

Melissa Gross

August 2025: <https://www.fsu.edu/cvdb/MGcROSS.rtf>

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

ORCHID ID: <https://orcid.org/0000-0002-0771-0350>

CITI Certificate: <https://www.citiprogram.org/verify/?k0e1373ec-0950-4ec6-a210-ea7818b0bdfc-45411324>

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; teacher and librarian collaboration, education for cyber defense, and storytelling. Courses taught in web-based and face-to-face environments and at the undergraduate, master's, and doctoral levels.

ACADEMIC EXPERIENCE

- 2025 – 2030 F. William Summers Professor of Information.
- 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

Community Engagement
Design and Evaluation of Library and Information Programs and Services
Digital Storytelling in Information Organizations
Diverse Resources for Children and Young Adults
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
Proseminar
Research Methods (undergraduate, master's, and doctoral level)
Theories and Models of Information Seeking Behavior and Use

Doctoral Committee Chair

Adedeji, A., doctoral student.
Herdiyanti, A., doctoral candidate. *Exploring student mothers' mobile device use for studying and parenting: A mixed method study using concurrent triangulation approach.*
Baum, B., doctoral candidate. *Public Librarians' perceptions and experiences in support of teens' mental health promotion: A mixed methods approach.*
Kaaba, V., graduate. (2024). *Decoding anti-blackness in children's literature: A century-long content analysis of john newbery award and honor books, the underrepresentation of black authors, and its implications for critical librarianship*
Bak, H., graduate. (2022). *College student's fake news discernment: Critical thinking, locus of control, need for cognition, and the ability to discern fact from opinion.*
Chen, T. Y., graduate. (2022). *Decision dynamics and human-computer interaction in online health information seeking: A behavioral information research exploration.*
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, J-H., 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.*

Doctoral Committee Member

Leonarczyk, Z., doctoral candidate.

Crabtree, L., doctoral candidate. *The Effect of Recent Legislation on Florida School Librarians' Collection Practices Pertaining To Controversial Titles and Content.*

Overstreet, R., graduate. (2017). *Teaching stories without borders inside a box: How preservice ELA teachers leverage transmedia stories to teach traditional literacies.* [School of Teacher Education]

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.*

Doctoral Committee University Representative

Bernabe, Angelica, doctoral student. [School of Communication Disorders]

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]

External Doctoral Committee Member

Vanessa Da Silva Figueiredo, University of British Columbia (2022). *Unpacking Homework: The Information Interaction Ecologies of Brazilian School Children.*

Guzik, E., ischool, University of Toronto (2017). *Informing identities: Religious conversion experiences of*

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

Kudelka, M., graduate. (2022). *Stemming in the stacks: An exploration of autism among library workers.*

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

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

Honors in the Major Thesis Committee Member

Cleveland, E., graduate. (2018). *Why Young Adult Fiction: From 1960s to Today.*

PUBLICATIONS

Refereed Journal Articles

Herdianti, Anisah, & Gross, Melissa. (submitted). Parenting, studying, and mobile device use among student mothers. *Innovative Higher Education.*

Gross, Melissa. (submitted). "Who's got the power?": Popularity and government at school in *I, Claudia*. *New Review of Children's Literature and Librarianship.*

Baum, Brittany, Gross, Melissa, & Latham, Don. (in press). "Forced out of our box:" Public youth services librarians' perceptions and experiences responding to social services needs. *Public Library Quarterly.*

Julien, Heidi, Montiel, Jesus, Gross, Melissa, & Latham, Don. (in press). Information literacy instruction redux: What are instruction librarians doing now? *College and Research Libraries.*

Latham, Don, Gross, Melissa, & Baum, Brittany. (in press). Adult services librarians talk about social services in public libraries. *RUSQ: A Journal of Reference and User Experience.*

Gross, Melissa, Latham, Don, & Baum, Brittany. (2025). The scope of our ability: Administrators reflect on social services in public libraries. *Journal of Library Administration*, 65(5).
<https://doi.org/10.1080/01930826.2025.2506149>

Gross, Melissa, & Latham, Don. (2024). "O brave new world"; A case study of a social worker in the public library. *Library and Information Science Research*, 45(3).
<https://doi.org/10.1016/j.lisr.2024.101313>

Latham, Don, Gross, Melissa, & Julien, Heidi. (2024). Community college librarian views of student information literacy needs. *CRL*, 85(5), 712-725.

- Gross, Melissa, Latham, Don, Baum, Brittany, Crabtree, Lauren, & Randolph, Karen. (2024). "I didn't know it would be like this:" Professional preparation for social service work in public libraries. *Journal of Education for Library and Information Science*, 65(1), 40-54. <https://doi.org/10.3138/jelis-2022-0067>
- Crabtree, Lauren, Latham, Don, Gross, Melissa, Baum, Brittany, & Randolph, Karen. (2024). Social workers in the stacks: Public librarians' perceptions and experiences. *Public Library Quarterly*, 43(1), 109-134. <https://doi.org/10.1080/01616846.2023.2188873> Listed on the *PLQ* website as among the most cited articles in the last three years (as of 1/18/24).
- Baum, Brittany, Gross, Melissa, Latham, Don, Crabtree, Lauren, & Randolph, Karen. (2023). Bridging the service gap: Branch managers talk about social workers in public libraries. *Public Library Quarterly*, 42(4), 398-423. <https://doi.org/10.1080/01616846.2022.2113696> Listed on the *PLQ* website as among the most cited articles in the last three years (as of 1/18/24).
- Gross, Melissa, Latham, Don, Randolph, Karen, Constantino, Christopher, & Preshia, Eliot C. (2023). ICT Use in rural child welfare work. *Child & Family Social Work*, 28(1), 14-24. <http://dx.doi.org/10.1111/cfs.12937>
- Randolph, Karen, Latham, Don, Gross, Melissa, & Constantino, Christopher. (2022, published 3/22/23). Technology and the social worker-client relationship: Lessons from communication theory. *Advances in Social Work*, 22(3), 916-935. DOI: 10.18060/25651
- Julien, Heidi, Gross, Melissa, & Latham, Don. (2022). Teaching and its discontents: How academic librarians are negotiating a complicated role. *Journal of Information Literacy*, 16(2), 41-52. <https://doi.org/10.11645/16.2.3189>
- Latham, Don, Gross, Melissa, Julien, Heidi, Warren, Felicia, & Moses, Lindsey. (2022). Community college students' perceptions of their information literacy needs, *College & Research Libraries*, 83(4), 593-609.
- Gross, Melissa, Julien, Heidi, & Latham, Don. (2022). Librarian views of the ACRL *Framework* and the impact of COVID-19 on information literacy instruction in community colleges. *LISR*, 44(2). Article 101151. <https://doi.org/10.1016/j.lisr.2022.101151>
- Gross, Melissa, Constantino, Chris, Latham, Don, Randolph, Karen, Preshia, Eliot, & Rooney, Mollie. (2022). Examining the information communication technology use of rural child welfare workers using the experience sampling method. *Journal of Education for Library and Information Science*, 63(1), 94-114. <https://doi.org/10.3138/jelis-63-1-2020-0012>
- Hall-Mills, S., Johnson, L., Gross, M., Latham, D., & Everhart N. (2022). Providing telepractice in schools during a pandemic: The experiences and perspectives of speech-language pathologists. *Language, Speech, and Hearing Services in Schools*, 53(2), 290-306. doi: 10.1044/2021_LSHSS-21-00023
- Gross, Melissa, & Latham, Don. (2021). Social work in public libraries: A survey of heads of public library administrative units. *Journal of Library Administration*, 61(7), 758-775. <https://doi.org/10.1080/01930826.2021.1972727> Reported to be one of the most cited articles from the last three years (as of 9/5/24).
- Ho, Shuyuan M., & Gross, Melissa. (2021). Consciousness of cyber defense: A collective activity system for developing organizational cyber awareness. *Computers & Security*, 108. <https://doi.org/10.1016/j.cose.2021.102357>

- Gross, Melissa, Ho, Shuyuan M. (2021). Collective learning for developing cyber defense consciousness: An activity system analysis. *Journal of Information Systems Education*, 32(1), 65-76.
- Constantino, C., Randolph, K., Gross, M., Latham, D., Rooney, M., & Preshia, E. (2021). The subjective experience of information communication technology among child welfare workers. *Children and Youth Services Review*, 121, Article 105865.
<https://doi.org/10.1016/j.chidyouth.2020.105865>
- Julien, Heidi, Latham, Don, Gross, Melissa, Moses, Lindsey, & Warren, Felicia. (2020). A picture of the information literacy practices and perceptions of community college librarians. *Communications in Information Literacy*, 14(2), 287-324.
- Burns, Elizabeth, Gross, Melissa, & Latham, Don. (2019). The information literacy continuum: Mapping the ACRL *Framework* to the AASL *School Library Standards*. *School Libraries Worldwide*, 25(1), 1-20. Selected as one of the top 20 instruction articles published in 2019 by the American Library Association LIRT Top 20 Committee.
- Latham, Don, Gross, Melissa, & Julien, Heidi. (2019). Implementing the ACRL Framework: Reflections from the field. *College & Research Libraries*, 80(3), 386-400.
- Latham, Don, & Gross, Melissa. (2019). Pausing at the threshold: Peritextual images in young adult nonfiction award winners. *The Journal of Research on Libraries and Young Adults*, 9(2), Available at <http://www.yalsa.ala.org/jrlya/>
- Gross, Melissa, Latham, Don, & Julien, Heidi. (2018). What the framework means to me: Attitudes of academic librarians toward the ACRL Framework for Information Literacy for Higher Education. *Library & Information Science Research*, 40(3-4), 262-268. According to the LISR website one of the most cited articles since 2017 (as of 11/23/20).
- Julien, Heidi, Gross, Melissa, & Latham, Don. (2018). Survey of information literacy instructional practices in U.S. academic libraries. *College & Research Libraries*, 79(2), 179-199.
<https://doi.org/10.5860/crl.79.2.179> Designated as one of the “most popular” articles with 13,993 views as of June 21, 2024.
- Gross, Melissa, & Latham, Don. (2017). The peritextual literacy framework: Using the functions of peritext to support critical thinking. *Library & Information Science Research*, 39(2), 116-123.
- Skinner, Julia, & Gross, Melissa. (2017). The ISSAS Model: Understanding the information needs of sexual assault survivors on college campuses. *College & Research Libraries*, 78(1), 23-34. Available at <http://crl.acrl.org/>
- Reprinted in:
- Featured article in the February 2017 issue of the Informed Librarian Online, which “selects a few journal articles to highlight for our many thousands of readers.”
- Gross, Melissa, Latham, Don, Underhill, Jennifer, & Bak, Hyerin. (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 2017. “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 2013).”

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), 104-11. 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, & Gross, Melissa. (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(3), 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(2), 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. (2022). *Five steps of outcome-based planning and evaluation for youth services*. ALA Editions.

Witte, Shelbie, Gross, Melissa, & Latham, Don. (eds.). (2021). *From text to epitext: Expanding students' comprehension, engagement, and media literacy*. Libraries Unlimited.

Skinner, J., & Gross, M. (Eds.). (2021). *Underserved patrons in university libraries: Assisting students facing trauma, abuse, and discrimination*. Libraries Unlimited.

Julien, Heidi, Gross, Melissa, & Latham, Don (eds.). (2020). *The information literacy framework: Case studies of successful implementation*. Rowman & Littlefield.

Witte, Shelbie, Latham, Don, & Gross, Melissa (eds.). (2019). *Literacy engagement through peritextual analysis*. Chicago, IL: ALA Editions and the National Council of Teachers of English.

Gross, Melissa, Mediavilla, Cindy, & Walter, Virginia A. (2016). *Five steps of outcome-based planning and evaluation for public libraries*. ALA Editions. Number one 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*. Rowman & Littlefield.

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

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

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

https://www.researchgate.net/publication/220468601_Statistics_Measures_and_Quality_Standards_for_Assessing_Digital_Reference_Library_Services_Guidelines_and_Procedures

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*. H. W. Wilson Company.

Book Chapters

Witte, Shelbie, Latham, Don, Gross, Melissa, Nowell, Shanendra, (2024, June). *Blackbirds in the Sky: Teaching the Tulsa Massacre through peritextual literacy*. In Greathouse, P., Hundley, M., Hostetler, A. L. (Eds.). *Exploring History through Adolescent Literature* (Vol. 2). Rowman and Littlefield.

Gross, Melissa. (2024). That was then. This is now. Not so different. Program evaluation and youth librarianship. In Bernier, A., & S. Lee (Eds.). *Young adult services: Challenges and Opportunities*. Rowman & Littlefield.

Gross, Melissa, Latham, Don, & Witte, Shelbie (2023). The PACT Instructional model: Using peritextual analysis to improve reading comprehension, critical thinking, and create change. In R. Hamelers & H. Gascho Rempel (Eds.). *Teaching Critical Reading Skills: Strategies for Academic Librarians*. ACRL Publications.

Gross, Melissa. (2023). Reference services for children and young adults. In K. A. Cassell, & U. Hiremath (eds.). *Reference and information services: An introduction* (5th ed.). Neal-Schuman.

Gross, Melissa, & Leonarczyk, Zoe. (2021). Epitext and young adult fiction: A case study of *Piecing Me Together*. In S. Witte, M. Gross, & D. Latham (eds.). *From text to epitext.: Expanding students' comprehension, engagement, and media literacy*. Libraries Unlimited.

Latham, Don, & Gross, Melissa. (2020). Peritext and pedagogy: Supporting critical thinking through young adult nonfiction. In K. Coats, R. Trites, & M. Cadden (eds.). *Options for Teaching YA Literature*. Modern Language Association.

Gross, Melissa. (2019). The five-step outcome-based planning and evaluation model for children's and young adult program assessment. In K. Campana & L. Mills (Eds.), *Create, innovate, and serve: A radical approach to children's and youth services*. ALA Editions/Neal-Schuman.

- Gross, Melissa. (2019). Grounding our work theoretically: The peritextual literacy framework. In S. Witte, D. Latham, & M. Gross (Eds.). *Literacy engagement through peritextual analysis*. ALA Editions and the National Council of Teachers of English.
- Gross, Melissa. (2018). Participant observation. In R. Small & M. Mardis (eds.). *Research methods for librarians and educators: Practical applications in formal and informal learning environments*. Libraries Unlimited.
- Walter, Virginia A., & Gross, Melissa. (2017). Children's services in libraries. In J. McDonald & M. Levine-Clark (Eds.). *Encyclopedia of library and information sciences* (4th ed.). Taylor & Francis Group.
- Gross, Melissa. (2017). Youth information needs and behaviors. In J. McDonald & M. Levine-Clark (Eds.). *Encyclopedia of library and information sciences* (4th ed.). Taylor & Francis Group.
- Witte, Shelbie, Gross, Melissa, & Latham, Don. (2017). 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: Social science and humanities* (pp. 69-82). Rowan & Littlefield.
- Gross, Melissa. (2010). Youth information needs and behaviors. In M. Bates & M. N. Maack (Eds.). *Encyclopedia of library and information sciences* (3rd ed.). 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, 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.
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Gross, Melissa. (2000). Imposed and self-generated queries in the elementary school environment. In R. M. Branch & M. A. Fitzgerald (Eds.). *Educational media and technology yearbook 2000*. Libraries Unlimited, Inc.

Refereed Conference Proceedings and Extended Abstracts

Julien, Heidi, Hernandez, Jesus, Latham, Don, & Gross, Melissa. (submitted). Structuration theory: A useful lens for understanding information literacy instructional practices and challenges. CoLIS 2025: the 12th International Conference on Conceptions of Library and Information Science. June 2-5, University of Strathclyde, Glasgow, UK.

Julien, Heidi, Latham, Don, Gross, Melissa, & Hernandez, Jesus M. (2024). Understanding information literacy instructional practices: Implications for preparing pre-service librarians [Poster]. *Ethics and Evolution of Truth & Information*, the 2024 ALISE Annual Conference in Portland, Oregon, October 14-17, 2024.

Julien, Heidi, VanScoy, Amy, Gross, Melissa, Latham, Don, Baum, Brittany, Crabtree, Lauren, & Colon-Aguirre, Monica. (2024). Preparing students for the workplace: the good, the bad, and the ugly [Juried panel]. *Ethics and Evolution of Truth & Information*, the 2024 ALISE Annual Conference in Portland, Oregon, October 14-17, 2024.

Williams, Rachel, Gross, Melissa, Latham, Don, Baum, Brittany, Dudak, Leah T., Freeburg, Darin, Johnson, Sarah C., & Crooks, Shannon. (2024). Navigating the modern libraryscape: The changing roles, labor, and education of public librarians. [Juried panel]. *Ethics and Evolution of Truth & Information*, the 2024 ALISE Annual Conference in Portland, Oregon, October 14-17, 2024.

Gross, Melissa, Latham, Don, & Baum, Brittany. (2024). Drawing the line between social work and librarianship: Public library administrators talk [Paper]. *Ethics and Evolution of Truth & Information*, the 2024 ALISE Annual Conference in Portland, Oregon, October 14-17, 2024.

Gross, Melissa, & Latham, Don. (2023). The introduction of a community resource specialist into the public library: A case study [poster presentation]. *Bridge the Gap: Teaching, Learning, Practice, & Competencies*. 2023 ALISE Annual Conference, Milwaukee, WI.

Gross, M., Latham, D., Baum, B., & Crabtree, L. (2022). "No one told me:" A dialog on preparing public librarians to provide social services in public libraries. In Oksana Zavalina, & Alex H. Poole (Eds.), *Association for Library and Information Science Education 2022 Conference* (pp. 1-8). Westford, MA: Association for Library and Information Science Education. Retrieved from <https://iopn.library.illinois.edu/journals/aliseacp/issue/view/98>

Gross, Melissa, & Latham, Don. (2021). Is there a social worker in your library? *Crafting a Resilient Future: Leadership, Education, Inspiration*. ALISE 2021 Annual Conference. Awarded best paper. <https://www.ideals.illinois.edu/handle/2142/110338>

Julien, Heidi, Latham, Don, & Gross, Melissa. (2021). Instruction from the margins: Giving voice to community college librarians. Proceedings of the Annual Conference of CAIS / Actes du congrès annuel de l'ACSI. <https://journals.library.ualberta.ca/ojs/cais-acsi.ca/index.php/cais-asci/>

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- Julien, Heidi, Latham, Don, & Gross, Melissa. (2020). Student and librarian perspectives on information literacy: Finding opportunity in divergence. *The Canadian Association for Information Science / l'Association canadienne des sciences de l'information (CAIS/ACSI) 48th Annual Conference*, fall 2020 at the University of Western Ontario in London, Ontario. Virtual presentation. <https://journals.library.ualberta.ca/ojs.cais-acsi.ca/index.php/cais-asci/issue/view/39>
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- Julien, Heidi, Gross, Melissa, & Latham, Don. (2017). Being “set free” – Instructional librarians talk about the ACRL framework for information literacy for higher education. *Information: Interactions, and Impact: I³ 2017*, Robert Gordon University. June 27-30, Aberdeen, Scotland.
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- 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>
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- 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>
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- 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.
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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.

Invited Articles

Gross, Melissa. (2020). I'll take the vegetarian option: A menu approach to peritext in the classroom. *Voices from the Middle*, 28 (2), 58-60.

Latham, Don, & Gross, Melissa. (2020). "Everybody's talkin' at me:" Using peritext and epitext to support reading comprehension, critical thinking, and creativity. *Voices from the Middle*, 28 (2), 10-11.

Witte, Shelbie, Latham, Don, & Gross, Melissa. (2019). The peritextual literacy framework as a teaching and critical thinking tool. [Blog post]. National Council of Teachers of English Blog. Available at <http://www2.ncte.org/blog/2019/02/the-peritextual-literacy-framework/>

Latham, Don, & Gross, Melissa. (2017). Collaborating for success: Teachers and librarians as partners in learning. *Voices from the Middle*, 24(4), 63-65.

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.

Schwartz, Candy, Hernon, Peter, Burke, Mary, Silipigni Connaway, Lynn, Dilevko, Juris, Gross, Melissa...White, Marilyn. (2003). Where are we, where might we go? *Library and Information Science Research*, 25(3), 233.

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://attaininfolit.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. (2023). Gross on Pignagnoli, Post-Postmodernist fiction and the rise of digital epitexts [Review of the book *Post-Postmodernist fiction and the rise of digital epitexts* by V. Pignagnoli]. H-Net Reviews: H-Sci-Med-Tech. <https://www.h-net.org/reviews/showpdf.php?id=59265>
- Gross, Melissa (2003). [Review of the book *Consumer health information for public librarians* by L. Baker, & V. Manbeck]. *The Library Quarterly*, 73, 86-87.
- Gross, Melissa. (2001). [Review of the book *Learning about books & libraries: A gold mine of games* by C. K. Lee & J. Langford]. *Public Libraries*, 40, 61.
- Gross, Melissa. (2001). [Review of the book *Now read this: A guide to mainstream fiction, 1978-1998* by N. Pearl, with assistance from M. Knappe & C. Higashi. *The Library Quarterly*, 71, 420.
- Gross, Melissa. (1999). [Review of the book *Young adults and public libraries: A handbook of materials and services* by M. A. Nichols & C. A. Nichols, Eds]. *The Library Quarterly*, 69, 529-531.
- Gross, Melissa. (1999). [Review of the book *Genre and ethnic collections: Collected Essays part A and B. Foundations in library and information science*, vol. 38 by M. T. Wolf, & M. S. Martin, Eds.]. *The Library Quarterly*, 69, 251-252.
- Gross, Melissa (1998). [Review of the book *Children and books* 9th Ed. by Z. Sutherland. *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 Websites

- Social Services in Public Libraries. <https://www.facebook.com/profile.php?id=61551463018017>
- Teach Text. (2020). <https://www.teachtext.org/>

Community College Librarian and Student Perceptions of Student Information Literacy Needs. (2020). <https://ccstudentinfoneeds.cci.fsu.edu/>

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

GRANTS

Gross, Melissa, & Latham, Don. (2023). Social services in public libraries. National Leadership Grant Applied Research Grant, Institute of Museum and Library Services. (266,701)

Latham, Don, Gross, Melissa, & Randolph, Karen. (2021). The social work approach in public libraries: Exploring current practice to inform library and information studies and social work education. Council on Research and Creativity Planning Grant. (\$21,692)

Hall-Mills, Shannon, Everhart, Nancy, Latham, Don, Gross, Melissa, Johnson, Lakeisha. (2020). Knowledge and self-efficacy to provide essential research-based functional, effective, communication teletherapy for every disability (KASE-PERFECTED). Collaborative Collision - Covid-19. (\$16,423)

Latham, Don, Gross, Melissa, Julien, Heidi. (2019-2020). Community college librarian and student perceptions of student information literacy needs. 2019 National Leadership Grants for Libraries Program, Institute of Museum and Library Services. (\$164,599)

Randolph, K., Gross, M., Latham, D., & Constantino, C. (2019). *Information and Communication Technology (ICT) Use Among Rural Child Welfare Workers in North Florida: Project Supplement*. Funded by FSU CSW Center for the Study and Promotion of Communities, Families, and Children. (\$5,000)

Gross, Melissa. Latham, Don, Constantino, Christopher, Randolph, Karen. (2018). Information and communication technology (ICT) use among rural child welfare workers in North Florida. College of Communication and Information Research Award Program. Florida State University. (29,797) Informational video link: <https://www.youtube.com/watch?v=r3GxWIK0YkE>

Latham, Don, & Gross, Melissa. (2017). Implementing the ACRL Framework: Experiences of academic librarians. Florida State University Small Grants Program. (\$2,998)

Gross, Melissa. (2017). Faculty Travel Grant. Provost's office. The Florida State University. To support travel for the presentation of my research at the *Information: Interactions, and Impact: I³* 2017, Robert Gordon University. Aberdeen, Scotland, June 27-30. (\$1,500)

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, Planning Grant, Institute of Museum and Library Services. (\$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. (\$415,673)
- 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. December 2000. (\$600)

AWARDS

- 2023 Leadership Board Faculty Leadership Award "for your innovative vision, excellence in teaching and inclusive outreach," College of Communication & Information Leadership Board. (\$1,000).
- 2021 ALISE Best Conference Paper Award for, "Is There a Social Worker in Your Library?" with Don Latham. The Association for Library and Information Science Education.
- 2020 Florida State University College of Communication & Information Graduate Faculty Research Award.
- 2019 ALISE Award for Professional Contribution to Library & Information Science Education, The Association for Library and Information Science Education.
- 2018 Florida State University College of Communication & Information Graduate Faculty Teaching Award.
- 2018 Nominee, Florida State University. University Graduate Teaching Award, Office of the Provost.
- 2018 Nominee, Florida State University. Graduate Faculty Mentor Award. The Graduate School.

- 2014-2015 Distance Learning Award for Excellence in Online Teaching [honor] 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 a 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*.
- 2002-2003 Florida State University School of Information Studies Outstanding Faculty Member Award.
- 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

- Melissa Gross identified among the top 2% of researchers science-wide in Baas, J., Boyack, K., & Ioannidis, J. P. A. (2021, October 19). Science-wide author databases of standardized citation indicators. DOI:10.17632/btchxktzyw.3
- 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 on January 13-, 2000 at ALA Midwinter, San Antonio.

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

Gross, Melissa (2024, May/June). Bistrategic popularity: Power and tyranny in *I, Claudia. Looking Back, Looking Forward*, the 50th Children's Literature Association Conference, Madison, Wisconsin.

Latham, Don, & Gross, Melissa. (2023, June). Social workers in public libraries: Opportunity or threat? *2023 LRRT Chair's Program: Research Forum and Shera Award Presentations*. ALA Annual Conference, Chicago, IL.

Latham, Don, Gross, Melissa, & Julien, Heidi. (2021, March). "Just the most useful thing ever": Community college students talk about their information literacy needs, 2021 Georgia International Conference on Information Literacy. Virtual presentation.

Gross, Melissa, Latham, Don, Warren, Felicity, Julien, Heidi, & Moses, Lindsey. (2020, May). Survey of information literacy instructional practices in community college libraries in Florida and New York. *We Can Do IT! Building the Best in Library Instruction*. LOEX 2020, May 5-8, Ypsilanti, MI. Virtual presentation.

Gross, Melissa. (2017, June). Outgrowing our ancestors: An Alternate path for developing leaders and possible futures. *Imagined Futures*. 2017 conference of the Children's Literature Association, Tampa, FL, June 22-24.

Latham, Don, & Gross, Melissa. (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, Columbus, Ohio, June 9-11.

Latham, Don; Witte, Shelbie; & Gross, Melissa. (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. (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. (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. (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. (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. (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. (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. (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. (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. (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. (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. (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. (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. (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. (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. (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. (2007, October). HIV/AIDS in young adult novels. *Library Research Seminar IV*, London, Ontario, Canada.
- Gross, Melissa. (2007, June). Information seeking behavior of elementary school students. 2007 LRRT Forum. ALA Annual Conference, Washington, DC.
- Gross, Melissa, Goldsmith, Annette Y., & Carruth, Debi. (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. (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. (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. (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. (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. (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. (2004, February). Dispelling the myth: Kids and technology in the public library. *Public Library Association’s National Conference*. Seattle, WA.
- Gross, Melissa. (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. (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. (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. (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. (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. (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. (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. College Park, MD.
- Gross, Melissa. (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. (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. (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. (1998, November). Measuring your library in the 21st century. *The 100th Annual Conference of the California Library Association*, Oakland, CA.
- Gross, Melissa. (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. (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. (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. (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 (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. (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, & Latham, Don. (2024, November). Social Services in Public Libraries. Faculty Brown Bag lunch, School of Information, Florida State University.
- Gross, Melissa. (2023, January). Discussion leader, Anthony Doerr's *Cloud Cuckoo Land*. Florida State University, Library Book Discussion Group.
- Hall-Mills, Shannon, Latham, Don, Gross, Melissa, Everhart Nancy, & Johnson, Lakeisha. (2022, December). Knowledge and self-efficacy for Telepractice in speech-language pathology. [Poster presentation]. Collaborative Collision: Accelerator. Turnbull Conference Center, Florida State University.
- Gross, Melissa. (2022, November). When children are subjects: Research with young people. As part of a panel presentation with Don Latham, Yolanda Rankin, and Marcia Mardis. Doctoral Proseminar, School of Information, Florida State University.
- Kazmer, Michelle, Betts-Green, Dawn, Bruker, Malia, Gross, Melissa, Latham, Don, McDowell, Stephen, & Muhamad, Jessica W. (2021, February). Talking circles: Antiracism in course content. *Spring Conversation Series*. The Diversity & Inclusion in Research & Teaching Organization (DIRECTO) at Florida State University.
- Latham, Don, Gross, Melissa, & Julien, Heidi. (2020, December). Community college librarian and student perceptions of student information literacy needs. Learning Resources Standing Committee (LRSC) of the Council of Instructional Affairs (CIA), Florida College System.
- Latham, Don, & Gross, Melissa. (2020, December). The social work approach in public libraries: assessing current practice to inform LIS education. 2020 Public Library Directors Meeting, Division of Library and Information Services, Florida Department of State.
- Gross, Melissa, & Latham, Don. (2019, November). Applying the experience sampling method to the study of information communication technology use by child welfare workers in rural North Florida. Doctoral Proseminar, School of Information, Florida State University.
- Wolfram, Dietmar, Raju, Jaya, Harmon, Charles (presenters) & Gross, Melissa (moderator). (2019, December). How do I publish a book as part of the ALISE Book Series? ALISE Webinar.
- Gross, Melissa. (2019, August). Paratext theory and the ACRL Framework for Information Literacy for Higher Education: Implications for instructional practice. Researching Students' Information Choices grant meeting, August 14, University of Florida, Gainesville, FL.

- Gross, Melissa. (2019, April). Applying the experience sampling method to the study of information communication technology use by child welfare workers in Rural North Florida. University of Buffalo, Department of Information Science Research Colloquium. Available at <https://ub.hosted.panopto.com/Panopto/Pages/Viewer.aspx?id=3f3ddcec-bf70-4264-abf7-a97600dae04f>
- Gross, Melissa. (2018, September). What the *Framework* means to me: Attitudes of academic librarians toward the ACRL *Framework for Information Literacy for Higher Education*. Doctoral Proseminar, School of Information, Florida State University.
- Gross, Melissa. (2018, May). Discussion of "Survey of Information Literacy Instructional Practices in U.S. Academic Libraries." Journal Discussion Club, Maryland chapter of ACRL.
- Gross, Melissa. (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. (2013, August). Discussion of *The Other Wes Moore*. Florida State University One Book/One Campus First-Year Shared-Reading initiative.
- Gross, Melissa. (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. (2010, December). Scholarly writing for fame and influence. *Professional Development Seminar*, Florida State University Library, Florida State University.
- Gross, Melissa. (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. (2006, April). The impact of low-level skills on information seeking behavior: Implications of competency theory for research and practice. NELINET.
- Gross, Melissa. (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. (2001, August). Making the connection: Surviving your first year. New Faculty Orientation, Florida State University, Tallahassee, FL.
- 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."

Refereed Presentations at Conferences

- Latham, D., Gross, M., & Baum, B. (2025, June). They might be clients: Librarian perspectives on providing social services to public library patrons. 31st Annual Reference Research Forum at the 2025 ALA Annual Conference, Philadelphia, PA.
- Baum, Brittany, Gross, Melissa, & Latham, Don. (2025, June). Reclaiming joy: Librarians' views on maintaining well-being in responding to social services needs. *Overdue for Fun: Celebrating Libraries & Ourselves*. Florida Library Association 2025 Annual Conference, Orlando, FL.

- Latham, Don, & Gross, Melissa. (2024, September). The library social worker and the sea of stories: A case study. *Library Research Seminar (LRS) 8: Telling Library Stories*. University of Kentucky, College of Communication and Information, Lexington, KY.
- Gross, Melissa, Latham, Don, & Witte, Shelbie (2022, July). Framing for success: Metaliteracies, information literacy, and the ELA classroom. *NCTE Homecoming: We are Everyday People*. Louisville, KY.
- Gross, Melissa, Latham, Don, & Randolph, Karen. (2022, May). Social workers in public libraries: an exploration of current practice in Florida. *Reset & Reconnect*. Florida Library Association Annual Conference. Ponte Vedra Beach, FL.
- Witte, Shelbie, Gross, Melissa, & Latham, Don. (2021, June). Engaging in the peritext and epitext: Critical thinking in YAL non-fiction. *Summit for Young Adult Literature*, University of Nevada Las Vegas.
- Randolph, Karen, Latham, Don., Gross, Melissa, & Constantino, Chris. (2020, November). The social worker-client relationship in the digital age. *Leading Critical Conversations: Diversity, Equity, & Inclusion*. Council on Social Work Education 66th Annual Program Meeting. Denver CO.
- Latham, Don, Gross, Melissa, & Julien, Heidi. (2020, June). “Do you see what I see?” Comparing community college librarian and student perceptions of student information literacy needs. *Research Forum 1: Research Matters, Strengthening Our Values*, 2020 ALA Annual Conference. Chicago, IL. Virtual presentation.
- Latham, Don, & Gross, Melissa. (2019, May). A framework for the frames: Using the peritextual literacy framework to teach the ACRL Frames. *Up North: Reflect, Reconnect, Renew*, The 47th Annual LOEX conference. Minneapolis, MN.
- Gross, Melissa, & Latham, Don. (2018, November). Promoting media literacy through peritextual analysis in the classroom. SLAM 2018: Creating critical spaces for critical times. *Raising Student Voices*, 2018 National Council of Teachers of English Annual Convention, Houston, TX.
- Latham, Don, Gross, Melissa, Julien, Heidi. (2018, September). Implementing the ACRL Framework: Reflections from the field. *Georgia International Conference on Information Literacy*, Savannah, GA.
- Gross, Melissa, & Latham, Don. (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. (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. (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. (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. (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. (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. (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. (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. (2011, October). Meet ASE, the information detective: Turning the page on information literacy instruction AASL 15th Annual. Minneapolis, MN.
- Latham, Don, & Gross, Melissa. (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. (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. (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. (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. (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. (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 (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. (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. (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. (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

Chen, T., & Gross, M. (2017, October). Formative usability modeling for academic search user interface [Poster]. iSchool 2017 Challenger Event.

Clark, Laura, & Gross, Melissa. (2017, May/June). Applying outcome-based evaluations to public archeology projects. *45th Annual Conference of the Canadian Association of Information Science*, Ryerson University, Toronto, Ontario, Canada.

Clark, Laura, & Gross, Melissa. (2017, January). 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, 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

“Peritext and epitext in non-fiction texts” with Shelbie Witte and Don Latham. Professional development workshop prepared for the Oklahoma State University partnership with the American School in Bangkok, Thailand. November 4, 2020.

“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.

“Outcome-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 into 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

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| 1994 to 1999. | Children's Librarian. Beverly Hills Public Library, CA. |
| 1994 to 1997. | Substitute Librarian. Los Angeles Public Library, CA. |
| 1994 to 1997. | Substitute Librarian. Glendale Public Library, CA. |
| 1991 to 1992. | Library Assistant. San Marino Public Library, CA. |

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

ABC-CLIO | Bloomsbury. Occasional manuscript reviewer.

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, 2011-2019, Co-editors Rhonda Brock-Servais, Catherine Butler, Victoria de Rijke, 2018-2024.

College and Research Libraries. Editor Wendi Arant Kaspar, 2017-2022. Editor Kristen Totleben, 2025.

Computers in Human Behavior. Editor Matthieu Guitton, 2017-2024.

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; 2016-2019. Editor Melanie Shoffne, 2019.

European Early Childhood Education Research Journal. Editor Tony Bertram, 2025.

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

Information Processing and Management. Editor Jim Jansen, 2019.

The International Journal of Information, Diversity, & Inclusion. Editors Keren Dali and Nadia Caidi, 2019.

The International Journal of Young Adult Literature. Editors Emily Corbett and Patricia Kennon, 2023-2025.

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 – 2016, Javed Mostafa 2016 to 2020; Steven Sawyer 2021.

Journal of Education for Library and Information Science. Editors Kathy Burnett and Michelle Kazmer, 2008. Editors John Budd and Denice Adkins, 2020-2025.

Journal of Information Literacy. Editor Meg Westbury, 2023.

Journal of Information Science. Editor Adrian Dale, 2005.

Journal of Librarianship and Information Science, editor Anne Gouilding, 2019 -2025.

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

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

Library Acquisitions, Collections, and Technical Services, editor Rebecca Donlan, 2017.

Library and Information Science Research, co-editors Peter Hernon and Candy Schwartz, 2008-2017; editor Candy Schwartz 2017–2018; editor June Abbas 2019 - 2025.

Library Quarterly, editor John V. Richardson. 1996–2003; co-editors John Bertot and Paul Jaeger, 2008-2014; editor Paul Jaeger 2015-2018. Co-editors Paul Jaeger and Natalie Green Taylor 2018-2025.

Mobile Media & Communications. Editor Adriana de Souza e Silva. 2025

Mortality, special edition “Young people encountering mediated death: Traumatic texts, emotional resonance and the psychology of death,” co-editors Gareth Schott, Margaret Gibson, and Clarissa Carden, 2020.

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.

Research on Diversity in Youth Literature, Special Issue on Queer Futurities, Guest Co-Editors Angel Daniel Matos and Jon Michael Wargo, 2019.

Rowman & Littlefield Publishing Group, occasional manuscript reviewer. Sage Publications, occasional manuscript reviewer.

School Libraries Worldwide, co-editors Nancy Everhart and Marcia Mardis, 2015-2020.

School Library Research, co-editors Mega Subramaniam and Ruth Small, 2014-2015; Co-editors Mega Subramaniam and Melissa Johnson, 2016–2018.

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

Beta Phi Mu Garfield Dissertation Fellowship Award Committee, ALISE representative, 2018.

University of Tennessee School of Information Sciences, External member, The Gloria and Dave Sharrar Faculty Research Fund, 2017.

University of Tennessee School of Information Sciences, External member, Bonnie Carroll and Roy Cooper Faculty Enrichment Award, 2017.

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

Office for Clinical Research Advancement (OCRA), Member, Faculty Interdisciplinary Advisory Council, 2019-2020.

Florida State University, Chair, Faculty Senate Steering Elections Committee, 2019-2020.

Florida State University, External Faculty Member. Academic Policy Hearing, spring 2017.

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

Florida State University. Member, Graduate Studies, Dissertation Research Grant Selection Committee, 2002 to 2021.

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, 2012-2017, 2019-2020.

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

State University. Member, Council for Instruction. 2001-2010.

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

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

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

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

College of Communication and Information

CCI Equity, Diversity, and Inclusion Plan. Faculty, Staff & Recruitment Focus Group, 2020.

College of Communication and Information. Promotion and Tenure Committee, 2017-2018.

College of Communication and Information. Recognition Committee, 2015.

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

College of Social Work

College of Social Work, Designing Your Future: Child Welfare Workers Design Sprint Committee, 2019.

School of Information

School of Information, College of Communication and Information, Operations Committee, 2024-2026.

School of Information, College of Communication and Information, Certificate Coordinator, Youth Services Certificate, 2023-2024.

School of Information, College of Communication and Information, Personnel Committee, 2023- 2024. Chair, 2024-2026.

School of Information, College of Communication and Information, Research Committee, 2023-2024.

School of Information, College of Communication and Information, Master of Science in Information Program Co-chair, 2020-2023.

School of Information, College of Communication and Information, ALA Accreditation Subcommittee, 2020-2023.

School of Information, College of Communication and Information, Operations Committee, 2018-2019.

School of Information, College of Communication and Information, Accreditation Committee, 2017-2018.

School of Information, College of Communication and Information, Promotion and Tenure Committee, 2017-2018.

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, Faculty Evaluation Committee, 2016-2017. Chair, spring 2017.

School of Information, College of Communication and Information, Doctoral Program Committee, 2010-2020. Chair, 2013-2017.

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, 2004-2009, 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, 2009-2010.

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

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

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

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

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

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

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

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

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

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

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

PROFESSIONAL SERVICE ACTIVITIES

AMERICAN LIBRARY ASSOCIATION

ALA Committee on Accreditation, member, 2017-2018.

ALA Accreditation External Review Panel, member, 2009-2017. Member,

Library Research Round Table Steering Committee, 2002-2004.

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, 1999-2001.

Library Research RoundTable

Reviewer, Library Research Seminar VIII (LRS VIII): *Telling Library Stories*, University of Kentucky, September 16-18, 2024.

Reference and User Services Association.

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

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

ASSOCIATION FOR LIBRARY AND INFORMATION SCIENCE EDUCATION (ALISE)

Chair, ALISE/ProQuest Methodology Award Committee, 2024-2025, 2025-2026.

Member, ALISE/Bohdan Wynar Research Paper Competition Award, 2023-2024.

Member, Program Planning Committee. Reviewer, juried paper and juried panel proposal submissions for the ALISE 2023 Annual Conference.

Chair, ALISE/The Eugene Garfield Doctoral Dissertation Competition, 2020-2021.

Member, ALISE/The Garfield Doctoral Dissertation Competition, 2019-2020.

Member, ALISE Research Grant Committee, 2018-2019.

Member, OCLC/ALISE LISRG Library and Information Research Grant Committee, 2017-2018.

Reviewer, panel proposals. 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).

INFORMATION SEEKING IN CONTEXT (ISIC) CONFERENCE

Reviewer, contributed papers, ISIC: The information behavior conference. Berlin School of Library and Information Science (Humboldt-Universität zu Berlin), Berlin, Germany. September 26-29, 2022, Information Seeking in Context (ISIC) (2022).

iSCHOOLS

Reviewer, contributed papers, iConference 2026 | Information Literacies, Authenticity And Use: The Move Towards A Digitally Enlightened Society. Hybrid Conference, Edinburgh Napier University, Edinburgh, UK, March 29-April 2, 2026.

Reviewer, contributed papers, iConference 2025 | Living in an AI-gorithmic World. Hybrid Conference, Indiana University, Bloomington, IN, March 11-22.

Reviewer, contributed papers, iConference 2024 | Wisdom, Well-being, Win-win. Hybrid Conference, Changchun, China, April 15-18.

Reviewer, contributed papers, iConference 2023 | Normality Virtuality Physicality Inclusivity. Hybrid Conference, March 13-March 29.

Reviewer, contributed papers, iConference 2022 | Information for a Better World: Shaping the Global Future. Online Conference, February 28-March 4.

Reviewer, contributed papers, iConference 2021 | Diversity. Divergence. Dialog. Beijing, China, March 21-March 31.

Reviewer, contributed papers, iConference 2020 | Sustainable Digital Communities. Borås, Sweden, March 23-April 26.

Reviewer, contributed papers, iConference 2019 | Inform, Include, Inspire. Washington, D.C., March 31-April 3.

Reviewer, contributed papers, iConference 2018 | Transforming Digital Worlds. Sheffield, UK, March 25-28.

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.