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Spring 2006

Spring 2006

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Recommended Citation

School of Information Studies, "Spring 2006" (2006). *iSchool Newsletter*. 9.
https://surface.syr.edu/ischool_newsletter/9

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HOME PAGE

School of Information Studies
THE ORIGINAL INFORMATION SCHOOL®

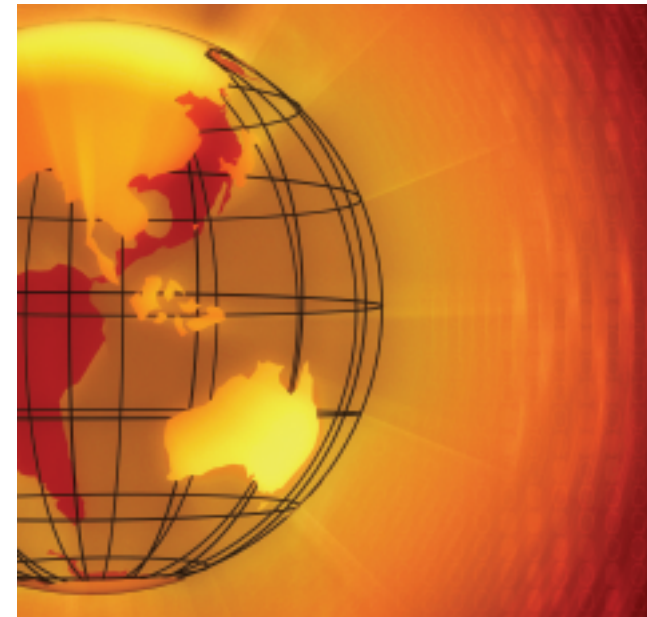
INVISIBLE BOUNDARIES:

How Do We Govern Global Cyberspace?

BY ALIA DASTAGIR, CONTRIBUTING WRITER

Last February at the College of Law, School of Information Studies professor Milton Mueller spoke to a group of SU students about an area affecting every person who has ever done a Google search, sent an e-mail, or logged online. “How many of you have ever heard of ICANN?” Mueller asked. Only a few scattered hands rose, some from their laptops. He didn’t seem surprised. “ICANN is the Internet Corporation for Assigned Names and Numbers,” he said. “Sounds very technical and boring, but actually it has a lot of impact on how the Internet is run.”

can’t reconcile issues of national sovereignty. Secondly, other telecommunication institutions, such as the International Telecommunication Union (responsible for allocating telephone numbers and some technical standards), are challenged by the rise of the Internet and view ICANN as a rival. Thirdly, although created by the U.S. government, ICANN makes policy decisions in the context of private parties. Businesses, advocacy groups, and non-profit corporations deliberate without governments, which are confined to an advisory role. And, finally, many question ICANN because of the United States’ preeminent role in the organization, raising concerns that ICANN is more a branch of the U.S. government than a global governing body.



continued on page 9

“... freedom of speech, privacy, costs, and access are all related to the global need for Internet governance, because regulations of these issues differ from country to country.”

—Professor Milton Mueller

ICANN, originally created by the U.S. Department of Commerce in 1998, is now an internationally organized corporation responsible for governing cyberspace and ensuring that all Internet users can find valid addresses such as “.org” or “.gov.” However, some people, including Mueller, who wrote the first scholarly account of the Internet governance debates in his book *Ruling the Root: Internet Governance and The Taming of Cyberspace* (MIT, 2002), feel that ICANN represents the unilateral control the United States is trying to exert over a fundamentally global space. “There are problems for setting rules on how to regulate the Internet when all of the rules are made by national governments that pertain to specific territories,” Mueller says. “Also, freedom of speech, privacy, costs, and access are all related to the global need for Internet governance, because regulations of these issues differ from country to country.”

In 2002, the World Summit on the Information Society commenced to discuss issues of Internet governance, including ICANN. ICANN has developed global rules for the Internet, but they were not negotiated through a multinational treaty. Critics cite four main problems with ICANN. First, it epitomizes globalized governance, which incites critics who

Dean von Dran to Step Down in August 2007

BY MARGARET COSTELLO, EDITOR

Raymond F. von Dran, dean of the School of Information Studies at Syracuse University since 1995, announced March 20 that he intends to step down from his position in August 2007. He will have served as dean for 24 years at three universities. Von Dran will retain his status as a professor in the school.

“I promised myself I would never celebrate my 25th year as a dean,” says von Dran, who previously served as dean of the information schools at Catholic University of America and the University of North Texas. “I feel I’ve accomplished a lot and moved the School of Information Studies forward during my 11 years as dean. Now it’s time for a new, energetic dean to take the reins and continue to build on the momentum we have created. I’m looking forward to returning to the classroom and focusing my attention on teaching and research.” Von Dran also plans to help the school create commercial spin-offs from its research and development work, and assist with fund raising.

“Ray has been a tremendous leader of an absolutely first-rate information school on the cutting edge of many fields,” says Syracuse University Chancellor and President Nancy Cantor. “I am so grateful for his long years of service and also grateful that he has positioned the school to recruit for the future leadership that will carry on his legacy. I am very gratified that he will still be on campus, and I know he will continue to be actively engaged with the School of Information Studies and the University.”

Vice Chancellor and Provost Deborah A. Freund, who has roots in teaching, says she understands von Dran’s desire to return to the classroom and research labs. “Ray has been an excellent and committed dean with a true national reputation for his superb leadership,” Freund says. “While I would rather see him stay, I also completely understand his need to refresh his mind and soul and step out in new directions for SU. After his year on leave, I am sure he will come back with his same excellence, but will show it in different and equally fantastic ways.”

continued on page 8



DOUGLAS LLOYD PHOTOGRAPHY

DEAN'S COLUMN

In August 2007 I will step aside as dean, take a year's leave, and embark on a role I lost 28 years ago—being a faculty member. The faculty, staff, students, and I have had some very productive fun over more than a decade. The first faculty member I hired was the 18th in the school. Now we have more than twice that number. The news is not so much that we've more than doubled, but that we grew well. We maintained the vision and core values we developed as a much smaller group, and have developed and sustained an inclusive organizational culture that fosters mutual respect and support.

One of the things that I'm most proud of is the integration of the M.S. degrees curricula. Until 1999 the three M.S. degree programs—library and information science, information management, and telecommunications and network management—had separate core requirements, which resulted in students rarely, if ever, taking courses with students in a different major. In 2000, we structured the curriculum so that students share seven hours of core work in the following courses: Information and Information Environments, Management Principles for Information Managers, and Information and Telecommunications Policy. Here, we leverage the gender, ethnic, attitudinal, and skill diversity of the students who work in interdisciplinary teams from day one. We like to think that we produce librarians who kick butt, and telecommunications managers with heart.

The research productivity of this faculty is enormous. When I came we did less than a million dollars of sponsored research. Now we'll

break \$6 million by the end of this fiscal year. Our school houses seven centers—the Information Institute of Syracuse, Center for Natural Language Processing, Center for Emerging Network Technology, and Community Information Technology Institute. We also share three interdisciplinary centers with other schools on campus: the Digital Convergence Center with Newhouse; the Center for Digital Literacy with Newhouse and the School of Education; and the Systems Assurance Institute with the L.C. Smith College of Engineering and Computer Science. Apart from the centers, faculty members are working on such projects as bibliomining, digital libraries, virtual collaboration, collaborative technologies, visualization and human computer interaction, and the affects of technology on the work force, to name a few.

We've been developing some new academic programs that will begin this year and next. This summer, with support from the Robin Hood Foundation, we will again work with the New York City public schools to create stronger libraries and media resources for students. In 2004, 30 New York City public school teachers graduated from our program as school media specialists. Each went into a new media center, constructed by the Robin Hood Foundation, in the poorest of schools. This year, we'll graduate 25 more media specialists for 25 new libraries.

We will start a new M.S. degree in information and communication technology management for experienced professionals who want to move up the management ladder. We will also offer an executive doctorate in information in Washington, D.C., for those with years of experience who want a practice-based research doctorate to prepare them to move into information technology leadership or research library positions.

I think I've used up my space in this column telling you about the great things the faculty, staff, and students are doing here at the top information school in the country. I'll save the rest for the next column. I stand by the motto I learned in Texas: "It ain't braggin' if it's true." ●

Raymond F. von Dran
Dean



Another i-School Dean Steps Down
School of Information Studies Dean Raymond F. von Dran congratulates retiring Dean Michael Eisenberg G'86 of the University of Washington Information School for having created a world-class information school. Syracuse and Washington alumni and faculty honored Eisenberg in January following the ALISE conference in San Antonio. Eisenberg, who earned a Ph.D. at the School of Information Studies, served on the faculty here from 1982 to 1999, and was a former director of the Information Institute of Syracuse.

Inside this Issue

Feature Articles

Invisible Boundaries: How Do We Govern Global Cyberspace	1
Dean Steps Down	1
Exploring Women's History Online	5
Introducing Wireless Grid Technology to the World	6
CITI-Community Partnership Assists Medicaid Applicants	6
Going Global, Locally	9
From Boxing Ring to Networking	10

School News

Dean's Column	2
Faculty Column	3
Faculty News	3
Student Briefs	7
Student Profiles	
Josh Eisenberg '04, G'06, G'06	7
Shuyuan Mary Ho	11
Development Forum	14
2006 Commencement Awards	15
School's Programs Climb in National Rankings	16

Alumni News

Alumni Briefs	11
From the Director	12
Class Notes	12
Alumni Profiles	
Phyllis Bova Spies G'72	13
Bertha Georgetta	
Merritt Campbell G'56	15

SYRACUSE UNIVERSITY
HOME PAGE

School of Information Studies
THE ORIGINAL INFORMATION SCHOOL®

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

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Faculty, Staff, Student NEWS

Digital Libraries at Syracuse:
The Mortal in the Portal

R. DAVID LANKES

Some see digital libraries as cold sets of electronic documents residing in hard drives. Some define digital libraries in terms of terabytes, metadata schema, and object repositories. Some see digital libraries as a near utopian vision of technology, where the world's information floats freely as ones and zeros in the atmosphere. In fact, many students entering the school's digital library program struggle over a semester to find a definition. Is it a web site? Is Amazon a digital library? Is my home page? What makes something a digital library? The best answer in this very active and dynamic field is not based on some characteristic of a web site, or some easily discernable feature set. Rather the answer lies under the mountains of source code in the dedicated, trained, talented, and creative community that seeks to serve users.

These new digital librarians build search engines, design interfaces, describe digital documents, and answer users' questions. They bring with them the traditional values of librarianship in access, service, and organization and apply them to new digital settings. Freed from the physical constraints of shelving space, brittle paper, and demagnetizing media, digital librarians create whole cathedrals of information. In digital libraries spires of data can reach impossibly high, unconstrained by gravity. Without the constraints of physical architecture, a digital library becomes the ultimate human expression of information.

Imagine you are handed a million pictures. How would you organize them? By size? Predominate color? Subject matter? Location? If you had to put these pictures in shelves, you might have to pick only one of these methods. In a digital library you could do them all. What's more, one person might pick subject, and another color. The point is that the only constraint in how they are organized (or the number of ways they are organized) is a human decision no longer determined by bricks and mortar.

This is not to say that the physical library is no longer important. Digital librarians are busily converting the vital historical, cultural, and scientific human record to binary information. Syracuse alumni are planning massive projects that integrate online information with physical collections. Digital librarians are building a rich information space that spans the physical and the virtual.

At the School of Information Studies, our faculty and researchers are defining the new core skills of the digital library. Research is ongoing in understanding how adults and children seek out information in digital libraries. Syracuse leads the field in understanding how

STEVE SARTORI, SU PHOTO AND IMAGING



R. David Lankes

human expertise and skills can be seamlessly integrated into web interfaces allowing students, teachers, and the general public to ask questions of scientists around the globe. Syracuse scientists use human analysts to perfect natural language retrieval systems, and do qualitative analysis to understand how communities describe and organize documents. Recent work funded by the MacArthur Foundation is looking into tools to ensure users get credible information from the Internet—in essence preserving the authority of libraries in the digital domain.

So, what is a digital library? The ultimate answer is a digital library is a collage of software, data, services, and users, that when taken as a whole, forms the contours of the people who created it. ●

R. David Lankes is an associate professor in the School of Information Studies and is director of the Information Institute of Syracuse, which houses the Gateway to Educational Materials and the Virtual Reference Desk. He is a founding member and executive committee member of the National Education Network. His research interests lie in education information and digital reference services.

FACULTY NEWS & VIEWS

MARILYN P. ARNONE, research associate professor and director of educational media for the Center for Digital Literacy, represented the center in January at the National Forum on Information Literacy board meeting in Washington, D.C., where she presented several current projects and planned research. She also created and serves as editor of a new online magazine *Educators' Spotlight Digest*, which was launched in February. The magazine is designed for educators interested in information and ideas to teach information literacy and will help promote the S.O.S. for Information Literacy project. She presented "A Storybook Approach to Information Literacy" in March at the South Carolina Association of School Libraries 2006 Conference in Charleston, S.C.



Kevin Crowston

KEVIN CROWSTON, associate professor and director of the Ph.D. in information science and technology program, published with S. Sawyer and R. Wigand "Redefining Access: Uses and Roles of Information and

Communication Technologies in the U.S. Residential Real Estate Industry from 1995 to 2005" in the *Journal of Information Technology*, 20(4), 213-223; with N. Massad and R. Heckman "Customer Satisfaction with Electronic Service Encounters" in the *International Journal of Electronic Commerce*, September 2005; with J. Howison and H. Annabi "Information Systems Success in Free and Open Source Software Development: Theory and Measures" in *Software Process—Improvement and Practice*, October 2005; and with J. Howison and M. Conklin "FLOSSmole: A Collaborative Repository for FLOSS Research Data and Analyses" in the *International Journal of Information Technology and Web Engineering*, January 2006. He also wrote "Future Research on FLOSS Development" in a special issue of *First Monday*.

He presented with K. Wei, Q. Li, U.Y. Eseryel, and J. Howison "Coordination of Free/Libre Open Source Software Development" at the Proceedings of the International Conference on Information Systems in Las Vegas, in December; and with K. Wie, Q. Li, and J. Howison "Core and Periphery in Free/Libre and Open Source Software Team

Communications" at the 39th Hawaii International Conference on System Sciences in January 2006.

He is organizing numerous IT conferences around the globe.



Barbara Kwasnik

BARBARA KWASNIK, professor, presented "The Use of Classification in Information Retrieval" in November at the annual meeting of the American Society for Information Science and Technology in Charlotte, N.C. She co-chaired with D. Roussinov and N. Levina

a minitrack on "Genres of Digital Documents" at the Hawaii International Conference on System Sciences in January. She traveled to Japan to consult on a research project and conducted a seminar on genre research at the National Institute of Informatics (NII) in Tokyo and a workshop on browsing for researchers from Keio University, the NII, and the National Institute for Media Education.

continued on page 4

Faculty, Staff, Student NEWS



Elizabeth Liddy

ELIZABETH LIDDY, professor and director of the Center for Natural Language Processing, published "Metadata: A Promising Solution" in *Educause*, May/June, 40:3; "Automatic Document Retrieval" in *Encyclopedia of Language and Linguistics*

(Elsevier Press); with A. Turner, J. Bradley, and J. Wheatley "Modeling Public Health Interventions for Improved Access to the Public Health Grey Literature" in the *Journal of the Medical Library Association*, 93(4); with H. Hembrooke, L. Granka, and G. Gay "The Effects of Expertise and Feedback on Search Term Selection and Subsequent Learning" in the *Journal of the American Society for Information Science and Technology*, 56:8.

She also published with A. Diekema, J. Hannouche, G. Ingersoll, and B. Oddy "Analyst-Focused Arabic Information Retrieval" in the *Proceedings of the International Conference on Intelligence Analysis*; with O. Yilmazel and S. Symonenko "Improved Document Representation for Classification Tasks for the Intelligence Community" in the *Proceedings of the AAAI Stanford Spring Symposium*, March 2005; and with V. Rubin and N. Kando "Certainty Identification in Texts: Categorization Model and Manual Tagging Results" in the *Computing Attitude and Affect in Text* Springer, Dordrecht, The Netherlands.

She has made numerous presentations at academic conferences throughout the country, and has been active in chairing, mentoring, judging, and reviewing for several professional organizations.



Joon Park

JOON PARK, assistant professor, published with J. Giordano "The Access Control Requirements for Countering Insider Threats" in the *Proceedings of IEEE Symposium on Intelligence and Security Informatics*, San Diego, Calif.,

in May; "Role-Based Profile Analysis for Scalable and Accurate Insider-Anomaly Detection" in the *Proceedings of IEEE Workshop on Information Assurance*, Phoenix, Ariz., in April 2006; and with G. Jayaprakash and J. Giordano "Component Integrity Check and Recovery Against Malicious Codes" in IEEE International Workshop on Trusted and Automatic Computing Systems, Vienna, Austria, in April 2006.

He received a U.S. patent for his work with Professor Ravi Sandhu at George Mason University on System Apparatus for Storage and Transfer of Secure Data on the Web. He was named to the editorial board of the *International Journal of Network Security*. He was also invited to serve on several research conference program committees.



Jian Qin

JIAN QIN, associate professor, presented "Building Interoperable Vocabulary and Structures for Learning Objects" at the Dublin Core Metadata Conference in Madrid, Spain, last October. The paper was also published in the January 2006 issue of the *Journal of the American Society for Information Science and Technology*. She contributed the chapter "Ontology-Based Semantic Web" in *Knowledge Technologies and Applications*, a book published in Chinese by the Scientific and Technology Document Press in China, last November.



Ruth Small

RUTH V. SMALL, professor and director for the Center for Digital Literacy (CDL), served as proposal reviewer for the Australian School Library Association annual online conference and is associate editor of *Educators' Spotlight Digest*, a new web-based magazine for teachers of information literacy skills at all levels, produced as part of CDL's S.O.S. for Information Literacy project.

She also wrote "Transforming Research into Practice" for the magazine. Small co-authored with M. Arnone and T. Hardy a chapter, "From Front-End Analysis to Evaluation: Developing an Information Literacy Resource for Educators" for the 2007 edition of *Educational Media and Technology Yearbook*.



Jeffrey M. Stanton

JEFFREY M. STANTON, associate professor and director of Syracuse Information Systems Evaluation (SISE) Project, wrote with K. Stam *The Visible Employee: Using Workplace Monitoring and Surveillance to Protect Information Assets—Without Compromising Employee*

Privacy or Trust (Information Today Inc., June 2006). The book is based on four years of research that examined the frequency and extent of loss because of employees' misuse of information systems, and provides a prescription for improving information security by working with employees to increase security accountability.



Ping Zhang

PING ZHANG, associate professor, published the following three books in 2006: *Human-Computer Interaction: Developing Effective Organizational Information Systems*, with D. Te'eni and J. Carey (John Wiley and Sons Inc., 2007); and *Human-Computer Interaction and Management*

Information Systems—Foundations and Human-Computer Interaction and Management Information Systems—Applications, edited with D. Galletta, in the series of *Advances in Management Information Systems* (M.E. Sharpe Inc., 2006).

She also published the following papers: "Foundations of Human-Computer Interaction in Management Information Systems: An Introduction," "Applications of Human-Computer Interaction in Management Information Systems: An Introduction," "The Role of Affect in IS Research: A Critical Survey and a Research Model," and "Pop-Up Animations: Impacts and Implications for Website Design and Online Advertising" in the series *Advances in Management Information Systems* (M.E. Sharpe Inc., 2006).

Zhang published "Producing Human-Centered, Usability-Sensitive, and HCI-Competent Managers, CIOs, and CEOs," *Proceedings of CHI Extended Abstracts*, ACM, Montreal, Canada, April 2006; with N. Li "Consumer Online Shopping Behavior" in *Customer Relationship Management*, J. Fjermestad and N. Romano (eds), *Advances in Management Information Systems* (M.E. Sharpe 2006); with H. Sun "The Role of Moderating Factors in User Technology Acceptance," *International Journal of Human-Computer Studies (IJHCS)*, Vol. 64, No. 2; with N. Li and H. Sun "Affective Quality and Cognitive Absorption: Extending Technology Acceptance Research," *Hawaii International Conference on System Sciences (HICSS)*, January 2006; and with H. Sun "An Empirical Study on Causal Relationships between Perceived Enjoyment and Perceived Ease of Uses" in the *Proceedings of the Pre-ICIS 05 Annual Workshop on HCI in MIS* in Las Vegas, December. ●

Faculty Briefs

Ruth Small Named a Meredith Professor

Professor Ruth Small, director of the Center for Digital Literacy, was recognized as a Laura J. and L. Douglas Meredith Professor of Teaching Excellence, one of two awarded by the University this year. The award provides three years of funding to support her research and projects that improve teaching and learning.

The Meredith Professorships were created with a substantial bequest from the Meredith estate. The professorship recognizes and rewards outstanding teaching, and is designed to foster research and dialogue on teaching excellence. After completing their three-year term, honorees retain the title of Meredith Professor and are enrolled for life in the Meredith Symposium as a signal of honor and to provide an ongoing forum for the discussion of teaching excellence.

Two Professors Selected for Diane Forsythe Award at AMIA

Professors Carsten Østerlund and Catherine Arnott Smith were honored along with co-author Nienke P. Dosa, M.D., M.P.H., by the American Medical Informatics Association

(AMIA) for their paper, "Mother Knows Best: Medical Record Management for Patients with Spina Bifida During the Transition from Pediatric to Adult Care."

The paper was selected among more than 200 papers. The Diane Forsythe Award honors either a peer-reviewed article in the scientific literature or peer-reviewed AMIA paper published in the *Proceedings of the Annual Symposium* that best exemplifies the spirit and scholarship of Diane Forsythe's work at the intersection of informatics and social sciences.

Three Professors Receive NSF Grant

The National Science Foundation awarded \$684,882 over three years to professors Kevin Crowston, Robert Heckman, and Elizabeth Liddy for "Investigating the Dynamics of Free/Libre Open Source Software (FLOSS) Development Teams."

Using three methods of investigation—natural language processing, social network analysis, and source code analysis—the project will examine how FLOSS teams develop shared mental models and the norms and rules for interaction and work processes. ●

Exploring Women's History Online

BY TAMMY DIDOMENICO, CONTRIBUTING WRITER

Research professor Joanne Silverstein is collaborating with SUNY Oswego's Judith Wellman to build *Roads From Seneca Falls: A Web-Based Curriculum Project* for K-12, a metadata web library and information service created specifically for women's history research. The site will include an ask-a-service, where students can post questions for experts to answer, and will link researchers with historical sites and other resources related to the Women's Rights Movement. Silverstein and Wellman plan to have the service online by March (Women's History Month) 2007.

Users can find links that will surely lure them offline to such places as the Women's Rights National Historical Park and the National Women's Hall of Fame, both located in Seneca Falls, New York, and the Harriet Tubman Home in Auburn, New York.

Silverstein says the goal is to assemble a collection of reliable resources for students, educators, and researchers. All the information and links will be screened by a 20-member advisory board of experts and historians from around the country that is assisting with the project. "You can be sure the resources have been evaluated by experts in the field," she says.

But Silverstein and Wellman don't want the web site's users to rely on text alone. Central New York has a wealth of locales that played a role in the movement. Users can find links that will surely lure them offline to such places as the Women's Rights National Historical Park and the National Women's Hall of Fame, both located in Seneca Falls, New York, and the Harriet Tubman Home in Auburn, New York.

Last year, the two professors secured a \$219,000 grant from the U.S. Department of Education to fund the construction of the web site, administrative support, and a teacher's workshop, planned for July 23-24 in Seneca Falls. The summer workshop will introduce area schoolteachers to the web-based curriculum and its related resources. In conjunction with the site, the project includes an



The Elizabeth Cady Stanton home (above) and *The Waterwall* (right) are just two sites described on a new Women's Rights web resource, *Roads From Seneca Falls: A Web-Based Curriculum Project* for K-12.



PHOTOS COURTESY OF WOMEN'S RIGHTS NATIONAL HISTORICAL PARK

Ask Lizzie (named for suffragette Elizabeth Cady Stanton) virtual reference desk. "This puts question-askers in touch with experts," Silverstein says. "You can click on a button on the web site, the system supplies a form, you submit it, and it's automatically sent to an expert in that particular area of expertise."

In designing the site, Silverstein and Wellman consulted a six-member focus group of teachers, who shared how they use web sites as learning tools in their classrooms. "It was a real eye-opener," Silverstein says. "The teachers gave us feedback about everything from how students would respond to the look of the site, to how the Ask Lizzie questionnaires should be worded."

As a result, Silverstein says the site will demonstrate how user-based design can be implemented. "We let our audience members direct how they think this information should be retrieved," she says. The pair expects to receive more detailed feedback from participants in the summer workshop on how well the site will help them meet their goals. *Roads From Seneca Falls* is definitely a project Silverstein is eager to share. "It's one of the most fun projects I've ever worked on," she says. ●



Alumnae Share Advice at WIT Panel

More than 50 students and faculty attended the Women in Information Technology (WIT) Alumnae Panel on April 7 at the School of Information Studies. Five successful graduates discussed their careers and offered advice to students on entering the job market: (from left to right) Kavitha Veigas G'05, senior project/systems analyst at Fidelity Investments in Boston; Sara Piccitto G'05, scientific support analyst at Bristol Meyers-Squibb in Syracuse; Kristen Schuliar '04, business analyst with the Enterprise Release Management Team at Aetna Information Services in Hartford, Connecticut; Joielle Walter '97, G'99, Siebel Operations and Finance Leader at General Electric in Danbury, Connecticut; and Allison Formicola '94, recruiting director at Harrison and Star, a health care advertising agency in New York City.

Introducing Wireless Grid Technology to the World

BY CRYSTAL HELLER, CONTRIBUTING WRITER

In summer 2005, information studies professor Lee McKnight brought Syracuse University's wireless grid technology to Boston for a summer program at the Museum of Science. Through a National Science Foundation (NSF) grant, the two-week Wireless Grid Summer Institute invited students from Boston area high schools—Everett, Malden and Medford—along with researchers and educators to participate in the first public trial-use of SU's technology. "The response was very positive," McKnight says. "It was motivation to continue wireless grid research." While last summer the institute was oriented toward introducing high school students to wireless grids, this summer the insti-

Boston-area high school students work on a project at the 2005 Wireless Grid Summer Institute at the Museum of Science in Boston.



tute will invite international graduate students to test out this groundbreaking technology.

Pioneered by McKnight, wireless grids allow real-time collaboration with a resource-sharing network that connects information devices to work from different computer screens on the same content. McKnight developed an interest in wireless grids after earlier research revealed that the concept

"The development of these wireless sharing capabilities could be a real signature event for the school because the research is attracting the attention of large multinational companies who are interested in this technology."

— Professor Lee McKnight

had tremendous potential. "For collaborative work done in educational institutions and businesses, wireless grids can be very handy," McKnight says. "The development of these wireless sharing capabilities could be a real signature event for the school because the research is attracting the attention of large multinational companies who are interested in this technology."

Aside from exposing students to the future of technology, the summer program's mission advocated pursuing technical and scientific education in college. Marie Avery, a sophomore at Medford High School, enjoyed the experience and the opportunity to test out the technology of the future. "All the new technology that is developing right now we will be using later in our lives," she says. Working together with wireless grid technology also created close friendships among the students. "I still talk to all of the people from

the program about the memories we shared and everything we learned," Avery says. "If there was another summer program we would all definitely go."

The 2006 Wireless Grid Summer Institute will be held on campus and introduce wireless grids to international graduate students from the Netherlands. Lidwien van de Wijngaert, a professor from Utrecht University, was a

visiting professor with last year's summer program, and will bring 15 of her students to SU to learn about the technology. "Professor McKnight wants more people to know about wireless grid technology," says Agnieszka Kwiatkowska, a doctoral student who worked with the summer institute last year and will also be involved this summer. "It's helpful that Utrecht students will go back to Europe and introduce the technology to their own university."

The graduate students from Utrecht will have more advanced hands-on activities than last summer's high school students, but with the same goal to test the wireless grid and help out with the research and analysis of the technology. "This benefits both SU and Utrecht," McKnight says. "This is an early example of increasing opportunities for SU students to interact with partner universities involved with wireless grid work all around the world." ●

CITI-Community Partnership Assists Medicaid Applicants

BY KATHLEEN HALEY, CONTRIBUTING WRITER

With the help of the local Medicaid office and several community partners, a team from the School of Information Studies' Community and Information Technology Institute (CITI) devised a broadband Internet video link between the local Medicaid office and nursing homes, enabling clients to be interviewed online from the health care site. A successful trial in 2000-01 has since spawned a permanent service by the Medicaid Chronic Care Unit of the Onondaga County Department of Social Services. "Now, the applicants don't have to battle parking, and the number of no-shows dropped at the Medicaid office," says Professor Murali Venkatesh, CITI director. "The quality of information obtained by Medicaid is superior because the video link facilitates a meeting that includes the applicant, social worker, and family members."

The trial grew out of Venkatesh's role as technology committee chair of the MetroNet project, a high-speed broadband network that connects schools, hospitals, governments, and non-profit organizations in Syracuse. "Future MetroNet adopters had a lot of questions about how the technology could be implemented, and my group at CITI decided we could help," Venkatesh says. CITI's philosophy is to develop computer applications that meet societal needs; work with clients to install and test prototypes; and evaluate the prototypes both technologically and in how they assist

the client, he says. Demonstrations were set up to introduce potential users to the capabilities of high-speed broadband and video conferencing.

Medicaid officials saw the demonstrations and approached CITI about its possible use with the Medicaid chronic care process for those in need of long-term home care or nursing home services. In a pilot project, CITI, with support from Verizon and MetroNet, installed the video conference system that linked the county Medicaid unit, SUNY Upstate Hospital, and James Square Health and Rehabilitation Centre, all in Syracuse. The trials were provided to the organizations at no cost. CITI worked with vendors to obtain donations of equipment, broadband connections, and software. "We had really good responses from patients and families," says Lynn McCabe, resource coordinator at James Square.

Seeing the benefits exhibited in the trial, Onondaga County decided to implement video interviewing as a permanent service in 2004. The county and three facilities currently signed up—James Square, Van Duyn Nursing Home, and Community General Hospital—pay \$300 a month for the MetroNet service and the encryption software, which was designed by Collabworx, a start-up of the CASE Center, a New York State Center for Advanced Information Technology at SU. Other health care facilities are expected to join. Venkatesh is evaluating the perma-

nent video interviewing service with Professor Carsten Østerlund and Ph.D. student Saira Haque to more fully understand its feasibility.

For the county, the Medicaid application process is going more smoothly with the added benefit of better-informed applicants. "We've trained staff members of the health care facilities on how to prepare a person for an interview," says Leo Viscusi, Onondaga County chronic care administrative supervisor. "We were involved before helping people with applications, but now we sit in on every interview to hear the type of questions the Medicaid intake workers are asking," McCabe says. "It gives us a better perspective on all the documentation and information applicants have to provide." Those involved are pleased with the results for the clients, who are usually going through many changes in their life when they are applying for Medicaid. "It enables them to maintain their dignity and privacy in this process," says Wayne Miner '06, who was associate CITI director and oversaw the trial.

Such projects as CITI's video linkup demonstrate the University's commitment to community engagement. Viscusi notes the county would not have been able to fund a trial and take a chance the technology would be beneficial. "Without Murali and his staff, we couldn't have done it," Viscusi says. "This is a blessing." ●

STUDENT PROFILE

Dancer Steps Into a New Profession

BY TAMMY DIDOMENICO, CONTRIBUTING WRITER

Several years ago, it would have been hard to imagine Josh Eisenberg '04, G'06, G'06 walking away from a career that many dream of, but few have the talent to actually pursue. As a classically trained dancer, he had nearly every aspect of his life planned, scheduled, and controlled. Eventually, Eisenberg realized that there was more to life than dancing. While he loved performing, he yearned to explore more of his personality and intellect. It is a journey that unfolded gradually during his education at the School of Information Studies. This spring, Eisenberg graduated with two master's degrees—one in library and information science and the second in information management—and three certificates of advanced study. And, he says he now feels ready for the endless possibilities of his new career—whatever they may be.

For some, Eisenberg's let's-cover-all-the-bases approach to his studies may seem a bit unfocused—perhaps even obsessive. But he says in this age of rapid change, it's simply good career sense. "The field is so varied," the Syracuse native says. "One cannot go into the field without a diverse background."

Eisenberg says the School of Information Studies was the right fit for his vast curiosity that he discovered once he left his dance career. "A career as a dancer is a short one," he says. "I knew I wanted a career that could expand and evolve over the years. I was interested in so many disciplines—medicine, law, history, management—and I thought information management would expose me to all

of these. I wanted to come here because it was obvious to me that information and technology were driving the world economy."

Although Eisenberg began dancing at age 3, and was dancing professionally with the American Ballet Theater by the time he was 15, he found the transition to academic life to be fairly seamless. "I was really ready for a change," says Eisenberg, who now only occasionally dances for fun. "I wanted to explore my interests, to acquire more knowledge about things beyond the world of dance. I was very aware of how different my life was from that of most people."

But what has amounted to an identity change has not come easy. His family had concerns. "They were actually shocked by my decision to quit dancing," he says. "They thought that I had a talent that few others have and it should be used. But even at 19, 20, I saw the writing on the wall. By the time you're 25 years old, you're mid-career."

Eisenberg did find that the rigid routine and healthy lifestyle he established as a dancer made for a focused, productive life as a student. He graduated summa cum laude from the information management and technology bachelor's degree program while holding a full-time job. By the time he was admitted to the graduate programs, he had already completed 14 credit hours toward a master's degree in information management. "He is obviously a highly motivated individual," says Roberta Segreti, a graduate academic counselor who helped keep Eisenberg on track as he raced toward his multiple academic goals. "He is persistent, hard-working, organized, totally disciplined, and very humble. He is a team leader respected by faculty and students alike. Josh's success has every-



COLLEEN KIEFER

Josh Eisenberg '04, G'06, G'06

thing to do with the demands he puts on himself and a deep-seeded motivation to be everything he can be."

As for the future, Eisenberg is leaving himself open to opportunities. "I am ready for all the possibilities the information field has to offer," says Eisenberg, who received a federal Scholarship for Service, a competitive scholarship program initiated by the U.S. government to recruit and train information assurance professionals. "I'm confident I have the ability to utilize diverse sets of skills. I had a single-minded determination in ballet, but now I am prepared for diversity." ●

Student Briefs

Graduate Student Awarded NYLA Scholarship

Kirsten Hensley, a library and information science graduate student, was one of seven students in the state to receive a \$1,500 New York Library Association Dewey Scholarship.

The scholarship is funded by a grant from the Lake Placid Education Foundation and is awarded to a library science graduate student attending an accredited library school located in New York State.

Distance Education Student Selected for Who's Who Award

Lee Howard G'06, a graduate of the library and information science distance education program, has been selected to receive a Who's Who Among Students award for the class of 2005-2006. In addition to completing the M.S. degree in library and information science degree, Howard earned a Certificate in Advanced Study in Digital Libraries.

Howard, a resident of Atlanta, has a bachelor's of music degree in music education from Furman University in South Carolina and has taught elementary, middle, and high school band for six years.

Who's Who Among Students honorees are selected by campus nominating committees made up of representatives from faculty, administration, and the student body.

Three Student-Athletes Selected for Big East All-Academic Team

Three School of Information Studies students have been selected for their combined efforts on the football field and in the classroom. **Tommy Harris**, a linebacker and graduate student; **Tim Washington**, junior running back; and **Ben Maljovec**, a freshman free safety, were among 10 SU student-athletes selected for the Big East All-Academic Team.

Harris, of Daytona Beach, Florida, graduated with a bachelor's degree in information management and technology and is currently a graduate student in the school. In addition to his second appearance on the Big East All-Academic Team, he has been a three-time honoree on the Athletic Director's Honor Roll.

Washington '07, of Bristol, Connecticut, has been selected for the Big East All-Academic Team two times and the Athletic Director's Honor Roll on five occasions.

Maljovec '09, a Warren, Pennsylvania native, makes his first appearance on the Big East All-Academic Team.

Ph.D. Student Wins Dissertation Award

Svetlana Symonenko, a Ph.D. student in information science and technology, won the 2005 Doctoral Dissertation Proposal Scholarship from American Society for Information Science and Technology. The award supports her dissertation proposal, "A Website Though Genre Lenses: Recognizing Emergent Regularities in Website Content Structure." She plans on investigating the conventionalization of web site content organization and conducting qualitative user experiments to understand users' knowledge and familiarity with web site structures. ●

Continued from page 1

During von Dran's tenure, the number of faculty and students in the school has nearly tripled, and the school's sponsored research has increased five fold. All seven of the school's research centers were launched under his leadership, and several academic degree programs—including limited residency master's degrees in telecommunication and network management and in information management—were instituted. The school's success has been recognized by *U.S. News & World Report*, which ranked the M.S. program in information management first and the digital librarianship second in the nation, and the school third overall in schools of library and information studies (see related story, page 16).



JERRY KLINBERG

Dean von Dran addresses PLUS students shortly after they arrive on campus in July 2001.



JERRY KLINBERG

Dean von Dran and former Chancellor Kenneth Shaw use a toy jackhammer to inaugurate the renovation of Hinds Hall, June 6, 2003.

The school's growth and its programs led to an increased physical presence on campus. From a mere 7,000 square feet of space in buildings that housed other colleges' programs, the School of Information Studies will now fill 50,000 square feet under one roof in its newly renovated Hinds Hall. "Hinds Hall allows us to function together as a community of learners and provides our students and faculty with the cutting-edge technology that will keep the school at the forefront of the information field," von Dran says. "I'm excited about the possibilities created by this facility, and I hope it will give the new dean a solid foundation from which to build." Von Dran was also instru-

mental in increasing the school's endowment, recently helping to secure the largest gift in its 110-year history.

A founding member of the i-Schools Group—a national consortium of academic institutions focused on the relationship between information and people—von Dran has helped define a growing academic and research field in national and international circles. Through his work, he has brought acclaim to the School of Information Studies, which often serves as a model for other information schools to follow. "His leadership and scholarship have propelled the information field forward," says James B. Thomas, dean of the School of Information Sciences and Technology at Penn State. "He is the soul of the information community's commitment to interdisciplinary teaching and research—a commitment that has changed the face of IT scholarship." Others in the information field often turn to von Dran for guidance. "He has unselfishly mentored those of us who have taken on deanships more recently," says Ron Larsen, dean of the School of Information Sciences at the University of Pittsburgh. "He has shared freely of his knowledge, experience, and goodwill, and has been a leader in the development of an international community of i-School deans. Ray's strategic vision, tactical focus, engaging personality, and ever-present sense of humor make him a special colleague and friend."

Others in the field echo those sentiments about Dean von Dran, including alumnus and former faculty member, Mike Eisenberg G'86. "Ray's impact on Syracuse and through Syracuse on the entire information field is extraordinary," says Eisenberg, dean emeritus and professor at the University of Washington's Information School. "Syracuse's School of

Information Studies has been blessed with terrific deans. They are rightly celebrated for important accomplishments. But none achieved so much so fast, and with greater impact, than Ray von Dran." John King, dean of the School of Information at the University of Michigan, adds: "The School of Information Studies at Syracuse under Ray's leadership has been a model for emerging i-School programs at many other universities in the past decade. I'm sorry to see him stepping down as dean. But Ray is irreplaceable, and I know he'll continue to contribute to our field for a long time to come."

"He is the soul of the information community's commitment to interdisciplinary teaching and research—a commitment that has changed the face of IT scholarship."

—James B. Thomas, dean of the School of Information Sciences and Technology at Penn State

Von Dran says he plans to do just that—continue to contribute as a teacher and researcher. He says he has announced his plans now so that the University can conduct a national search and hopefully select a new dean before he completes his term in August 2007. He intends to take a year of administrative leave, during which time he plans on traveling the world with his wife, Gisela von Dran, a professor in the school. He also has a book contract with MIT Press, and hopes to begin some commercialization projects with colleagues in the school when he returns in fall 2008.

Von Dran wrote *The National Union Catalog Experience: Implications for Network Planning* (Library of Congress, 1980), as well as numerous articles and papers on such topics as information science education, competencies for the Information Age, the economics of information, managing information resources, and authority control structure in libraries. He chaired the American Society for Information Science and Technology's Education Committee, which created the organization's first educational standards. He has advised a score of universities on information technology systems and new information curriculum. He holds a Ph.D. degree in information science and master's degrees in library science and European history from the University of Wisconsin-Madison and bachelor's degrees in foreign languages and history from Seton Hall University. ●



Dean von Dran met with Senator Hillary Clinton in 2001 when she visited Syracuse University. They discussed the school's role in economic development in Central New York.

Continued from page 1

Last November the summit concluded with the decision to create an Internet Governance Forum that will meet in Athens in late 2006 to continue work on a variety of Internet-related policy issues. "This is a new entity on the international scene under the auspices of the United Nations, but it doesn't have binding power," Mueller says. "What we hope the forum will do is generate quality ideas that will influence international policymakers."

Mueller says the Internet is a virtual world that has trouble conforming to territorial jurisdictions. "Normally you would negotiate an international treaty with governments," Mueller says. "But because of the speed of the Internet's development and conflicts over who would control this process, we have not been able to do that." Samer Yassmin, a graduate student in the School of Information Studies who has done research with Mueller, says international Internet governance is possible. "Setting rules on something that is global will definitely not be easy," Yassmin says. "However, a governing body that really does not belong to a single country or continent is not that far-fetched."

While there has been some agreement that the new Internet Governance Forum will have

participants from different countries representing diverse interests and will not restrict discussion on any issues, it is unclear how the forum will be structured or funded. Additionally, most people are unaware of how Internet governance plays into their daily lives. Most recently in China and in France, major search engines such as Google and Yahoo complied with these countries' demands to censor certain information. "Yahoo filtering and censoring searches in different countries really goes to the core of how people perceive the Internet," Mueller says. "Are we going to allow governments to monitor everything on the Internet, be able to identify where messages come from, look them up, and grab people based on that? All people want to use the Internet and know that their rights will not be abused." Karl Auerbach, an Internet technical expert and the only elected member of ICANN from North America, says that the evolution of Internet governance is more significant than people think, because it can provide insight for resolving other issues of power and control in the global world. "A successful organization is a model for how we might evolve all future forms of government," Auerbach says. "The stakes go well beyond the Internet." ●

JERRY KLIMBERG



Milton Mueller

Going Global, Locally

BY KATHERINE CANTOR, CONTRIBUTING WRITER

On Tuesdays from 10 a.m. to 1 p.m. Professor Derrick L. Cogburn teaches a course from a third-floor lab of Hinds Hall at the School of Information Studies. Although all 12 of his students are in attendance, Cogburn is alone in the room. His students are elsewhere: Washington, D.C.; Toronto; South Africa; Uganda; or just a few blocks away from campus. Students simply need a computer and an Internet connection to log into the web conference and participate in the seminar, Globalization and the Information Society. "It allows the students to have tremendous flexibility," says Cogburn, who asks students to come to the first class if possible, to familiarize themselves with the process of logging in properly. After that, they can continue to take the course at the lab if they choose, but it's not a requirement. Cogburn says this is especially helpful for seniors in the course, allowing them to go to New York City or other places for interviews, without having to miss class. "And it's the same way for me," Cogburn says. "Using these technologies, I can go to important academic conferences and teach my class, without making any sacrifices."

The course focuses on collaborative learning and bringing together ideas from students around the world. It represents two of Cogburn's three areas of research: building and studying the impact of collaboratories, and collaborative learning. The other area of Cogburn's research is on global governance. His entire research program is coordinated by the Collaboratory on Technology Enhanced Learning Communities, better known as Cotelco (www.cotelco.net). Cotelco takes the theories of collaborative learning taught in Cogburn's globalization seminar and applies them to projects involving other nations,

resulting in an improved understanding of the global flow of technology and information. Cotelco has about a dozen participants, stretching from the Eastern United States to Denmark, Switzerland, and South Africa.

Benjamin Addom, a Ph.D. student in the School of Information Studies, has worked with Cotelco for the past two semesters and views it as a highly significant project. "Knowledge is powerful but can be hidden if nothing is done to unearth it," Addom says. "I believe people from the developing nations have a rich store of knowledge, which can be tapped through this kind of collaboration."

Cotelco has had a significant impact on improving virtual collaborations, as evidenced by the prestigious Smithsonian Innovation Award/Computer World Honors Award Laureate medal hanging in Cogburn's office. He is confident that it has immense potential. "We represent a valuable store of knowledge about collaboration in general, and about geographically distributed collaboration in particular," he says. "We also provide a valuable resource in terms of contributing to collaborative and funded research."

Cogburn views his work as a means of connecting people in the most efficient way possible. "I'm not talking about doing away with face-to-face interaction," he says, "but in maximizing the dimensions of time and place." He believes people are more likely to attend a meeting or conference if all they had to do was turn on their computers. Addom agrees. "Time is very precious and resources are always scarce," he says. "It's laudable to think and devise strategies that could be used to minimize time and resources, while also harnessing the intended outcome." ●

SUSAN KAHN



Professor Derrick Cogburn works on one of his Cotelco projects with Keonda Barrett, who received her BS in '04.

From Boxing Ring to Networking

BY AMY SHIRES, CONTRIBUTING WRITER

The School of Information Studies is dedicated to expanding human capabilities through information. The Faith and Hope Community Center is equally dedicated to expanding human capabilities—especially those of Syracuse’s young black men—through encouragement, pride, and example. Thanks in part to the efforts of Kenneth O. Miles, the school’s assistant dean of student services, the noble goals of both organizations are merging into a championship success story—one that plays itself out in the surprising setting of a boxing gym.

Miles is coordinating efforts between the school’s Black and Latino Information Studies Support (BLISTS) student group and the Faith Hope Community Center, a physical fitness facility and youth center founded and operated by five friends from the city’s South Side. Programming at Faith Hope includes training in the fundamentals of boxing and other forms of physical fitness, tutoring, anger management, and meditation, all intended to reduce violent behavior and provide support for area children and families. “This center is dedicated to helping the community,” says Miles, who is assessing the center’s needs and determining ways the school might get involved. “These individuals actually do what it takes to save our youths’ lives. They physically go into people’s homes, being a mediator of sorts, to minimize violence by encour-

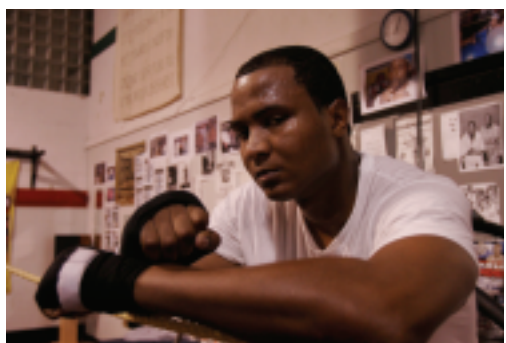
aging youth participation in the center. They offer after-school programming, teach the fundamentals of boxing, and basically serve as a resource and mentors to the youth in the area.”

It’s all about giving kids options, says Bobby Harrison, a five-time Golden Gloves champion and former prison inmate who is one of the center’s owners. “No one here wants a bunch of accolades,” he says. “We do it because we love doing it and we are giving back to our neighborhood. And, hopefully, we help someone. We make a difference in someone’s life.”

The school’s relationship with Faith Hope is fairly new, but Miles expects it to grow steadily. He sees the center’s mission as an especially good match for the BLISTS organ-

ization, which seeks to empower local communities through computer technology. Miles has been busy recruiting students at the School of Information Studies and across the University to participate in the center’s after-school program as tutors, mentors, and role models. Former BLISTS president Pedro Luis Villanueva Jr. ’06 is working with Faith Hope to create a web site for the center, using photographs taken by Newhouse graduate student Jesse Neider. BLISTS members have also committed to helping set up the center’s new computer lab and teaching fundamental software applications.

Dexter McKinney ’08 began working with the center last year as a Literacy Corps tutor, and visits on his own time whenever he gets the chance. “I like being there to help kids



PEDRO L. VILLANUEVA, JR. '06



PEDRO L. VILLANUEVA, JR. '06



PEDRO L. VILLANUEVA, JR. '06

with whatever they need, and just spend time with them, hanging out and having fun,” says McKinney. “Just being there as a role model is as important as helping them with reading or math. I like to set a good example and show them something different from the negativity they see around that neighborhood.”

Beyond getting students involved, at Faith Hope’s request, Miles has also connected with several University leaders, including some deans and vice presidents, inviting them to become involved at Faith Hope. “These gentlemen assist in various ways, not only to enhance the facility, but also to strengthen the connection between SU and its neighbors,” says Miles, who is a familiar face at the center. He goes several times a week—whether it is to work out, help out, or just be a part of the Faith Hope community.

“I was excited about Faith Hope’s commitment level and the great potential for growth,” Miles says. “They are wonderful individuals and it is a wonderful organization. There is so much love in the air, and so much willingness to make change happen. Assisting them in their pursuits helps bridge the gap between the community and the University.” ●

STUDENT PROFILE

Addressing Insider Threats

BY TAMMY DIDOMENICO, CONTRIBUTING WRITER

Shuyuan Mary Ho is one of the most renowned crime fighters in the world—the virtual world, that is. Good natured and exceedingly polite in person, Ho, a second-year Ph.D. candidate in the School of Information Studies, is downright ruthless when it comes to tackling the murky dilemma of information security.

The Taiwan native has been researching design, criteria, and mechanisms to assist in the detection, prevention, and countering of insider threats to information security. She has isolated this particular aspect of information security—personnel anomaly detection (PAD)—as having research gaps, and has made it the focus of her doctoral research. Her interest in this field stems from the growing prevalence of information theft from within an organization. Ho realized how widespread this problem was two years ago, when she participated in an insider threat research project led by Professor Elizabeth Liddy through the Center for Natural Language Processing. “People with high-level security clearance within an organization pose the largest threat,” Ho says. She points to high-profile examples such as convicted spy and former FBI agent Robert Hanssen, who sold classified information to Russia in exchange for diamonds and cash. She has studied reports from the United States Secret Service and Department of Homeland Security, as well as an insider threat case study done for the critical infrastructure sectors, and a study on the financial and banking sectors. All have pointed to a growing problem with insider threats.

Ho arrived on campus with a wealth of technical expertise. She served nearly two years as manager of resource development for Electronic Commerce Universal Inc. in Taipei, Taiwan; another two as system engineering manager for Asia Pacific; and three as

a networking/security product supervisor for First International Computer Inc. in Taipei. Ho says her experience has helped focus her current research. “Having worked as an information security professional for 10 years, I have identified many areas that require more study and research to defend the information assets from outside and inside hackers’ attacks,” she says.

Ho received a bachelor’s degree in computer science from Ohio Dominican College in Columbus, Ohio, and has a master’s degree in business administration from the University of Hartford in Connecticut. She decided to enroll at the School of Information Studies because she believed the environment and faculty would be supportive of the innovative nature of the field. “Security needs to be studied from a broad, global view, and the school has an interdisciplinary research environment and many resources that can advance this field.”

Professor Derrick Cogburn, director of the Collaboratory on Technology Enhanced Learning Communities (Cotelco), says Ho made a strong impression as a researcher right from the start. She became the first lab manager for Cotelco when Cogburn moved the lab to Syracuse University from Michigan in 2002 (see related story, page 9). “She was instrumental in helping me get the lab organized here at SU and coordinating the initial set of projects and activities,” Cogburn says. “She took a leadership role in developing the current content management system that we use in the lab, and in the 2005 Globalization Seminar.”

For two consecutive years, Ho has been awarded the International Information Systems Security Certification Consortium Inc. (ISC)2 Scholarship for Excellence in Information Security/Assurance Research. Only four students are selected worldwide for the \$12,500 scholarships each year. The award enabled Ho to focus on her own research: building a theory based on conceptualized



Shuyuan Mary Ho

studies on security issues. She is designing a methodical way to train researchers in specific information security regulations and assess insider threats. “I hope the theoretical framework of PAD can be built and the mechanism of detecting personnel anomalous behavior can be found and studied,” Ho says. “If the anomalous behaviors of employees can be detected, we could try to determine whether those good and bad behaviors would turn into malicious acts.”

Once she completes her degree, Ho hopes to apply her expertise at a research institute or government organization. “If I can find the mechanism for detecting malicious behaviors of personnel, this research could be very beneficial in curbing insider threats,” Ho says. “This is my ultimate goal.” ●

Alumni Briefs

Alumnus Wins Reference Librarianship Award

Alumnus **Joseph Janes '82, G'83, G'89** received the 2006 Isadore Gilbert Mudge Award—R.R. Bowker Award, given to an individual who has made a significant contribution to the field of reference librarianship. Reference and User Services Association members select the winner, who receives a \$5,000 cash award and is recognized at the annual American Library Association conference.

Janes, who holds a B.S. in math, an M.S. in library science, and Ph.D. in information transfer, is an associate dean at the University of Washington and creator of the Internet Public Library.

Alumni Named a Top ‘Movers and Shakers’ in Library Field

Alumni **Tito Sierra G'03**, digital technologies development librarian at North Carolina State University in Raleigh, and **Kathy Leeds G'97**, Wilton Library Association director in Wilton, Conn., were named two of the “2006 Movers and Shakers who are transforming libraries for the future” by the national trade publication *Library Journal*. They are profiled in the March 15, 2006, issue.

Sierra received a B.A. in government from Harvard University, and an M.S. in information management from the School of Information Studies. He was recognized at the school's 2003 Convocation with the master's prize in information management.

Leeds earned a B.A. from Duke University and a master's degree in library and information science from SU. She received the Antje Lemke Book Award and Scholarship at the school's 1997 Convocation. ●

ALA Reception for SU Alumni

All alumni are invited to attend a reception in conjunction with the American Library Association annual conference

Sunday, June 25
6:30 to 8:30 p.m.
Crescent City Brewhouse,
527 Decatur Street
(French Quarter)

Enjoy a New Orleans cuisine of po-boys, shrimp creole, crawfish, and crab with local beers and beverages. Socialize with alumni and faculty and celebrate our No. 1 ranking.

ALUMNI NEWS



ALUMNI VOICES

Serving the Community and the School

BARBARA SETTEL, DIRECTOR OF ALUMNI RELATIONS AND ANNUAL GIVING

The School of Information Studies offers hundreds of courses taught by more than 100 faculty and adjunct instructors to a few thousand students. We have around 7,000 alumni pursuing careers all over the world. Demand for our graduates continues to grow because they possess a unique array of management skills, technology skills, and the "soft skills" that assure information systems and services add value to an enterprise. There is, however, another attribute that our students and graduates demonstrate in spades, and that is their commitment to service and community engagement. Whether it be serving the patrons in a public library, extending wireless grid technology to high school students, or using video technology to improve access to quality health care, the school has instilled in students our vision to expand human capabilities through information, and to make a positive difference to individuals, organizations, and society.

A commitment to community engagement and a desire to give back have recently brought two of our alumni to join the school's Board of Visitors. Jason Mills '95, G'96 and Philip Kaplan '97 are the first alumni of our undergraduate program to join the school's board. The Board of Visitors plays an important role in assisting with the development of the school. It is composed of senior business people, professionals, industry leaders, and other supporters of the school. They give the dean and faculty members advice and feed-

back on the school's effectiveness in achieving its academic mission. Members range in age from 30 to 80, and they bring experience and vision from all sectors of the information field.

Jason Mills demonstrated his commitment to service early on as an undergraduate when he founded BLISTS (Black and Latino Information Studies Support), and today he is still actively engaged in helping this organization serve students not just at Syracuse, but throughout the country. He was recently appointed to Chancellor Nancy Cantor's Taskforce on Institutional Culture, which seeks to "break down the social barriers that wound and limit educational opportunities." Jason's corporate experience, enhanced by his social leadership, will be a valuable asset on the board.

Philip Kaplan brings to the board his expertise as an entrepreneur, having successfully founded and managed numerous web-based businesses. His most recent enterprise, AdBrite, simplifies the process of placing ads on the Internet and makes advertising accessible to every business and individual. Philip's knowledge and experience in building and growing Internet businesses will be a valuable resource as the school prepares graduates to work in a digital economy.

Other alumni are also members of the Board of Visitors and provide valuable advice and guidance to the School. A complete roster can be found at www.ist.syr.edu/about/board.asp. We recognize and celebrate the alumni who give back to the school and society in different ways, and thank you all for making service a core value of your lives. ●

Kyla McIntosh '01 is a business associate at Daley and Associates in Boston.

Greg Hauser '02 is a senior technical recruiter at Ameriquest Mortgage Company in Orange, Calif.

Jeffrey Kessler '02 is a systems engineer for SchoolNet in New York City.

Evan Siegel '03 is a senior consultant at Booz Allen Hamilton in Washington, D.C.

Paras Chaudhari '04 is web content manager for GoGoTech Inc. in New York City.

Mounir Maurice Doumani '04 is a consultant with Booz Allen Hamilton in Beirut, Lebanon.

Adam Heller '04 is an associate broker with Newmark Realty in New York City.

Shawn Newman '04 is a technical support engineer with American Power Conversion in Wakefield, R.I.

Jorge Segarra-Rovira '04 is a network/telecommunications assistant at Southwest Florida Water Management District in Tampa, Fla.

Jill Epstein '05 is an information technology specialist with IBM in Fairfax, Va.

John Johnson '05 is a consultant with FactSet in New York City.

Josh Morrissey '05 works in the information technology department at Simpson Thacher & Bartlett law firm in New York City.

David Jasper '06 is a software engineer with Infosys Technologies in Fremont, Calif.

M.S. in Information Management

Thomas Brown '91 is the information technology manager at the Brooklyn Academy of Music in Brooklyn, N.Y.

Ronald Gifford '93 is a principal consultant for Keane Inc. in Elgin, S.C.

Patricia Bray '95 has published *The First Betrayal*, the first book in a new fantasy series, *The Chronicles of Josan*. Bray has published several books in another series, *Sword of Change*, including *Devlin's Luck*, winner of the 2003 Compton Cook award. Her writing supplements her career as a senior systems analyst at IBM corporation in Endicott, N.Y.

Paul Buckman '99 is director of broadband programming at Scripps Networks in Knoxville, Tenn.

Kevin Relyea '02 is administrative project coordinator for ColorsNW in Seattle. He completed the third Empire State AIDS Ride, cycling from Niagara Falls to New York City and raising \$3,500 for Central New York AIDS Community Resources.

Robert M. Sauro '02 is an administrative intern in the Office of the Assistant Superintendent at Liverpool Central Schools in Liverpool, N.Y. In December 2005 he received a certificate in educational technology from SU's School of Education.

Koapong Ganjanarungsita '03 is project manager at Processing Center Co. Ltd. in Bangkok, Thailand.

Monique Rizer '03 published "When Students Are Parents" in the December 16, 2005, issue of *The Chronicle of Higher Education*. The column discusses the value of distance education programs.

Charles Sudderth '03 is a program manager for Sun Microsystems in Ashburn, Va.



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

OR CONTACT

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B.S. in Information Management and Technology

Jay Flaherty '91 is a senior software engineer at Capitol Advantage LLC in Fairfax, Va.

Marc Bilotti '92 is an account executive with Nortel Networks Ltd. in Billerica, Mass.

Brett Hallinan '93 is director and general manager for Yahoo search business at Yahoo in Sunnyvale, Calif.

Dan Marino '97 has taken a new position in client technology management with JPMorgan in Brooklyn, N.Y.

Jennifer Sodha '98 is a procurement analyst at Becton Dickinson in Franklin Lakes, N.J.

Erin Lyons '00 is director of the Livonia Public Library in Livonia, N.Y.

Marc Arigo '01 is chief information officer of national security programs at Lockheed Martin in Bethesda, Md.

Hilary Connors '01 is human resource manager at General Electric in Louisville, Ky.

ALUMNI PROFILE

Giving Libraries Global Perspective

BY TAMMY DIDOMENICO, CONTRIBUTING WRITER

Phyllis Bova Spies G'72 has such an enthusiasm for the field of library science, it is a shame she can't spend one-on-one time with each of the students who passes through the School of Information Studies. Her zeal for connecting libraries to the information they need is apparent even during a brief conversation.

Spies has been employed with the Ohio-based Online Computer Library Center (OCLC) for more than 30 years. Spies's loyalty to OCLC reflects a career stability that is rare today. She says the organization has continued to present her with opportunities for professional growth. She is currently vice president of collection management services—in charge of business development for metadata/cataloging, resource sharing, and digital collection services.

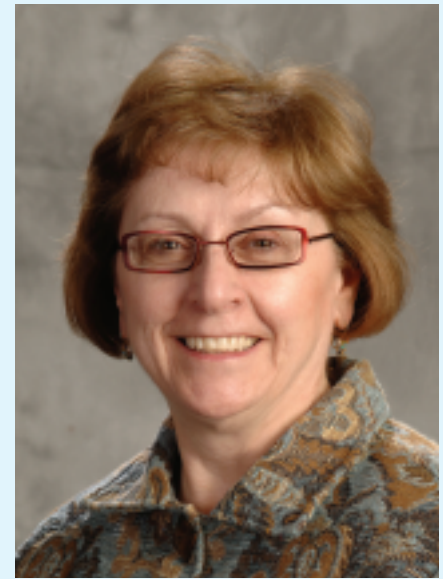
As a master of library science student at SU, Spies aspired to a career in academia. But since accepting that first job with OCLC, she has traveled to 35 countries and worked in every facet of the field—from research and development to user services, marketing and managing worldwide sales. Spies has had a front seat as OCLC has grown from a regional library cooperative for academic librarians in Ohio to an international information management powerhouse that employs about 1,200 worldwide and serves more than 55,000 libraries in 93 countries. "I feel privileged to have seen the profession, and OCLC, grow by leaps and bounds," Spies says.

She is continually fascinated to see how time and technology have dissolved cultural differences in the library field. "Libraries around the world have common themes they share; the democratization of information is a particular concern right now, for example. These issues seem to transcend different economies."

Last year, she joined the School of Information Studies Board of Visitors, and has been busy reacquainting herself with her alma mater. "It has been fun reconnecting with the school and learning about all the changes that have occurred over the years," she says. "But what really hasn't changed is the way that the school has been able to show students the importance of incorporating the virtues of the library profession with the melding of different fields."

For those just starting their careers in the information field, Spies suggests they develop an understanding of the users they are serving, pay attention to market research, and develop solutions to meet current needs. "Libraries are finding they don't know their users that well," Spies says. "This new generation of user has different expectations of what resources a library should provide." OCLC's research of library users found there is general optimism about the future of libraries, but many users still see them as a print-driven resource. "Libraries have to position themselves as information technology centers to meet the changing needs of users," she says. "The pace of information transfer and access has changed. We have to adapt in order to stay relevant. We have to integrate library services into the users' workflow."

OCLC's mission is to help libraries keep costs down by eliminating redundancies and leveraging the power of the network; shared cataloging is one method that has helped libraries cut repetitive tasks. Spies says the growth of virtual technology, in general, has improved resource sharing among libraries. OCLC has had a large role in determining which services would be most useful internationally, and then moving them to a virtual network. Spies says that the power of information fuels her continuing interest in the field. "I've been very lucky," Spies says. "With OCLC, I've always been able to grow professionally in new areas and meet the current and emerging leaders in the field." ●



Phyllis Bova Spies G'72

Konstantinos Hatzikos '04 worked as a network administrator during a year of military service and is now a business intelligence technical consultant for Assertive Ltd. in Athens, Greece. He is being trained on Hyperion Solutions products.

Bruce Gorman '05 completed a master's degree, along with two certificates of advanced study in information security management and information systems and telecommunications management at the School of Information Studies, and was inducted into Phi Beta Delta. He is now the director of systems and technical services at the Halifax Public Libraries in Dartmouth, Nova Scotia.

Maki Kajiwara '05 is a market researcher with NTTDATA AgileNet in Washington, D.C.

Hsin-Yang Lu '05 is a web developer at Technology Marketing Corporation in Norwalk, Conn.

M.S. in Telecommunications and Network Management

Jairo Garcia '01 recently founded Global-edtech in Atlanta. The company provides research and development of curriculum and information and communications technologies for educational organizations

looking to compete in the global market.

Julio Caraballo '03 is vice president for Latin America in Citigroup's technology infrastructure division, operating out of Fort Lauderdale, Fla. He is leading the Latin America Regional Business/PMO Office, which orchestrates strategic planning across 19 countries in the region and provides process, communications, and quality management support to other senior level decision-makers across the organization.

Frank Robinson '04 is an engineer at AirDefense in Alpharetta, Ga.

Poh-Shi (Saimon) Ko (IM and TNM) '05 is an account manager at Groundhog Technologies in Taipei, Taiwan.

Hasan Shaikh '05 is a customer support engineer for Cisco Systems in San Jose, Calif.

M.S. in Library and Information Science

Paul Adalian Jr. '71 is founding librarian and dean of the new California State University Channel Islands Library in Camarillo, Calif. He is working with architects to design the new John Spoor Broome Digital Teaching Library.

David B. Wells '76 is the administrator of the Archives of Falconry at the

Peregrine Fund's World Center for Birds of Prey in Boise, Idaho.

Suzu Palmer '78 is associate dean for collections, preservation, and digital initiatives at the University of Louisville William F. Ekstrom Library in Louisville, Ky.

Will Jarvis '79 retired in February with faculty emeritus status from Washington State University Libraries in Pullman, Wash. He is collaborating on a book, *Buddha and Christ: A Comparative Perspective*. He continues to research, write, and present on the subject of time capsules.

Fred Stoss '82 completed training for the National Library of Medicine's National Center for Biotechnology Information (NCBI) Advanced Workshop for Bioinformatics Information Specialists. He is one of three librarians serving on NCBI's Bioinformatics Support Network. He co-presented "Proteomics: Measuring the Emergence of a New Scientific Discipline by Bibliometric Means" at the Research Forum of the Science and Technology Section of the American Library Association's (ALA) Association of College and Research Libraries. He also presented "Green Chemistry and the Environmental Community: Building



Why Giving Matters

PAUL BRENNER,
EXECUTIVE DIRECTOR OF DEVELOPMENT

As director of development, I often find myself answering the question of “Why give.” While I can rattle off a list of high-need areas for the school and explain how a gift can advance our mission as a top-ranked educational institution, I recently attended a lecture by Maxwell professor Arthur C. Brooks that shed light into the deeper reasons of why people give.

Did you know that donors are 50 percent more likely than non-givers to say they are very happy and are more likely to say they’re healthy, vote, follow public affairs, and are more active citizens? Did you know the United States has far higher levels of giving and volunteering than any other developed nation, and that while wealthy people give larger amounts of money, members of the working class give the highest percentage of their incomes? Professor Brooks describes these and other interesting findings in his upcoming book, *Who Cares: The Surprising Truth About Who Is Charitable, Who Isn't, and Why it Matters for America* (Basic Books, scheduled for release in November 2006).

These findings go against previous assumptions Brooks had held for years about giving, and it took a prospective student from Singapore to open his eyes to the reality of philanthropy in the United States. In their discussions, the student said that he was shocked that

so many Americans were willing to help him and other international students. Regardless of their wealth, they donated their time and their funds to many causes. The student decided this is what makes the United States such a great country and wanted to study philanthropy at Maxwell to bring it back to his country. The conversation made Brooks rethink his views as an economist that people accumulate wealth and then become charitable.

Through his research, Brooks discovered some trends about why some people are charitable, while others are not. Approximately three-quarters of Americans give their time and money to various charities, churches, and causes. This same group shares money with relatives and friends, donates blood, and gives in other informal ways. The other quarter does virtually none of these things. We are a nation of givers, and a nation of non-givers. But does it really matter that we are two nations when it comes to charity—and especially that one large, identifiable group of Americans is less likely to participate in voluntary acts of generosity? This book argues that it matters a lot, and should be of concern to all of us. Charity is more than just a pleasant personal characteristic—it is a key ingredient in our prosperity, happiness, health, and even our ability to govern ourselves as a free people. ●

DEVELOPMENT FORUM

SUPPORT YOUR SCHOOL

The following is a list of naming opportunities at the School of Information Studies in its new home in Hinds Hall. Anyone interested in funding one of these spaces or discussing other ways to support the school's students, faculty, and resources is encouraged to contact Paul Brenner, executive director of development, at pbrenner@syr.edu or 315-443-6139.

School Naming	\$20 million
CASE Classrooms	\$350,000 to \$500,000
Suites	\$500,000 to \$750,000
Lounges	\$50,000 to \$750,000
Research Centers	\$100,000 to \$500,000
Labs	\$100,000 to \$400,000
Collabs/Meeting Rooms	\$100,000 to \$250,000
Server Rooms	\$200,000
Technology Support Rooms	\$200,000
Dean's Office	\$125,000
Student Offices/Spaces	\$100,000
Galleries and Lobbies	\$25,000 to \$100,000
Associate Dean's Office	\$75,000
Faculty/Staff Offices	\$5,000 to \$50,000

Bridges with ICE—Information, Communication, Education” at the 2005 National Meeting of the American Chemical Society.

Allan G. Savage '87 is senior technical information specialist in the Medical Subject Headings Section at the National Library of Medicine in Bethesda, Md.

Carolyn Trombly '87 received the 2005 Joseph A Witowski Teacher of the Year Award for her outstanding service as library media specialist at Camillus Middle School in Camillus, N.Y.

Bettie Jean Harden '90 received the 2006 Distinguished Service Award from Music Online Computer Library Center Users Group (MOUG). The award recognizes and honors a librarian who has made significant professional contributions to music users of OCLC. She received the award during MOUG's annual business meeting in February in Memphis, Tenn. Harden is music cataloger at the University of North Texas Libraries in Denton, Texas.

John Osterhout '94 is a corporate information technology manager at Raymond Corporation in Greene, N.Y.

Karen LaMacchia '98 is a content manager for vwd GmbH in Frankfurt, Germany.

Sarah Moore '03 is a young adult librarian at the Los Angeles Public Library in Los Angeles.

Carrie Rampf '04 is area director for resource development and services at Middlebury College Library in Middlebury, Vt.

Glen Wiley '04 is digital resources and metadata librarian at Rensselaer Polytechnic Institute Research Libraries in Troy, N.Y. Wiley is also teaching distance education classes for SOLINET, a library organization in the southeast United States.

Melissa Ahart '05 is a library media specialist at M.S. 88 Park Slope Educational Complex in Brooklyn, N.Y.

Eleta Exline '05 is digital collections librarian at the University of New Hampshire in Durham, N.H.

Mary Panek '05 will move in September from the elementary school to a high school position as school media specialist in Jamesville, N.Y.

Nicole Politi '05 is a reference librarian at the Fayetteville Free Library in Fayetteville, N.Y.

Andrea Williams '05 is a library school media specialist in the Ballston Spa (N.Y.) School District.

Lichen Rancourt '06 is an information technologist in the University of New Hampshire Library systems office in Durham, N.H.

Ph.D.

Joseph Janes MLS '83, Ph.D. '89 received the 2006 Isadore Gilbert Mudge Award for reference librarianship from Reference and User Services Association, a division of the American Library Association.

Corinne Jorgensen MLS '88, Ph.D. '95, is professor, associate dean for academic affairs and research, and doctoral program coordinator at the College of Information at Florida State University in Tallahassee, Fla. ●

ALUMNI PROFILE

Escaping Segregation Into the World of Information

BY TAMMY DIDOMENICO, CONTRIBUTING WRITER



At 77, Bertha Georgetta Merritt Campbell G'56 is a sharp, engaging conversationalist who can easily call upon her rich personal history and lifelong pursuit of knowledge. This is someone for whom Harriet Tubman was more than a historical reference, and who survived a battle with cancer, taught thousands how to expand their knowledge through use of library resources, wrote a book

about the black press, and once refused the romantic intentions of a well-known football and lacrosse star at Syracuse University. "People always ask me if I would have done things differently if I had known he was going to become so famous," Campbell says with a laugh, recalling the single group date the two shared.

But information has been Campbell's most enduring love. She spent 34 years working in various public school libraries in New Jersey and another 16 in university and college libraries. Campbell, the daughter of two teachers, attended Johnson C. Smith University (B.A.) and North Carolina Central University (B.L.S.) for her undergraduate work and earned a doctorate in educational leadership from Fairleigh Dickinson University in 1978. Although Campbell's family included educated professionals dedicated to uplifting other black people, they sometimes encouraged their children to leave the segregated South. For Campbell and her sister, Rena Merritt Bancroft '52, G'53, Syracuse offered a path out. Campbell said her family knew that the Syracuse area was a place where blacks could live comfortably, and build solid futures. "In those days, you always had a relative who had made it out," she recalls. "I had 'Aunt' Rena, a very good friend of my mother's, who was friends with Aunt Harriet [Tubman] of Auburn. Rena was one who had 'made it' studying on the Hill in Syracuse."

When Campbell found that her library science degree from North Carolina Central University was unaccredited and a liability in the job market, she took action. Because of the segregation that still gripped the state's educational institutions, Campbell was denied entrance into the University of North Carolina, Chapel Hill, and the state honored its obligation to pay for Campbell to attend a master's degree program

elsewhere. The Syracuse master's degree in library science program had the American Library Association certification, and Rena Hawkins offered Campbell a place to stay. Campbell initially worked on her degree during summer breaks from her reference job at Morgan College in Baltimore, but she took a semester-long leave from that job and completed her requirements in 1956.

Campbell went on to work in libraries in six states over 50 years. For the first 10 years, she worked exclusively at traditional Southern black colleges, including Arkansas A.M.&N., Texas Southern, and Morgan College in Baltimore. But she is as proud of her work in the New Jersey public elementary schools as she is of her stints working with graduate-level library media specialists. In 1981, Campbell completed *Extant Collections of Early Black Newspapers, A Research Guide to the Black Press, 1880-1915* (Whitston Publishing Co.). The book was something of a tribute to her father, who left a career as a newspaper publisher for teaching in 1896.

Campbell's first and last visit to Syracuse since she completed her degree was in 1998. Much had changed and she admits she "barely knew the place." Fifty years have passed since she celebrated at Syracuse, and North Carolina Central has long since been accredited. All things considered, Campbell says library science really was the best choice for her—a person who never wanted to stop learning. "When you're helping someone else, you can hardly not learn something," Campbell says. However, she humbly attests that modern technology has bypassed the scope of her multiple degrees. "All the growth that has occurred in the field is marvelous," she says. "Human knowledge has just expanded so much. I pity people today, who have so much to learn." ●



Bertha Georgetta Merritt Campbell G'56

Graduates Honored at Spring Convocation

Congratulations to the following graduates who were recognized at the 2006 Commencement ceremonies in May.

- **School of Information Studies Class Marshals:**

- **Emily Longcore** of Manlius, New York
- **Ryan Scherer** of Geneva, New York

- **Syracuse University Scholar:**

- **Lukasz Boral** of Poznan, Poland

- **Undergraduate Leadership Award:**

- **Thomas J. Martin** of Cedar Grove, New Jersey

- **Juliet Weiss Award for Cooperative Education:**

- **Rachel Herrington** of Moreland Hills, Ohio

- **Weitzel Memorial Award for Information Systems Research:**

- **Jack Aboutboul** of Brooklyn, New York
- **Thomas Hucke** of La Paz, Mexico

- **Antje Lemke Book Award:**

- **Laurie Lefever** of Marcellus, New York

- **Graduate Leadership Award:**

- **Dan Renfro** of Syracuse

- **Marchand Award for Outstanding Academic Achievement:**

- **Ryan Kutnick** of South Euclid, Ohio

- **Amy Everett Award for Information Ethics:**

- **Mara Schneider** of Syracuse

- **Master's Prize in Library and Information Science:**

- **Dan Muzyka** of Syracuse

- **Master's Prize in Information Management:**

- **Gaurav Dhawan** of New Delhi, India

- **Master's Prize in Telecommunications and Network Management:**

- **Diego Martinez** of Santa Domingo, Dominican Republic

- **Doctoral Prize Winner:**

- **Hala Annabi** of Seattle

- **Jeffrey Katzer Professor of the Year Award:**

- **Catherine Arnott Smith**

- **Alumni Class Leaders:**

The following individuals were selected as 2006 Alumni Class Leaders based on their academic success, involvement in academic and extracurricular programs, and their interest in networking with alumni as well as prospective students:

- **Ryan Scherer** of Geneva, New York, B.S. degree in information management and technology
- **Matthew Smith** of Fairfield, Connecticut, B.S. degree in information management and technology
- **Gaurav Dhawan** of New Delhi, India, master's degree in information management
- **Evan Hood** of Columbus, Ohio, master's degree in information management
- **Karen Bertoldo Wilson** of Geneva, New York, master's degree in library and information science
- **Xue Snow Xiao** of Xinjian, China, master's degree in information management
- **Diego Martinez** of Santa Domingo, Dominican Republic, master's degree in telecommunications and network management

School's Programs Climb in National Rankings

The School of Information Studies received top ranking for its graduate program in information systems, and was ranked third overall in schools of library and information studies, according to *U.S. News & World Report's* 2007 edition of "America's Best Graduate Schools," released March 31.

"We've been targeting a move up in information systems, which is our forte and our strength, so this No. 1 ranking is such an honor for the faculty and the students who have really made it first in the country," says school dean Raymond von Dran. "When you look at the *U.S. News* rankings overall in all the different areas, you can see why nationally we are regarded as having a leadership position. We have provided information studies schools with the Syracuse model."

Among the school's other graduate programs, the digital librarianship program ranked second, the school library media program ranked fourth, and the health librarianship program ranked eighth. Master's programs in library and information studies were last ranked in 1999, when the school tied for third among the 48 American Library Association-accredited master's degree programs, and ranked second and 10th, respectively, for its graduate programs in information systems and school library media. ●



AMERICA'S BEST GRADUATE SCHOOLS

The Top Schools

RANK/SCHOOL	AVERAGE ASSESSMENT SCORE (5.0 = HIGHEST)
1. University of Illinois-Urbana-Champaign	4.5
University of North Carolina-Chapel Hill	4.5
3. Syracuse University	4.3
4. University of Washington	4.2
5. University of Michigan-Ann Arbor	4.0

Information Systems

RANK/SCHOOL
1. Syracuse University
2. University of Michigan-Ann Arbor
3. University of Washington
4. University of Illinois-Urbana-Champaign
5. Drexel University (PA)

Digital Librarianship

RANK/SCHOOL
1. University of Illinois-Urbana-Champaign
2. Syracuse University
3. University of Michigan-Ann Arbor
4. University of North Carolina-Chapel Hill
5. University of Washington

School Library Media

RANK/SCHOOL
1. Rutgers State University-New Brunswick (NJ)
2. University of South Carolina-Columbia
3. University of Maryland-College Park
4. Syracuse University
5. Florida State University

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