

- 1) Roberta L. Tipton is Instruction Coordinator and Senior Business Librarian as well as Public Administration Bibliographer at the John Cotton Dana Library on the Newark campus of Rutgers University. She has worked for many years answering questions and planning services in government, medical, corporate, and academic libraries.

These days, Roberta spends most of her precious hours off the reference desk searching for better ways to control email and resign from committees--and to articulate library instruction with the needs of the Newark Writing Program, the Rutgers Business School, and the School of Public Affairs and Administration.

- 2) Picture enclosed in jpg format.
- 3) I was considered for NJLA's research award in 1991. People contacted me and suggested that I enter after I presented at the National Online Meeting in 1990.
- 4) My research interests over the years have included telephone deregulation, international company information, online courseware, librarian/faculty collaboration, and information literacy instruction. One multi-year collaborative teaching experience ended up as an article in 2006. My faculty collaborator and I are finishing up a book chapter about narrative inquiry based upon our work.
- 5) My research project was in the bad old days before the Web, and finding reliable information on foreign firms was a real problem for us and our students. So I decided to just call a bunch of people who were likely to use this kind of information and find out what they were using. This was my first experience with open-ended research questions, and I guess the combination of quantitative and qualitative data appealed to me. I was too inexperienced to know that I was crossing all kinds of boundaries.

My most memorable interview was with someone on Wall Street, whom I found through an acquaintance. He talked with me, but was furious at the wasted time. When I asked if I could call him again to clarify some information, he answered with an emphatic "NO"!