DARIN FREEBURG
University of South Carolina
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EDUCATION

Ph.D. **Communication and Information.** Kent State University. Kent, OH. 2013.
Dissertation: Information culture and belief formation in religious congregations.

M.A. **Theological Studies**. Nazarene Theological Seminary. Kansas City, MO. 2009.

B.A. **English**. MidAmerica Nazarene University. Olathe, KS. 2007.

WORK EXPERIENCE

2020-Present	Associate Professor, University of South Carolina, School of Information
2020-2021	Lead, Undergraduate Program, University of South Carolina, School of Information
2014-2020	Assistant Professor, University of South Carolina, School of Information
2014	Adjunct Professor, Kent State University, College of Communication and Information
2010-2013	Instructor and Graduate Research Assistant, Kent State University, College of Communication and Information

REFEREED PAPERS

- **Freeburg, D.** & Klein, K. (2025). Be who we all want you to be: Navigating identity regulation in the public library. *Library Quarterly, 95*(4). https://doi.org/10.1086/737065.

- **Freeburg, D.** & Klein, K. (2025). Who am I? How public library staff manage conflicting information about the self-concept. *Journal of Documentation*, *81*(7), 293-311.

- **Freeburg, D.** & Klein, K. (2024). Are library staff autonomous? The influence of routines and the development of workarounds. *Journal of Librarianship and Information Science*, *56*(1), 223-240. https://doi.org/10.1177/09610006221140902.

- **Freeburg, D.** & Klein, K. (2024). Customer service, hard work, and normativity: Identity standards encoded into public library routines. [Long paper]. *Wisdom, well-being, win-win: Lecture notes in computer science series*, *14597*. Springer. doi: 10.1007/978-3-031-57860-1_26.

- **Freeburg, D**. & Klein, K. (2022). What guides knowledge work in the library? Maps, routines, and workarounds. [Long paper]. *Proceedings of the 85th Annual Meeting of the Association for Information Science and Technology, Pittsburg, PA.*

- **Freeburg, D.** & Vera, N. (2021). "'The ticket you get punched': The divide between academic and public librarianship and the MLIS." *Journal of Education for Library and Information Science, 62*(1).

- Freeburg, D. (2020). An information-based approach to organizational change management. *VINE Journal of Information and Knowledge Management Systems*. doi.org/10.1108/VJIKMS-06-2019-0097

- Freeburg, D. (2020). Supporting refugees by facilitating the innovation of nonprofit resettlement agencies: A case study. [Long paper]. *Proceedings of the 83ʳᵈ Annual Meeting of the Association for Information Science and Technology, Virtual*.
- Freeburg, D. (2020). Leadership and innovation within a complex adaptive system: Public libraries. *Journal of Librarianship & Information Science*, *52*(2), 451-463. https://doi.org/10.1177/0961000618810367
- Freeburg, D. (2020). Complex systems and how complex non-profits can harness the flow of information. *Journal of Information & Knowledge Management*, *19*(3).
- Freeburg, D. (2019). The knowing model: Jumpstarting organizational behavior change. *Journal of Information and Knowledge Management*, 18(3).
- Freeburg, D. (2018). Problems and approaches in the management of intellectual capital in religious organisations: An issue of complexity. *Journal of Information & Knowledge Management*, *17*(4).
- Freeburg, D. (2018). Going beyond the text: Turning classrooms into communities of practice to uncover and create noncanonical knowledge. *Education for Information*, *34*(1), 79-95.
- Freeburg, D. (2018). The knowledge lens: Equipping information professionals to spark innovation within organizations. *Journal of Education for Library and Information Science*, *59*(4), 228-252.
- Freeburg, D. (2018). Identifying layers of intellectual capital by analyzing unique contexts. *Electronic Journal of Knowledge Management, 16*(2).
- Freeburg, D. (2017). A knowledge lens for information literacy: Conceptual framework and case study. *Journal of Documentation*, *73*(5), 974-991.
- Freeburg, D. (2016). The openness of religious beliefs to the influence of external information. *Journal of Information Science, 44*(3), 363-376. doi.org/10.1177/0165551516687727
- Freeburg, D. (2016). Preaching motherhood and womanhood from the Christian Pulpit. *The Journal of Religious & Theological Information*, *15*(3/4), 71-89.
- Freeburg, D. (2016). Intellectual capital in churches: Matching solution complexity with problem complexity. [Long Paper]. *Proceedings of the Association for Information Science and Technology, Copenhagen, Denmark.*
- Freeburg, D. (2016). Trust and tithing: The relationships between religious social capital and church financial giving. *Journal of Contemporary Ministry*, *2*, 39-55.
- Freeburg, D & Roland, D. (2015). Goals and information behavior in religious sermons. *Interdisciplinary Journal of Research on Religion, 11*(4), 1-19.
- Freeburg, D. (2015). Acceptance of knowledge management concepts in religious organizations: The impacts of information and willful disengagement from productive inquiry. [Long Paper]. *Proceedings of the Association for Information Science and Technology, 51.*
- Freeburg, D. (2013). A community of practice assessment framework: A typology for effective groups. *Organizational Cultures: An International Journal, 13*(1), 35-45.

Updated: September, 2025

- Wicks, D.A., Freeburg, D., Goldsmith, D. (2013). Visual depictions of religion in children's picture books. *Journal of Childhood and Religion, 4*(3), 1-29. Retrieved from http://www.childhoodandreligion.com/JCR/Volume_4_(2013)_files/Wicks%20Freeburg%20Goldsmith.pdf
- Freeburg, D. (2011). Information processing in Bible study groups. *Advances in the Study of Information and Religion*, *1*, 153-171. Retrieved from http://digitalcommons.kent.edu/asir/vol1/iss1/8

BOOK CHAPTERS

- Freeburg, D. (forthcoming, 2025). Who determines what it means to work in a library? Identity regulation and authenticity. In J. Martin (ed.), *Creating healthy library workplaces: Five factors that improve employee engagement and satisfaction*. [Undergoing Revisions].

EDITED JOURNAL SPECIAL ISSUES

- **Freeburg, D.** & Lankes, D. (2019). Knowledge School. *Journal of New Librarianship*, *4*(Special). Guest editors.

NON-REFEREED PUBLICATIONS

- Freeburg, D. (2020). A knowledge lens: Humans in action. *Journal of New Librarianship*, *4*(Special), 417-438. https://doi.org/10.21173/newlibs/7/13

PEER-REVIEWED PRESENTATIONS

- Freeburg, D. (2025). Grit in the information machine: Library professionalism in a world without friction [poster]. *Presented at the 2025 Annual Meeting of the Association for Information Science & Technology*.

- **Freeburg, D.** & Klein, K. (2025). Feeling like you belong when others don't like who you are. *Presented at the 2025 Illinois Library Association Meeting*.

- Freeburg, D. (2025). Should information be convenient? Issues with frictionless information. *Presented at the 2025 South Carolina Library Association Meeting*.

- **Freeburg, D.** & Klein, K. (2025). Public library workers, IT identity threats, and implications for artificial intelligence. [Long paper]. *Presented at the 2025 Virtual Satellite Meeting of the Association for Information Science and Technology*. [33% acceptance].

- **Freeburg, D.** & Klein, K. (2025). Professional identity and threats to non-normative identities: Grand challenges for LIS education. *Paper presented at the 2025 Association for Library and Information Science Education (ALISE) Conference*.

- **Freeburg, D.** & Klein, K. (2025). Navigating the opinions of the colonizers on what it means to be you: A pedagogical framework for responding to identity conflicts. *Poster presented at the 2025 Association for Library and Information Science Education (ALISE) Conference*.

- **Freeburg, D.** & Klein, K. (2025). Navigating the frontiers of library worker identity: Being yourself when others want you to be someone else. *Presented at the 2025 Meeting of the North Carolina Library Association.*
- Klein, K. & **Freeburg, D.** (2025). Public library routines research: Implications for school libraries. *Presented at the 50th Annual South Carolina Association of School Librarians Conference.*
- **Freeburg, D.** & Klein, K. (2025). Who does the computer think I am? How technology threatens the identities of public library workers. *Poster presented at iConference.*
- **Freeburg, D.** & Klein, K. (2024). Be who we want you to be: Navigating identity regulation in the public library. Long paper presented at *The Annual Meeting of the Association for Information Science and Technology, Calgary, ON.* [32% acceptance].
- **Freeburg, D.** & Klein, K. (2024). Who am I? How public library staff manage conflicting information about the self-concept. Poster presented at *The Annual Meeting of the Association for Information Science and Technology, Calgary, ON.* [51% acceptance].
- **Freeburg, D.** & Klein, K. (2024). Changing up the routine: Contextual supports for library staff who don't fit "the way we do things around here." Panel presented at the *South Carolina Library Association, Columbia, SC.*
- Williams, R., Gross, M., Latham, D., Baum, B., Dudak, L, **Freeburg, D**., Crooks, S., & Johnson, S. (2024). Navigating the modern libraryscape: The changing roles, labor, and education of public librarians. Juried Panel presented at *ALISE 2024, Portland, OR.*
- **Freeburg, D.** & Klein, K. (2024). Using audio diaries to collect stories of library worker identities and routine work. Paper presented at *Library Research Seminar VIII*, *Lexington, KY.*
- **Freeburg, D.** & Klein, K. (2024). The Public Library Routines Project: Problematizing routine library work. Poster presented at *Library Research Seminar VIII*, *Lexington, KY.*
- **Freeburg, D.** & Klein, K. (2024). Customer service, hard work, and normativity: Identity standards encoded into public library routines. Full research paper presented at *iConference 2024*. [33% acceptance].
- **Freeburg, D.** & Klein, K. (2024). Using audio diaries to uncover the role of identity in public library routines. Poster presented at the 20th International Congress of Qualitative Inquiry, Urbana-Champaign, IL, May 15-18.
- **Freeburg, D.** & Klein, K. (2024). Stuck in a Routine: When Library Routines Become Barriers. Paper presented at LibLearnX, Baltimore, MD, January 19-22.

- **Freeburg, D**., Klein, K. (2023). Interpersonal communication as a workaround for obstacles in public library work routines. *Carolinas Communication Association Annual Meeting, Greensboro, NC* [Long Paper].

- **Freeburg, D**., Klein, K. (2023). Stories of routine work in the library: Barriers and Workarounds. *Georgia Libraries Conference, Athens, GA.*

- **Freeburg, D**., Klein, K. (2023). Shifting the routine: Surfacing bias and discrimination in the routine work of public library staff. *North Carolina Library Association Conference, Winston-Salem, NC* [Poster].

- **Freeburg, D**., Klein, K. (2023). Stuck in a routine: The challenges and workarounds of routine work in libraries. *South Carolina Library Association Annual Conference, Columbia, SC.*

- **Freeburg, D.**, McCartin, L., King, T., Dineen, R., & Epling, J. (2023). Bridging the practice divide in LIS curricula. *South Carolina Library Association Annual Conference, Columbia, SC* [panelist].

- **Freeburg, D.** & Klein, K. (2023). Normalized barriers: The structure and performance of school library routines. *American Association of School Librarians National Conference, Tampa, FL*. [Poster].

- **Freeburg, D**. & Klein, K. (2022). What guides knowledge work in the library? Maps, routines, and workarounds. *85th Annual Meeting of the Association for Information Science and Technology, Pittsburg, PA.* [Long Paper].

- **Freeburg, D**. & Klein, K. (2022). "I ain't read not one bit of it": The Influence of Canonical Maps on the Knowledge Work of Public Library Staff. *Association for Library and Information Science Education Annual Conference, Pittsburgh, PA.* [Long Paper].

- Allen, J., Hofman, D., **Freeburg, D**., Islam, A. (2022). Knowledge Management in an Information-Resilient Society (SIG-KM). *85th Annual Meeting of the Association for Information Science and Technology, Pittsburg, PA.* [Panelist].

- **Freeburg, D**., Colón-Aguirre, M., Klein, K., Padilla, E. (2022). How YOU are (and can) Address America's "knowing" challenges. *South Carolina Library Association, Columbia, SC*. [Breakout Session].

- Freeburg, D. (2021). Knowledge work in the library. *Proceedings of the 84th Annual Meeting of the Association for Information Science & Technology*. Poster.

- Freeburg, D. (2021). Knowledge work in the library: Practices, environments, and competencies. Long paper presented at *ALISE 2021*, *virtual*.

- Freeburg, D. (2020). Supporting refugees by facilitating the innovation of nonprofit resettlement agencies: A case study. Long paper presented at the *83rd Annual Meeting of the Association for Information Science and Technology, Virtual*.

- Agarwal, N.K., Oh, K., Williams, R., **Freeburg D**., Rosenbaum, H., Kwasnik, B. (2020). Standing out in the academic LIS job market: An interactive panel for doctoral students. Panel. *Annual Meeting of the Association for Information Science and Technology, Virtual*.

- Matthews, M.A., **Freeburg, D.**, Brock, K., & Kunz, G.M. (2020). Novel Courses for the Professional Development of Graduate Students: Results and Reflection. Paper presented at *The American Society for Engineering Education Annual Conference, Virtual*.

- Freeburg, D. (2019). Facilitation over dissemination: Increasing research impact by giving up control. Paper presented at *Library Research Seminar VII*, Columbia, SC.

- Matthews, M.A., Freeburg, D., Brock, K., & Kunz, G.M. (2019). A novel course sequence on critical thinking for the professional development of graduate students. Paper presented at *American Society for Engineering Education Annual Conference, Tampa, FL*.

- Freeburg, D. (2018). The guided innovation model: Messy human innovation. Paper presented at the *14th International Conference on Knowledge Management, Vancouver, B.C.*

- Freeburg, D. (2018). The knowing model: Encouraging behavior change in organizations through awareness, integration, and knowing. Paper presented at the *14th International Conference on Knowledge Management, Vancouver, B.C.*
- Freeburg, D. (2018). Lost in knowledge translation: Our shifting research landscape. Panel Member. *Annual Meeting of the Association for Information Science and Technology, Vancouver, B.C.*
- Freeburg, D. (2018). Panel on the nexus of knowledge management and information science: What past and present trends tell us about the future. Panel Member. *14th International Conference on Knowledge Management, Vancouver, B.C.*
- Tu-Keefner, F., Liu, J., **Freeburg, D**., Lyons, D., & Corbo, M. (2018). Disaster information needs, credible information access, and use of social media for crisis communication: A survey study of the adult general public in 11 counties during two disasters. Poster presented at the *Medical Library Association Annual Meeting*, *Atlanta, GA*.
- Freeburg, D. (2018). Training knowledge creation facilitators: The alignment of organizational needs with LIS expertise and curriculum. Paper presented at the *Annual Meeting of the Association for Library and Information Science Educators*, *Denver, CO*.
- Freeburg, D. (2017). A knowledge lens for innovation: Seeing the ambiguity, conversations, and barriers in social systems. Poster presented at the *Annual Meeting of the Association for Information Science and Technology, Washington, D.C.*
- Freeburg, D. (2017). Navigating the next step: An interactive panel for doctoral students. Panel Member. *Annual Meeting of the Association for Information Science and Technology, Washington, D.C.*
- Freeburg, D. (2017). Preparing knowledge workers: Knowledge Literacy for the Workplace. Paper presented at the *Annual Meeting of the Association for Library and Information Science Educators*, *Atlanta, GA*.
- Freeburg, D. (2016). An Approach to Uncovering Communication-Based Solutions for Knowledge Management in Churches. Paper presented at the *Annual Meeting of the Religious Communication Association, Philadelphia, PA.*
- Freeburg, D. (2016). Innovation for Improved Race Relations: Designed Communities of Practice as a New Organizational Genre in American Churches for Communication and Practice. Paper presented at the *Annual Meeting of the Society for the Scientific Study of Religion, Atlanta, GA.*
- Freeburg, D. (2016). Intellectual capital in churches: Matching solution complexity with problem complexity. Paper presented at the *Annual Meeting of the Association for Information Science and Technology, Copenhagen, Denmark.*
- Freeburg, D. (2015). Acceptance of knowledge management concepts in religious organizations: The impacts of information and willful disengagement from productive inquiry. Paper presented at the *Annual Meeting of the Association for Information Science and Technology, St. Louis, MO.*

- Freeburg, D. (2015). Constructing motherhood from the pulpit: An analysis of how clergy preach about moms. Paper presented at the *Annual Meeting of the Society for the Scientific Study of Religion, Newport Beach, CA.*
- Freeburg, D. (2015). A unique framework for uncovering the tacit knowledge needs of churches. Paper presented at the *Annual Meeting of the Society for the Scientific Study of Religion, Newport Beach, CA.*
- Freeburg, D. (2015). The Christian construction of motherhood: How clergy define the roles of women from the pulpit. Paper presented at the *USC Women's & Gender Studies Conference, Columbia, SC.*
- Freeburg, D. (2014). Information culture and belief formation in religious congregations. Poster presented at the *Annual Meeting of the Association for Library and Information Science Education (ALISE), Philadelphia, PA.* Abstract available at https://ali.memberclicks.net/assets/documents/conf_2014/Abstracts/2014%20doc%20poster%20session.pdf
- Freeburg, D. (2013). A framework for communities of practice. Virtual paper presentation for the *Thirteenth International Conference on Knowledge, Culture and Change in Organizations, Vancouver, BC.* Available at http://ontheorganization.com/the-conference/types-of-conference-sessions/online-presentations
- Freeburg, D., Wicks, D.A. (2012). The role of social capital theory in the development of effective religious volunteerism. Paper presented at the *Annual Meeting of the Society for the Scientific Study of Religion, Phoenix, AZ.*
- Roland, D., Freeburg, D. (2012). Utilizing Shedroff's model of understanding for research at the intersection of information science and sacred text. Poster presented at the *Second Annual Meeting of the Center for the Study of Information and Religion, Kent, OH.*
- Freeburg, D. (2012). Information processing in Bible study groups. Paper presented at the *27th Annual Graduate Research Symposium, Kent, OH.*
- Wicks, D.A., Freeburg, D. (2012). The role of social capital theory in the development of effective religious volunteerism. Poster presented at the *40th Annual Conference of the Canadian Association for Information Science, Waterloo, ON.*
- Wicks, D.A., Freeburg, D., Goldsmith, D. (2012). Visual depictions of religion in children's picture books. Paper Presented at the *Second International Conference on Religion and Spirituality in Society, Vancouver, BC.*
- Freeburg, D. (2011). Information processing in Bible study groups. Paper presented at the *First Annual Meeting of the Center for the Study of Information and Religion, Kent, OH.*
- Wicks, D.A., Freeburg, D. (2011). Depictions of religion in children's picture books. Paper presented at the *Annual Meeting of the Society for the Scientific Study of Religion, Baltimore, MD.*

INVITED PRESENTATIONS
- **Freeburg.** (2024). Qualitative Research Group Lightning Talks [Panel]. iConference 2024.

- **Freeburg, D**., Colón-Aguirre, M., Klein, K., Padilla, E. (2022). How Libraries are Addressing America's "Knowing" Challenges. *South Carolina Library Association, Columbia, SC*. [General Session Keynote].
- Invited Panelist. (2018, Oct 12). Rethinking classroom pedagogy in higher ed: Implications of the Horizon Report, 2017. Oktoberbest: A celebration of teaching, University of South Carolina.
- Workshop leader. (2018, Oct 2). Opening up the canon: Promoting critical engagement with course materials. Workshop presented by Center for Teaching Excellence, University of South Carolina.
- Invited Panelist. (2018, April 13). Diversity, equity and inclusion research symposium. College of Information and Communications, University of South Carolina.
- Workshop leader. (2018, March 30). Turning Classrooms into Communities of Practices: Critical Engagement with Course Materials and Information Literacy. Workshop presented by Center for Teaching Excellence, University of South Carolina.
- Guest Speaker. (2017, April 14). South Carolina SmartState Center for Healthcare Quality. *Embracing the mess: Innovation, coordination, and leadership in Knowledge Management*.
- Invited Panelist. (2016, Sept 13). Community of Practice for Coordinators of Large Undergraduate Courses. *Using Open Access Materials in Courses*. Panel presented by Center for Teaching Excellence, University of South Carolina.
- Keynote Speaker. (2016, June 8). Preparing Knowledge Workers: Knowledge Literacy for the Workplace. *iTeach3: Promoting Lifelong Information Literacy, South Carolina Library Association*.
- Invited Panelist. (2015, Aug 12). Tips for a Successful First Year. *University of South Carolina, New Faculty Orientation*.
- Invited Panelist. (2015, May 21). Focus: A Look in the Mirror—Acknowledging, Assessing and Accepting Personal Responsibility for our own Biases & Baggage. *A Race Relations Town Hall organized by SC State Representative Mia McLeod, Columbia, SC*.
- Invited Panelist. (2013, March 28). Panel Discussion on Religion and the Internet. *Case Western Reserve University, Cleveland, OH*.

SCHOLARLY ACTIVITIES
- Chair of ASIS&T SIGS (SIG-KM, 2018; SIG-LIB, 2025)
- Associate **Editor**, *Journal of Information and Knowledge Management*. ISSN: 1793-6926. (2018-2020)
- Book Review **Editor**, *Journal of Religious & Theological Information*. ISSN: 1047-7845. (2014-2020)
- **Conference Chair**, 14th International Conference on Knowledge Management, A Profession and Discipline of Action. November 9-10, 2018, Vancouver, BC.
- Co-**Editor**, *Advances in the Study of Information and Religion*. ISSN: 2161-0177. (2014-2015)
- Ad-hoc reviewer, *iConference*

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- Ad-hoc reviewer, *Conceptions of Library and Information Science Conference*
- Ad-hoc reviewer, *Journal of Knowledge Management*
- Ad-hoc reviewer, *Journal of Education for Library and Information Science*
- Ad-hoc reviewer, *ASIS&T Annual Conference*
- Ad-hoc reviewer, *Knowledge Management Research and Practice*
- Ad-hoc reviewer, *Organizational Cultures: An International Journal*
- Ad-hoc reviewer, *Scientometrics*
- Ad-hoc reviewer, *IFLA Journal*
- Ad-hoc reviewer, *Information Processing and Management*

GRANT ACTIVITY

- Identity-Based Routines in the Public Library: Structuring the Workplace to Better Support Staff with Diverse Identities. (2023-2026). Institute of Museum and Library Services (IMLS). $321,973.
- Knowledge work in the library. (2021-2022). College of Information and Communications research grant. University of South Carolina. $6,300.
- Teaching Innovation Grant in Integrative Learning. (2016-2017). Center for Teaching Excellence and USC Connect. University of South Carolina. $3,500.

TEACHING RECOGNITION

- SCoer! Faculty Award for use of Open Educational Resources, University of South Carolina, 2015
- Named a "Textbook Hero" and "Professor for Student Affordability" by USC University Libraries

SELECT COURSES TAUGHT

- Information Policy and Ethics, *Graduate*
- Research Issues in Library and Information Science, *Graduate*
- Leadership in Information Organizations, *Graduate*
- Research Methods, *Undergraduate*
- Introduction to Information Science, *Undergraduate*
- Communication and Information Transfer, *Undergraduate*
- Knowledge Management, *Graduate and Undergraduate*
- Online Information Services, *Graduate*
- Data and Society, *Undergraduate*