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iSchool Newsletter

Summer 2009

Summer 2009

School of Information Studies
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HOME PAGE

School of Information Studies
THE ORIGINAL INFORMATION SCHOOL

Creativity and Collaboration:

KEYS TO ENTREPRENEURIAL THINKING FOR INFORMATION PROFESSIONALS

MARGARET D. SPILLETT, EDITOR

At the 2008 iConference at the University of California-Los Angeles, Syracuse iSchool Ph.D. student Jaime Snyder and Senior Associate Dean Robert Heckman presented a paper that challenged iSchools to incorporate a creative process and a fine arts-based learning environment into their programs. They proposed a four-step process used in art classes that could be adopted in iSchool courses: production, performance, interpretation, and critique. They explored how studio-based learning could enhance collaboration and increase productivity in group work.

"Information professionals require abilities beyond technical competence, including interpreting complex and ambiguous situations, interacting with experts from other disciplines, and constructively evaluating their own work



READ MORE ABOUT ISCHOOL-VPA COLLABORATIONS ON PAGE 10.

and the work of others," Heckman said. "An arts-based approach to learning provides a useful and necessary complement to the more familiar rational, scientific model that currently informs the professional iSchool education."

A year after that presentation, the Syracuse iSchool has put some of these ideas into action and forged a strong partnership with the University's College of Visual and Performing Arts (VPA). The iSchool has also established the Innovation Studio, an approximately 1,000 square-foot, two-room reconfigurable learning environment that supports collaboration and exploration. It is well suited for team-teaching and studio-based learning with large flat-screens and wall space for students to post their work for critiques and lockers for them to store and return to their work. Associate Dean for Research and Doctoral Studies Jeff Stanton said the school will support faculty members who revamp sections of a standard iSchool course that takes advantage of this space.

The iSchool linked up with VPA to offer two new courses this year: Second Life and Interactive Lab: Responsive Environments, which included an exhibition of interactive art and design installations at a gallery in downtown Syracuse. Several iSchool members are working on grants and projects involving VPA faculty and students, including iSchool Professor Susan Dischiave and a team of information management students who created a content management system and preliminary web site for the VPA "Sitting Still" video project that exhibited at the Everson Museum last fall. Professors Ruth V. Small and Derrick L. Cogburn are partnering

with colleagues in VPA and Communication Studies as well as faculty from LeMoyne College and Onondaga Community College on establishing the Contemplative Collaboratory, an exploration of geographically distributed collaborations and their influence on the creativity and innovation of virtual teams.

Perhaps the most public display of the collaborative spirit with VPA is the iSchool's Windows Project, a University-wide competition for six works of art to be installed into the ground floor window wells of Hinds Hall. The iSchool received 34 submissions from student, faculty, and staff from across campus, and asked 12 to explain their ideas before a panel of four judges during a public presentation. Of those, six were selected to be installed this summer. A proposal by ceramics professor and nationally known artist Margie Hughto received a special Dean's Design Award, and she led an open workshop over lunch in June at the iSchool for faculty, students, and staff to comment on her design ideas. The permanent installation will be featured on the first floor lobby wall.

"We are honored to exhibit the work of an artist of Hughto's caliber in our school," Dean Elizabeth D. Liddy said. "Her vision for this piece does a wonderful job of capturing the historical evolution of the role of information in society and speaks to the centrality of information in human development. The interdisciplinarity revealed in the Windows Project should, and will, continue to be supported by VPA and the iSchool as both Dean Ann Clarke and I are committed to it."

Change agent

Remembering Dean Robert S. Taylor 1918 – 2009

RUSS TARBY, CONTRIBUTING WRITER

People often talk about "paradigm shifts," but few actually bring one into being. Robert Saxton Taylor is one person who did. Taylor, 90, died New Year's Day at Francis House in Syracuse.

Shortly after becoming dean of Syracuse University's School of Library Science, Taylor suggested the school adopt a name that would signal a new direction. Under his leadership, SU's School of Information Studies emerged as the top such college in the country. During Taylor's nine-year tenure as dean, the Education Resources Information Center (ERIC) clearinghouse was launched, and in 1980, America's first master's degree in information resources management was added to the school's curriculum.

"I came here to Syracuse because this was the one library science school in the country that had a potential — a real potential — for change," he said in 2007. "I wanted the word 'information' in there, so eventually we arrived at Information Studies — ambiguous enough to cover almost anything, as it has."

Current iSchool Dean Elizabeth D. Liddy remembers Taylor as "both our locally vibrant dean and the internationally recognized founder of the new field of information studies." When she began work on her doctorate here, Liddy appreciated Taylor's willingness to encourage her less-than-traditional views and goals of study. Liddy longed to research the application of linguistic

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DEAN'S COLUMN

Economic slump hasn't slowed the Syracuse iSchool

While it may be considered a time of recession nationally, there is no recessionary thinking going on in the iSchool at Syracuse! We are energized with tremendous entrepreneurial zeal, and see opportunities abounding around us. Thankfully, we have managed the school well and can make the most of current opportunities, as we are a school that is able to recognize, pursue, and actualize new opportunities. I'll risk sharing a few with you, for fear of neglecting others, but this issue of *Home Page* will highlight others.

The first is a project, initially tagged "Innovation in Librarianship," which will take the amazing lessons that professors Scott Nicholson and Dave Lankes, and I each learned from separate visits to the public libraries of Amsterdam and Delft in the Netherlands. These public libraries are booming community centers — they are lively, they are open 10-to-10 daily, they are tremendous attractors of citizens of all ages — who incidentally must pay an annual fee if they want to use the library. As a result, and as Scott so clearly explains in a YouTube video from his trip — given that their users are paying customers, public librarians are out to please and retain their customers/users. It appears to have had a major impact on the responsiveness of the public libraries to their users. Building on this, and other lessons that Dave learned during his just-ended sabbatical in which he consulted with and visited many public libraries, we are in the very first stages of planning a yearlong project on innovation in libraries that we hope will be conducted initially in partnership with

the Dutch libraries. We will be looking for ideas, connections, and stories from all of you, for we do truly know that good public librarianship is not just a Dutch phenomenon!

Secondly, Professor Mike D'Eredita recently launched the Syracuse Student Start-Up in the Tech Garden in downtown Syracuse, where we are teaching two entrepreneurship courses to 88 undergrads — one is What's the Big Idea this fall and the second is Idea-2-Startup in the spring. Chancellor Nancy Cantor has rewarded this excellent idea with a Chancellor's Leadership Grant that is supporting the Sandbox, where five student start-ups with students from our school and other schools are mixing with the "adult" start-ups and given access to financial, business, and legal advice from them as well as experts. Several of our student start-ups have already won business plan competitions and look well on their way to being successes. (Read more on page 3.)

What is obviously in common to these two exciting projects is the willingness of our school, our faculty, and our students to step up and try something new! We've got great history that we build on constantly, but we are also experts at moving boldly into the future. We look forward to updating you on these projects as they evolve, and welcome your thoughts.

Elizabeth D. Liddy
Dean



The School of Information Studies hosted an alumni reception in June at the Lubin House in New York City, and introduced alumnus Mike Librizzi '05 (center), who will serve as alumni activity coordinator for the iSchool Orange in the Big Apple. Also pictured are Susan Corieri, director of enrollment management, and alumnus Michael Senno '02.

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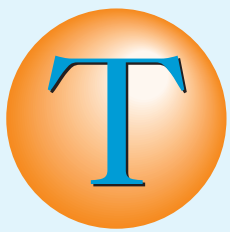
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Faculty, Staff, Student NEWS

Entrepreneurial Learning:

Announcing the Syracuse Student Start-Up Accelerator

MICHAEL D'EREDITA



his summer, five teams of students are working alongside local entrepreneurs and business people at the Syracuse Technology Garden to bring to life their own companies that initially took root in my course at the iSchool. With funding from a Chancellor's Leadership Project grant, an interdisciplinary team of faculty from the iSchool, Whitman School of

Management, L.C. Smith College of Engineering and Computer Science, and College of Visual and Performing Arts, SU Associate Provost Bruce Kingma, and Nasir Ali, Marcie Sonneborn and Sean Branagan from the Tech Garden has created the Syracuse Student Start-Up Accelerator — a four-stage process to nurture and support students to become entrepreneurs in Central New York.

The first two phases of the project build from a successful pilot course launched last fall called Technology Entrepreneurship, which was co-taught by me and Nasir Ali at the Tech Garden in downtown Syracuse. From this course emerged a two-semester course series for seniors that will provide the structure for new business ideas to grow and take root in Central New York. The courses are cross-listed in the iSchool, L.C. Smith College of Engineering and Computer Science, Whitman School of Management, and the College of Visual and Performing Arts.

The first course, What's the Big Idea?, debuting this fall will focus on selecting a problem that can be solved through a new service or product, developing that solution, and identifying potential markets. Students will present their ideas at the end of the semester to local venture capitalists, angel investors, entrepreneurs, and alumni. A sub-group of ideas will be selected for intensive business development in the spring semester course.

In the spring, students will flesh out those half-dozen ideas in Idea2startup!, a course that will be held in the Syracuse Technology Garden. They will develop prototype business plans, conduct competitive analysis, create financial models, and come up with a strategy to get the ideas to market.

From those ideas, the ones with viable business models will be invited to join the Student Sandbox at the Tech Garden. We have invited five student teams to work there this summer. Recent SU graduates working on these projects will receive technical, legal, web development, and business support to prepare their ideas for the marketplace while maintaining ties with the University's faculty expertise and the local business community. The expectation is that these student-initiated businesses will then move into incubator start-up space in the Tech Garden or into commercial properties throughout the city.



We've also started a new student group called iVenture that matches students with projects while providing a single "go-to place" for any Syracuse University student interested in exploring any aspect of starting their own business.

Our goal is to build a revitalized Central New York fueled by a thriving community that is passionate about innovation and entrepreneurship. This will result in a local culture of start-ups and growth with the ability to both retain and attract talent. It is our hope that the combined effect of this funding, the courses, iVenture, alumni, and all the resources that the Tech Garden brings to the table will be just what the students need to start their businesses and blaze a path for the world.

This campus is full of talent and ideas! Not only does this grant emphasize the Chancellor's commitment to them and the community, it will help to turn some of the brightest ideas on campus into a viable reality. Consider this a call to all the trailblazers on campus and alumni willing to have a direct impact on the success of these students. We are listening and eager to work with you!

Michael D'Eredita is an assistant professor in the School of Information Studies, whose research interests focus how information technology enables individuals with specific skills and expertise to influence more people in a timely manner than ever before and allows collective expertise to be applied within synchronous or asynchronous distributed environments.

MARILYN P. ARNONE, research associate professor and director of educational media at the Center for Digital Literacy, was awarded an Imagining America Grant in 2009 to design a new course entitled "Digital iCreation in the Context of Community."

Working with Tiffany A. Koszalka, associate professor in the School of Education, she completed in May a yearlong pilot study with 5th and 6th grade students enrolled in an after-school computer club entitled "Exploring Curiosity Creek." In the fall, students were guided in developing instructional design competencies and subject matter expertise in environmental topics while creating story-based technology products for younger kids (K-3). In

the spring, the same students developed skills and experiences to produce videos. Mid-year progress was reported at the 4th Center for Digital Literacy Institute on Digital Empowerment *Incites Incite Innovation*. A video of the presentation can be accessed through the E-initiative web site at www.entrepreneurship.syr.edu/video. Click on the category *Insights Incite Innovation*.

As editor of *Educator's Spotlight Digest* (ESD), Arnone is releasing the 2009 spring/summer edition of the online publication in June featuring an article by iSchool Assistant Professor Renee E. Franklin entitled "The Name Game: What Shall We Call Ourselves?" Professor Ruth V. Small is co-editor of ESD.



Kevin Crowston

KEVIN CROWSTON, professor, presented with D. Ribes, S. Sawyer, and A. Wiggins "Little eScience, Big eScience," and with M. Scialdone, Q. Li, and R. Heckman "Group Maintenance Behaviors in the Decision-Making

Styles of Self-Organizing Distributed Teams" at the 2009 iConference, Chapel Hill, N.C., in February. He also presented with F. Bolici and J. Howison "Appropriate Network Measures for Online Communities" at the INSNA Annual Conference (Sunbelt XXIX), San Diego, in

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Faculty, Staff, Student NEWS

Continued from page 3

March; and with F. Bolici and J. Howison "Coordination Without Discussion? Socio-Technical Congruence and Stigmergy in Free and Open Source Software Projects," at the Workshop on Socio-Technical Congruence (STC 2009) in Vancouver, B.C., in May.

Crowston also taught a course on qualitative data analytics for the Scuola Interpolitecnica in Italy.

PAUL B. GANDEL, professor, is serving as acting CIO and senior consultant for Singapore Management University (SMU) while on leave from Syracuse. He has been contracted by SMU to help realign its IT organization. In April, he was an invited speaker at the Campus Technology Summit in Palm Springs, Calif. His talk focused on the description of the Cyberinfrastructure Facilitator (CI) Program being created at the iSchool. With Megan Oakleaf, Jeff Stanton, David Lankes, Derrick Cogburn, and Liz Liddy, Gandel also wrote a research bulletin for the EDUCAUSE Center for Applied Research titled "More People Not Just More Stuff: A New Vision for Research Cyberinfrastructure" describing the iSchool's CI program.



Megan Oakleaf

MEGAN OAKLEAF, assistant professor, authored "Using Rubrics to Assess Information Literacy: An Examination of Methodology and Interrater Reliability," *Journal of the American Society for Information Science and Technology*, and co-authored "Guiding Questions for Assessing Information Literacy in Higher Education," *portal: Libraries and the Academy*.

At the 14th Annual Association of College and Research Libraries (ACRL) National Conference, Oakleaf presented a co-authored paper "Confronting the Business Lens for Accountability of General Education," participated in a panel titled "The Right Tool for the Job: Picking the Best Method for Information Literacy Assessment," and led a roundtable discussion called "Writing Rubrics Right: Avoiding Common Mistakes in Rubric Assessment." At the Northern Ohio Educational Computer Association, Oakleaf presented a talk titled "Using Evidence to Bridge the 12-13 Gap" with iSchool adjunct professor Patricia Owen.

Oakleaf also made a presentation to the Council of Research and Academic Libraries. She received the ACRL Special Presidential Award for her participation in the Institute for Information Literacy Immersion Program and was named to the ACRL Assessment Task Force.



Joon S. Park

JOON S. PARK, associate professor, published with H.Y. Lu and C.J. Tsui "Anti-Spam Approaches: Analyses and Comparisons," *The Open Information Systems Journal*, 2009; with S.Y.

Ahmed and R. Mahajan

"Prevention of ATM Fraud Using Fingerprints and PIN," *Proceedings of the International Conference on Security and Management (SAM), the World Congress in Computer Science, Computer Engineering, and Applied Computing (WORLDCOM)*, Las Vegas, July 13-16, 2009; with Y. Kim, J. Howard, and S. Ravindranath "Problem Analyses and Recommendations in DRM Security Policies," *Proceedings of the European Conference on Intelligence and Security Informatics (EuroISI)*, Esbjerg, Denmark, December 3-5, 2008; and with G. An and A. Suresh "Multiple-Aspect Malicious Code Detection for Component Survivability in Distributed Computing Environments," *Proceedings of the 20th IASTED International Conference on Parallel and Distributed Computing and Systems (PDCS)*, Orlando, November 16-18, 2008.

Park also led Syracuse University's successful application to be designated as a National Center of Academic Excellence in Information Assurance — Research for academic years 2009-2014 by the National Security Agency and the Department of Homeland Security.

He also served as a reviewer for the following external programs: the new bachelor's degree in Technology at Morrisville State University, Morrisville, N.Y.; Hong Kong Research Grants Council; and the National Science Foundation's Graduate Research Fellowship Program on Computer Science.



Steven B. Sawyer

STEVE SAWYER, associate professor, published with C. Williams, J. Fedorowicz, M. Dias, D. Jacobson, S. Vilvinsky, and M. Tyworth "The Formation of Inter-Organizational Information Sharing Networks in Public

Safety: Cartographic Insights on Rational Choice and Institutional Explanations," *Information Polity*, 14(1-2), 13-29, 2009. He also published with B. Light "Digital Culture: Blurred Boundaries and Ethical Considerations," *Journal of Information, Communication and Ethics*, 7(1), 5-8, 2009.

Sawyer, working with colleagues at the University of Salford and Liverpool John Moores University, hosted a second workshop on Digital Cultures and Work in Manchester, United Kingdom, in June. He also was director of the Consortium for Science of Socio-Technical Systems' (CSST) Second Summer Workshop in June at Syracuse University's Minnowbrook

Lodge, Blue Mountain Lake, N.Y. The workshop is supported by the National Science Foundation to increase the number of, and strengthen the connections among, scholars whose research improved the design and evaluation of socio-technical systems and extending the contribution of socio-technical theories to this effort.

He also was appointed to the editorial board of the *Journal of the American Society of Information Science and Technology*.



Ruth Small

RUTH V. SMALL, Laura J. & L. Douglas Meredith Professor and founding director of the Center for Digital Literacy, hosted the Center's Institute for Digital Empowerment: *Insights Incite Innovation*.

The two-day event brought together a variety of researchers studying the innovation process and public librarians who have created novel programs for innovators in their communities.

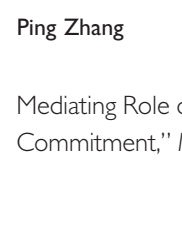
At the conference, Small and Meg Backus '09 presented "Libraries and Innovators: Perceptions & Realities." The event was funded by a grant from the Kauffman Foundation's Initiative (the Syracuse Campus-Community Entrepreneurship Initiative).

Small co-authored with graduate students in IST 663: Motivation & Information Literacy (fall 2008) "Reading Incentives That Work: No-Cost Strategies to Motivate Kids to Read and Love It!," *School Library Media Activities Monthly*, in May.

In May, Small and Marilyn Amone received a "Best Websites for Teaching & Learning" Award from the American Association of School Librarians. The award recognized "S.O.S. for Information Literacy," a multimedia database of lesson plans in-action videos, teaching ideas, and online lessons for K-16 students. S.O.S. is funded by the Institute of Museum and Library Services.

JEFFREY M. STANTON, associate dean for research and doctoral programs, was appointed by the University's vice president of research to the Institutional Review Board (human subjects research ethics review) for a three-year term.

PING ZHANG, associate professor, published with H. Sun "The Complexity of Different Types of Attitude in Initial and Continued ICT Use," *Journal of American Society for Information Science and Technology*, forthcoming; with W. Ke "Motivations in OSS Communities: The



Ping Zhang

Mediating Role of Effort Intensity and Goal Commitment," *International Journal of Electronic*

Syracuse iSchool earns ALA accreditation with no deficiencies

MARGARET D. SPILLETT, EDITOR



The American Library Association (ALA) Committee on Accreditation has continued accreditation of the M.S. in Library and Information Science (MSLIS) program at the Syracuse University School of Information Studies (iSchool) through 2015. The committee found no deficiencies in the program and granted seven years accreditation, the longest allowable term offered by ALA.

“In addition to being pleased about the seven-year accreditation the iSchool received, I am thrilled that there were absolutely no areas in which improvement was recommended,” said Dean Elizabeth D. Liddy. “This is really quite unusual and a great testimony to the high quality of our MSLIS degree, of which we are all so proud.”

ALA accreditation indicates that the MSLIS program has conducted a self-evaluation, has undergone a thorough review by peers, and meets the standards established by ALA, including a clear description of program goals, objectives, and learning outcomes; a strong and well-planned curriculum; appropriate numbers, diversity, qualifications, and support of faculty, students, and staff; a healthy

financial status; and suitable physical resources and facilities.

“We’ve been working in the LIS program to focus on preparing our future librarians to be able to succeed as professionals through revised required courses such as Reference and Information Literacy Services and Library Planning, Marketing, and Assessment,” said iSchool Associate Professor Scott Nicholson, director of the MSLIS program. “Our courses balance the theory with the practice of librarianship and help students become reflective practitioners. While we have an eye on the future of the field, we respect the need to stay grounded by providing students the core competencies needed to be librarians.”

The library science program at Syracuse University has been accredited by ALA since 1928. Of the 62 ALA-accredited programs, Syracuse University’s MSLIS program is consistently ranked among the top, attesting to the quality of the faculty, curriculum, resources, and students. Currently, the iSchool is ranked third overall, first in information systems, and fourth in digital librarianship and in school library media by *U.S. News & World Report*. ●

Commerce, Summer 2009; and “Affect and Aesthetics in ICT Design and Use,” *Proceedings of the International Conference on Information Resources Management (Conf-IRM)*, May 21-23, 2009, Dubai, United Arab Emirates.

She also presented the paper, “Affect and Aesthetics in ICT Design and Use,” at the *International Conference on Information Resource Management* May 20 to 23 in Dubai, United Arab Emirates. She also served as a visiting professor this summer in the Business School at Abu Dhabi University, United Arab Emirates.

Zhang served on two panels at the *European Conference on Information Systems (ECIS)* in Verona, Italy from June 7 to 10. She joined five other female editors-in-chief of information systems (IS) journals on the panel “IS Journals in Which Europeans Should Publish More.” The other panel, “Why do We Toil? Research at the Cost of Practice or Vice Versa?,” featured panelists from Norway, New Zealand, Ireland, Germany and the United States who discussed the balance between academic and practice-oriented research.

She was also a panelist on an international research collaboration in June at the *China Summer Workshop on Information Management* conference in Guangzhou, China; and presented on the iSchool movement and the Syracuse iSchool’s doctoral programs at Sun Yat-Sen University and Wuyi University in China. ●

iSchool news briefs

Prof. Marilyn Arnone receives Imagining America grant

Marilyn P. Arnone, associate research professor, received a grant from Imagining America: Artists and Scholars in Public Life to help her develop a new course, Digital iCreation in the Context of Community.

Students in the course will strive to meet information needs of under-funded, Syracuse-based community organizations by addressing information gaps and producing digital media designed to resolve these gaps. Final products will be mounted on Digital iCreation for Community, a web site that will provide participating organizations with a conduit for their newly developed information products and support materials. The site will become a showcase for the students and the community.

Prof. Milton Mueller wins ITERA Outstanding Researcher Award

Professor Milton Mueller received the 2009 International Telecommunications Education and Research Association (ITERA) Outstanding Research Award for demonstrating excellence in academic research related to the telecommunications disciplines through publication, peer-review, and international recognition over time.

Mueller, co-director and founder of the Convergence Center, is an internationally known scholar on Internet governance and he wrote the first scholarly account about Internet governance in his book, *Ruling the Root: Internet Governance and the Taming of Cyberspace*.

Prof. Scott Nicholson shares gaming expertise in Amsterdam

Scott Nicholson, associate professor and director of the M.S. in Library and Information Science program, led the Games Can Change project, part of the Hogeschool van Amsterdam’s International Game Week in March 2009.

This Games Can Change project was designed to open up the educational and instructional aspects of gaming—a field where Nicholson has had much experience. He created the Library Game Lab of Syracuse in order to further study the role of gaming in libraries and to introduce local libraries to the benefits of gaming.

Nicholson also gave several lectures during his time in Amsterdam, including an overview of the past, present, and future of games in libraries and a gaming lecture to a youth and media class.

To read more, visit his blog at <http://gamelab.syr.edu/>.

Prof. R. David Lankes receives Emerald Outstanding Paper Award

Emerald Group Publishing of the United Kingdom has selected Associate Professor R. David Lankes’ paper, “Credibility on the Internet: Shifting from Authority to Reliability,” as a 2009 Outstanding Paper Award Winner.

Emerald is the world’s leading scholarly publisher in business and management, publishing more than 190 journals as well as serials and books, and had more than 20 million articles downloaded in 2008 alone.

Emerald bases its decision on a list of criteria, including the contribution of new knowledge, structure and quality of the writing, rigor of analysis or argument, relevance, and timeliness or connected to the latest developments in the field.

Lankes’ paper addresses how Internet users determine the credibility of information on web sites from a conceptual level and how that affects new online tools and services. He describes how and why people are dependent on the Internet for information, and also describes the progression of users shifting from analyzing the credibility of an online source to determining the reliability of sources.

Associate Dean Jeffrey Stanton contributes to Senate report on information security

Associate Dean for Research and Doctoral Programs Jeffrey Stanton participated in the Institute for Information Infrastructure Protection (I3P) series of three forums co-chaired by U.S. Senators Joseph Lieberman and Susan Collins. The forums focused on identifying cyber security research and development priorities for the new administration from the perspective of both private and public sectors.

Based on the discussions of Stanton and 91 other participants from industry, government, and academia, I3P issued a 30-page report, *National Cyber Security Research and Development Challenges Related to Economics, Physical Infrastructure, and Human Behavior*.

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Faculty, Staff, Student NEWS

New faces around Hinds Hall

STAFF MEMBERS



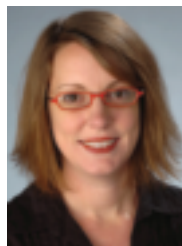
Thomas Bunn

Thomas Bunn
IT Specialist
112 Hinds Hall

Thomas Bunn works as a member of the IT Services team. He is responsible for IT problem resolution and assists the systems administrator and other IT staff in the administration, implementation, and maintenance of server and system-based information technologies to serve the needs of the iSchool community.

Prior to coming to the iSchool, Bunn worked as a computer operations support specialist in the Auburn Enlarged City School District. In this role, he provided support for the district's network, 400 workstations, and 10 servers. Before that, Bunn worked as a network technician/production analyst at the Penn Traffic Company.

He earned an associate's degree in computer information systems, holds numerous IT certifications, and is actively pursuing a bachelor's degree.



Rebecca B. Reynolds

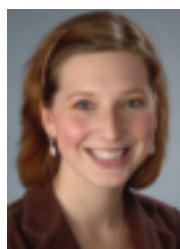
Rebecca B. Reynolds
Senior Grant Writer
223 Hinds Hall

Rebecca B. Reynolds works with faculty on grant writing. An experienced researcher, grant writer,

and methodologist, Reynolds assists the iSchool with identifying promising funding programs, sketching out concept papers, describing research methods, adding prose to narratives, and editing proposals under development.

Prior to joining the iSchool staff, Reynolds was an instructor in the Newhouse School of Public Communications. She has consulted as research director with the World Wide Workshop Foundation, conducting impact research and evaluation for an innovative program of Web 2.0 learning titled Globaloria.

Reynolds holds a bachelor's degree in sociology from Tufts University, as well as a master's degree in media studies and a Ph.D. in mass communications, both from SU's Newhouse School.



Julie Walas

Julie Walas
Recruiting Specialist
227 Hinds Hall

Julie Walas assists the director of enrollment management in the iSchool's recruitment efforts for its academic programs.

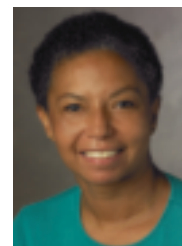
Walas also works with staff to establish marketing plans and communications strategies. She hosts prospective students during visits to campus and represents the iSchool at recruitment fairs and events.

Walas most recently served as an admissions counselor at Syracuse University's Undergraduate Office of Admissions. She was

responsible for coordinating the activities of the University 100, a highly selective group of SU student ambassadors, and also is the assistant coach of SU's mascot, Otto the Orange. Prior to that, she worked as an assistant in SU's College of Law Admissions Office.

She holds a bachelor's degree in broadcast journalism and educational policy, with a minor in Spanish from Syracuse University, where she was a graduate of the Renee Crown University Honors Program.

FACULTY MEMBERS



Jill Hurst-Wahl

Jill Hurst-Wahl
Professor of Practice
208 Hinds Hall

Jill Hurst-Wahl comes to the iSchool with more than 20 years of experience in libraries, IT, academia, and business. In 1998, she

founded Hurst Associates Ltd., a competitive intelligence consulting firm. She says that her previous experience as Manning & Napier Advisors Inc.'s first librarian gave her the background and skills needed to launch her own business.

Hurst-Wahl has been a guest lecturer at the iSchool, the S.I. Newhouse School of Public Communications, and the Ronald E. McNair Post-Baccalaureate Achievement Program. She has also served as the Upstate New York Chapter Special Libraries Association's

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iSchool News Briefs
continued

Stanton talked about employee motivation and values and how those factors relate to building a security culture within an organization. Stanton is co-author of the book *The Visible Employee: Using Workplace Monitoring and Surveillance to Protect Information Assets—Without Compromising Employee Privacy or Trust*. His research focuses on organizational behavior and technology, with his most recent projects examining how behavior affects information security and privacy in organizations.

Prof. Derrick L. Cogburn
elected ICOMM ISA president

Associate Professor Derrick L. Cogburn was elected president of the International Communication Section of the International Studies Association (ICOMM ISA). In this position, Cogburn will be responsible for recruitment, budget, and other planning decisions as well as serving as liaison between the section and the association president.

His goals for his one-year term focus on communication and collaboration, and growing the membership.

Two professors elected into leadership roles with GigaNet

Professor Milton Mueller was elected to a two-year term as chair of Global Internet Governance Academic Network (GigaNet). Associate Professor Derrick L. Cogburn was also elected to a third-term on the GigaNet board as chair of the Communication Committee.

GigaNet is an emerging community of scholars that works in conjunction with the United Nations' Internet Governance Forum. GigaNet seeks to connect scholars from across the globe who are interested in studying Internet governance and to promote Internet governance as an important field of study.

In his role as chair, Mueller acts as the main point of public contact with the network, leads the coordination of its operations, and prepares the agenda for and facilitates the discussions of Executive Committee and Steering Committee meetings.

As chair of the Communication Committee, Cogburn develops the web site, coordinates the evaluation of technology, and develops and implements a strategy for communication and collaboration inside GigaNet.

In addition to their roles at the iSchool, Mueller and Cogburn are members of the Internet Governance Project (internetgovernance.org), an interdisciplinary consortium of academics with scholarly and practical expertise in international governance, Internet policy, and information and communication technology.

Prof. Kevin Crowston named editor-in-chief of scholarly journal

Professor Kevin Crowston was named co-editor-in-chief of the international journal, *Information Technology and People (ITP)*. Founded in 1982, the journal publishes leading edge research that focuses on the interrelationship of information technology and organizations as well as new methods and theories, which explore this relationship.

In his role as editor-in-chief, Crowston is responsible for overseeing reviews of papers for the journal, promoting the journal to authors and readers, and providing general strategic direction.

Prof. R. David Lankes' blog named to Top 10 Librarian Blogs

LISNews.org named Associate Professor R. David Lankes' blog, *Virtual Dave...Real Blog*, one of the "10 Librarian Blogs to Read in 2009." He was chosen for the list because he is "doing the most interesting and original writing on the web."

Lankes' blog posts cover a range of issues, events, publications, news, and presentations relating to professional and academic library and information science communities.

Read the blog: <http://quartz.syr.edu/rdlankes/blog/>. ●

Prof. Barbara Kwasnik named 2009 University Scholar/Teacher of the Year

TIMOTHY SPILLETT, CONTRIBUTING WRITER

Professor Barbara Kwasnik has been selected the 2009 University Scholar/Teacher of the Year. She was recognized by Chancellor and President Nancy Cantor and Vice Chancellor and Provost Eric F. Spina during an awards ceremony at the Goldstein Faculty Center.

Kwasnik, who came to Syracuse in 1987, has been an internationally recognized leader in the field of classification research for many years. Drawing on the disciplines of anthropology, sociology of science, and cognitive psychology, as well as studies of human-computer interaction, she has explored many different aspects of this fundamental problem area in the field of information science. Her work has played a pivotal role in transforming classification research from a narrow specialty of practicing librarians to a thriving theoretical domain that influences information retrieval, knowledge management, bioinformatics, and machine learning.

“Barbara’s teaching record is as positive as it could possibly be,” said iSchool Dean Elizabeth D. Liddy, who nominated Kwasnik for the award. “It does not matter whether the population consists of undergraduates, master’s students, or doctoral students; it does not matter at all whether the class size is large or small; the student evaluation scores are in the very top tier, and the free-form comments are overwhelmingly grateful and enthusiastic.”

As a teacher, she has adapted to the demands of distance learning so well that her evaluation scores for on campus and dis-

tance courses are indistinguishable. Student comments repeatedly refer to her engaging style, her depth of knowledge, and her ability to convey complex ideas through the use of anecdotes and examples. Her work in designing and developing new courses on a regular basis is an indication of teaching leadership. She has developed many classes from scratch, and substantially modified the way the iSchool teaches others.

Kwasnik’s record of service to the iSchool and the University is outstanding. She has served as director of the Ph.D. program as well as the M.S. in Library and Information Science program. She has frequently chaired the iSchool’s personnel, curriculum, and search committees, among countless other assignments. At the University level, she has chaired several dissertation committees across campus, and served several times on the SU Scholar Selection Committee. She has also been active in the Future Professoriate Program. Kwasnik has also represented the iSchool in the University Senate, and currently chairs the University Senate Curriculum Committee.

Her professional memberships include the American Society for Information Science and Technology, the American Society of Indexers and the International Society for Knowledge Organization. Kwasnik’s honors and awards include being a Fulbright Visiting Scholar in 1996 at the Royal School of Librarianship in Copenhagen; being named Jeffrey Katzer Professor of the Year at the



Chancellor Nancy Cantor (left) and Vice Chancellor and Provost Eric F. Spina present Prof. Barbara Kwasnik with her award.

iSchool in 2000; and being named ASIST Outstanding Information Science Teacher of the Year in 2002.

The Scholar/Teacher of the Year Award is sponsored by the Division of Higher Education and Ministry of the United Methodist Church. ●

Dean Liddy expands school’s leadership team to reach new goals

MARGARET D. SPILLETT, EDITOR

Dean Elizabeth D. Liddy appointed Robert Heckman to the new position of senior associate dean and Ian MacInnes to the position of associate dean for academic affairs.

Heckman most recently had served as associate dean for academic affairs, a position Liddy appointed him to in August 2007. At that time, Liddy created the new position of associate dean for research and doctoral programs and appointed Jeffrey Stanton to the role, which he continues to perform.

Heckman later was tapped to lead the SU-JPMorgan Chase Curriculum Committee, at which time Ian MacInnes was appointed interim deputy to the associate dean for academic affairs. As the SU-JPMorgan Chase collaboration expanded, so did Heckman’s responsibilities to the project.

In his new role, Heckman will continue his work on the JPMorgan Chase project as a newly appointed member of the senior program management team. Throughout 2009, he will work on establishing effective organizational structures to bring Global Enterprise Technology learning experiences to the broader University, particularly in the liberal arts.

In the iSchool, Heckman will continue to lead the student and faculty service activities, including advis-



Robert Heckman



Ian MacInnes

ing, enrollment management, and employer relations, and he will work with Professor Scott Bernard, director of executive education, to develop the iSchool’s growing presence in the executive education market.

Newly appointed Associate Dean for Academic Affairs Ian MacInnes will work with program directors and staff to accomplish academic program objectives, the scheduling of courses, determining teaching assignments for full-time faculty and adjuncts, coordinating with Professor Susan Bonzi, director of instructional quality, on implementing goals related to instructional quality, and managing the oversight of courses and instructors. ●

Faculty, Staff, Student NEWS

New faces *continued*

liaison to the Syracuse University Student Chapter and a judge for SU's Whitman School of Management's Capstone Business Plan Competition. She has worked as an ePractitioner at the Syracuse Campus-Community Entrepreneurship Initiative (Enitiative) since October 2007.

At the iSchool, Hurst-Wahl has taught Information Reporting and Presentation; Management Principles for Information Professionals; Business Information Resources and Strategic Intelligence; Developing an Information Business; Digital Libraries; Creating, Managing and Preserving Digital Assets; and SecondLife and Librarianship.

Hurst-Wahl has also had numerous articles published in some of the top journals in the field, including *Free Pint*, *VIP*, *Information Outlook*, *Library Journal*, *Searcher*, *One Person Library*, and *The AlterNETive Searcher*. She authored the book *DialogWeb/FT: Navigating the Full Text Periodical Jungle: Titles, Variants, Data Gaps and Duplication* and has been a prolific blogger.

Hurst-Wahl earned an M.L.S. from the University of Maryland and holds bachelor's degrees in English and philosophy/religion. She has been honored as the 2007 Minority Small Business Champion by the Syracuse office of the U.S. Small Business Administration and received the 1993 Distinguished Achievement Award from the South Central Research Library Council for her work with corporate librarians in the Southern Tier.



Arthur Thomas

Arthur Thomas
Professor of Practice
338 Hinds Hall

Art Thomas came to the iSchool in spring 2001 to teach a course called Managing Information Systems Projects. He has

taught that course every semester since then and has taken on additional courses, including Strategic Management of Information Resources. Thomas has also served on the curriculum assessment committee for the project management curriculum at the iSchool.

Since January 2008, Thomas has served on the JPMorgan Chase Partnership Curriculum Project Team. In this position, he has contributed instructional design research and has led the development of two courses for the interdisciplinary Global Enterprise Technology program.

Thomas also brings practical IT business experience into his new role. He is co-founder, chairman, and CEO of Counterpoint Holdings LLC, an IT consultancy formed in 1992. In this role, Thomas has managed many IT projects for corporations and has assisted more than 20 school districts in IT projects involving long-range planning, procurement, implementation, and support. With a special arrangement with 3M Corporation, Thomas co-founded LightYear

iSchool ranks No. 1 in information systems

MARGARET D. SPILLETT, EDITOR



The Syracuse University School of Information Studies (iSchool) maintained its No. 1 ranking in information systems in *U.S. News & World Report's* "America's Best Graduate Schools 2009." The iSchool also upheld its No. 3 ranking overall in library and information science. The iSchool also ranked fourth in school library media and digital librarianship, and ninth in services for children and youth.

"We believe this recognition is well-deserved, and are thrilled to continue offering the top-ranked program in information systems," said iSchool Dean Elizabeth D. Liddy. "Our faculty members conduct cutting-edge research and are dedicated teachers who work to ensure that each of our students succeeds. I am proud of the work that we do here in the iSchool, and appreciate the well-deserved recognition generated by these rankings."

U.S. News ranked 50 master's degree programs in the United States that are accredited by the American Library Association. These ratings are based solely on the nominations of program deans, program directors, and a senior faculty member at each program. For the specialty rankings, they were asked to choose up to 10 programs noted for excellence in each specialty area. Those with the most votes are listed. ●

Institute Inc. in 2005 to develop and market beginner-level 3M certification classes in fiber-optic data network technology.

Before coming to the iSchool, Thomas worked in IT positions ranging from programmer to CIO, and he has held positions in corporate training ranging from training specialist to chief learning officer. He has served organizations in manufacturing, banking, insurance, education, and government, and his work has taken him around the globe.

Thomas earned a B.A. in social science and computer science from the State University of New York (SUNY) College at Brockport. He also earned a Master of Education degree in curriculum development and instructional media and a Ph.D. in research and evaluation/instructional systems design and management from SUNY at Buffalo.



Howard R. Turtle

Howard R. Turtle
Associate Research
Professor, Director of
the Center for Natural
Language Processing
(CNLP)

323A Hinds Hall

Howard R. Turtle's research interests include design and implementation of retrieval systems, operating system support for large databases, formal models for retrieval of complex objects, text representation techniques, automatic classification, text and data mining, and automated inference techniques.

A nationally known scholar in search engine technologies, Turtle is building on the strong research base already established by CNLP, and his skill set complements the center's existing strengths: large-scale statistical techniques, moving ideas from research into commercial

products, and research that has a direct positive impact on users.

In the field of information retrieval, Turtle developed a formal retrieval model based on Bayesian Inference Networks that formed the basis of the highly reputed University of Massachusetts' INQUERY Information Retrieval (IR) System and of West Publishing's natural language search product. Recently, he was actively involved in the development of Indri, an open source search engine based on language models and inference network operators, hosted on Source Forge.

Prior to his position at West, Turtle was chief scientist at Online Computer Library Center (OCLC), where he held corporate-wide responsibility for technology assessment, spear-headed activities of the full research programming staff, managed and conducted internal technical audits, and led the redesign of the entire OCLC system. Before that, Turtle was a research scientist at Battelle Labs, where he designed and implemented software for its information retrieval system, free text search capability, online questionnaire facility, and participated in telecommunications consulting projects for corporate clients.

He earned a Ph.D. in computer science from the University of Massachusetts, Amherst; and an M.S. in computer science and a B.A. in English and mathematics from the University of Wisconsin. ●

SU iSchool faculty and students share knowledge at the 2009 iConference

MARGARET D. SPILLETT, EDITOR

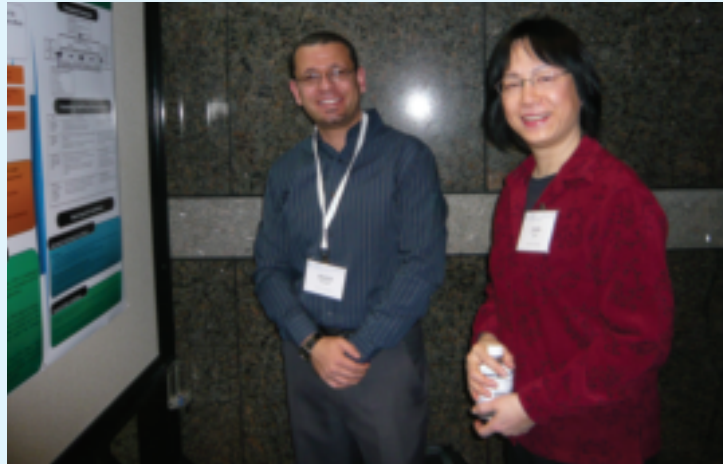
Syracuse University School of Information Studies faculty and students shared their expertise at the fourth annual iConference at the University of North Carolina (UNC) at Chapel Hill, February 8 through 11. This year's iConference theme was iSociety: research, education, engagement.

Syracuse University iSchool members presented on a range of topics in 15 sessions throughout the conference. Their presentations explored such subjects as gaming, privacy and trust, intellectual property, international information issues, green IT, and national security, among other areas. Read more about their presentations at ischoolsyracuse.blogspot.com.

Thirteen Syracuse iSchool doctoral students were among the 77 selected to present posters this year, and Ph.D. candidate Benjamin Kwasi Addom's *ICTs for Synergy: A Case Study of Scientific Knowledge and Local Farmers' Innovative Activities in Ghana* received the Best Poster Award. The posters showcased the students' groundbreaking research on a variety of issues, including national culture and knowledge sharing, older adults and e-literacy, web advertising and impact on information seeking, online collaboration and group dynamics, search engine technologies, information sharing among law enforcement agencies, and information access and government.

The 2009 iConference opened with a Doctoral Colloquium that brought together Ph.D. students from iSchool-related disciplines and iSchool faculty to gather feedback and generate discussions about their current research projects or thesis work. At the same time, the conference sponsored a Junior Faculty Mentoring Session for tenure-track faculty to meet with senior iSchool faculty, including Syracuse's Martha Garcia-Murillo and Ping Zhang, and have informal dialogue about emerging intellectual communities within the information field.

The following day, participants heard from Jose-Marie Griffiths, dean of the School of Information and Library Science at UNC, and UNC Chancellor Holden Thorp, who delivered the opening plenary presentation. The closing plenary presen-



Associate Professor Jian Qin (right) reviews doctoral candidate Raed Sharif's poster during the 2009 iConference at the University of North Carolina at Chapel Hill.

tation featured Edward Seidel, director of the National Science Foundation's Office of Cyberinfrastructure and a professor at Louisiana State University, and psychologist Andrew Campbell, director of Prometheus and lecturer in psychology at the University of Sydney Faculty of Health Sciences.

At the conclusion of the conference, Syracuse Professor Steve Sawyer and his co-organizers led a four-hour workshop on "The Science of Socio-Technical Systems in iSchools." The workshop explored a future research agenda based on socio-technical research in the information field.

The 2009 iConference is sponsored by the National Science Foundation and organized by the iCaucus, an international group of information schools from the United States and Canada dedicated to exploring the relationship of information, technology, and people, and to advancing the understanding of the role of information in human endeavors. For more information, visit www.ischools.org. ●

iSchool launches a one-stop shop for student entrepreneurs

COLLEEN KEILTY, CONTRIBUTING WRITER

Businesses are not born from simply talking about an idea. Entrepreneurs need to be pro-active and "walk the walk." iVenture, a new School of Information Studies student organization, gives Syracuse University students a way to make their start up ideas a reality. The organization provides guidance on how to create a feasible business that can turn a profit.

"iVenture focuses on real entrepreneurial opportunities and real results," said Pete Kistler '10, an iSchool junior and co-founder and project scout of iVenture. "It is the place that student entrepreneurs go if they have an idea, need funding, or need teammates." iVenture also matches students with other paid projects to help students gain experience. "This allows all students to tap into their often untapped potential and apply their talent to real-world projects, whether or not they personally wanted to start a business," Kistler said.

iVenture is led by students and by Associate Dean for Research Jeff Stanton and Assistant Professor Michael D'Eredita. The group meets at the iSchool to discuss business and marketing strategies, financial analysis, and other administrative issues. The group has grown to include seven students so far working on five projects, though they are always scouting for new members and projects. iVenture also hosts "Idea Jam," every

Wednesday evening at Funk N' Waffles restaurant on nearby Crouse Street. Students and local entrepreneurs meet at the Idea Jam to discuss their business ideas and brainstorm strategy together. "Idea Jam has been a great success this semester," said iSchool graduate student Supriya Tardalkar, who is lead manager of iVenture. "We intend to continue it in the fall."

The group receives funding from the iSchool, and students matched to projects also get paid \$10 an hour. One member has worked on creating a web site for a new course, What's the Big Idea?, the first part of a four-phase project to develop entrepreneurs who will have ties to the Syracuse community. The web site, www.whats-the-big-idea.com, details the basic flow and structure of the class in the fall, a follow-up spring class, and the third phase, the Student Sandbox, which offers selected students who complete the two courses an opportunity to build their entrepreneurial idea. The courses and Student Sandbox are a collaborative effort between SU and the Technology Garden, which, together with iVenture, are part of a new project called the Student Start-Up Accelerator, led by D'Eredita. Funded with a Chancellor's Leadership Project grant, the project seeks to leverage university and business resources to train entrepreneurial students and develop the region's high-tech economy.

"iVenture provides students the resources needed to move from an idea to a reality," D'Eredita said. "These resources would include the workforce to build out a product, a supportive network of like-minded peers, connections to local professional services, and potential funding sources. iVenture, the courses, the Sandbox, and the Tech Garden are helping to collectively support students interested in creating the future."

Students have already started working on projects, including VacationRentalClips.com, a new venture created by Chris Barry, who works as a clinical IT specialist at a local hospital and runs the web-based business on the side. Amit Gupta, a graduate student in the iSchool, is helping Barry redesign and rebuild the web site. Other students with programming and database knowledge worked with iSchool Professor Kevin Crowston on a project involving natural language processing.

"iVenture is a one-stop resource for students to find on-campus paid employment, which will help them use their talent and skills," Tardalkar said. "It is also a resource for local businesses and entrepreneurs to tap into the talent available at the University at a reasonable rate." ●

CREATIVITY AND COLLABORATION: KEYS TO ENTREPRENEURSHIP

The Windows Project

MARGARET D. SPILLETT, EDITOR



Ceramics Professor Margie Hughto presents her design ideas for the Windows Project to a panel of four judges.

Looking out the ground floor windows in the newly renovated Hinds Hall, some see an unappealing raw concrete window well. Others see the possibilities in this blank canvas. Former Dean Raymond F. von Dran, during his meticulous planning of the Hinds Hall renovations, had envisioned that these spaces would be used to display unique works of art designed specifically for the iSchool.

Current iSchool Dean Elizabeth D. Liddy's is making this vision a reality—the finishing touch to an award-winning Hinds Hall renovation project. The Windows Project (ischool.syr.edu/windows) resulted in the selection of six commissioned site-specific art pieces to be permanently installed in the Hinds Hall window wells, as well as a special installation for the highly visible first floor hallway.

Building on rapidly growing synergies between the iSchool and the College of Visual and Performing Arts (VPA) and other units on campus, Liddy announced the

competition and offered winners \$2,500 for materials and installation and an additional \$1,000 for the artist.

Of the 34 submitted proposals, 12 were selected to present to a panel of four judges: iSchool Dean Elizabeth D. Liddy, Visual and Performing Arts (VPA) Dean Ann Clarke, iSchool Alumni Relations Director and alumna Barbara Settel, and Syracuse's Everson Museum Senior Curator Deborah Ryan.

In creating their designs, artists were asked to consider the following project goals of:

- Raising awareness of the accomplishments, culture, and scholarship of the iSchool; and
- Exploring connections between information, technology, art, and design.

The submissions were judged on the following criteria: quality of the idea presented, including originality, impact, scale, and connections made to its context; suitability to the proposed site; feasibility; and durability and maintenance requirements.

The winners are as follows:

- *Connectivity* by School of Architecture undergraduate Thomas Day, Room 027
- *Hovering Nodes* or *Sunray Moire* by School of Architecture Assistant Professor Clare Olsen, Room 027
- Video imagery piece by VPA adjunct faculty members John Mannion, digital lab manager of Light Work/Community Darkroom, and Aaron Hraba, Room 020
- *Espalier* by VPA Associate Professor Errol Willett, Room 018
- An installation by VPA part-time Assistant Professor Gail Hoffman, Room 018
- *Miscellaneous* by VPA sculpture graduate student Darcy Van Buskirk, Room 010

Dean Liddy was impressed with the quality of entrants, especially the work of ceramics professor Margie Hughto, who received a Dean's Design Prize. Her work, *Information Spiral: From the Clay Tablet to the Computer Screen, from the Ice Age to the Space Age*, will be showcased in the high traffic area of Hinds Hall in the first floor hallway. Hughto and team members Shawn Rommevaux '06, Leslie Nicoletti, Randy Jones G'10, and Tim Brockhaus '09 will be creating a series of clay panels with layers of images and symbols.

To view and comment on their proposals and follow the installation process throughout summer, visit the project blog: windows.ischool.syr.edu. ●



Foundation Professor Gail Hoffman explains her design for the window wells in the ground floor of Hinds Hall.

NEURAL THINKING FOR INFORMATION PROFESSIONALS

COLAB course

FERIDE YALAV, CONTRIBUTING WRITER

Professor Mike McAllister and his students are gathered in the basement men's bathroom of Smith Hall, banging against one of the stall doors, stamping their feet, and laughing. With every movement a robotic voice talks from beyond the locked stall door. "Beautiful day isn't it?" it says.

This is a responsive environment, this is an experience, and this is no ordinary class. Interactive Laboratory: Responsive Environments is offered through COLAB, a College of Visual and Performing Arts (VPA) initiative that runs courses aimed at interdisciplinary collaboration to imbue students with creative problem-solving skills.

The students' goal was to create responsive environments using a visual programming language, basic concepts of information, space, and an installation art influence. In practice, such responsive environments translate into a computer with eyes, ears, or a voice responding to human interaction. The course also provides the opportunity for students to become better problem solvers by thinking along new perspectives and doing hands-on work with classmates from different disciplines.

"In the first part of the semester, we fed the students concepts, with the hope that they would start thinking about things in a different way and at the same time they are learning technology skills," said iSchool Ph.D. student Jaime Snyder, who has a background in fine arts. "One of the hopes is that they will bring together the technical skills with the concepts to create interesting experiences."

Snyder co-taught the course with McAllister, director of Design & Innovation at COLAB; Fiber Arts/Material Studies Professor Olivia Robinson; and Steve Belovarich, a graduate assistant majoring in computer art in the Department of Transmedia. "Another goal is to give our students the opportunity to become broader spectrum problem-solvers," Snyder said. "Students come from different disciplines, and they all have different criteria and perspectives and questions and they all influence one another. Because of experiences like this, we expect that when they go out into the workforce, they will have a broader set of tools to draw from."

That's exactly what information management and technology major Prameya Bhandari '09 was looking for when he decided to take the course. "Usually you have a class with one professor. When they said there are going to be four people to guide you, I was like 'I'm really going to learn in this class,'" he said.

It can be said that Responsive Environments is difficult to define because, like any creative process, the end result—the final projects the students worked on for eight weeks—could evolve into anything. "It's like planting seeds. We don't always know what they will grow into but it's clearly the right thing to do," McAllister said. ●



Students in the COLAB course, Interactive Laboratory: Responsive Environments, learn valuable creative thinking and problem solving skills through untraditional experiences inside and outside of the classroom.

Second Life:

OPPORTUNITIES AND CHALLENGES OF TEACHING AND LEARNING IN THE VIRTUAL CLASSROOM

UYEN NGUYEN, CONTRIBUTING WRITER

In traditional classrooms, students sometimes worry about showing up to class without having their homework done. However, last fall, for one student enrolled in a new iSchool course held in the virtual world, not getting her homework done could mean showing up naked for class. "As I was trying to alter my clothing, I suddenly was unable to retrieve my original clothing for my avatar [virtual being]," said Sue Corieri, iSchool director of enrollment management. "And as a novice, I did not know how to retrieve new clothing—so I was in public community space undressed!"

Fortunately, Corieri's wardrobe mishap only occurred in Second Life (SL), a virtual reality program launched in 2003 by Linden Lab. It allows people to create anything they desire and the more they produce, the more the program expands. Residents of SL can also own land, buy and sell products, and even get married; one is able to live another reality.

Last fall, Jeff Stanton, iSchool associate dean for research and doctoral studies, and Mike McAllister, a College of Visual and Performing Arts faculty member, co-taught a cross-listed course on Second Life. Students in the course combined technical know-how with more visually based design to construct various things, from flying chairs to glowing hats within the three-dimensional virtual world. "We've had tons of fun," said Stanton, who also helped form the Syracuse University Second Life Association (SUSLA), a student organization. But the course also provided a new method by which to learn.

In an ideal situation, students taking a class through Second Life would reap the same benefits of attending a classroom lecture, but from the comfort of their homes. "There are a lot of reasons why physically coming to a classroom might not be the best idea," Stanton said. Students may live far away and the cost of commuting daily is expensive, they may need to stay home to take care of sick family members, or they may have disabilities. While the iSchool already has a distance-learning program to serve these students, SL may be a way to make a good system even better. SL would "allow for synchronous interaction in a visual environment," Stanton said. "Most of our current distance courses are asynchronous, and most are heavily dependent on text—mainly discussion boards—for interaction."

Jill Hurst-Wahl is one of several iSchool faculty members exploring SL; she started experimenting with the program in 2006. She has done presentations on SL, participates in groups, and has taught courses on the program. Though many of SL's features are developed for businesses, Hurst-Wahl believes the virtual reality program has many educational benefits as well. "Virtual worlds can be useful for attending classes and experiencing lessons differently," she said.

Associate Professor R. David Lankes believes that though SL has a lot of potential, it still has a lot to improve upon. He experimented with the program, but quickly found it had a lot of limitations. "I taught a class in SL, and at one point I realized we were just chatting; we could do that over IM," he said. In addition,



Professors Jeff Stanton and Mike McAllister lead a class in Second Life, a virtual reality program.

tion, the program does take awhile to master, especially for those unfamiliar with virtual reality programs in general. But, as technology improves, so will programs such as SL.

A future in which students attend more classes in a virtual classroom is fast approaching. Though there are flaws within the system, there is also a lot of possibility for improving education. "This could be a new way of doing education, or at least adding to it," Stanton said. ●

STUDENT PROFILE

Zuniga combines hard work and service to overcome obstacles

KATHLEEN HALEY, CONTRIBUTING WRITER

During her junior spring semester abroad, Stephanie Zuniga '09 arrived at the Saint Charles retirement home in Strasbourg, France, ready to put her skills to work. She had a laptop, three semesters of French, and a group of residents who had little or no knowledge of computers. By the end of the term, residents, who ranged in age from about 70 to 90 years old, were making Easter cards on Microsoft Word, e-mailing friends and family, and videoconferencing with faraway relatives. Zuniga, who created a manual in French to continue the practices she established, appreciated the smiles she saw when residents connected with family members. "I found it very rewarding to see how I could help others with my skills and abilities," she said.

During her experiences abroad and her entire four years at SU, Zuniga has balanced challenging academic coursework with internships and other experiences that allowed her to translate her insights and knowledge into serving others. The University commended her efforts by designating her a University Scholar, the highest undergraduate academic honor at SU.

Dean Elizabeth D. Liddy wrote a letter supporting Zuniga to be selected as one of the 12 University Scholars, extolling how much she accomplished during her four years on campus. "Stephanie is always stretching—reaching out to new challenges and opportunities," Liddy said. "She is very driven to succeed and takes a heavy course load each semester to challenge herself. She definitely gets the most out

of her education." Zuniga was also selected to receive the iSchool's Undergraduate Leadership Award, and delivered a speech at the iSchool Convocation (See related story, page 13).

Initially an undecided major, Zuniga, who was born in New York City, but grew up in Colombia before returning to the United States nine years ago, was drawn to the iSchool her sophomore year after speaking with faculty members about the interdisciplinary nature of the coursework, including networking, project management, and web design. "Those were all fields I was interested in," she said.

Her IT outlook expanded with participation in the GE Leadership at Work Series, a four-week program on facilitation, team building, and project management. She then accepted a GE Information Management Leadership Program Internship, working at the company's energy infrastructure division in Schenectady in summer 2007 and in the company's aviation division in 2008. She also worked on community service projects, including coordinating a summer lunch volunteer program for children. "The internship allowed me the opportunity to experience some of the 'real world' expectations of an IT professional and also verified my passion and interest in information management," she said. Last fall, Zuniga's work led to a job offer to begin in June at GE's Atlanta offices. "The education I received from the iSchool was instrumental in helping me succeed in both of my summer internships and subsequently be offered a full-time career position," Zuniga said.

Her classes on such topics as system analysis and design, networks, and databases gave her a broad understanding in many areas. She appreciated



learning from professors who talked about their own professional experiences. She also enjoyed working with fellow students and clients on real projects, including redesigning a web site for a Syracuse plastics company and recommending technology that will help promote the resources of

the SUNY College of Environmental Science and Forestry greenhouse complex. "At the iSchool, we learn the theory, but also have the opportunity to apply it to school-related projects," she said.

A member of the Honor Society of Phi Kappa Phi and the Golden Key International Honour Society, Zuniga was also active with Women in Information Technology, coordinating events to support women going into IT. Her other work outside of the classroom included taking part in the iSchool's IT Leadership Training Program, in which she worked on a team to code robots and used them to teach science to local junior high school students; reorganizing the library's coding system at New York City's Mount Sinai Hospital; teaching basic IT classes in her New York City community; and assisting with technical support in a fund-raising drive for Hurricane Katrina survivors. "In the 21st century, technology will allow us to disseminate information to collaborate with all areas of human endeavor," Zuniga said. ●

Student News

LIS student receives Huang Travel Award to attend ALA

Library and information science student **Margaret Backus G'09** of Mason, Mich., received the Theresa C. Huang Travel Award to attend the American Library Association (ALA) Annual Conference in Chicago in July.

She was selected for the award based on her essay, "New Library Services for Tight Economic Times," and received up to \$1,000 to help cover her travel expenses to the conference.

The award was established by Theodore S. Huang in memory of his wife, library science alumna Theresa C. Huang G'58. This annual scholarship assists a current library and information science student in attending the ALA Annual Conference.

Ph.D. student Xiaozhong Liu accepted into SIGIR Doctoral Consortium

Xiaozhong Liu, fourth-year Ph.D. student, will present his paper, "Using Computational Community Interest as an Indicator for Ranking," at the Association for Computing Machinery (ACM) Special Interest Group on Informational Retrieval's (SIGIR) Doctoral Consortium. The consortium takes place during the 32nd Annual ACM SIGIR Conference, July 19 through 23, in Boston.

His paper proposes an innovative method to extract a real-time vector-space representation of the community interest given a query, and use this representation for ranking retrieved documents.

Liu of Beijing, China, earned an undergraduate degree in computer science from Beijing Technology University.

Two Ph.D. students receive Outstanding Teaching Assistant Awards

Ph.D. students **Raed Sharif** and **Jaime Snyder** received the Outstanding Teaching Assistant Award during a ceremony in Goldstein Auditorium.

These awards are reserved for the top 4 percent of all teaching assistants who have made distinguished contributions to teaching at Syracuse University. Sharif and Snyder were nominated by iSchool faculty members.

Sharif, a native of Gaza, Palestine, started the Ph.D. program in 2004 and defended his candidacy in 2007 and his proposal in 2009. He holds a B.A. in economics and political science and a master's degree in business administration, both from Birzeit University in Ramallah, Palestine. His dissertation focuses on the social and economic costs and benefits of open access to and re-use of public sector information—information generated by and for governments using public funds.

Snyder started the Ph. D. program in 2006 and successfully defended her candidacy in 2008. She earned

a B.F.A. in painting and glass from Temple University's Tyler School of Art in 1993 and a master's of fine arts in painting from Stanford University in 1997. She is focusing her doctoral research on visual information, image-enabled discourse, and multimodal communication.

Robert Sherman '09 named Engagement Fellow

Robert (R.J.) Sherman was named one of six Syracuse students to receive first-ever SU Engagement Fellowships, a yearlong program supported by the Kauffman Foundation that contributes to paid employment locally and arranges remitted tuition for courses at SU and professional and faculty mentors.

Sherman, who graduated in May with a triple major in information management and technology in the School of Information Studies and entrepreneurship and emerging enterprises, and finance in the Martin J. Whitman School of Management, will use his fellowship year to strengthen and expand his new start-up company, Brand-Yourself.

"The fellowship gives me a great opportunity to stay in Syracuse, where we have a well-connected source of resources to grow our enterprise—from students, entrepreneurs, faculty experts, and small businesses in the community who provide us a natural customer base, to the support framework available at the Syracuse Tech Garden," Sherman said.

Syracuse iSchool celebrates 2009 Commencement

MARGARET D. SPILLETT, EDITOR

The School of Information Studies recognized approximately 100 undergraduates, 240 master's, and five doctoral degree candidates at the school's convocation May 9 in the Hildegard and J. Myer Schine Student Center's Goldstein Auditorium.

Dean Elizabeth D. Liddy welcomed the graduates and their families, and encouraged students to overcome any challenges they may face. Paraphrasing former Carnegie Mellon Professor Randy Pausch, Liddy said: "My wish to each of you as you graduate is that when you hit a brick wall—and you will—remember that they are there just to give you a chance to show your dedication to what it is you're striving for. So be the optimist, the person who tries the hardest, the one who gets past the brick wall, and it will pay off for you. We wish you the best of luck."

Carsten Osterlund was recognized as the Jeffrey Katzer Professor of the Year, and Anthony Rotolo, instructional technology manager of the iSchool, as the Outstanding Adjunct Faculty of the Year.

During his acceptance speech, Osterlund shared a toast his father had given him during his own college graduation that included a bit of wisdom—"When you're thirsty, it's too late to dig a well."

"I know that this school and the university have given you your fill and expect that it will last you through the summer and beyond," Osterlund said. "But don't wait too long — you need to keep satisfying your own and others' thirst. And don't forget that you can always come back here for a sip or another round."

A number of students were recognized for their accomplishments, including University

Scholar Stephanie Zuniga, Dean's Scholars Assel Baltabayeva, Michael A. Perdew, and Robert J. Sherman; master's degree prize winners Maria Hassan, Benjamin Goldman, Brianna Pannell, and Hesham Sayed. James Howison received the Doctoral Prize.

The Undergraduate Leadership Award was presented to Stephanie Zuniga, who challenged her classmates to think about how they can use their skills to make the world what they want it to be. "Today's information technology has created infrastructure for which distance is no longer an obstacle for collaboration," said Zuniga, who accepted a full-time position with GE's Information Management Leadership Program. "Just as technology has helped us as students, it will help us succeed in the real world, allowing us to help each other and access the information we need to find real solutions to complex problems."

Graduate of the M.S. in information management program Ben Carlucci received the Graduate Leadership Award, in recognition for his role as graduate assistant on the JPMorgan Chase curriculum team, among other accomplishments. Carlucci thanked the entire iSchool faculty, particularly Anthony Rotolo, Susan Bonzi, and Robert Heckman. "The faculty members have shaped all of us in some way," said Carlucci, who now has a full-time position with JPMorgan Chase. "I have nothing but confidence in all of us. I think we're going to be extremely successful people."

Other student awards presented include the Antje Lemke Book Award and Scholarship to Bradley Cavanaugh Shipps; John R. Weitzel Memorial Award for Information Systems Research to Rakhi Bakshi, Matt Gerlach, and Robert Sherman; and the



The iSchool recognized its 2009 graduates during Convocation ceremonies on May 9 in Goldstein Auditorium.

Donald A. and Joyce P. Marchand Award for Outstanding Academic Achievement to Patrick Bresnahan.

The following students were selected to serve as Alumni Class Leaders: Jonathan Hefner, Yu-Chun Lin, Jahnvi Narayanan, Thomas Neff, Carrie Solinger, Supriya Ratnakar Tardalkar, Tiffanee Thompson, and Stephanie Zuniga. ●

Student Bin Sun G'10 places in international IBM mainframe competition

Bin Sun G'10 won fourth place in IBM Master of the Mainframe competition, sponsored by IBM Academic Initiative System z. The annual competition is designed to familiarize students with concepts for the growing large enterprise computing industry and build mainframe skills.

Sun, an information management student, competed against 1,876 students from 315 colleges across the United States and Canada in three-part, increasingly difficult challenges. The competition culminated with a sliding tile puzzle that the students had to solve programmatically using JAVA, C++, REXX, and assembler.

Sun won a series of prizes as he advanced through the three rounds—a Master the Mainframe T-shirt with 900 other top competitors, \$100 pre-paid debit card with 60 others who successfully completed the second challenge, and an MSI Wind Netbook computer with four others who placed in the top five in the competition.

Ph.D. graduate Shuyuan Mary Ho wins travel award for SBP09

Ph.D. graduate **Shuyuan Mary Ho G'09** received the Student-Author Participant Award to attend the Second International Workshop on Social Computing, Behavioral Modeling, and Prediction (SBP09) in Phoenix, Ariz., this spring. She presented her paper, "A Socio-Technical Approach to Understanding Perceptions of

Trustworthiness in Virtual Organizations" during one of the conference sessions.

The interdisciplinary workshop brings together government, industry, and academic participants to exchange ideas and research about social behavior and social context on computational systems.

Ho, a native of Taiwan, earned a bachelor's degree in computer science from Ohio Dominican College in Columbus, and a master's degree in business administration from the University of Hartford in Conn.

Undergraduate Prameya Bhandari receives DrupalCon DC Scholarship

Prameya Bhandari '10 received the DrupalCon DC 2009 Scholarship to attend the prominent open source development conference in Washington, D.C.

Bhandari, originally from Nepal and now a Syracuse resident, was one of 14 individuals to be awarded the DrupalCon DC scholarship for being a talented developer and an active member of the open source community. Drupal is a free software package that allows an individual or a community of users to easily publish, manage, and organize a wide variety of content on a web site.

Bhandari is working toward a B.S. in Information Management and Technology with minors in psychology and global enterprise technology.

Ph.D. candidate Ben Addom works with UN on ICT use and its impact

Benjamin Kwasi Addom, a Ph.D. candidate, is collaborating with the United Nations Food and Agriculture Organization (FAO) from May 10 to December 10, on a joint project. The project will provide guidance to FAO on dissemination of sustainable agricultural production information among some agricultural communities in his home country of Ghana, and will enable Addom to proceed with his dissertation fieldwork.

Addom, who successfully defended his dissertation proposal in March, will submit a report to FAO by December with recommendations for the effective and practical use of information and communications technologies (ICTs) and local knowledge in the management of pollination services and adaptation to climate change.

His dissertation research explores the role of information and communications technologies in identifying, documenting, and acquiring farmers' local knowledge and innovations into scientific research for sustainable agricultural production. During the eight-month period, Addom will be using a multiple method of interviews, focus group discussions, and surveys to gather the necessary data from farmers and farmer groups, agricultural extension officers, and agricultural researchers in some selected regions of Ghana. ●

iConsult gives graduate students practical experience while servicing Syracuse entrepreneurs

LEAH M. GALKA, CONTRIBUTING WRITER

Bluetree Studios, an online fair trade shop in Syracuse, wants to make shopping as easy as possible for its customers, and iSchool student consultant Bhawana Bhatnagar is helping the company accomplish that goal.

Bhatnagar G'10, an M.S. in Information Management student, offered recommendations for improving Bluetree Studio's web interface and "making the online experience for customers enjoyable, easy, and seamless," she said. "It is important to have a simple, user-friendly, and appealing web interface."

"[Bhawana] has proven to be professional, knowledgeable, and accessible throughout the process," said Christiana Kaiser, owner of Bluetree Studio. "She also brought knowledge of my business type and an enthusiasm to assist me in developing business solutions that I find to be an added value, above and

beyond my expectations." Kaiser hopes to implement Bhatnagar's recommendations into a new web site this summer.

Bhatnagar is one of six iSchool students selected to participate in the school's new joint program with Syracuse's South Side Innovation Center (SSIC). The program, called iConsult, matches up iSchool graduate students with entrepreneurs in the SSIC business incubator to provide one-on-one consulting services.

Born from a discussion in August 2008 between Monica Hughley, director of the South Side Entrepreneurial Connect Project at the SSIC, and iSchool Professor Dave Dischiave, director of the M.S. in Information Management program, iConsult gives students marketable experience while helping small business owners grow their businesses.

"Many iSchool graduate students are heavily recruited by major consulting companies," Dischiave said. "It seemed to make sense to leverage the same talent pool to give the students consulting experience in a way that would also benefit the community."

Recent iSchool graduate Monil Sundesha G'08, co-founder and program manager of iConsult, oversaw the hiring of Bhatnagar and the other five student consultants—Aditya Udas, Ambika Kutty, Aman Tiwari, Hemant Gupta, and Shreyansh Singh. More than 60 students applied for the positions, and Sundesha said that his team had to make some difficult decisions. The student consultants were ultimately selected based on their analytic, communication, and leadership skills.

Before beginning their work with the real clients, students attended a lecture, Best Practices in Consulting, by iSchool Professor of Practice Arthur Thomas, who covered such topics as the consulting relationship and

consultant tools. The program also required students to take a one-credit class called IST 971 Internship in Information Management.

The students were then matched to one of the seven local businesses selected to receive the free consulting service. This spring, students were paid through an Initiative grant awarded by the Kauffman Foundation. Dischiave hopes to establish a long-term partnership with a corporate collaborator that can help support the students in future years.

Bhatnagar said that she hopes to become an IT consultant after graduation and appreciates the opportunity to work in the field while still in school. "The iConsult program is giving me the ideal experience and helping me build a strong base and skill set for becoming a good consultant," she said. "Being a part of this program is giving me hands-on experience in IT consulting and a stepping stone towards my career goals."

In addition to the real-world experience, iConsult also helps students intellectually bridge the experience to the content delivered in their academic courses. "Ultimately, the students' experiences will spill over into the classroom," Dischiave said. "Students will learn the realities of consulting by engaging in the classic consulting work environment. They will also learn a great deal about what it is like to be an entrepreneur."

The program enables the iSchool to put scholarship in action and to place students and entrepreneurs in a mutually beneficial situation. "This experience will expose our students to working in an entrepreneurial environment, and hopefully, the students will leave the program with an appreciation of entrepreneurship," Sundesha said. "This is just the kind of opportunity students look for in a great graduate program." ●

Professor Dave Dischiave (third from right) and iSchool alumnus Monil Sundesha G'08 (fourth from right) work with iConsult members to bring free services to local businesses and provide the students with real-world experience.



Unique interdisciplinary minor in Global Enterprise Technologies (GET) developed through Syracuse University/JPMorgan Chase Collaboration

KELLY HOMAN RODOSKI, CONTRIBUTING WRITER

Information systems are vital to companies in every industry around the globe—from banking to retail to medicine. Beginning spring 2009, Syracuse University students in any major can increase their marketability through a unique, interdisciplinary minor in global enterprise technologies (GET).

The minor was developed by SU faculty with support from JPMorgan Chase senior leaders through the Syracuse University/JPMorgan Chase Collaboration (globaltech.syr.edu).

Enrollment is currently under way for the 18-credit minor, which consists of nine credits worth of required courses—Enterprise Technologies (IST 439), Effective Collaboration in a Globally Distributed Enterprise (GET 234), and Business Value of IT (MIS/IST 365)—which focus on how large-scale information systems are built and managed. An additional nine credits worth of electives can be chosen from several new and enhanced courses.

Students also have opportunities to participate in internships, multiple work experiences, and research projects through the SU/

JPMorgan Chase Collaboration. JPMorgan Chase senior leaders are engaged with students through classroom lectures and internships. Since being formally approved by the University Senate this spring, 51 students have been accepted into the new minor, which is housed within the iSchool.

"The GET minor is unique for a number of reasons, but there are two that are especially important to us," said Robert Heckman, senior associate dean at the iSchool. "First, it deeply integrates the classroom and the world of practice in a way that would be impossible without the close collaboration of a corporate partner like JPMorgan Chase.

"Second, the GET minor is designed to complement majors in the liberal arts and sciences. Students can combine the benefits of practice-based professional experience with the communication and critical thinking skills they develop in an arts and sciences education," Heckman said. ●

Prof. Lee McKnight receives grant to create urban garden

MARGARET D. SPILLETT, EDITOR

Syracuse University School of Information Studies (iSchool) Professor Lee McKnight is part of an interdisciplinary team of SU faculty who received a \$150,000 Chancellor's Leadership Project Grant, matched by \$50,000 from the Syracuse Center of Excellence in Energy and Environmental Systems (COE) for a total award of \$200,000. Chancellor Nancy Cantor made the announcement in March during her annual address to the University community and in support of the University's commitment to Scholarship in Action. The money will support the Syracuse Entrepreneurial Ecosystem Development (SEED) Project.

The SEED Project sets out to create an eco-friendly urban farm, including a high-tech greenhouse, in the Near West Side neighborhood that pulls together the services of several local start-ups, academic researchers, community residents, and area college and high school students. McKnight is leading the project with Edward Lipson of the College of Arts and Sciences Physics Department, Craig Watters of the Whitman School of Management, and Kevin Lair of the School of Architecture. The SEED project was also selected as one of nine finalists in Vodafone Americas Foundation Wireless Innovation Project Competition in April.

The envisioned greenhouse will use new technologies and information systems that have been developed by companies affiliated with the Center for Advanced Systems and Engineering (CASE Center) at Syracuse University and the Syracuse Technology Garden. These new technologies will control the temperature and conditions within the greenhouse remotely, and create a social network around the project for communication and security.

Among the new technologies used in the project is Innovaticus. This new award-winning wireless grids software (Top 10 Best New Product, *Network World*, October 2008) manages shared information technology resources and is being developed by McKnight's Wireless Grids Corp. It is undergoing beta testing on the Syracuse University

campus. The development of this software initially received funding from the National Science Foundation.

"This project shows that NSF-supported technology often finds applications beyond the initial concept, and here a technology that is innovative on its own merits is showing promise for facilitating development of a truly green project," said Sara Nerlove, director of the NSF's Partnerships for Innovation program. The SEED project would extend use of the new software for further testing and feedback into the Near Westside neighborhood, in and around the greenhouse.

The greenhouse will give the local community members an opportunity to plant and cultivate their own vegetables that they could, in turn, consume or sell in the neighborhood. The greenhouse would create new local entrepreneurs while also sustaining and providing a showcase for the already formed start-ups who are developing and servicing the greenhouse.

"We hope the SEED project will become a model for integrating green technologies, business models, and community-development initiatives around the physical structure of this high-tech greenhouse," McKnight said. "We envision the urban greenhouse to become an anchor for community development that spurs other new businesses and attracts residents into the neighborhood.

Syracuse University students enrolled in three courses—the iSchool's Innovation in the Networked Information Environment and Whitman's Entrepreneurship for Engineers and Scientists and Innovation to Venture—will also have hands-on opportunities to engage in the project. The classes will call on students to participate in the design of the new structure, the related new ventures, and community asset building that is the product of new technologies developed and commercialized in Syracuse.

"The students may very well be offered summer positions, continued work opportunities after graduation, or even want to develop their own business venture in the area following their experience with this project," McKnight said. ●

School news briefs

Hinds Hall renovations win AIA CNY design award

The School of Information Studies' new home in Hinds Hall received a 2008 American Institute of Architects Central New York Chapter Citation Award for the redesign and renovations conducted by Ashley McGraw Architects of Syracuse.

In announcing the award, the judges said: "Working within the constraints of an existing structure, the design has not only enlivened the interiors of this building but is also expressive of the program that is accommodated within this building."

Working closely with iSchool leadership and J.D. Taylor Construction of Syracuse, Ashley McGraw Architects transformed the 53-year-old building into a sleek, modern space that supports an open exchange of ideas and information. Natural wood and earthy red accents balance the exposed infrastructure, brushed aluminum window frames, and steel accessories, much like the iSchool's curriculum blends technological training with an understanding of human needs and behaviors.

The University broke ground on the renovations in summer 2003, and the completed renovations were celebrated at the School of Information Studies' iOpening on May 10, 2008. The building is the former home of the L.C. College of Engineering and Computer Science and offices of the University's Information Technology Services department. Today, it is used solely to house the School of Information Studies.

Student start-up Brand-Yourself.com receives numerous awards this spring

Brand-Yourself.com, a web platform created by four Syracuse University students to help people build personal professional web sites and establish their personal brands online, has been piling up recognitions this spring.

In April, Brand-Yourself.com founders **Pete Kistler '10**, **Robert Sherman '09**, **Trace Cohen '10** and **Evan Watson '10** were recognized as being one of the top 100 most innovative student start-up companies in the country at the First Annual Kairos Summit in New York City. During the summit, Brand-Yourself.com also won the best marketing award and connected with several potential investors.

In May, Brand-Yourself.com was selected in the top five finalists in New York's Creative Core Emerging Business Competition. The young entrepreneurs also took home second place and \$10,000 in the annual Panasci Business Plan Competition in the Whitman School of Management at Syracuse University.

Graduate Student **Dirya Lakshmi Rathan Kumar** also was among the top five finalists in the Creative Core competition.

iSchool team awarded grant from ITT Industries

Associate Professor Jian Qin and instructors James Shea and Carlos Villalba received a one-year \$32,000 grant from ITT Industries Advanced Engineering & Sciences in Rome, N.Y. The grant will be used to design the scope and strategy for automatic discovering of datasets.

The team will analyze various tools and methodologies that would meet the needs of Department of Defense Information Analysis Center (DACs) in Rome. These tools will assist DACs clients in the search and discovery of data sets that may exist in a variety of web sites and databases across a range of government agencies and government contractors. ●

ALUMNI NEWS



ALUMNI VOICES

A warm farewell to visionary Dean Bob Taylor

BARBARA SETTEL, DIRECTOR OF ALUMNI RELATIONS AND ANNUAL GIVING

Bob Taylor passed away on a cold, crisp, winter day in January, but we celebrated his life on a warm, sunny, spring day in April with a gathering of family, friends, former colleagues, alumni, and students. We paid tribute to Bob's professional accomplishments — his leadership of the school and the field of information science, his revolutionary vision to change the name of the school, and his acclaimed research on question-negotiation and value-added processes. Moreover, we also paid tribute to the humane, humorous, and humble side of Bob that many of us remember as much, or more, than the contributions he made to information science education and research.

I am reminded of the time I first stepped inside the house on Euclid Avenue that held the school's administrative offices. I can't remember if I even made an appointment. I ended up in the dean's office to talk about how I could leverage my graduate work in South Asian history with a degree in library science. I didn't know it at the time, but I wasn't looking for a traditional library career, and Bob reassured me that there was a place for my skills and interests in this broad and dynamic field. That he took the time to meet with prospective students and advise them about the opportunities in the field is no surprise to those who knew Bob, but this wouldn't happen in many deans' offices today.

We hear a lot about Bob the Dean, the visionary, and the scholar, but Bob also had a huge influence on students as a teacher. He taught everything from reference services to doctoral seminars, where he challenged students to think creatively and inspired them to pursue newly emerging career paths. He also welcomed them into his home and made the school feel like a family, a culture we still maintain today.

Rogelio Hinojosa (MLS '77) expresses the sentiments shared by many alumni in his contribution to the Taylor remembrances on our web site: (ischool.syr.edu/taylor)

"Dean Taylor had the virtue of transforming students into actual disciples. One of the first courses I took at the School of Information Studies was

with him. It was called The Information Environment. I struggled, but this course gave me a full view of the potential of the profession I was about to enter. This was in September 1976, and it has shaped my whole career by providing me with a progressive framework to everything I have done professionally.

"I am eternally grateful to him, as well as to other faculty members of that wonderful place in time that was the SIS in 1976-1977, when I was there for my MLS. Dean Taylor was patient, and yet rigorous, always enticing us to be creative, and to think beyond the box.

"Although I now live and work in Texas, I came to Syracuse from Mexico. One of my fondest memories is when he invited several of his students to celebrate Thanksgiving at his house. It was my very first Thanksgiving dinner, and it was truly memorable!"

I will miss seeing Bob seated near the stage at graduation each year, when he must have been very proud of the tremendous strides we have made. He never liked being recognized at the ceremony, but we always want our students to know the part he played in planting the seeds that have enabled the iSchool to become a signature school for Syracuse University and the entire field of information and libraries.

Bob also planted beautiful gardens around his home, high on Onondaga Hill, with spectacular views across the valleys and hills around Syracuse. He enjoyed feeding and watching the birds who visited his flowers and nested in his trees. So, it is fitting that one of his colleagues, Michel Menou, pays tribute to Bob with a farewell salute from the birds he so loved.

"So the birds won't come and watch Bob anymore! It is such a sad scene. Bob has been fortunate to live an extraordinary life. We were even more fortunate to cross paths with him, benefit from his inspiring reflections and even more from constructive dialogues. His legacy is deeply embedded in modern concepts of our field. He will stay with us because of this and also his rare human qualities. May the birds I am watching through my window bring him my salute." ●

Taylor *continued*

theory to what was then a somewhat limiting mathematical approach to information retrieval.

"At that time the linguistic approach had been firmly discounted by the leaders of the field as 'unable to contribute anything,'" Liddy said. "But Bob listened openly to my ideas and did not dismiss them but asked me if I was really ready for such a challenge."

Gentle giant

SU iSchool alumnus Mike Eisenberg G'86, now dean emeritus of the University of Washington Information School, recalls Taylor as a "giant in his field... But he had a soft voice and a laugh that disarmed you to his probing questions and keen insights."

By the time he arrived at SU, Taylor had already established Lehigh University's Center for Information Sciences and helped design the Hampshire College Library Center. He wrote a book, *The Making of a Library*, and a paper that transfixed and transformed reference librarians around the world: "Question-Negotiation and Information-Seeking in Libraries" (1967). Eisenberg

maintains that "Question-Negotiation" reigns as the most-cited article in the field.

"What now may seem old hat was a really revolutionary way to look at things then," Eisenberg said. "Bob *saw* the future. He realized there was a science of information to be developed." While Taylor envisioned a science, he always emphasized its human beneficiary. In retirement, Taylor wrote a book about meeting the needs of the information user, *Value-Added Processes in Information Systems* (1986).

At an April 24 memorial service for Taylor at Hendricks Chapel, Eisenberg praised the book's "clear, integrated vision" focusing on the user, a concept Eisenberg called "simple but very powerful and profound."

"If you want to change the world or make a zillion dollars, just apply Bob's value-added model," Eisenberg advised. "I'm not kidding!" The strength of Taylor's work lies not only with his systematic approach to information seeking, retrieval and deliverance, but with his humanistic orientation.

Former faculty member Pauline Atherton Cochrane seconded Eisenberg's assessment. She remembered Taylor advising his colleagues in the American Society for

Information Science in 1998, that "It is people...for whom we design systems. This is a user-driven approach. Technology...is but a means of gathering, storing, manipulating, and moving information to people who can make use of it...Without people at the center we become but another technology-driven vocation."

Fighter for the future

Connie Webb was the assistant to Dean Taylor in 1976, and she only recently retired as vice president for administration at SUNY College of Environmental Science and Forestry. "He was shy in a way, and there was a sweetness about him especially for someone as large as he was physically, well over 6 feet tall, and as large as he was in his field as well," she said.

His gentility never prevented him from fighting for the changes he knew were necessary. Library school alumni were outraged by the name change as were other library schools around the country. And SU administrators occasionally faced off with Taylor over the information school's affairs. "At one point SU wanted us to merge with the computer science school," Webb recalled, "but Bob

Taylor *continued*

strongly resisted that...he took a stand when it was the right thing to do.”

His widow, Fay Golden Taylor G'70, was an adjunct faculty member when he was dean. “In many ways he was fighting for the life of the school,” she recalled. “At the time library schools were closing around the country—for instance the one at SUNY Geneseo had closed—so the SU school was really in peril.”

Nevertheless, when Dean Taylor proposed changing its name to the School of Information Studies his future wife, a lifelong librarian, was mortified. “I was really upset when he changed the name and ‘library’ was left out,” she recently recalled. “I was mad at him for 25 years, then in 1999 we were married, and I had to admit he really was a great guy.”

In 1974, however, Taylor had to strongly defend his position. “Libraries,” he maintained, “are only a *part* of a large and extremely dynamic process of information transfer.” In fact, Taylor loved libraries, but he bemoaned the low salaries librarians were routinely paid. As a result he often counseled students to seek alternate careers in the corporate world or to establish their own businesses.

‘Risk-taker’

Connie Webb, for instance, eventually took a job in research and development at the General Electric Electronics Lab. “Information is the key to so many professions,” Webb said. “Knowing how to obtain it, analyze it, package it, and market it was a talent that could be applied anywhere. I don’t think I had thought that big before meeting Bob.”

In 1994, Dean Liddy, who was then on the school’s faculty, formed a start-up company, TextWise, within the University, and though Taylor was no longer dean, he went out of his way to encourage and support her. “Bob was a visionary and a risk-taker,” she said, “because to be the former you must really be the latter.”

For his part, Taylor remained self-effacing about his work at SU. “I was really a lousy dean,” he said last October. “I didn’t even know how to run a meeting.” But he *did* know how to make tough decisions. “Consciously, I forced myself into situations where I had to make decisions,” he said. “If not for that, I would’ve been a second-rate academic librarian at Lehigh or somewhere.”

Instead of blowing his own horn, Taylor credited his colleagues—Marta Dosa, Jeffery Katzer, Pauline Atherton Cochrane, M.J. Dustin, Eisenberg, Webb—and successors such as deans Evelyn Daniel, Don Marchand, Ray von Dran, and Liddy for making his vision a reality. He fondly remembered working with Emerita Professor Antje Lemke, who was instrumental in bringing him here. “Changing the name of the school was a major contribution,” Lemke said, “and Bob was an excellent dean, but he also had a very good relationship with the students. Many deans don’t.” ●

Share your remembrances of Dean Robert S. Taylor: <http://school.syr.edu/taylor>

Great Depression, WWII helped shape Bob Taylor

RUSS TARBY, CONTRIBUTING WRITER

A native of Ithaca, Bob Taylor described his family as “genteel poor” in the 1930s. His father had to sell the Comer Bookstore before he died in 1926, leaving his wife to raise four sons on her paltry piano teacher’s salary. The family lived in a series of small apartments before Taylor’s mother married a Cornell biologist, George Embody, who Taylor admired and appreciated as a step-father.

In the early-1940s, Taylor graduated from Cornell, became a newspaper reporter in East Texas and, after joining the U.S. Army, fought in the Battle of the Bulge. As the war in Europe drew to a close, he worked alongside a young Henry Kissinger in the Army’s Counter-Intelligence Corps (CIC).

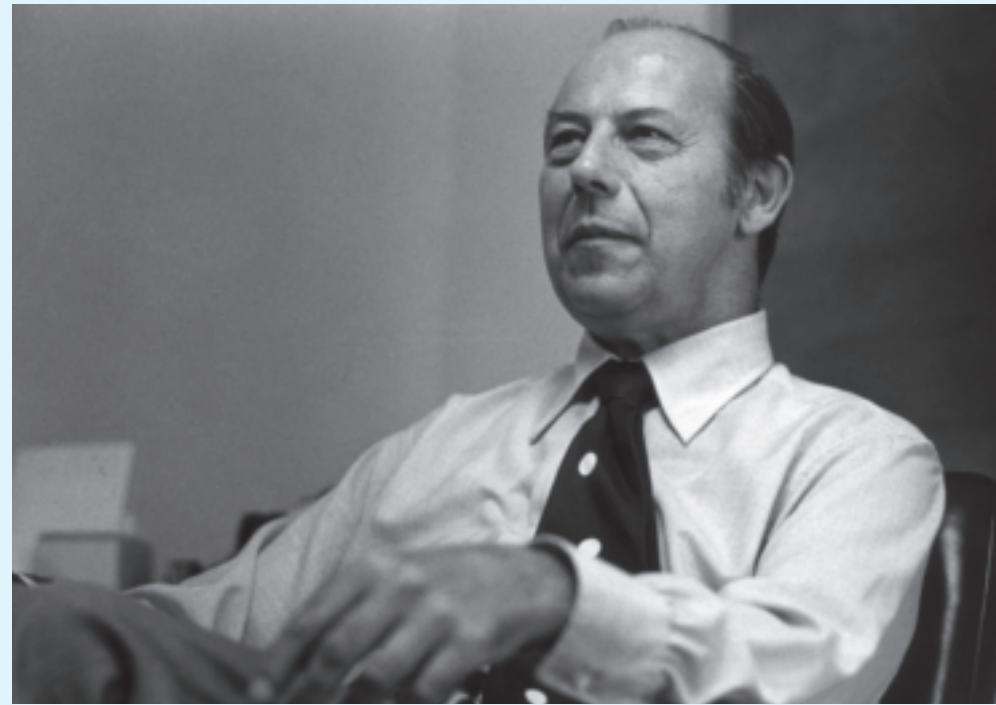
Upon returning to the U.S. with his German bride, the former actress Leni Reichenberger, he earned a master’s degree in library science at Columbia before accepting a job at Lehigh University Library.

In 1967, Taylor was a founding faculty member at Hampshire College. He was a reviewer for the National Science Foundation and a longtime member of the American Society for Information Science, serving as its president in 1968.

Under his leadership, SU’s School of Information Studies pioneered the expansion of the traditional role of libraries, preparing for the integration of computers and the Internet into library operations. After resigning as dean, Taylor was named a Professor Emeritus and continued teaching for two years.

More than 35 years after he left the U.S. Army’s Counter-Intelligence Corps, Taylor found himself haunted by a nefarious ex-Nazi whom he had hired in April 1947 as an operative for the CIC in Memmingen, southeast of Munich. The man’s name was Klaus Barbie. On the very day that Taylor retired as a professor, a U.S. Justice Department investigator questioned him about what became known as the “Barbie Affair.”

Two years before he met Barbie, the 26-year-old Taylor had hired a former German military intelligence



Robert Saxton Taylor, Dean of Syracuse University’s School of Information Studies, 1972-81

operative named Kurt Merk and together they probed the growing communist influence in Bavaria. In early 1947 Merk suggested that Taylor recruit Barbie, and Taylor—already planning to retire from the CIC and return to the United States with his wife—took Merk’s advice. Taylor met with Barbie and was impressed by the man’s intelligence and demeanor. Although Barbie’s name appeared on a list of ex-SS officers eligible for arrest, Taylor wrote to headquarters in Munich requesting that he be allowed to oversee Barbie’s work as an undercover operative. His Army superiors acquiesced.

In later years, Taylor admitted that he had made a grievous mistake. He blamed it partially on his friendship with Merk. The two young counter-intelligence agents often socialized together with their respective fiancés, and the four had grown quite close, finding comfort in their time together amid the chaos of post-war Germany.

When the news of Barbie’s arrest hit the media in the early-1980s, Taylor’s involvement became front-page news in Syracuse. European documentarian Marcel Ophüls visited the Taylors’ home in 1987 to interview them about the Barbie Affair, and Taylor concluded the talk by simply stating that, when he hired Barbie, he had been “naïve and gullible.”

The Taylors’ interview is featured in Ophüls’ Academy Award-winning film, *Hotel Terminus: The Life & Times of Klaus Barbie*. Taylor never viewed the film, but otherwise he never dodged the issue of his controversial post-war decision. In 2006, he agreed to be interviewed for Kevin MacDonald’s film treatment of the Barbie incident, *My Enemy’s Enemy*.

Former U.S. Justice Department Attorney Allan Ryan, who headed the Barbie investigation in 1983, characterized Taylor’s initial decision to employ Barbie as “a defensible one.” While the CIC knew of Barbie’s Gestapo past, Ryan said, it was not officially informed that he was a war criminal until 1949, two years after Taylor had left Germany.

After the revelations about his Barbie connection surfaced, the Taylor’s endured harassing phone calls and occasional social snubs. On the other hand, close friends and colleagues rallied around the couple. In 1987, he wrote in one of his notebooks, “True friends ask who you are, rather than what have you done.”

An award-winning columnist for *Eagle Newspapers in Syracuse*, Russ Tarby is working on a biography of the late Robert S. Taylor. He can be reached at russtarby@netscape.net.



Venture philanthropy:

Investing in entrepreneurship and innovation at the iSchool

PAUL BRENNER, ASSISTANT DEAN FOR ADVANCEMENT

During a fall 2007 faculty planning day brainstorming session, I was part of a “blue sky” breakout group focused on thinking freely and broadly about large, transformational ideas that could benefit the iSchool’s future in extraordinary ways. One of the most exciting ideas was to position the iSchool as the leader in the area of entrepreneurship and innovation by creating the kind of environment and culture that would foster technology start-ups and transformational ideas. Less than two years later, that dream has begun to become a reality. Read the faculty column by Assistant Professor Michael D’Eredita on page 3 for more details on one effort underway. His work with the Syracuse Technology Garden will leave a much larger footprint than just on the iSchool. It will affect the whole of Syracuse University, other colleges throughout Central New York, and the local business region. During D’Eredita’s presentation to the iSchool Board of Advisors meeting this spring, the board showed unanimous support and enthusiasm for the initiative and Dean Liddy assured the board she is behind the effort 100 percent.

Our aim is to create the infrastructure to foster the next “Google” or “Facebook” via one or more of our graduates founding the leading firms of the future. But more broadly speaking, our students may find ways to revolutionize libraries or gaming towards the future, or to take a look at all kinds of existing processes and services and reinvent them in ways that will be transformational for society.

In the same way that all our degree programs intersect and overlap, we believe entrepreneurship and innovation can have profound impacts for all iSchool students and the various workplaces and fields of endeavor to which they aspire. We think information has the power to transform our world and these new initiatives will help facilitate our students on that path.

D’Eredita describes his project in four stages that include a curricular piece and an applied learning piece in what he is calling the Sandbox at the Tech Garden. I am very excited about an additional component: venture philanthropy. Alumni will be able to make tax deductible gifts of all sizes to the iSchool/SU to help fund the infrastructure needed to nurture and launch new ventures or reinvent ideas in new and significant ways. A new fund will be formed. Alumni can now be a part of helping us facilitate start-ups and powerful new student-driven ideas from the campus. In addition, there will be opportunities for alumni to share expertise directly with these budding companies and have direct investment in them as they actually launch.

We are still “building the car” while “driving the car” so the legal and logistical details of how this will actually work are still being finalized. What is clear is that the iSchool and the University are fully behind the effort that will open the door to venture philanthropy and a new and exciting way for our alumni to partner with us in helping build the future. Stay tuned! Or contact me at pbrenner@syr.edu or 315-443-6139.

M.S. in Telecommunications and Network Management

Janet Marsden G’98 is a Ph.D. student in the School of Information Studies at Syracuse University.

Philip Tse G’02 is senior IT auditor at the New York Stock Exchange Inc. in New York City.

James Merchant G’03 is a senior technology support representative at Orange County Public Schools in Orlando.

Mark Berman G’07 is chief information officer at Massachusetts College of Liberal Arts in North Adams, Mass.

Roshan Rao G’08 is an advisory associate at KPMG in New York City.

Certificate of Advanced Study in Information Systems and Telecommunications Management

Jane Merchant G’05 is a technical customer service representative at Fiserv Insurance Solutions in Orlando.

M.S. in Library and Information Science

Michael Andrews G’72 is a librarian at ITT Technical Institute in Springfield, Va.

Elaine Coppola G’79, librarian for government information, political science and international relations in the Social Sciences and Area Studies Department at Syracuse University Library, has received the 2008 Syracuse University Library Distinguished Service Award.

John Schuster G’90 received the 2009 Morrisville State College Distinguished Librarian Award for his personal and professional achievement, and outstanding service to the college.

Jennifer Nutefall G’98 is associate university librarian for Innovative User Services at Oregon State University in Corvallis, Ore.

Takashi Koga G’02 is associate professor of the Research and Development Laboratory at Kyoto University Library in Kyoto, Japan.

Olivia Nellums G’06 is a reference and instruction librarian at Camden County College in Blackwood, N.J.

Irene Veney G’06 is a library media specialist at Webster Elementary School in Syracuse.

Tina Wilfeard G’06 is a school media specialist at Lyons Junior/Senior High School in Lyons, N.Y.

David Harrison G’07 is a research administrator for sponsored research services at Rochester Institute of Technology in Rochester, N.Y.

Kelly Regan G’07 is a library media specialist with the New York City Public School System, I.S. 61 Leonardo Da Vinci in Corona, N.Y.

Rebeca Befus G’08 is a first-year experience librarian and science liaison at Wayne State University in Detroit.

Charles Bush G’08 is evening librarian at Drake Memorial Library at SUNY College at Brockport in Brockport, N.Y.

Lauren Georger G’08 is archivist and special collections librarian at Manhattanville College Library in Purchase, N.Y.

Michelle Hennessy G’08 is head librarian at Michigan State University Library in Dubai, United Arab Emirates.

Julia Iannello G’08 is a library media specialist at Valleyview Elementary School in Oneonta, 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.

YOU MAY ALSO

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.

B.S. in Information Management and Technology

Emmanuel Rivera ’00, G’06 is a senior systems analyst/IT budget controls at New York-Presbyterian Hospital in New York City.

Michael Edrich ’08 is employed at Bloomberg LP in New York City.

Patrick Lauzon ’09 is employed in the Information Management Leadership Program at General Electric in Atlanta.

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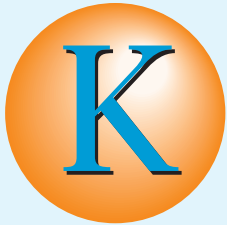
Clayton Parker ’09 is a junior helpdesk technician with the New York City Office of the Mayor in New York City.

Stephanie Zuniga ’09 is employed with the Information Management Leadership Program at General Electric in Atlanta.

ALUMNI PROFILE

On the fast track to success

LEAH M. GALKA, CONTRIBUTING WRITER



Keil Hubert G'08 is a man who knows how to get things done. As a commanding officer in the Texas Air National Guard, Hubert is responsible for running the IT department at Carswell Field, Texas, and he uses many of the skills he gained in the Syracuse University School of Information Studies' Executive M.S. in Information Management program to do it. An IT department in the military is much the same as an IT department in the corporate sector, he says—It's there to ensure that others can get their jobs done.

For Hubert, getting his job done meant earning a master's degree—something he had wanted to do since his early days in the military. He transferred to Syracuse University's Executive IM program from National Defense University in 2008. SU is one of a number of universities that have a special arrangement with NDU. "Of all the schools that are affiliated with NDU, Syracuse was the most highly recommended," Hubert said. "I had never heard of Syracuse before, but everyone I talked to said I shouldn't pass up the opportunity to go."

Hubert first arrived on the SU campus during graduation weekend 2008. The May weather felt cold to the native-Texan and his room reservations had been lost. Still,

Hubert was ready to begin class that Monday and continue with an intensive course load throughout the summer. "I did two one-week classes back-to-back in May, another two the same way in July, and then finished via distance learning in the fall," he said. "Start to finish: eight months."

While that schedule would have seemed too demanding for some, Hubert saw it as the best way to finish his master's degree and get back to work quickly. "I had to use two years of accumulated vacation time," he said. "But it was worth it." He added that his training in the military helped him to deal with the tight schedule. "It was pretty brutal at times but in the military that's how we're trained. We don't have the luxury of 'spare' time," he said.

The class that made the strongest impression on Hubert was Adjunct Professor Mark Pollitt's Digital Forensics course. "Professor Pollitt did a phenomenal job teaching that course," Hubert said, adding that he is still reading and rereading materials related to the class. "Right now, I have a pile of books on my kitchen table that were recommended by Professor Pollitt," he said. He also uses Pollitt's lessons to train his staff and Airmen. "I find myself repeating processes, emphasizing points," he said. "I got my money's worth."

Hubert plans to retire from the military within a year and return to the private sector. "I wanted to finish my master's degree



Keil Hubert G'08

before I returned to the corporate world," he said. He had been in the process of applying to graduate schools in 1992, shortly after earning a bachelor's degree in sociology from Trinity University in San Antonio, Texas, when he was brought onto active duty with the Army. After that, "it took a really long time to get back to school," he said. He added that he is now considering coming back to the iSchool at SU after retiring. "I'm interested in the Executive Doctorate [Doctorate of Professional Studies] program that the iSchool offers," he said. ●

Heidi Pettitt G'08 is technical services librarian at Loras College Library in Dubuque, Iowa.

Indra Neil Sarkar G'08 is director of Biomedical Informatics in the College of Medicine, and holds faculty appointments as assistant professor in the Department of Microbiology and Molecular Genetics and as assistant professor in the Department of Computer Science at the University of Vermont in Burlington, Vt.

Aaron Tan G'08 is librarian at the National Library Board of Singapore in Singapore, Malaysia.

Ada Cornell G'09 is an associate fellow with the National Library of Medicine in Bethesda, Md.

Michael Creedon G'09 is a library digital media specialist at Boston College in Chestnut Hill, Mass.

Benjamin Goldman G'09 is archivist for Digital Programs at the University of Wyoming American Heritage Center in Laramie, Wyo.

Elizabeth Hayden G'09 is the development, assessment, and marketing librarian at the University of Ottawa in Ottawa, Canada.

M.S. in Information Management

Meena (Venkateswaran) Kothandaraman G'98 published a children's book *Can You Say My Name?* Aimed at kindergarten/first grade students, the book is the first in a series that communicates the importance of culture for children.

Robert Sauro G'02, director of technology for Onondaga Central Schools, received the 2009 OCM BOCES School Library System's Administrator/Advocate of the Year Award.

Patricia Carroll G'04 is supervisory information management specialist (information security) with the U.S. Department of Defense Directorate of Information Management in Fort Lee, Va.

Santos Galvez G'04 is a software systems engineer with the Los Angeles Community College District in Los Angeles.

Meredith Zamboni G'04 is senior manager of taxonomy integration for Business.com in Santa Monica, Calif.

Chia-jung Tsui G'06 is a doctoral student at the University of Maryland's iSchool in College Park, Md.

Siddharth Paliwal G'07 is a systems analyst at Fidelity in Boston.

Jeffrey Broedel G'08 is an information technology manager at Hospice of Central NY in Liverpool, N.Y.

Atanu Ghosh G'08 is a consultant at Diamond Management and Technology Consultants in Chicago.

Kunal Haria G'08 is a junior SQL server database administrator at EZE Castle Software LLC in Boston.

Sean Keesler G'08 is a consultant with Three Canoes in Manlius, N.Y.

Ankit Kulshrestha G'08 is associate database administrator at Next Jump Inc. in Cambridge, Mass.

Ran Liu G'08 is an enterprise research plan analyst with Corning Inc. in Corning, N.Y.

Nilesh Makhija G'08 is an associate at Kalido Inc. in Boston.

Jahnavi Anantha Narayanan G'08 is a consultant with Ernst and Young in New York City.

Sharad Rathi G'08 is an associate at KPMG LLP in New York City.

Srinath Srinivasan G'08 is an IT auditor with ACE USA in Philadelphia.

Kaitlin Lambracht G'09 is an IMLP intern at General Electric in Latham, N.Y.

Ph.D. in Information Science and Technology

Makiko Miwa G'00 organized an international conference, Asia and Pacific Conference on Library and Information Education and Practices, which was held in March at the University of Tsukuba in Japan. She also will present "What Can Eye-Tracker Visualize? An Approach to Capture the Reality of Search Processes" at the annual ASIS&T conference in November in Vancouver, British Columbia.

Don-Hee Shin G'04 is an associate professor at a new graduate program in interaction science at Sung-Kun-Kwan University in Seoul, Korea.

Area women get a BOOST

LEAH M. GALKA, CONTRIBUTING WRITER

Approximately 10 women in the Syracuse area received certificates of completion for their participation in a new program aimed at teaching displaced homemakers marketable technology skills. The program, called the BOOST Initiative (Bolstering Original Opportunity and Self through Technology), is a joint effort between the Women's Opportunity Center of Syracuse and WIT (Women in Information Technology), a student group at the iSchool.

Launched in spring 2008, BOOST members create, test, and implement a curriculum designed to give Syracuse area women the skills needed to re-enter the workplace or to start their own businesses.

Community participants complete courses in Microsoft Excel, Microsoft Outlook, and Internet researching. All courses involve hands-on lab work, with iSchool students teaching and serving as lab assistants. The community participants in BOOST were recognized for their accomplishments during the SU Showcase in Hinds Hall in April and during a special ceremony at the Women's Opportunity Center in the fall.

Because the participants were of all ages and came from many different backgrounds, the BOOST classes were often collaborative. The participants with more technology experience helped those who were struggling

with the labs. Katharine Posner G'09 and Patricia Vargas-Leon G'09, WIT members and BOOST organizers, invited this first round of graduates to come back and become computer lab assistants in the spring.

Rosanne Huff, a BOOST graduate, described herself as a hands-on person, and said that the format of the classes fit her learning style. "What I loved about it was when they started to get the SU students coming in, because then when I was having problems they were able to help me as much as I needed," she said.

BOOST participants indicated that they would take more courses through the program if they were offered. Susan Dischiave, iSchool professor, WIT advisor, and BOOST founder, said that the program may expand to include courses in QuickBooks, databases, and more advanced Microsoft Office skills in coming semesters.

While the BOOST program taught participants solid technology skills, participants walked away from the year-end event with more than their new skills. Several made connections with working women and business owners who shared their insight and provided some inspiration to succeed.

Jill Hurst-Wahl, an iSchool professor and owner of Hurst Associates Ltd., shared her story about opening her own business with BOOST participants. She said that every business today represents someone follow-



The BOOST initiative, a student-run project at the iSchool, brings students to assist Syracuse-area women in learning the skills they need to re-enter the workplace or to start their own businesses.

ing their dream. "Explore your ideas," she said. "But if it doesn't work out, that's OK, too."

The iSchool students who lead BOOST also received special recognition for their work. This spring, they were selected to receive a Chancellor's Award for Public Engagement and Scholarship for improving the quality of life in the greater Syracuse community.

The BOOST Initiative is made possible in part through an Enitiative award. Enitiative is funded by a grant from the Ewing Marion Kauffman Foundation of Kansas City, Mo., focusing on entrepreneurship in the arts, technology, and our neighborhoods. ●

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