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Winter 2008

Winter 2008

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Recommended Citation

School of Information Studies, "Winter 2008" (2008). *iSchool Newsletter*. 14.
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HOME PAGE

School of Information Studies
THE ORIGINAL INFORMATION SCHOOL

The Language of a Leader

Trustee Professor Elizabeth D. Liddy Named Dean of the School of Information Studies after National Search



Elizabeth D. Liddy, Dean and Trustee Professor

MARGARET COSTELLO SPILLETT, EDITOR

LIZ LIDDY HAS ALWAYS been intrigued by language. All aspects of it—the significance of names, connotative and denotative meanings of words, the way in which clever writers construct sentences to create literary masterpieces, and how people can pick out subtleties of meaning through inflection, tone, and word choice. However, it wasn't until recently that she pieced together the theme that has tied her academic career together—language analysis.

As an English literature major at Daemen College, she determined in her senior thesis that William Makepeace Thackeray, author of the Victorian novel *Vanity Fair*, liked the character of the clever, worldly “Becky Sharp” more than the sweet, selfless “Amelia Sedley.” Liddy analyzed the lengths of text describing each character, the connotative value of words in those passages, and positive and negative tones the author employed in his characterizations.

“I realized recently that’s what I ended up doing in all my research here in natural language processing,” says Liddy, who founded the iSchool’s Center for Natural Language Processing in 1999. “It’s the same thing. Only now we’re trying to do these analyses automatically with computers.”

So when Vice Chancellor and Provost Eric F. Spina asked her to be interim dean last June, Liddy was quick to clarify the meaning of “interim.” “I wasn’t going to sit still and simply baby-sit the school,” she says. “The information field is moving too fast to not keep moving forward, and I explained I wanted to take an active role in leading the school.”

“I wasn’t going to sit still and simply baby-sit the school ... I wanted to take an active role in leading the school.”

A NEW STORY UNFOLDS

On February 13, after a rigorous national search, Spina announced that Liddy would become dean of the iSchool.

“We’re very fortunate that Liz Liddy has accepted our offer to serve as dean of the iSchool,” Spina says. “She is a first-rate scholar, teacher, entrepreneur, and academic leader who would be on the short list for the deanship of any leading school of this kind. In fact, this summer, when I was contacting leaders in information schools nationally about candidates for this deanship, time and again they encouraged me to look internally and recognize that Liz Liddy is a highly respected national leader.

“In Liz, then, we truly have the best there is: a visible and successful academic and someone who already knows us well,” he says. “I very much look forward to working with her to achieve the iSchool’s goals in a way that is highly integrated with the University’s ambitions.”

Mitchel B. Wallerstein, the search committee chair and dean of SU’s Maxwell School of Citizenship and Public Affairs, says he and other search committee members were

An Educated Investment

JPMorgan Chase Partners with Syracuse University to Create New Curriculum, Educational Opportunities, Jobs in Central New York

MARGARET COSTELLO SPILLETT, EDITOR

For nearly 50 years, many large Fortune 500 companies have been creating information systems to meet their individualized needs. They’ve created legacies of technology uniquely adapted to run their companies and to respond to the evolutions that took place as they became global competitors. The knowledge of those complex technologies and how they are used in these large-scale enterprise systems is a professional specialization that employees in these companies have developed over decades.

However, as the baby boomers with this expertise retire, large companies across the country are discovering a shortage of employees with the skills needed to work on this expansive range of technologies, and they are seeing their institutional knowledge slowly diminish. Some proactive companies, like financial services giant JPMorgan Chase, have recognized this looming problem and are taking action to find a solution.

Last summer, JPMorgan Chase announced a 10-year, \$30 million commitment to Syracuse University to create a financial services technology and infrastructure cur-

riculum and training program that will benefit students throughout the region. The global financial services firm also plans to begin constructing a large technology center on the western end of campus in late 2008 (See map, Page 12).

A Symbiotic Relationship

“We’re very excited about this partnership and the opportunities it will create for our students and faculty,” says iSchool Dean Elizabeth D. Liddy. “Our students will gain practical experience working alongside JPMorgan Chase employees during internships and on collaborative research projects. We’ll be creating new curricula to meet the needs of the financial services industry, so our graduates will be ready for those challenges. Our faculty will conduct research with data provided by JPMorgan Chase and will be able to make significant contributions to solving the technology problems financial services companies are facing.”

continued on page 12

continued on page 8



DEAN'S COLUMN

AS MY FIRST COLUMN AS DEAN, I'd like to actually move beyond all the wonderful congratulatory (which I am most grateful for) and update you a bit on where we are as a school. So this will be a quick update—kind of a pulse of the school—with more follow-up in future issues.

- The school is in great shape from many perspectives. Namely, the faculty and staff have pulled together exceptionally well during our tragic loss and sudden need for a complete transition. The national dean search was conducted very professionally and brought in some serious competition, and I am very proud to have come out the winner.
- We are focused on moving from the enviable position of being a top iSchool in the United States to becoming **the** top iSchool in the world. We do this by the quality and relevance of the education we provide and the research we conduct that has world impact. We are well on our way to doing that, but more remains to be done. This is where my focus, and hopefully your support, will be.
- Enrollments in our programs are solid. In particular, we see more undergraduates recognize the importance of the degree we offer, and apply directly to us and for early admission. Our leadership role in the JPMorgan Chase Partnership (see cover story) has resulted in an increased attractiveness of our programs, as students can clearly see a bright future with internships and jobs if they perform well. It's demanding, but rewarding.
- The whole iSchool movement is gaining even further momentum. Our Board of Visitors member Mal Schwartz and his company have led the efforts of the iCaucus in crafting a message and a campaign to gain much wider recognition of our field. Our role in the iCaucus will follow Ray's very active leadership. In fact at this year's iConference in LA, 10 out of the 30 student posters were from our school, with 18 other iSchools participating. And yours truly, giving the keynote address.

■ We are in a good financial position, and eager to improve it with continuing support from grants and gracious gifts from you. We will continue to invest in opportunities that will improve our quality, our reach, and our impact. Some of these include:

- Developing a model curricular focus for our school on *Ethics and Social Responsibility for Information Professionals*.
- Opening up five Graduate Scholarships for Leadership for each of the three graduate programs to attract the best and the brightest to our somewhat more expensive program. Recipients will be expected to maintain high grades and become student leaders in our school, on campus, and in the professions.
- Broadening the diversity of our international students by enlisting the help of our current international students who come from many countries to actively recruit at their high schools and colleges when they go home for visits.
- Maintaining our multiple and distinct academic programs, while optimizing the synergies across them—a unified diversity.
- Raising the research profile of the iSchool, based on the stellar quality and high visibility of the research of our faculty and students.
- Continuing to significantly impact our local and global communities of users by actively leading efforts that “expand human capabilities through information.”

So, as you can see, we've got some exciting plans, as well as the eager support of the team here in the iSchool at Syracuse. I'd love to hear your reaction to these plans as well as your ideas on how we can reach our goals. Together we can succeed.

Let me end with the motto we are using for the iOpening on May 10th – Honoring our Past, Celebrating Our Future. Please join us in whatever way you choose.

Elizabeth D. Liddy

Elizabeth D. Liddy
Dean

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SYRACUSE UNIVERSITY
HOME PAGE

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THE ORIGINAL INFORMATION SCHOOL

Home Page is published twice a year by the School of Information Studies, Hinds Hall, Syracuse University, Syracuse NY 13244, 315-443-2911; ischool.syr.edu; ischool@syr.edu

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iSchool Senior Crowned 2007 Homecoming Queen

Daniel Klamm, a senior in The College of Arts and Sciences and S.I. Newhouse School of Public Communications, and Alana Edmunds, a senior in the School of Information Studies, were crowned Homecoming King and Queen at the 2007 Homecoming + Reunion pep rally in Hendricks Chapel.

Correction:

Maxine Davis G'73 was the production coordinator on the film, *Purple Rain*. An article in our summer/fall issue listed her title incorrectly.

Faculty, Staff, Student NEWS

International Conference Grounds One Gen-Y Librarian in Core Values of the Field

KATHLEEN SCHISA, CONTRIBUTING WRITER



As a “next gen” library science student with a fervent interest in the growing use of technology and digitization in libraries, I often overlook the reality that in parts of the world, the provision of even the most basic services and collections is an ongoing challenge. In the setting in which I work and learn, the concept of a library without a web site (or, gasp, without a computer!) seemed almost outlandish prior to a recent trip to the International Federation of Library Associations and Institutions (IFLA) World Library and Information Congress (WLIC) in Durban, South Africa. Conference attendees included approximately 3,051 delegates, representing 117 nations. Notably, 1,116 library professionals from South Africa participated in the 2007 congress, themed “Libraries for the Future: Progress, Development, and Partnerships.” A common passion for library services, literacy, and education bridged language and cultural barriers, creating a contagious energy, which attendees brought home to all corners of the world.

At IFLA, I met library professionals from across the globe. The disparity of the resources available to these individuals was striking. Some shared photographs of their newly minted multi-million dollar facilities and discussed tips for effective collection weeding. Others spoke of the gratitude expressed by their community after the establishment of a one-room library housed in a single-wide trailer with fewer than 500 holdings and little or no computer access. The enormous positive impact of these seemingly insufficient facilities and materials is astounding. In many communities, these bare-bones libraries have filled a need for a safe meeting place where adults and children alike may comfortably explore literacy and culture with the support of others like themselves. These were the stories that were truly eye-opening. While I certainly still recognize the importance of technological advances in library services, I feel that I’ve returned from my travels with a better sense of the core values of librarianship.

My purpose for traveling to Durban was to deliver a presentation on the Web-based Information Science Education (WISE) Consortium. WISE is a collaborative distance education model that enables member schools to increase the quality, access, and diversity of their online course offerings. The WISE presentation was part of the inception session of the new IFLA E-learning special interest group, “E-learning: in search of collaboration and quality.” It included an overview of the WISE model of online collaborative course sharing and WISE pedagogical training opportunities, and an invitation to explore potential membership in WISE. WISE+, the initiative which funds the development of special topics courses offered in partnership by WISE member schools and professional organizations, was also presented. Other topics covered in the session included e-Learning centers in South Africa, and the use of Moodle for online professional development courses.



Kathleen Schisa

IFLA provided an engaged forum for WISE to share our work and invite others to join us in defining excellence in online education on an international scale. The standing-room only audience of more than 450 took an active role in the Q&A portion of the session, demonstrating the global interest in online learning in the library and information science (LIS) field.

In addition to the many professional development opportunities at IFLA, participants enjoyed a warm welcome from the South African LIS community, with presentations from national storyteller Geina Mhlophe, fondly known as the “Mother of Books,” and performances of traditional and contemporary Zulu dance and music from local groups throughout the week. In return for this celebratory reception, the global community responded to a call from conference organizers to take part in the first annual IFLA book-drive. More than 700 books and toys were donated by conference attendees; they will be distributed to South African libraries by Bibliodef South Africa.

For more information about the WISE consortium, please visit www.wiseeducation.org. For more information about IFLA, please visit www.ifla.org. ●

Kathleen Schisa is director of WISE and is also a student in the M.S. in library and information science program at the School of Information Studies. She holds a B.A. in brain and cognitive science from the University of Rochester.

Faculty, Staff, Student NEWS

MARILYN P. ARNONE, research associate professor and director of educational media for the Center for Digital Literacy (CDL), published "From Front-End Analysis to Evaluation: Developing an Information Literacy Resource for Educators," *Educational Media and Technology Yearbook*, Vol. 32, 2007 with R. Small and T. Hardy.

She showcased CDL's expanded (K-16) S.O.S. for Information Literacy project with Ruth V. Small at the American Association of School Librarians' National Conference in Reno, Nevada, in October. She is implementing a beta version of a new tool in the fall issue of *Educators' Spotlight Digest*, the online publication of S.O.S. with T. Hardy.

Amone presented "What Does It Mean to Be Literate in the 21st Century?" with R. Small at Syracuse University's Los Angeles office in October.

SCOTT BERNARD, assistant professor and Washington, D.C., program director, helped establish online versions of many D.C. course offerings; helped develop the executive master's degree program; and launched the iSchool's first course on IT security architecture in fall 2006.

He also published a book chapter with M. Ho "Enterprise Architecture as Context for IT Security Architecture Implementation" for a peer-reviewed book, 2008.

Bernard is currently the chief editor of the *Journal of Enterprise Architecture*, as well as serving as the chief information officer for the U.S. Federal Railroad Administration.

KEVIN CROWSTON, professor, received a \$100,000 National Science Foundation grant with M. Conklin for 36 months to work on "Data and Analysis Archive for Research on Free and Open Source Software and its Development."

He published a journal article with Q. Li, K. Wei, Y. Eseryel, and J. Howison "Self-Organization of Teams for Free/Libre Open Source Software Development," *Information and Software Technology*, 49(6), 564-575, 2007; a conference paper with R. Heckman, N. Misiolek, and Y. Eseryel "Emergent Leadership in Self-Organizing Virtual Teams," in *Proceedings of the International Conference on Information Systems (ICIS 2007)*, Montréal, Québec, Canada, December 2007; and conference paper with B. Scozzi, K. Crowston, Y. Eseryel, and Q. Li "Shared Mental Models Among Open Source Software Developers," in *Proceedings of the 41st Hawaii International Conference on System Science*, Kona, Big Island, Hawaii, in January.

He presented "Coordinating Across Boundaries and Discontinuities" as part of the symposium "Coordination Complexity in Geographically Distributed Collaboration," OCIS Division, Academy of Management Conference, Philadelphia in August; with M. Watson-Manheim and K. Chudoba "Distance Matters, Except When it Doesn't: Discontinuities in Virtual Work" at the OCIS Division, Academy of Management Conference, Philadelphia in August; and with M. Conklin and J. Howison a proposed data and analysis archive for research on Free and Open Source Software and its Development at the eSocial Science Conference, Ann Arbor, Mich., in October.

Crowston is also a member of the Scientific Committee of the Scuola Interpolitecnica di Dottorato, Inter-polytechnic Doctoral School, Italy, 2007.



Barbara Kwasnik

BARBARA KWASNIK, professor, conducted a seminar, "Library and Information Science Education in the United States," in the Department of Scientific Information and Book Studies, Faculty of History, Warsaw University, Poland, in April. She participated in a symposium in June at the University of Toronto, where the North

American Branch of the International Society for Knowledge Organization (NASKO) was founded.

She was also a panelist at the Faculty Retreat

"Excellence in Learning and Teaching in Information Studies" at the University of Maryland College of Information Studies, in September; and at the "How is Technological Change Driving LIS Education?," as part of a celebration of the School of Communication, Information and Library Studies (SCILS) 25th anniversary at Rutgers University, in October.



R. David Lankes

R. DAVID LANKES, associate professor and a senior researcher for the American Library Association's Office for Information Technology Policy, published "Virtual Reference to Participatory Librarianship: Expanding the Conversation," *ASIS&T Bulletin*, December/January; "Collecting Conversations in a Massive Scale World," *Library Resources & Technical Services*, forthcoming; "The Ethics of Participatory Librarianship," *Journal of Library Administration*, forthcoming; with J. Silverstein, S. Nicholson and T. Marshall "Participatory Networks: The Library as Conversation," *Information Research*, forthcoming; "Credibility on the Internet: Shifting From Authority to Reliability," *Journal of Documentation*, forthcoming; with J. Silverstein and S. Nicholson "Participatory Networks: The Library as Conversation," *Information Technology and Libraries*, forthcoming.

He also presented "The Library as Conversation" at the President's Forum, Free Library of Philadelphia; "The Future of Retrieval: Finding Conversations" at the American Library Association's Annual Conference in Washington, D.C.; "Collecting Conversations in a Massive Scale World" at ALCTS 50th Anniversary Conference in Washington, D.C.; "Participatory Networks: The Library as Conversation" at the National Agricultural Library, Washington, D.C.; "Library as Conversation" at the NYLink Annual Members Conference, Saratoga Springs, N.Y.; "Participatory Networks: The Library as Conversation" at the Amigos Annual Members Conference in Dallas; and "Library as Conversation: Facing the Challenge" at Informare a Distanza 2.0: Condividere e Cooperare nel Reference Oggi in Florence, Italy.

ELIZABETH D. LIDDY, dean and Trustee Professor, was an invited participant in AAAI Spring Symposium on "Machine Reading" at Stanford University, in March. She presented "Grand Challenges for Future Research Funding of Natural Language Processing" at the Human Language Technology Conference, Rochester, N.Y., April 2007; "Cyber Infrastructure-TEAM Workshop" at the National Science Foundation, Washington, D.C., in July; and "Workforce Development for LIS Deans Workshop" at IMLS Washington, D.C., in August.

She won the Best Paper Award for "Pro-Active Question-Answering," which she co-authored with O. Yilmazel and G. Ingersoll and presented at the Search Engine Meeting in Boston, in April. She presented with M. D'Eredita "Towards a Model for Understanding the Connotative Meaning of Text: A Blue Sky Project" at the AQUAINT Annual Program Meeting, Washington, D.C., in May; with A. Diekema at "NEH's Digital Humanities Project Directors Meeting," Washington, D.C., in September; poster presentation with B. Heckman on "Investigating the Dynamics of Free/Libre Open Source Software Development Teams" at NSF's Human and Social Dynamics Grantees Conference, Washington D.C., in October.

Liddy, with A. Diekema, O. Yilmazel, J. Bailey, and S. Harwell, published "Standards Alignment for Metadata Assignment," in *Proceedings of Joint Conference on Digital Libraries*, Vancouver, British Columbia, in June.

She served on a Research Review Panel at the Centers for Disease Control in Atlanta, in June. In July, she was installed as chair of Association for Computing Machinery – Special Interest Group

in Information Retrieval. She chaired the doctoral consortium at the annual SIGIR Conference in Amsterdam, Netherlands; and was appointed dean of the iSchool.

LEE MCKNIGHT, associate professor, presented at the 4th Wireless Grid Research Workshop, Syracuse University, N.Y., in October.

He wrote with J. Howison and B. Lehr the chapter, "Coordinating User and Device Behavior in Wireless Grids," *Cognitive Wireless Networks*, F. Fitzek and M. Katz, eds., (Springer Verlag, November 2007).

McKnight helped plan the 5th Caribbean Internet Forum, an annual event he co-founded five years ago, in St. Lucia, in November, and joined the board of its recently established non-profit spin-off organization.

He launched a campus trial of Innovaticus, a new application created by his company, Wireless Grids Corporation, (see story, page 15) this spring in SU's Boland Hall, with assistance from doctoral students Joe Treglia and Kevin Dames, master's degree students Hesham Sayed and Srinath Sinivasan, and undergraduates Michael Fleishman and RJ Sherman.



Megan Oakleaf

MEGAN OAKLEAF, assistant professor, published the article "Using Rubrics to Collect Evidence for Decision-Making: What Do Librarians Need to Learn?" in *Evidence Based Library and Information Practice* 2(3). This article won Best Paper at the 4th International Evidence

Based Library and Information Practice Conference. She also published a conference paper, "The Right Assessment Tool for the Job: Seeking a Match between Method and Need," 2007; with A. VanScoy a book chapter "Effective Instruction in the Virtual Reference Environment" in *Teaching with Technology: An Academic Librarian's Guide*.

Oakleaf delivered the keynote "Demystifying Assessment: Evaluating Student Learning" at the New England Library Instruction Group Annual Meeting; gave a talk on "Building a Learning Commons: The NCSU Libraries Experience" at the Syracuse University Library Association spring meeting; and presented with P. Owen "A Form of Our Own: Guideline-Based Assessment of Teacher-Librarians" at the Ohio Educational Library Media Association Annual Conference, 2007.

She joined the faculty of the ACRL Institute for Information Literacy Immersion Program. As a part of this program, she co-taught a four-day program on information literacy, and serves as lead instructor on the assessment of information literacy in higher education. She has been invited to join the committee organizing the Library Assessment Conference in August 2008.



Joon S. Park

JOON S. PARK, assistant professor and director of the certificate of advance study in information security management, published with J. Lando "E-Commerce: The Benefits, Security Risks, and Defenses," in the *Handbook of Research on Information Security and Assurance*, IDEA Group Publishing, 2008; with G. An

"Evolution of Enterprise Security Federation," in the *Handbook of Research on Information Security and Assurance*, IDEA Group Publishing, 2008; with J. Giordano "Software Component Survivability in Information Warfare," in *Cyber Warfare and Cyber Terrorism*, Information Science Reference, 2007; with H. Lu and C. Tsui "Anti-Spam Approaches Against Information Warfare," in *Cyber Warfare and Cyber Terrorism*, Information Science Reference, 2007; and with G. An "Cooperative Component Testing Architecture in Collaborating Network Environment," in *Proceedings of the 4th International Conference on*

An Information Age Pioneer Retires

AMY SPEACH, CONTRIBUTING WRITER

For more than 40 years, Thomas Hughes Martin has been one step ahead of the crowd, blazing a trail along the information superhighway as a pioneer in the field of information management. Among other career highlights, he programmed and built a concordance for the poetry of Wallace Stevens in 1962, helped set up one of the first computers at a Latin American university in 1966, and predicted in 1974 a new medium he called “few-to-few” communication that would combine text-editing, information retrieval, and computer conferencing. As a college student, he became interested in how information would be utilized for making decisions in government. Decades before information management emerged as a formal discipline, he envisioned a time when incredible amounts of computerized information would be available, and anticipated the need for a method of organizing that information. “Much of my life has been spent trying to explain to people what I do and what I am interested in, with almost universal failure,” jokes Martin, who retired after 27 years with the School of Information Studies. “I had a classmate call me up a few years ago and say, ‘I think I finally get what you are all about: It’s the Internet, right?’”

Martin came to Syracuse in 1980 to help design the information management program, now the number one program of its kind in the country. At that time, he had already spent 20 years exploring the field in groundbreaking ways. “I got a law degree because I was interested in how information was used by the legal system,” says Martin. He earned a Ph.D. in communication research at Stanford University, where he was one of the designers of SPIRES (the Stanford Public Information Retrieval System). That system was used as the underlying system for the Research Library Network and at its peak had more than half a billion records stored. He was a founding faculty member at the University of Southern California’s Annenberg School for Communication, where he established the first human computer interaction Ph.D. specialization, and was one of the founders of special interest groups in human computer interaction within the American Society of Information Science and the Association for Computing Machinery. “I knew when I came here that Syracuse was where I wanted to be,” Martin says. “There were only two groups in the United States at the time who were anywhere close to my conception of what this field was going to be like, and this was one of them.”

At Syracuse, he helped set up the school’s information management and telecommunications management programs. “One of the most joyful parts of my career was helping to design this school,” says Martin, who has taught courses in human computer interaction, information management, information and telecommunications policy, and systems analysis. “Our faculty members are the most fantastic set of people you can imagine, all of whom possess experience in multiple fields. Everybody has a different background, yet we all get along.”



Professor Thomas Martin retired in December after 27 years of teaching and service at the iSchool at Syracuse.

In 1981, he led a conference for Syracuse personnel on “Interconnecting the Campus,” and served as chair of the University Senate Computer Services Committee, Instructional Committee, and Curriculum Committee over many years, and helped the University become a high-tech campus.

His academic activities also extend internationally. He was a Fulbright Scholar in Brazil twice, lecturing about computer networking. He helped set up a program in information engineering for technical universities in China at Jilin University of Technology, and gave a series of lectures in Peru on information science and telecommunications. In 2002, he visited Singapore, Malaysia, and Thailand to meet with former students and see how they contribute to the development of their countries. “I have helped design programs like ours in Brazil and China,” says Martin, who often travels with his wife, Anne, an English as a second language instructor, whom he met while both were Peace Corps volunteers.

Although retiring, Martin doesn’t expect to be any less involved in or passionate about information studies. “I think back on my career, and ask myself what some of the needs are that haven’t been met yet,” he says. Among ideas he wants to explore is a rethinking of how economics works. He is also interested in developing the concept of critical information scientists. Their role would be to pull together a base of knowledge about people’s experiences surrounding a common plight—Love Canal, Agent Orange, or breast implants, for example—and connect people with advocates who can work on their behalf. Whatever he does, it will be, as always, with an eye on the distant horizon. “Being a pioneer means I’ve always been willing to do something dramatically different from what has been done before,” he says. “That isn’t going to change.” True to form, instead of heading to a sunny, pleasant retiree’s beach, he and Anne celebrated his retirement with a trip to Antarctica. ●

iSchool Welcomes New Faculty Member



RENEE FRANKLIN
Assistant Professor
312 Hinds Hall

Renee Franklin joined the faculty this fall with a focus on preparing students to enter the school library media profession. Her teaching and research interests are centered in the areas of library education and increasing diversity within library and information science programs, with a particular emphasis on censorship in public and private schools, library history, and increasing the level of participation of underrepresented ethnic groups in LIS education. In her first semester, she served as instructor and faculty supervisor to students completing their school media practicum.

Among her awards and honors, Franklin received second place for her doctoral poster presentation at the Association of Library and Information Science Education conference in 2005, as well as the Project Athena Fellowship from Florida State University’s College of Information and the McKnight Doctoral Fellowship from the Florida Education Fund.

She earned a Ph.D. and master’s degree in information studies at Florida State University’s College of Information, and a bachelor’s degree in exceptional student education at Florida Atlantic University.

Faculty, Staff, Student NEWS

Autonomic and Trusted Computing (ATC), Lecture Notes in Computer Science (LNCS), Hong Kong, China, in July.

He was an invited speaker at the conference, *Information Security: Basic Concepts and Selected Research Areas*, Seoul National University, Seoul, Korea, in July; and at *Towards Trusted Computing in Distributed Environments*, National Security Research Institute, Daejeon, Korea, in June.

He was invited to the program committee, *The 22nd Annual IFIP WG 11.3 Working Conference on Data and Application Security (DAS)*, 2008; the 13th ACM Symposium on Access Control Models and Technologies (SACMAT), 2008; and IEEE International Conference on Intelligence and Security Informatics (ISI), 2008.

He represented the University at the ceremony that redesignated SU as a National Center of Academic Excellence (CAE) in Information Assurance (IA), the Colloquium for Information Systems Security Education in June 2007.

Park received a U.S. patent for his work on trusted P2P computing environments, 2007; and on active access control, 2007.



Jian Qin

JIAN QIN, associate professor, received a \$148,284 grant from the National Science Foundation's Course, Curriculum, and Laboratory Improvement Program to support the project, Enhancing Scientific Data Literacy in Undergraduate Science and Technology Students. She

will serve as principle investigator for this two-year project with R. Small and J. D'Ignazio.

She published a book chapter "The Semantics and Syntactic Model of Metadata," with J. Prado in the book *Alfabetização Digital e Acesso ao Conhecimento* by Universidade de Brasília; and a paper with J. Park, "Exploring the Willingness of Scholars to Accept Open Access: A Grounded Theory Approach," in the *Journal of Scholarly Publishing*, 2007.

Qin organized the third Joint Workshop for Digital Library, a collaboration between the iSchool and the Library of Chinese Academy of Sciences in Shanghai in May; was invited to give a presentation at the Open Forum on Digital Libraries in Shanghai in May; was invited to give presentations on digital library technologies and ontology development at the Advanced Workshop for Digital Libraries, Guilin, Guangxi, China, in August; and was invited to give a presentation on ontology at the Kentucky Library Association Annual Conference in September.



Ruth Small

RUTH SMALL, Meredith Professor and director of the Center for Digital Literacy, presented with M. Amone "What Does It Mean to Be Literate in the 21st Century" to SU alumni in Los Angeles in October; and with M. Amone the project, S.O.S. for Information Literacy, in the Exploratorium of the

American Association of School Librarians' conference in Reno, Nevada, in October.

PING ZHANG, published "Motivation, Social Identity and Ideology Conviction in OSS Communities: The Mediating Role of Effort Intensity and Goal Commitment," in the proceedings of *Pacific Asia Conference on Information Systems (PACIS)* with W. Ke. Their paper was nominated for the best paper award at the PACIS Conference in July.

Zhang presented the paper "Attitudes in ICT Acceptance and Use" with S. Aikman in the *International Conference on Human Computer Interaction (HCI)*, Beijing, China, in July; the paper "Designing Motivating ICT" at the first China Summer Workshop on Information Management, Shanghai, China, in July; the paper "Roles of Attitudes in Initial and Continued ICT Use: A Longitudinal Study" at the *Americas Conference on Information Systems (AMCIS)*, Keystone, Colo., in August; and with H. Sun and X. Snow, "A Research Model of Relationship Quality in E-Commerce: Connecting IS Factors with Marketing Profitability" at AMCIS, Keystone, Colo., in August.

She presented the paper "Student Evaluations of WebCT: A Multi-Phase Qualitative Study" with S. Bhattacharyya and C. Chiang, at the annual conference of the International Academy of Information Management in Montreal, Canada, in December; and with N. Li "Positive and Negative Affect in IT Evaluation: A Longitudinal Study" at the sixth annual workshop on Human Computer Interaction Research in MIS, in Montreal, Canada, in December. The paper was nominated for the best paper award. ●

iSchool News Briefs



Bridget Crary

Staff Member Celebrates 20 Years with iSchool

On September 8, Bridget Crary, senior student records coordinator, celebrated 20 years with the School of Information Studies. She began her career here as the faculty secretary, and has since taken on more responsibilities, including chairing the iSchool's annual Holiday Family Sharing Program.

15 Students Graduate from the Washington, D.C., Program

The Washington, D.C., program, under the direction of Professor Scott Bernard, graduated 15 mid-career graduate students. These students completed the M.S. in information management that is focused on how information and related technologies are managed in public and private sector organizations, with an emphasis on practical application and case studies tailored to their professional interests.

Graduates of this program also receive the "Chief Information Officer" professional certificate from the U.S. General Services Administration (GSA) because their coursework meets the U.S. federal government requirements for the certificate. This program is one of only seven nation-wide whose graduates qualify for the CIO Certificate from GSA.

LIS Program Announces New Social Networking Opportunities

Professor Scott Nicholson, director of the M.S. in library and information science program (MSLIS), invites any alumni, especially those who graduated from the program, to connect with current students and faculty via some popular social networking outlets.

- **Facebook:** There is a Facebook group for the MSLIS program. You will need a Facebook account, and then can join the group at <http://syр.facebook.com/group.php?gid=3383277574>.



D.C. Graduates Earn CIO Certificate Professor Scott Bernard (second from left) celebrates with graduates of the M.S. in information management Washington, D.C., program, who received their Chief Information Officer Certificate during a ceremony at the U.S. General Services Administration in August.

- **Blog:** There is an MSLIS blog that contains news items at <http://blogs.iis.syr.edu/mslis/>.
- **Wiki:** There is an MSLIS wiki with both notes from our faculty meetings, an advising guide, and a place where students can get advice from others. It is at http://listwikis.syr.edu/mslis/index.php/Main_Page.

New Scholarship Supports Five School Media Students

A generous grant from Howard Milstein to the Fund for Public Schools has enabled the New York City Department of Education and Syracuse University's School of Information Studies to partner and offer the Milstein Library Scholar program. This program offers scholarships to five New York City teachers to pursue their master's degree in library and information science through distance education. These scholarships are similar to the current Preparing Librarians for Urban Schools (PLUS) Scholars.

The School Media Program is proud to announce five new Milstein Library Scholars who began in the summer 2007 semester: Jennifer Abrams, Joanne Clarke, Shameeka Hunter-Tindal, Frances Kelly, and Marie Sarro. ●

FACULTY PROFILE

Scoring Big in the Web World of Sports

CAROL BOLL, CONTRIBUTING WRITER

For Jeffrey Rubin '95, G'97, entrepreneurial know-how is something of a family trait. Growing up, he watched his father—an electrician and successful business owner—enroll in Boston College and earn bachelor's and master's degrees in accounting. "He wanted his children to look up to him," Rubin says. "We were already proud of him, but he wanted to be a professional." Within a few years, he had built a thriving second career, this time as an accountant.

A professor of practice at SU's School of Information Studies (iSchool), Rubin exhibits that same entrepreneurial streak as CEO of Internet Consulting Services (ICS), a company he launched in 1996 while working on a master's degree at the iSchool. The company, based in Hinds Hall, designs web content management systems and boasts a clientele that includes National Geographic, Sony Music, and the National Science Foundation. But the majority of its clients today come from collegiate athletics—a specialty market in which ICS has established itself as an industry leader, providing web services to more than 140 college and university athletics programs around the country. It's a niche that suits Rubin just fine.

"I've always been a big sports fan, and I love technology," says Rubin, who last year was named Computer Professional of the Year by the Syracuse chapter of the Association for Computing Machinery. "To me, this was the perfect marriage, bridging the passion I have for both areas." Rubin broke into the market in 2001, when he persuaded former SU Athletic Director Jake Crouthamel to take a chance with the fledgling company. SU spread the good word, and other schools signed on. Last year, Rubin added a full-time sales director, and within a year, the company's list of athletic clients swelled from 45 to 143—an achievement that positions it as one of the top three companies nationwide serving that market. The company has about 20 full- and part-time employees, and provides opportunities for student interns. Clients pay a licensing fee for the technology to manage such web content as rosters, schedules, photos, merchandise, live game stats, and streaming video. "We take the technology out of the equation for them," Rubin says. "Day to day, we don't do anything on the sites. We give them all the pieces they need to maintain it in-house."

Outside the "office," Rubin normally teaches one undergraduate and one graduate course per semester. He also hires 30 to 50 students each semester to run Gate E Operations at the Carrier Dome, a project he launched six years ago in conjunction with the Carrier Dome for student seating at football and basketball games. The system, which scans students' ID cards on admission, gives student season ticket holders first-come, first-serve game access rather than assigned seating for the season. Student workers, Rubin says, not only run the gate operation, they also get a firsthand look at all the technology that goes into a game, including his company's play-by-play stat service, which gets picked up by ESPN as well as fans across the globe.

Alana Edmunds '08, student manager for Gate E Operations, says Rubin's business experience adds depth to his teaching. "He integrates real-world life experiences into the classroom," she says. "He makes the material really engaging for students. And it's great that he gives students the opportunity to work with his office. It exposes us to a professional environment." Elizabeth D. Liddy, dean of the iSchool, says more than one graduate has credited Rubin with motivating them to pursue a career in information technology. "He's very inspirational to students," Liddy says. "He's very hands-on. And when he tells his students something, they know he's actually done it himself."

Teaching and running a business simultaneously makes for a long day, and Rubin says he's usually in his office by 5 a.m. so he can get home at the end of the day to see his wife, Jennifer, and sons, Nathan and Benjamin. But for somebody who loves technology, sports, and helping students find their path in the ever-evolving world of information technology, it's a good life. "When I wake up and it's 4 a.m., I have a smile on my face," he says. "I'm looking forward to getting to the office. I really do like it. And I think that's important. Maybe the day will come when I wake up and I'm dreading getting here, and I'll have to rethink what I'm doing. But I haven't had that day yet." ●



Jeffrey Rubin '95, G'97

iSchool Institutes its Own Chapter of Toastmasters International

N. NAKITA MONGAR, CONTRIBUTING WRITER

Ba bump, ba bump, ba bump... is the sound of Maya Kanzaria's heart pounding faster and faster while she stands up to give her very first speech at a Toastmasters International meeting. With her hands sweating and her knees shaking, she opens her mouth and the words expressing her favorite vocation tumble out.

Kanzaria G'08 is one of 36 iSchool students who challenge themselves to improve their public speaking skills through iOrange, the school chapter of Toastmasters International. Toastmasters International is a non-profit organization with more than 9,300 chapters located in more than 70 countries. It gives members the opportunity to enhance their public speaking abilities through local club meetings, training seminars, and speech contests.

"iOrange is open to all iSchool undergraduates, master's degree students, or Ph.D. students," Kanzaria says. "Mostly everyone can stand to improve their public speaking skills. Therefore, everyone can gain something from this club, which can't be said for many clubs."

Associate Dean for Academic Affairs Robert Heckman formed the club last March when someone from Toastmasters suggested the iSchool launch its own chapter—an idea that he backed enthusiastically. Heckman says that Toastmasters International is a great organization and had frequently suggested

his students get involved with other local chapters, including the chapter at SU's College of Law, to help them overcome their fears of public speaking. There is also a chapter for SU faculty and staff members.

"The mission of iOrange is to provide a mutually supportive and positive learning environment in which every member has the opportunity to develop communication and leadership skills, which in turn fosters self-confidence and personal growth," Vice President of iOrange Patrick D'Souza G'08 says. "Prior to joining iOrange I was extremely apprehensive about speaking in public. iOrange gave me confidence in myself and provided me a platform to fine-tune my presentation skills."

iOrange members convene weekly in Hinds Hall to deliver a variety of speeches ranging from prepared toasts and humorous roasts to impromptu speeches on a topic assigned only moments before. A typical meeting consists of members playing roles that range from emcee to featured speaker to audience member and speech evaluator.

For the first year of meetings, Toastmasters International sends mentors to train members on how to perform each of the different roles, and offers such tips as effective evaluation techniques. Members can also receive certification from Toastmasters International for completing certain levels of competency.

iOrange also gives opportunities to participate in a humorous speech contest, table topics contest, and evaluation contest each year. The winners of the contests represent the club at the area contest and from there can proceed to the district, regional, and international level.

"There's no magic wand that you can wave over someone and declare 'one speech at Toastmasters and now you're great.' It doesn't work that way," Heckman says. "The way you learn to improve your ability to stand up in front of a group and deliver a good speech is to do it over and over again. My advice is not to depend solely on Toastmasters. Toastmasters is one place that you can get both opportunities to speak and receive feedback, but for the best results, you have to find other outlets as well."

iOrange doesn't just help improve one's speaking capability; it also improves leadership skills and offers a location to interact with one's peers.

"After joining iOrange, I realized that I'm not the only one that becomes nervous when speaking in front of others," Kanzaria says. "I still get a bit apprehensive before I have to speak in front of a group, but now I have more confidence in my abilities as a public speaker." ●

Liz Liddy Named Dean *continued from page 1*

impressed with what she had accomplished as an interim dean. “She brings an extraordinary background and distinguished career experience to the iSchool deanship,” he says. “I have high confidence that Liz, having already demonstrated her abilities while serving as interim dean, will be able to move forward aggressively and successfully in the near term to address the challenges and needs of the iSchool.”

As for Liddy, who wasn’t sure initially she’d like the role of dean when she accepted the interim position, she is now eager to continue in this role. “I am thrilled to be selected as dean of the iSchool,” she says. “This is a truly exciting time for our school and for our University as we fulfill our mission of total engagement in finding solutions to the many information-based challenges of today.”

WORDS OF ACTION

Her first act as interim dean was to create a new associate dean position dedicated to research, reflecting its importance in the life of the iSchool. She appointed Jeff Stanton to the associate dean for research and doctoral studies position, and selected Robert Heckman to be associate dean for academic affairs.

“It’s so important to focus and equally support research and teaching,” she says. “That’s what the University is about. That’s what this school is about. Our faculty members do work that benefits both areas and ultimately benefits the quality of education we deliver to our students. Our students get really excited about our research activities, work on professional boards, or presentations at conferences, because they know this is cutting edge. This is not something that they get from their textbooks. They’re learning firsthand from the people who are generating new knowledge.”

Liddy also appointed Professor Martha Garcia-Murillo to be the director of the M.S. in telecommunications and network management program, Professor Dave Dischiave to be director of the M.S. in information management program, and Assistant Dean for Technology David Molta to be interim director of the B.S. in information management and technology program while Professor Susan Bonzi is on sabbatical.

These changes are already starting to have a tangible effect on the school. For example, by January 2007, the iSchool had submitted proposals valued at \$2.5 million. In January 2008, the school had submitted proposals valued at \$3.9 million. Also, of the 30 student posters accepted for the 2008 iConference, 10 were from Syracuse iSchool students. The school is also taking a leading role in developing an ethics and social responsibility for information professionals that can be shared with its peer institutions and others working in the field.

AN ISCHOOL BY ANY OTHER NAME

As the University launched its \$1 billion campaign this fall, Liddy laid out the iSchool’s most ambitious fund-raising effort to date to honor former dean and mentor, the late Raymond F. von Dran (See articles, Pages 20-22). Working closely with Gisela von Dran, his widow and director emerita of the M.S. in library and information science program, and with development staff, Liddy aspires to name the Raymond F. von Dran School of Information Studies by the end of the five-year campaign.

“We are focused on the RVD Fund—an endowment that will enable us to name the school for Ray and use the interest from the endowment for the projects and activities that matter to us as a school,” Liddy says. “Under Ray’s leadership, we agreed to a well-thought-out vision for the school, and our efforts and mission now must be on actualizing the vision.”

Like von Dran before her, Liddy has also taken an active role within the leadership of information schools through the iCaucus—a group of deans from 19 information schools in the United States and Canada. Under her guidance, the iSchool at Syracuse has been one of the first in the group to adopt a logo created for the iCaucus to help brand the information field. She has also supported the group’s goals with school resources and through her own messages to prospective students and other key populations. She was selected to be a keynote speaker at the group’s annual iConference, held this year at the University of California-Los Angeles.

“Based on my observations and interactions with other iSchool deans, we do have a unique combination of academic offerings and research foci that provide diversity—but a unified diversity—that enhances the richness of the education we offer,” Liddy says. “I find the ideas that excite and motivate me are those that build on this unified diversity.”



Liz Liddy addresses her faculty, staff, and doctoral students, outlining her plans for the coming year during the iSchool Convocation last fall.

THE POWER OF LANGUAGE

Ironically, one of the biggest challenges, or rather opportunities, for the iCaucus leads back to Liddy’s academic strength—a matter of language. This time, the effort is on finding the right language to bring together information schools—each with its own degree programs and specialty areas—and to establish universal nomenclature for the field. “I believe these multiple degrees, including library and information science, information management, telecommunications and network management, and others, all have a common core,” she says. “I would love to see us develop the idea of a new profession that includes all of them—cyber infrastructure facilitators, or CI facilitators.”

“The CI facilitators are really those individuals who enable organizations to accomplish their missions because of their combined expertise in technology, management, and the given content area,” she says. “The cyber infrastructure can be wireless networks, instant messaging and e-mail systems, databases, blackberries, or any other kind of information communication technology. Through this technology, our graduates help every organization best utilize the huge amounts of data our world generates. For example, a person gets a Ph.D. in botany but doesn’t know how to best access the archives of all the gene data he needs; but a CI facilitator with a specialization in botany or natural science does. Every organization needs that CI facilitator to connect it to the right information securely and on demand.”

But why not use something simple like information professional, or the catchy iPro? Again, for Liddy, it comes back to semantics.

“If you call someone an ‘information professional,’ people feel like they should know what that means because they know the words ‘information’ and ‘professional,’” she says. “But they aren’t likely to know what an information professional does or what you study to become an information professional. On the other hand a CI facilitator, that’s a term that needs some explaining—at least initially. Many agencies, like the National Science Foundation, have already starting using the term cyber infrastructure, so I think there’s support building for its adoption.”

A MESSAGE FOR VISIONARIES

Liddy points to the new 10-year, \$30 million partnership with JPMorgan Chase (See related cover story) to explain the need to create this new profession and promote it to prospective students and employers. “What is this partnership all about?” she asks. “It’s about creating curriculum and hands-on experiences for students to work with information technology in the financial services industry—or

continued on next page

STUDENT PROFILE

Keeping Pace with Ever-Evolving Web-Based Software Development

KRISTEN BLAKE, CONTRIBUTING WRITER



As web sites like Google Maps, Flickr, YouTube and Facebook grow in popularity, they attract legions of developers who use application programming interfaces (APIs) to design complementary applications. Anyone who has used Facebook to play Scrabble with a friend or Google Maps to find all the ice cream shops in a certain city have benefited from the work

of these complementary developers.

According to Joe Rubleske, a doctoral student in information science and technology at the iSchool, these complementary software developers (or complementers) are one of the major consumer markets for computing platforms, and they can be just as important to the success or failure of a platform as end users. Platform owners need to attract both groups in order for their product to succeed.

When it comes to traditional platforms like personal computers and operating systems, many studies have shown that complementers and end users tend to be attracted to platforms with the most existing users. But no study has yet examined the changes that the explosion of web platforms may have on relevant theories. In his dissertation research, Rubleske asks if the recent surge in web-based complementary applications will challenge conventional wisdom.

He has observed that the market for these platforms differs from other computing platform markets in a few regards, not least of which is that the learning curve for developing complementary web applications is considerably shallower. (As of mid-February 2008, more than 16,500 complementary applications are listed on *facebook.com*, with roughly 50 new applications added each day.) “This relatively shallow learning curve means that a greater percentage of users become complementers,” Rubleske says. “In fact, what I’m seeing is that web platforms are trying to lock users in by making it easier for them to be complementers. Locking in users is the goal of every computing platform, but for sites like Facebook and MySpace, lock-in means that users will spend more time at the site and provide more information about themselves, which will translate into more advertising revenues. As a result, most web platform markets behave more like the television and newspaper markets than they do other computing platform markets.”

While sites like Facebook are currently profiting from this model, Rubleske adds that open standards for APIs may evolve to allow an application to work on many platforms, which could threaten those platforms that don’t adopt the standard. “It’s the same cat-and-mouse game between competitors, but it’s being played out under relatively new conditions, which makes it very exciting.” He hopes that his

research will prove useful to web services platform owners looking for better promotional strategies and to advertisers wanting better market information.

Rubleske holds a master’s degree in urban planning and a bachelor’s degree in political science from Indiana University. He worked as a research associate at the Center for Urban Policy and the Environment in Indiana and held software development and research positions at the Wisconsin Department of Natural Resources and Department of Workforce Development. In 2003, he and his family moved from Madison, Wisconsin, to Syracuse so he could enroll in the Ph.D. program.

When he finishes his degree, Rubleske hopes to continue teaching courses similar to the management principles course he currently teaches at the iSchool. He believes his research will inform the content of his future classes. “It’s a really good time to be involved in this research because it’s just emerging,” Rubleske says. “It’s happening right in front of us.” ●



Ph.D. student Joe Rubleske first became interested in application programming interfaces as he explored the concept of 3-D co-design early in his doctoral studies. He is pictured in a virtual world, where he is currently studying.

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educating CI facilitators with a specialty in finance. JPMorgan Chase is one of the first organizations to realize the need for these people—these CI facilitators—in its field, but there will be increasingly more of them.”

Liddy is eager to forge new partnerships with willing collaborators whether they are corporations, research groups, students, colleagues from across campus, or faculty within the iSchool. A few people have already expressed interest in launching new programs, such as a certificate program in the preservation of cultural heritage or a five-year degree program for College of Arts and Sciences students who want to earn a master’s degree from the iSchool. “When people have ideas and are really committed and excited, you can tell by their voice and passion that they will put the time and energy into those projects,” she says. “What I’d like to be able to do is have a start-up fund for some of these really great ideas, and say, ‘yes, let’s invest in this.’”

Now, with the official dean title, Liddy can focus on keeping her promise to move the iSchool forward, and has planned the iOpening

for 2008 Commencement Weekend. This celebration of the completion of Hinds Hall will follow the iSchool Convocation ceremony on Saturday, May 10. The event is fitting tribute to the graduates who represent the future of the iSchool and to new beginnings for them and for the iSchool itself.

“This place is booming,” Liddy says. “Our students have great job opportunities, and we’re in great demand. We are well on our way to becoming the No. 1 iSchool in the world.”

“I believe that the role of a leader is to enable the group she is leading to achieve its fullest potential, both as individuals and as a group,” she says. “A dean performs a similar role to that of a symphony conductor—namely to guide, coordinate, and optimize the talents of many highly qualified individuals. And while the conductor selects some pieces for the orchestra to play, most pieces are chosen to optimize the talents of the orchestra’s musicians. And I know my musicians very well.” ●

STUDENT PROFILES

Two iSchool Students Named 2007-08 Remembrance Scholars

N. NAKITA MONGAR, CONTRIBUTING WRITER

Nineteen years ago 35 Syracuse University students lost their lives in the terrorist bombing of Pan Am Flight 103 over Lockerbie, Scotland. Since that tragic day in December 1988, the University has been paying tribute to these students' memory by awarding 35 outstanding students with a \$5,000 scholarship every fall. This Remembrance Scholarship is given to seniors who show distinguished academic achievement, citizenship, and service to the community.

This is one of the highest awards given by Syracuse University, and two of this year's recipients are from the iSchool: Alana Edmunds and Josh Frost.

Alana Edmunds



Alana Edmunds '08 of Perrysburg, Ohio, came to Syracuse University as an undecided major in the College of Arts and Sciences, hoping to keep all her options open until she decided how she would focus her studies. Once at SU, she discovered the iSchool, and quickly recognized that it would satisfy her love for working with both computers and people. "I decided on the iSchool because of its small-town, homey feeling," Edmunds says. "I like that people know my name. I also chose it because of the mix of technology and business."

Edmunds has embraced the college experience, engaging with campus life in a variety of ways. For example, she is a member of Kappa Alpha Theta sorority; she helped start the School of Information Studies Undergraduate Alliance (IST-UA); she has completed internships; and she studied for a semester in Florence. While abroad, she was one of 12 students selected by ARCI Regional Toscana to work on a vineyard that was confiscated from the Italian mafia, as a stance against mafia violence.

Since the fall of her first year, she has been working for Associate Dean for Research and Doctoral Studies Jeff Stanton who says Edmunds distinguished herself as a high achiever in his Information Technologies class. He challenged students in the class to use their IT skills to teach someone in the community. While most students just taught a roommate or friend how to use PowerPoint, Edmunds went to a local library and volunteered to assist people with computers. "She really invested herself in the project," Stanton says. "She took the spirit of it to heart, and I was extremely impressed by that."

Edmunds has also been working for Stanton on a StudyResponse Project for online research since her third semester. This project focuses on finding out why people respond to surveys and what motivating factors are useful in getting them to respond better. Edmunds has taken on a variety of roles in this project—from troubleshooting to marketing to research administration. She was selected recently for Honorable Mention in the Computing Research Association's Outstanding Undergraduate Award competition for 2008, partly because of her work in Stanton's research lab.

"Alana's been very proactive in her undergraduate career on obtaining useful outside experiences," Stanton says. "In that sense, she's every professor's best hope for an undergraduate; somebody who is smart, intellectually curious, motivated, and she goes after the educational experiences that will benefit her best. Alana has basically been a Jill of all trades."

Of all Edmunds' countless achievements, receiving the Remembrance Scholarship has been the one that's most meaningful to her. Recipients of the Remembrance Scholarship are actively involved in the planning of Remembrance Week events, such as setting up panels about terrorism, which are held at the end of October. Scholars also meet with the families of the victims from Pan Am Flight 103 and work to educate the campus and community on the effects of terrorism, as well as the Pan Am 103 crash. "This scholarship is such a great opportunity," she says. "It's more than just 'here's some money,' it is a chance to really get involved."

Her experience as a Remembrance Scholar motivates her to make the most of her own future. Edmunds accepted a job with General Electric in the Information Management Leadership Program and will start there in June. "Alana is academically bright but also successful, personable, and hard working," says Elaine Morgan, iSchool Undergraduate Counselor. "She has maturity, dedication, and perseverance beyond her years. Alana will be a scholar and leader in the information field for years to come."



Alana Edmunds

Josh Frost



Josh Frost '08 of Chicago came specifically to the iSchool at Syracuse University to explore his passion for helping people learn how to incorporate technology into their workplace. "People tend to get really confused when it comes to technology, and I enjoy being the one to teach them about it," says Frost, who admits another lure of SU was the positive experiences his mother, an alumna, and his friends had here.

Always ready to learn everything he could, Frost has taken advantage of the many opportunities afforded him here at SU. In addition to his involvement with several extracurricular activities, he also studied abroad in Madrid, Spain, and he is completing a triple major in information management and technology, Spanish, and history, with a minor in management studies.

Frost was a founding member of the School of Information Studies Undergraduate Alliance (IST-UA), a student group that brings people with a common interest in the iSchool together, while helping them learn how they can apply their degree to the workforce. Members listen to guest speakers, go on field trips, watch movies, and just simply socialize. Frost is also the assistant producer and financial director of First Year Players, a student-run organization on campus for non-drama majors.

"Josh stood out clearly and very early in the iSchool as an extremely bright and thoughtful student," says Elaine Morgan, iSchool undergraduate advisor. "Josh is an active peer advisor and also volunteers with other iSchool students at the Rescue Mission. He has strong leadership skills, maturity, and a friendly personality."

In November, he was a member of the winning team who represented the iSchool at the 2007 Travelers IT Case Competition in Hartford, Conn. Although the four-student team worked hard to prepare for the competition, Frost humbly attributes their success to the education they

received here. "Any student from the iSchool who took the classes we did could have won that competition," he says. "I have never felt so prepared for anything before; it was almost like a class exercise. While I am very happy to have won, I also realize that anyone from the iSchool could have done it, too. That's what I am most proud of."

With plans of going to law school, Frost is now apprehensively waiting to take the LSATs—the test that will influence his future. He became interested in law from his experience on SU's Mock Trial Team, where he utilized both his acting and law experience by playing both lawyer and witness. He also got some great hands-on experience interning at the HRL Abogados law firm during his semester in Madrid, and those who know him say Frost will go far in whatever area he chooses to pursue.

"Josh is an exceptional student who seeks to maximize opportunities," says Susan Corieri, director of enrollment management at the iSchool. "He has a tremendous desire to share his enthusiasm and experiences in hopes of promoting opportunities for other students. Josh leaves a mark wherever he travels by caring about those that may follow in his path." ●



Josh Frost



iSchool Students Win Travelers IT Case Competition

Grant Haggan '08, Josh Frost '08, Marissa Petruno '08, and Brendan Tindall '10 won first place and \$1,000 to share at the 2007 Travelers IT Case Competition in Hartford, Conn., in November. The team had half a day to research one of several IT business problems presented by Travelers, one of the largest property and casualty insurance providers in the United States. The students selected knowledge transfer and management and their presentation outlined a plan that would help Travelers develop a systematic way of ensuring the smooth transition of knowledge as employees come and go.

JPMorgan Chase

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JPMorgan Chase and University leaders believe that the initiative will spark economic growth in the Central New York region. They expect the program will provide a training ground for new and diverse talent in financial services technology and infrastructure and create hundreds of new jobs in the Syracuse area.

“This comprehensive university-industry collaboration between JPMorgan Chase and Syracuse University provides one of those rare opportunities to pool intellectual capital to make an immediate difference in industry, higher education, and our region,” Chancellor Nancy Cantor says. “This partnership will put scholarship into action to solve real-world problems in global financial services technology while reaching out to K-12 students and engaging college students near and far. JPMorgan Chase is a powerhouse, and seeing its commitment to this region and state played out in hundreds of new technology jobs and the creation of a state-of-the-art green-built technology center on our campus is a dream come true.”

The initiative, while focused mainly on SU, will include opportunities for students from other colleges and universities in the region to participate in the program through distance learning offerings and other classroom and research activities. The partnership also hopes to extend its science, math, and technology training into programs in the Syracuse City School District and other school systems. Academic and industry planners of the new technology center are exploring ways in which this physical facility can be a catalyst to bring students, business people, and community members together to learn about technology and the financial services industry.

“Through this partnership with Syracuse University, we are continuing our commitment to maintaining the vitality of New York State’s economy by building a pipeline for future talent,” says Frank Bisignano, chief administrative officer and member of JPMorgan Chase’s Operating Committee, who will deliver the keynote address at the iSchool Convocation on May 10. “Syracuse University is a leader in applying scholarship and innovation in educational program development. Through this partnership, we can combine

JPMorgan Chase Professor Search Underway

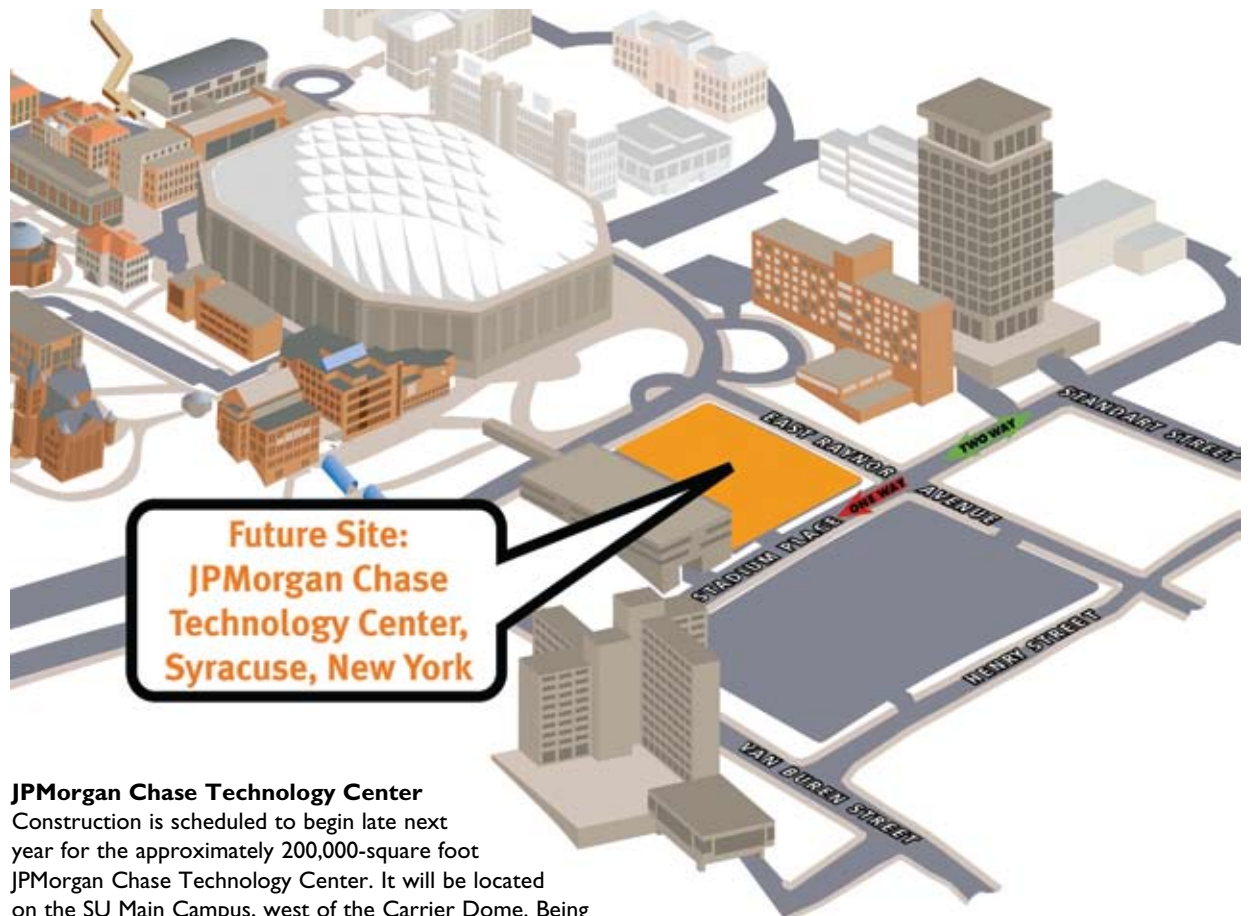
Syracuse University and JPMorgan Chase have embarked on an unprecedented program of collaboration across a broad spectrum of research, curricular innovation, and community engagement designed to educate and inspire the next generation of information professionals in the global financial services industry.

SU invites applications and nominations for a distinguished scholar to be the JPMorgan Chase Professor.

The interdisciplinary appointment may span fields or subfields of finance, information technology and management, and computer science; and the ability to integrate contributions from faculty and practitioners is highly desirable. For a more detailed description of the position, visit <http://ischool.syr.edu/about/news.aspx?recid=509>.

Nominations or expressions of interest should be directed to:

JPMorgan Chase Professor Search
207 Bowne Hall
Syracuse University
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JPMorgan Chase Technology Center

Construction is scheduled to begin late next year for the approximately 200,000-square foot JPMorgan Chase Technology Center. It will be located on the SU Main Campus, west of the Carrier Dome. Being constructed with hopes of Platinum Leadership in Energy and Environmental Design (LEED) certification, the Technology Center will house JPMorgan Chase employees, technology research labs, meeting rooms, and training and collaboration rooms. It will be a hub of technology training for students, providing a site for financial technology internships and an opportunity for students to work alongside JPMorgan Chase employees.

our knowledge and resources to create a diverse workforce focused on financial services technology and infrastructure in upstate New York.”

Key to Success: Diversity of Minds

To make this venture successful, all participants will need to build upon each other’s variety of experiences and knowledge in a collaborative environment, and the iSchool at Syracuse University fits in nicely with that model.

“The iSchool is a fantastic collection of people from different backgrounds—sociologists, computer scientists, librarians, linguists, people with practical business experience who come together to create a curriculum around the theme of information,” says Christine Larsen G’84, executive vice president of JPMorgan Chase and a member of the iSchool’s Board of Visitors. “That combination of knowledge is really powerful.”

“Technology is integral to everything we do as a financial services company,” she says. “We want to build a technology workforce that has a broad understanding of the issues that face us in commerce, but also has a tremendously deep technology background. That is a complex skill set that doesn’t typically come out of someone who is just an engineer, or just a business major. You need a multitude of people skills, commerce skills, and technical skills to be successful in our environment.”

Work has begun in a variety of committees, created to address the multifaceted nature of this partnership. Those workgroups, made up of JPMorgan Chase employees and SU faculty members, are broken into the following areas:

- curriculum development
- applied research
- community engagement and K-12 initiatives
- internships
- programming for the new technology center

Faculty members from the iSchool are involved in all of these areas, and many have assumed key leadership roles. Faculty from the Whitman School of Management, L.C. Smith College of Engineering and Computer Science, and the School of Education also participate in these collaborative workgroups, which meet virtually through weekly teleconfer-

ences and periodically during on-campus meetings and visits to JPMorgan Chase headquarters in New York City.

“We recognize that to solve complex problems we need very diverse ways of approaching them,” Larsen says. “One of the things we look for in the people we hire is diversity of mind. I think the iSchool does a good job at preparing people to be successful in that kind of environment.”

A World-Class Curriculum

One of the most immediate tasks is developing a one-of-a-kind financial services technology and infrastructure curriculum. This new curriculum will teach students about the role of information systems in large distributed global enterprises, such as JPMorgan Chase.

The first group of new interdisciplinary courses is expected to be offered this fall, and will be cross-listed by Whitman and L.C. Smith. Some sample titles of courses being talked about are Managing Distributed Collaboration, Enterprise Technology, and Measuring the Business Value of Information Technology. Other courses will be based on pre-existing courses, and will be enriched by case studies and lessons from JPMorgan Chase.

“The benefits of this partnership are going to accrue on every level,” says Associate Dean for Academic Affairs Robert Heckman, who co-chairs the curriculum committee. “The faculty members are going to have opportunities to work on interesting applied research projects, and have access to the data of a company like JPMorgan Chase, which they typically never have. They’ll have case studies on large enterprise systems to examine in detail. That’s something that is very difficult to bring into a curriculum without the partnership of a large organization. This new curriculum is being developed by our academic experts who are informed by a partner living with these issues every day.”

The course delivery will also utilize the talents of JPMorgan Chase. Company employees will perform a range of duties in the classroom, including guest lecturing, judging student presentations and projects, co-teaching, or possibly even teaching their own course. On the flip side, the University is exploring ways in which its faculty can provide trainings and

special topic courses to JPMorgan Chase employees on campus and through distance learning formats. The courses are being developed in a modular format, so that a 14-week course, for instance, could be broken into two-week segments, depending on the audience.

“We’re very excited about our employees being able to participate in courses through the distance-learning capabilities of the iSchool,” Larsen says. “We’re hoping to take these courses to our employees worldwide. Our firm has a strong commitment to education. Education is an opportunity and an investment that builds community and helps individuals thrive.”

Heckman sees the educational benefits for both the University and the company. “We’re hoping this becomes a true knowledge exchange—where information and expertise can flow easily between the iSchool and JPMorgan Chase,” he says. “We’re envisioning a whole range of possibilities.”

Applied Research Eureka!

One of those areas ripe with opportunities is research. Associate Dean for Research and Doctoral Studies Jeff Stanton works on the applied research committee to find out how JPMorgan Chase’s challenges align with SU faculty members’ areas of expertise. So far, the group has identified four areas to begin studying:

Green data centers—how can we create servers that use less electricity and how can we re-use the waste heat generated by these servers to power the air conditioning units used to keep them cool?

Global collaboration—how can we develop an effective coordination platform for the JPMorgan Chase employees working in nearly every time zone throughout the world that integrates technology, culture, and modes of working at these various locations?

Identity management and access control—how can we establish levels of access that correspond to unique user roles within JPMorgan Chase within variety of applications and programs used by the global company?

Real-time fraud detection—how can we enhance pattern matching?

“Faculty members from the three lead schools feel that they can contribute their expertise to projects in all four of these areas, which JPMorgan Chase identified as critical areas for them,” Stanton says. “We’re very excited to have access to real-world data and information. It’s like gold to us.”

JPMorgan Chase has already begun funding the first round of grants to faculty members to start resolving these issues. iSchool Professor Joon Park is part of a research team that received \$148,000 to investigate systems access management with user profiles. Research professors Anne Diekema and Ozgur Yilmazel, who are both part of the Center for Natural Language Processing, are working on real-time adaptive pattern matching. Professor Derrick Cogburn, director of the iSchool’s Center for Research on Collaboratories and Technology Enhanced Learning, is leading the global collaboration research initiative.

Success Breeds More Success

“If we have real success in these areas, then I think other companies will look to develop a similar relationship with us,” Stanton says. “This partnership with JPMorgan Chase could help us better facilitate the interaction between the two worlds of corporate and academia. This could open doors as a model for success.”

Heckman says that a bandwagon effect could take hold as this partnership with JPMorgan Chase begins to show results. “Many industries with specialized knowledge are facing similar issues as the financial services sector,” Heckman says. “In the past 10 years, because of developments in the information communication technologies, we’ve gained the ability to more effectively coordinate global activities. I think other companies will have a greater interest in working with us as a result of this partnership with JPMorgan Chase.”

For now, the excitement about this partnership is growing. “The most remarkable thing has been the teamwork,” Larsen says. “The crossover and velocity of the ideas happening across the partnership is tremendously satisfying. Chancellor Nancy Cantor and the whole University share JPMorgan Chase’s commitment to building communities for the future. We’ve already been introduced to people in the broader Syracuse community, and we can see how these circles will expand. When a private company partners with a university, the outcomes benefit the broader community.” ●

iSchool Students Help Community Agencies Develop Their Library Collections

KRISTEN BLAKE, CONTRIBUTING WRITER

Maya Kanzaria’s expression was one of horror when she first saw the juvenile book collection at the Onondaga County Justice Centers library. “There were only six books in the whole juvenile collection,” she says, “and only one was in good shape. The others were in such bad shape you couldn’t even tell what they were. I felt like crying.”

Kanzaria G’08, a student in the library and information science school media specialization program, was visiting the prison library for a class called Library Systems and Processes. Professor Megan Oakleaf had assigned students the task of visiting a real library and working to evaluate and improve part of its collection. By modifying an assignment handed down from another professor, Oakleaf, who was teaching the course for the first time, presented her students with a challenge that would not only drive home essential library skills, but also encourage contact with the Syracuse community. “I thought, wouldn’t this assignment be more contextualized, more authentic, if students could do it in real life,” Oakleaf says. “Real life is messy. I wanted them to figure out how to take the theories and best practices we’d learned in class and actually apply them.”

Students selected to work on a variety of collections at a range of sites across Central New York. One student group focused its energies on Vietnamese cookbooks at a local public library, and another on historical materials at the Baseball Hall of Fame in Cooperstown, N.Y. The assignment required them to go through each collection and recommend books to discard or weed, choose new books to buy, and create or improve a broad collection policy that will allow upkeep to continue in the future.

At the Justice Center Library, Kanzaria and her partner, Jennifer Hinz G’08, focused their efforts on the juvenile collection that had been a source of such outrage during their first visit. Constrained by a budget of only \$500 and a ban on sex and violence, Kanzaria and Hinz selected several dozen books designed to appeal to teenage, male inmates, including inspirational biographies, graphic novels, and even poetry. They combed through the Justice Center’s massive collection of unsorted donations, made up mostly of romance novels, to salvage the few titles that might appeal to the young men.

These services were a boon to the Justice Center, where the prison librarian, Jean Dwyer, works only 16 hours a week and spends the bulk of that time pursuing legal research for inmates. Dwyer, who says she

“It was the kind of experience you would hope for in school. It felt good that you were learning, but giving back also. The whole thing was very rewarding.”

plans to purchase the books suggested by Kanzaria and Hinz, called the project a wonderful help for her and an eye-opener for the students. “You can talk about real situations,” she says, “and this is a real-world situation. It showed them that they weren’t going to be walking into places where there’s a grand budget. They have to be a little bit creative.”

The assignment also encouraged students to get inside the heads of readers from unfamiliar and often

challenging backgrounds. Heather Davidson G’08 and Kaye Kerr G’08 ventured into new territory to select books for students at the Delaware Academy, a Syracuse K-8 school where 45 percent of students have a limited English proficiency and many more come from financially underprivileged homes.

In tackling the school’s collection of animal books, Davidson and Kerr looked at a list of student requests, as well as information provided by publishers. They selected books on topics the kids seemed to like: dangerous sharks, cheetahs, and snakes for the boys and cute koalas, penguins, and dolphins for the girls. They also took into account the content, difficulty, and appeal of each book. “The challenge was to look for books that were low reading level, but high interest,” says Kerr. “Many books at a low level don’t look grown up enough, and the 4th and 5th graders won’t touch them.”

The Delaware Academy library used Kerr and Davidson’s suggestions for weeding and will order the books they recommended for the coming academic year. Davidson says knowing her work is being put to good use made the project especially satisfying. “We saw our results at work,” she says. “This is a struggling school with a struggling population. We hope what we’ve done will make a difference.”

Kanzaria echoes that sentiment. After becoming emotionally tied to her work at the prison library, she was inspired to donate books from her own collection and write a grant proposal on behalf of the Justice Center. “It was the kind of experience you would hope for in school,” she says. “It felt good that you were learning, but giving back also. The whole thing was very rewarding.” ●

iSchool Group Engages Syracuse High School Students with Robotics Project

AMY SPEACH, CONTRIBUTING WRITER

A recent press release from the National Science Foundation poses the idea that providing high school students with opportunities to design and build their own robots can spark their interest in studying science and engineering in college. As a departure from traditional science and engineering methods, the article states, “this approach suggests a new way of getting students attracted to these fields early in their academic lives.” This comes as no surprise to iSchool professor Martha Garcia-Murillo, who facilitated a robotics module with Fowler High School students last year. “Robots are very satisfying because there is a tangible element to them, so students get short-term rewards for their hard work,” she says. “On a personal level, I find it can be very addictive, even. You just feel you have to go on. You have to learn how to make it work!”

Garcia-Murillo became interested in robotics through her role as faculty advisor to the Black and Latino Information Studies Support organization (BLISTS), a student-run group that educates African American and Latino students about information sciences and technology, provides computer literacy support, and builds a corporate and alumni network. “One mission of the group, in addition to helping students once they are in college, is to try to attract them to college,” she says. “You can’t do that unless you start at high school.” In conversations with faculty at SU and other universities, including a computer science professor at Yale, Garcia-Murillo learned that, for whatever reasons, one thing that seems to consistently attract young adults to science and engineering fields is working with robots. “So that’s how I got into robots myself,” says Garcia-Murillo, who earned an M.S. degree in economics and a Ph.D. degree in political economy from the University of Southern California. “But it is still really new to me.”

At Fowler, a high school in the Syracuse City School District, Garcia-Murillo was invited by math and physics teacher Julia Hallquist to teach a robotics module to a small pre-engineering class. Working with Parallax Boe-Bot brand robots and an accompanying text, Garcia-Murillo simplified the lessons into two- to three-page handouts, providing students with step-by-step instructions that led them through the process of constructing and programming their robots. “This was a wonderful opportunity for my students to learn about computer programming,” Hallquist says. “The students are particularly proud of their accomplishments of building and programming their robots. I think they’ll remember this as one of their more significant high school experiences.”

Although the lessons presented Garcia-Murillo with several challenges—including the unreliable availability of computers at the school, her own unfamiliarity with robotics, and class members who were often sleepy from holding down after-school jobs—she believes the project was largely successful and well worth continuing. In collaboration with Professor Peter Plumley from SU’s L.C. Smith College of Engineering and Computer Science, she plans to offer the robotics module at the Milton J. Rubenstein Museum of Science and Technology (MOST) in downtown Syracuse this spring. “Doing it at the MOST can be a little more recreational, less structured, and less formal,” she says. “Without the pressure of a teacher who has to achieve certain academic goals, we can figure out how to make it really fun within the context of the museum. Then we can take it back to the school, and make it fun within the constraints and pressures of the classroom.”

Garcia-Murillo also hopes to develop lesson plans that can be shared with teachers, who will then integrate the robotics module in their own classrooms. Her long-term goals for the project include working with the manufacturer so that robots can be programmed with scientific calculators, which high school students already have as part of their general requirements—something she believes will make the project simpler and more widely accessible. “There is a lot of work to be done, and that takes time,” she says. “But if robots really will get kids more excited about science and technology—and my personal experience indicates that this is true—then it is all worthwhile.” ●



Students at Fowler High School in Syracuse test the robots they created in a program with Professor Martha Garcia-Murillo.



New Software That Unites Multiple Devices Rolls Out in SU Dorm this Spring

N. NAKITA MONGAR, CONTRIBUTING WRITER

In 2001, Associate Professor Lee McKnight was working at MIT with fellow researchers who dreamed of inventing a device that would have a multitude of functions, much like the tricorder on Star Trek. That fictionalized portable scanning device could do anything from checking people's blood pressure, assessing broken bones, and diagnosing diseases to identifying malfunctions in electronic equipment and determining the chemical makeup of any substance on any planet. Similarly, the researchers hoped to create a device that could be a portable phone, computer, router, transmitter, multi-frequency radio, and music player all in one. But McKnight felt his peers had this all wrong—they had everything reversed.

A single device didn't need to be able to do everything. Rather, a device was needed that could communicate and harness the unique capabilities of multiple devices. "One device will never be smart enough to do everything all by itself, but it can be smart enough to work with stuff that is already out there," McKnight says. This idea led McKnight to envision the technology that would coordinate all available resources and be accessible from a single device. Eventually McKnight applied for a grant to design his vision.

Six years later, McKnight's vision is taking form in a new software product called Innovaticus, which he built with the help of graduate and undergraduate students who then moved into his startup company, Wireless Grids Corporation. This company has partnered with the iSchool's Wireless Grids Lab and Nokia on the software research and development, presenting early implementations of Innovaticus at research meetings at Syracuse and Stanford Universities, and at Nokia Research Center (Palo Alto). Their initial success has caught the eye of Intel Corp., France Telecom, and New Zealand Telecom, to name a few.

In February 2008, Wireless Grids Corporation launched Innovaticus in the Arts Adventure Learning Community in SU's student dorm Boland Hall and also will test out the new software in dorms at the University of West Indies in Trinidad. Lehigh University and Moravian College in Pennsylvania are also interested in early adoption of Innovaticus.

Innovaticus allows people to collaborate and share files and hardware with themselves or other people using a variety of devices across many different networks: Bluetooth, Wimax, Wi-Fi, etc. For example, if a student forgot to print out a class paper, he wouldn't have to run all the way back to his dorm to print it. Using this software, he would be able to access that paper, located on his computer, from his smart phone wherever he happens to be and transfer that information to a convenient printer.

Innovaticus provides an easy way to access files stored in any device—a phone, a computer, or a camera. Ph.D. student Kevin Dames offers a scenario in which the software could help him. Dames prefers to take his personal laptop with him to professional conferences because his work laptop contains too much confidential data to risk losing during travel. More than once, however, he has found himself needing information from his work computer while at the conference. Now, it won't matter which computer he brings because



Associate Professor and President of Wireless Grids Corporation (WGC) Lee McKnight (right) debuts his start-up company's latest wireless software invention, Innovaticus, at the 2008 International Consumer Electronics Show in Las Vegas with (from left to right) Norman Lewis, WGC chief strategy officer; and Audrey Selian, WGC director of marketing and sales. Hesham Sayed (pictured below), iSchool master's degree student in telecommunications and network management, also assisted at the show.

with Innovaticus he'll be able to access all his files, no matter where they are stored.

Right now, Wireless Grids Corporation is finalizing its plans to release this technology into the university world. McKnight's company has been working with focus groups of SU students to explain the software and receive student feedback and questions. Together they brainstormed what it could be used for and what they would change about it. College of Visual and Performing Arts student Lindsey Bryant '08 says Innovaticus would make doing class-work at home more convenient. "This would lower my stress anxiety level significantly," she says. "Just knowing that I would be able to connect with the architecture studio and access my files there would make me cry tears of joy."

Graduate student Joseph Treglia says Innovaticus is more than just sharing files, it can also be used as a notification system. For example, if some emergency or critical incident occurred at SU, everybody on the "grid" would be notified. By hitting send once, a warning message would appear on all of the students' devices—cell phones, PDAs, and/or computers. Most of the time, students have one or more of these devices on them, which would make this system a more accurate way of ensuring students get the message quickly.

Innovaticus could be used in a wide range of scenarios; this is why Wireless Grids Corporation is doing the trial run on SU students. McKnight chose the Arts Adventure Learning Community to be the first students to test-drive this software because of their creativity. They want to watch how the students use the software and what new applications the students come up with themselves.

"This software will be beneficial for SU, the startup company, and for faculty and students who get involved in it," McKnight says. "It's going to be a major change in the way we communicate, the way our devices interact, and the way we interact with the digital world around us. And the best thing is that the change is going to occur here first." ●





Remembering Ray

BARBARA SETTEL, DIRECTOR OF ALUMNI RELATIONS AND ANNUAL GIVING

When Dean Ray von Dran passed away suddenly last summer, he left a huge void in the school, the profession, and the hearts of our students, faculty, staff, and alumni. Ray's energy, passion, and unwavering commitment to making Syracuse the best iSchool in the world made an impact in some way on every student who studied here during his deanship. Many of you have written to share your experiences and tell us how Ray made a difference in your lives. Here are a few highlights of these memories:

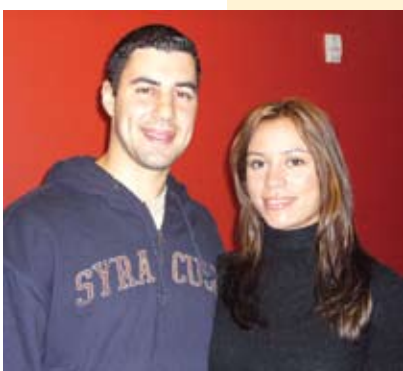


It did not need to be said that day that you had already blazed this trail for us, and showed us all the wonderful things that happen when you are not afraid to be different.

—**Joe Ryan, MS LIS '07**

Fifty years after my graduation from Syracuse, Dr. von Dran personally saw to my feeling at home with my Syracuse fellow alumni. He even offered me an opportunity to voice my opinions about urban school media services. Including me in his plans for creating an exciting new approach to the acquisition of information, he awakened my soul to my former library school again. What a wonderful gentleman Ray was. We shall all miss him, and I am so happy that I came into his orbit, onto his stage, before the final curtain.

—**Georgetta Campbell, MLS '56**



My biggest memories will be the dean's performance in front of any crowd. I have seen him in front of classes of undergraduates ready to go out into the world and in front of high school principals discussing the iSchool at NYC Lubin House events. Each time I saw the same fire, excitement, wittiness, humor, and intelligence that left you feeling great about how the iSchool continues making leaps and strides, and it made me want to continue to stay involved on the great iSchool journey.

—**Dan Marino, BS '97**

When I came to the iSchool for the first time, I was unsure as to my plans for pursuing an undergraduate degree. After about 30 minutes of listening to Dean von Dran talk about the iSchool, there wasn't a single doubt in my mind. His personality was contagious, and he made everyone feel great about having the opportunity to be a part of the place he helped to build. He will be deeply missed and his influence will never be forgotten.

—**Joshua Fecteau, BS '06**

Ray spoke at the SLMS Conference in Syracuse in May, and his enthusiasm for SU and school media specialists set the tone for the rest of the conference. His words also reinforced the SU message for the alumni that no matter what the name of the school might be, we would always be home there. His spirit will be there with us.

—**Bernie Tomasso, MLS '87**

I had the honor to meet Dean von Dran while I completed my master's degree and Ph.D. in the iSchool at Syracuse. I had the privilege to be inspired by his energy, vision, and openness during my six years in Syracuse. His participation in every event or meeting was always stimulating and optimistic. Dean von Dran was also very approachable. Once, he took the time to give me personal advice about my career. I will never forget him, and I just hope I can follow and pass on some of his talent and vision.

—**Indira Guzman, MS IM '02, Ph.D. '06**



Returning to graduate school after many years was a frightening prospect. I was completely unsure of my ability to cope with the challenges and unsure of what a distance education entailed. When I met Ray at the 2005 Summer Institute and saw his interaction with his colleagues, his wife, and other students, I was convinced that this was someone who would be encouraging, approachable, knowledgeable, and helpful. I was right on all counts. I will always remember the lively gentleman who seemed genuinely pleased to meet everyone who approached him, and who was so enthusiastic that it was downright contagious.

—**Michele Ryan, LIS student**

My three siblings and I had the pleasure of attending the iSchool while Ray was Dean. He was very kind, passionate, and charismatic person to be around. Whether you passed him in the iSchool halls or outside on campus, he'd always present a smiling face and would always make each and every student feel comfortable and welcomed in the iSchool. We will never forget him nor the positive impact he made on the the iSchool.

—**The Belle family: Denise, BS '02; Deanna, BS '02; Richie, BS '01; and Michael, BS '06**

If you would like to share your memory of Ray, or give a gift in his name, you can do so at our web site, ischool.syr.edu/ray. ●

ALUMNI NEWS

M.S. in Information Management

Michael M. Barillas '00 is a business analyst with Gemini Industries in its contract with the U.S. Special Operations Command (SOCOM) at Macdill Air Force Base in Tampa, Fla.

Ilona Koti '04; MS LIS '01 is a consultant with Access Sciences Corp based in Houston.

Niti Jain '05 is an internal auditor with Morgan Stanley in New York City.

Manish Gupta '06 is a consultant with Deloitte and Touche Enterprise Risk Services in New York City.

Pruetithorn Areewatanakul '07 is a quality assurance developer and report writer for Campus Crusade for Christ International (World Headquarters) in Orlando, Fla.

Sal Chitnis '07 is an associate at KPMG Forensics in New York City.

Maria Disla '07 is an associate at PricewaterhouseCoopers in New York City.

Umong Doshi '07 is an information architect at IBM in New York City.

Tommy Harris '07 is an information security specialist with the Department of Veterans Affairs in Washington, D.C.

Jayee Hegde '07 is a consultant with Deloitte and Touche in New York City.

Scott Herron '07 is employed at Noteworthy Medical Systems in Cleveland.

Erika Holzer '07 is a software engineer with Dolphin Technology in Rome, N.Y.

Vaibhav Kashyap '07 is a consultant with Deloitte and Touche in New York City.

Preeti Kulkarni '07 is an associate in information risk management at KPMG in New York City.

Yuanda Li '07 is an EBS associate specialist at Cooper Crouse Hinds in Syracuse.

Emily Longcore '07 is an IT analyst with the Government Accountability Office in Washington, D.C.

Joseph Nelipowitz '07 is director of information systems at American Granby Inc. in Liverpool, N.Y.

Emre Onyurt '07 is an application developer at CampaignBase in Syracuse.

Mihir Pandya '07 is a technology associate with Susquehanna International Group (SIG) in Bala-Cynwyd, Pa.

Sundaresan Ravindran '07 is a manager of business systems with US Beveragenet Inc. in Syracuse.

Donald Sebers '07 is an associate in the data management group at PricewaterhouseCoopers in Boston.

Doug Taber '07 is a windows systems administrator at University of North Carolina General Administration in Chapel Hill, N.C.

Jari Williams '07 is senior project engineer with Lockheed Martin in Moorestown, N.J.

CAS Information Security Management

Jasmina Trajkovski '07 is an information security consultant with T & P Consulting in Skopje, Macedonia.

M.S. in Telecommunications and Network Management

Kalpavi Jayaprakashi '07 is employed at Bloomberg in New York City.

Rajat Simhan '07 is a project manager at eClinicalWorks LLC in Westborough, Mass.

David Walters '07 is a consultant with Booz Allen Hamilton in McLean, Va.

M.S. in Library and Information Science

Suzu Szasz Palmer '78 is director of research and information services at the Library of Virginia in Richmond, Va.

Mark Allnatt '86, who heads the Special Technologies and Adaptive Resources (STAR) program for the Onondaga County Public Library, won AURORA of Central New York's Mattie Letham Community Leadership Excellence Award for 2007. The award recognizes "individuals and organizations whose personal example or service to the community has inspired others and contributed to the positive portrayal of people with vision or hearing loss in our community."

Diana (Lauterbach) McGarry '92 is manager of knowledge management for Campbell Alliance in Raleigh, N.C.

Greg MacGowan '95 is knowledge base librarian for McKesson Health Solutions in Newton, Mass.

Wai-Ho Yam '95 is a lecturer at Temasek Polytechnic in Singapore.

Frea Anderson '99 has been named a Copyright Scholar and has been appointed to an eight-person team of copyright specialists serving as consultants on the Copyright Advisory Network, established by the American Library Association Office for Information Technology Policy.

Catherine Kellogg '99 is a youth services librarian at the Tamarac Branch of the Broward County Library System in Tamarac, Fla.

Catherine Willis '00; BS '00 received the 2007 Award for Excellence in Library Technical Service from the New England Library Association. She is technical services manager at Boston Public Library.

Kizer Walker '01 has served as collection development coordinator at Cornell University's Olin Library, the main library for humanities and the social sciences. He has helped manage a recently-merged Department of Collections, Reference, Instruction, and Outreach. He also serves on a campus-wide Scholarly Communications Council, which was convened by the library, and is currently working on launching a digital publishing initiative in the humanities.

Michele (Rothenberger) Combs '04 is a special collections librarian at Syracuse University Libraries.

Erika Pozo '04 is principal librarian at the New York City Department of Health and Mental Hygiene Public Health Library in New York City.

Jane Livingston '05 is associate director of communications at Yale University Information Technology Services in New Haven, Conn.

Debra Abbott '06 is a library media specialist at Camillus (N.Y.) Middle School.

Alissa DiRubbo '06 is a library technician at Syracuse University College of Law.

Research Professor Retires from iSchool

Assistant research professor Joanne Silverstein retired in August after 15 years as a member of the iSchool community. She arrived at the school in 1991 as a student, who went on to earn a master's degree and Ph.D. here. She was then hired as a research professor with the Information Institute of Syracuse. Her research focused on the evolving role of the human intermediary in web-based information provision, digital reference, ontologies, metadata, and scalability in systems. Most recently, she served as co-principal investigator on Roads From Seneca Falls: A Web-Based Curriculum Project for K-12, a metadata web library and information service created specifically for women's history research. ●



S. Rebecca Lubin '06 has been named to the American Library Association (ALA) 2008 Emerging Leader program, which enables 124 librarians from across the country to participate in problem-solving workgroups, network with peers, gain an inside look into ALA structure, and have an opportunity to serve the profession in a leadership capacity. She is a branch librarian at the Albany (N.Y.) Public Library.

Lychen Rancourt '06; CAS digital libraries '06 is head of technology at the Manchester City Library in Manchester, N.H.

Jonathan Smith '06 is a library media specialist at Phoenix (N.Y.) High School.

Irene S. Veney '06 is a library media specialist at Webster Elementary in the Syracuse City School District.

Tomoko Yamamura '06 is content production lead (Encarta Answers) at BCC Inc. for Microsoft Corp. in Tokyo.

Kristen Blake '07 is a library fellow at North Carolina State University Libraries in Raleigh, N.C.

Rachel Dickason '07; CAS digital libraries '07 is contracting as the electronic resources librarian in the Digital Resources Division for ASRC Management Services at the U.S. Patent and Trademark Organization in Alexandria, Va.

Janet Feathers '07 is an administrative assistant at Syracuse University Maxwell School of Citizenship and Public Affairs.

Ana Guimaraes '07 is head of reference services at Cornell University's Rare Books and Manuscripts Division in Ithaca, N.Y.

Janet Hacker-Brumley '07 is special collections assistant at Gonzaga University in Spokane, Wash.

Julie Hannibal '07 is a school media specialist at William Floyd High School in Brookhaven, N.Y. Her library recently won the National School Library Media Program of the Year Award.

Jeff Kazin '07 is a library assistant at Bates College in Lewiston, Maine.

Tina Laramie '07 is a library media specialist with the Syracuse City School District.

Tracey Lauder '07 is an office manager for library administration at University of New Hampshire in Durham, N.H.

Peg Mauer '07 is a K-12 library media specialist at Clifton-Fine Central School in Star Lake, N.Y.



Your News

PLEASE

use the enclosed envelope to let us know about your professional and personal accomplishments so we can include them as news items in future issues of *Home Page*. Also, please inform us of any address changes.

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visit the alumni web site at ischool.syr.edu/alumni to update your address, make a gift to the school, or join the online alumni community. You can now submit class notes online.

OR CONTACT

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B.S. in Information Management and Technology

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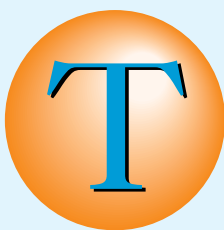
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ALUMNI PROFILE

Calculated Risk-Taking Leads Alumnus to Lucrative Career in Financial Services Industry

KRISTEN BLAKE, CONTRIBUTING WRITER



Two years after graduating from the School of Information Studies with a bachelor's degree in information management and technology, Jason Olivo '95 had begun to establish himself as a project manager at Carrier Corporation in Syracuse. As a student at the iSchool, Olivo took courses that focused on managing technology, but says that what he liked best were the elements of his studies that allowed him to share his ideas with others. He especially enjoyed networking with students and professors, including Professor Bob Heckman, whom he remembers as a great teacher and advisor with an open door policy. While at SU, Olivo also participated in INROADS, a corporate training program for minority students. This program helped develop his leadership skills, which led to an internship and later, a job offer from Carrier Corporation.

While the situation seemed to offer all that a young iSchool graduate could want in a career, Olivo never felt satisfied. He could not stop thinking about the world of finance he had heard about in business classes at SU and from his roommate's father, a successful Wall Street trader. Convinced that he had given a career in information management his best shot and looking to take a risk, Olivo left Carrier Corporation for Kaufman Brothers, a

technology-based investment-banking firm in New York City. And while he no longer worked directly on technology projects, the skills he learned as an undergraduate would serve him well. The knowledge he acquired at the iSchool allowed him to use his IT background to successfully dialogue with technology executives resulting in millions of dollars raised for both private and public companies. Within a short amount of time, Olivo became a top advisor and since then has been able to help other SU alumni gain entrance into the investment world.

While a long way from the School of Information Studies, Olivo, like many iSchool graduates, has found that the synergy between his education and his real world experience, results in a unique and fulfilling career. As a financial advisor, he could exercise his social instincts and reap the satisfaction of changing his clients' lives financially.

Ten years later, the move has paid off for Olivo, 34, who is now a personal financial advisor and vice president at Chase Investment Services, part of JPMorgan Chase (See cover story). "JPMorgan Chase has one of the strongest technological platforms," Olivo says, "so much more so than any other financial services firm. My focus group consists primarily of international clients. So, I constantly use our technology to keep current of the global markets, as well as staying in touch with my clients abroad, which span from the Pacific

Rim to the Middle East to Europe." His office is strategically located in the United Nations Plaza, where most of his clients visit. Olivo provides his clients with services ranging from retirement and college planning to portfolio management expertise. He also holds his series 7, 63, 65, Life/Health licenses that allow him to service virtually all of his clients' investment and insurance needs.

Outside of work, Olivo, who lives in New York City, has become involved in a number of charitable causes, notably those that have touched his life in some way. For example, he supports the Sloan Kettering Cancer Center in honor of a close friend from Syracuse University who died from stomach cancer and the Alzheimer's Disease Research Foundation in honor of his grandmother. Olivo sees himself one day establishing corporate training centers in New York City's struggling neighborhoods. "Like INROADS was for me, this would be a stepping stone to the future of corporate America," Olivo says. "Many young students need to learn the basic fundamentals of interviewing and presenting oneself." The drive and enthusiasm Olivo brings to all of his pursuits highlight the source of his success and foretell his potential as a leader and role model. "Motivation will only get you to the starting line," he says, "but true inspiration and hard work will get you past the finish line." ●

ALUMNI PROFILE

Speaking of Information Technology

KATHLEEN HALEY, CONTRIBUTING WRITER



Osei Ofosu-Benefo '92 discovered a penchant for public speaking while addressing the UN General Assembly at the age of 17. Ofosu-Benefo, who attended the UN International School, spoke about his high school experience during graduation inside the stately setting before world dignitaries and family members. "I knew from that point if, as a teenager, I could face that audience, nothing else after that would be difficult," he says.

It wasn't until he attended SU that he figured out how he would use that affinity to build a career. Ofosu-Benefo, who earned a degree in information management and technology, trains fixed income sales and research staff on proprietary software, and develops supporting documentation at Credit Suisse Securities in New York City. "I enjoy being in front of people, meeting with different audiences, and having people gathered to hear what I have to say," he says.

Ofosu-Benefo honed his technical writing and presentational speaking skills at the iSchool. "I found out about the degree through a friend enrolled in the school who mentioned the degree was a combination of not just the IT component, but also telecommunications, management, and presentational speaking," he says. "The courses were challenging and many classes involved collaborative work."

After landing his first IT job teaching basic software at a technical school, he took a position as a corporate trainer at Computer Applications Learning Center, where he worked with financial institutions, including Oppenheimer, JPMorgan Chase, and Alliance Capital. In 1997, he started with PricewaterhouseCoopers as an in-house trainer, writing manuals to support software built by in-house developers for the various divisions, including the Tax and Legal Services group and Financial Advisory Services while traveling nationwide to conduct training.

His next position took him international. As a full-time consultant for Merrill Lynch, Ofosu-Benefo trained bankers on proprietary software developed by the company to help them with mergers and acquisitions, initial public offerings, and road show events. He traveled to the company's operations in the Far East, including Hong Kong and India. "You have to know your audience and learn the cultural differences," he says. "Being able to operate in an international setting adds to your level of experience."

Just three days back from training overseas, Sept. 11, 2001, happened. Along with many businesses, Merrill Lynch's operations at 4 World Financial Center were devastated and the company moved to Jersey City and let go most of its consultants. Ofosu-Benefo, who witnessed the second plane crash into the south tower of the World Trade Center, was without a job for nearly a year. As the city and its people started to rebound from the personal and economic hardships following the attacks, so did Ofosu-Benefo.

Ofosu-Benefo landed the position at Credit Suisse as assistant vice president, working as a full-time trainer. He does one-on-one and classroom training and uses desktop sharing software to demonstrate the specialized Credit Suisse software to employees around the world. "We train salespeople on software that helps them create trade ideas for big institutional clients," he says. "We have software that helps them manage their contacts and client relationships, provides historical analysis, and allows them to view information in an effort to deliver our most innovative solutions."

Although technology has advanced beyond what he could have imagined since graduating, Ofosu-Benefo is grateful for his iSchool experience. "The professors share their respective work experiences with students, which is priceless to young developing minds," he says. "My degree from Syracuse has taken me very far." ●



Osei Ofosu-Benefo '92

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Ph.D.

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University Kicks Off \$1 Billion Fund-Raising Campaign to Support 'Scholarship in Action'

The Campaign for Syracuse University, the most ambitious capital campaign in the institution's history with an anticipated goal of \$1 billion, held its official public launch on Friday, Nov. 2, with a daylong schedule of activities. During the launch, the University announced it had already reached the landmark halfway point with a total of \$509,283,799 committed by individual private donors and foundations, surpassing previous University campaign totals (\$160 million, 1986-91) and (\$370 million, 1993-2000).



Prior to the festive campaign kickoff, the iSchool Board of Visitors convened to do some strategic planning with Dean Elizabeth D. Liddy and to welcome new board member, Eric A. Marks, president and chief executive officer of AgilePath Corp., who pledged a significant donation toward the school's Raymond F. von Dran Legacy Fund. The board members then met with members of the college boards as well as the University Board of Trustees, and attended workshops that drew upon University experts to showcase Chancellor Nancy Cantor's vision of Scholarship in Action.

The campaign celebration was held in the early evening in the Ann and Alfred R. Goldstein Auditorium in the Hildegard and J. Myer Schine Student Center. The kickoff included video presentations on groundbreaking achievements and activities that have taken place throughout the University's history and recognition of volunteer leadership and significant campaign gifts, including a \$1 million gift to the SU Raymond F. von Dran Fund by his wife and director emerita of the M.S. in Library and Information Science program Gisela von Dran.

The event was hosted by campaign co-chairs University Trustees Melanie Gray L'81, Deryck A. Palmer '78, and Howie G. Phanstiel '70, G'71, and featured remarks from Chancellor and President Nancy Cantor and Board of Trustees Chairman John A. Couri '63.

"The campaign will allow us to continue to expand and upgrade our educational facilities, to develop the innovative interdisciplinary programs that are so crucial to real-world problem solving and, finally, to recruit students and faculty who share the Chancellor's passion for making the world a better place," Phanstiel says. "I believe we will achieve all of our financial goals and position SU as one of the most prestigious and relevant universities in America today. By securing our future and jump-starting Scholarship in Action funding, we will quickly begin to see our vision take form. We will see ourselves as a leading, top-tier educational institution that is making a positive difference in people's lives every day."



SCHOLARSHIP IN ACTION INSIGHTS INTO CHANGE

The Campaign for Syracuse University focuses on five key target areas:

- **Student Access and Support** to increase the number of scholarships and fellowships;
- **Faculty Excellence** to endow deanships, chairs and professorships, and to attract and retain world-class scholars and provide funds for professional development activities;
- **Cross-Connections** to advance interdisciplinary teaching, research and community engagement initiatives, particularly in the areas of technology and science, social policy and community and economic development, the public humanities, public communications and the arts;
- **Building Futures** to enhance teaching and research facilities and provide state-of-the-art technology; and
- **Annual Support** gifts to the Fund for Syracuse, including gifts to the Raymond F. von Dran Fund and the Dean's Discretionary Fund, to provide flexible resources that can be used where they are needed most.

For more information, visit campaign.syr.edu.



A Lofty Goal

During the past several months, I've reflected on the times I shared with Ray von Dran. I thought of how he inspired me to work hard and of how much he accomplished during his 11 years here as dean. The one goal Ray especially wanted to achieve but did not accomplish, was to name the school, and in the process create an endowment that would enable the school to continually flourish. Such an endowment would provide future deans with the means to carry out their most important funding priorities each and every year with changing times and needs.

We can still realize this goal. It is a lofty goal and will require a nucleus fund of at least \$5 million dollars in order for SU to authorize an official and larger iSchool campaign to name the school after Ray. Such an effort would be included as a component of SU's recently launched \$1 billion campaign. We will need many six and seven figure gifts, to bring life to this noble goal.

Fortunately, Dr. Gisela von Dran is leading the way by example. She pledged \$1 million to inspire others to join her in ensuring Ray's legacy in such an important way for the school he loved so much. Gisela is also a passionate and dedicated volunteer in moving this dream forward. If the nucleus fund is not reached, she will consult with the dean on a fitting use of the Raymond F. von Dran Memorial Fund that Ray would have been proud to support.

Meanwhile, we all remain confident that those who love the school and support Ray's vision will come forward with both current and planned gifts and their estates to make this a reality. Six figure gifts and higher can fund both opportunities in our new home in Hinds Hall in the name of the donor's preference, and Ray's fund. We look forward to speaking with interested alumni and friends about this unique opportunity to both memorialize Ray and allow his precious iSchool to achieve prominence as the world's leading information school. Please join us!

Paul Brenner
Assistant Dean for Advancement



A Noble Goal to Honor Our Former Leader

Thank you to all the following who have already supported Ray's fund as of February 21, 2008:

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The Raymond F. von Dran Memorial Fund

Donations may be directed to:

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School of Information Studies
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Syracuse NY 13244
ischool.syr.edu/ray



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Transformative Touch: A Last Letter to Our Leader From His Beloved Wife

EDITOR'S NOTE: In fall 1988, first-year Ph.D. student Gisela Metz wrote to Raymond F. von Dran, then-dean of the School of Library and Information Science at the University of North Texas, to gather information for her research. He had recently launched the first distance MSLIS program in Texas and seemed to be the embodiment of her academic and professional interests—change, empowerment, and leadership. The letter-writing turned into an annual event and continued after they added a personal dimension to their relationship, which led to their marriage and partnership in spring 1993.

Since Ray cannot read this year's letter, Gisela von Dran has generously agreed to share her message of thanks to him with the faculty, staff, students, alumni, friends, and colleagues who read this newsletter. In it, she highlights Ray's incredible accomplishments, determination, dedication, energy, and caring for individuals and organizations.



The Raymond F. von Dran Memorial Fund

In an effort to honor her husband and catalyze support toward a fitting tribute for him, Gisela von Dran has committed a gift of \$1 million to the SU Raymond F. von Dran Fund. Adopting his "can-do" attitude, she intends to help the school raise money for the fund so that the fund, like her husband, will have a transformational impact on the school.

For more information on how you can support the Raymond F. von Dran Fund, contact Paul Brenner, assistant dean for advancement, at 315-443-6139 or brenner@syr.edu.

Dearest Ray:

This is the most difficult letter I will ever write. I have started it many times and only now do I know I can do it, even though tears stream down my face. I can do it because you shared with me your life and strategies, and taught me the importance of a "can-do" attitude in the face of insurmountable odds like my debilitating grief after losing you.

This year started with so much anticipation and planning for our yearlong trip around the world. It was to be a reward for 24 years of being a successful dean at three different universities and a renewal of your academic interest in the grand challenges of information and their global impact on business, societies, literacy, and policy, to name a few.

You did everything right. You started succession planning more than two years ago when you decided that the iSchool at Syracuse University was positioned to lead a newly emerging professional movement, which this year has a membership of 19 schools. You could have continued to coast as a dean for a while, enjoying the rewards of a job well done and spending the political capital that you had accumulated. But coasting was never your style.

You chose to hand over a healthy, highly functioning, self-supporting organization that is primed with energy and ready to solidify its intellectual and professional mark on the world. You had internalized the lessons from our summer course, Leadership and Change—that changing organizational needs call for different leadership styles. You were a transformational leader who had a "can-do attitude," who created "a positive vision of the future," you served as "a role model of change," and above all "you believed in the capacity of people to pursue their self-interest while fulfilling organizational needs." You felt the iSchool needed a new leader with different dimensions to keep the momentum going.

During your deanship the iSchool had accumulated a critical mass of students, faculty, friends, and supporters to impact not only the information professions, but also the University. You knew they all were leaders in their own rights and you were sure that a number of them could step up to the position. As usual you were right. Your implementation of the "faculty of one" concept ensured constant communication, deliberation, joint decision making, consensus building, and the pursuit of common goals. While still rare in academia, you knew that a "faculty of one" is labor intensive in the beginning but becomes a powerful engine for interdisciplinary research, problem solving, and service.

Dearest Ray, while accomplishing all of the above and addressing your own feelings about leaving the deanship, you had time this year to anticipate and alleviate the fear of change in the iSchool. You made time to meet with individuals, when needed, to reassure them about their place in the organization. You used your good humor to ease their stress. You told them how excited you were to join the best faculty as a colleague. You relished the going away parties that started in Seattle in January, continued in Texas in April, celebrated your accomplishments in the iSchool and the University in May, and ended in Washington at the end of June. A great leader understands the symbolism of celebrations of a job well done, and you made the most of it.

Dearest Ray, I cherished your reading of *Tootles* at this year's commencement, your last as a dean. I thought it was a stroke of genius to honor your beloved father by sharing the lessons he taught you and that had worked so well for you. At the same time you passed them on and imbued the new graduates with the message that leaders do not stay on tracks laid by others, they create their own. You were proof that it can be done despite the ever present obstacles and being a cowboy from New Jersey.

As always, I thank you for having given me the honor and privilege to be your fellow traveler, albeit for too short a journey. I am not ready to embrace a positive vision of the future without you, and I don't yet see myself as a role model in how to handle my loss of you. I do want you to know that there has been an outpouring of kindness and love for Beth and me from all the people whose lives you touched. We miss you terribly and are still in shock about losing you so unexpectedly. All we can do now is to pledge that we will do everything we can to honor you and to thank you for having chosen us to be a part of your life.

All my love,

Gisela

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Seeking Notable Alumni of the Library Science Program

Over the past 30 years, Syracuse has recognized excellence in the field of librarianship in many ways. In the mid-1980s, several distinguished alumni were recognized with the Outstanding Alumni Award. The 21st Century Librarianship awards recognized librarians for shaping the changing information landscape. We continue in this tradition with the Alumni Lifetime Achievement Award, recognizing Syracuse alumni who have made significant contributions to the school and the field of librarianship.

Eligibility:

- Alumni must have graduated from a Syracuse library program at least 35 years ago (Note: This criterion is only for the first set of awards).
- Alumni will have made a significant contribution to the library and information science field or the School of Information Studies. This contribution will be something that has made a difference to librarians, scholars, or students in pursuit of expanding human capabilities through information.

Process:

- Nominations should be made by letter, and sent to: Alumni Award Committee, 345 Hinds Hall, Syracuse NY 13244
- Questions should be directed to Barbara Settel, director of Alumni Relations and Annual Giving, at basettel@syr.edu.
- iSchool administration will review the nominations to identify a panel of potential award winners and will prepare one or two paragraphs about each, highlighting their significant contributions.
- The MSLIS program director will present this panel to current MSLIS students for a vote.
- The candidates with the highest number of votes will receive the award.
- The awards will be presented at the American Library Association annual alumni reception.
- The awardees will be highlighted on the iSchool web site and featured in a display in Hinds Hall.
- Candidates who are not winners will be eligible for nomination in future years.



Save the Date

Saturday, May 10, 2008

1 p.m.

Hinds Hall

An historic event celebrating the completion of our new home in Hinds Hall

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