SYRACUSE UNIVERSITY

HOMEPAGE

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School of Information Studies
THE ORIGINAL SCHOOL FOR THE INFORMATION AGE®

Wanted: Cybersecurity Professionals

MARGARET COSTELLO, EDITOR

Rapid technological progress can sometimes create social headaches. "The Internet remains the modern Wild West," says Scott Bernard, director of Graduate Programs in Washington, D.C. "You've got some bad folks out there who are abusing the capability of the global Internet. So, you need good people to help ensure that it is an open and vibrant place, not full of rogue operators. We need trained information security folks to be the cybersheriffs."

Right now, the need for these "cybersheriffs"—professionals trained in information management and security—is significant. Employment of system analysts, database administrators, and information managers is expected to increase much faster than the average for all other occupations through 2010 because organizations will continue to adopt and integrate more sophisticated technologies, according to the 2002-03 U.S. Department of Labor's *Occupational Outlook Handbook*. "There are definite career paths in Washington for junior, mid-level, and senior people in the field of IT security," Bernard says. "They're highly sought after right now, and they're some of the most highly paid non-executive positions in industry and government."

To help fill the shortage of these IT professionals, the federal government has established scholarship programs to recruit young people to pursue a career in the field. Two years ago, the Department of Defense and National Security Agency (NSA) initiated a partnership with more than a dozen top-rated universities, including Syracuse, to train federal government managers through the Information Assurance Scholarship Program. After graduating from the National War College's Information Resources Management College, the students enroll in the School of Information Studies mid-career master's degree program to study security, policy, information management, enterprise architecture, strategic planning, and organizational change.

In another related program, the School of Information Studies and the L.C. Smith College of Engineering (ECS) are involved with the Federal Cyber Service: Scholarship for Service. Having been designated a Center of Academic Excellence in Information Assurance Education by the NSA in 2001, the University was eligible to receive a $2.5 million grant from the National Science Foundation to educate graduate students in information assurance. Modeled after ROTC, the scholarship program, also called Cybercorps, was established to help the federal government meet the need for more information security professionals. In exchange for the award, students are required to work for the government for as many years as they received the scholarship. Five of the nine SU scholarship recipients are enrolled in IST programs. These students and other IST students are enrolled in one of two Certificate of Advanced Studies (CAS) programs—the school's CAS in information security management or the CAS in information, technology, policy, and management, offered jointly by IST, ECS, and the Maxwell School of Citizenship and Public Affairs.

Studying information security stretches beyond understanding encryption, installing firewalls, or creating new patches to repair damages from viruses. Securing information can also involve assessing vulnerabilities and allocating limited resources, studying people's psychological and behavioral responses to new technologies, and educating employees about such security-related practices as changing passwords periodically. Information security

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"…Well over 50 percent of our economy today works in an information field. But information has to be secure to have value. It's an issue that is never going to go away."

—Bruce Kingma, Associate Dean

Assessing Risk, Securing Resources

MARGARET COSTELLO, EDITOR

When computers were first introduced several decades ago, securing the information stored on the room-sized devices meant locking the door where they were kept and giving keys to only those authorized to work on them. Today, protecting information has become complex. Employees can download information from their desktop computers at work into portable handheld devices, e-mail the information to a remote account, or save files onto disks and easily leave the building with that information—which could be client lists, trade secrets, or simply their personal files. "The old ways of security, which were very physical, became translated into informational security that was still very boundary oriented," says Assistant Professor Michelle Kaarst-Brown, who specializes in strategic risk assessment and IT cultures. "But technology expands those boundaries so we're now dealing with multiple boundary levels and cross-boundary conditions. Securing these boundaries requires people to decide what is sensitive information and what are the real risks for the company, and people have different definitions of what that is and how vulnerable they are."

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HOME PAGE



DEAN'S COLUMN

What does it mean to be an information school—an "I" school? "I" schools put information to work!" That was the answer from the eight deans that assembled at the University of North Carolina at Chapel Hill in September to craft a common message under the leadership of Mal Schwartz, president of MBS Associates, a leading marketing and public relations firm in New York State. Mal is also the proud father of one of our seniors in our bachelor's degree program. Our organization of information schools is an informal and growing association of schools who see information as the key both to social good and a way to define themselves within the academy. Think of law schools, education schools, and "B" schools, and you get the idea. Our emerging information field needs a common and easily understood identity. As our School of Information Studies celebrates its 30th birthday under its current name, we're glad we now have the critical mass in the field to craft a common identity. While we're justifiably proud to be "The Original Information School," we're really pleased that we're no longer the only one.

For us, the pure "I" seemed to say it all. Surely we use information technology—that's our technology side. We've been teaching information technology since the 19th century when technology consisted of a "revolutionary" device called a card catalog. Yes, we study information policy—that is a crucial area that ranges from public information policy to technology standardization. And certainly we represent information systems—that's our management side. E-commerce, e-government, and knowledge management are all in our domain. But it's really the "I" word that completes the picture because information is people-centric. It's about the central role people play in our worldview—from usability to digital literacy to knowledge representation.

Our role as educators in this field is to expand human capabilities through information. Imbedded within the school's vision is the concept that whatever we do, we do through information and for people. For us, technology, policy, and management are all means to an end—providing information so that people can make good decisions. We see ourselves as a transformational force for individuals, organizations, and ultimately society. Our purview extends from storytelling to information warfare to cybersecurity. We're about books as well as the new media. We know that information can be both a public good and closely held resource—the ultimate liberator, and perhaps the ultimate weapon.

Expect to hear more about the information school concept as we try to promote both our school's identity and that of the entire field. Also, give me some feedback about how we can make this understandable to various audiences, especially the educated layman. Some of you have degrees in library and information science, information management, telecommunications and network management, information management and technology, and information transfer. While it may be easy to explain each degree or area of professional practice individually, we really need your help in crafting an articulate message. You know how to reach me: *vondran@syr.edu*. I hope to hear from you.



Raymond F. von Dran
Dean

Homecoming Reception Celebrates 10 Years of Distance Education

Ruth Small (left) is honored for her pioneering work in establishing distance education at IST 10 years ago during a Homecoming reception. She is joined by (from left to right) alumni relations director Barbara Settel and three graduates of the first distance MLS class, Inger Curth G'95, Jane Verostek G'96, and David Fulton G'96.



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e-mail: *ist@syr.edu*

Raymond F. von Dran, dean

Executive Editor:
Barbara Settel G'73, G'77 (MLS)

Editor:
Margaret Costello

Assistant Editors:
Laurie J. Kovalczik G'02 (MLS)
Kristen Prentiss Trapasso

Contributing Writers:
Paul Brenner
Tammy DiDomenico
Martha Garcia-Murillo
Judy Holmes '86
David Marc
Wanfeng Zhou G'04

Design and Production:
Kiefer Creative

Photography:
Jerry Klineberg
Steve Sartori

Editorial support provided by the Publications Office.

Address submissions to Margaret Costello, SU Publications, 820 Comstock Avenue, Syracuse NY 13244. Send e-mail to *mcostell@syr.edu*.

FACULTY PROFILE

At Home in IST

WANFENG ZHOU, CONTRIBUTING WRITER

Having worked as an elementary teacher, university librarian, information management consultant, and management professor, Gisela M. von Dran is at another turning point in her life. As the newest faculty member in the School of Information Studies, von Dran sees her new appointment as a return to her intellectual roots. "This position more closely matches my research interests and experience, and I hope to be able to integrate and apply my professional, as well as academic, experiences for the benefit of the students, the school, and the University," she says. "I consider it a big challenge because the faculty of the school is first rate."

A native of Germany, von Dran developed her interest in information science in the late 60s and early 70s when she came to the United States and worked in an academic library at the University of Houston. She earned a master's degree in library science from Vanderbilt University in 1975 and then a second master's in public administration from Tennessee State University in 1981. With an aim to find out how and why people respond differently to information technology, she obtained a Ph.D. in public administration from Arizona State University in 1992, specializing in information management and organizational behavior. While pursuing her degrees, she gained extensive professional experience by working in various university libraries and government organizations.

While new to the School of Information Studies, von Dran isn't new to the SU community. She joined SU's Martin J. Whitman School of Management in 1995 and has taught a variety of management courses, including Perspectives of Business and Management, Managing Diversity, and Organizational Culture. Taking advantage of her strong background in information studies, she has been actively involved in the research of managerial implications of IT. For the past seven summers, she has co-taught with her husband Raymond F. von Dran, dean of the School of Information Studies, a one-credit IST course that incorporates both managerial and IT perspectives.

In the last decade, Gisela von Dran has done extensive research on organizational changes through human resource management, organizational development, and information resources and technology management. Her recent studies include an examination of main design features of web sites and user perceptions. She just teamed up with two SU professors and a graduate student in the School of Information Studies to study the organizational cultures in different information schools, hoping to identify the best practices and enhance them. "In the information society, people need to have the right information available to them," von Dran says. "We need to understand what people do and achieve with information technology to help them become empowered. As an educator and researcher, this area is appealing to me.

"I am delighted to have yet another wonderful challenge ahead of me," she says. "I like challenges because they allow me to grow and to continue to learn." ●



Gisela von Dran returns to her intellectual roots as a new professor in the School of Information Studies.

FACULTY PROFILE

An IT Intermediary for Humans

WANFENG ZHOU, CONTRIBUTING WRITER

Information technology is often considered synonymous with modernization and is key to competitive success in nearly all industries in today's world. But what ignited Carsten Osterlund's interest in the field was why some people didn't like it. About 10 years ago, working as a researcher at Xerox PARC in Palo Alto, California, he noticed that the salespeople often complained about using the new technology installed to assist them. "I discovered that they felt the system was too constraining," Osterlund says. "It created a lot of extra work that they felt was unnecessary and would not necessarily improve sales." The system, they said, idealized how sales transactions occurred but didn't take into account all the uncertainties of the real world. "Studying the interface between what people do in their everyday work and how they interact with information systems to support that work has been my research interest ever since," he says.



Professor Carsten Osterlund is one of the newest IST faculty members.

Drawing on his strong social studies background, Osterlund, the newest member of the School of Information Studies faculty, will explore the use of information systems in organizations on an interdisciplinary level. "The school is on the cutting-edge of successful information schools in the United States because it brings together people from many fields to look at information technology," Osterlund says. "It's a great place for somebody like me with an interdisciplinary background." A native of Denmark, Osterlund received a bachelor's degree in psychology in 1993 and a master's degree in social psychology and anthropology in 1996. He was awarded a Fulbright Scholarship to study in the Department of Social and Cultural Studies at the University of California at Berkeley from 1993 to 1995. He finished his doctoral thesis on medical information systems at the Sloan School of Management at the Massachusetts Institute of Technology last October. Before joining SU in January, he taught a doctoral-level course in information technology and organizational psychology at the University of Copenhagen in Denmark.

This year, Osterlund teaches the undergraduate course, Introduction to Information-Based Organizations, which is an organization behavior class with a focus on the role of information systems. "Beyond reading and discussing materials, I want to give students experience working in an organization and will run class like a simulated business," he says. Besides teaching, Osterlund hopes to continue his research in medical informatics, improving human interaction with technology used in organizing medical records—a subject he began studying as a Ph.D. student at MIT. He will collaborate with Syracuse-area health care facilities to track the use of medical records and to develop more effective ways to use information systems at hospitals.

"Information studies raises a lot of basic issues about social life," Osterlund says. "How do we learn, how do we do our work, and how do we support how we do it? These are core issues in human interaction. My background has prepared me to further explore these issues." ●

Faculty, Staff, Student NEWS

FACULTY NEWS & VIEWS

Infrastructure for IT Development in Central America

MARTHA GARCIA-MURILLO, ASSISTANT PROFESSOR

Plagued by war and natural disasters, the Central American region has some of the poorest countries in the Western Hemisphere. Life has improved as armed conflicts have been resolved and economies have gradually expanded. In their efforts to continue progress, governments in the region have agreed to develop closer ties in several economic sectors under an initiative called the Puebla-Panama Plan. Telecommunications, one of the areas in negotiation, is perhaps the most important because improvements in this area can benefit other sectors.

Authorities want to upgrade the now obsolete regional microwave network, but differences in telecommunications laws are slowing the process. Designed to address issues within each country, these laws were made without considering the needs of the region as a whole. Individual countries, too small to attract investment alone, hope to harmonize their rules and band together to act as a larger homogenous market.

During fall 2002, I spent eight months in Geneva, Switzerland, working for the International Telecommunications Union, a specialized agency of the United Nations. One of my responsibilities involved helping the governments of the Central American region harmonize their telecommunications regulation. I spent three weeks visiting El Salvador, Guatemala, Honduras, Nicaragua, Costa Rica, and Panama, meeting with regulators in the region, analyzing their telecommunications laws, and identifying differences. I then prepared a report with recommendations to guide their negotiations and hopefully lead to appropriate legislation.

Why is harmonization necessary? Companies deploying networks need to have rights of way to install cables or communications towers and need to interconnect. However, differences in the countries' requirements of network companies hinder progress. Some countries require municipal, as well as federal, permissions for their rights of way. Some require payments, while others grant permissions free of charge. Some countries require a license, while others only need a registration. In Costa Rica, for example, the constitution forbids any private sector from participating in communication services, including Internet service providers. Therefore, private investors in telecom services crossing Central American borders require the Costa Rican government as a partner. These differences make it unlikely that any regional investor would be sufficiently interested in committing resources to the deployment of a regional telecommunications network.

Differences in these countries' ideologies also determine how markets are regulated. In El Salvador and Guatemala, the governments believe that free markets result in the best outcomes. Their telecommunications sectors are therefore liberalized and subject to few rules. The Nicaraguan and Honduran policies, however, are based on the conviction that an unregulated private sector cannot achieve a sufficient infrastructure.



Professor Martha Garcia-Murillo is pictured here in Guatemala City with (from left to right) Guillermo Estuardo del Pinal, CEO of Guatel, state telecommunications operator; Jose Orellana, director of SIT, telecommunications regulator; Marco Gomez, director of FONDETEL, Universal Service Fund Agency; Jorge L. Cabrera, technical director of FONDETEL; and Jorge Kunigami, former regulator at OSIPTEL, telecommunications regulator.

Insufficient network infrastructure has forced carriers to lease capacity from international networks existing in a few parts of the region, raising the cost of Internet access. A regional network would reduce expenses while at the same time address the increase in data traffic resulting from government initiatives that foster the use of information and communication technologies. For example, the Nicaraguan government has an initiative through which doctors in rural areas send daily e-mails to report local illnesses to health officials in the capital city to help identify possible epidemics. In Panama, scientific and educational groups collaborate with the government to provide public services over the Internet. Costa Rican universities will soon be connected to the high-speed Internet II.

The success of these projects may increase traffic, encouraging government officials to upgrade the regional telecommunications network and perhaps even replace it altogether. Inconsistency in regulation is an obstacle, but the governments hope that greater convergence in their laws will facilitate private investment. A successful installation of the new regional network will make access more affordable and provide the capacity needed to implement new initiatives. ●

Martha Garcia-Murillo is an assistant professor of information studies, specializing in regulation of information-related industries, including institutional economics and information economics. She can be reached at mgarciam@syr.edu.

SCOTT BERNARD, assistant professor and director of graduate programs in Washington, D.C., completed the textbook, *Introduction to Enterprise Architecture* (McGraw-Hill, Spring 2004). His paper, "Understanding the Roles of IS Leadership," co-authored with W. Lewis, has been accepted for presentation at the 2003 Americas Conference on Information Systems (AMCIS).

KEVIN CROWSTON, associate professor and director of the Ph.D. in information transfer program, published "The Social Embeddedness of Transactions: Evidence from the Residential Real Estate Industry" with S. Sawyer, R. Wigand, and M. Allbritton in *The Information Society* 19(2), 2003; and "Can Document-Genre Metadata Improve Information Access to Large Digital Collections?" with B.H. Kwasnik in *Library Trends*. He also wrote the chapters "A Taxonomy of Organizational Dependencies and Coordination Mechanisms" in *The Process Handbook* (Cambridge, Mass., MIT Press) and "A Coordination Theory Approach to Process Description and Redesign" with C.S. Osborn in *Organizing Business Knowledge: The MIT Process Handbook* (Cambridge, Mass., MIT Press), books that he edits with T.W. Malone and G. Herman.

With B. Kwasnik, he is organizing a minitrack on "Genres of Digital Documents" for the Hawaii International Conference on System Science in January 2004.

DIANA B. GANT, assistant professor, presented "Managing IT-Enabled Change: The Challenge of Implementing e-Government" at the National Forum for Black Public Administrators in February 2003 in Syracuse.

She received a National Science Foundation Digital Government Program Grant Award for her project, "How Are We Doing? Tracking Country Image in the Information Age." She and J. Gant received a grant from the IBM Center for the Business of Government to fund "Developing Integrative Technologies to Support e-Government: The Case of Enhancing Government Services with Geographic Information Systems."

ABBY GOODRUM, assistant professor, wrote "If It Sounds As Good As It Looks: Lessons Learned From Video Retrieval Evaluation" based on her presentation at the Proceedings of Special Interest Group on Information Retrieval 2003 Workshop on the Evaluation of Music Information Retrieval in August in Toronto, Canada. With M. Bejune and A. Siochi, she wrote "A State Transition Analysis of Image Search Patterns on the Web" in E.M. Bakker et al. (Eds.): *CIVR 2003, Lecture Notes in Computer Science*, volume 2728, pp. 281-290, Springer-Verlag, Berlin; and with R. D. Lankes and S. Nicholson edited "The Digital Reference Research Agenda" in the Association of College and Research Libraries' *Publications in Librarianship* (forthcoming 2003).

She presented "Evaluating Video Navigation—Pointers for the Future" during the Second International Conference on Challenges in Image and Video Retrieval in July at the Beckman Institute in Urbana-Champaign, Ill. With J. Turner, Goodrum co-authored

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the 2002 Best Paper winner, "Modeling Videos As Works," for the special fall 2002 issue "Works as Entities for Information Retrieval" of *Cataloging and Classification Quarterly*.

MICHELLE KAARST-BROWN, assistant professor, published "How Information-Intensive Firms Cope With IT Infrastructure Challenges in a Developing Island Nation" with C. Wang in *Journal of Global Information Management* (2003); and "Creating Social and Intellectual Capital Through IT Career Transitions" with B.H. Reich in *Journal of Strategic Information Systems*, Vol. 12, 91-109.

ELIZABETH LIDDY, professor and director of the Center for Natural Language Processing, presented "Automatic Metadata Generation and Evaluation" at the National Online Conference in New York City; "Metadata: Generation and Evaluation" at the Libraries In the Digital Age (LIDA) Conference in Dubrovnik and Mijet, Croatia; "Natural Language Processing for Intensivist Applications" at the Technology Transfer Institute Vanguard Conference on Knowledge Management Comes of Age in Washington, D.C.; "Experimental Methodologies and Findings on Use of MetaData for Information Access" at the NSF National Science Digital Library Workshop on Evaluation in Washington, D.C.; and "Experimental Results on Utilities of MetaData for Information Access" at the NSF National Science Digital Library Annual Conference in Washington, D.C.

She also served as a panelist on "e-Rulemaking" at the Digital Government Conference in Boston and coordinated a weeklong "Scenario-Based Question Answering Workshop" for the Intelligence Analysts and Question-Answering Researchers workshop in Boston. Liddy gave the keynote address, "Natural Language Processing for Sophisticated Text Mining" at the Thomson Corporation's Text Summit in St. Paul, Minn.

LEE MCKNIGHT, associate professor, chaired the Wireless Grid Project meeting at the School of Information Studies in May; "Information Islands or a Caribbean Grid? Political and Business Strategies for Development" session at Politics and Information Systems: Technologies and Applications (PISTA '03) in August 2003 in Orlando, Fla; and the Dagstuhl Seminar on Internet Economics in August in Dagstuhl, Germany.

He presented and co-authored with J. Hwang, J. Park, J. Howison, and P. Aravamudham "Wireless Grid Issues," submitted to High Performance Networking Working Group, GGF8-Eighth Global Grid Forum in June in Seattle; and co-authored "Implications for Inter-System Mobility Management of Wireless GRID Networks and Virtual Markets for Sharing Resources in Dynamic Ad-Hoc Environments," submitted to International Telecommunication Union, ITU-T Special Study Group Meeting, Working Group Q.2/SSG, in June in Geneva, Switzerland.

McKnight served as session chair of "Towards Trusted Wireless Grids," presented and co-authored "Wireless Grids and Virtual Markets," and presented and co-authored with J. Howison "Towards a Sharing Protocol for Wireless Grids," for the *CCCT '03* International Conference on Computer, Communication, and Control Technologies in August in Orlando, Fla. He also co-wrote "Wireless Internet Access: 3G vs Wi-Fi," in *Telecommunications Policy*, Issues 5-6, June-July 2003, pp. 351-370; "Broadband Internet: The Power to Reconfigure Access," *Forum Discussion Paper No., 1*, Oxford Internet Institute, University of Oxford, August 2003; and with M. Mueller "The Post-.COM Internet: Towards Regular and Objective Procedures for Internet Governance" for the TPRC 2003, 31st Research Conference on Communication, Information and Internet Policy in September in Arlington, Va.

He co-authored "Why Haven't Bandwidth Trading Markets Matured? Analysis of Technology and Market Issues" in Special Issue on Information and Communication Technologies for Growth, *International Journal of Technology, Policy and Management*, (forthcoming fall 2003); and he chaired the "Wireless Policy: Spectrum Management or Technology Innovation for Economic Development?" session at the Twenty-Fifth Annual Association for Public Policy Analysis and Management (APPAM) Research Conference in November in Washington, D.C.

MILTON MUELLER, associate professor and director of the master of science in telecommunications and network management program, is co-editing a special issue of *The Information Society* with B. Lentz on "Social Determinants of Public Policy in the Information Age."

With L. McKnight, he developed a paper, "The Post-Com Internet: A Five-Step Process for the Addition of Top Level Domains," which was released at the Rio de Janeiro Internet Corporation for Assigned Names and Numbers (ICANN) meeting in March.

SCOTT NICHOLSON, assistant professor, presented "Bibliomining for Automated Collection Development in a Digital Library: Using Data Mining to Discover Web-Based Scholarly Research Works" at the 2003 Libraries in the Digital Age conference in Dubrovnik and Mljet, Croatia, and "The Bibliomining Process: Seeking Behavioral Patterns for Library Management Using Data Mining" at the 2003 Evidence Based Librarianship conference in Edmonton, Alberta. He also presented "Bibliomining—Data Mining for Libraries" at the 2003 Annual American Library Association conference in Toronto, Ontario, and "A Theoretical Framework for Holistic Measurement and Evaluation of Digital Library Services" at the 2003 European Conference on Digital Libraries in Trondheim, Norway. He was interviewed live on CNN Headline News regarding methods for detecting plagiarism using web search tools.

JOON PARK, assistant professor and director of the Laboratory for Information Security and Application, co-authored with D. Dicoi "WLAN Security: Current and Future" for *IEEE Internet Computing*, September-October 2003; with J. Hwang "Role-Based Access Control for Collaborative Enterprise in Peer-to-Peer Computing Environment" for the 8th ACM Symposium on Access Control Models and Technologies in June in Como, Italy, and "A Middleware Approach for SAINT (Secure, Automatic, Interoperable, and Transparent) Peer-to-Peer Content Services" for the 8th IEEE Symposium on Computers and Communications in July in Antalya, Turkey; and with A. Nanda and J. Howison "Security Challenges and Countermeasures in Wireless Networks" for the International Conference on Computer, Communication and Control Technologies (CCCT '03) in August in Orlando, Fla. He also wrote "Towards Secure Collaboration on the Semantic Web" for *ACM Computers and Society*, Volume 32, Issue 6, June 2003.

An invited speaker at the Chief Scientist's Seminar on Information Assurance, he presented "Information Security Models and Implementations" at the U.S. Air Force Laboratory in August in Rome, N.Y. He was also on the Program Committee for the ACM Conference on Computer and Communications Security in October in Washinton, D.C.; and invited panelist at the National Science Foundation Graduate Research Fellowship Program on Computer Science in Arlington, Va.; and the session chair of Computer Security III for the IEEE Symposium on Computers and Communications in July 2003 in Antalya, Turkey.

RUTH V. SMALL, associate professor, director of the school media program, and director of the Center for Digital Literacy, attended the October meeting of the National Forum on Information Literacy. She and M. Arnone presented their project, "S.O.S. for Information Literacy" to the Treasure Mountain Research Retreat in Kansas City and to the Nevada Library Association in Lake Tahoe. They conducted a two-day workshop titled, "Making an IM-PACT on Student Motivation," at the Wynalda Davenport Teaching and Learning Institute Inaugural Conference for the faculty of Davenport University in Lansing, Mich., in October. Small, M. Arnone, and M. Kaarst-Brown received a second year of funding for their project, "Reinventing Urban School Libraries," which Small discussed in a presentation at the biannual conference of the American Association of School Librarians in Kansas City in October.

Her recent publications include "Learning-in-Community: Reflections on Practice" with M. Venkatesh and J. Marsden (Kluwer) and two chapters, "A Tradition of Innovation: The Syracuse Experience," with B. Settel in *Benchmarking in Distance Education: The Library and Information Science Experience*, edited by D. Barron (Libraries Unlimited), and "Fostering Library Media Specialist-Educational Technologist Collaboration" with C. Ohrazda, M. Spector, and P. Revercomb in *Educational Media and Technology Yearbook 2003* (Libraries Unlimited).

Small was recently elected to the board of trustees of Manlius-Pebble Hill School in Syracuse and reappointed to a second term on the editorial board of *School Library Media Research*.

JEFFREY STANTON, assistant professor, co-authored with K.R. Stam "Information Technology, Privacy, and Power within Organizations: A View from Boundary Theory and Social Exchange Perspectives" in *Surveillance and Society*, 2, 152-190; with S.T.M. Sarkar-Barney "A Detailed Analysis of Task Performance With and Without Computer Monitoring" in *International Journal of Human Computer Interaction*, 16 (2), 345-366; with N. Zakaria and S. Sarkar-Barney "Designing and Implementing Culturally-Sensitive IT Applications: The Interaction of Culture Values and Privacy Issues in the Middle East" in *Information Technology and People*, 16, 49-75; and with N. Tarakeshwar and K.I. Pargament "Religion: An Overlooked Dimension in Cross-Cultural Psychology" in the *Journal of Cross Cultural Psychology*, 34, 377-394.

He also participated in an invited summit of 25 experts on cybercrime sponsored by the Behavioral Sciences Research Unit of the FBI at the FBI Academy in Quantico, Va.

PING ZHANG, associate professor, with J. Lazar co-chaired "The Second Annual Workshop on HCI Research in MIS" in Seattle, prior to the International Conference on Information Systems (ICIS) in December 2003, at which she was a discussant. She also co-chaired with F. Nah a minitrack "HCI Studies in MIS" and was a panelist on "The Role of Human-Computer Interaction (HCI) in the Information Systems (IS) Curriculum" at the Americas Conference on Information Systems (AMCIS) in Tampa, Fla., in August 2003.

Zhang co-authored with N. Li "An Assessment of Research in MIS Oriented HCI Studies," for the American Psychological Association Convention, *Symposium of Divisions 21 and 14: The Many Faces of HCI Researchers in IS*, in Toronto, Canada, in August 2003, and forthcoming in *Computers in Human Behavior* journal; with N. Massad "The Impact of Animation on Visual Search Tasks in a Web Environment: A Multi-Year Study," Proceedings of the Americas Conference on Information Systems, in Tampa, Fla., in August 2003; and with H. Sun "A New Perspective to Analyze User Acceptance of Technology," *Proceedings of the Thirty-Seventh Hawaii International Conference on System Sciences* (HICSS), January 2004.

Zhang and A. Dillon co-edited a special issue "HCI and MIS: Shared Concerns," a collection of the best papers from the "HCI Studies in MIS" minitrack at AMCIS '02, for the *International Journal of Human-Computer Studies*, fall 2003.

With J. Carey, D. Galletta, J. Kim, D. Te'eni, and B. Wildemuth, she co-authored "The Role of Human-Computer Interaction (HCI) in the Information Systems Curriculum" in *Communications of the Association for Information Systems*, forthcoming; and with C. Finneran "A Person-Artifact-Task Model of Flow Antecedents within Computer-Mediated Environments" in the *International Journal of Human-Computer Studies*, forthcoming.


Scott Bernard


Kevin Crowston


Diana B. Gant


Michelle Kaarst-Brown


Milton Mueller


Scott Nicholson


Ruth V. Small


Ping Zhang

Faculty, Staff, Student NEWS

A New Home in the Heart of Campus

MARGARET COSTELLO, EDITOR

This past summer, Dean Raymond F. von Dran and Chancellor Kenneth A. Shaw celebrated the dedication of Hinds Hall as the new home for the School of Information Studies in a ceremony, "Building on the Past, Envisioning the Future." Located on the northeast corner of the Quad, Hinds will be overhauled from top to bottom to become the most wired building on campus, with completion expected by December 2005. The renovated building will be used solely by the School of Information Studies to meet the needs of its student and faculty population, which has grown 350 percent in the past decade.



Dean von Dran and Chancellor Shaw use a toy jackhammer to inaugurate the renovation of Hinds Hall.



Professor Emerita Antje Lemke recalls the school's history during the Hinds Hall site dedication.

"Our school prepares professionals to work in everything from children's literacy and storytelling to information security and intellectual property, and we decided to take what we do in the school and reflect that in the building," von Dran says. "We're going to have lots of glass, stainless steel, and some exposed infrastructure to give the building a 'techie' feel that is aesthetically appealing to our students. When people walk in, they won't ask, 'Where am I?' They'll know from their surroundings that they're in the School of Information Studies."

Each of the building's four floors contains approximately 12,000 square feet that will have a variety of uses. Key features of the refurbished structure include enhancements to the main entrance on the western side of the building. Situated across from the colorful *Passion of Sacco and Vanzetti* mosaic mural, the entrance will open into a gallery that leads to a lobby at the far end of the building. The first floor will contain a large student services suite, with such offices as student records, career services, and academic counseling, and will also have classrooms, student meeting areas, and computing and technology labs. The second and third floors will house many of the faculty and administrative offices, the dean's suite, large conference rooms, and most of the school's sponsored research centers.

One of the more exciting spaces for students will be the basement, or ground level floor, which will have several large classrooms and a student lounge featuring an open spiral staircase, a high ceiling, and commissioned artwork specially designed for the school (see related story, p. 15). The existing multi-story bay area, currently used by engineering faculty and students to test concrete beam structures, will be transformed into an atrium with windows providing a picturesque view of University Avenue.

Designers at Ashley McGraw Architects have drafted floor plans that take into account everything from the practical needs of the school and budget concerns to "green" construction and Feng Shui, the intangible energy of a place. "We're very excited about our new home," von Dran says. "Being located on the Quad signifies the school's importance within the University, and the building will have a very open feel that will encourage interactions between students and faculty from across campus. We're hoping that through corporate and alumni donors our new home will be furnished with state-of-the art technology to support our students through the 21st century."

New Faces



Ellen J. Hobbs



Stacey Keefe

The School of Information Studies welcomes the following new staff members to the family:

ERIN BARRETT provides information technology support and is responsible for managing the IT help desk and telecommunications for the school. She earned a B.A. in psychology from Syracuse University.

ELLEN J. HOBBS, an administrative specialist and assistant to Steve Block, director of business processes and grant management, is responsible for managing payment for procurement and travel cards, petty cash, and the school's facilities. She also serves as the liaison for faculty and staff to the University administrative offices.

STACEY KEEFE, assistant to associate dean Bruce Kingma and a 1999 graduate of the Newhouse School, is responsible for database management, handling expenditures, scheduling meetings, and other administrative tasks, as well as for coordinating faculty candidate visits and providing administrative support for the Faculty Search Committee.

MAUREEN O'CONNOR KICAK, administrative specialist, is responsible for processing and maintaining human resources and payroll files, generating payroll reports, semi-weekly and hourly payroll submissions, and overseeing files for faculty searches.

AMY SLOANE-GARRIS, director of graduate marketing and recruitment, is responsible for attracting strong students to enroll in the school's master's degree programs and its Ph.D. program and for ensuring the attainment of other enrollment goals.

STUDENT PROFILES

Muskie Program Brings Three Eurasian Students to IST

WANFENG ZHOU, CONTRIBUTING WRITER

Volodymyr Lysenko's G'05 desire to study information technology was never stronger than last fall when he learned that thousands of precious manuscripts in the National Library of the Ukraine were being threatened by tons of leaking water. "Our national history was in danger," says Lysenko, who was then a senior lecturer in the Department of Reprography at the National Technical University of the Ukraine. "Libraries in the Ukraine are in desperate need of developing information technology so they can convert paper books into electronic versions to prevent damage by unexpected natural disasters." Although all of the manuscripts were saved, the near-disaster spurred Lysenko to strive toward establishing a department of library and information science at the university. "I hope my education in the United States will help me realize my goal," says Lysenko, who arrived at the School of Information Studies this fall.

Lysenko is one of three Muskie Fellows at the school who have come to the United States to study advanced information technology and promote its use in their home countries. The



Volodymyr Lysenko G'05 of the Ukraine poses beside the famous self-portrait of Van Gogh that hangs at the National Gallery of Arts in Washington, D.C., during a cultural outing of the Muskie Program's Gateway Orientation.

Muskie Fellows—two from the Ukraine and one from Uzbekistan—have enrolled in the school's two-year master's degree program in library and information science. They are among 300 scholars selected from more than 4,000 applicants representing 12 Eurasian countries who are participating in the 2003 Edmund S. Muskie/FREEDOM Support Act Graduate Fellowship Program. Administered by the American Council for International Education, the program aims to encourage economic and democratic growth in former Soviet countries by providing full scholarships to promising students to study in American universities. "This is our first year participating, and it's a great honor to have these students in the school," says Bruce Kingma, associate dean of the School of Information Studies. "The process through which students and universities are chosen to participate is a competitive one. It's a great program, particularly for students in the field of library and information science, because these countries need help making their vast resources available to the public and researchers."



Anatoliy Gruzd G'05 of the Ukraine rests on a bench in a botanical garden in Washington, D.C., during a Muskie Fellows reception in August.

Having studied computer information processing and Internet mass media in the Ukraine, Lysenko says his country is far behind the United States in the development of information technology in libraries. "Our libraries are not well equipped," says Lysenko, who holds a master's degree in physics. He taught computer science in the Ukraine for about 10 years, and more recently discovered the power of electronic publishing and Internet mass media as a visiting scholar at the University of Oxford and Columbia University's Teachers College. "The United States leads the field in library automation and library information technology," he says. "I hope to get the cutting-edge knowledge in these fields and introduce it to my home country after graduation."

Anatoliy Gruzd G'05, who is also from the Ukraine, says he is particularly interested in exploring advanced technology and methods in information technology and management. "Above all, there is a lack of specialists in this field back home," says Gruzd, who earned a master's degree in computer science in the Ukraine. For example, when he was teaching computer science in Lyceum of Information Technology, a high school in his hometown of Dniepropetrovsk, he had to write the textbook about web programming himself because there wasn't another in existence. He hopes to establish an information center in Dniepropetrovsk after graduation to provide people with computers, Internet access, and teachers so that people can learn about information technology and computer science. "As a Muskie Fellow, I must serve as a leader in this field," Gruzd says. "It is the goal of the program."

For Tamilla Mavlanova G'05, a Muskie Fellow from Uzbekistan, the opportunity to study at SU will extend her knowledge in library and information science. A student of oriental languages and literature, she has also received extensive training in automated library system management, advanced Internet search, proactive information strategy, and



Muskie Fellow Tamilla Mavlanova G'05, a native of Uzbekistan, says she is happy to be studying at Syracuse University. She is pictured here at a friend's home in Syracuse.

e-resources management while working at the information center at the British Council in Tashkent. "I would like to continue my education in this field, and I am very interested in library management and administration," Mavlanova says. "Uzbekistan is a newcomer to advanced information management and needs future leaders who will be able to apply technology to the establishment of modern information centers." She says the Muskie program is one of the most challenging scholarship programs for talented young Uzbeks to seek degrees in the United States and enhance their career prospects at home. "I am glad to have the opportunity to study at SU and get acquainted with the American education system, which differs so much from the one in my home country," Mavlanova says. "I'm very impressed with the variety of courses offered by the school and the choices in information management as well as library science classes."

Associate Dean Kingma has assigned Svetlana Symonenko G'07, a second-year doctoral student from the Ukraine, to assist the Muskie Fellows in their studies and research. "I'll give them advice based on my experience in the United States and in SU's School of Information Studies," says Symonenko, who earned a master's degree at St. John's University as a Muskie Fellow. "I'm very excited about Muskies coming here, as the school is a great place to gain knowledge and experience."

continued from page 1

requires consideration of computer hardware and software technologies as well as larger social and policy issues. "Security is a perfect subject for our school to study," says senior instructor Peter Morrissey, who specializes in telecommunications networks. "It involves knowledge of technology, organizational and policy issues, business, and human behavior. It's a complex problem, and people here in the School of Information Studies are addressing it from all angles."

Professors in the school are conducting ground-breaking research in information security, ranging from developing technology to translate terrorists' communications into English to understanding how human interactions with technology can affect the informational systems. They are collaborating with faculty members from ECS, the Maxwell School, and the S.I. Newhouse School of Public Communications through the University's Systems Assurance Institute. Drawing from its interdisciplinary strengths, the institute advances the understanding of, develops technology relating to, and trains students and the workforce about secure systems. "We are looking at the big picture of security that includes the technology but also employee education and human behavior as well," says Jeffrey Stanton, assistant professor and director of the Syracuse Information Systems Evaluation (SISE) Project. "No one person can come up with the answer to security. We need different perspectives on the problems, something more encompassing than one person can offer."

The school's multifaceted approach to problems attracts students and faculty alike. "I came to IST because I want to do interdisciplinary research," says James Howison, a Ph.D. student in information transfer from Australia. "Having an undergraduate degree in politics and economics and having some graduate work in computer science, I wanted to find a place that was interested in both, together. There aren't many places where there are technical people that know how to analyze human behavior and that also care about the politics and ethics of it. That's important to me as well."

Since its inception nearly 30 years ago, the School of Information Studies has held fast to its belief in the expanding role of information in all aspects of society. In 1974, former Dean Robert Taylor redefined the school's vision, which had been focused solely on library science, and changed its name to the School of Information Studies—the first school of its kind in the country. "He really understood the power of information, and realized the schools that are going to remain viable are the ones that have adapted their view of library to include the broader range of information providers," says Dean Raymond F. von Dran. "We became the benchmark for other universities—who are still calling us today to ask how to establish their own information schools."

The power of information is immeasurable. Information connects people and guides their actions, protecting them from dangers and leading them to discoveries about themselves and the world around them. "We're in the Information Age, where information drives the economy and expands human capabilities," says Associate Dean Bruce Kingma. "We have passed from an agrarian base, to a manufacturing base, to a knowledge-based economy. Well over 50 percent of our economy today works in an information field. But information has to be secure to have value. It's an issue that is never going to go away." ●



Assessing Risk

continued from page 1

Dale Thompson, a Ph.D. student in information transfer, is heading a project with Kaarst-Brown that looks at how the U.S. government and other organizations classify or categorize sensitive information. In his doctoral thesis, Thompson hopes to identify the factors people consider when determining what constitutes sensitive information. "The U.S. government has a lot of things identified as highly secret or classified information, and yet there is an awful lot of information that they didn't realize could be highly sensitive, for example, Immigration and Naturalization Service records," Thompson says. "This can have terrible consequences for people."

Kaarst-Brown's research helps individuals and organizations develop risk management policies and contingency plans. In her class, Strategic Risk Assessment, Measurement, and Management, she outlines three areas that businesses need to address in order to better secure themselves:

- Risk assessment—where are they vulnerable and why?
- Risk measurement—how vulnerable are they?
- Risk management—have they created a plan to help them continue, as well as to prevent or repair damage?

"Companies miss the mark in all three areas," Kaarst-Brown says. "When you think about risk and security, it's got to be put into a context and given probability. Contingency planning is minimizing risk and working around a problem if one arises. I've found that the issue of business continuity until normal operations are restored is where many businesses are the weakest." Continuity means being able to continue operations even if a system fails or is under attack. To advance research in the area of continuity, Kaarst-Brown has her classes research how well the businesses affected by the 9/11 terrorist attacks have recovered. "The issue of continuity is really important," she says. "Organizations of all sizes have people making decisions about security who are not in the security department or technology department," Kaarst-Brown says. "There are administrative people as well as managers who need to learn about risk assessment and contingency planning." ●

Securing a Wireless Wo

MARGARET COSTELLO, EDITOR

Look around the table at the next office meeting or glance over the coffee shop as the java brews and you're bound to see some of the latest models of wireless devices. These devices—like Palm Pilots or other personal digital assistants—are popping up all over, allowing users to connect to the Internet without plugging into a wall. Likewise, cell phones that can take pictures, record sound, and transmit those mini-movies to other wireless devices are becoming more commonplace across the globe. "Increasingly, our devices are going to be mobile," says James Howison, a Ph.D. student in information transfer who is working on wireless grid security. "We're going to encounter new situations that require individuals to make decisions about the security of their devices. Ultimately computers are just a means to do a task for a human. We hope to leverage that human information to help computers make secure decisions."

Howison is working with associate professor Lee McKnight and assistant professors Junseok Hwang and Joon Park on the Virtual Markets and Wireless Grids project, funded by the National Science Foundation (*wirelessgrids.net*). "Nowadays, especially after the proliferation of the Internet, security has become more critical because computers are more interconnected and share the same resources with different organizations or even other countries," says Park, who worked for the U.S. Naval Research Laboratory's Center for High Assurance Computer Systems before coming to SU in 2002. "These entities are governed by different policies, so how can you control information flow and access?"

Park is trying to find an answer to that question by performing theoretical research that leads to practical applications to secure information systems. He says there are three basic properties for information security:

- Confidentiality—permits only authorized information disclosure.
- Integrity—permits only authorized information modification.



Research group members shown are Jeff Stanton, assistant professor (standing); (from left to right) Indira Guzman, Ph.D. student; Ashutosh Deshpande, Ph.D. student; Cavinda Caldera, Ph.D. student; Isabelle Yamodo, research associate; Kathryn Stam, research associate; Nasriah Zakaria, a Ph.D. student; and Carsten Osterlund, assistant professor.



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- Availability—makes information available to authorized entities when the access is needed.

As millions of people discovered recently through the widespread impact of such computer ailments as the MS Blaster worm and Sobig virus, the Internet is far from being perfectly secure, and wireless systems are even less so, says McKnight, the principal investigator of the wireless grids project. "The current outbreak of viruses and spam across the Internet is just an example of the kind of dilemmas and challenges that are not simply a matter of having anti-virus software, firewalls, or other technical mechanisms," he says. "There's also a policy issue that could affect security. And with wireless technology, we're extending the same kinds of trust and reliability issues to our cell phones, our handheld devices, or even our homes."

One way the researchers hope to address the issue of security in wireless devices is to move away from a binary system, which offers people complete access to a system or complete denial into it. For example, Syracuse University will only issue e-mail accounts to registered employees or students who then have permission to use its network. Other computer users won't be allowed to access SU's network and its capabilities. But as the use of wireless devices become prevalent, more people will want access to more networks so they can use their wireless devices in more places and for multiple functions.

Howison would like to see networks evolve so that people could have limited access or be allowed to do some, but maybe not all, functions based on how trustworthy the user is. "Trust is a human question," Howison says. "It's based on a person's reputation, or the history of his actions. I'm hoping to make a contribution to systems design that uses knowledge of human behavior to build systems that work securely." ●

High-Tech Tools Take On Terrorism

JUDY HOLMES, CONTRIBUTING WRITER

A $500,000 federal grant to Syracuse University's Center for Natural Language Processing (CNLP) in the School of Information Studies, sponsored by U.S. Sen. Charles E. Schumer, will enable researchers to provide homeland security and law enforcement officials with high-tech tools to search and analyze databases, documents, and web sites written in Arabic.

"Syracuse University is playing a key role in making sure our law enforcement agencies have the tools they need to fight the war on terrorism," Schumer says. "Researchers in the School of Information Studies have pioneered a way to help homeland security agencies translate e-mails among terrorists and search their computers for intelligence. If we can get some piece of intelligence or information, we need to be able to translate it. This funding will go toward making sure we can do that."

The grant, part of the Omnibus Appropriations Bill, was awarded to Elizabeth Liddy, professor and director of CNLP, one of six research and development centers in SU's School of Information Studies. The project will expand the center's core Natural Language Processing technology to enable English-speaking users to pose their questions in English, which the system will then translate into Arabic. The technology, called Cross-Language Information Retrieval, translates users' questions and retrieves relevant documents that have been written in another language.

"During the past few years, CNLP has developed cross-language information retrieval systems that can search documents written in French, Spanish, Japanese, Chinese, and Dutch," Liddy says. "Arabic would add a new capability to the technology and save time for analysts in the intelligence community as they search for vital information conveyed in Arabic."

Cross-Language Information Retrieval is one of several high-tech tools CNLP has developed for government agencies as well as business and industry. During the past four years, the center has received three major grants from the federal Defense Advanced Research Projects Agency to develop state-of-the-art Evidence Extraction and Link Discover technology (EELD). A highly specialized technology, EELD enables systems to locate and identify relationships among people and organizations in material found on the Internet and in public databases. The technology then compiles the information into a new database that is customized to the user's needs. ●

Information Security's Human Interface

MARGARET COSTELLO, EDITOR

The Syracuse Information Security Evaluation (SISE) project in the School of Information Studies is working to better understand how human behavior can affect the security of information systems within organizations, an area called "behavioral information security." The SISE project *(sise.syr.edu)* focuses on information systems' influence on people's motivation, satisfaction, and performance. SU researchers have developed and delivered more than a dozen evaluation reports to local organizations. "Besides serving as a source of feedback about in-progress organizational technology initiatives, these reports can serve as a guide to future operations and a motivator for positive organizational change," says assistant professor Jeffrey Stanton, director of the SISE project.

For example, Stanton and Kathryn Stam, a post-doctoral research associate, often found such security breaches as employees writing their passwords on sticky notes and putting them on their computer monitors or keyboards. Another common problem was employees not changing their passwords regularly or using their names or social security numbers as their passwords. "It would be a relatively simple matter to receive training about this," Stanton says. "But would that be enough to change human behavior or would it be more effective to have an incentive program for the employees? There needs to be a change in the organizational psychology. So rather than security being something provided by the IT staff, it is something enacted by all employees."

Within an organization, human behavior can affect information security in a variety of ways. It can be intentionally malicious, intentionally beneficial, or thoughtlessly good or bad. "What I try to do is make it possible for employees to do the right thing," Stanton says. "Part of that is education, making sure they know what they should do. The other part is helping management see the value of protecting information. If the leaders of the company don't encourage these behaviors, then the employees won't do it." ●

Faculty, Staff, Student NEWS

Two Alums Receive 21st-Century Librarian Award Honors



Louise Schaper G'82, G'84



K. Matthew Dames G'01

TAMMY DIDOMENICO, CONTRIBUTING WRITER

Following the curves in the career paths of this year's 21st-Century Librarian Award winners may take some effort. Louise Schaper G'82, G'84 and K. Matthew Dames G'01 each represent how diverse the field of library science has become, and illustrate how a career in the field can evolve as an individual's skill levels and interests expand.

Established in 2000, the award is an annual project of SU's master of science in library and information science (MSLIS) students. A student committee maintains the criteria for the $5,000 national award, solicits nominations, and selects the winners. This year, the committee established a $1,000 21st-Century New Librarian Award to recognize librarians in the first three years of their post-MSLIS careers. This year's honorees were formally recognized during a luncheon in October.

Community-Centered Librarian

Although Louise Schaper relies on technical skills acquired while completing a library science degree, her social and managerial expertise distinguishes her from others in the field. Currently director of the Fayetteville Public Library in Arkansas, Schaper approaches management from a unique standpoint, partially as a result of her nontraditional educational background.

A native of New Hartford, New York, Schaper has degrees in anthropology and social work, and her work experience includes everything from owning a yarn and picture shop to working at academic, hospital, and institutional libraries. Having such diverse experiences helped her find her true calling, and she enrolled in the School of Information Studies. Schaper says her IST education helped her adapt easily to her various professional roles. "It is the small things that stick with me," she says. "The program embodied a team spirit, yet encouraged a nontraditional approach. It was a strong, supportive experience."

As director of the Fayetteville Public Library, Schaper creates a similar atmosphere by working with the board of directors, the community, and staff members to create a new vision for the library. She is currently transforming the vision into a reality as she oversees the construction of a new building. Beyond the physical structure, the library has become a source of pride for her community, and she is pleased to know she has played a significant role in that evolution. "We have basically taken a barely functioning organization and created a wonderful public library," Schaper says.

Schaper has returned to SU on occasion to teach summer institute courses, and her relationship with the school was recently reinvigorated when her daughter, Claire Alexis Schaper, enrolled in the MSLIS distance-learning program. That connection makes the 21st-Century Librarian Award particularly rewarding. "It was a thrill to be recognized," she says. "It was wonderful news for me, the library staff, and my community."

From Lawyer to Librarian

Like Schaper, K. Matthew Dames settled into a career as a librarian after years of pursuing other interests. In addition to a library science degree, Dames earned a law degree from Northeastern University in Boston, and he worked for years as a journalist. Yet Dames believes that now, as a librarian, he is heeding a call he has always heard. "I had actually considered library work before many, if not all, my other careers," he says. "I've found a lot of the skills I acquired in my other careers have helped me to be better librarian. Through those experiences, I've seen how technology is used in several different industries. What the IST faculty members help students understand is that technology does not solve problems, people solve problems. We need intelligent people with broad imaginations and the ability to use all this technology."

Dames, a New York City native, currently works as an information consultant and manager for the Washington, D.C., office of Cadence Group, an Atlanta-based information management company. He recently completed a post-graduate fellowship at Georgetown University's Edward Bennett Williams Law Library in Washington and taught a course on copyright law for IST last summer. He says he feels very comfortable working as a librarian, but will always be open to different ways of applying those skills. "The emphasis of what I do may change over the years," he says. "But I will always consider myself a librarian at heart. I'm having a lot of fun."

As for being recognized with the 21st-Century New Librarian Award, Dames says he was quite surprised to find himself nominated and did not know he had been until the committee contacted him. "The award is a great thing—not just for the University and the school, but also for librarianship in general," he says. ●

Librarians for Today's World

TAMMY DIDOMENICO, CONTRIBUTING WRITER

The scope of the library science profession is ever-expanding. Professor Jana Bradley knew that long before she and her students established the initial criteria for the 21st-Century Librarian Award in 2000. However, she found herself a bit surprised by the diversity of the nominees' career experience. "As I read through the dossiers of the first round of applicants, I was struck that, taken together, they gave a comprehensive and very interesting picture of the profession in the early days of the 21st century," Bradley says. "It was truly amazing how many activities were presented. I decided I wanted to understand that picture more fully and share it with the library and information science (LIS) community."

Bradley took a leave from teaching last year to further explore how the 130 librarians nominated for the 21st-Century Librarian Award in 2001 were applying their skills. She reviewed the application materials they submitted, which included a personal statement about their activities and vision of 21st-century librarianship. Bradley is currently writing up her findings for publication and for presentation on the Librarians in the 21st Century web site (*21stcentury.syr.edu/2002*).

While the award recipients inspired Bradley's research, their individual careers told much about the state of the profession in the modern age, she says. It is the big picture that Bradley hopes to better explain with the research she has compiled. "All of us in the profession know about the general changes in librarianship," she says. "But I found it very inspiring and affirming to see specific examples of so much work that responds to the digital age, while at the same time embodying the established principles and values of our profession."

The most remarkable of her findings, Bradley says, was that despite technological advancements and the increasing diversity of tasks, many in the field considered themselves librarians, first and foremost. She found a characteristic commitment to the principles and values of the profession, including service, balanced points of view in collection building, freedom of information, preservation, and the effective organization of information. Also, Bradley discovered that they had made continuous efforts to keep up with technological advancements. "Librarians have the potential to be valuable interpreters of the emerging information environment to society at large, and my goals for teaching library and information science students are to educate them to fulfill this potential," she says.

Bradley, former faculty advisor of the 21st-Century Librarian Award selection committee, says her research will help the student committee improve its nomination criteria. "This project both reinforced what I had suspected and deepened my understanding of the potential of librarians to make a difference in the digital environment," Bradley says. ●

STUDENT PROFILE

All-Around All-Star

TAMMY DIDOMENICO, CONTRIBUTING WRITER

Keeping up with Aprelle Watkins '03 is no easy task, figuratively or literally. She overcame physical setbacks to reach her personal best as a member of the women's track and field team. Off the track, Watkins leads her life with the knowledge of the exciting choices and opportunities in her future. Currently pursuing concurrent master's degrees in information management through the School of Information Studies and new media through the S.I. Newhouse School of Public Communications, Watkins shows a determination that has earned her recognition as an Arthur Ashe Jr. Sports Scholar for the past two years. The national award recognizes student-athletes who excel in sports, academics, campus life, and community service. Watkins was one of three Syracuse University students honored last April.

Watkins recognized her athletic gifts early in life, but when the time came to select a college, academics took priority. Her parents instilled in her the virtues of hard work and perseverance, and Watkins was as strong in the classroom as she was on the track. Several colleges offered her scholarships, but SU was the most appealing academically. "My motivation stems from my parents," she says. "From them I learned to never give up on my dreams, even in the midst of those who might doubt me. I always want to be the best at whatever I set my mind to."

At the end of her freshman year, Watkins broke an ankle, and a season recovering on the bench became a turning point for her. "I learned many valuable lessons," Watkins says. "It became apparent to me that I could not put all of my hopes and dreams into one aspect of life because it could be taken away so easily." Watkins redirected her energies into campus activities, particularly the Black and Latino Information Studies Support, BLISTS. She eventually served as president of the organization.



Aprelle Watkins '03

Watkins returned to competition in her junior year and enjoyed great success. She set a school record in the triple jump that year, and competed in last year's USA Track and Field Championship. Watkins says despite the hard work, physical demands, and time required of student-athletes, rewards abound. Being a captain of the team has required her to develop skills in time management, leadership, and teamwork. "Athletes are continuously traveling and are held to a high academic standard," she says. "As a member of a team, you must be able to get along with various personalities in order for the team to achieve its goals."

Watkins is grateful for the opportunities she has had on and off the track. But she doesn't spend a lot of time pondering her accomplishments; she simply takes her successes in stride and keeps moving forward. "My academic life was never too hard for me because ever since I can remember I have been a 'nerd,'" she jokes. "As I approached graduate school, it got increasingly more difficult to balance track and school. I just stayed focused and kept on schedule."

In addition to her parents, Watkins is quick to name faculty, teammates, coaches, and others she has met through the University as important factors in her ability to reach her academic and personal goals. She also has a very high regard for the standards recognized by the Arthur Ashe Jr. Sports Scholar program. "To me, it is an important tool that shines a light on those student-athletes who are striving to be more than just athletes," she says. "The scholarship highlights the importance of academic life, too."

With plenty of work still to do to complete her degree requirements, Watkins is reluctant to speculate on specific career plans. "I can see my career following many different paths," she says. "I do not see myself staying in one field, because there are too many things that interest me, including technology, designing, and continuing my athletic life." ●

Student News

Master's Student Wins National Travel Stipend Award

MARIA CHERRIE G'04, A LIBRARY AND INFORMATION SCIENCE master's degree student, won INSPEC's $500 Travel Stipend Award to attend the annual Special Libraries Association conference last June in New York City. Cherrie received the award, administered by the Special Library Association Engineering Division, for submitting the best essay on the topic, "How do you plan to be an innovator in the field of special librarianship?"

"The conference was an enjoyable and enriching experience," Cherrie says. "The exhibits, in particular, exposed me to the new developments and technologies in the field of library and information science. I also met Syracuse University alumni, librarians, and information specialists from all parts of the world."

IST Students Receive National Accolades for Disserations

DOCTORAL GRADUATE ANNE DIEKEMA G'03 RECEIVED THE 2003 UMI Doctoral Dissertation Award for her paper, "Translation Events in Cross-Language Information Retrieval: Lexical Ambiguity, Lexical Holes, Vocabulary Mismatch, and Correct Translations." She was recognized in October during a ceremony at the American Society for Information Science and Technology (ASIST) award luncheon in Long Beach, California.

At the same awards ceremony, Jiangping Chen, a Ph.D. student in information transfer and a research analyst at SU's Center for Natural Language Processing, was recognized with the 2003 ASIST/Information Sciences Institute Doctoral Dissertation Proposal Award for her dissertation, "The Construction, Use, and Evaluation of a Lexical Knowledge Base for English-Chinese Cross Language Information Retrieval." She received a $1,500 check from ISI and $500 travel stipend to attend the ASIST 2003 annual meeting in Long Beach.

Professor Elizabeth Liddy is the advisor to both students, a first in the history of the awards.

Ph.D. Student Presents at National Conference

HESHAN SUN, A PH.D. STUDENT IN INFORMATION TRANSFER, presented "Toward a Deeper Understanding of the Technology Acceptance Model: An Integrative Analysis of Technology Acceptance Model" at the 2003 Americas Conference on Information Systems in Tampa, Florida, and will assist in the presentation of a paper, which he co-authored with Associate Professor Ping Zang, during the Hawaii International Conference on Systems Science in January 2004. ●

ALUMNI NEWS



ALUMNI VOICES

Alumni Mentor Program Introduced

BARBARA SETTEL, DIRECTOR OF ALUMNI RELATIONS AND ANNUAL GIVING

How many of us remember entering college or graduate school and wondering how we would ever find our niche in the professional world? After all, until we got work experience, we wouldn't know which career paths would be a good fit. And yet, without work experience, we had no direction; and worse, no one was willing to hire us!

Some of us were lucky enough to connect with a professional who advised us about career options and trends in the field. I am indebted to a database researcher whom I shadowed for two days. She helped me get a taste for the work involved in online searching, database development, and special libraries. In a way, she was my first mentor.

Students need mentors who can help them define their career goals. Mentors can provide information on industry trends and the areas with growing opportunities for advancement. Mentors can also advise students on the skills, coursework, or certifications that will prepare them for employment. Our women in IST especially need mentoring by other female professionals who have successfully navigated through the often male-dominated work environment of information technology companies.

Our alumni continually write me and ask how they can help the school. We would welcome your participation as an alumni mentor. The School of Information Studies is working with Syracuse University's Center for Career Services program, Mentor@SU—a new, online, global mentoring team comprised of more than 700 SU alumni and other professionals who are willing to share career information and advice with students and alumni. Assisting students as a mentor does not require a large time commitment. In the digital information age, mentors advise and communicate through e-mail, and most contacts are brief. Students are assigned to mentors only after meeting with a counselor, and alumni can specify the number and types of contacts they want. We stress to students that mentoring is a method of networking with alumni to gather career-related information. It is not a placement program.

The mentor program is only one of many services offered to alumni by the Center for Career Services. Alumni have access to the e-Recruiting system, where alumni can view job listings and use Mentor@SU to connect with other alumni for assistance. In addition, the center offers assistance with job search strategies, career counseling, and resume review.

By participating in these services, SU alumni can assist and connect with each other around the country and across degree programs. Whether you are able to offer career advice or need some yourself, the school is anxious to help you stay connected. To become part of the Mentor@SU global mentoring team, register online at *students.syr.edu/depts/careerservices/alumni/ccn-form.htm*. As always, you can contact me directly at *istalum@syr.edu*, or you can contact *SUMentor@syr.edu* for more information. ●

Bachelor of Science in Information Management and Technology

Jeffrey Kessler '02 has been promoted to network support analyst at Legg Mason Inc., a global financial services company based in Baltimore.

Tiffany Tyler '02 is an analyst for the Defense Intelligence Agency in Washington, D.C. She is working on a master's degree in science technology and public policy at George Washington University.

Courtney Blum '03 is an associate at PricewaterhouseCoopers in New York City.

Ronald Denby '03 is director of information technology at Syracuse University's College of Law.

Scott Faller '03 is employed as a systems analyst in the Information Management Leadership Program at General Electric in Stamford, Conn.

John Frei '03 is a database developer with Intelligent Designs in Syracuse.

Ryan Hall '03 is playing professional soccer with the Syracuse Salty Dogs and Cleveland Crunch.

Adam Herringshaw '03 is an entrepreneur with Split Visions Web Design in Buffalo, N.Y.

Kanika Khanna '03 is employed as an infrastructure project manager at Cigna in Hartford, Conn.

Adam Levitt '03 is a database architect at Lockheed Martin in King of Prussia, Pa.

Nicole Loupis '03 is a telecommunications analyst with Liz Claiborne's IT department in North Bergen, N.J.

Karen Mahal '03 is a technical development program associate with Cigna in Bloomfield, Conn.

Thomas McCabe '03 is a technical associate with Cigna in Philadelphia.

Kathy Rivera '03 works as an analyst at Accenture Consulting in Hartford, Conn.

Charles Rothert '03 is an IT project manager at Bausch and Lomb in Rochester, N.Y.

Evan Sieglel '03 is an account manager at Micro Warehouse in Reston, Va.

Eric Waldo '03 is an officer in the U.S. Air Force.

Master of Library Science

Bob Sickles '66 retired after 35 years of reference/collections library service to the extended community of Iowa State University in Ames, Iowa.

Jacquelyn A. (Morris) McCoy '72 recently retired after 16 years as college librarian at Occidental College in Los Angeles. A former president of the Association of College and Research Libraries, she also served as associate dean of libraries at the University of the Pacific, head of reference at Cornell (Mann Library), and an adjunct professor at the School of Information Studies during her career.

Jean Armour Polly '75 has been promoted to assistant library director at Liverpool Public Library in Liverpool, N.Y.

Susan Szasz Palmer '78 is the public outreach librarian in the department of special collections, rare books, and photographic archives at the University of Louisville, Ky.

Pamela Revercomb '86 has been appointed to the faculty at the School of Information Studies as an instructor in school media. In addition to advising, teaching, and supervising school media interns, she is working on her Ph.D. in information transfer at the school.

Deborah Margolis '95 recently took a new job as assistant manager in the information service department at Enoch Pratt Free Library in Baltimore.

Anne Kulig '96 has been promoted to assistant professor at Plymouth State College in Plymouth, N.H.

K. Matthew Dames '01 has taken a new position as director of legal information strategies with Cadence Group in Washington, D.C.

Michael Austin '02 is assistant processing archivist at Harvard University Archives in Cambridge, Mass.

Susan Sanders '02 has taken a new position as executive director of the Shippensburg Public Library in Shippensburg, Pa.

Audrey Avery '03 is employed as a children's librarian at Kinnelon Public Library in Kinnelon, N.J.

Lyn Ballam '03 is a library media associate at the North Pole Elementary School in Fairbanks, Alaska.

Matthew Bejune '03 is a digital reference specialist at Purdue University in West Lafayette, Ind. In this tenure-track position, he manages a digital reference library and works as a librarian in the undergraduate library.

Kathryn Benson '03 works as a community relations librarian assistant at Onondaga County Public Library in Syracuse.

Sarah Brandolino '03 is a teacher in the Fayetteville-Manlius School District in Fayetteville, N.Y.

Amy Deuink '03 is a reference/instruction librarian at Penn State Schuylkill campus in Schuylkill Haven, Pa.

Megan Fletcher '03 is a teacher at Corcoran High School in the Syracuse City School District.

Susan Kowalski '03 is a school librarian with the Syracuse City School District.

Steven Nabinger '03 is a school library media specialist in Marcellus, N.Y.

Diane Neary '03 is head librarian at Nightingale-Bamford School in Brooklyn, N.Y.

Cathy Oxley '03 is an elementary school library media specialist/teacher in Spotsylvania, Va.

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ALUMNI PROFILE

Alumna Connects with School by Offering Students Internships

TAMMY DiDOMENICO, CONTRIBUTING WRITER

Mary Ochs G'82 (MLS) may not have much time to participate in organized alumni activities at Syracuse University, but her loyalty to her alma mater remains unwavering. As head of collection development and preservation at Cornell University's Mann Library, she has been instrumental in providing internship opportunities for students in the School of Information Studies' master of library science program. She is project director for The Essential Electronic Agricultural Library (TEEAL), a CD-ROM collection of 140 key scientific journals in the agricultural sciences. Two School of Information Studies graduates, Peggy Burge G'02 and Margaret Mbwana G'03, assisted Ochs with the TEEAL project as interns while they were enrolled in the MLS program.

"TEEAL is designed to solve the problem of limited access to research journals in agricultural libraries in the developing countries," Ochs says. "The contributing publishers provide their journals for free, and we create the CD-ROM set by scanning the print journals. E-journals didn't really exist when we first started, but we are now working on incorporating existing PDF files."Once the CD-ROMS are compiled, the TEEAL sets are sold on a not-for-profit basis to 110 developing countries, which often receive funding from such donor agencies as the Ford or Rockefeller foundations.

The interns, Ochs says, brought some particularly valuable personal insight to the project as Burge is skilled in Russian and Mbwana has lived in Africa. These contributions offered unique connections to elements of TEEAL's subscriber base. "The MLS interns helped with a survey of TEEAL subscribers, grant writing, preparation of materials for scanning, doing presentations on TEEAL, and a number of other tasks," Ochs says. "We operate on a tight budget with a small staff, so their contributions were very valuable."

Ochs came to her career in librarianship in a roundabout way. After completing a bachelor's degree at Cornell University's College of Agriculture and Life Sciences, Ochs remained unsure of her career options. However, enrolling in the School of Information Studies enabled her to tap into a lifelong love of learning and research and direct it into a career choice. "I had no library work experience before starting the program, so I was starting from scratch," she recalls. "The program taught me to think like a librarian. I took a broad range of courses and was encouraged to understand the role of computers and emerging information technologies in librarianship." ●



Alumna Mary Ochs G'82 finishes a presentation on The Essential Electronic Agricultural Library (TEEAL), a project that also involved two IST student interns.

Angela Ramnarine '03 is an assistant librarian at the University of the West Indies in Trinidad, W.I.

Sarah Sachs '03 is a librarian at Potsdam Public Library in Potsdam, N.Y.

Ellie Sheldon '03 is coordinator of library services for St. Joseph's Health Care in Syracuse.

Anne Wodnick '03 is a branch manager for the Gloucester County Library in Mullica Hill, N.J.

Master of Science in Information Management

Su-Che Liao '98 is development manager for China Network System Corporation and leads several team projects related to the introduction of digital TV in Taiwan.

Papiya Gupta '01 was recently promoted to associate at Booz Allen & Hamilton in Washington, D.C.

Kevin Relyea '02 was recently elected vice president of the board of directors of the Project Management Institute Syracuse chapter.

Donna Adams '03 is employed as IT manager/functional business analyst for Syracuse University's Department of Public Safety.

Elisabeth Cullivan '03 works as an IT consultant for Syracuse University.

Magalie Fontaine '03 has been hired at Michelin in Clermont Ferrand, France.

Stephen Foster '03 is a senior program manager with the Naval Seas Systems Command in the Washington, D.C., Navy Yard.

Mamoru Hayashi '03 is working in the Information Management Leadership Program at General Electric in Yokohama, Japan.

Eun Jung Im '03 is a manager at Samsung Insurance Company in Seoul, South Korea.

Stephen Irmo '03 is senior IT architect with the Department of State in Washington, D.C.

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Your news

Please keep in touch and let us know about your professional and personal accomplishments so we may include them as news items in future issues of *Home Page*. Also, let us know about any address changes.

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Barbara Settel
Director of Alumni Relations and Annual Giving
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ALUMNI NEWS



DEVELOPMENT FORUM

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"The man who dies thus rich dies disgraced." So wrote Andrew Carnegie in his 1889 book, *The Gospel of Wealth*. In this and several other of his literary compositions, Carnegie explains his belief that the affluent of society are morally obligated to share their wealth in ways that will benefit the common man. Most widely known for his generous support of libraries, Carnegie lived by the values he preached, having donated more than $350 million by 1919, the year he died. Even after his death, his philanthropic legacy continued through trusts and the institutions he funded. Carnegie began what has come to be known as legacy capital, or philanthropic investment in institutions or causes in which you believe.

In this issue, the School of Information Studies acknowledges the gifts of all those people and institutions that support its role in educating the future leaders of tomorrow. We have revamped our honor role of donors to highlight not only our major benefactors but also those who have continually supported us for more than a decade or for a total of 15 years or more. And for the first time, we are spotlighting our Founders Society members, those who have included the school in their wills. Some alumni, worried about losing their assets to medical care costs or to taxes, put off donations to the school. However, you can make a gift to the school and receive income for the rest of your life that ensures your financial needs, as well as your family's, will be met, and allows you to create your own legacy at the School of Information Studies.

The school is about to embark on a major fund-raising endeavor to support the Technology Endowment Campaign for Hinds Hall (TECHH Initiative). In light of the University's commitment to provide an attractive new home for the School of Information Studies in the fully renovated Hinds Hall, we have begun to solicit donations to fund the technology needed in today's modern classrooms. What we teach, learn, and research in the School of Information Studies is in large part informed by the technology we use, the infrastructure that supports the use of this technology, and the virtual collaboration that exists between the school and its world-wide partners. We are raising funds to complement the building renovation and guarantee that our leading programs will have the cutting-edge technology and infrastructure they deserve. While the building is designed with flexibility for changing technologies, an endowment is required to provide the equipment needed to take advantage of those technologies and to do so without dependence upon University appropriations. For the purpose of donor recognition and fund stewardship, we will provide naming opportunities associated with certain sections or rooms of the building whose technology will be continuously supported by this fund.

Naming opportunities range from $10,000 to name a faculty office; $100,000 for a lobby, gallery, or collaborative work room; $250,000 for a 42-seat case-style classroom; and to $15 million to name Syracuse University's next signature school. To the future Andrew Carnegies of our school, now is the time to answer the renowned philanthropist's century-old call to donate toward the advancement of the future.

Talk with me to find a naming opportunity that is right for you. In the coming months and years, I will be asking our alumni and friends to support the new building or another undertaking at our school that matches your interests. I'm committed to making that process comfortable, meaningful, rewarding, and cost effective, and I look forward to speaking with you about our future together. Please contact me at *pbrenner@syr.edu* or 315-443-6139.

Current pledges and gifts of $5,000 or more to the TECHH Initiative include:

Paul and Mary Brenner
Howard L. Brown in honor of his late father Maurice Brown
DuWayne Harrison
Christine Parker-Johnson
Jeff Rubin
Raymond and Gisela von Dran

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George Kennedy '03 is chief of the Air Force technical support office in Washington, D.C.

Peyina Lin '03 and **Edward Roberts '03** were married in January and have relocated to Seattle.

Donald Manferdini '03 is manager of information systems at the U.S. Postal Service in Springfield, Mass.

Steven Medicis '03 is a consultant at Deloitte Consulting in Albany, N.Y.

Manjaree Mehrotra '03 is a business analyst at Carrier Corp. in Syracuse.

Maria Rioux '03 is a quality assurance/marketing coordinator with the Living School Book project at Syracuse University's School of Education.

Monique Rizer '03 is a communications assistant for LeMaster and Daniels accounting firm in Clarks Summit, Pa. She's expecting her second son in November.

Siddarth Shah '03 is a computer consultant at Syracuse University.

Kristine Swaren '03 is project manager with the Canadian National Defense Office in Ottawa, Canada.

Andrew Woods '03 works in a cryptology office with the U.S. Navy Seals in San Diego, and Norfolk, Va.

Master of Science in Telecommunications and Network Management

Stephen Klingaman '00 has earned the Security+ Certified Professional designation from the Computer Technology Industry Association, an internationally recognized certification for information security professionals. He continues to work as an assistant professor at the State University of New York College at Morrisville.

Tae-Soo Yuk '02 is a business information manager for Against All Odds.

Dilip Advani '03 is a quality assurance engineer with AirMagnet Inc. in Sunnyvale, Calif.

Julio Caraballo '03 works for Citibank as a technology infrastructure manager in Santo Domingo, Dominican Republic.

Nadia Ciaravino '03 is an IT architect with TD Bank in Maple, Ontario.

Alireza Dehghanpur '03 is a production support analyst with Cigna in Windsor, Conn.

Ronald Hart '03 works as an information systems associate for Laboratory Alliance of CNY in Liverpool, N.Y.

Kevin Hilscher '03 is a network architect for Enfocom in Calgary, Alberta.

James Merchant '03 is director of technology for Syracuse University's College of Human Services and Health Professions.

Ronald Miller '03 is a guidance counselor for Natick Public Schools in Natick, Mass.

Doctorate in Information Transfer

Joseph Janes '89 was awarded tenure and promoted to associate professor at the University of Washington's Information School in Seattle, where he also chairs the school's library and information science program. He recently published a book, *Introduction to Reference in the Digital Age*. He continues to edit a monthly column in *American Libraries*, an online publication.

Jeffrey Pomerantz '03 was hired as assistant professor at the University of North Carolina's School of Information and Library Science in Chapel Hill.

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* Members have made provision for the school in their wills or through other planned gifts.

Donor Provides Creative Gift for Hinds Hall

DAVID MARC, CONTRIBUTING WRITER

Christine Parker-Johnson G'93 is a great believer in multidisciplinary thinking and wants the School of Information Studies' new home to embody that quality. "Nothing is really 'silo-ed' anymore," says the head of BearingPoint Inc.'s Oracle consulting practice in Boston. "Everything out there is in the mix, and the key to success in education, career, and even personal life, is the ability to create the optimal combinations. My premise is that you need to be broad-minded in every way."

Last summer Parker-Johnson announced her intention to make a major gift to the school, where she earned an M.S. degree in information management. The gift is specifically earmarked to help shape the aesthetic environment of the school's new facility, which will be created through the renovation of Hinds Hall. "I want learning to take place in a physical environment that is worthy of the school's intellectual and technical creativity," she says.

The funds will be used in a variety of ways to accomplish this goal. A committee with broad school and University representation will be established to commission a new work of art for the student lounge. Special security and environmental systems will be built, allowing for the exhibition of the University Art Collection's remarkable treasures. A high-tech electronic message board will offer running updates on school news and events. Even the traditional student bulletin board will be subject to revolutionary new design proposals.

Parker-Johnson has a great fondness for the University and particularly for the School of Information Studies. Despite the considerable demands of running a $200 million global consulting practice, the Syracuse area native has enjoyed participating in alumni events in both Boston and New York City. Last spring, she was a featured speaker on campus, addressing the student group, Women in Information Technology (WIT).

As plans progress toward the school's move to its new location, Parker-Johnson is excited about the opportunity to be personally involved in shaping the building's character. "It's necessary to give some thought to the aesthetic environment of a place where a lot of technical thinking is going on," she says. "One of the reasons people go to Syracuse University is to get a liberal arts education. We should never lose sight of the fact that you can get only so far in business—or in your life—on your technical skills and knowledge."

New Summer Course Explores International Information Issues

MARGARET COSTELLO, EDITOR



Professor Michelle Kaarst-Brown and a busload of students wait to enter France at the Swiss border. The group visited six countries during the trip last summer.

A new course in the School of Information Studies has students sipping champagne in Paris, climbing mountains in Austria, eating Belgian chocolate, and strolling the ancient alleys of Prague, as well as chatting with European diplomats and senior executives at international companies. It's not a bad way to earn three credits and fulfill the internship requirement in several of the school's degree programs. The International Information Issues Seminar offers students from more than a dozen American universities, whose interests range from finance and marketing to international policy and information technology, a $3^1/_2$-week trip to 12 large companies in a half-dozen European countries.

"This course offers students a once in a lifetime opportunity to travel through Europe with access to top executives at companies representing the major business sectors—agriculture, finance, government and nonprofit, consumer, and manufacturing," says course instructor Michelle Kaarst-Brown, an assistant professor in the school. "Students come away with more than just classroom lessons. They see a slice of life in each of the countries and return home with a broader view of the world culturally."

The course is offered in cooperation with the International Business Seminars (IBS) in Scottsdale, Arizona. To institute the course, Kaarst-Brown worked with IBS director Daniel C. Brenenstuhl, who makes the travel and hotel arrangements and develops the itinerary for each overseas excursion. The School of Information Studies was responsible for creating its own academic details, including course credit, content, and tuition. Students must pay for the trip in addition to the tuition associated with the course, but participants say it's worth the extra money.

"I am so glad I was able to take advantage of the opportunity to travel and attend the seminar," says Amy Swindon G'03, who graduated from the information management master's degree program in August. "I learned a lot about how different organizations conduct business—from the small winery in Switzerland to the large tech company, like Oracle in London. The variety of organizations and industries added to the flavor of the experience and enabled us to compare and contrast the similarities and differences among them. I also learned about other people and their countries, which helped me grow as a person."

Swindon was one of three graduate students in the School of Information Studies who enrolled in the course last summer, and their positive feedback has encouraged the school to open the seminar to rising junior and senior undergraduates. "It's an amazing experience, and we want to encourage more students to enroll in this," Kaarst-Brown says. "Given our school's interest in global business and policy and with our strong international faculty and student population, this seminar seems like a perfect fit for our students."

For more information about the course, contact Kaarst-Brown at *mlbrow03@syr.edu* or Kathy Allen at *kallen02@syr.edu*.

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Syracuse University
4-206 Center for Science and Technology
Syracuse NY 13244