

# **Stephen Edward Bales**

## **I. Summary Record of Faculty Appointment**

Office Address: 5000 TAMU, Evans 1.111R  
Phone: 979-845-1036  
Email: sbales@library.tamu.edu

Rank: Assistant Professor

Unit: Texas A&M University Libraries

Date of Initial Appointment: January 1, 2009

Date on Tenure Track: September 1, 2009

## **II. Education and Experience**

### **A. Education**

Ph.D. University of Tennessee, Knoxville, TN, 2008  
Major: Communication & Information  
Dissertation: Aristotle's Contribution to Scholarly Communication

M.S. University of Tennessee, Knoxville, TN, 2003  
Major: Information Science

B.A. University of Tennessee, Knoxville, TN, 1996  
Major: Religious Studies

### **B. Experience**

Evans Library, Texas A&M University Humanities and Social Sciences Librarian, January 2009-Current.

- Provides instructional services in collaboration with the instruction team and subject specialist librarians to serve the TAMU student population
- Responsible for liaising with the Department of Communication, Journalism Program, Religious Studies Program, the Department of Philosophy, and the Department of Anthropology

Bales Vita, updated 5/06/15

- Delivers reference service in support of reference desk staff. Provides specialized subject consultation services to library users. Participates in email and virtual reference service  
Develops subject guides
- Manages development of collections in support of assigned departments
- Taught undergraduate seminar course: UGST 181- 538, Zombies 101: Surviving the Freshman Year

School of Information Sciences, University of Tennessee, Part Time Lecturer, August 2009 – December 2009

- Taught Information Science 520: Information organization and representation--required core class for Masters program. Course taught via distance using Centra software (Fall 11, Fall 12, Fall 13)
- Taught Information Science 530: Information Access and Retrieval (taught distance via Centra software) (Fall 09, Summer 10)

College of Communication and Information, University of Tennessee, Graduate Assistant, August 2008 – December 2008.

- Copy edited the School of Information Sciences' 2009 ALA Accreditation document

College of Communication and Information, University of Tennessee Graduate Teaching Associate, August 2004 – August 2008.

- Taught Information Science 330: Books and related materials for children (Spring 07, Fall 07, Spring 08)
- Taught Information Science 520: Information organization and representation--required core class for Master's program. Course taught via distance using Centra software (Fall 06)
- Taught Information Science 310: Information Seeking: Resources and Strategies (Fall 04, Spring 05, Spring 07)

School of Information Sciences, University of Tennessee Research Assistant, May 2005 – August 2005.

- Mentored Ronald McNair Program Scholar
- Aided in the design of structured interview instrument
- Administered survey

Pellissippi State Community College Library-Blount County Educational Resources Center, Maryville, TN, Part Time Reference Librarian, February 2004 – August 2004

- Provided reference service and English 1010 Library tutorial
- Maintained, updated and added to library pathfinders
- Assisted with maintenance of library and Blount ERC Websites

Bales Vita, updated 5/06/15

- Assisted with circulation and collection development
- Acted as Liaison with Blount faculty and Blount County Public Library
- Served temporarily as online reference librarian for the Tennessee Board of Regents Online Degree Program

School of Information Sciences, University of Tennessee, Research Assistant, May 2003 – August 2003.

- Assisted on research project concerned with conceptual mapping and learning behavior
- Gathered, analyzed, and presented data using qualitative and quantitative methodology and software
- Provided user instruction in Procite 5 software in a classroom setting

School of Information Sciences, University of Tennessee, Graduate Assistant, August 2002 – July 2003.

- Assisted professor in class preparation

### **III. Documentation of Publications, Research, and Presentations**

#### **A. Publications:**

##### **1. Monographs**

Bales, Stephen. The Dialectic of Academic Librarianship: A Critical Approach. Sacramento, CA: Library Juice Press, 2015.

Bales, Stephen. Aristotle's Contribution to Scholarly Communication. Doctoral dissertation submitted to the University of Tennessee, Knoxville, TN. 2008  
*Winner, Outstanding Dissertation for the College of Communication & Information, University of Tennessee, 2008 – 2009. Cited in two publications: НАУКОВИ ПРАЦІ (Scientific Research: Proceedings of the National Library of the Ukraine, 2012), and in the Journal of Mathematics and Statistics, vol. 7, issue 4.*

##### **2. Refereed Publications (articles, proceedings)**

Sare, Laura, and Bales, Stephen. "Professional Identity: A Grounded Theory Study of Veteran Librarians." Library Review 63.8/9 (2014): 574-589.  
*I contributed 40% of the data collection and analysis and wrote 60% of the research report.*

Bales, Stephen, and Sare, Laura. "Refining Strategy: A Second Bid at Critical Interpretive Synthesis for Collection Building." QJML Journal 3.1 (2014): 141-151. *I contributed 40% of the data collection and analysis and wrote 80% of the research report.*

Bales, Stephen, and Charlie Gee. "Critical Interpretive Synthesis for Informing Collection Decisions." Collection Building 32.2 (April 2013): 51-56. *I contributed 50% of the data collection and analysis and wrote 100% of the research report.*

Bales, Stephen, and Lea Susan Engle. "The Counterhegemonic Academic Librarian: A Call to Action." Progressive Librarian 40 (Fall/Winter 2012): 16-40. *I contributed 60% to the writing of this paper. Thus far, this paper has been cited in the international journal Critica Bibliotecologica. It also appears on the Association of College and Research Libraries Women & Gender Studies Section "Bibliography of Scholarship on Women and Gender Studies Librarianship":*  
[http://www.libr.org/wgss/committees/research/bibsubject\\_files/feminism.html](http://www.libr.org/wgss/committees/research/bibsubject_files/feminism.html)

Gee, Charlie, and Stephen Bales. "Manchester Tennessee's Assimilation of the 'Bonnarite': A Qualitative Analysis of the 'Other' in Local Press on Bonnaroo." Studies in Popular Culture 34.2 (Spring 2012): 73-90. *I contributed 50% of the data collection, designed the method, did all data analysis, and wrote 95% of the paper.*

Sare, Laura, Bales, Stephen, and Neville, Bruce. "New Academic Librarians and their Perceptions of the Profession." Portal: Libraries and the Academy 12.2 (2012): 179-203. *I was lead researcher on this project. I contributed 40% to the project including providing the research design, engaging in data collection and analysis, and doing the bulk of the report writing. The article has been cited in prominent journals. The paper was positively reviewed in the journal Evidence Based Library and Information Practice 7.4 (2012). The paper also led to an invitation to write a guest column for the website [hiringlibrarians.com](http://hiringlibrarians.com).*

Bales, Stephen, Sare, Laura, Coker, Catherine, and vanDuinkerken, Wyoma. "Journal-Ranking Lists and the Academic Librarian." Library Review 60.2 (Spring 2011): 142-154. *I contributed one half of the literature review, one quarter of the data gathering, and*

wrote the bulk of the findings and analysis section. Acceptance rate for the journal is 53%. The article was cited by Russell, Bill and Stevenson, Emma. "Supporting Researchers: How Emerald Insider's Guides to Getting Published Can Help" EBSLG Annual General Conference, Selected Papers, Depping, Ralf and Suthaus, Christiane (eds.) 2010. The article received a positive two page review in the journal Managing Information: Libraries and Information Bureau (ASLIB) Research Review Section, "Do Journal Rankings Harm Academic Librarians' Prospects?" Managing Information. 18:2 (2011)69-70.

Coker, Catherine, vanDuinkerken, Wyoma, and Stephen Bales. "Seeking Full Citizenship: A Defense of Tenure Faculty Status for Librarians." College & Research Libraries 71.5 (July 2010): 405-420.

*I contributed to approximately 30% of this paper, and am responsible for the literature review section and 30% of the conclusions section. I also helped to edit the paper. According to Google Scholar this paper has been cited by seventeen publications. In addition to these citations, the paper was cited in Association of College and Research Libraries, Research Planning and Review Committee. "Environmental Scan 2010." 2011. The paper was selected as one of 30 semifinalists for College & Research Libraries' "landmark" articles. The paper is listed as required reading in two LIS graduate class syllabi.*

Bales, Stephen E. "Tracing the Archetypal Academic Librarian." Library Philosophy and Practice (November 2009), <http://unllib.unl.edu/LPP/lpp2009.htm>.

*This paper was cited in the book: Quinn, Mary Ellen. Historical Dictionary of Librarianship. Lanham, MD: Rowman & Littlefield, 2014.*

Bales, Stephen E., and Charlie Gee. "Fear and Loathing in Knoxville: Representations of the 'Other' in the Official Press Before and During the 1982 Knoxville World's Fair." Studies in Popular Culture 31:2 (Spring 2009): 61 – 79.

*I contributed 50% of the data collection, designed the method, did all data analysis, and wrote 95% of the paper.*

Bales, Stephen E., and Peiling Wang. "Consolidating User Relevance Criteria: A Meta-Ethnography of Empirical Studies" In Proceedings of the 68th Annual Meeting of the American Society for Information Science and Technology held in Charlotte, NC, 28 October to 2 November 2005. Richard Hill, ed. Silver Spring, MD: American Society for Information Science and Technology, 2005. (Short paper on compact disk)

*I contributed 50% to data collection and analysis. I wrote approximately 25% of the paper and assisted in editing it. Google scholar lists this paper as having been cited numerous times.*

Wang, Peiling., Bales, Stephen.E., Reiger, Jason., and Yan Zhang. "Survey of Learners' Knowledge Structures: Rationales, Methods and Instruments." In Proceedings of the 67th Annual Meeting of the American Society for Information Science and Technology held in Montreal, 12 to 17 November 2004. Linda Schamber and Carol Barry, ed. Medford, NJ: Information Today, 2004. p. 218-228.

*I wrote the literature review, which makes up approximately 30% of the paper. I also contributed to editing the paper. This paper has been cited in Deborah Barreau. "From Novice to Expert: Personal Information Management Behaviors in Learning Contexts." CHI 2008 Workshop, Florence, Italy, April 5-6, <http://pim2008.ethz.ch/papers/pim2008-barreau.pdf>. According to Google Scholar, this paper has been cited numerous times.*

### **3. Invited Publications: Journal Articles, Book Chapters, Proceedings, and Essays**

Sare, Laura., and Stephen Bales. "Researcher's Corner: New Academic Librarians' Perceptions of the Profession." Hiring Librarians (October 2013), <http://hiringlibrarians.com/category/researchers-corner/>.

*This essay was invited by the editor of the weblog [hiringlibrarians.com](http://hiringlibrarians.com). I am responsible for 40% of the research and for editing the essay.*

Bales, Stephen E. "Religion." In Magazines for Libraries. 24th ed. Cheryl Laguardia, ed., New Providence, NJ: Proquest, 2015 (forthcoming).

*This is a 10,000 word chapter in the popular reference resource MFL. Includes an introductory essay and reviews of over 75 scholarly and popular journals. Reviews were made available through Ulrich's Periodical Directory. The chapter has been completely rewritten from the 2013 version and provided with an entirely new introductory essay.*

Bales, Stephen E. "Religion." In Magazines for Libraries. 22nd ed. Cheryl Laguardia, ed., New Providence, NJ: Proquest, 2013. p. 709-720.

*This is a 10,000 word chapter in the popular reference resource MFL. Includes an introductory essay and reviews of over 75 scholarly and popular journals. Reviews were made available through Ulrich's Periodical Directory. The chapter has been completely rewritten from the 2011 version and provided with an entirely new introductory essay.*

Bales, Stephen E. "Religion." In Magazines for Libraries. 20<sup>th</sup> ed. Cheryl Laguardia, ed., New Providence, NJ: Proquest, 2011. p. 719-731.

*This is a 10,000 word chapter in the popular reference resource. Includes an introductory essay and reviews of over 75 scholarly and popular journals. Reviews were made available through Ulrich's Periodical Directory. Reprinted in Magazines for Libraries. 21<sup>st</sup> ed. Cheryl Laguardia, ed., New Providence, NJ: Proquest, 2012. 723-736.*

#### **4. Journal Articles, Book Chapters, Proceedings, and Essays.**

Bales, Stephen. "The Academic Library as Crypto-Temple: A Marxian Analysis." In Class and Librarianship: Essays at the Intersection of Information, Labor and Capital, Erik Sean Estep and Nathaniel F. Enright, eds. Library Juice Press (accepted, forthcoming, estimated publication date, Fall 2015).

*This is a 6600 word critical/cultural analysis written for a new edited collection by Library Juice Press.*

Bales, Stephen. "Every Thing Determines Everything: Embracing the Flux of Academic Librarianship to Co-author Meaningful Change," Progressive Librarian, 2014. p. 137-152.

*This is a modified version (with documentation also added) of a keynote address given for the Canadian Association of Professional Academic Librarians at Brock University on May 26<sup>th</sup>, 2014.*

Bales, Stephen. "New Religious Movements: The Current Landscape." CHOICE Magazine 51:1 (September 2013): 19-28.

*This is an extensive, 6000 plus word bibliographic essay written for CHOICE, a major publication used by librarians for collection development decisions.*

#### **5. Other Publication Contributions: creative writing, short papers, newsletter items, etc.**

Bales, Stephen. "Occupy Elsevier." Information for Social Change 32 (Summer/Autumn 2012): 7-9, <http://libr.org/isc/issues/ISC32/ISC32.pdf>

### **B. Presentations**

#### **1. Juried Presentations**

##### **National**

Bales, Stephen E., and Charlie Gee. "A Bibliographic Analysis of Five Years of PCA/ACA National Conference Programs." Juried Presentation. National Popular Culture & American Culture Association National Conference, Boston, MA, April 11-14, 2012. 50 minutes each section.

Bales, Stephen E., and Charlie Gee. "Hippies vs. Clowns: Rock Festivals and Local Press

Depictions of Counterculture.” Juried Presentation. National Popular Culture & American Culture Association National Conference, San Antonio, TX, April 20-23, 2011. 50 minutes each section.

vanDuinkerken, Wyoma, Coker, Catherine, Bales, Stephen Bales, and Laura Sare. “To Publish or to Perish: Publication Trends among Library Science Faculty.” Juried Poster Session with published abstract. American Library Association, Washington, D.C. June 26, 2010. 90 minutes.

vanDuinkerken, Wyoma, Coker, Catherine, and Stephen Bales. “Seeking Equal Standing: The Challenges of Twenty-First Century Library Faculty.” Juried Presentation, American Association of University Professors Annual Conference on the State of Higher Education. Washington, DC, June 9-13, 2010. Duration: 1.5 hours.

Bales, Stephen E. “Aristotle’s Contribution to Scholarly Communication.” Juried Poster Session with published abstract, Association of Library and Information Science Education National Convention, Philadelphia, PA, January 8, 2008. Duration: 2 hours.

Bales, Stephen E., and Charlie Gee. “Fear and Loathing in Knoxville: Representations of the “Other” in the Official Press Before and During the 1982 Knoxville World’s Fair.” Juried Paper Presentation, Association for Education in Journalism and Mass Communication Midwinter Conference. Reno, NV, February 23, 2007. Duration: 50 minutes each session.

Bales, Stephen E., and Sheri Edwards. “First Year Academic Librarians and Perceptions of the Profession.” Juried Poster Session with published abstract, Association of Library and Information Science Education National Convention. Seattle, WA, January 15th, 2007. Duration: 2 hours.

Kirk, Rachel., and Stephen E. Bales. “The Internet and the Experience Effect: A Closer Look.” Juried Presentation with published abstract, Library and Information Technology Association National Forum. Nashville, TN October 27, 2006. Duration: 1.5 hours.

Bales, Stephen E., and Peiling Wang. “Consolidating User Relevance Criteria: A Meta-Ethnography of Empirical Studies.” Juried Poster Session published in proceedings, American Society for Information Science and Technology Annual Meeting. Charlotte, NC, October 31, 2005. Duration: 2 hours.

Wang, Peiling., and Stephen E Bales. “Survey of Learners’ Knowledge Structures: Rationales, Methods and Instruments.” Juried Paper Presentation published in proceedings, American Society for Information Science and Technology Annual



Meeting. Providence, RI, November 15, 2004. Duration: 50 minutes each session.

### **Regional/State**

Bales, Stephen E. "Transformative Librarianship and the Materialist Dialectic: Theory and Practice." Juried Presentation with published abstract, Tennessee Library Association Annual Conference. Murfreesboro, TN, April 30, 2014. Duration: 50 minutes.

Bales, Stephen E., Sare, Laura., Coker, Catherine., and Wyoma vanDuinkerken. "Journal-Ranking Lists, Ideology, and the Academic Librarian: A Critical Analysis." Juried Poster Session. 33<sup>rd</sup> Annual Research Symposium, College of Communication and Information, Knoxville, TN, February 25, 2011. Duration: 60 minutes.

Bales, Stephen E. "It IS All Greek To Me: A Primer on The Ancient Foundations of Library Science." Juried Presentation with published abstract, Tennessee Library Association Annual Conference. Kingsport, TN, April 11, 2008. Duration: 75 minutes.

Bales, Stephen E. "The Eternal Librarian: Tracing the Archetypal Librarian Through History." Juried Paper Presentation, College of Communication and Information Research Symposium, University of Tennessee. Knoxville, TN, February 29, 2008. Duration: 50 minutes each session.

Bales, Stephen E. "The Room of the Chariot Tablets at Knossos as a Mid-Level Administrative Bureau." Juried Presentation, Connections, a Conference of the Information Sciences. Philadelphia, PA, May 12, 2007. Duration: 50 minutes each session.

Sharp Bolorizadeh, Allison., and Stephen E Bales. "Library Anxiety and User Perceptions of Librarians." Juried Poster Session, College of Communication and Information Research Symposium, University of Tennessee. Knoxville, TN, February 16, 2007. Duration: 2 hours.

Bales, Stephen E. "I Was a Librarian for the FBI: The PATRIOT Act Gag Orders Quashing of Necessary Public Debate." Juried Presentation, Connections 2006: The 11th Great Lakes Information Science, Syracuse, NY, May 21, 2006. Duration: 50 minutes each session.

Bales, Stephen E. "Intermediary Elicitation Behavior During the Virtual Chat Reference Interview." Juried Presentation with published abstract, Connections 2005: The 10th Great Lakes Information Science, Montreal QBC, May 15, 2005. Duration: 50 minutes each session.

Bales Vita, updated 5/06/15

## 2. Invited Presentations

### International

Bales, Stephen E. “*Every thing* Determines Everything: Embracing the Flux of Academic Librarianship to Co-author Meaningful Change,” 1<sup>st</sup> Annual Canadian Association of Professional Academic Librarians, May 26, 2014.

*I was invited as Keynote Speaker for the 2014 CAPAL conference. The announcement is available at the website: <http://capalibrarians.org/2013/10/capal-2014-conference-keynote-speakers-announced/> and the conference program is available at [http://capalibrarians.org/wp/wp-content/uploads/2013/09/May-21-CAPAL-Conference-2014-Final-Programme\\_May19-21.pdf](http://capalibrarians.org/wp/wp-content/uploads/2013/09/May-21-CAPAL-Conference-2014-Final-Programme_May19-21.pdf). The conference twitter feed, which includes commentary of this presentation, is available at: <https://twitter.com/hashtag/capal2014?f=realtime>. A modified version of the keynote address was accepted for publication and is forthcoming in the journal Progressive Librarian.*

### Regional/State

Bales, Stephen E. “Freedom, Communication, and the Classical Roots of the American Librarian,” 35th Annual East Tennessee Library Association Rothrock Lecture. Knoxville, TN, March 25, 2008. Duration 1.5 hours.

*I was invited to give this presentation at the East Tennessee Library Association’s Annual Dinner.*

Bales, Stephen E., and Sheri Edwards. “Real Work Versus Other Work: How Novice Librarians Define and Evaluate Professional Responsibilities.” SIS Student Forum, Tennessee Library Association Annual Conference. Chattanooga, TN, April 19, 2007. Duration: 50 minutes each session.

Bales, Stephen E. “Collection Preservation and Value Determination for Application by the Information Professional.” SIS Student Forum, Tennessee Library Association Annual Conference. Knoxville, TN, 2004. Duration: 1.5 hour session.

## IV. Documentation of Professional Activities

**Acronyms Used:** ALA – American Library Association, RUSA RSS – Reference & User Services Association, Reference Services Section.

Bales Vita, updated 5/06/15

## **B. International and National Committees**

Member, ALA, RUSA RSS Committee for User Education and Information Literacy, 6/2010-2011. Committee disbanded in 2011.

## **D. System, University, or Affiliated Committees and Elected Offices**

TAMU University Honors and Undergraduate Research Advisory Committee, 2013-2016.  
*Provides input on how the university honors program can best use library services.*

## **E. Library Committees and Elected Offices**

State Employee Charitable Campaign TAMU Libraries Committee. 2014, ongoing  
*Represent Subject Librarians at Evans Library. Takes part in charitable giving project coordination.*

TAMU Library Citation Management Tools Team, 2014-current, open-ended appointment.  
*Provides support for TAMU citation management systems including RefWorks and EndNote software.*

TAMU Library Faculty Research Committee, 2013-2014, elected to two year term.  
*Co-chair 2014. Supports research by faculty members. Reviews research proposals to award a total of \$27,542.15 for five research projects and 16 travel fundings in FY 2012-2014 and \$61,853.82 for four research projects and 20 travel fundings in FY 2013-2014. As Co-chair in 2014, my primary responsibility is to coordinate faculty research symposia and forums.*

TAMU Library Purchased Data Working Group, 2013, completed.  
*This group was charged with and delivered a Libraries Value Statement for Acquisition of Purchased Data. I was tasked with investigating similar statements from other academic institutions.*

TAMU Library Faculty Parliamentarian, appointed position, 2011-current, open-ended appointment.

TAMU Library Work and Environmental Safety Committee, 2011-2015.  
*Appointed to two year term and rolled over for additional years. Safety representative for Evans Public Services. Delivered 5 minute safety talks to Evans Public Services.*

TAMU Library Subcommittee on Faculty Brief, 2010-2011, completed.  
*Chair. Produced Faculty Brief outlining roles and responsibilities of library faculty.*

Bales Vita, updated 5/06/15

TAMU Library Faculty Executive Committee, 2010-2011, completed.  
*Elected to two year term. Worked on bylaws issues as well as addressed issues put forth by faculty members.*

## **F. Teaching/Workshops**

Course Related Teaching:

Texas A&M University,

- Undergraduate Studies 181: Zombies 101: Surviving the Freshman Year (Fall 11).

University of Tennessee, School of Information Science,

- Information Science 521: Cataloging and Classification (Spring 2015). Course taught via distance using Blackboard Collaborate (15)
- Information Science 520: Information Organization and Representation--required core class for Master's program (Fall 06, Fall 11, Fall 12, Fall 13). Course taught via distance using Centra software (06, 11) or Blackboard Collaborate (12, 13)
- Information Science 530: Information Access and Retrieval (taught distance via Centra software) (Fall 09, Summer 10)
- Information Science 330: Books and Related Materials for Children (Spring 07, Fall 07, Spring 08)
- Information Science 310: Information Seeking: Resources and Strategies (Fall 04, Spring 05, Spring 07).

## **G. Published Reviews, Abstracts, Formal Manuscript Reviewing (as a peer reviewer)**

### **Published Reviews**

Bales, Stephen E. "The Idea of the Library in the Ancient World" Times Higher Education 1959 (2010): 52.

*This was an invited book review by Times Higher Education.*

Bales, Stephen E. "From Papyrus to Hypertext: Toward the Universal Digital Library." Libraries & the Cultural Record 45:3 (2010): 377-378.

Bales, Stephen E. "Library Daylight: Tracings of Modern Librarianship 1874-1922." Libraries & the Cultural Record 43:1 (2008) 116-117.

Bales Vita, updated 5/06/15

Bales, Stephen E. "Messages, Meaning, and Symbols: The Communication of Information." Information Processing and Management 43:1 (2007) 1140-1141.

### **Formal Manuscript Reviewing (as a peer reviewer)**

Peer Reviewer. Library Review.

*Two manuscripts peer reviewed in 2013. One manuscript peer reviewed in 2014.*

Peer Reviewer. Studies in Popular Culture.

*One manuscript peer reviewed in 2012.*

### **L. Other Professional and Scholarly Activity**

Peer Reviewer. Resources for College Libraries.

*Provided peer review for the Journalism and Communication section for this resource in 2013.*

### **M. Honors**

Outstanding Dissertation Award, College of Communication and Information, UTK 2009

Golden Key International Academic Honor Society, inducted 2007

Doctoral Student Research Award, College of Communication and Information, UTK, 2008

Karl and Madira Bickel Scholarship for outstanding academic achievement, received 2006-2008

Outstanding Graduate Teaching Associate, College of Communication and Information, UTK, 2005

Kappa Tau Alpha National Communications Honor Society, inducted 2004.

Phi Kappa Phi National Academic Honor Society, inducted 2003.

Best Technical Project Award: Group Category, for excellence in the use of information technology- School of Information Sciences UTK, 2002.