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HOME PAGE

School of Information Studies
THE ORIGINAL INFORMATION SCHOOL®

Exploring the Soul of Syracuse :
A CONVERSATION WITH CHANCELLOR NANCY CANTOR

A SOULFUL SEARCH

The School of Information Studies examines its place within the University and broader community during the Chancellor's inaugural yearlong conversation of "Exploring the Soul of Syracuse"

When Chancellor and President Nancy Cantor came to Syracuse last summer, she asked University campus members and surrounding community residents to think about the characteristics that define the area and its "soul." She outlined four questions that framed the yearlong exploration, asking people to consider the meaning of a "liberal education," identify important societal issues, build on the area's unique history, and think about the implications of the University as a broker of knowledge. Thousands of community and campus members participated in hundreds of events throughout the year, including dialogues, lectures, conferences, and performances, all of which centered around the inaugural year theme of "University as Public Good: Exploring the Soul of Syracuse."

The School of Information Studies faculty, students, and staff members attended or presented at several of these events. Numerous classes in the school engaged directly in service learning projects with Syracuse-area organizations and businesses, sharing technical knowledge with those who need it and helping bridge the digital divide that exists within society. Throughout the year, the school examined its contributions toward enriching the soul of Syracuse and developed new ways of expressing its strengths.

For example, the school has begun work on creating a University-wide gateway course that would teach all first-year students how to gather, assess, organize, and use information. "Digital literacy, one of the signatures of our school, is a 21st-century liberal art," says Dean Raymond F. von Dran. "Just as every educated person needs to have a background in mathematics, the sciences, and language, every educated person in the 21st century needs to be digitally literate. People need to be able to find, evaluate, and use information."

CONNECTING WITH THE CHANCELLOR

School of Information Studies Dean Raymond F. von Dran asked Chancellor Nancy Cantor to share her vision for the school within the context of her inaugural year theme, "Exploring the Soul of Syracuse."

Dean von Dran: Were you familiar with the School of Information Studies before coming to Syracuse University? If so, what had you heard about it? We note you've worked with other exceptional information schools at Michigan and Illinois.

Chancellor Cantor: I had heard about the Syracuse School of Information Studies because it is one of a small set of really outstanding information schools. These schools have managed to mix information studies and scholarship in basic and applied research in ways that encompass the full scope of the information revolution. I had seen these at Michigan and at Illinois, and I had heard about Syracuse. I was excited about the school when I arrived because it seems to exemplify excellence at SU, the high quality we also see at Newhouse, at Maxwell, and in what we're trying to do in building the College of Engineering. The School of Information Studies is small but powerful. And it's very inter-disciplinary, which is something we want to emphasize.

Dean von Dran: How does the School of Information Studies fit with your strategic vision for the University?

Chancellor Cantor: It is a perfect fit because it really does scholarship in action. The school contends with some of the most contested issues in our society, and it is able to engage and to be part of the creative campus. It is working with Maxwell on civil society and governance issues. It is studying the implications of the new technology, addressing such issues as socially directed technology, or how you can have both information security and assurance, how you can make it useful for people and still protect personal privacy. As a resource, the School of Information Studies can be at the heart of improving access to the University by helping to identify candidates for admission who have exceptional—and perhaps nontraditional—potential.

Dean von Dran: Do you see information as having an important role in society today?

Chancellor Nancy Cantor discusses her vision for the School of Information Studies and the University with Dean Raymond F. von Dran.

DEAN'S COLUMN

A Meeting of Kindred Souls

Chancellor Cantor has challenged us to reflect on the Soul of Syracuse, and you have seen some of the school's responses through special events reflected elsewhere in this issue of *Home Page*. Standing at the cusp of its 110th year, our school was born into a period of optimism. New technologies were developing in every field. An analog computer was first used in the 1890 census. The typewriter, adding machine, and other developments were transforming business. New communications and media storage devices were becoming available in the telephone, recorded sound, and motion pictures. Our nascent library program began with innovations such as the card catalog, the Dewey decimal classification, and the rules for a dictionary catalog. The school was born at a time of knowledge explosion, and from the beginning was enmeshed in civil and social engagement. Those early graduates, as those who graduate today, wanted to make a difference.

The late 20th century was also an era of optimism. The importance of information seemed to have pervaded the spirit of the age. Computers were everywhere, networked together, and the World Wide Web entered our consciousness as a medium that would change everything. The school was ahead of the curve, with degree programs at the bachelor's, master's, and doctoral levels, addressing a broad range of information issues not only from the library perspective, but from that of business and government. The school's student body, which had historically numbered only a small handful of

graduate students, now exceeded 1,000 students in number. Information science was added as a component of the library science degree program, and new programs such as information management and technology and telecommunications and network management were in full force. Yet libraries were still prominent at the turn of the century. The school developed the concept of the 21st-century library and began to give national awards to celebrate this evolution. The school's Information Institute flourished and created the nationally prominent Virtual Reference Desk Conference and supported the development of the Internet Public Library.

The 21st century offers the promise of the flowering of the Information Age. A single thread runs through all our initiatives, whether it is focused on digital commerce or digital literacy, and might be said to represent the true soul of the school—our commitment to empower individuals, organizations, and even society as a whole through the information systems, products, and services we create, enable, and deploy. Whether we work in the realm of customer relationship management systems, information technology standards, or the children's story hour, our aim is to extend the public good, and as our mission clearly states, expand human capability through information.

Our new Chancellor sees the University itself as a public good, and I know that the school will have an important role in achieving that end. The soul of the school and of Syracuse seems to be increasing in its alignment: to engage the world through our scholarship, but on the world's own terms. We need to test ideas, but not simply in the abstract, behind some ivy walls, but in the intellectual marketplace that is our society. We want to put knowledge, information, and the vast storehouse of our cultural insights and wisdom to work in the real world where people will grow, develop, and be empowered. I think that's the soul of the school. A soul that speaks across the generations, as easily recognized by one of our graduates of the 1930s as it will be by the students yet to join us as we move further into the 21st century. ●

[signature]

Raymond F. von Dran
Dean

Barbara Settel MLS '76 recently visited with Eleanor Griffiths BS '32, who enjoys retirement living in Lebanon, New Hampshire. Griffiths is one of the oldest living alumni of the school.

Inside this Issue

Faculty, Staff, Student NEWS

Going Global, Locally: Projecting the Soul of Syracuse from the School of Information Studies to South Africa

DERRICK L. COGBURN, CONTRIBUTING WRITER

SUSAN KAHN
Derrick L. Cogburn
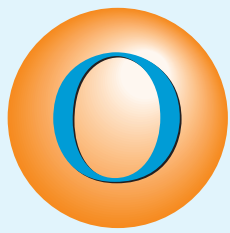
Our new President and Chancellor Nancy Cantor has encouraged us to use her inaugural year to explore the "Soul of Syracuse." As faculty members, there is perhaps no better way for us to engage in this exploration than to share our ongoing research programs with the University community. Nothing energizes faculty members more than talking about our research program—perhaps with the exception of engaging with our talented students. My current research program, called From Pawns to Partners, has three primary components.

The first component involves the empirical testing of theoretical models of global governance for information and communication technology. A wide range of public and private, formal and informal institutions is involved in developing the principles, values, norms, rules, decision-making procedures, and enforcement mechanisms for the Internet and related communication and information policies. Some of these institutions include the Internet Corporation for Assigned Names and Numbers, the World Intellectual Property Organization, the World Trade Organization, the International Telecommunication Union, and private organizations like the World Economic Forum and the Global Information Infrastructure Commission. However, for the moment, much of the international activity around the global governance for information and communication technologies is converging around the United Nations World Summit on the Information Society (WSIS). This first component of the Pawns to Partners research program uses both qualitative and quantitative methods to explore the hypotheses that transnational policy networks are active in the WSIS and have a significant impact on the perceived policy power of participants. We are also exploring the linkages between these policy networks and knowledge-producing networks—or *epistemic communities*.

The second component of our research program builds on some of the preliminary findings of the first, and asks question about the socio-technical infrastructure to support geographically distributed collaboration in knowledge work. Here, we study the impact that a new institutional form—the collaboratory, which combines specific social practices of collaboration with advanced, web-based tools—might have on strengthening knowledge networks of all types. We explore these questions through the building and evaluation of testbed collaboratories for various geographically distributed communities, such as transnational policy actors involved in WSIS and social and behavioral scientists engaged in collaborative research activities at SU and beyond. We call these testbeds *information collaboratories* to distinguish them from the earlier generation of collaboratory initiatives utilized in mostly physical science communities.

Finally, we are continuing to explore these ideas in the classroom as well. The final component of our research program is called "Going Global, Locally" and integrates many of these ideas into our Global Graduate Seminar on Globalization and the Information Society: Information, Communication, and Development. For the past seven years, we have conducted this seminar between universities in the United States and South Africa. Participants in this weekly seminar work in global virtual teams (called global syndicates) composed of students from each university. This year, the Globalization Seminar is also focused on the WSIS, and our global syndicates are engaged in policy projects that analyze the major information and communication policy issues being debated in the Summit. We also use our collaboration technologies to involve actual participants in the WSIS in our classroom sessions. They acted both as coaches and mentors, and also learned from our student presentations. The revised final presentations from these global syndicates were presented in May at the Syracuse University MayFest: A Celebration of Student Creativity and Innovation.

This entire research program is coordinated by our award-winning research lab, the Collaboratory on Technology Enhanced Learning Communities (Cotelco). Doctoral, master's degree, and undergraduate students from across the University are welcome to inquire about participation in the lab. For more information see: *www.cotelco.net*, or contact me at *dcogburn@syr.edu*. ●

Professor Derrick L. Cogburn is an expert in global information and communication technology policy (ICT), global governance, and the use of ICTs for socioeconomic development. He is an associate member of Orbicom, the UNESCO International Network of Chairs and Associates in Communication, and is a core member of the Idea Exchange at the Berkman Center for Internet and Society at Harvard University.

Attending the American Library Association conference in Chicago?

Please join SU faculty, alumni, and friends at a reception on Sunday, June 26, 2005

4:30 p.m. to 6:30 p.m.

Hyatt Regency Chicago,
Grand Suite 2 A/B

Clarification

The School of Information Studies graduate students who launched the *ratemyclass.com* web site ("Class Project Receives High Ratings," fall 2004) did so through the Newhouse School's new media class ICC 600: Dynamic Page Design taught by Professor Mike O'Mara.

Faculty, Staff, Student NEWS

Kevin Crowston

KEVIN CROWSTON, associate professor and director of the Ph.D. in information transfer program, presented with H. Annabi, J. Howison, and C. Masango "Effective Work Practices for Software Engineering: Free/Libre Open Source Software Development" at the WISER Workshop on Interdisciplinary Software Engineering Research in Newport Beach, Calif., in November; and with H. Annabi and R. Heckman "A Structural Model of the Dynamics of Free/Libre Open Source Development Teams" in Washington, D.C., in December.

He published with J. Howison "The Social Structure of Free and Open Source Software Development" in the *Journal of Strategic Information Systems* in February; with B. Scozzi and C. Garavelli, "Methods for Modeling and Supporting Innovation Processes" in SME's *European Journal of Innovation Management* in April 2004; with J. Howison "Hierarchy and Centralization In Free and Open Source Software Team Communications" in *Knowledge, Technology & Policy* in February; with B. Kwasnik "Genres of Digital Documents: Introduction to the Special Issue" in *Information, Technology & People*; and with J. Howison and J. Rubleske a book chapter, "Coordination of Theory," in P. Zhang and D. Galletta's *Human-Computer Interaction in Management Information Systems*, M.E. Sharpe Inc.

Martha Garcia-Murillo

MARTHA GARCIA-MURILLO, assistant professor, published "Institutions and the Adoption of Electric Commerce in Mexico" in *Electronic Commerce Research*, Vol. 53 No. 1, and with J. Pick "Interconnection Regulation: Explaining Dominance by Incumbents in Mexico and the United States" in *Communications and Strategies*, Vol. 53 No. 1.

She also presented with L. McKnight "The End of the Universal Service: Modeling the Market Effects of Internet Telephony" at the Pacific Telecommunications Council in Honolulu, Hawaii;

Liddy Recognized for Community Contributions

Trustee Professor Elizabeth Liddy G'77, G'88, director of the Center for Natural Language Processing, received the Post-Standard Achievement Award in February. Liddy was one of 10 Central New York residents honored for significant contributions to the community. She was recognized for her work in developing a system that uses English to search documents written in other languages and for the success of her software development company, TextWise LLC.

with B. Kuerbis "The Effect of Institutional Constraints on the Success of Universal Service Policies" at the Telecommunications Policy Research Conference in Arlington, Va.; and "Convergence of Regulatory Agencies: A Case Study Investigation" at the International Telecommunications Society Biennial Conference in Berlin, Germany.

Abby Goodrum

ABBY GOODRUM, assistant professor, presented "Anti-Terrorism Legislation and Libraries" at the American Library Association (ALA) midwinter meeting in January in Boston, where she discussed the ALA effort to quantify and examine contacts by federal law enforcement agencies in public and academic libraries, and the effect the U.S. PATRIOT Act has had on library users.

Goodrum received a grant naming her principal investigator on the ALA-funded project to examine the impact the PATRIOT Act has had on public and academic libraries.

She also published with J. Howison, "Why Can't I Manage My Digital Images Like MP3s? The Evolution and Intent of Multimedia Metadata," in *Internet Imaging VI* in January.

Michelle Kaarst-Brown

MICHELLE KAARST-BROWN, assistant professor, published with E.D. Thompson "Information Sensitivity: Dilemmas and a Research Agenda" in *Journal for the American Society of Information Science and Technology*, Vol. 55(3); with S. Nicholson, G.M. von Dran, and J. Stanton "Organizational Cultures of Libraries as a Strategic Resource" in *Library Trends*, Vol. 52(4); with M. Welych "Creating a Culture of Secure Computing in the Home Computing Environment: Parents, Prevention, Price, or Policy?" in *The Critical Infrastructure Protection Project* (George Mason University), Vol. 2, p. 513-530.

Kaarst-Brown also published with J.R.E. Evaristo "Perceived Threats and Opportunities: A Preliminary Model of the Book Retailer Internet Presence Decision" in *Journal of Organizational Computing and Electronic Commerce*, Vol. 14(4), p. 269-283; and with C. Wang "Doing Business in Paradise: Infrastructure and Information Issues for Small Business in a Developing Island Economy" in *Advanced Topics in Global Information Management*, Vol. 4, forthcoming. She presented with S. Kelly "IT Governance and Sarbanes-Oxley: An Integrated Research Model" at the IEEE Proceedings of the 38th Hawaii International Conference on System Sciences, January.

Elizabeth Liddy

ELIZABETH LIDDY, Trustee Professor of Information Studies and director of the Center for Natural Language Processing, presented "Extraction of Elusive Information from Text" at the International Association of Science and Technology for Development Conference on Knowledge Sharing and Collaborative Engineering in St. Thomas, U.S. Virgin Islands, November 2004; with O. Yilmazel, S. Symonenko, and N. Balasubramanian "Improved Document Representation for Classification Tasks for the Intelligence Community" at the 2005

American Association for Artificial Intelligence (AI) Spring Symposium on AI Technologies for Homeland Security at Stanford University in March; and "QA Authoring Tools" at Search Engine Meeting in Boston in April.

Liddy also published with V. Rubin and N. Kando the book chapter "Certainty Identification in Texts: Categorization Model and Manual Tagging Results" in *Computing Attitude and Affect in Text* (Springer); and with A. Diekema, O. Yilmazel, J. Chen, S. Harwell, and Lan He another book chapter "Finding Answers to Complex Questions" in *New Directions in Question Answering* (MIT Press).

She was awarded research project funding from ConEdison Inc. for "A Feasibility Study of the NLP Representation of Field Service Tickets."

Ian MacInnes

IAN MACINNES, assistant professor, has ongoing research projects in the areas of reputation, dispute, and fraud in online marketplaces, in addition to property rights for virtual worlds. He published "Compatibility Standards and Monopoly Incentives: The Impact of Service-Based Software Licensing" in the *International Journal of Services and Standards*.

MacInnes presented with D. Musgrave and J. Laska "Electronic Commerce Fraud: Towards an Understanding of the Phenomenon" at the Hawaii International Conference on System Sciences (HICSS); with L. Hu "Business Models for Online Communities: The Case of the Virtual Worlds Industry in China" at HICSS; with Y. Park and S. Whang "Virtual World Governance: Digital Item Trade and its Consequences in Korea" at the Telecommunications Policy Research Conference in Arlington, Va.; "The Implications of Property Rights in Virtual Worlds" at the Americas Conference on Information Systems in New York City; and "Understanding Disputes in Online Auctions" at the 17th Bled Electronic Commerce Conference in Bled, Slovenia.

Scott Nicholson

SCOTT NICHOLSON, assistant professor, has scheduled a tour to lead half-day workshops on bibliomining, or data mining for libraries, at several library schools across the country. Following his tour, he expects to translate the material into a free online workshop. For more information, visit *bibliomining.com*.

Joon Park

JOON PARK, assistant professor and director of the Laboratory for Information Security and Application, published with T. Sierra "Security Analyses for Enterprise Instant Messaging (EIM) Systems" in *Journal of Information Systems Security*, March 2005.

Park received funding from the National Research Council's Summer Faculty Fellowship Program to continue his work on "Dynamic Component Recovery and Immunization for Survivable Large Distributed Systems" and from the U.S. Air Force/Griffiss Institute for "Active Access Control for Insider Threat Detection and Response in Wireless Networks."

Taming the Wild Net

OSASU AIRHIAVBERE AND DAVID MARC

The global web allows pornography to enter nations where such material is banned. It transmits spam in hundreds of languages into millions of personal e-mail boxes. It gives anonymity to con artists who commit fraud and to cyber vandals who unleash viruses. At the 2003 United Nations World Summit on the Information Society (WSIS), many countries expressed these and other concerns about the Internet's unruly nature. "In addition to the enormous benefits the Internet creates, it also brings us problems," says Professor Milton Mueller, director of the master's degree program in telecommunications and network management at the School of Information Studies. "Your computer doesn't care where another computer is or what it's connected to—there's no kind of territorial or jurisdictional aspect to it. So you have a global network with all these potentially conflicting national laws. There's a lot of concern about how to create order, while preserving the freedom and openness that created the Internet."

Collaborating with colleagues from Information Studies and the Maxwell School, as well as the Georgia Institute of Technology and the University of Zurich, Mueller launched the Internet Governance Project (IGP) in 2004. IGP is an interdisciplinary consortium of academics with scholarly and practical expertise in international governance, Internet policy, and information and communications technology. Mueller and other participating members serve as experts for WSIS and for the United Nations Working Group on Internet Governance, providing advice on ways to establish new international rules related to the Internet.

"We try to identify issues, map out who's doing what, find where regulations overlap or conflict, and propose institutional structures so that when the UN Working Group on Internet Governance convenes, the delegates can use this information to form strategies and generate statements about how to solve problems," says Mueller, a senior associate at the Maxwell School's Moynihan Institute of Global Affairs and founding co-director of the Convergence Center, a joint initiative with the Newhouse School dedicated to the study of emerging digital media. In addition to clarifying complex situations for world leaders, Mueller and his colleagues are working toward reform of the Internet Corporation for Assigned Names and Numbers (ICANN), a U.S.-based private company that administers domain names and Internet addresses. Some nations perceive ICANN as an instrument of U.S. supervision over the Internet.

Through IGP, Mueller is helping to forge international agreements designed to resolve this conflict. "The Internet is a unique new form of social interaction and can be expected to transform national and international institutions for the next decade," he says. "If things go well, the world will reach consensus on basic ground rules that protect the individual freedom we associate with the Internet, while addressing some of the legal and institutional problems." ●
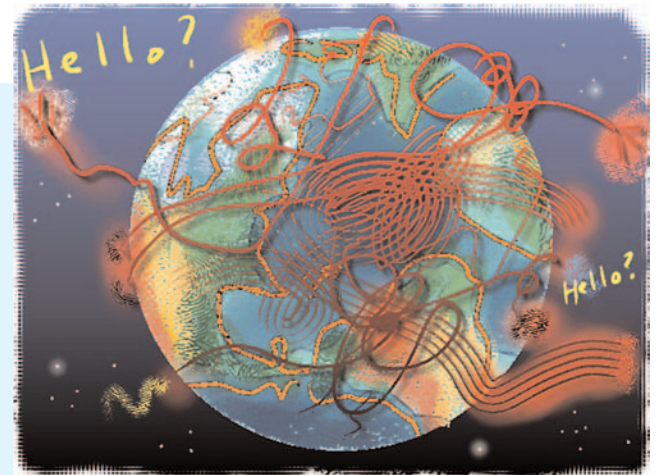
RUTH SMALL, professor and director of the school media program and the Preparing Librarians for Urban Schools program, published "Designing Digital Literacy Programs with IM-PACT" as part of Neal-Schuman Publishers' *Best Practices for School Library Media Professionals* series.

Ruth Small

With funding from the John Ben Snow Foundation, Small and M. Arnone created "Reach for the STARS (Supporting and Teaching At-Risk Students)," a web site dedicated to providing useful information and ideas to school library media specialists serving in high-need schools and "Ten Best Reasons To Become a Library Media Specialist In a High-Needs School," a recruitment DVD that will be distributed to 200 school districts nationwide.

She chaired a one-day conference on Engaging Learning in the 21st Century and the school media program's annual Governing Council meeting. She was named to the Board of Advisors of By Kids For Kids, a company dedicated to supporting children's creative thinking and inventiveness.

GISELA VON DRAN, assistant professor, presented "A Kaleidoscope of LIS Projects and Research at Syracuse University" at the October 2004 New York Library Association Annual Conference in Rochester. She also presented "Leadership

Gisela von Dran

and Change: Impact on the Individuals" at the Association of Research Libraries, Office of Leadership and Management Services Human Resource Management Symposium in Washington, D.C., November 2004.

PING ZHANG, associate professor, was named an associate editor of the journal *Communications of the Association for Information Systems*. She will edit human-computer interaction (HCI) related submissions.

Ping Zhang

Zhang represented with D. Galletta and F. Nah the Association for Information Systems Special Interest Group on HCI at the User Experience Development Consortium at the ACM Special Interest Group on Computer-Human Interaction annual conference in Portland, Ore., in April.

She published with C. Finneran "Flow in Computer Mediated Environments: Promises and Challenges" in *Communications of the Association for Information* in January; and with N. Li "Love at First Sight or Sustained Effect? The Role of Perceived Affective Quality on Users' Cognitive Reactions to IT," in *Proceedings of the International Conference on Information Systems* in Washington, D.C., December 2004. Zhang will publish with U.Y. Eseryel, "Task in HCI Research in the MIS Literature: A Critical Survey," in Proceedings of the Human Computer Interaction International Conference in Las Vegas, in July; with C. Wang "An Empirical Evaluation on Consumer Perceived Advertising Value and Attitude" in Proceedings of the 6th Global Information Technology and Management World Conference in Anchorage, Alaska, in June.

Also, the Association for Information Systems Special Interest Group on HCI recognized her in December 2004 with its Outstanding Service Award for her role as the group's co-founder and first chair from 2001-04. Zhang is the HCI track co-chair for the 9th Pacific Asia Conference on Information Systems (PACIS), one of three regional conferences of the Association for Information Systems, that will be held in Bangkok, Thailand, in July. ●

Two Faculty Appointed BLISTS Advisors

The Black and Latino Information Studies Support (BLISTS) group selected faculty members Derrick L. Cogburn and Martha Garcia-Murillo to serve as mentors for the student organization. The group chose Cogburn and Garcia-Murillo for their high level of energy, enthusiasm to work with students, and leadership.

Cogburn, an expert in global information and communication technology (ICT) policy, global governance, and the use of ICTs for socio-economic development, is an assistant professor and director of the award-winning research lab, the Collaboratory on Technology Enhanced Learning Communities.

Garcia-Murillo, an expert on international telecommunications and policy and a former regulatory officer at the International Telecommunications Union in Geneva, Switzerland, is an assistant professor. ●

Derrick L. Cogburn

Martha Garcia-Murillo

Faculty, Staff, Student NEWS

Students Glimpse a Future at GE

ASHLEY STERNE, CONTRIBUTING WRITER

Kavitha Veigas G'05, a master's degree graduate of the information management program at the School of Information Studies and vice president of Women in Information Technology (WIT), became interested in working at General Electric (GE) after hearing about the corporation on campus. That's why she, along with WIT advisor Barbara Settel and other WIT members, put together a trip to tour the GE facilities in Albany last November. "When I heard about the chance to visit GE, I didn't want to miss it," she says. "I met alumni there and other employees so that I could learn from their experiences. I had the chance to meet the recruiters so I could find out about the opportunities for me at GE."

Courtney Headley '99, a project leader at GE Corporate Information Services, was instrumental in working with the students to line up the visit. He says the goal of the tour was to show students the breadth of GE, inform them of opportunities in the Information Management Leadership Program (IMLP), and to teach them about the vital role information technology plays in the company's success. "The event was integral to exposing students to the size and diverse range of businesses at GE," he says. "It gave students an idea of the different jobs available with information technology backgrounds."

In an effort to promote a diverse workforce, GE actively recruits student leaders who are members of minority groups, exposing them to the company in the hopes they will become employees. With this in mind, WIT also invited members of the Black and Latino Information Studies Support (BLISTS) group and the School of Information Studies Graduate Organization (ISTGO) to accompany them on the tour. Interest for the trip grew, and it was opened to the rest of the school. On the morning of the tour, 17 students and four faculty and staff members were eager to see what GE would have in store for them. Ben Sabbar '05, a graduate of the information management and technology program, hoped to learn about GE's information technology. "I wanted to see the networking databases used to run the facilities," he says.

After a rocky start—the bus hired to take the students and faculty to Albany never showed up—the group finally arrived in two rental vans and was ready to begin. Debra Eischen, director of the school's career

services, had been worried about keeping the recruiters and tour guides waiting, as she knew they had planned a full day for her and the students. "But when we got there over two hours late, we were met with friendly faces," she says. "The people from GE were very impressed that we persevered and found an alternate form of transportation. In the business world, this type of commitment and problem solving is held in high regard. They had put a great deal of time, money, and resources into our tour, and we were all relieved that it would not go to waste."

After going over some safety procedures, the group began the tour of the first facility, a plastics manufacturing plant. "The guide was very informative and willing to answer all our questions," Veigas says. "Seeing the factory gave me and the rest of the students a good look at the work culture at GE." Sabbar agreed. "The workers and recruiters were giving us excellent feedback to our questions, which helped me learn a lot about the GE environment," he says. After lunch, where students met with employees of all ages and backgrounds, they toured a turbine factory.

Overall, Eischen was pleased at how the day turned out. "The students were curious about everything," she says. "They would ask to touch one of the products, or ask for clarification of the jobs that were being performed. When they saw computer screens in various locations, they realized that technology was everywhere." Most importantly, she says, she could hear students draw the connection between something they had learned in class and how it pertained to the activities in the plant.

The trip was a learning experience for faculty as well. Associate professor Murali Venkatesh says the experience was an eye-opener. "It gave me a much better sense of the great opportunities for our students there," he says. "I think GE got a good sense of what our students can offer them."

Both Veigas and Sabbar hope the school offers more trips like this to students, so that they get firsthand glimpses of what they'll be doing in the future. "I learned a lot about a major corporation, and got the rare chance to meet the people behind it," Sabbar says. "It was a great experience." ●

A Supportive Network

OSASU AIRHIAVBERE, CONTRIBUTING WRITER

STEVE SARTORI

Paul Dimoh '05, a University Marshal, served as internship/co-op chairman for BLISTS this year.

Students involved in the Black and Latino Information Studies Support (BLISTS) group mentor weekly at the Martin Luther King Jr. Magnet School in Syracuse. BLISTS president Pedro Villanueva '06 recognized the importance of the organization's presence at the school when a busy week prevented him from meeting with his mentee. "He wanted to know why I didn't make it, and he was sad," Villanueva says. "This made me realize that we do make a difference and that showing up really brightens these kids' days."

Since its founding in 1992, BLISTS has sought to increase the retention rate of black and Latino students in the School of Information Studies by providing a support system for students. The group also participates in community engagement activities and offers networking opportunities for its more than 20 listserv members. Jason Mills '95, G'96, the head of risk in the asset management division at CitiGroup and one of the four founding members of BLISTS, says the organization tries to come full circle every school year. Students mentor those in the community, while alumni mentor the students year-round and at the annual Alumni Conference. When Mills was a student, he and other BLISTS members ran workshops that allowed minority students to test browsers in the early 1990s when the Internet was still coming of age. BLISTS also organized a tutoring program for pregnant teens in the

Syracuse community. "We wanted to show people of color that they have more value than just singing and dancing, though those things are also important," says Mills, who mentors current BLISTS members. "We can do other things, too."

Mills returned to campus in April for BLISTS's annual Alumni Conference, where he presented on the future of BLISTS. Students had a chance to mingle with graduates, talk about life after college, and make connections for potential job opportunities. "It's really a recruiting and mentoring session where we tell students what they need to do to get where we are," Mills says. "We bring their resumes back to our employers to show that Syracuse University has some great job candidates."

Villanueva, who is in charge of planning the conference, says the organization's members look forward to networking with the alumni every year. "The students benefit by being able to learn a lot of valuable information from the alumni and also get their resumes out there," he says.

But networking isn't the organization's only concern. The organization uses community service as a tool to bridge the gap between Syracuse University and its surrounding community. Mentoring at the magnet school is one of BLISTS's most effective community service activities, Villanueva says. BLISTS members go down to the elementary school once a week to help young children learn how to type, to use Microsoft Word, and to surf the Internet. They also play such games as Connect Four and Checkers. BLISTS is currently developing a similar program at the Boys and Girls Clubs in Syracuse.

"The kids love it when we do come because they feel that they are special," he says. "If you are able to help at least one person from the community learn something and better themselves, then you have done your job." ●

Learning Through Community Engagement

JULIE ANDREWS, CONTRIBUTING WRITER

What began as idle chatter bouncing about a faculty meeting translated into tangible rewards—installed computers and up-and-running databases—for community groups in local municipalities. Students work together with public clients as part of the required School of Information Studies capstone course, Professional Issues in Information Management and Technology. The school first offered the revamped course, now centered on community, in fall '04. "Students in IST 466 directly help local organizations with their information and communication technology needs," says Professor Jon Gant.

Previously students who enrolled in the class learned from case studies about problems they might encounter at a first job, but now the course throws real challenges at students for which they develop and try solutions. Professors Jon Gant, Diana Gant, and Murali Venkatesh volunteered to recreate the course at a faculty meeting. "We felt that the capstone should have a serious project component," says Venkatesh, who taught his first service-based learning class at SU in 1971. Assisted by two Ph.D. students, the group designed a prototype that engages students and benefits the community.

In Jon Gant's class, eight four-member teams managed projects at the Syracuse City School District, the Village of Chittenango, the YWCA of Syracuse, the Komen Foundation of Central New York, the Boy's and Girl's Club, the Onondaga County Sheriff's Department, and other places. Students put in an average of five hours a week at on-site locations, in addition to meeting as a class. "Students had a chance to take all their learning filtered from coursework and apply that to real problems," Gant says.

The group assigned to the village of Chittenango developed a strategic information system for Mayor Bob Freuncsht. Another group of students planned a digital archive for the library and museum collections at the Chittenango Landing Canal Boat Museum. Students produced and installed a database at the Onondaga County Sheriff's Department that electronically tracks employees' hourly records and overtime. Before, employees there used paper, pencils, and calculators to record about 150,000 hours of annual overtime. Other student groups improved existing databases for the YWCA and the Komen Foundation.

Venkatesh taught one section of the class last fall and two this spring, taking a different approach than Grant and focusing students on one broad project. The spring classes planned the first installation phase for the University-initiated fiber optic network project. The network will provide high-speed broadband connection between Main Campus and buildings in downtown Syracuse that the University recently acquired. "This is a tangible, concrete step in the direction of greater integration between the campus and the community," Venkatesh says.

Tony Bartocci, a senior, says he felt so invested in his projects that he decided to take the class a second semester. He was part of a group that installed and connected computers for the Syracuse City School District. "This is by far one of the best IST requirements," he says. "I can't see the capstone being anything other than this. Involvement with the community was the piece that was missing…It's really a phenomenal experience."

The community reception was equally warm. "They absolutely want to continue this partnership with us," Gant says. "I've got more projects than students who can work on them." ●

STEVE SARTORI

Alumnae Give Students the Inside Scoop

Kisha Pugh '98, director of marketing at Metlife Financial Services, shares advice with students at the Women in Technology (WIT) Career Panel on campus this spring. Other panelists included School of Information Studies' alumnae (from right to left): Ngoc Thai '04, a designer at Booklinks Publishing Service; Aimee Scanlon G'95, an associate at Booz Allen & Hamilton; Allyson Hughes '94 (not pictured), a project manager at IBM Software Group; and Sarah Hagelin '95, an engagement representative at Accenture. "Having these alumnae here to tell their success stories and give real-life insights into the workplace benefits every student about to enter the job market," says Barbara Settel, WIT advisor, panel organizer, and the school's director of alumni relations and annual giving. "It especially empowers and tells our female students that they, too, can be very successful in fields historically dominated by men." WIT, established in 2002, is a student-led undergraduate organization dedicated to increasing the participation of women in information technology, and to closing the gender gap in the field.

Students Share Their Knowledge

JENNIE KANTROWITZ, CONTRIBUTING WRITER

Professor Jeff Stanton set students to teaching as part of the redesigned Information Technologies course this year. The introductory class challenged students to create their own curriculum, go into the Syracuse community or their hometowns, and help people learn information skills. Stanton developed the project as part of the class to allow students to polish their individual skills while fostering connections with inexperienced computer users. "Information technology is a service profession and has elements of teaching, training, and coaching," Stanton says. "This particular assignment drives that point home." The project provides students with the shared experience of teaching community members, while giving them the freedom to pick their own topic and pupil.

During the fall semester, students taught people from diverse backgrounds. Some undergraduates went to elementary schools and others found students at community centers. Some chose to educate elderly family members, younger relatives, or friends' siblings. Others even set up web cams and instructed pupils over the Internet. Students designed curriculum through PowerPoint slides and taught such topics as how to access health information off the web, use instant messaging, and download music legally. "I left the assignment open so students could teach a topic that they were confident with and that fit their student," Stanton says. Students used digital cameras to document their experiences, wrote biographies about their pupils, and handed in their PowerPoint curriculum to Stanton after teaching.

Jessyca Jackson '06 found the project rewarding. "It proved to be very humbling, because I realized that there are a lot of people who are at a technological disadvantage due to lack of experience," says Jackson, who worked with a 6-year-old from Onondaga County.

"People who were successful at finding a student they enjoyed working with got a lot out of the experience," Stanton says. He believes the project, which he will continue to assign in future semesters, fits well with what students are working toward. "The IT major is great because it gets students out there to help other people, to put their skills to work, and to serve individuals who don't have the same access to technology as we do," he says. ●

Triumphing Over Tragedy

HUSNA HAQ, CONTRIBUTING WRITER

Murali Venkatesh was traveling home to Chennai, India, for his father's 80th birthday celebration when the Indian Ocean tsunami struck Southeast Asia. Venkatesh's home and family were spared, but his town was battered by the waves. In addition to its trail of destruction, the tsunami left a surprisingly positive impact on India, says Venkatesh. It also inspired him to make a connection between his personal and professional life by bringing his information studies expertise home to help educate Indians and rebuild Chennai.

Venkatesh read newspapers and spoke to people about the tsunami before exploring the affected areas, but nothing prepared him for the devastation. "Unbelievable," he says. "It simply took my breath away." The destroyed fishermen's hamlets especially saddened him. "Their identity is tied to these fragile huts," Venkatesh says. "So when the tsunami hit, their identity was washed away with their homes."

But some positive things have come from the tsunami, says Venkatesh. It forged a sense of solidarity and independence throughout India. It literally swept clean swaths of coastal India, as well. "It has given us a fresh start, a chance to rebuild according to ordinances, and to give these people more permanent homes," he says.

Venkatesh, with the help of his wife, collected more than $2,500 from information studies students, faculty, and staff to provide staples like rice and clothing to a Christian orphanage in the city of Cuddalore. "Our strategy is to identify forgotten areas and push resources there," he says.

Cavinda Caldera, a Sri Lankan graduate student in the School of Information Studies, also spearheaded relief efforts to bring money and supplies to his country. Caldera helped raise funds for Syracuse for Sri Lanka, a charity founded by accounting professor Alex Thevaranjan to build semi-permanent homes and sponsor orphaned children in Sri Lanka. Caldera says he is pleased that people have donated so generously to relief projects. "I've never seen this level of outpouring," he says. "It's clear that the repercussions of the tsunami were felt throughout the world."

The tsunami's effects have even worked their way into Venkatesh's personal life plans. His desire to help rebuild Chennai sparked an exciting project. Although he has no concrete plans now, he hopes to teach information technology in Chennai in the future. "For the first time I made a connection between my personal life in Chennai and my professional life as an information studies professor, and I realized that I could get deep intellectual and moral satisfaction from my professional work," he says. Before this realization, social work and professional work were two separate entities for Venkatesh. "The tsunami gave a new urgency and direction to my life, and brought these two elements together," he says.

Venkatesh is looking forward to bringing the school's service-oriented philosophy to Chennai by sharing his professional skills with students in India. "It's rewarding to be able to make information technology available to everyone," he says. "[Teaching] is also intellectually stimulating and satisfying for me, and it brings new insights into technology."

Venkatesh is grateful that his trip to Chennai inspired this project. And Caldera, like Venkatesh, believes the tsunami brought out the best in everyone. "What amazes me is that those who have lost everything still endure," he says. "The tsunami showed me the resilience of humanity."

Although Venkatesh's journey to Chennai has ended, his mission to combine his passions—information studies, social work, and Chennai—is just beginning. He looks forward to the challenge. "This is my opportunity to bring my work full circle, back home to Chennai," he says. ●

Murali Venkatesh

After returning to Syracuse, Professor Murali Venkatesh initiated a fund-raising effort to help Indian communities, such as the one pictured above, recover from the damage inflicted by the tsunami.

Professor Murali Venkatesh was visiting family in Chennai, India, when the December 26 tsunami struck. These are some of the many scenes of disaster he witnessed firsthand.

Connecting

Chancellor Cantor: There's no question about it. We live in a knowledge economy. As a number of scholars and authors have written, technology has made knowledge critical to innovation. It has also made it possible to share this knowledge in all kinds of collaborations that span geography, space, time, and language.

Dean von Dran: What do you see as the major challenges in the information field?
Chancellor Cantor: The huge challenge is the digital divide and the need for new technology to fulfill its promise for more people than it does now. A second big challenge is how you can collaborate via the Internet in a safe and useful way. How do you have social interaction that's morally real via the Internet? How do you evaluate information? Another challenge is how to fulfill the potential of open information while protecting personal privacy.

Dean von Dran: As we explore the soul of Syracuse, how can the School of Information Studies help to:
a. Harness the complexities of our world?
Chancellor Cantor: It is examining ways to find and extract information in ways that are good and useful for the widest set of people. For example, how do you create databases that really abstract all that we know in public health? Through the Convergence Center, a joint effort with the Newhouse School of Public Communications, it is looking at transnational collective action in communication-information policy, trying to identify individuals and organizations that serve as "gatekeepers." It is also analyzing the role of citizens' groups in shaping these policies.

b. Identify and solve emerging information issues?
Chancellor Cantor: The school has been a leader in evaluating the new technologies, from wireless networks to the software in digital cameras. It is also studying Internet governance and some of the economic and social effects of the Digital Age. It has taken on the concept of digital convergence and the profound changes we have been seeing in the structure of media.

c. Continue its role as a leader in the information field?
Chancellor Cantor: I think it can be a real leader in interdisciplinary outreach to the community at large, working with other schools such as Maxwell, Engineering, and Visual and Performing Arts. Changes in technology are occurring at such a breathtaking speed that it is difficult for most of us to keep up with the applications in the field—and the implications for the ways in which we live and work—much less to predict what we're likely to see next. In such a world, I think the School of Information Studies is ideally situated to keep its leadership position because its vision is excellent, its scope is broad, and its achievements are outstanding.

d. Serve as a knowledge broker?
Chancellor Cantor: The whole knowledge economy arises from the digital revolution, and so does the issue of who will broker the power in such a world. The school is already taking a careful look at who is affecting—and setting—the rules for global exchange. Here at the University, every school and college uses and needs to understand the possibilities and the wider implications of new technology. On campus I can see a role for the School of Information Studies as a knowledge broker, working with other parts of the University. Off campus, Professor Paul Gandel, a faculty member in the school, is also involved in projects we hope will make it easier for at least some members of the Syracuse community to connect with the Internet, through the wireless service we hope to offer on the Connective Corridor to downtown and by offering local arts groups Internet access through The Warehouse, which will house the School of Architecture downtown.

Dean von Dran: What do you expect from, or what are your hopes for, the school in the years ahead?
Chancellor Cantor: I would emphasize teaming up with other schools and colleges to push for scholarship in action. Since information is the thing that, in the words of *New York Times* columnist Thomas Friedman, has "flattened the world," the school can be at the core of seeing how important it is to view things from both a global and a local perspective.

Dean von Dran: Any additional thoughts you'd like to share with our alumni?
Chancellor Cantor: In size, the School of Information Studies is a small school, but in the potential of its reach, it is a very powerful one. I expect it to thrive and to make significant contributions to the excellence of Syracuse University as a dynamic and creative campus.

Individual faculty members are finding ways to link classroom learning with community engagement projects, which have become core requirements in Information Technologies, Professional Issues in Information Management and Technology, and several other classes. (See related stories on page 7.) Faculty and students are conducting interdisciplinary research to better inform regional, national, and transnational policies and practices related to information and technology. "Our policy work makes the fruits of the Information Age available throughout the globe," von Dran says. "And the more access we can provide to people around the world, the more likely their societies will be open and democratic."

In her April 11 keynote address to the University and Syracuse community, Chancellor Cantor highlighted the importance of education and the responsibilities of the educated to pass on that learning to others. "Sharing knowledge generously is a life-and-death matter in a knowledge economy," Cantor said. "We must share that knowledge in sustained and reciprocal partnerships at home... and abroad. Even as we strive to counteract the unintended negative consequences of our discoveries—such as the digital divide that has arisen as a consequence of the information revolution—we will both enliven our University and educate for world citizenship."

The School of Information Studies is well positioned to help the University and the larger world access information and create new knowledge. "Our mission says it all: expanding human capabilities through information," von Dran says. "While we recognize that information can be seen as a commodity, we see it as a central resource. Our objective is, indeed, to share that resource as broadly as possible."

STEVE SARTORI

Putting Lessons to the Test

ASHLEY STERNE, CONTRIBUTING WRITER

Jarrett Morgan '06

Jarrett Morgan '06, originally from Syracuse, went to school in Philadelphia for his freshman year. But when his interest in computers and the information technology field became stronger, he decided that Syracuse University and the School of Information Studies would be a better fit for him. He returned home for his sophomore year at SU, and he knew he made the right decision. "The School of Information Studies helped me realize I was interested in information management and technology," he says. "In the future, I want to help businesses implement new ideas so they can improve and become more efficient in the IT world." To help focus his study, he is combining the degree in information management and technology with business courses in the Whitman School of Management.

Morgan now balances his time between a full academic schedule and a paid, three-credit internship at OP-TECH, a local company specializing in environmental and industrial emergency response cleanup. As an intern in the company's information technology depart-

ment, he is responsible for managing the web site, e-mail, and printing services for the main office and its nine branches. Although this keeps him busy, Morgan says the internship has been the best experience he's had since coming to SU. "The internship brings what I do in the classroom full circle," he says. "It helps me with what I learn in classes because I can apply that to what I do in the office, and vice versa. My web design class and the internship worked especially well together."

Because his internship has been so enriching, Morgan encourages other students to pursue such an experience. "I'm learning a lot about what my job might be like in the future, about how a business works," he says. "Before this, I had never attended a business meeting, and now I've had some practice."

Jeff Engelbrecht '04, who directs OP-TECH's information technology department and supervises Morgan, also interned at the company as an undergraduate. The internship was beneficial, he says, because it made him learn about working hard in the business world. "It gives students an appreciation for what they will be doing for the rest of their lives," he says. "I gained a lot of experience from the intern-

ship that made me very marketable for a future employer. I stayed on at OP-TECH because there is a lot of work. It's a very intense and challenging opportunity. Jarrett has proven to be a good employee, a great listener, and a quick learner with the right attitude to be successful."

Besides helping their personal careers, both Morgan and Engelbrecht believe having SU students intern at local companies and businesses strengthens the bond between the University and the community. "Since I've grown up here, I've been noticing a decline in business in the city," Morgan says. "I think the University should consider co-ops or internship requirements to help build it back up." Engelbrecht agrees. "If students find themselves in situations where they like their internships or jobs, they may want to stay in the area, which would develop the city," he says.

As Morgan approaches graduation, he is considering pursuing a graduate degree at SU while continuing to work in the local community. "I'd like to keep my position at OP-TECH," he says. "I want to get as much from my time there as possible." ●

Student News

IST Alumni Class Leaders for 2005
Initiated last year, the School of Information Studies Alumni Class Leaders serve as representatives of the graduating class. They are selected based on their academic success, involvement in academic and extracurricular programs, and their interest in networking with alumni as well as prospective students. The following graduates were selected as 2005 Alumni Class Leaders:

- **Tyler Blanchard '05**, B.S. degree in information management and technology
- **Noman Chaudhry G'05**, master's degree in telecommunications and network management
- **Poh-Shi Ko G'05**, master's degree in telecommunications and network management
- **Hasan Shaikh G'05**, master's degree in telecommunications and network management
- **Jessica Silverman '05**, B.S. degree in information management and technology
- **Glen Wiley G'04**, master's degree in library and information science

Ph.D. Student Receives Teaching Assistant Award
Ph.D. student **Cavinda Caldera** of Baldwinsville, New York, was recognized by the University with an Outstanding Teaching Assistant Award. The University presents the award to teaching assistants who demonstrate excellence in their instructional capacities as classroom teachers, laboratory or studio instructors, recitation instructors, or assistants to senior faculty members for a major course. Only the top 4 percent of all TAs across campus receive the award.

Doctoral Candidate Awarded Scholarship
Ph.D. candidate **Shuyuan Mary Ho** received a 2004-05 International Information Systems Security Certification Consortium Scholarship. The $12,500 award will support Ho in her research of personnel anomaly detection and in finding models, designs, and mechanisms that will secure the information assets of governments and security-sensitive organizations. She is one of four recipients worldwide who received the scholarship, which is intended to fund full-time, post-graduate students pursuing an advanced degree in information security at an accredited university.

Graduate Student Honored by SLA
Megan Comey of Glendale, California, a master's degree student in library and information science, received a 2005 Special Libraries Association (SLA) Scholarship. SLA selected Comey and four other students based on their academic excellence and their commitment to librarianship. Comey, who earned a bachelor's degree in history at Humboldt State University in Arcata, California, is president of the School of Information Studies' SLA Student Group.

Spring Convocation Awards

Congratulations to the following graduates and faculty members who were recognized at the 2005 Commencement ceremonies in May.

Graduate School Master's Prize:
Karen Zhe-Heimerman of Liverpool, N.Y.,
Master's Prize in Library and Information Science
Josh Legler of Arlington, Wash.,
Master's Prize in Information Management
Frank Bulk of Sioux Center, Iowa,
Master's Prize in Telecommunications and Network Management

Antje Lemke Book Award:
Flannery Shaughnessy Buchanan of Ithaca, N.Y.

Graduate Leadership Award:
Rebecca Shaffer-Mannion of Syracuse

Marchand Award for Outstanding Academic Achievement:
Tyler Blanchard of Lynwood, Wash.

Amy Everett Award for Information Ethics:
Deborah Fink of Chittenango, N.Y.

Undergraduate Leadership Award:
Monica Marsden of Skaneateles, N.Y.

Weitzel Memorial Award for Information Systems Research:
Eric Puchir of Liverpool, N.Y., and
David Bell of Syracuse

Dean's Scholar Award:
James Horton of Waterford, Vt.

Syracuse University Scholar:
Lisa Lowe of Fayetteville, N.Y.

Outstanding Adjunct Professor Award:
Michael Wunderlich

Jeffrey Katzer Professor of the Year Award:
David Dischiave

School of Information Studies Class Marshals:
Anthony P. Bartocci of Scranton, Pa.
Ryan P. Russell of Tewksbury, Mass.

University Class Marshal:
Paul Emanuel Dimoh of South Ozone Park, N.Y.

ALUMNI NEWS

Finding the Soul of the School

BARBARA SETTEL, DIRECTOR OF ALUMNI RELATIONS AND ANNUAL GIVING

In keeping with the theme of this issue, I, too, have been reflecting on the meaning of "soul" as it relates to the School of Information Studies. What is the essence of the school? What is our purpose in the world and how do we achieve our goals? How does the school play a critical role as a public good?

As I thought about these questions, I considered the school's values and vision: "To expand human capabilities through information." Is this just a lofty statement that looks good in brochures? How do we assess our impact and know that we are educating future leaders who bring about positive social change? The answer came in an e-mail from an international alumnus who shared a compelling story about his career. Though it is too long to include verbatim, I have summarized parts to give you a glimpse of a graduate who exemplifies the "soul of the School of Information Studies."

Vinh-The Lam received a master of library science degree at Syracuse University in 1973. He returned to his home in Saigon in South Vietnam. He and a group of colleagues (who were also educated at U.S. library schools) immediately dedicated themselves to helping the professional community through the activities of the Vietnamese Library Association (VLA). Lam became president of VLA, which instituted free training programs for members, organized seminars, and revived the organization's journal. Subsequently, Lam took his activism to another level as he was elected to the National Council of Culture and Education and served as chairman of its Mass Education and Culture Committee. He was instrumental in establishing the first university-level library science department in South Vietnam at Van Hanh University, where he was department head. Inspired by his advisor and mentor, Professor Pauline Atherton Cochrane, he taught cataloging and classification to the first group of students in fall 1974.

Lam's flourishing career came to a crashing halt in April 1975 when the war ended and South Vietnam ceased to exist. He was not able to leave the country, and he writes, "For the next five years, from 1975 to 1980, the Communists let me keep my (old) position as head librarian at the Faculty of Pedagogy Library because they did not have any professionally trained librarians. I had to move very carefully through the daily management of the library under the constant watch of my deputy librarian, who was a party member and, although without any library training, made all decisions for the library. My personal life was hopeless and my professional life was irrelevant. Then in May 1979 I received a telegram from Pauline Atherton, announcing that the school would try to get me out of the country." Although Lam turned down the school's offer to help—fearing that contact with Americans could land him in prison, he gained hope that his life could change.

With the support of his brother in Montreal, Lam and his family were eventually able to leave Vietnam and settled in Montreal in 1981. Working a minimum wage factory job, he was elated to receive a call from Pauline, who arranged for him to take a cataloging refresher course without cost at McGill University. Soon he landed a professional job at the Canadian Agriculture Library in Ottawa, thanks to letters of recommendation from his professors, Marta Dosa, Antje Lemke, and Pauline. His career was again off and running.

Lam never abandoned his commitment to the Vietnamese professional community. He helped establish a nonprofit foundation, the Library Education and Assistance Foundation for Vietnam (LEAF-VN), whose mission is to help the Vietnamese people achieve excellence in education by assisting in the development of the country's library systems and services. Lam translated and printed 1,800 copies of the cataloging standards, which were distributed free to Vietnamese libraries.

Lam credits the school and his professors for their support in helping him rebuild his life. But it is clear that his commitment to service and his desire to make a difference are also keys to his success. Lam is just one of many alumni who epitomizes the essence of the School of Information Studies and gives credibility to our vision of educating future leaders who can change society. We can point proudly to Lam and know that our vision is more than words for a brochure.

Our vision mandates: "What matters is that we make a difference in everything we do, and that this difference is a positive one affecting individuals, organizations, and ultimately society. We intend to add value to society through education and through the information, systems, and services we help to create. We pledge to do this ethically, competently, professionally, with respect for the individual, and with passion." The soul of the school is in every faculty and staff member, student, and graduate who embraces this vision.

The complete story of Vinh-The Lam's personal and professional journey is posted on the school's web site at *istweb.syr.edu/alumni/alumni_profiles.asp.*

The complete text of the school's vision and values can be found on the web at *istweb.syr.edu/about/mission.asp.* ●

ALUMNI VOICES

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 *www.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.

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Bachelor of Science in Information Management and Technology

Erik Grob '92 is an SQL server database administrator at Fidelity National Asset Management Solutions in Broomfield, Colo.

Brad Bunce '94 is a technology consultant with EMC Corporation in Research Triangle Park, N.C.

Martin Andolino '00 is an analyst at Accenture in Reston, Va.

Amberly Boes '00 is a freelance web designer in Fort Wayne, Ind.

Kenneth Spann '00 is a senior network engineer at the Department of Defense in Washington, D.C.

A Life's Work for a Library

JENNIE KANTROWITZ, CONTRIBUTING WRITER

Nancy Murnane Kelly G'54 knows about persistence and dedication. Kelly graduated from Syracuse University with a master's degree in library science and promptly applied the knowledge she gained to a career as a librarian, working at Cornell University, Hamilton College, and St. Elizabeth College of Nursing

Nancy Murnane
Kelly G'54

MARRONE PHOTOGRAPHY

in Utica, New York. Then, 23 years after graduating from Syracuse, a new story would unfold, putting her dedication to libraries to the test. Kelly accepted an invitation from her hometown's public library to help build a bigger and better facility, and she set out on a two-decade crusade to establish a new home for the library.

In 1977, 12 women established a small, voluntary library in a room in a vacant school in New Hartford, New York. The library sprung forth from humble beginnings of donated books, which could be read or checked out during the one day a week the library was open. The women knew of Kelly's expertise and recruited her to the library's board, hoping she'd lead the way to a new expanded facility for the library. "My knowledge of libraries and my professional experience working at libraries were certainly helpful," she says. "And all of my experience was naturally promoted by my education."

Kelly dedicated more than 20 years to help create a finished library for New Hartford residents, despite considerable opposition. She served on the library's board for 16 years, helped with such fund-raising efforts as cocktail parties and bake sales, catalogued a children's collection, and volunteered at the

circulation desk checking out books. Much of her involvement included behind-the-scenes work, such as writing library bylaws and mission statements, as well as thank-you letters to donors. Even considering her extensive involvement, Kelly credits the project's other participants. "Over 22 years, there were hundreds of people who helped out," Kelly says. "This is nothing that I single-handedly accomplished. I was a very active part of a group effort."

Since April 1999, the New Hartford Public Library has become a beloved spot for the town's residents. The 10,000-square-foot building is many times the size of the original one-room library. The library includes a community room and has a beautiful memorial garden in the back with benches and a gazebo. Kelly, who retired from her job as a librarian at St. Elizabeth College of Nursing in 1997, still volunteers at the library she helped create. She finds it gratifying that the library functions as a popular community resource. "It satisfies so many different needs of different people," she says. "I just love seeing this beautiful building and its use. It's a story with a happy ending." ●

Jon Houppert '01 is a senior account representative for Liberty Mutual Insurance Group in Syracuse.

Kyle McIntosh '01 is an account manager at Hudson Highland Group in Framingham, Mass.

Todd Dollar '03 works in pre-sales tech support for GreenPages in Kittery, Maine.

Joel Dowling '03 attends St. John's Law School in New York City. Previously, he spent a year doing freelance photography, published several articles in music magazines, created multiple DC photographic covers, and completed a fine arts printing apprenticeship.

Scott Faller '03 is a systems analyst with the information management leadership program at General Electric in Shelton, Conn.

Gerald Hall '03 was recently promoted to 1st Lieutenant in the U.S. Army. He is stationed in Kuwait, where he is serving in the Signal Corps.

Isang Linchwe '03 is a project manager at Barclay's Bank in Johannesburg, South Africa.

Jay Morrison '03 is an equity analyst at JP Morgan Fleming in New York City.

Paras Chaudhari '04 is a web content manager at GOGOTECH in New York City.

Kelly O'Connell '04 works in the technology development program at Cigna Healthcare in Bloomfield, Conn.

Jay Soon '04 is a management analyst at Bearing Point in New York City.

Ngoc Thai '04 is a designer with Booklinks Publishing Service in Astoria, N.Y.

Andrew Foster '05 works in the operations management development program at JP Morgan Chase & Co. in Dallas.

Jason Kolaitis '05 is a training specialist at Argon ST in Fairfax, Va.

Michael Librizzi '05 is a financial infrastructure analyst for Morgan Stanley in New York City.

Ryan Russell '05 is an associate in information risk management at KPMG LLP in Boston.

Master of Science in Library and Information Science

William S. Abrams '61 retired from his position as chief serials cataloger at Portland State University Library in Portland, Ore. He now works as a professional indexer in Austin, Texas, and has a special interest in Mexican librarianship.

Julie Cummins '63 has moved from New York City to Canandaigua, N.Y., and is writing children's books.

Alex Beattie '64 retired from the SUNY Oswego Library in 1995. He has done extensive research on early Oswego Normal School graduates, including Clara Armstrong, the first woman to found a normal school in South America. His writings have been cited in several works on normal schools in Argentina.

Carolyn Davis '67 retired after 33 years at the Syracuse University Library.

Mary Ann Smolak Povero '68 retired after 25 years in her positions as head librarian at a high school in Seneca Falls, N.Y., and department chair for the district.

Bonnie Lassen '72 is a library media specialist at Mt. Pleasant Cottage School in Pleasantville, N.Y.

Bernice Rocque '75 published an article, "Recognizing Important Things" in

OfficePro, Jan/Feb 2005. The article is a project management case study about one company's efforts to minimize employee turnover. She owns Three Houses Consulting in Trumbull, Conn.

Jeanette Smithee '77 is associate director of the Southeast Florida Library Information Network in Fort Lauderdale.

Tanner Wray '88 is director of public services at the University of Maryland McKeldin Library in College Park.

Pat Viele '92 published an article, "Mining the Internet," in *Physics Education*, January 2005. Viele is physics and astronomy librarian Cornell University in Ithaca, N.Y.

Ian Niles '96 is a research scientist at Interchange Corporation in Laguna Hills, Calif. He previously worked for Language Computer Corporation in Richardson, Texas.

Angela Weiler '97 is public services librarian at Onondaga Community College Coulter Library in Syracuse.

Deborah Christensen '99 recently became a National Board Certified Librarian. She is a media specialist at Southwest Elementary School in Hickory, N.C.

Helen Clark '02 is director of library media services for the Fairbanks North Star Borough School District in Fairbanks, Ark. She oversees 40 library staff members at 29 schools.

Takashi Koga '02 presented "Innovation Beyond Institutions: New Projects and Challenges for Government Information Service Institutions in Japan" at the Annual International Federation of Library Associations and Institutions Conference in Oslo, Norway. He discussed several Internet services of national libraries and archives in Japan.

Glen Wiley '02 is a cataloging librarian for serials and electronic resources at North Carolina State University in Raleigh, N.C.

John Brock '03 is a school library media specialist with Wake County and the William G. Enloe Magnet High School for the Gifted and Talented, International Baccalaureate Center for the Humanities, Sciences, and the Arts, in Raleigh, N.C.

Christina Deitz '03 is coordinator for sponsored research at Syracuse University's Maxwell School.

Grayce Moorehead '03 holds three positions in the Providence, R.I., area. Her primary job is senior research associate for an automobile safety research firm. She conducts business intelligence and writes technical papers. She is also web content manager for the New England Institute of Technology, where she sets up outreach programs for the library. On weekends, she works as a reference librarian for Massasoit Community College.

Diane Smith '03 has been chosen to participate in the National Institute for Leadership Development, LEADERS program, an international initiative for administrators and faculty in higher education. She is director of the library and information center at Bunker Hill Community College in Charlestown, Mass.

Lynn Yackel '03 is director of the Northern Onondaga Public Library in North Syracuse.

Jen Barth '04 is the instructional materials librarian at Miami University in Oxford, Ohio.

Maria Cherrie '04 is a librarian at the National Library and Information System Authority in Trinidad. She is currently assigned to the Trinidad and Tobago National Commission for UNESCO.

Sally Gore '04 is a resource librarian at the University of Massachusetts Medical School Library in Worcester.

Alissa Lauzon '04 is a young adult/reference librarian at the Haverhill Public Library in Haverhill, Mass.

Kim LeRoy '04 is a library media specialist at Kenney Middle School in Hannibal, N.Y.

Jennifer Nace '04 is a temporary reference librarian at Syracuse University's E.S. Bird Library.

Deborah Sparnon '04 wrote an article, "Online at Midnight" about IST's distance learning program for the September/October 2004 edition of *Knowledge Quest*, an online journal of the American Association of School Librarians. She works as a library media specialist at Marian E. McKeown School in Newton, N.J.

Michele Rothenberger '04, a Syracuse-based freelance indexer, teaches teaching information literacy classes at Bryant and Stratton College, works at Books End book store, and is creating an XML finding aid for a special collection at Syracuse University's E.S. Bird Library.

Angela Sorenson '04 works in adult services at the Cortland Free Library in Cortland, N.Y.

Beverly Watrous-Kehoe '04 published an article, "Teachers as Readers: Self-Actualization and Intrinsic Satisfaction," in the *Journal of the Library Administration*

ALUMNI PROFILE

Family Connections

TAMMY DIDOMENICO, CONTRIBUTING WRITER

When Michael Brown '94 considered his educational options, there was little doubt that he would attend Syracuse University; his grandfather Maurice '35, G'37 (LAW), G'38, father Howard '67, and aunt Andrea '69 made it a family rite of passage. Less certain, however, was Brown's future role in the family business, Summit Office Supply. He didn't realize it at the time, but his decision to attend the School of Information Studies to learn about information management and technology gave him the tools to lead the company in a tech-savvy age. In 1998 when his father bought Allied Office Products, Brown saw how his knowledge of technology and willingness to integrate it with time-tested business strategy could contribute to the family business. "My family has been in the industry for thirty some years," says Brown, president. "I just try to carry the value of loyalty to our customers."

The company, based in Clifton, New Jersey, claimed $300 million in revenue in 2004, has about 25,000 active accounts and nearly 1,000 employees. Over the years, Brown has logged time in practically all of the company's departments.

After acquiring Allied Office Products, father and son embarked on a multiple expansion that took the company beyond office supplies to include printing, coffee and beverage supplies, janitorial products, and furniture; in short, everything a business needs. The original office supply company, whose annual sales were $45 million in 1998, purchased and integrated 30 companies. The merged company offers customers what Allied calls "One Solution" service.

Since then, technology has played a key role in maintaining the company's growth. Michael Brown says the company suffered significant losses to its customer base following the 9/11 tragedy in 2001, and investment in new technology seemed the only path to get the company back to a successful place. "We could not afford the tremendous business loss that occurred," Brown says. "We were able to reduce headcount and maintain sales by strategically moving as many customers to the web as possible."

The following year, Allied took control of its web development, which had previously been outsourced. The company also uses a wireless delivery and inventory system to maximize customer service response time, and to minimize delivery errors. The online customer care center, ASKALLIED.com, boasts real-time, self-service capabilities. Brown says his education has helped him articulate business goals to the Allied information technology staff, and has provided him with foresight as to how new technologies can save, or make, money. "Because of my education, I have credibility with the information technology people," Brown says. "When we are implementing something to accomplish a specific task, I know how quickly they can get it done."

Michael Brown '94 and father Howard Brown '67

Allied's staff is peppered with School of Information Studies graduates, and that influence has changed the course of the company's day-to-day operations and its interactions with its customer base. "One day I stopped in at Allied to eat lunch with my father [the company's chief information officer and executive vice president of supply chain] and started talking with Michael Brown about what I was looking for," Jason Palmer '02 recalls. "He was looking for someone with my background." Palmer accepted a position as corporate analytics manager. He credits his education for helping him develop the skills to balance technological applications with business strategy.

These days, Palmer relishes the opportunity—and the challenge—his position gives him. "The analytics department handles any analytical request, but my focus is on gross profit," he says. "I am the head of the Margin Committee and my department deals with gross profit on a daily basis."

While Michael Brown handles much of the day-to-day operations, Howard Brown takes the lead on issues of strategic planning and sales. The younger Brown, married and now dad to a 1-year-old son, says Allied is run with a flat management structure, and employees can often find the new company president logging 12-hour work days. "It's a blood, sweat, and tears business," Brown admits.

Looking back, Brown says the School of Information Studies was the right choice for him. "I received an education that included all different disciplines," Brown says. "I was able to get some background in business management with IT courses that distinguished me from business students." ●

and Management Section of the New York Library Association, Vol. 1, no. 2.

Karen Zhe-Heimerman '05 is librarian for the sciences at Le Moyne College in Syracuse.

Gail Steinhart '05 is the GIS and spatial data librarian at Cornell University's Albert R. Mann Library in Ithaca, N.Y.

Master of Science in Information Management

Deborah Telfer '94 is a professor at Colorado Technical University in Greenwood Village. She was named 2004 Educator of the Year by the university's parent company, Career Education Corporation.

A L U M N I NEWS

DEVELOPMENT FORUM

A Gift for All Ages

PAUL BRENNER,
EXECUTIVE DIRECTOR OF DEVELOPMENT

The recent naming gifts and scholarships announced in this issue are a wonderful testimony to the timeless soul of our school. It is my sincere hope that they inspire alumni and friends of all ages to come forward and rekindle their ties with the school. Perhaps some day every former dean of the school will have a named scholarship that galvanizes feelings and contact with the students whose lives were touched during that dean's tenure.

Alumni and friends, you may not realize that there are ways nearly each of you, regardless of age, may be able to positively influence the soul of our school. I'm referring to everyone who has retirement accounts, whether you are 25 or 85 years of age. Consider gifting a portion to the school. Why use your retirement account?

You have the full use of the assets during your lifetime so there is no anxiety about not having the money to live on. And you can determine the amount (or percentage) and the purpose of the gift.

Retirement plans and IRAs can be among the highest taxed assets in your estate due to double taxation of income tax and estate tax.

Gifting these assets gets them out of your estate, and the entire amount goes tax-free to Syracuse University. This also results in tax savings for your estate and your heirs. It's a better plan to designate the remainder of your account to charity, and then use other assets for gifts to your family. New regulations simplify the procedure to name a charity as beneficiary. You can also use the funds to set up a life income arrangement for a beneficiary that will ultimately benefit the school as well. All such gifts will provide you membership and recognition in Syracuse University's Founders Society.

For more information, visit *www.syracuse.gift-planning.org/GIFT-retirement.php*. ●

Worthy Advice

JULIE ANDREWS, CONTRIBUTING WRITER

There is no substitute for nuts-and-bolts advice from practicing professionals to students eager to follow in their footsteps. This spring, an audience of about 20 students attended a five-member panel of prominent Syracuse business leaders at the School of Information Studies. Panelists shared success stories and enumerated the benefits of joining the Project Management Institute (PMI), the world's leading not-for-profit project management professional organization. The group then encouraged students to enter the first PMI competition, which selected a salient business proposal from student contenders to receive an award.

Kevin Relyea '02 (IRM), president of the Syracuse chapter, introduced the guests and explained that he joined PMI to enhance his credibility and knowledge. Panelists included Donald Kottl, project manager for New York Service Center; John Mays, project officer for Keane Inc.; Cheryl Rowlands, president of Project Management Horizons Inc.; Linda Saul, process analyst for Syracuse University; and Rhonda Sass, project manager for MCI.

The seasoned panelists brimmed over with advice. Mays suggested students learn project management language, talk with those in the field, and take class assignments seriously. Rowlands advised students of three key items: people, process, and technology, stressing people as the central component. "Teamwork is imperative," Saul said. And according to Sass, food, chocolate, and humor are effective motivators. She added that communicating goals and milestones holds employees accountable.

The School of Information Studies and the Syracuse PMI sponsored the PMI@IST Best Project Competition, which was open to all students. The Syracuse University Enterprise Architecture Project, submitted by graduate students Tara Kerestes, Sookyung Kim, Luella Korsky, Joe Variani, and Dan Renfroe, won the competition. The team members received free student memberships in PMI, complimentary tickets to the PMI Syracuse awards banquet, plaques presented by the school at the banquet, and a meeting with a CEO of a Syracuse company.

Established in 1969, PMI boasts more than 100,000 members and 365 chapters worldwide. The Syracuse chapter was formed in 1989 and has 130 members representing industries ranging from construction to consulting. Students pay $60 to join, reduced from the usual $150 fee. Members who sit for the PMI exam must have 4,500 hours of project manager experience. Syracuse members meet monthly, hold regular training seminars, and offer a 15-week PMI exam-prep class yearly. Members can access Central New York job openings online at *www.pmi-syracuse.org*. ●

Kevin Relyea '02, president of the Syracuse chapter of the Project Management Institute, talks to students attending a panel discussion on project management. Other panelists, from left to right, are: Rhonda Sass, Cheryl Rowlands, John Mays, Linda Saul, and Donald Kottl.

Building on the Past

The School of Information Studies' move to the Quad has generated a sense of enthusiasm about an exciting new chapter in the school's future. However, the move and the recent accomplishments of the school also remind many alumni and University friends of the people who helped bring the school to where it is today. In recognition of the contributions of the school's former deans, faculty, and students, the following funds have been initiated:

- Library science alumnus Angelo Garzio '49 provided a start-up donation for a scholarship in honor of former dean Wharton Miller. Miller was dean of the School of Library Science from 1952 to 1964. His tireless efforts to strengthen the University's library science program led to its accreditation, and his dedication and commitment as an educator had a great impact on the lives of Garzio and many other students. The scholarship will help support the education of a deserving graduate student in the school.

- The recently announced Robert and Fay Taylor Scholarship will provide financial assistance to a student in the master's degree in library and information science program. Taylor, who served as dean from 1972 to1981, broadened the scope of studies and renamed the school to reflect the arrival of the Information Age. Under his leadership, the School of Information Studies was born. His progressive thinking paved the way for the school's emergence as a place where information students and faculty pushed and expanded the boundaries of information management and technology. The school's information resources management program was established during Taylor's tenure, launching a new emphasis within the school on business application. His wife, Fay, is well known to many for her role as a librarian and director of the Liverpool, New York, public library.

Wharton Miller

Classrooms in the renovated Hinds Hall will be named in honor of three of the school's most respected former faculty and two SU alumni:

- Antjke Lemke G'56 came to the United States from Germany in 1949, and completed a master's degree while working as an SU music librarian. A professor emerita, she was a member of the School of Information Studies faculty for more than 25 years and served as interim dean in 1964. Since retiring in 1986, Lemke has remained active as a writer and lecturer. Her numerous awards include the George Arents Pioneer Medal (2000), the University's highest alumni honor, and the Outstanding School of Information Studies Alumni Award (1993-94).

- Professor emerita Marta Dosa joined the School of Library Science faculty in 1962 with a background in mathematics. Her interdisciplinary approach to library science appealed to a wide range of students and helped set the tone for the school's progressive spirit that endures today. Dosa's former students have taken their research skills and degrees into fields as diverse as public service and environmental technology. Among her awards, she was named the 1988 University Scholar/Teacher of the Year.

- Professor Jeffrey Katzer joined the Syracuse University faculty in 1969. Beloved by his students and highly respected by his colleagues, Katzer was pivotal in establishing the School of Information Studies as a premier information school. He helped develop the undergraduate program in information management and launched the school's Ph.D. program. Katzer also served as interim dean in 1985 and again in 1994. A doctoral scholarship was established in his name following his untimely death in 2000.

- A collaborative workroom will be established in Hinds Hall in the name of former librarians Marian '40, G'41 and Julius Rietkopp '33, thanks to a bequest from the Julius Reitkopp Revocable Living Trust.

Anyone interested in supporting these efforts or in establishing your own mark on the school through a gift, please visit the web site at *ist.syr.edu/alumni/donations.asp*.

Regnier Summer Institute: A Fitting Tribute

Growing up in the rural community of Lyons, New York, in the first quarter of the 20th century, Helen Benning Regnier '36, G'37 was encouraged by her father to see beyond the family farm into the worlds described in books. She immersed herself in reading and excelled in school, graduating at the top of her class. Seizing the opportunities presented to her through academic success, she eagerly accepted a scholarship to Syracuse University and became the first in her family to go to college. At SU, she continued to thrive, graduating with a bachelor's degree in psychology and English magna cum laude and then earned a master's degree in library science. She became a librarian at public libraries in upstate New York, and at military bases during World War II, before joining her future husband, Victor, in building a successful real estate business. Throughout her life, Regnier said she felt indebted to Syracuse University for the opportunities the school had afforded her.

When she died in 2004, her children wanted to honor her memory. Recalling her passion for library science and her education at Syracuse University, Victor Jr., Robert, and Cathy Regnier through their family foundation endowed and renamed a program at the School of Information Studies that will enable students, like their mother, to pursue a high quality education in librarianship, regardless of geographic or financial constraints. The Helen Benning Regnier Summer Institute on Leadership and Change offers two-, five-, and seven-day intensive courses in a variety of areas that explore the central role of information in today's professional environment. The endowment provides annual full-tuition scholarships to select distance-learning students who are pursuing a master's degree in library and information science and want to enroll in the summer institute. The classes can be taken online, on campus, or through a limited residency format.

"We are delighted that Regnier Charitable Foundation has chosen to support our mission, our school, and our students in this way," says Raymond F. von Dran, dean of the School of Information Studies. "We take pride in educating students to be leaders in the information science and technology field. The Regnier Institute is a tremendous opportunity for students to grow into leadership under the direction of international leaders in the field."

Helen Benning Regnier '36, G'37

Jeng-Kai (Andes) Wang '94 founded Advanced Global Sourcing Ltd., in Taiwan, a trading company that focuses on the fasteners business for the automotive, electronic, and OEM industries.

Oren Shachal '00 is a marketing analyst at Intuit, QuickBooks Group, in Mountain View, Calif.

Marisa Ponti '01 is a research officer in information technology at University of Gothenburg in Sweden.

Mark Jaeger '02 is an IT training coordinator at Toyota Technical Center in Ann Arbor, Mich.

Chiraporn Jirojjaturont '03 is a business analyst at Internet Thailand Public Company Ltd. in Bangkok, Thailand.

John Lever '03, director of information architecture governance for the Naval Meteorology and Oceanography Command at the Stennis Space Center in Mississippi, has been selected as one of *Computerworld's* 2005 Premier 100 IT Leaders.

Peter Meny BS '02, IM '03 is a consultant with IBM business consulting services in New Jersey.

Jayashree Subramanian '03 is an analyst at Health Strategies Group in Lambertville, N.J.

Arjan Bajaj '04 is a management analyst with Bearing Point Inc. in New York City.

Andre Bryan '04 is a research assistant at the University of Maryland. He works on Microsoft products and systems across the state of Maryland and is a lead computer network specialist at the Maryland Department of Public Safety and Correctional Services.

Mark Martella '04 is a manager for customer enablement at United States Steel in Pittsburgh.

Chino Ovalles BS '03, IM '04 is the director of information technology at Semiconductor Packaging Materials in Armonk, N.Y. He manages 60 users in two locations and oversees all IT strategies, implementation, and purchases.

Shibanka Garg '05 is an information risk management associate at KPMG in New York City.

Niti Jain '05 is an associate for risk advisory services at KPMG in New York City.

Master of Science in Telecommunications and Network Management

Yu Ming Lee '95 is Matrix project coordinator with the Singapore Economic Development Board in Singapore.

Robert McGarry '99 is a senior sales specialist at IBM in New York City.

Amarpreet Nanda '04 is an associate in information technology infrastructure audit at Morgan Stanley in New York City.

Frank Bulk '05 is a product development manager at the Incumbent Local Exchange Carrier Premier Communications in Sioux Center, Iowa. He evaluates new technologies for the company's customer base and continues to write for *Network Computing* magazine.

Ph.D. in Information Transfer

Betsy Van der Veer Martens '04 received the 2004 Eugene Garfield Dissertation Award from the Association for Library and Information Science Education.

H◉ME PAGE

Flannery Buchanan G'05

Discovering the Educator Inside

TAMMY DIDOMENICO, CONTRIBUTING WRITER

When Flannery Buchanan G'05 came to the School of Information Studies, she knew she wanted to study information technology, but she was less sure of whether she had the knack for the educational side of the library media professions. Through her involvement with the Center for Digital Literacy's E*LIT (Enriching Literacy Through Information Technology) program, the library and information science graduate student discovered not only her interest in technology's role in the education of young people, but a natural affinity for interacting with students.

Buchanan, who has a degree in mass communications from James Madison University in Virginia, says she became interested in technology as an educational tool while working in student affairs at the University of California, San Diego. Buchanan managed the school's Japanese studies program and wrote grants with faculty, learning how important new technology was in their efforts to help students achieve their goals. "I could see there was a need for information professionals in the educational setting," she says. "I realized that as a library media specialist, I would have the opportunity to work with technology in the classroom by using it myself, and also supporting classroom teachers."

Determined to explore the field further, Buchanan, a native of Fairfax County, Virginia, had no qualms about leaving sunny California behind for the more "diversified" climate of Syracuse. "I looked for the best program, and that was at Syracuse," she says. She wasn't disappointed. "I have loved every class I have taken," she says. "I realize just how much I have learned, and I feel extremely prepared for the real world."

Buchanan, a coordinator/team leader for E*LIT, says her experiences with the program have been especially rewarding because it partners School of Information Studies students with those from the Newhouse School of Public Communications and the School of Education. The program includes a contest in which students from local schools use technology to prepare presentations on a specific author or illustrator. SU students handle every facet of the E*LIT program, from running the contest and interfacing with local school administrators, to arranging the contract and travel plans for the authors. "I learned a lot from working with the other students because everyone brought a different perspective to the project," Buchanan says. "I don't have a teaching background, so it was interesting to see what the important issues were for the education students, and then we had the Newhouse students working on things like marketing."

Buchanan says E*LIT has tried to select authors and illustrators whose work resonates with today's city students. The result? Students relate to the authors and artists, read their works, and focus their knowledge and curiosity on accomplishing a specific task. "I can't tell you how fun it was for me to see [the project] come together," she says. "It felt so good to have an impact on the community."

Thanks to her coursework, Buchanan, who lives in Ithaca, New York, now feels ready to meet the demands of being a school library media specialist, hopefully in a Central New York school. The skills she has learned at the School of Information Studies have given Buchanan a confident outlook toward her future. "I have been fortunate enough to work on several projects, like E*LIT, that supplement what I learn in the classroom," she says. "It has really made me excited about taking my career to another level." ●

H◉MEPAGE
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