

## Kristin R. Eschenfelder, Ph.D.

~Associate Professor~

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**Specializations** Social impact of information and communications technologies (social informatics): digital intellectual property and rights management, scholarly communications, information and telecommunications policies, government public information management and communications

**Academic Positions** *Associate Professor*, 2006 - present  
School of Library and Information Studies, University of Wisconsin-Madison  
*Assistant Professor* 2000-2006  
School of Library and Information Studies, University of Wisconsin-Madison

**Education** Ph.D. *Information Transfer*, School of Information Studies, Syracuse University, Syracuse, NY. December 2000.  
M.S. Telecommunications and Network Management  
School of Information Studies, Syracuse University, Syracuse, NY. May 1996.  
B.A. Latin American Studies/Spanish  
College of William and Mary, Williamsburg, VA. May 1992.

### Journal Article Publications

- (in progress) "Co-construction of access and use rights for licensed digital resources: A comparison of ARTstor and the Society for Automotive Engineers Digital Library" Eschenfelder, K.R.; Walden, B.
- (in progress) "Access and Use Rights to Licensed Digital Scholarly Resources: 1968-2000" Eschenfelder, K.R., Zhu, A.
- (forthcoming summer 2008) "Every Library's Nightmare? Digital Rights Management and Licensed Scholarly Digital Resources." *College and Research Libraries*. Eschenfelder, K.R.
- (2007) "Comparing Selection Practices for Web-Based Government Publications in State Depository Library Programs" *Government Information Quarterly*. Chi-Shiou Lin and Eschenfelder, K.R.
- (2007) "Examining the role of Web site information in facilitating different citizen-government relationships: A case study of state Chronic Wasting Disease Web sites" *Government Information Quarterly* 24(1), pg. 64-88. Eschenfelder, K.R.; Miller, C.A.
- (2006) "Research Note: Information Guidelines for State Chronic Wasting Disease Web sites" *Human Dimensions of Wildlife* 11(3) pg. 221-224. Eschenfelder, K.R.
- (2006) "The Ethics of DeCSS Posting: Toward Assessing the Morality of the Internet Posting of DVD Copyright Circumvention Software" Forthcoming in *Information Research* 11(4). Eschenfelder, K.R.; Howard, R.G.; Desai, A.C.
- (2005) "Who Posts DeCSS and Why?: A Content Analysis of Web sites Posting DVD Circumvention Software" *Journal of the American Society for Information Science and Technology* (56)12. pg. 1405-1418. Eschenfelder, K.R.; Howard, R.G.; Desai, A.C.
- (2005) "The Limits of DeCSS Posting: A Comparison of Internet Posting of DVD Circumvention Devices in the European Union The People's Republic of China, Hong Kong and Macau"

- Journal of Information Science* 31 (4), pg. 317-331. Eschenfelder, K.R.; Desai, A.C.; Alderman, I.; Sin, J.; Shen Yi
- (2005) "Chasing Down the Social Meaning of DeCSS: Internet Posting of DVD Circumvention Software" *Bulletin of the American Society for Information Science and Technology (Social Informatics Special Issue)* 31(5), pg 21-24. Eschenfelder, K.R.
- (2004) "How Do Government Agencies Manage the Text Content on Their Web Sites? A Framework to Compare Web Content Management Practices." *Library and Information Science Research* 26(4), pg. 463-481. Eschenfelder, K.R.
- (2004 b) "Behind the Web Site: An Inside Look at the Production of Web-Based Textual Government Information." *Government Information Quarterly* (21), pg. 337-358. Eschenfelder, K.R.
- (2004) "Software as Protest: The Unexpected Resiliency of U.S. Based DeCSS Posting and Linking" *The Information Society* 20(2), 101-115. Eschenfelder, K.R. and Desai, A.C.
- (2003) "The Customer is Always Right, but Whose Customer is More Important? Conflict and Web Site Classification Schemes" *Information, Technology and People* 16(4), 419-439. Eschenfelder, K.R.
- (2002) "Social Informatics in the Information Sciences: Perspectives, Trends and Research Opportunities" in B. Cronin and D. Shaw (Eds.) *Annual Review of Information Science and Technology*. American Society for Information Science and Technology: Silverspring, MD., 427-466. Sawyer, S.; Eschenfelder, K.R.
- (1998) "The Distribution of Computing: Cooperation Among Technical Specialists in a Distributed Computing Environment" *Information Technology and People* 11(2). Eschenfelder, K.R.; Heckman, R.; Sawyer, S
- (1998) "Corporate IT Skill Needs: a Case Study of BigCo" *Computer Personnel* 19(2), Sawyer, S.; Eschenfelder, K.R.
- (1997). "Assessing U.S. Federal Government Web sites" *Government Information Quarterly* 14(2) pp. 173-189. Eschenfelder, K.R.; Beachboard, J.C.; Wyman, S.K.; McClure, C.R. et. al
- (1997) "Developing System-based and User-based Criteria for Assessing Federal Web sites," *Journal of the American Society for Information Science* (34), 1997, pp 78-88. McClure, C. R., Wyman, S. K., Beachboard, J. B., and Eschenfelder, K. R.

## Book Chapters

- (2004) "Web Content Management: Measurement and Best Practices" in Fletcher, P. (Ed.) *Local Freedom E-Government Best Practices*. San Francisco: Macromedia Inc. Eschenfelder, K.R.
- (2002) "Managing Web Information Systems: A Socio-Technical Analysis" in M. Anandarajan & C.A. Simmers (Eds.) *Managing Web Usage in the Workplace: A Social, Ethical and Legal Perspective*. Idea Group Publishing: Hershey, PA., Eschenfelder, K.R.
- (2001). "Web Information Systems Management: Proactive or Reactive Emergence?" in *Realigning Research and Practice in IS Development: The Social and Organizational Perspective (Proceedings of the IFIP 8.2 Conference)*. Russo, N.; Fitzgerald, B. and N. DeGross (eds.) Kluwer Academic Publishers: Boston, MA. Eschenfelder, K.R.; Sawyer, S.
- (2000). "Knowledge Markets: Cooperation among Distributed Technical Specialists" in (Eds. Srikantaiah, K and Koenig, M.E.D.) *Knowledge Management for the Information Professional* (New York: Information Today Press) Sawyer, S.; Eschenfelder, K.R.; Heckman, R.

## Conference Proceedings

- (2007) "Can I Email This? The Use Restrictions Found in Licensed Digital Library Resources" Paper in the *Proceedings of the American Society for Information Science and Technology Annual Meeting*. Milwaukee WI. Eschenfelder, K.R.

- (2006) "National Differences in Librarians' Reception to the Open Access Movement: A Comparison of the Professional Library Literatures of China, Taiwan and the United States." Poster in the *Proceedings of the American Society for Information Science and Technology Annual Meeting*. Sei-Ching Joanna Sin, Kristin R. Eschenfelder and Chi-Shiou Lin.
- (2006) "An Evaluation of Access and Use Rights for Licensed Scholarly Digital Resources" 2006 *IEEE/ACM Joint Conference on Digital Libraries* Poster. Eschenfelder, K.R.; Benton, I.
- (2005) "The Power of Selection: Comparing Selection Practices for Web-Based Government Publications in State Depository Library Programs" Poster in the *Proceedings of the American Society for Information Science and Technology Annual Meeting 2005*. Chi-Shiou Lin; Eschenfelder, K.R.
- (2005) Global Copyright Protest? A Comparison of DeCSS Posting in the People's Republic of China, Hong Kong, and the European Union. *Proceedings of 38th Annual Hawaii International Conference on System Sciences (HICSS 38)*, IEEE Computer Society Press (CD-ROM), 8 pages. Eschenfelder, K.R.; Desai, A.C.; Alderman, I.; Sin, J.; Shen Yi.
- (2004) The Management of Controversial On-Line Government Information: Preliminary Results from a Field Study. Poster in the *Proceedings of the American Society for Information Science Annual Meeting*, November, Providence RI. Eschenfelder, K.R.; Chiu, H.M.; Alderman, I.
- (2004) Global Copyright Protest? A Comparison of DeCSS Posting in the EU and China. Poster Session. Poster in the *Proceedings of the American Society for Information Science Annual Meeting*, November, Providence RI. Eschenfelder, K.R., Desai, A.C.; Alderman, I.; Sin, J.; Yi, S.
- (2004) "The Ethics of DeCSS Posting" Paper published on Website of *EEI21: Conference on the Ethics of Electronic Information in the 21st Century*, Memphis TN, October. Eschenfelder, K.R. Howard, R.G. Desai, A.C.
- (2003) "The Importance of Articulation Work to Agency Content Management: Balancing Publication and Control " *Proceedings of the 36<sup>th</sup> Annual Hawaii International Conference on Systems Sciences (HICSS-36)*, IEEE Computing Society Press (CD-ROM), 7 pages. Eschenfelder, K.R.
- (2002) "Socio-Technical Networks of Large, Post-Implementation Web Information Systems: Tracing Effects and Influences" *Proceedings of the 35th Annual Hawaii International Conference on Systems Sciences (HICSS-35)*, IEEE Computing Society Press, 7 pages. Eschenfelder, K.R. and Chase, L.C.
- (2001) "A Social Analysis of Web Content Management" *Proceedings of the Annual Meeting of the American Society for Information Science and Technology (ASIST)*. ASIST: Washington DC, November 2001.
- (2000) "Web IS Management Problems: Results From a Post Implementation Field Study" *Proceedings of the Americas Conference on Information Systems (AMCIS)*, Long Beach, CA. Eschenfelder, K.R.
- (1999) "Web Management Problems: A Goal Theory Approach" *Proceedings of the Americas Conference on Information Systems (AMCIS)* Doctoral Consortium, Milwaukee, WI. Eschenfelder, K.R.
- (1998) "IT Skills in the Context of BigCo." *Proceedings of the ACM Special Interest Group on Computer Personnel Research 1998 Conference*, Boston MA (SIGCPR=98). Sawyer, S.; Eschenfelder, K.R.; Diekema, A.; McClure, C.R.
- (1997) "Developing System-Based and User-Based Criteria for Assessing Federal Web sites" *Proceedings of the American Society for Information Science (ASIS) Conference*, Washington DC, November. Wyman, S.K.; McClure, C.R.; Beachboard, J.C.; Eschenfelder, K.R.
- (1997) "Using Log Files to Access Web-Enabled Information System Usage" *Proceedings of the Americas Conference on Information Systems Conference (AIS)*, pp. 869-871, Indianapolis, Indiana, August. Eschenfelder, K.R.; Wyman, S.K.; Bertot, J.C.; Moen, W.; McClure, C.R.

- (1996) "Cooperation among Technical Specialists in a Distributed Computing Environment"  
*Proceedings of the International Conference on Information Systems (ICIS)*, Cleveland, Ohio.  
Eschenfelder, K.R.; Sawyer, S.; Heckman, R.

## Other Publications & Technical Reports

- (forthcoming) Book Review: Theorizing Information and Communications Technologies as Memory Practices, a Review of Memory Practices in the Sciences by Geoffrey Bowker, Cambridge MA: The MIT Press, 2005. *Journal of the American Society for Information Science and Technology*. Eschenfelder, K.R.
- (2006) *Final Report for the Association of College and Research Libraries: Digital Rights Management and Licensed Scholarly Digital Resources*. University of Wisconsin-Madison: Madison, WI. Eschenfelder, K.R.; Benton, I.
- (2005) Commissioned Paper for *MacArthur Internet Credibility Conference* "The Openness of Government Web sites: Toward a Socio-Technical Government Web site Evaluation Toolkit." Seattle Washington. Eschenfelder, K.R.; Miller, C.A.
- (2002) *Content Management for State Agency Web Pages: Best Practices, Evaluations and Policy Issues*. A Report to the Wisconsin Department of Electronic Government, December. Eschenfelder, K.R.; Keeth, A.; Zaporski, K.
- (2000) *Developing Web Site Performance Measures for Federal Agencies*. Syracuse, NY: (ERIC) Educational Resources Information Clearinghouse. McClure, C.R.; Sprehe, T.; Eschenfelder, K.
- (1999) *Evaluation Of Selected Web sites at the U.S. Department of Education: Increasing Access To Web-Based Resources*. Washington DC: US Department of Education. Hert, C.; Eschenfelder, K.R.; McClure, C.R. et al.
- (1997) *Corning Corporate IT Skills Study*. Corning NY: Corning Corporation, July. Sawyer, S.; McClure, C.R.; Eschenfelder, K.R.; Diekema, A.

## National Presentations & Invited Talks

- (2007) "DRM and Licensed Scholarly Digital Resources: Comparing ARTstor and the SAE Digital Library" paper read at the *Association of Internet Researchers (AoIR) Conference*.
- (2007) "Know Your Rights: Licensing, Copyright, Fair Use, and Technological Protection Measures in Electronic Resources" *Electronic Resources and Libraries 2007 Conference*.
- (2006) "Maintaining the covenant: Librarians and the co-construction of access and use rights for licensed digital resources" paper read at the 2006 *Society for the Social Studies of Science (4S)* meeting.
- (2005) Invited Participant, 4th INDICARE (The INformed Dialogue about Consumer Acceptability of DRM Solutions in Europe) workshop on Digital Rights Management in Public Science in December 2005. INDICARE is a project of the eContent Programme of the European Commission, DG Information Society.
- (2005) Invited Author, MacArthur Foundation Internet Credibility and the User Symposium, Seattle Washington, April 2005. Paper entitled "The Openness of Government Websites: Toward a Socio-Technical Government Website Evaluation Toolkit."
- (2005) Invited Speaker, Rob Kling Center for Social Informatics, Indiana University Bloomington Indiana April 2005. Paper entitled "Chasing Down the Social Meaning of DeCSS: DVD Copyright, DRM Circumvention, and Political Speech"
- (2004) Paper Discussant, NSF sponsored (invitation-only) workshop hosted by the Center for Research on Information Technology and Organizations (CRITO) at University of California Irvine.

“Extending the Contributions of Professor Rob Kling to the Analysis of Computerization Movements”

- (2004) Participant, MacArthur Foundation Meeting on the Credibility of Information on the Internet, Chicago IL, May 2004.
- (2004) “Illegal Links: Tracking DeCSS Posting And Linking During The Corley Trial” Paper read at the 4<sup>th</sup> Annual *Internet Research Conference*, Toronto.
- (2002) “Illegal Links: An Examination of the Impact of the Reimerdes Linking Case on DeCSS Linking” Paper read at the 2<sup>nd</sup> Annual *Internet Research Conference*, Minneapolis, MN.

## Funding Activities

- Recipient of Institute of Museum and Library Services Laura Bush 21st Century Research Grant RE-04-06-0029-06 (\$246,718) for a three year research project to investigate the impact of technological protection measures (TPMs) on the development and use of digital content by libraries in the United States.
- Co-PI applicant 2006, National Science Foundation CI-TEAM Implementation Project: Outreach to diverse learning communities – removing barriers to computational science and engineering higher education (Moses, Eschenfelder, Yasar, Landau).
- Recipient 2005/2006, U.S. Geological Survey 37-UWI-USGS-04 “Chronic Wasting Disease Information Management Technical Assistance” with F. Josh Dein of the USGS National Wildlife Health Center - \$64,301
- Recipient 2005, Carroll Preston Baber Award, American Library Association “Investigating the Impact of Digital Rights Management Systems on Libraries: A Pilot Study” - \$3,000
- Recipient 2005, Samuel Lazerow Fellowship, American Library Association “Investigating the Impact of Digital Rights Management Systems on Libraries: A Pilot Study - \$1,000
- 2004, American Library Association, Government Documents Round Table, NewsBank/Readex/Catharine J. Reynolds Award – \$2,000
- 2003, Wisconsin Alumni Foundation Research Grant – 1 month summery salary
- 2001-2002, Wisconsin Department of Electronic Government - \$35,000
- 2001, Syracuse University Doctoral Prize
- 2000, Syracuse University Dissertation Fellowship
- 1997-2000, Syracuse University Graduate Fellowship
- David D. Lattanze Center for Executive Studies in Information Systems at Loyola College, Maryland, Research Grant, 1998. \$3,000
- Syracuse University Fellowship 1995-1997

## Teaching

LIS 861- Information Architecture  
LIS 855 – Managing Licensed Digital Resources  
LIS 661 - Information and Telecommunications Policy  
LIS 751 - Database Design and Management  
LIS 654- Concepts in Telecommunications and Network Management  
LIS 940 – PhD Seminar: Research Philosophies and Approaches  
LIS 950- PhD Seminar: Institutions, Management and Policy

## PhD Advisees

- Chi Shiou Lin “The Conceptualization of Government Publications on the World Wide Web: A Genre Theory Approach” (Ph.D. thesis, UW- School of Library and Information Studies, 2007) Major Advisor.
- Lynne Chase “Getting in at the Front End of Systems Development: Records Managers and the Systems Development Process” (Ph.D. thesis, UW- School of Library and Information Studies, expected 2007) Major advisor.
- Shen Yi “Digital information and communications networks and scientific research substance – an investigation of meteorology” (Ph.D. thesis, UW- School of Library and Information Studies, 2006) Co-advisor.
- Patricia Lawton “Make New Mistakes: An Investigation of ARL Member Digital Libraries.” (Ph.D. thesis, UW- School of Library and Information Studies, 2006) Major Advisor.
- Terrance Newell “Rethinking Information Literacy Learning Environment: A Study to Examine the Effectiveness of Two Learning Approaches” (Ph.D. thesis, UW- School of Library and Information Studies, 2006) Major Advisor.
- Larry Wright “The rise and fall of community networking in the United States” Ph.D. thesis, UW- School of Journalism, 2004) Outside committee member.
- Athena Salaba “Term selection process in subject searching: End-user interactions with information retrieval systems and indexing languages” (Ph.D. thesis, UW- School of Library and Information Studies, 2005) Committee Member.
- Sook Lim “Power of Systems Offices in academic library organizations” Ph.D. thesis, UW- School of Library and Information Studies, 2004) Committee Member.

## University Service

- 2006-present: Member of University Faculty Appeals Committee. Hears appeals from undergraduate students who may be expelled from the University for academic reasons.
- 2002 -present: Affiliate member of the UW Science and Technology Studies program. Participated in speaker series, graduate program planning committee.

## Departmental Service

- Fall 2005- present: Chair PhD committee, 2000-present member PhD committee. Managed PhD admissions process, 1<sup>st</sup> year review process and portfolio reviews. Played major role in the creation of the portfolio defense & mastery demonstration paper examination method. Edit and maintain PhD program planning guide.
- 2006 –present: Chair “Imagining Digital Futures” task force – Investigate and plan possible expansion of departmental online course offerings including collaborations with the College of Engineering.
- 2006- present: Member Undergraduate minor planning task force.
- Fall 2000, 2002, 2004: – Member SLIS search committee.
- Spring 2005: Led SLIS centennial logo development and Web site redesign effort acting as liaison with University Communications and organizing/facilitating team decision making.
- 2003-present: Co-chair Lab/Library IT Committee. Assisted SLIS library director in making management decisions for the library. Conducted annual evaluation for library director and assisted in setting annual goals.
- 2002-present: Member Awards committee.
- 2000-2002: Member curriculum committee

- 2002-present: Developed and presented classes for School of Library and Information Studies Continuing Education Services seminars on Web site usability and Web site planning for the public.

### **Professional Service**

- Chair/Past Chair, 2004-2007: Social Informatics Special Interest Group (SIG-SI), American Society for Information Science and Technology. Organized Social Informatics Workshop at the 2004 American Society for Information Science and Technology Annual Meeting. Currently planning mini-conference before 2006, 2007 meeting.
- Publications Board – American Society for Information Science and Technology, 2007.
- Co-Mini Track Chair, 2005-2006: Government Services and Information Mini-Track, E-Government Track at the Hawaii International Conference on Systems Science. Organized reviews of over 20 papers for mini-track and prepared mini-track introduction.
- Co-Track Chair 2001-2003: Social Theory in Information Systems, Americas Conference on Information Systems (AMCIS). Helped organized the solicitation, review and acceptance of papers for track.

### **Professional Memberships**

American Library Association  
American Society for Information Science and Technology  
Association for Internet Researchers  
Society for the Social Studies of Science and Technology