringing theories of learning, practice and information literacy together. Editors Annemarie Lloyd and Sanna Talja, Centre for Information Studies at Charles Sturt University, Australia. 2009.

Rowman & Littlefield Publishing Group, occasional manuscript reviewer.

Sage Publications, occasional manuscript reviewer.

School Libraries Worldwide, co-editors Nancy Everhart and Marcia Mardis, 2015.

School Library Research, co-editors Mega Subramaniam and Ruth Small, 2014.

Youth information seeking: Theories, models, and approaches, edited by Mary K. Chelton and Colleen Cool. Lanham, MD: Scarecrow Press, Inc., 2004

REVIEWER FOR GRANT APPLICATIONS

Social Sciences and Humanities Research Council of Canada: 2015-2016.

CUNY Collaborative Incentive Research Grant Program: 2010.

Institute of Museum and Library Services review panel: 2005, 2007, 2009, and 2016.

National Science Foundation review panel: 2005.

Institute of Museums and Libraries, Field Reviewer: 2000 and 2003.

UNIVERSITY SERVICE

Florida State University

Florida State University, Office of Distance Learning, 2016 Distance Learning Awards Committee. Fall 2016.

Florida State University. Member, Graduate Studies, Dissertation Research Grant Selection Committee. 2002 to current.

Florida State University. Member, Faculty Senate Steering Committee, School of Information, College of Communication and Information, 2015- 2017.

Florida State University. Faculty Senator, School of Information, College of Communication and Information, 2012- 2018.

Florida State University, One Book, One Campus Steering Committee, 2012-2014.

Florida State University. Member, Council for Instruction. 2001 to 2010.

Volunteer Mediator. Mediation Program, Florida State University, Center for Employee Assistance. 2004 to 2006.

Florida State University. Outside Member, Academic Honor Policy hearings, 2007-2008.

Florida State University. Committee on Faculty Research Support (COFRS) Grant Reviewer 2004 to 2005 and 2011 to 2012.

Florida State University. School of Information Studies Representative, Committee on Faculty Research Support (COFRS). 2002.

College of Communication and Information

College of Communication and Information. Recognition Committee, 2015.

College of Communication and Information. CCI Academic Affairs Committee, 2013-2014.

School of Information

School of Information, College of Communication and Information, Education Committee, 2015-2017.

School of Information, College of Communication and Information, ad hoc Committee on School Library and Youth Courses, 2016-2017.

School of Information, College of Communication and Information, Doctoral Program chair, 2013-2017.

School of Information, College of Communication and Information, Faculty Evaluation Committee, 2016-2017.

School of Information, College of Communication and Information, Doctoral Program Committee, 2010-2017.

School of Information, College of Communication and Information, Curriculum Management Committee, 2014-2015.

School of Information, College of Communication and Information, Temporary Executive Council, 2014-2015.

School of Information, College of Communication and Information, Self-Study committee University Quality Enhancement Review (QER) Committee, 2013.

School of Library and Information Studies, College of Communication and Information. Academic Affairs Committee, 2013-2014.

School of Library and Information Studies, College of Communication and Information. Director Search Committee, 2012-2013.

School of Library and Information Studies, College of Communication and Information, Promotion and Tenure Committee 2010-2012.

College of Information, Florida State University. Promotion and Tenure Committee, 2004 to 2009, 2010-2011. Chair 2008-2009.

School of Library and Information Studies, College of Communication and Information, Faculty Development and Recognition Committee, 2010-2012.

College of Information, Florida State University. Faculty Development and Recognition Committee, 2004 -2009, 2010-2011. Chair 2008-2009.

College of Information, Florida State University. Doctoral Program Team, 2005 to 2009. Co-chair 2008-2009.

College of Information, Florida State University. Dean's Advisory Committee. 2008-2009.

Faculty Representative to the Graduate Program Committee, College of Information, Florida State University Quality Enhancement Review, 2006.

School of Library and Information Studies, College of Communication and Information. Faculty Personnel Committee, 2009 to 2010.

College of Information, Florida State University. Faculty Personnel Committee, Youth Services 2005 to 2006.

College of Information, Florida State University. Faculty Personnel Committee, Information Technology 2005 to 2006.

School of Information Studies, Florida State University. Chair, Faculty Personnel Committee, 2004 to 2005.

School of Information Studies, Florida State University. Master's and Specialist Program Team, 2003 to 2004.

School of Information Studies, Florida State University. Administrative Services Team, 2003 to 2004.

School of Information Studies, Florida State University. Dean's Search Committee, 2004.

School of Information Studies, Florida State University. Faculty Search Committee, 2003 to 2004.

School of Information Studies, Florida State University. Research and Development Services Team, 2000 to 2003.

School of Information Studies, Florida State University. Doctoral Program Team, 1999 to 2004.

Department of Library and Information Science, Graduate School of Education and Information Science, University of California, Los Angeles. Frances Clarke Sayers Lecture Advisory Committee, 1995 to 1999.

Department of Library and Information Science, Graduate School of Education and Information Science, University of California, Los Angeles. Programs and Courses Committee, academic year 1994 to 1995.

PROFESSIONAL SERVICE ACTIVITIES

American Library Association

ALA Accreditation External Review Panel member, 2009-current.

Member, Library Research Round Table Steering Committee, 2002 to 2004.

Reviewer, Jesse H. Shera Award for Distinguished Published Research, 2010.

Chair, Nominations Committee, LRRT, 2005.

Chair, Nominations Committee, LRRT, 2004.

Reviewer, juried papers. LRRT Graduate Student Forum, 2004.

Association for Library Service to Children.

Member, 2002 Robert F. Sibert Informational Book Award Committee.

Member, ALSC Education Committee, 1999 to 2001.

Reference and User Services Association.

Member, RUSA/MOUSS Research & Statistics Committee, 2002 to 2005.

Member, Ad Hoc Committee on Reference Service for Children, 1999 to 2000.

Association for Library and Information Science Education (ALISE)

Member, OCLC/ALISE LISRG Library and Information Research Grant Committee, 2017-2019.

Member, ALISE OCLC Library and Information Research Grant Committee, 2014-2015.

ALISE President Elect/ President/Past President, 2011-2014.

ALISE Governance Committee, Chair, 2013-2014; Member, 2014- 2018.

Co-Chair with Connie Van Fleet, ALISE Academy, 2011-2012.

Chair, Conference Juried Papers Committee, 2010-2011.

ALISE Board of Directors, Director for Membership Services, 2007-2010.

Chair, Membership Advisory Committee, 2007-2010.

Member, ALISE Budget and Finance Committee, 2007-2010 and 2011-2014.

Member, Doctoral Students to ALISE Award Committee, 2007-2009. Chair, 2010.

Member, Conference Planning Committee 2007-2008, 2010-2011.

Co-Chair with Don Latham, Linworth/ALISE Youth Services Special Interest Group Paper Award Committee 2007-2008.

Co-Chair with Michele Besant, Conference Planning Committee, 2006-2007.

Organizer, Curriculum Vita and Portfolio Review session, ALISE annual meeting, 2007.

Co-Chair with Don Latham, Youth Services Special Interest Group, 2006-2007.

Established the Linworth/ALISE Youth Services Special Interest Group Paper Award with Don Latham and Nancy Everhart 2007.

Curriculum vita and portfolio reviewer. ALISE annual meeting, 2006.

Reviewer, juried papers. *Boundary crossings: LIS education in a global context*. 2005 Association for Library Science Educators Conference. January 11- 14, Boston, MA.

American Society for Information Science & Technology

Reviewer, contributed papers. *Rethinking Information Boundaries*. ASIST 2013 Annual Meeting of the American Society for Information Science and Technology.

Reviewer, contributed papers. *Bridging the gulf: Communication and information in society, technology, and work*. ASIST 2011 Annual Meeting of the American Society for Information Science and Technology.

Member, Program Committee, *Navigating streams in an information ecosystem*. ASIST 2010 Annual Meeting of the American Society for Information Science and Technology, Pittsburgh, PA, November 6-11, 2010.

Reviewer, contributed papers. *Thriving on diversity - Information opportunities in a pluralistic world*. ASIST 2009 Annual Meeting of the American Society for Information Science and Technology, November 6-11, 2009, Vancouver, British Columbia, Canada.

Canadian Association for Information Science

Member, Programme Committee, 2013 Annual Conference of the Canadian Association for Information Science / Association canadienne des sciences de l'information (CAIS/ACSI).

Member, Programme Committee, 2012 Annual Conference of the Canadian Association for Information Science / Association canadienne des sciences de l'information (CAIS/ACSI).

Member, Programme Committee, 2011 Annual Conference of the Canadian Association for Information Science / Association canadienne des sciences de l'information (CAIS/ACSI).

Member, Programme Committee, 2010 Annual Conference of the Canadian Association for Information Science / Association canadienne des sciences de l'information (CAIS/ACSI).

iSchools

Reviewer, contributed papers, iConference 2017 | Effect • Expand • Evolve: Global Collaboration across the Information Community. Wuhan, China, March 22-25, 2017.

Member, iConference Doctoral Dissertation Award committee. iConference 2016 | Partnership with Society. Philadelphia, PA, March 20-23.

Reviewer, contributed papers, iConference 2016 | Partnership with Society. Philadelphia, PA, March 20-23.

Member, iConference Doctoral Dissertation Award committee. iConference 2015: Create * Collaborate * Celebrate, Newport Beach, CA, March 24-27.