

URSULA GORHAM
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University of Maryland, College Park
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EDUCATION

Ph. D., Information Studies, College of Information Studies, University of Maryland, 2015.

Dissertation Title: *The role of statewide legal information websites in expanding access to justice in the United States: An exploratory study of their past, present, and future*

Advisor: Paul T. Jaeger

M.L.S., College of Information Studies, University of Maryland, 2008.

J.D., University of Maryland School of Law, 2001 (with honors).

M.P.M., University of Maryland School of Public Affairs, 2001.
Specialization: International Security and Economic Policy

B.A., Rutgers College, Rutgers University, 1997 (cum laude).
Majors: Russian Language and Literature; Political Science
Minor: Central and East European Area Studies

WORK EXPERIENCE

August 2019 – Present

Senior Lecturer, College of Information Studies, University of Maryland, College Park, MD

August 2018 – Present

Co-Director, Master of Library and Information Science (MLIS) Program, College of Information Studies, University of Maryland, College Park, MD

August 2015 – August 2019

Lecturer, College of Information Studies, University of Maryland, College Park, MD

May 2015 – August 2015

Adjunct Professor, College of Information Studies, University of Maryland, College Park, MD
Adjunct Professor, Catholic University of America, Washington, D.C.

August 2011-May 2015

Graduate Research Associate, Information Policy and Access Center, University of Maryland, College Park, Maryland.

August 2009-August 2011, October 2004-August 2006

Law Clerk to the Hon. Paul Mannes, United States Bankruptcy Court for the District of

Maryland, Greenbelt, Maryland

January 2009-August 2009

Information Services Coordinator, Association for Financial Professionals, Bethesda, Maryland.

October 2002-January 2004

Associate Attorney, Fedder and Garten, P.A., Baltimore, Maryland.
Primary practice areas: Corporate Law, Commercial Real Estate

August 2001-August 2002

Law Clerk to the Hon. Lawrence F. Rodowsky, Maryland Court of Special Appeals, Baltimore, Maryland.

PUBLICATIONS

Books

St. Jean, B. & **Gorham, U.** (forthcoming). *Understanding Human Information Behavior: When, How & Why People Interact with Information*. Lanham, MD: Rowman & Littlefield

Gorham, U. (2017). *Access to information, technology, and justice: A critical intersection*. Lanham, MD: Rowman & Littlefield

- Part of the Beta Phi Mu Scholars Series

Jaeger, P.T., Taylor, N.G., & **Gorham, U.** (2015). *Libraries, human rights, and social justice: Enabling access and promoting inclusion*. Lanham, MD: Rowman & Littlefield.

Jaeger, P.T., **Gorham, U.**, Bertot, J.C., & Sarin, L.C. (2014). *Public libraries, public policies, and political processes: Serving and transforming communities in times of economic and political constraint*. Lanham, MD: Rowman & Littlefield.

Books Edited

Gorham, U., Taylor, N.G., & Jaeger, P.T. (Eds.). (2016). *Advances in librarianship: Perspectives on libraries as institutions of human rights and social justice*. London: Emerald.

Book Chapters

Jaeger, P.T., **Gorham, U.** and Taylor, N.G. (in press). Human rights and information ethics. In *Foundations for Information Ethics*. Chicago: American Library Association.

Gorham, U. (2015). Children's Online Privacy Act (COPA). In *Privacy Rights in the Digital Era*. New York: Grey House Publishing.

Bertot, J.C., **Gorham, U.**, Jaeger, P.T., and Sarin, L.C. (2014). Big data, libraries, and the information policies of the Obama administration. In *Library and Book Trade Almanac*.

Information Today, Inc.

Jaeger, P.T. & **Gorham, U.** (2014). Counterterrorism law and information policy. In *International Encyclopedia of Digital Communication & Society*. Wiley-Blackwell.

Gorham, U., Bertot, J.C., Jaeger, P. T., & Greene, N. N. (2013). E-government success in public libraries: Library and government agency partnerships delivering services to new immigrants. In J. Ramon Gil-Garcia (Ed.). *E-government success factors and measures: Concepts, theories, experiences, and practical recommendations*. Hershey, PA: IGI Global.

Articles in Refereed Journals

Douglass, C. L., **Gorham, U.**, Hill, R. F., Hoffman, K. M., Jaeger, P. T., Jindal, G., & Jean, B. S. (2017). Information access and information literacy under siege: The potentially devastating effects of the proposed 2017 White House budget on already-marginalized populations in the United States. *First Monday*, 22(10).

Gorham, U. & Jaeger, P.T. (2017). The Law School Library or the Library at the Law School? How Lessons from Other Types of Libraries Can Inform the Evolution of the Academic Law Library in the Digital Age. *Law Library Journal*, 109(1), 51-66.

Jaeger, P.T. & **Gorham, U.** (2017). The Education of Law Librarians in the United States from the Library School Perspective. *Journal of Education for Library and Information Science*. 58(1), 3-14.

Jaeger, P.T., **Gorham, U.**, Bertot, J.C. & Taylor, N.G. (2015). Teaching information policy in the digital age: Issues, strategies, and innovation. *Journal of Education for Library and Information Science*, 56(3).

Jaeger, P.T., **Gorham, U.**, Bertot, J.C., Taylor, N.G., Larson, E., Lincoln, R., Lazar, J., & Wentz, B. (2014). Connecting government, libraries and communities: Information behavior theory and information intermediaries in the design of LibEGov.org. *First Monday*, 11(9).

Bertot, J.C., **Gorham, U.**, Jaeger, P.T., Sarin, L.C., & Choi, H. (2014). Big data, open government and e-government: Issues, policies and recommendations. *Information Polity*, 19(1), 5-16.

Gorham, U. (2014). Facilitating access to legal information by self-represented litigants: An exploratory case study of the People's Law Library of Maryland. *Journal of Open Access to Law*, 2(1).

Taylor, N.G., **Gorham, U.**, Jaeger, P.T. & Bertot, J.C. (2014). IT and collaborative community services: The roles of the public library, local government, and nonprofit entity partnerships. *International Journal of Public Administration in the Digital Age*, 1(1), 91-107.

Taylor, N.G., **Gorham, U.**, Lincoln, R, Jaeger, P.T., Bertot, J.C., & Larson, E. (2014). The circular continuum of agencies, public libraries, and users: A model of e-government in practice. *Government Information Quarterly*, 31, S18-S25.

Bertot, J.C., Jaeger, P.T., **Gorham, U.**, Taylor, N.G. & Lincoln, R. (2013). Delivering E-government services and transforming communities through innovative partnerships: Public libraries, government agencies, and community organizations. *Information Polity*, 18(2), 127-138. Jaeger, P. T., **Gorham, U.**, Bertot, J. C., & Sarin, L. C. (2013). Democracy, neutrality, and value: Demonstration in the age of austerity. *The Library Quarterly*, 83(4), 368-382.

Jaeger, P.T., **Gorham, U.**, Sarin, L.C. & Bertot, J.C. (2013). Libraries, policy, and politics in a democracy: Four historical epochs. *The Library Quarterly*, 83(2), 166-181.

Jaeger, P.T., Bertot, J.C., **Gorham, U.** (2013). Wake up the nation: Public libraries, policy-making and political discourse. *The Library Quarterly*, 83(1), 61-72.

Bertot, J. C., **Gorham, U.**, Jaeger, P. T., & Taylor, N. G. (2012). Public libraries and the Internet 2012: Key findings, recent trends, and future challenges. *Public Library Quarterly*, 31(4), 303-325.

Gorham-Oscilowski, U., & Jaeger, P. T. (2008). National Security Letters, the USA PATRIOT Act, and the Constitution: The tensions between national security and civil rights. *Government Information Quarterly*, 25(4), 625-644.

Refereed Conference Papers, Presentations and Posters without Published Proceedings

Gorham, U. (2015, October). *The emerging role of public libraries in the access to justice movement*. Paper presented at Conference on Inclusion and Diversity in Library and Information Science, College Park, MD.

Gorham, U. (2014, October). *The role of librarians in closing the justice gap: A case study of the People's Law Library of Maryland*. Paper presented at Library Research Seminar VI, Urbana-Champaign, IL.

Gorham, U. (2014, May). *At the intersection of access to justice and access to legal information: An exploratory study of statewide legal information websites*. Paper presented at 50th Anniversary Law & Society Annual Meeting, Minneapolis, MN.

Refereed Conference Papers, Presentations and Posters with Published Proceedings

Gorham, U. (2015, January). *The role of statewide legal information websites in expanding access to justice in the United States: An exploratory study of their past, present, and future*. Poster presented at the 2015 ALISE/Jean Tague Sutcliffe Doctoral Student Research Poster Competition. ALISE 2015 Annual Conference, Chicago, IL.

Jaeger, P.T., **Gorham, U.**, Bertot, J.C., Taylor, N.G., Larson, E., Lincoln, R., Lazar, J., & Wentz, B. (2013, February). *Connecting government, libraries, and communities: Information behavior theory and information intermediaries in the design of the LibEGov tool*. Paper presented at 8th Annual iConference, Fort Worth, TX.

Taylor, N.G., **Gorham, U.**, Lincoln, R, Jaeger, P.T., Bertot, J.C., & Larson, E. (October, 2012). *The Circular continuum of agencies, libraries, and citizens: A model of e-government in practice*. Paper presented at 6th Annual Conference on Theory and Practice of Electronic Governance (ICEGOV), Albany, NY.

Bertot, J.C., Jaeger, P.T., **Gorham, U.**, Greene, N., & Lincoln, R. (2012, June). *Delivering e-government services through innovative partnerships: Public libraries, government agencies, and community organizations*. Paper presented at 13th Annual International Conference on Digital Government Research (dg.o 2012), College Park, MD.

Gorham, U. (2012, June). *State Courts, e-filing, and diffusion of innovation: A proposed framework of analysis*. Paper presented at 13th Annual International Conference on Digital Government Research (dg.o 2012), College Park, MD.

Greene-Taylor, N., **Gorham, U.**, Bertot, J.C., Jaeger, P.T., Larson, E., & Lincoln, R. (June, 2012). *Libraries and e-government: New partnerships in public service*. Poster presented at 13th Annual International Conference on Digital Government Research (dg.o 2012), College Park, MD.

Monographs and Reports

Bertot, J.C., McGilvray, J., Jaeger, P.T., **Gorham, U.**, Taylor, N.G, Larson, E., & Lincoln, R. (2012, June 19). *Libraries and e-government: New partnerships in public service* (Executive Summary). College Park, MD: Information Policy & Access Center.

Bertot, J.C., McGilvray, J., Jaeger, P.T., **Gorham-Oscilowski, U.**, Greene, N., Larson, E., & Lincoln, R. (2012, January 21). *E-Government partnership projects: New partnerships in public service* (Executive Summary). College Park, MD: Information Policy & Access Center.

Bertot, J. C., McGilvray, J., Jaeger, P. T., Greene, N., **Gorham-Oscilowski, U.**, Larson, E., & Lincoln, R. (2011). *Libraries and e-government: New partnerships in public service* (Interim Report). College Park, MD: Information Policy & Access Center.

Book Reviews

Gorham, U. (2019). Book review of *Teaching for Justice: Implementing Social Justice in the LIS Classroom* by Nicole A. Cooke and Miriam E. Sweeney. *Journal of Education for Library and Information Science*, 61(1), pp. 158-159

Gorham-Oscilowski, U. (2012). Book review of *Privacy in America: Interdisciplinary perspectives* by William Aspray and Philip Doty. *The Library Quarterly* 82(2): 230-31.

Gorham, U. (2012). Book review of *Finding the law: Legal research for librarians and paralegals* by Bryan M. Carson. *The Library Quarterly*, 83(2), 182-184.

PRESENTATIONS

Invited Presentations (External)

Legal informatics @ the iSchool. Law Library Association of Maryland. Presented on August 14, 2018 at the University of Maryland Francis King Carey School of Law.

Teaching information policy, or the thing that affects virtually every aspect of information about which people often forget. ASIS&T Webinar presented on August 27, 2014 (with Paul T. Jaeger and Natalie G. Taylor).

Strategies for advocating by engaging policy processes. Presented on November 16, 2013 at Citizens for Maryland Libraries Annual Meeting (with Paul T. Jaeger and Lindsay C. Sarin).

2013 American Library Association Annual Conference, *Libraries and e-government: Meeting the needs of your community* (with John C. Bertot and Natalie G. Taylor).

2013 New Jersey Library Association Annual Conference, *Public Libraries & e-government: Partnerships for effective services* (with Paul T. Jaeger and Natalie G. Taylor).

LibEGov Training Session. Presented on April 23, 2013 to members of the Southern Maryland Regional Library Association in Charlotte Hall, MD (with Paul T. Jaeger and Natalie G. Taylor).

LibEGov Training Session. Presented on November 5, 2012 to members of the Eastern Shore Regional Library in Salisbury, MD (with Paul T. Jaeger and Natalie G. Taylor).

Invited Presentations (Internal)

Gorham, U. (2013). At the intersection of access to legal information and access to justice: An exploratory case study of the People's Law Library of Maryland. Poster presented at the iSchool Doctoral Research Day, University of Maryland, College Park.

Bertot, J.C., Jaeger, P.T., **Gorham, U.**, Greene, N., Larson, E., & Lincoln, R. (2012). E-government partnerships. Poster presented at the iSchool Doctoral Research Day, University of Maryland, College Park.

TEACHING EXPERIENCE

Classes Taught as Instructor of Record

"Fake Checking": Battling Misinformation and Disinformation in the Real World (College of Information Studies, University of Maryland, College Park). Fall 2019; Spring 2020.

Course Description: Examining the phenomenon of "fake news" using the principles of information literacy, students will develop their skills in locating, analyzing, and evaluating different information sources -- in the classroom, in their personal lives, and in the workplace.

Information User Needs and Assessment (College of Information Studies, University of Maryland, College Park). Spring 2017, 2018, 2020; Fall 2017, 2018; Summer 2018

Course Description: This course will focus on the use of information by individuals,

including the theories, concepts, and principles of information, information behavior and mental models. Methods for determining information behavior and user needs, including accessibility issues, will be examined; strategies for using information technology to support individual users and their specific needs will be explored.

Information Professionals and the Law (College of Information Studies, University of Maryland, College Park). Fall 2017, 2019 (online).

Course Description: An exploration of the interrelated issues of the provision of and information literacy about legal information by information organizations and the impacts of legal issues, such as privacy and filtering, on the practice of information organizations that serve the public.

Information Literacy, Inclusion, and the Public Good. (College of Information Studies, University of Maryland, College Park). Spring 2017, 2019 (online)

Course Description: A large portion of the activities of information professionals have become educational in the digital age. Information literacy and inclusion are the crux of the public good that all information organizations provide to their users. Librarians, often utilizing public access technology, assist users with locating and understanding information; archivists need to guide users through materials; and information managers need to train employees to effectively use new systems.

Serving Information Needs (College of Information Studies, University of Maryland, College Park). Fall 2015, 2016; Spring 2016, 2019, 2020 (online)

Course Description: How can we best help people with their needs for information? In this course, we will focus on the skills needed to successfully interact directly with individuals from diverse populations in the course of helping to fulfill their needs for information. We will approach this topic from a number of different directions, including information professional practice and information behavior theory. This course will touch on the following topics: collection development, reference services, user education, information literacy, search strategies, and policies and ethics of the information profession.

Designing Principled Inquiry (College of Information Studies, University of Maryland, College Park). Summer 2015, 2016, 2017, 2019 (online); Spring 2016, 2020 (online and face-to-face)

Course Description: This course focuses on the critical analysis of the roles of information professions and institutions in integrating theory, methods, practice, policies, and values of the field, and applying them to the design of future information systems and services. This capstone course of the MLS core requires student to integrate all their previous coursework and apply it the design of future information systems and services.

E-Government: Information, Communication and Policy (College of Information Studies, University of Maryland, College Park). Spring 2016 (online; co-taught with John Bertot); Fall 2019 (online)

The social, policy, and information science and technology factors driving the current evaluation of E-government, its various forms of implementation (from simple online presence through intermediate levels of basic capability, service availability and mature delivery, to service transformation), the identification of best practices and lessons learned from the international community, and emerging issues (e.g., inclusion, sustainable development, ICTs, public service innovation)

Planning and Evaluation of Information Services (College of Information Studies, University of Maryland, College Park). Fall 2015; Spring 2017, 2018 (online)

Course Description: This course provides an opportunity for an investigation of quantitative and qualitative methods used to plan and evaluate the effectiveness of library and information services. Planning and evaluation methodologies will be analyzed and critiqued. Selected methods will be demonstrated and/or utilized.

Research Methods in Library and Information Science (Department of Library and Information Science, Catholic University of America). Summer 2015 (hybrid).

Course Description: Covers the analysis and evaluation of research studies in library and information science and the application of analytical and evaluative techniques. Surveys research processes, including problem definition, design, sampling, measurement, data collection and analysis, and the application of research findings to solving practical problems of libraries and information centers. Includes research design and proposal writing.

Classes Co-Taught with University of Maryland Faculty

Information Literacy, Inclusion, and the Public Good (College of Information Studies, University of Maryland, College Park). Spring 2013.

E-Government: Information, Communication and Policy (College of Information Studies, University of Maryland, College Park). Spring 2014.

Guest Lectures

INST 352 (College of Information Studies, University of Maryland, College Park). Fall 2017, Fall 2018. Topic: Access to Justice

MLS Capstone Course (College of Information Studies, University of Maryland, College Park). Fall 2014. Topic: Access to Legal Information

Doctoral Seminar (College of Information Studies, University of Maryland, College Park). Fall 2013 & Spring 2015. Topic: Access to Legal Information

Information and Human Rights (College of Information Studies, University of Maryland, College Park). Fall 2013 & Fall 2014. Topic: Access to Legal Information

ADVISING EXPERIENCE

Master's - University of Maryland, College of Information Studies

Member, Master's Thesis Committee, C. Douglass (January 2017 - May 2017)

Doctoral - University of Maryland, College of Information Studies

Individual Teaching Experience, C. Douglass (Spring 2019)

Individual Research Experience, T. Nelson (Spring 2019)

Co-Chair, Doctoral Dissertation Committee, T. Nelson (September 2017 - Present)

Member, Integrative Paper Committee, C. Douglass (September 2019 - Present)

Member, Integrative Paper Committee, J. Edwards (September 2018 - Present)

Member, Doctoral Dissertation Committee, K. Hoffman (February 2017 - Present)

BAR ADMISSIONS

United States District Court for the District of Maryland, May 2010

United States Court of Appeals for the 4th Circuit, May 2010

State of Maryland, December 2001

AWARDS & HONORS

2018-2019 Instructional Innovation Award, College of Information Studies.

Jacob K. Goldhaber Travel Award, University of Maryland, The Graduate School (for attendance at the Law & Society Annual Meeting, 2014)

2012 Best Management/Case Study Paper Award at the 2012 International Conference on Digital Government Research (dgo 2012) for: Bertot, J. C., Jaeger, P. T., **Gorham, U.**, Greene, N. N., & Lincoln, R. (2012). Delivering e-government services through innovative partnerships: Public libraries, government agencies, and community organizations.

2012 Best Research Paper Award at the 6th Annual Conference on Theory and Practice of Electronic Governance (ICEGOV) for: Taylor, N.G., **Gorham, U.**, Lincoln, R., Jaeger, P.T., Bertot, J.C., Larson, E. The Circular continuum of agencies, libraries, and citizens: A model of e-government in practice.

Dean's Award, College of Information Studies, 2011 - 2015 (\$5,000 annual award).

Presidential Management Intern Finalist, 2001

Recipient of Maryland School of Public Affairs Fellowship, 1997-1998

Phi Beta Kappa, Rutgers University, 1997

Henry Rutgers Research Scholar, Rutgers University, 1997

PROJECT EXPERIENCE

Libraries and E-government: New Partnerships in Public Service (August 2011-August 2013)

LibEGov, an online resource for librarians to help them meet the e-government needs of their users, was developed by the Information Policy & Access Center (iPAC) at the University of Maryland, the American Library Association (ALA), and various public and state libraries, and funded by the Institute of Museum and Library Services through a National Leadership Grant. As a Graduate Research Associate at iPAC, responsibilities in connection with this project included:

- Writing and editing content for the site in the areas of immigration, taxation, healthcare, and social security
- Developing the “Legal Issues Resource” for LibEGov and site disclaimer language
- Drafting monthly, interim, and final reports detailing the project’s milestones
- Designing and conducting online and in-person trainings for librarians on LibEGov
- Contributing to journal articles and conference papers related to this project

Lib2Gov (August 2013-May 2015)

Lib2Gov grew out of LibEGov and is now maintained exclusively by iPAC and ALA. As a Graduate Research Associate at iPAC, responsibilities in connection with this project include:

- Working with a web developer on the redesign of Lib2Gov into a community engagement platform
- Working with government agencies and libraries to develop up-to-date content
- Writing and editing content for the site in the areas of emergency preparedness and mobile applications
- Developing a series of monthly webinars on various e-government topics
- Writing blog entries for the site
- Compiling resources for an online community of practice

SERVICE

University of Maryland

Member, Student Conduct Committee, University Senate, 2018-2019; 2019-2020

Member, Planning Committee, Annual PTK Symposium, 2019

Member, Professional Track AEP Review Committee, 2017-present

Member, Standing Review Committee, Office of Civil Rights and Sexual Misconduct, 2017-present

Professional Track Faculty Representative, University Senate, 2016-2017

College of Information Studies

Co-Chair, Master of Library and Information Science (MLIS) Program Committee, College of Information Studies, 2018-2019; 2019-2020.

Lead, College Action Plan for Preventing and Addressing Sexual Assault, 2019-2020

Member, Programs and Curriculum Committee, College of Information Studies, 2018-2019; 2019-2020.

Deputy Chair, Appointment, Promotion & Tenure Committee, College of Information Studies, 2017-2018

Member, Online Education Taskforce, College of Information Studies, 2017-2018

Member, Master of Library Science (MLS) Program Committee, College of Information Studies, University of Maryland, 2015-2016; 2016-2017

Member, Faculty Search Committee (Digital Curation), College of Information Studies, University of Maryland, 2013-2014

Doctoral Student Representative, Doctoral Committee, College of Information Studies, University of Maryland, 2011-2012

Editorships

Co-Editor, *The Library Quarterly*, January 2018 - present

Associate Editor, *The Library Quarterly*, June 2014-December 2017

Notes & Comments Editor, *The Business Lawyer*, 2000-2001

Manuscript Reviewing Activity

52nd Hawaii International Conference on System Sciences (HICSS-52)

Netherlands Quarterly of Human Rights

Library and Information Science Research

Journal of Critical Library and Information Studies

Conference Planning Activity

Library Research Seminar VII, Juried Papers Committee, October 2018-
2019