

Patricia Franks

Professor | School of Information | San José State University

Overview

- Recognized expert in archives, social media, records management, and information governance.
- Author of *Records and Information Management*, published May 2013 by the American Library Association (ALA)/Neal-Schuman Publishers and co-editor of the *Encyclopedia of Archival Science*, published by Rowman & Littlefield Publishers (June 2015) and *Teaching and Learning in Virtual Environments: Archives, Museums, and Libraries* published by Libraries Unlimited (September 2016).
- Experienced instructor in organization and management, archives, information governance, and records and information management.
- Recognized leader in the professional community, serving as team lead for two InterPARES Trust projects, *Retention and Disposition in a Cloud Environment* (November 2013 - May 2016) and *Social Media and Trust in Government* (November 2013 - ongoing) and workgroup lead for the American National Standards Institute/ARMA International Standard, *Implications of Web-Based, Collaborative Technologies in Records Management* (ANSI/ARMA 18-2011) and the ARMA Technical Report, *Using Social Media in Organizations* (ARMA TR-21-2012).

Education

PhD, Organization and Management, e-Business specialization
Capella University, Minneapolis, MN, 2005

Dissertation: Email risk management: Benefits and challenges.

MA, Social Sciences, focus on Business Administration
Binghamton University, Binghamton, NY, 1984

Thesis: Outstanding business education programs in New York state.

BS, Business Education
Bloomsburg University, Bloomsburg, PA, 1966

Professional Certifications

Certified Archivist (CA)
Academy of Certified Archivists, Albany, NY, 2013

Information Governance Professional (IGP)
ARMA International, Overland Park, KS, 2013

Certified Records Manager (CRM)
Institute of Certified Records Managers, North Syracuse, NY, 2005

Honorary Title:

Fellow, ARMA International (FAI)
Inducted into the ARMA International Company of Fellows, 2014

Academic Experience **Professor/Lecturer, School of Library & Information Science
San Jose State University, San Jose, CA. 2009–Present.**

- Courses taught: Enterprise Content Management & Digital Preservation; Archives and Web 2.0; Information Retrieval; Information Organizations and Management; Electronic Records Management.
- Supervised graduate students conducting professional projects in organizations for which they do not work and for students conducting organizational consulting projects in their places of employment.
- Developed virtual internship program and served as virtual internship faculty supervisor.
- Developed a Second Life *Virtual Center for Archives and Records Administration (VCARA)* to enhance the education students receive in archives and records management.

**Master of Archives and Records Administration (MARA) Program
Coordinator, School of Library & Information Science
San Jose State University, San Jose, CA. 2008–Present.**

Note: I was appointed Coordinator of this program in 2008 while a Part-time Faculty Member.

- Oversee curriculum development and delivery, advise on faculty appointments, liaise with current and prospective students, work with the program advisory committee, schedule and facilitate MARA guest lectures as part of the SLIS Colloquia program, and ensure appropriate assessment of the MARA program.
- Courses developed: Enterprise Content Management & Digital Preservation; Seminar in Archives in Records Administration; Professional Projects; Organizational Consulting Projects; Developing an Information Governance Strategy.

**SLIS Internship Coordinator, School of Library & Information Science
San Jose State University, San Jose, CA. January 2013–August 2014.**

- Coordinated program development and administration for the MLIS internship program.
- Worked with potential and current internship site supervisors to identify, list, and promote internships both place-based and virtual opportunities for students.
- Created and disseminated information about the internship program through publications, the SLIS Internship website, and two SLIS Internship blogs.

**Professor and Chairperson, Business Information Technology Department
Broome Community College, Binghamton, NY. 1986–2004.**

- Courses taught: Systems and Procedures in Business Information Management; Understanding e-Commerce; Introduction to Records &

Information Management; Records & Information Management Technologies; Designing Effective Websites.

- Advised students, scheduling, staffing, budgeting, curriculum development.
- Obtained \$150,000 in grant funds from the NYS Archives and Records Administration to develop Records Information Management curriculum.

Industry Experience

Consultant

Access Systems Consulting, Manlius, NY. 2005–2008.

- Worked with New Jersey local government agencies to assess their business and records and information management programs and processes. Developed over 40 needs assessments and strategic plans to improve the business process within those municipalities.
- Participated with a team that provided consulting services relating to email management, collaboration, and electronic records management to several additional government agencies.
- Trainer, City of Plainfield Records Coordinator Training Program, a 2-day records management workshop, City of Plainfield, NJ, August 25-26, 2008.

Publications

Books

Franks, P.C., Bell, L.A. and Trueman, R.B. (Eds.). (2016). *Teaching and Learning in Virtual Environments: Archives, Museums, and Libraries*, Libraries Unlimited/ABC-CLIO, LLC.

Franks, P.C., & Duranti, L. (Eds.). (2015). *Encyclopedia of Archival Concepts, Principles and Practices*. Lanham, MD: Scarecrow Press/Rowman & Littlefield Publishers, Inc.

Franks, P.C. (2013). *Records & Information Management*. New York, NY: ALA/Neal-Schuman Publishers.

Book Chapters

Franks, P. C. (2016). "Integration of ECM and SaaS." [Chapter 3 in book edited by Vacca J.R.] *Security in the Private Cloud*, New York, NY: CRC Press/Taylor & Francis Group.

Franks, P. C. (2016). "Applying Records Management Principles to Managing Public Government Social Media Records." [Chapter 3 in book edited by Zavattaro, S. and Bryer, T. *Social Media in Government: Theory and Practice*, New York, NY: Routledge/Taylor & Francis Group.

Franks, P.C. and Gex, B. (2015). "SLIS Island 360⁰—Is there value in virtual worlds?" [Chapter 3 in book edited by Gregory, S. et al.] *Virtual worlds for online learning: Cases and applications*, Hauppauge, NY: NOVA Science Publishers, Inc.

Franks, P. C. and Smallwood, R. (2014). "Information Governance for Social Media." [Chapter 13 in book edited by Smallwood, R.] *Information Governance: Concepts, Strategies, and Best Practices*. Hoboken, NJ: Wiley.

Conference Proceedings - Juried

- Franks, P.C. (2016). "Enterprise Content Management and Digital Preservation Online Education: A Case Study." *Proceedings of the 17th European Conference on Knowledge Management (ECKM 2016)*, University of Ulster, Belfast, Northern Ireland, September 1-2, 2016, 266-274.
- Franks, P.C. (2015). "Government Use of Cloud-based Long Term Digital Preservation as a Service—An Exploratory Service." *Analysis & Interpretation, Technologies, Preservation & Standards, Digital Heritage Projects & Applications*, September 28-October 2, 2015, 371-374.
- Franks, P.C. and Evans, L. (2015). "Social Media and Trust in Local Government Law Enforcement." *Proceedings of the 2nd European Conference on Social Media*, July 9-10, 2015, 157-164.
- Franks, P.C. and Doyle, A. (2014). "Retention and Disposition in the Cloud—Do You Really Have Control?" *Conference Proceedings of ICCSM 2014 International Conference on Cloud Security Management*, Reading, UK, 23-24 October 2014.
- Franks, P.C. and Driskill, M. (2014). "Building Trust in Government through Social Media: An InterPARES Trust Research Project." *Proceedings of the European Conference on Social Media, University of Brighton, UK, 10-11 July 2014*, 744-747.
- Franks, P.C. (2014). "Sustainability: An Untended Consequence of the Integration of Digital Curation Core Competencies into the MLIS Curricula." *Theory and Practice of Digital Libraries—TPDL 2013 Selected Workshops: LCPD 2013, SUEDL 2013, DataCur 2013, Held in Valetta, Malta, September 22-26, 2013. Revised Selected Papers*, 226-238, Springer International Publishing Switzerland, 2014. DOI: 10.1007/978-3-319-08425-1_25
- Franks, P. C. (2013). "Needed: A Strategic Approach to Cloud Records and Information Storage." *ICCSM 2013 International Conference on Cloud Security Management, Seattle, Washington, USA October 17-18, 2013*. Paper published in the *Proceedings of the ICCSM 2013 Conference*, p. 27, Academic Conferences and Publishing International, 2013.
- Franks, P.C. (2013, June 30). "Infusing digital curation competencies into the SLIS curriculum." *Post-Conference Proceedings of DigCurv 2013: Framing the digital curriculum – an International Conference, Florence Italy, May 6-7, 2013*. Retrieved from http://www.digcur-education.org/eng/content/download/8446/128679/file/digcurv2013_PFranks.pdf

Peer-Reviewed Articles and Papers

- Franks, P. C. (2015). New Technologies, New Challenges: Records Retention and Disposition in a Cloud Environment. *Canadian Journal of Information and Library Science* 39(2), 191-209. University of Toronto Press.

- Franks, P.C. & Oliver, G.C. (2012). Experiential learning and international collaboration opportunities: Virtual internships. *Library Review*, 61(4), 272–285.
- Franks, P., Hatala, J., Rossi, M., & Semple, M. (2011). Is your avatar ethical? Online-course tools that are methods for student identity and verification. *Journal of Educational Technology Systems*, 39(2), 181–191.
- Franks, P. (2010). Understanding web 2.0 and challenges for the records manager. *Information and Records Management Annual 2009*, 107–121.
- Franks, P. (2002). Blended Learning: What is it? How does it impact student retention and performance? In M. Driscoll & T. Reeves (Eds.), *Proceedings of World Conference on E-Learning in Corporate, Government, Healthcare, and Higher Education 2002* (pp. 1477-1480). Chesapeake, VA: ACE. Retrieved August 26, 2014 from <http://www.editlib.org/p/9370>.

Additional Articles and Papers

- Franks, P. (2016). "Integrated ECM Solutions: Where Records Managers, Knowledge Workers Converge." *Information Management Journal*, 50(4), July/August 2016.
- Franks, P. (2012, August). "Disruptive technologies: Governing them for e-discovery." *Information Management Journal*, 46(4), Hot Topic insert.
- Franks, P. "Entrenched against the email onslaught," *Document*, 16(6), 20-23, October-November 2008.
- Franks, P. "San Jose State University School of Library and Information Science Launches First Online Master's Degree in Archives and Records Administration," *The Records Manager*, 2(3), 16-17. July 2008.
- Franks, P. and Kunde, N. "Why Metadata Matters." *The Information Management Journal*, September/October 2006 issue, 55-61.
- Franks, P. (Columnist). CRM Corner, *ARMAil* (newsletter of the Central New York Chapter of ARMA International). This feature, developed to help members practice for the CRM exam, ran in 16 issues of the newsletter from January 2004 through January 2008.

Technical Research Report

- Franks, P. (2010, November). *How Federal Agencies Can Effectively Manage Records Created Using the New Social Media Tools*. Washington, D.C.: IBM Center for the Business of Government.

Peer-Reviewed Poster Sessions

- Franks, P. and Driskill, M. (2014, July 11). *Building Trust in Government through Social Media*. Poster presented at the European Conference on Social Media, ECSM14, Brighton, England.

Franks, P. (2012, August). *Developing a model virtual internship program: The SJSU experience*. Poster presented at the meeting of the IFLA World Library and Information Congress, Helsinki, Finland.

Franks, P. (2011, August). *Developing a blended learning model for an online degree program in library and information science*. Poster presented at the meeting of the IFLA World Library and Information Congress, San Juan, Puerto Rico.

Franks, P. (2010, July). *Blended learning model for an online degree program*. Poster session presented at the meeting of the Campus Technology 2010 Conference, Boston, MA.

Presentations

Conference Presentations

Leveraging the Cloud for Preservation and Access. (2016, August 5). [Panel Presenter]. COSA and SAA Joint Annual Meeting: 2016 Archives & Records: Make the Connection, Atlanta, GA.

Capitalizing on the Cloud. (2016, June 7). Invited speaker at NYALGRO School 2016, Callicoon, NY.

Records Retention and Disposition in a Cloud Environment: Are You in Control? (2014, September 9). Invited speaker at InfoGovCon2014, Hartford, CT.

Managing Social Media as Official Records. (2014, August 15). [Panel moderator]. COSA, SAA, NAGARA Joint Annual Meeting: 2014 Archives & Records: Ensuring Success, Washington, DC.

Retention and Disposition in a Cloud Environment: Issues and Challenges. (2014, August 10). Paper presented at the NIRMA - Nuclear Information Management Conference, Summerlin, NV.

Transforming interactions between government and communities through social media: An InterPARES Trust Research Project. (2014, April 25). Memories, Identities and Communities Conference, Dundee, Scotland.

Structured Data: The Often Neglected ESI. (2014, March 6). Invited presentation at the Nor Cal Seminar: Computer Technology Exposed for RIM in Milpitas, CA.

Paid internships in library/information science education—The Mitinet Independent Contract Cataloging (ICC) Program Case Study. (2014, January 22). Panel presentation at the ALISE '14 Annual Conference, Philadelphia, PA.