

# HOMEPAGE

School of Information Studies  
THE ORIGINAL INFORMATION SCHOOL®

## Career Outlook Bright for Graduates



*School of Information Studies alumni find themselves well prepared to meet challenges in a variety of careers*



### More Than Librarians

**TAMMY DIDOMENICO,**  
CONTRIBUTING WRITER



In her work as a resource librarian at the University of Massachusetts Medical School's Lamar Soutter Library, Sally Gore G'04 relies on lessons learned from her comprehensive education at the School of Information Studies. She currently oversees two web-based projects—Go Local Massachusetts and e-Mental Health in Central Massachusetts—aimed at improving access to reliable consumer health information for state residents. “While working on the Go Local project, I use a lot of the ‘traditional’ library skills I acquired during my studies at SU,” Gore says. The e-Mental Health project involves more of the technological aspects of modern librarianship. “Utilizing the skills and knowledge gained through courses in information architecture, digital libraries, and information organization, I work closely with our librarian in charge of web design to build a site that meets the expressed needs of our partner agencies,” she says.

With an increasing number of positions carrying the word “digital” or “electronic” in the title, the School of Information Studies educates students

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**KATE GAETANO,** CONTRIBUTING WRITER

**A**llyson Hughes '94 arrived at SU thinking she was headed for the medical profession. Four years and three internships later, she did land a position in the medical field—but it wasn't her biology or chemistry coursework that got her the job. “My first official position was as an implementation consultant with a medical software company,” says Hughes, who earned a degree in information management and technology in addition to completing pre-med requirements. “I realized that medical school was not something I wanted to do, but fortunately my training at the School of Information Studies positioned me to successfully blend those two different areas. It really gave me the leverage to go in a lot of different directions.”

Hughes is one of many to successfully merge a variety of interests and skills with an information studies degree. “Our incredible flexibility is a definite asset,” says School of Information Studies Dean Raymond F. von Dran. “We put a premium on communication

skills, and our students know how to present themselves and work in teams. But they also know enough about networking, information systems, database management, project management, and organizational development to apply those specific skills in technology or information-related areas. We're really on top of what's in demand.”

#### Filling a Need

Keeping up with current demands and industry trends is Debra Eischen's job. During a recent trip to visit information studies interns and scope out potential employers, the director of the school's Office of Career Services and Experiential Learning found herself traveling to the Tiffany & Company main headquarters, a Party Warehouse distribution center, and Madison Square Garden, stopping in between at a pharmaceutical company and a broadcasting company. From the retail industry to banking, marketing, telecommunications, insurance, real estate, and even government security and police forensics, the demand for skilled information technology (IT) professionals is on the rise. In fact, the U.S. Department of Labor's *Occupational Outlook Handbook* predicts an 18.5 percent employment increase in the information supersector by 2012, which will add an estimated 632,000 jobs. “What we're seeing is that in almost every type of business, IT is becoming one of the most important pieces of operation,” Eischen says. “In my opinion, it's the most marketable degree in the 21st century.”

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DOUGLAS LLOYD PHOTOGRAPHY

DEAN'S COLUMN

## Rooted in Intellectual Diversity and Interdisciplinary Perspectives

As the dean of the leading information school, I have many opportunities to observe the very latest changes in our field, and often help to spearhead them. One such experience occurred at a recent information school conference, which we co-sponsored with Penn State University. Nearly 300 faculty and doctoral students from around the world assembled at the conference to examine the grand challenges and opportunities in our emerging information field. The excitement was electric as a highly interdisciplinary and intellectually diverse assembly of faculties from schools of vastly different origins came together to attack common problems.

The two principal sponsors of the conference, SU and Penn State, are a study in contrasts and convergence in our field. SU's information school traces its origins from library roots nearly 110 years old. Penn State's information school was newly created at the university just six short years ago and has no library program (although one faculty member has library credentials!). So what could we possibly have in common? Well, everything. The distinct and obvious commonalities are the notion that information drives society; our primary focus on the needs of people, organizations, and society for relevant, timely, and accessible information; and the belief that this information is a powerful instrument for social good.

People, information, and technology seem to be the critical mix propelling the information school movement. The complexity of tomorrow's information systems—whether personal systems, library systems, or business or government systems—demands the attention of highly interdisciplinary teams using the most sophisticated methodologies. We put this convergence in action in our three master's degree programs—library and information science, information management, and telecommunications and network management. The programs have common required core courses, in which the three diverse groups of students solve problems, develop confidence, and cultivate respect for one another. In this way, we move closer to our informal goal of helping our future librarians to be tough-minded managers, and making sure our telecommunications managers have heart.

The idea of a convergent information field is not just some notion created by some woolly-headed professors in an ivory tower. The twin themes of interdisciplinary collaboration and information service are common concepts at nearly every external meeting I attend—whether the discussion is about the future of research libraries, how to staff urban schools with media specialists, or the future direction of IBM global services. These same themes—and the convergence of people, information, and technology—are echoed at the American Library Association; the American Management Association, of which I am an IT board member; or EDUCAUSE, a nonprofit organization dedicated to promoting the use of information technology to advance higher education.

The importance of our field and the education and research we provide is seen as an increasingly precious resource. Being the first information school in the world puts us in a leadership role in the continuing global transformation of this information era. We see the incredible wisdom of our pioneering faculty leaders and deans who first embraced our intellectual diversity, which is one of our foundational elements, along with our focus on the needs of people, and our continuing vision: "To extend human capabilities through information." ●



Raymond F. von Dran  
Dean

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#### Raymond F. von Dran, Dean

#### Executive Editor:

Barbara Settel G'73, G'76  
[basettel@syr.edu](mailto:basettel@syr.edu)

#### Editor:

Margaret Costello  
[mcostell@syr.edu](mailto:mcostell@syr.edu)

#### Contributing Writers:

Tammy DiDomenico  
Kate Gaetano  
Kathleen Haley '92  
Steve Kemper  
Jennifer Kushlis '06  
David Marc  
Dave Molta  
Elizabeth Van Epps G'05

#### Design and Production:

Kiefer Creative

#### Photography:

Robert Mescavage  
Steve Sartori  
Chuck Wainwright

Editorial support provided by the Office of Publications.

Address submissions to:  
Margaret Costello, Office of Publications,  
820 Comstock Avenue, Syracuse NY 13244;  
[mcostell@syr.edu](mailto:mcostell@syr.edu).

### Correction

To set the record straight and to provide a pictorial archive for future editors of this newsletter, we include the correct photos of former and current deans.

Wharton Miller (1952-56)

Wayne S. Yenawine (1956-65)

Edward Montgomery (1965-68)

Raymond F. von Dran (1995-present)



Wharton Miller  
Dean, 1952-1956



Wayne S. Yenawine  
Dean, 1956-1965



Edward Montgomery  
Dean, 1965-1968



Raymond F. von Dran  
Dean, 1995-present

# Faculty, Staff, Student NEWS

## IT Matters: Today and Tomorrow Is There a Future in IT's Future?

*Enrollment in computer science programs has plummeted because we live in a culture that views an IT degree as a ticket to nowhere*

DAVE MOLTA

It has been two years since Nicholas Carr's "IT Doesn't Matter" appeared in the *Harvard Business Review*. For many of us, the article evoked a visceral reaction similar to what we felt in our youth when we learned that our favorite sports hero was really a drugged-up scoundrel.

### Say It Ain't So

Carr's thesis has resurfaced with the publication of a longer version of the story, in book form. Based on the title—*Does IT Matter?*—you might think Carr has softened his position. He hasn't.

Some business analysts continue to salute Carr for blowing the whistle on the IT establishment as profligate spenders on low-value systems that not only increase the cost of doing business, but also take management's eye off the strategies that really can lead to sustainable competitive advantage. But even if you don't buy that view, realize there's another, equally dark side to the Carr thesis that could lead to unexpected consequences for many organizations.

Like most occupations, the IT profession has its share of mercenaries who toil for no other reason than their paychecks. But within the most effective organizations, you'll find individuals who believe that harnessing technology to manage information really does improve enterprise and society. For those individuals, Carr's argument was a wake-up call, a cutting accusation that their belief in the value of technology may have been misplaced. What was once a passionate pursuit of innovation was now just another job.

While the effect on IT professionals was a little like a left jab to the psyche, the right hook came from executives long frustrated by the high cost and disruptive impact of tech initiatives. Many CIOs found themselves shunned by senior management, and when the economic recession required belt-tightening, the IT budget was viewed as obese. For those who bought the utility-model argument, running your own IT organization made about as much sense as building your own power plant to provide electricity.

As devastating as the previous two blows have been, the knockout punch may not come for years. I recently spoke to a successful IT pro, six years out of a professional master's program in information management. When I asked him why he got into the field, he spoke about his early interest in technology, but he also noted the influence of his father, an executive who had advised him that getting into computers was a can't-miss career choice. Today, enrollment in computer science and information management programs is down dramatically, in large part because of a culture that now views an IT degree as a ticket to nowhere.

### The Wrong Lessons

It's irresponsible to assert that Carr is dead wrong. The emergence of standards and commoditized technology will enable more efficient modes of information management. And no professional can refute Carr's suggestion that many IT organizations are inefficiently managed and too technology-focused. The truth sometimes hurts.

Unfortunately, these claims often lead to false conclusions by those who fail to understand the evolution of technology. Arguing that sustainable competitive advantage cannot be achieved through

ROBERT HESCHAGE PHOTOGRAPHY



Professor Dave Molta is assistant dean of technology integration, director of the Center for Emerging Network Technology, and senior technology editor of *Network Computing*. He has more than 15 years experience in managing computer and network systems.

IT is as misguided as asserting that the quality of management is irrelevant to organizational success. Not every organization will employ technical innovation as a competitive advantage, but those that fail to employ and manage technology effectively will surely fail.

In 50 years, we'll look back at the role that technology played in the early 21st-century organization and snicker about how naive we were. The transformational power of technology will continue to be felt in new ways, and organizations that leverage information using the tools of technology will continue to enjoy competitive advantages. Let's hope there are some good IT professionals around to get the job done. ●

## Faculty, Staff, Student NEWS



Kevin Crowston

**KEVIN CROWSTON,**

associate professor and director of the Ph.D. in information science and technology program, published with B. Scozzi and C. Garavelli "Methods for Modeling and Supporting Innovation Processes in SMEs," in the *European Journal of*

*Innovation Management*, Vol. 8(1), p. 120-137, and a chapter, "The Bug Fixing Process in Proprietary and Free/Libre Open Source Software: A Coordination Theory Analysis" in *Business Process Transformation*, M.E. Sharpe Inc., forthcoming.

He gave the keynote address at the Empirical Assessment of Software Engineering (EASE) Conference in Keele, U.K. He presented with U.Y. Eseryel "An Exploratory Study of Factors Related to Effectiveness of Free/Libre Open Source Software Teams" at the 2005 Open Source Software International Symposium in Padua, Italy; and presented with J. Howison and M. Conklin "Collaboration Using OSSmole: A Repository of FLOSS Data and Analyses" at the Symposium on Mining Software Repositories in St. Louis and the First International Conference on Open Source Systems in Genova, Italy. He presented with R. Heckman, H. Annabi, and C. Masango "A Structural Perspective on Leadership in Free/Libre Open Source Software Teams" at the First International Conference on Open Source Systems in Genova, Italy; with J. Howison, C. Masango, and U.Y. Eseryel "Face-to-Face Interactions in Self-Organizing Distributed Teams" at the OCIS Division, Academy of Management Conference in Honolulu, Hawaii. He was the winner of OCIS Division Best Visual Presentation Award with K.M. Chudoba, M.B. Watson-Manheim, and C.S. Lee for "Meet Me in Cyberspace: Meetings in the Distributed Work Environment" at the OCIS Division, Academy of Management Conference in Honolulu, Hawaii.

Crowston will serve as chair, with H. Annabi, of Mini-Track on Studies of Open Source Software Development, Hawaii International Conference of System Sciences in 2006.



Michelle Kaarst-Brown

**MICHELLE KAARST-BROWN,**

assistant professor, published "Understanding an Organization's View of the CIO: The Role of Assumptions About IT," *MISQ Executive*, Vol. 4 (2), p. 287-301; with C. Wang and K. Wei "Virtual Community as New Marketing Channel" in the *Encyclopedia of Virtual*

*Communities and Technologies*; with I. Guzman "Who Is the IT Workforce: Challenges Facing Policy Makers, Management, and Research" in *Proceedings of SIG-ACM SIG IT Personnel Conference*, p. 1-12, and with S. Kelly "IT Governance and Sarbanes-Oxley: The Latest Sales Pitch or Real Challenges for the IT Function" in *Proceedings of the 38th Hawaii International Conference of System Sciences*.



Scott Nicholson

**SCOTT NICHOLSON,**

assistant professor, visited 17 libraries and library schools on his "Bibliomining Across America" tour: He gave a free seminar introducing bibliomining, which is the combination of data warehousing, bibliometrics, and data mining for the measurement and evaluation of library services. Currently, he is working with Online Computer Library Center to make a free online version of the bibliomining workshop available through the WebJunction project. For more information, visit [bibliomining.com](http://bibliomining.com).



Joon Park

**JOON S. PARK,**

assistant professor, published with P. Chandramohan, G. Devarajan, and J. Giordano "Trusted Component Sharing by Runtime Test and Immunization for Survivable Distributed Systems" in *Proceedings of the 20th IFIP*

*International Conference on Information Security*; with H.S. Krishnan "Trusted Identity and Session Management Using Secure Cookies" in *Proceedings of the 19th Annual IFIP WG Working Conference on Data and Application Security*; and with M. Manley, C. McEntee, and A. Molet, "A Framework of an Effective Wireless Security Policy for Sensitive Organizations" in *Proceedings of the 6th IEEE Information Assurance Workshop*.

He is also publishing with A. Deshpande "Spam Detection: Increasing the Accuracy with a Hybrid Solution," in the *Journal of Information Systems Magazine*, Vol. 23 (1), winter 2006.

Park is a visiting faculty member in the Air Force Laboratory in Rome (AFLR), New York, under the intergovernmental Personnel Act (IPA) mobility program during his sabbatical from fall 2005 to summer 2006. His research, "FASAC (Fine-grained, Active, and Scalable Access Control) with Applied Computer Forensics," is being sponsored by the lab through a \$240,000 grant.

Park is the session chair for the Secure Software and Management, 19th Annual IFIP WG 11.3 Working Conference on Data and Application Security. He also was an invited speaker at the leading research institutes in Korea, including Seoul National University, Korea University, Seogang University, National Security Research Institute, and Samsung Electronics, during his research trip in May 2005.



Jian Qin

**JIAN QIN,**

associate professor, was invited by the Library of Chinese Academy of Sciences to give lectures on digital asset management at the Joint Advanced Seminar for Digital Libraries in Beijing in May. She was also invited to give a presentation on

knowledge-based indexing for better searching and navigation in databases, knowledge organization systems, and digital asset management to the following organizations and conferences: Tsinghua University Library; International Symposium of Academic and Industry on Digital Libraries in Beijing; Advanced Workshop on Digital Library Technologies and Standards in Hangzhou, Zhejiang, China; and the Second Advanced Seminar for Research and Development Frontiers in Digital Libraries in Xiamen, Fujian, China.



Ruth Small

**RUTH V. SMALL,** professor, was invited to join the panel on urban school libraries for the IMLS Study on the Future of the Library Workforce, chaired by Jose-Marie Griffiths, dean of the University of North Carolina. Through the Center for Digital Literacy, she

received a three-year grant for \$999,033 from the Institute of Museum and Library Services to partner with the New York City Department of Education for the Preparing Librarians for Urban Schools (PLUS) program in New York City. Forty classroom teachers will be recruited over the next two years to become school library media specialists to serve in New York's most needy schools to improve information literacy skills instruction to secondary and higher education.

In October at the 12th National Conference of the American Association of School Librarians (AASL), Small, with M. Arnone, was joined by the AASL president for the official launch of *S.O.S. for Information Literacy*, a web-based database of information literacy lesson plans and teaching ideas.



Catherine Arnott Smith

**CATHERINE ARNOTT SMITH,**

assistant professor, received the award for best research paper presented at the 2005 Medical Library Association annual meeting in San Antonio, Texas. The invited paper, "Taxonomy Development for Meaningful Data Analysis," was about her

MLA-funded Ten Thousand Questions Project, which analyzes consumer postings to health-related web-based bulletin boards.



Ping Zhang

**PING ZHANG,** associate professor, is an associate editor for two tracks of the International Conference on Information Systems (ICIS), held in December 2005. She is also an advisory committee member for the 4th pre-ICIS annual international workshop

on Human-Computer Interaction Research in Management Information Systems. Zhang finished editing with F. Nah and S. McCoy the special issue for the *International Journal of Human Computer Interaction*, Vol. 19 (1), September 2005.

She published with J. Carey, D. Te'eni, and M. Tremaine, "Incorporating HCI Development into SDLC: A Methodology," *Communications of AIS (CAIS)* Vol. 15, Article 29, p. 512-543.

She published with N. Li "The Importance of Affective Quality" in *Communications of the ACM*, Vol. 48 (9), p. 105-108, and "The Intellectual Development of HCI Research in MIS: A Survey of the MIS Literature (1999-2002)," in the *Journal of Association for Information Systems (JAIS)*. She also published with H. Sun, "The Role of Moderating Factors in User Technology Acceptance," in the *International Journal of Human-Computer Studies*.

The following papers were accepted for publication in the conference proceedings: with N. Li and H. Sun, "Affective Quality and Cognitive Absorption: Extending Technology Acceptance Research," in *Proceedings of the Hawaii International Conference on System Sciences*; and with N. Li, "A Research Agenda Toward Accessing Perceived Affective Quality of IT," and with H. Sun, "A Research Agenda Toward a Better Conceptualization of IT Use," in *Proceedings of the Americas Conference on Information Systems*. ●

## Faculty Briefs

### Collaboration in Training Chinese Digital Librarians

In May, the School of Information Studies and the Library of the Chinese Academy of Science (LCAS) held the Joint Advanced Seminar for Digital Libraries in Beijing, the first of a two-year collaborative training seminar. A total of 56 librarians, administrators, and managers from academic and research libraries attended the two-week seminar.

Professors Jian Qin, Abby Goodrum, and Scott Nicholson taught courses on theories and issues related to digital libraries, digital assets management, and planning and evaluation of digital library services. The participants embraced this opportunity for information exchange in digital library research and development with their American colleagues. School of Information Studies faculty members have been invited back in 2006 to present topics on human computer interaction, digital preservation, and knowledge organization systems.

### Professor Emeritus Lemke Receives Women of Influence Award

Antje Bultmann Lemke, professor emeritus of the School of Information Studies at Syracuse University, has received the fifth annual Francis McMillan Parks Women of Influence Award from the Office of Residence Life. Lemke was cited for her many accomplishments as an activist, journalist, author, translator, teacher, librarian, feminist, and musician, and influence on the lives of many.

Born in Germany, she risked her life to save Jewish lives during Hitler's reign, using the library to hide those escaping to freedom. In post-war Germany, and in collaboration with the American League of Women Voters, she founded the journal *Informationen für die Frau*, which still exists today.

An accomplished scholar, she translated the works of Albert Schweitzer in three books, and has taught an estimated 15,000 students during her years as a professor in the School of Information Studies. In her free time, Lemke helped establish the Syracuse Friends of Chamber Music and the Syracuse Symphony Orchestra, for which she played viola. ●

## Aiding Urban Libraries

DAVID MARC, CONTRIBUTING WRITER

According to Barbara Stripling, director of New York City's school library system, the vast majority of the city's 650 elementary schools have no choice but to assign teachers, without training in library science, as their school librarians. As a result, collections are not properly maintained, opportunities for new technologies are missed, and the libraries become squandered resources. "Syracuse University has shown singular leadership in addressing this problem," Stripling says. "It is a great credit to Ruth Small and her colleagues that they recognize the particular challenges that urban libraries face and are providing a solution to the problem."

Leading a team of nationally recognized library and information science faculty from SU, Drexel, Pratt, and Rutgers, Small was awarded a \$1 million grant last summer by the Institute for Library and Museum Services (IMLS) to conduct a library science training program designed to serve high-need urban schools. "We will train 40 working teachers for M.S. degrees in library and information science," says Small, who provided the city with 31 trained librarians in a previous project she implemented with funding from the Robin Hood Foundation. "All candidates must be accepted by SU and by the New York City Board of Education, our partners in this project."

Known as A PLUS for New York City's Libraries, the program will conduct courses at city locations as well as online, with a week of training in Syracuse to introduce students to new technologies and offer them opportunities to meet faculty and students. Two-thirds of each student's tuition will be paid for by the IMLS grant and one-third by the board of education.

Small has also initiated A PLUS programs with IMLS funds in conjunction with school districts in Syracuse, Rochester, and Binghamton. Laurie LeFever G'97, G'06, a teacher at Syracuse's Frazer School, recently completed the requirements to earn an M.S. degree. "After 11 years as an English teacher, I was getting bored," she says. "I enjoyed learning these new skills and I'm excited about teaching my students to become information-literate. I'm embracing my job again and loving it." ●



The School of Information Studies has teamed up with other information and library science schools and the Institute for Library and Museum Services to train library media specialists in New York City schools.

## Staff News

### Celebrating 20 Years of Service

**BRIDGET CRARY**, senior student records coordinator, celebrates 20 years of service with Syracuse University. She joined the University community in 1985 at the School of Social Work, and joined the School of Information Studies as a faculty secretary and receptionist in 1987, when it was located in Huntington Hall. As the school grew, Crary was promoted to recorder, ensuring smooth opening and registration periods. Currently, she works with the graduate and doctoral students as the senior students records coordinator. Her responsibilities include processing graduate and doctoral applications as well as her continued service with registration duties. Crary is also the list-serv manager for all administrative and program listservs.

### Certification Achieved

**DENISE DOWDALL**, executive assistant to the dean, became a Certified Special Events Professional (CSEP), conferred by the International Special Events Society. The CSEP designation is the hallmark of professional achievement in the special events industry, earned through education, performance, experience, and service to the industry, and reflects a commitment to professional conduct and ethics.

### Degrees Completed

**KATHRYN ALLEN**, director of distance learning, earned a master's degree in higher education from the School of Education. She finished her practicum this past semester, marking her official completion.

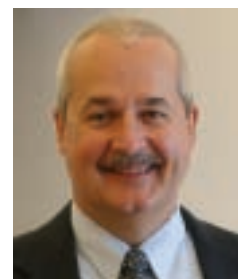
**PEGGY BROWN**, coordinator for instructional resources, and **ERIN CUNIA**, technical support assistant, completed master's degrees in instructional, design, development, and evaluation from the School of Education.

### Appointed to the Board

**STEPHEN BLOCK**, executive director of business affairs for the School of Information Studies, has been selected by Le Moyne College to serve on its Board of Regents. As a board member, Block, an alumnus of Le Moyne, will advise the college president and leadership, and assist in the college's advancement and promotion efforts.

### New Faces in the School

Welcome to new IT staff members **STEVE (WALLY) WALLACE**, technical support assistant, and **ANTONIO ROTOLO**, instructional technology manager, and new to faculty services, **JENNIFER KOWALSKI**, assistant to the faculty. ●



Stephen Block



Jennifer Kowalski

## Career Outlook

*continued from page 1*

To accommodate this growing need, the school offers an assortment of technology, telecommunications, management, and policy courses, taught by professors with a rich mix of professional backgrounds. "Our faculty have degrees that range from business administration to computer science, telecommunications, information science, and even psychology," von Dran says. "Every one of those subjects needs to be brought to bear on the information field." For Dan Renfro G'06, this holistic blend of courses was a major factor in choosing the School of Information Studies. "When I decided to go back to graduate school, I was

**"Our faculty have degrees that range from business administration to computer science, telecommunications, information science, and even psychology. Every one of those subjects needs to be brought to bear on the information field."**

**RAYMOND F. VON DRAN, Dean**

looking for the training and education that would enable me to use technology to change the way business is done," says Renfro, who left his position as a director of technology at the University of Montana at Missoula to pursue a master's degree in information management. "SU was one of the few schools that offered a variety of technical and management courses, as well as some outside perspectives, like economics and legal policy, which will help take my career to the next level" (See related story, page 9).

### Putting Knowledge to Work

Each year, internships help more than 300 School of Information Studies students take their education "to the next level." During her internships, Rebecca Shaffer-Mannion G'05, G'06 created an online tutorial for nurs-

ing students at St. Joseph's College of Nursing in Syracuse, and evaluated and updated branch signage for the Onondaga County Public Library System. She believes that those experiences helped her obtain a job at Fayetteville Free Library in Fayetteville, New York. "The internships let me apply the theory I learned in my library and information science classes to very substantial projects," says Shaffer-Mannion, who will also complete a certificate of advanced study in school media next spring. "The hands-on experience of taking an actual project through from beginning to end and having something concrete to show for it was invaluable."



## More Than Librarians

*continued from page 1*

about traditional library and information science, while also giving them tools to stay current in an ever-evolving technology environment. "The basic concepts of selecting resources, organizing those resources, and connecting users to resources that meet their information needs are at the core of library and information science," says Professor Scott Nicholson. "This core helps students adapt to technological changes in the field. In addition, understanding the core and being exposed to ideas from other disciplines, such as telecommunications and information management, allows students to take these concepts and apply them outside traditional library and information science environments."

The school also provides students with opportunities to test their knowledge under the guidance and supervision of faculty members. "We typically use real-world settings for projects that require students to apply classroom teachings while working with libraries and other information services," Nicholson says. "The results help these libraries and allow students to gain hands-on experience." Faculty members also keep a keen eye on what is happening in the job market, a task that can be daunting given the rapid change in technology fields.

Perhaps nowhere is the demand for new technology application greater than in the country's academic libraries, says Glen Wiley G'04, a serials and electronic resources cataloging librarian at North Carolina State University in Raleigh. "Academic libraries continuously look to new technologies to connect their staff and patrons, authenticate them, and have them work together to manipulate information and generate new knowledge," he says. "Libraries use technology to improve their patrons' access to information and to create environments to share resources."

Professor Ruth Small says the future for the modern school librarian includes not only a career in an ever-changing field, but ample job opportunities as well. "There is a major shortage of school library media specialists nationwide, so it is a great career path, now, and in the near future," she says. "Our graduates have no trouble finding jobs in most parts of the United States." Regardless of career interests, the school's alumni find themselves able to achieve success in a variety of fields. "Our students can really adapt," says Professor Jian Qin, director of the Certificate of Advanced Study in Digital Libraries program. "Basically, we offer what students need, and what employers want." ●



Internship experience is an absolute must, says Courtney Headley '99, a program manager for the global risk management team at GE and a campus recruiter for SU. "One of the first things recruiters look at is the type of experience you have," says Headley, who takes SU undergraduates on tours of GE sites to show students how his business uses information technology and to promote internships. "Not only do internships give you a chance to learn about yourself, what your interests are, and what type of company you might want to work for, they're also an opportunity for



The annual Career Fair in the Carrier Dome draws in dozens of companies whose recruiters are often School of Information Studies alumni who have first-hand knowledge of the qualifications held by SU students. Pictured at top left (clockwise) are Pricewaterhouse-Coopers recruiters Kibra Yemane '05 and Crystal Harris '05; Cigna employees Thomas McCabe II '03, Rita Gan G'06, and John Frei III '03; GE Corp. employee Jonathan Hafner '04; and the recruiting team from Syracuse Research Corp.



career," Schwartz says. "That experience validated that St. Paul Travelers was where I wanted to work—and it helped me get where I am now."

#### Making a Match

Sometimes finding the right job is simply a matter of connecting with the right people. When Darren Dublet '02 wanted to transition from a technical position to a consulting role, he turned to SU alumni for help. "With so many job opportunities out there, it can be difficult to choose the right one," Dublet says. After e-mailing several information studies alumni who worked in his desired field, he linked up with Salah uddin Khawaja G'99, a senior consultant at Deloitte Touche, a financial services and consulting agency in New York City, who recommended him to management. "I was lucky to have Salah's advice and assistance," says Dublet, who landed a job as a consultant in the company's enterprise risk services division. "He went above and beyond to help me out, and I'd do the same for any other School of Information Studies grad."

At the University's Center for Career Services, helping students find the right match is the main goal. Director Mike Cahill often encourages students to peruse Mentor@SU, the center's online system that offers contact information for more than 1,500 alumni willing to assist students. "Students in the School of Information Studies especially recognize their need to understand the exploration that's

*continued on page 8*

## Securing the Future

TAMMY DIDOMENICO, CONTRIBUTING WRITER



The U.S. Department of Labor predicts the growing emphasis on cyber-security will lead to increased demand for highly skilled computer programmers and IT professionals with an expertise in digital security issues and technology. The need for such professionals is so great, in fact, that the federal government launched the Cyber Corps Scholarship program, in which scholarship recipients receive full tuition in exchange for service in an information security-related post within a federal agency upon graduation. "After 9/11, the federal government realized it didn't have enough security to resist attacks on its information systems, and decided it needed to broaden its capabilities," says Professor Scott Bernard, director of the school's Washington, D.C., programs. "The Cyber Corps is growing a cadre of security professionals at the junior level so they can fill these positions."

The School of Information Studies also offers an array of security-related programs and initiatives to help prepare graduates for a booming subset of IT careers. The Certificate of Advanced Study (CAS) in information security management builds the skills necessary to create and protect a secure network for an organization that also takes into consideration access, costs, and user behavior. Professor Jeff Stanton, director of the CAS program, says interest in the security field has increased in recent years. The program attracts a mix of younger graduate students who have little or no work experience, but are attracted to digital security, and mid-career students, who may already have IT experience, but are interested in a change. The result, Stanton says, is a flexible program. "That mix offers diverse perspectives, and it's important to take all of the students' needs into consideration," he says. "With the number of opportunities available to students in the lab, they can really develop a particular skill." Stanton adds that the CAS program is a carefully monitored balance of theoretical elements and application through hands-on research.

In addition to the CAS program, several of the school's research arms devote much energy to security issues. For example, Professor Elizabeth Liddy and her research team in the Center for Natural Language Processing have done extensive work on creating computer programs that have human-like understanding of electronic communications and can even translate other languages into English. The cross-campus Systems Assurance Institute studies how to protect networks and systems from hackers and insider threats and also develops technology to improve the security of such systems. Research projects include building networks, protecting networks, and simulating attacks on networks. "You can learn how vulnerable these networks are and what can be done to fix that," Bernard says.

Students interested in digital security must grasp the core concepts of the profession and adapt to the rapid changes of applied technology. "Information security should grow and change with new applications and systems," says Professor Joon Park, whose research focuses on systems securities. "Therefore, to play a lead role in this area, students need to grasp those changes and understand how to apply the basic security approaches." ●

a company to get to know you as a future employee." For Danielle Schwartz '04, a summer internship at St. Paul Travelers Insurance in Hartford, Connecticut, paved the way to her current position in the company's information technology leadership development program. In addition to putting her technical and business skills to work on important projects, Schwartz learned more about the company and networked with managers and directors. "One of my favorite internship memories was when I met with the president of the company to discuss the industry and my future



STEVE SARTORI, SU PHOTO AND IMAGING

School of Information Studies Career Services director Deb Eischen discusses career resources and internship opportunities with student Argenis Fernandez '07 at the University's Center for Career Services in the Schine Student Center.

required to discover all the ways and the places that they can express their interests and skills," Cahill says. Other Career Services resources include such software as OrangeLink, a database service that manages the University's job and internship postings and provides information about campus recruiting and career fairs; Career Search, which allows students to explore more than two million companies by type of work and geographic location; and Vault, which provides detailed information about specific companies. "We can't rattle off all the possible jobs that an information studies student can do, but we can certainly help students get the resources and tools they need throughout the job-search process," Cahill says.

Additional student assistance is available at the school's Office of Career Services and Experiential Learning, which collaborates closely with the University's Center for Career Services. In addition to maintaining a web site with current job listings, career events, internship opportunities, and information on trends in the IT field, the office offers resources and workshops to assist with effective interviewing, writing and marketing resumes and business correspondence, networking, and more. "Everyone has unique interests, strengths, and areas of expertise and passion, and we help students match those factors to jobs or internships that best meet the needs of today's workplace," says Eischen, who helped organize the University Career Fair, which was held in the Carrier Dome this fall. "Our students are so valuable. They deserve to find careers that motivate and inspire them to know they are making a difference in the world." ●

## The High-Tech World of Sports

MARGARET COSTELLO, EDITOR  
STEVE KEMPER, CONTRIBUTING WRITER



Professor Jeff Rubin sat in the Carrier Dome press box in dismay during the football season opener on September 4. Unlike most other SU fans in the Dome that day, his disappointment wasn't tied to the Orange's loss to West Virginia. He was frustrated at the information technology (IT) failures the Dome experienced behind the scenes, such as the server glitch that prevented the live stats from being uplinked to the scoreboard and to the audio feed for the CBS sportscaster calling the game. Luckily, Rubin and his student crew, employees of Internet Consulting Services (ICS), were able to cull the information from the interactive web site, [www.suathletics.com](http://www.suathletics.com), which is maintained by ICS, and provide it to the national television network.

"I don't think most people recognize all the IT involved in sports," says Rubin, who is founder of ICS, a web development firm spawned in the University's technology incubator, the CASE Center. Since its founding in 1996, ICS has carved out a niche market in college athletic web sites, with more than 20 colleges and universities as clients. "There is a huge IT side to every game, encompassing everything from scanning tickets to streaming live video and audio clips to uploading sideline photographs to the web," he says. "IT offers a variety of careers in sports." For example, ICS employs people who have skills in visual and interactive design, computer programming, information management, server maintenance, electronic business, and customer service.

Jordan Goldberg '02, an IT specialist for ESPN in Bristol, Connecticut, supports and manages all of the network's wireless assets, ensuring that everything runs smoothly from live broadcasts to the "bottom line" screen of scores and information that appears 24/7. "ESPN uses many different technologies that I've been able to pick up and learn," he says. Goldberg's quickness and ability to adapt to changing technologies are qualities he developed as a student in the School of Information Studies. "The school prepared me well for this job in several ways," he says. "The wide variety of subject matter and course selection gave me the opportunity to find an area of information technology that served my interest. The organizational skills and classes gave me an idea of what to expect in the real-world business environment."

Both Goldberg and Rubin see the number of IT jobs in the sports industry growing exponentially in the future. "This summer, ICS signed 15 new colleges that want us to do their athletic web sites," Rubin says. "We've got a waiting line for our services." The need is equally strong at ESPN. "Absolutely everything you see on ESPN TV, in the magazine, or on the web site is driven by IT," Goldberg says. "There is a high demand for these types of jobs in the broadcast industry. As cable television grows, and print, online, and television content merge together, many types of systems have to be supported and developed." ●

## Digitizing the Medical Field

BY JENNIFER KUSHLIS AND TAMMY DIDOMENICO,  
CONTRIBUTING WRITERS



The medical field has become increasingly dependent on technology. President Bush affirmed this recently, signing legislation that will make all medical records electronic by 2014. This legislation highlights a fact that professors and students at the School of Information Studies already knew: medical informatics provides a fertile new field for groundbreaking research and employment opportunities. For example, Paul Gillette G'01 quickly found employment in health care. Working with state and local government officials, he helped develop the web-based electronic birth certificate system currently used in New York State. The job required skills he learned at the School of Information Studies, including database development, project management, and network administration. "There is a strong need for IT professionals in the field," says Gillette, who now manages IT support at Upstate Medical University in Syracuse. "Health care is adopting IT at a rapid rate to help improve patient care and satisfaction, as well as to improve operational costs and profitability."

The rapid evolution of technology has changed the way tasks are being done in hospitals and doctors' offices. Electronic databases allow health care workers more immediate and comprehensive access to medical records and data needed to diagnose and treat illnesses. "There is not one job in medicine that will not be influenced by information technology," says Wendy Darby G'80, director of knowledge management and quality services for Syracuse's Community General Hospital. "Health care professionals focus on patient safety and improving the quality of care efficiently and effectively. This requires good information management, including both computerized and paper-based systems."

The school plans to offer a more specific program for undergraduate students interested in the medical field, and a graduate certificate is being developed, according to Professor Catherine Arnott Smith. Smith is one of several faculty members conducting research about technology and health care to better prepare undergraduates interested in medical informatics. She is currently studying the problems faced by consumers when they try to access such electronic clinical documents as X-ray reports, procedural notes, and physician correspondences. "The terminology is a problem for people who are not trained in the medical fields," she says.

With physicians passing confidential information from one blackberry or laptop to another, patients' privacy becomes an issue. "Being able to collect and utilize information and make it both secure and available when needed are predominant issues in health care IT," Gillette says. Saira Haque, a second-year doctoral student, currently conducts research on the organization of information security at hospitals. A former health services information manager at St. Joseph's Hospital in Syracuse, Haque has used her experiences to advise students in medical informatics. She says the interdisciplinary approach offered by the School of Information Studies also prepares students to this end. "I see a lot of connections between different aspects of information technology I didn't notice before," she says. Haque believes the evolving needs of the medical field have created a unique opportunity for young IT professionals to make a real impact. "Multiple stakeholders need access to medical data, and we must find a better way to serve these different entities," she says. ●



## STUDENT PROFILE

## Creating More Career Opportunities

KATHLEEN HALEY, CONTRIBUTING WRITER

For two months, Dan Renfroe G'06 monitored, investigated, and tabulated his way through the features of mobile messaging gateways, products that allow users access to e-mail, calendars, task lists, and other features on mobile devices like cell phones and PDAs. Long days in the Center for Emerging Network Technologies (CENT) lab facilities paid off with his research being published in *Network Computing*, his second article published in the magazine. Being a published researcher was not something he had imagined when he first arrived at SU. "It wasn't anywhere near even the top of my mind," he says. "It's something I lucked into and definitely something I enjoy."

The information management major enrolled at the School of Information Studies to pursue additional education that would lead to management positions. He graduated from the University of Montana in 2000 with a degree in liberal studies and worked in information technology in various roles. As technology director for the School of Education at the University of Montana, he found the management aspect to be a rewarding part of the job. He wanted an advanced degree that had the technical education and related business and management coursework, but also covered other disciplines. "One of the unique characteristics of the information management program at the School of Information Studies is its interdisciplinary approach," he says. "You're not just dealing with the technology and the business and organizational perspective. You're also tackling social and legal issues related to technology."

Renfroe has sought opportunities outside his classroom studies: teaching a lab section for an undergraduate technology gateway course and becoming a research assistant for Professor Dave Molta in CENT. The center provides

facilities for researching the latest technologies. "I'm primarily involved in researching mobile and wireless technology," Renfroe says. CENT enjoys a fruitful collaboration with CMP Media of Manhasset, New York, which publishes *Network Computing*, and manages the Real World Lab partnership that allows CMP's technology editors to use CENT's facilities with faculty, staff, and students. "Researchers play the role of an information technology manager at a business and evaluate products to figure out what would work best," he says. In turn, *Network Computing* provides the opportunity for students to publish their research work. "It is rewarding to see your hard work go into print," he says.

Along with the success in the research lab, a collaborative classroom project also paid off. Renfroe and four other graduate students in the IST 710: Enterprise Architecture course, taught by Professor Scott Bernard G'98, submitted their classroom project to the Syracuse Chapter of the Project Management Institute plan competition. The competition recognizes outstanding work by teams in the application of project management principles. They received the Student Project of the Year Award for their examination of SU's enterprise architecture. They created a model of SU's business activities, infrastructure, and technology processes in relation to the University's goals. "Enterprise architecture is both a method of documentation as well as a method of management, looking at an organization's business strategy and vision, as well as its business processes and the technologies to support it," he says. The focus was on documenting the existing architecture. A further step would be to look at how the processes are working. "You examine where those processes are working together and where there are gaps between the vision and the actual processes," he says.

After graduating, Renfroe hopes to enter a leadership development program, but he is still



Dan Renfroe G'06

weighing his options. A summer internship at St. Paul Travelers in Hartford, Connecticut, opened up more opportunities. His work there supported teams that develop the insurance company's internal software. "The information management degree is broad enough so you really can pick and choose where you want to work and the areas that you want to focus on," Renfroe says. "My future in information technology will be dependent on my ability to adapt and to be open to changes, challenges, and new opportunities." ●

## Balancing Sports and Studies: A Smart Play

TAMMY DIDOMENICO, CONTRIBUTING WRITER

Emmanuel Rivera '01 knows the subtle, but lasting impact of a good helping hand. While his own home life was secure, Rivera grew up surrounded by the trials and temptations of his Spanish Harlem/Washington Heights neighborhood in New York City. He wisely gravitated toward people and programs that encouraged him to think about something other than the streets. "I was lucky," Rivera says. "I had access to programs and services that really made a difference in my life."

Today, he is making a difference in the lives of 55 young athletes through the Play-It-Smart Program at Fowler High School in Syracuse. Play-It-Smart, sponsored by the National Football Foundation, offers high school athletes study and mentoring opportunities. Participants' academic progress is closely monitored, and they are required to perform community service. "Basically, I make sure they do well academically, helping them prepare for college. It's an opportunity to

expose kids to some positive things they may not know about," says Rivera, currently working on a master's degree in information management and a certificate of advanced study in information management security. Rivera says his own love of sports led him to Syracuse and, ultimately, the School of Information Studies. "I've always been into Syracuse sports teams," he says.

His work with Play-It-Smart utilizes the soft skills of the information field and requires some database management to keep the academic program running smoothly. In addition to honing his IT skills, Rivera enjoys working with the young athletes. "During the study halls, I bring my books and study right along with them," he says. "The reward for me is in seeing behavior changes. Sports were a very important part of my youth, and I believe young people can learn good things from sports, such as leadership skills. Programs like Play-It-Smart offer students a great combination of positive influences."

Jeff McCann, regional coordinator for the Play-It-Smart program, says Rivera is representative of the program's high standards. "The program's success is based on relationships between the students and mentors," McCann says. "Manny does an outstanding job of fostering those relationships."

In addition to his Play-It-Smart commitments and graduate studies, Rivera is active with the Black Graduate Student Association and Black and Latino Information Studies Support, and works at the School of Information Studies as an I-lab consultant and faculty liaison. "I'm interested in digital forensics right now," says Rivera, who hopes to work for the FBI. While he expects his career will require a move to Washington D.C., he does not expect his commitment to Play-It-Smart to diminish. "I will always be associated with the program in some way," he says. ●



## Hinds Hall Renovation Naming Gifts

**PAUL BRENNER,**  
EXECUTIVE DIRECTOR OF DEVELOPMENT

Leave your indelible mark on Hinds Hall while investing in the future of the School of Information Studies. As you know, Hinds Hall is undergoing an incredible renovation to keep our school at the forefront of emerging technology and provide the best possible learning environment for our students. Because this is a renovation of an existing building and not an entirely new building, we have the rare ability to offer naming opportunities in recognition of planned gifts such as bequests and charitable gift annuities, in addition to outright gifts. Such gifts can honor family members, other loved ones, or both former and current faculty members who have helped shaped the lives and careers of so many of you in the library and information field.

*Here's how it works:* Gifts of \$10,000 or more, payable over one to five years, are eligible for naming opportunities. These include outright gifts and planned gifts such as life income arrangements and irrevocable bequests designated to the Hinds Hall renovation. A planned gift differs from an outright gift in that you can still manage your assets or generate income for life while also taking pleasure in the fruits of your gift. Depending on your age, you may even be able to increase your current income while funding a Hinds Hall naming gift. Life income arrangements, including charitable gift annuities and charitable remainder trusts, will be recognized at their full face value. Irrevocable bequests are discounted because we receive those gifts in the future; the discount rate is determined by the age of the donor at the time of the gift. For example, to fund the naming of a \$10,000 faculty office, a 40-year-old donor would require a \$40,000 bequest, whereas a 75-year-old donor would need only a \$15,000 bequest.

All donors of planned gifts gain immediate membership in the Founders Society, a special group honoring alumni and friends of Syracuse University for their lifetime commitments. For more information on establishing a naming gift or other gift planning options, contact me at 315-443-6139 or [pbrenner@syr.edu](mailto:pbrenner@syr.edu). You can also take advantage of the University's interactive gift planning web site at [giving.syr.edu/giftplan](http://giving.syr.edu/giftplan). ●

DEVELOPMENT FORUM

# TECHHH:

TECHNOLOGY ENDOWMENT CAMPAIGN FOR HINDS HALL



Pictured above is one of four collaborative meeting rooms that are fostering a rich exchange of ideas and knowledge among faculty, students, and staff. The Marian and Julius Reitkopp Collaborative Room has been funded by a \$100,000 bequest. Two of the rooms will be named in honor of professors Antje Lemke and Marta Dosa, respectively. All alumni and friends who provide minimum gifts of \$5,000 or more, payable over five years in either Lemke or Dosa's honor, will have their names prominently displayed. Our goal is to attract many participants and hold a dedication ceremony, including the donors as well as Lemke and Dosa, in the near future. One remaining collaborative room has yet to be named and is available at \$100,000.

The Jeffrey Katzer Collaboratory is the premier meeting space in Hinds Hall. The room honors the late Jeffrey Katzer, former professor, Ph.D. program director, and two-time interim dean. Faculty meetings, receptions, panels, and school-wide events are hosted here. It is equipped with computer technology for presentations, seating for 50, and display cases with Katzer's books and papers. All alumni and friends who provide minimum gifts of \$25,000 or more, payable over five years, will have their names prominently displayed.

# A Campaign

*to fund and maintain state-of-the-art facilities in the school's new home on the Quad*

PHOTOS BY ROBERT MESSANAGE PHOTOGRAPHY

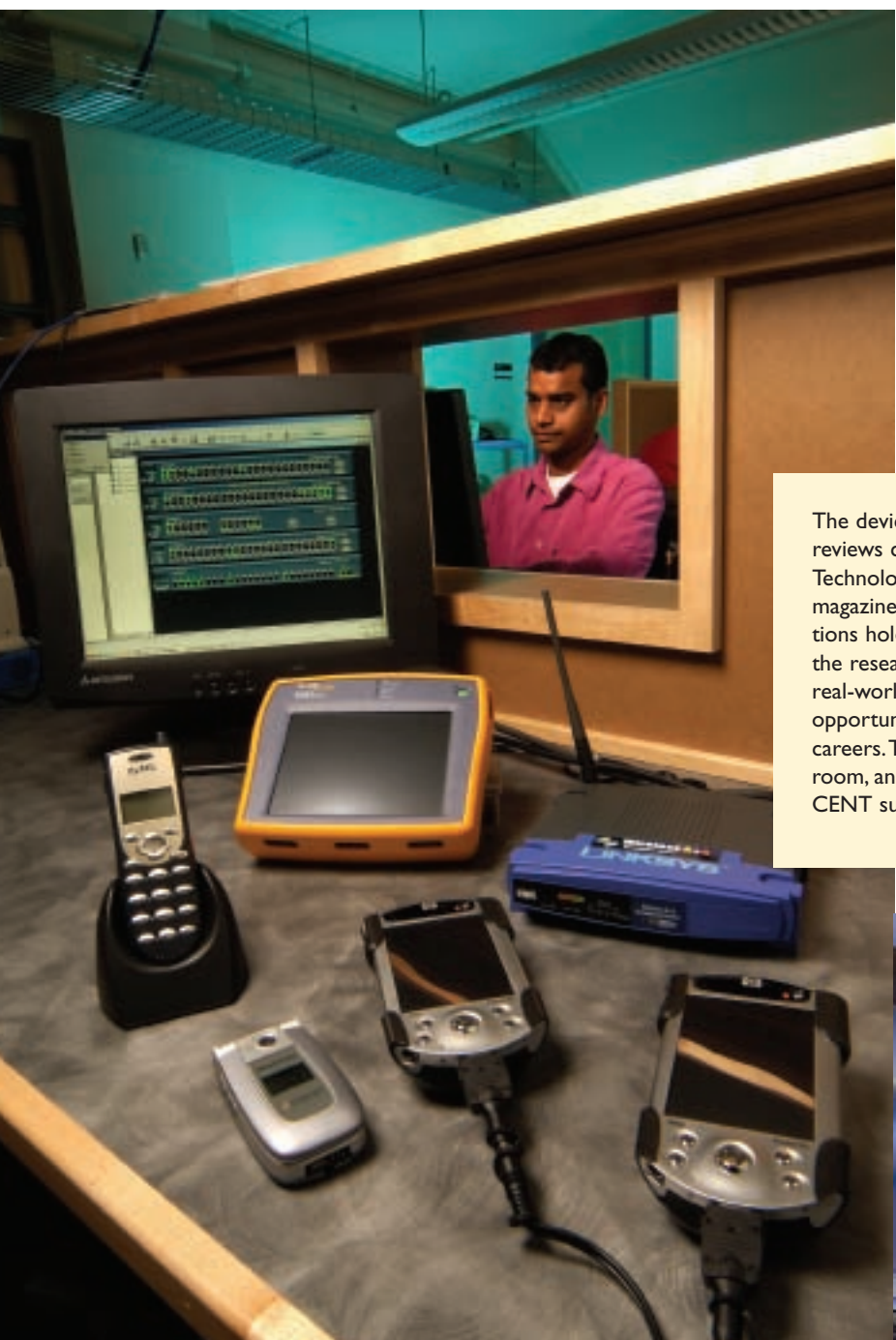


Professor Elizabeth Liddy and members of her staff are featured in the school's renowned Center for Natural Language Processing (CNLP). Natural language processing enables computers to understand language and text as well as humans. CNLP's efforts help society, corporations, and governments make better use of the huge amounts of electronic resources and information available today. From national security and public health issues to research and development for companies, CNLP is making a difference by allowing improved access to critical information. In the library field, natural language processing is enhancing the digital library via richer, more complete, and consistent metadata. The CNLP space is available for naming at \$500,000.



*“The School of Information Studies not only educates a new generation of information scientists and leaders, but also conducts pioneering research in information technologies and in their application and management. Hinds Hall provides the appropriate physical resources for teaching and research, and more importantly, it brings together the faculty under one roof to further enhance the teaching and learning experience. I am a proud supporter of this new venue and of the school itself.”*

—HERBERT R. BRINBERG H'89,  
CHAIRPERSON OF THE BOARD OF VISITORS



The devices pictured represent the hands-on testing and reviews conducted at the Center for Emerging Network Technology (CENT) and published in *Network Computing* magazine. CENT's work in mobile and wireless communications holds great interest for students and is relevant to the research of other faculty members. CENT provides real-world technology experience for many students and opportunities to publish articles, helping them launch their careers. The CENT suite includes a project room, a work room, and a server room. Name recognition for the entire CENT suite is available at \$500,000.

*"We are delighted to be able to help honor Antje Lemke, who has been one of the guiding lights of the school since its early days on Euclid Avenue. Antje's scholarly worldview, special warmth in the classroom, and continued enthusiasm for her subject still foster fond memories and continue to inspire those of us lucky enough to have had her as a teacher."*

—JON G'79 AND BETSY VAN DERVEER MARTENS G'78, G'04

*"My husband and I are both strong supporters of educational institutions. We feel that a good education is something that can never be taken away and is the hope of future generations. My Syracuse education allowed me to share my talents with hundreds of students over my 22-year career, and I will always be grateful for that opportunity. By supporting the School of Information Studies, I hope to return just a small portion of the financial advantage that my education has given me."*

—JAN RAO G'82



# TECHHH



The Center for Digital Literacy (CDL) attempts to bridge the “digital divide” and is engaged in bringing the fruits of our field to the world at large. Our researchers explore the impact of information, technology, and media literacy on children and adults. One example is the S.O.S. for Information Literacy Project where, under Professor Ruth Small’s direction, researchers are designing a web-based system to provide school library media specialists and teachers with tools to teach information literacy skills to children. The CDL is a collaborative enterprise of the School of Information Studies, the Newhouse School, and the School of Education. Naming recognition for the CDL is \$250,000.

The open doors down the hallway are faculty offices facing the Quad. We have a collaborative “faculty of one,” without departments, and the open doors represent the faculty’s commitment to assisting our students as fully as possible. You can name a faculty member’s office in recognition of his or her impact on your education and career for \$10,000, payable over five years. This level of giving is also recognized by SU with membership in the Society of Fellows. Program directors’ offices are \$25,000.

*“My aunt and uncle would be thrilled to know they were involved in a place like the Marian and Julius Reitkopp Collaborative Room, where future great minds could come together, share their ideas, educate each other, and hopefully remember to add a little humor to their day. We look forward to seeing the room one day and feel grateful to have found a way to pay tribute to two quiet unassuming people who knew the beauty in simplicity, the effect of charity, the value of education, and the importance of love.”*

—JANNA NOTICK, NIECE OF ALUMNI MARIAN '40, '41 AND JULIUS REITKOPP '33

To learn more about how you can support TECHH (Technology Endowment Campaign for Hinds Hall), contact Paul Brenner, executive director of development, at [pbrenner@syr.edu](mailto:pbrenner@syr.edu) or 315-443-6139. You can also view information about TECHH on the school’s web site, [ist.syr.edu/alumni/development/index.asp](http://ist.syr.edu/alumni/development/index.asp)

# Campaign

## ALUMNI NEWS



## A Call to Give

**BARBARA SETTEL**, DIRECTOR OF ALUMNI RELATIONS AND ANNUAL GIVING

The phone rings and I fear it may be a marketing survey or worse, a telemarketer, disturbing the privacy of my home, trying to sell me something I would never buy over the phone. I get ready to refuse the call, but am humbled when I realize the request is for a donation to an organization that needs my help, because it has made a critical difference in my life or the lives of those I love—the public radio station, the cancer society, the U.S. Ski team, or one of the many colleges I or my family members have attended. I welcome the call because I know I may not have gotten around to answering the mail they sent me, and I forget to donate through their web sites unless I am prodded.

Our alumni receive a call like this from Syracuse University when we contact you to ask for your participation in Annual Giving. These gifts, which can be designated to a home school or college and even a specific scholarship fund, provide the means to enrich every student's educational experience. Annual Giving supplements our budget and enables us to fund laboratories, student organizations, student travel to conferences, and scholarships.

Our goal is to increase the participation rate of alumni in Annual Giving. No matter how small the gift, your participation each and every year makes a difference in the quality of programs offered by the school. It ensures that our reputation as a leader in the field remains strong, and that your degree is held in high esteem by the world.

I asked some of our alumni to share with our readers the reasons they give to the school each year. I am sure their words will ring true for those of you who regularly support the school. And for others, I hope they will inspire you to join their ranks when you receive the call to give. ●

ALUMNI VOICES

## BS in Information Management and Technology

**Heathere Cericola '91** is an agent for the Internal Revenue Service in Seattle. She lives on Bainbridge Island in a yurt with solar powered lights and a propane heater and works on the Apollo project to get hydrogen to be used as an alternative energy source in the United States.

**Darren Dublet '02** is a consultant for the IT Controls Assurance group at Deloitte & Touche in New York City.

**Michael Little '02** is a systems analyst for Citigroup's technology infrastructure division in Portland, Maine. He is also enrolled as a distance-learning student in the certificate of advanced study in information systems at Syracuse University.

**Jerome Woody '02** is a software application developer for the School of Law at Seattle University in Seattle.

## GIVING VOICES

*"I benefited from a Gaylord Trust Scholarship for my master's. Then everything fell into place for three years of support for my doctorate. Syracuse set me on course for a successful career in academe, and I hope my contributions over the years will have a comparable impact on future IST students."*

—KAREN MARKEY G'77, G'81

**Sangwani Mabhena '03** was promoted to assistant manager at HSBC in Syracuse. He is completing a master's degree in information management at the School of Information Studies.

**Thomas Evans '04** is a SAP consultant for IBM. He specializes in the Global Trade Services (GTS) module of the software. Based in New York City, he travels frequently to Amsterdam, Netherlands.

**RJ Prego '04** is an enterprise solutions analyst with Nortel in New York City.

**Luis Alvarado '05** is an intern at Fidelity Investments in New York City.

**Anthony Bartocci '05** is a marketing director with Entercom Communications in Pittston, Pa.

**Tyler Blanchard '05** is a management analyst at BearingPoint in Bellevue, Wash.

**Kevin Chan '05** is enrolled in the information management master's degree program at the School of Information Studies. He also works in the school's ILab.

**Carl Cowan '05** is a technical manager at Children & Youth Investment Trust Corporation in Washington, D.C.

**Elsa Ferreira '05** is an information technology associate at AXA Financial in Syracuse.

**Andrew Foster '05** works at JPMorgan Chase in the operations management development program in Dallas.

**Todd Gilbert '05** is a technology analyst at Citigroup in New York City.

**Tommy Harris '05** is enrolled in the information management master's degree program at the School of Information Studies.

**Thomas Haskell '05** is a systems analyst at American Food and Vending in Syracuse.

**J.P. Horton '05** is an analyst at Accenture in New York City.

**Joanne Howe '05** is a computer support specialist at the Salvation Army in Syracuse.

**Ross Kresh '05** is an associate at Pavillian Investments in Hong Kong.

**Maria Marceau '05** is director of student records at Syracuse University.

**Monica Marsden '05** is in sales and marketing at Fralo Plastech in Syracuse.

**Vanessa Martinez '05** attends graduate school in digital media at Michigan State University.

**Kelly O'Connell '05** is an associate in the technology development program at Cigna Healthcare in Windsor, Conn.

**Elizabeth Ornelaz '05** is a systems analyst at Cigna in Bloomfield, Conn.

**Shewonyui Penn '05** is enrolled in the information management master's degree program at the School of Information Studies.

**Freda Perry '05** is pursuing a master's degree in information management and a certificate of advanced study in information security at the School of Information Studies and is a teaching assistant in the Syracuse City School District.

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

**Jorge Segarra-Rovira '05** is a network technician at Southwest Florida Water Management District in Brooksville, Fla.

**Peter Sheehan '05** is a sales administrator at Spectrum Sales in Syosset, N.Y.

**Jessica Silverman '05** is a microcomputer technician for Syracuse University's Maxwell School of Citizenship and Public Affairs.



## 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](http://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.

## OR CONTACT

Barbara Settel  
Director of Alumni Relations  
and Annual Giving  
School of Information Studies  
Syracuse University  
343L Hinds Hall  
Syracuse NY 13244-4100  
315-443-5604  
Fax: 315-443-6886  
[istalum@syr.edu](mailto:istalum@syr.edu)

## ALUMNI PROFILE

## All-Around All-Star

MARGARET COSTELLO, EDITOR



Dwight Freeney '02 always knew he wanted to be a professional athlete, but deciding on the best sport to get him there took a little time. For most of his childhood, he played soccer, basketball, and baseball. But it wasn't until the football coach at his Bloomfield, Connecticut, high school approached Freeney in his sophomore year that his future career became clear. "I hadn't played much football, but I figured I'd give it a try," says Freeney, who began as a linebacker and tight end. "I guess it worked for me. I decided I was going to play football in the pros. That was that. I never let anything else enter my mind."

Heavily recruited by such football powerhouses as Penn State and Notre Dame, Freeney chose to play at Syracuse because of its location and strong athletic and academic programs. He enrolled in the School of Information Studies to enhance his interest in computers and because he believed an information technology degree would provide him with marketable skills in the future. "The world revolves around technology," he says. "I really enjoyed my classes, and professors (Susan) Bonzi and (Jeff) Rubin were great."

On the field, Freeney, a defensive end, set numerous records including the NCAA, Big East, and Syracuse University single-season sacks, and NCAA and Big East forced fumbles and recoveries. He ranks second on SU's career sacks record list and third on the Big East career record ledger with 34 sacks. He was a candidate for the Lombardi Award, Nagurski Trophy, Bednarik Award, and Heisman Trophy, and was named Big East Co-Defensive Player of the Year in 2001. Freeney says that the most important highlight of his SU experience occurred off the field when he graduated with a GPA higher than a 3.0. "It turned out well for me," he says.

Since being drafted by the NFL's Indianapolis Colts, he has seen his success continue. Last season, he led the NFL with 16 sacks and was a Pro Bowl starter for the past two years. He was named the 2004 NFL Alumni Pass Rusher-of-the-Year. This season, he hopes to do equally well after recovering from shoulder surgery last spring. "I'd love to have at least 16 sacks again this year, but it's not all about numbers and statistics," he says. "I hope we win and can get to the Super Bowl."



Dwight Freeney '02

Freeney tries to put his success on the field to use in helping others. Last summer he launched the Dwight Freeney Football Camps in Anderson, Indiana, for youths ages 8 to 18 ([dwrightfreeneycamps.com](http://dwrightfreeneycamps.com)). Campers receive thorough training in skills and drills from Freeney, other NFL players, and a staff of football professionals. The camp also includes a life skills seminar to address such topics as being a successful student-athlete, making good decisions, and self-discipline. "I really want to give back to the community and the kids," Freeney says. "I wish I had something like this growing up, where I could have been around my heroes and interact with them on a one-to-one basis. I really try to create that experience for the kids. I want to give them a positive experience that they'll remember for the rest of their lives." ●

**Andrew Wells '05** is a computer technician at ASAP Computer Systems Inc. in Syracuse.

**Vernedra Chamin Williams '05** attends graduate school in public relations at Syracuse University's S.I. Newhouse School of Public Communications.

**Minjung You '05** is enrolled in a global master's in business administration program at Yonsei University in Seoul, Korea.

### MS in Telecommunications and Network Management

**Stephen Klingaman '00** is president of Klingaman & Company LLC, which provides independent audits of network and information systems security. He is a certified information systems auditor and is a board member of the CNY chapter of the Information Systems Audit and Control Association.

**Stanoo Chang '01** is an IT manager with Miluku Entertainment and Technology in Taipei City, Taiwan.

**Jairo H. Garcia '01** is an international networks consultant for Nortel in Atlanta. He is also completing a doctorate in educational technology at Pepperdine University.

### GIVING VOICES

*"It is an essential part of my being to give back... Just as I breathe in, I must breathe out! I want every student to have an equal opportunity in resource and mind to achieve the same things and more than I have achieved in my life."*

—JASON MILLS G'95, G'96

**Rajesh Revuru '03** is manager of information technology at Market Resource Partners in Philadelphia.

**Saurabh Bhasin '04** is a network engineer/technical instructor for WildPackets Inc. in Walnut Creek, Calif.

**David Bell '05** is assistant director of IT services at Transitional Living Services in Syracuse.

**Michael Bond '05** is a scientific analyst with the U.S. Air Force Research Laboratory in Rome, N.Y.

**Ian Brown '05** is a network support analyst at Syracuse University's College of Law.

**Daniel Dronsick '05** is a senior LAN and telecommunications administrator at Rowe Furniture Corporation in Elliston, Va.

**Dipen Gala '05** is an IPT engineer at BearingPoint in McLean, Va.

**Abhaykrishnan Ganesh '05** is an IT consultant with Altsoft Inc. in San Ramon, Calif.

**Delwyn Lee '05** is a communication analyst with the Federal Reserve Board in Washington, D.C.

**Carlos Lerma '05** is a member of the faculty at Universidad Autonoma De Tamaulipas in Tamaulipas, Mexico.

**Adam Marks '05** is pursuing a master's degree in business administration at National Taiwan University.

**James Richter '05** is a senior network engineer at Caritas Christi Healthcare in Boston.

**Kiran Tailor '05** is a network consultant at Hewlett Packard in Toronto.

**Jim Witherell '05** is a network engineer with IBM Global Services in Cincinnati.

**Pei-Chih Yen '05** is a testing engineer for Actiontec Electric Inc. in Sunnyvale, Calif.

## GIVING VOICES

*"I am very grateful to the school for having such caring and talented faculty members, and my way of expressing this gratitude is by annual giving."*

—ANNE CONNER G'97

## MS in Library and Information Science

**Jo Anne Ellis '72**, associate librarian at Moon Library at SUNY College of Environmental Science and Forestry, was presented with the College President's Quality of Worklife at ESF Award, given annually to an employee who has demonstrated exemplary service and a positive work attitude that has consistently enhanced the quality of worklife for others in the campus community.

**John Held '72** is an artistamp artist and a researcher and cataloger of mail-art collections. He has published numerous works on mail-art and rubber stamp art. His work commemorates the art and personalities of Fluxus and was recently exhibited at Atelier Berner in Paris.

**Luis Guadarrama-Romero '77** is a senior consultant with Hyperon Consultores in Coyoacan, Mexico.

**Jeff Rehbach '80** has a dual appointment at Middlebury College in Middlebury, Vt. He is director of choral music and library and information services facilities. Rehbach was married in July.

**Julie Conklin '96** and **Sara-Jo Sites '96** serve as co-presidents of the Binghamton chapter of School Library Media Section of the New York Library Association.

**Karen LaMacchia '98** is a law librarian at Shearman & Sterling LLP in Frankfurt, Germany.

**Merrie Davidson '99** is psychology/sociology librarian at University of Florida in Gainesville, Fla.

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

**Alicia Naab '03** is a librarian at Cleveland Public Library.

**David Oldenkamp '03** is an international studies librarian at Indiana University Main Library in Bloomington.

**Lori Tanaka '03** is a library media specialist at a high school in Oahu, Hawaii. Her job encompasses working with students on history day projects, serving on the school's technology committee, and advising the newspaper and yearbook.

**Cynthia Dietz '04** is science/map librarian at SUNY at Stony Brook (N.Y.) Her responsibilities include bibliographic instruction, reference, and facilitating GIS services.

## GIVING VOICES

*"Each year when I designate my Syracuse gift for the School of Information Studies, it brings back memories of the intellectual stimulation provided by the faculty.*

*Watching the school grow and change with the times over the past 25 years, I realize the strength of its curriculum and programs. I hope my contribution helps the school continue to innovate, motivate, and prepare its graduates for careers that can take off in any direction as mine has."*

—JEFF REHBACH G'80

**Deborah Fink '04** is a library media specialist at Solace Elementary School in Syracuse.

**Tina Finneran '04** was one of seven Ph.D. candidates chosen to attend the Joint Conference on Digital Libraries Doctoral Consortium, recently held in Denver. She is a doctoral student at the School of Information Studies.

**Kim LeRoy '04** is a library media specialist at Central Square Middle School in Central Square, N.Y.

**Erika Pozo '04** is a reference librarian at Memorial Sloan-Kettering Cancer Center Medical Library in New York City.

**Cami (Kitzel) Schill '04** is a library media specialist at Clara Barton School #2 in the Rochester (N.Y.) City School District. She was married in February.

**Laura Schlueter '04** is a taxonomy manager for Lockheed Martin at the Government Accountability Office in Washington, D.C.

**Michelle Budney '05** is the library media specialist in the Waverly Central School District in Waverly, N.Y.

**Christine Eldred '05** is a school librarian at Missisquoi Valley Union High School in Swanton, Vt.

**Eleta Exline '05** is an archivist at Paley Studies Ltd. in Rochester, N.Y.

**Maureen Frei '05** is a library media specialist at Horseheads Middle School Library in Horseheads, N.Y.

**Linda Galloway '05** is a research assistant at SUNY College of Environmental Science and Forestry and an instructor at Bryant and Stratton in Syracuse.

**Rebecca Hubler '05** is a medical reference librarian at SUNY Upstate Medical University Library in Syracuse.

**Kathleen Infantino '05** is a library media specialist at Naples Elementary School in Naples, N.Y.

**Ivan Kaproth-Joslin '05** is pursuing graduate study in music theory at Syracuse University.

**Erika Kwasnik '05** is a library media specialist for Norwich High School in Norwich, N.Y.

**Laurie Lefever '05** is a library media specialist at Frazer School in the Syracuse City School District.

**Tamilla Mavlanova '05** is a library research assistant for Direct Marketing Association in New York City.

**Jennifer Nace '05** is a temporary reference librarian at Syracuse University's E.S. Bird Library.

**Mary Panek '05** is a library media specialist at Moses-DeWitt Elementary School in the Jamesville-DeWitt School District in DeWitt, N.Y.

**Ginny Pellam-Montalbano '05** is an admissions counselor at Syracuse University.

**Rebecca Shaffer-Mannion '05** is a young adult librarian at Fayetteville Free Library in Fayetteville, N.Y.

**Patricia Westgate '05** is a library media specialist at Susquehanna Valley High School in Conklin, N.Y.

## MS in Information Management

**Christopher J. McAuliffe '92** is an online courseware administrator at Cornell University in Ithaca, N.Y.



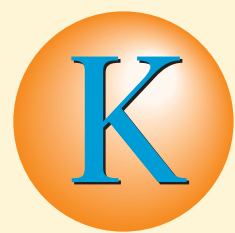
Louise Schaper G'84 (in tan jacket), executive director of the Fayetteville Public Library in Fayetteville, Arkansas, and her staff are the proud recipients of the 2005 Thomson Gale/Library Journal Library of the Year Award. In addition to the national recognition as the best library in the country, the Fayetteville Public Library received a \$10,000 check, which was presented at the July American Library Association conference in Chicago. They were also featured in a June 15 *Library Journal* article, "Five Steps to Excellence."



## ALUMNI PROFILE

## Bridging the Gap

JENNIFER KUSHLIS, CONTRIBUTING WRITER



Kisha Pugh '98 has earned recognition as a businesswoman, mother of three, and an active community member in her less than 30 years. The National Women of Color took notice of her efforts by presenting her with its Rising Star Award at the Technology Awards Conference in October. Pugh remembers pleasantly surprising the judges who called to congratulate her. They

asked if she would make time to advise college students, and she jumped at the opportunity. "They said most people aren't as willing to give back," says Pugh, a Syracuse native. "But I never want to feel like I'm done learning. I was blessed to be helped by so many people."

Pugh puts her passion for helping others into practice as agency director and director of marketing for MetLife Financial Services in Danvers, Massachusetts. She mentors new employees as well as agents, who help clients make difficult decisions about their financial futures. In addition to training, Pugh designs a marketing plan to link MetLife and the community. This plan includes programs like "Money & Me," which teaches schoolchildren to manage their allowances and other savings. In her downtime, Pugh volunteers in her own children's classrooms.

She also makes time to give back to her alma mater. Last May, Pugh sat on the Women in Information Technology panel and credited Syracuse University for her success. "Students asked me what I did to prepare myself for a career," she says. "I said, 'Find an organization and a team you believe in.'"

In her first two years at MetLife, Pugh's team recognized her people skills and commissioned her to design a marketing department for its Syracuse office. She says this task required the most important skill she learned at SU: bridging the gap between technology and people. Pugh developed this skill as an undergraduate, taking classes ranging from web site building to project planning. Originally enrolled as a student in the Whitman School of Management, she transferred into the

School of Information Studies after taking a few information studies classes. "Once I started, I found out (information studies) was the foundation for any career I would choose," Pugh says.

She further wedded her interests in technology and people as president of B.L.I.S.T.S., the Black and Latino Information Studies Support group. Her responsibilities included getting to know members and finding internships suited for them. Pugh says she also held "internship after internship," thanks to placements by Debra Eischen, director of career services and experiential learning for the School of Information Studies.

Pugh says her professional and charity work is far from over. She aspires to become vice president or president of marketing, and to pave the way for minority females. "Aside from learning to manage different personalities, my biggest challenge has been helping people see beyond, 'I'm a woman and a woman of color,'" she says. "I'm not a statistic. I have to go the extra mile to prove that."

When she's not blazing trails in the business world, Pugh enjoys spending time with her husband, Maurice, and their three children—Malaysia, 7; Khai, 4; and Kauri, 15 months. Pugh says people often ask her how she carts her children to and from day care, ballet, and other after-school activities. Her response? As a woman, multitasking comes naturally. Also, her position at MetLife—and ability to take her laptop home—has been conducive to growing her family. "Family is the life of everything," Pugh says. "SU is definitely a part of my family." ●



Kisha Pugh '98

**Stacey Veeder '92** defended her doctoral dissertation, "Confidentiality Expectations and Willingness to Disclose Personal Information to a Health Care Provider," in May.

**Yugiswara Salmun '94** is managing partner with TiBiAd, an advertising, marketing, and public relations firm in Jakarta, Indonesia.

**Matt Caemmerer '96** is CEO of Tekcom USA in Seattle. Tekcom develops and manages distribution channels for telecommunication products, with a specialty in Latin America.

**Terry Stone '00** retired this year from the Federal Civil Service after 25 years of employment. He moved to Charleston, W.Va., to be with family, and opened a consulting service in the summer.

**Maria C. Pabon '02** has a new title of expert engineer at the Central Bank of Colombia. She also recently received P.M.P. certification through the Project Management Institute.

**Sunderam Sankaran '02** is a computer scientist at WetStone Technologies Inc. in Cortland, N.Y.

**Steven Varnum '02** is a financial management analyst with the U.S. General Services Administration in Washington, D.C.

**Scott Faller '03** is a systems analyst for PeopleSoft Technologies at General Electric. He is responsible for the operational activities of the offshore PeopleSoft Technologies team as well as being instrumental in developing the application security processes and procedures. He completed General Electric's Information Management Leadership Program.

**Angela Ramnarine-Rieks MLS '03, IM '04** is a librarian at the University of the West Indies in St. Augustine.

**Mathew Bader '05** is an analyst for the Government Accounting Office in Washington, D.C.

**Marlon Dechausay '05** is academic coordinator for men's basketball at Iowa State University in Ames, Iowa.

**Ying Fang '05** is pursuing graduate study in Syracuse University's department of sociology.

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

**Karen Holmes '05** is a program analyst with the U.S. Customs and Border Protection in Washington, D.C.

**Yu-Chun Huang '05** is a senior MIS engineer for D-link in Taiwan.

## GIVING VOICES

*"I have always felt that my library education at the Syracuse University School of Information Studies was superior to that of any other library school program. I was a recipient of a fellowship, for which I was, and am, truly grateful. I am so happy to be able to take my turn to help a new generation of students get a quality education, one that will almost guarantee them successful careers. I feel that my annual giving also helps me maintain my connection to Syracuse University and the School of Information Studies, even though I'm removed from it geographically."*

—ANNE POLLOCK G'83

**John Jordan '05** is a switch technician at Verizon Wireless in East Syracuse, N.Y.

**Maki Kajiwara '05** is a researcher for NTT Data Agilenet in Japan.

**Nancy Kaplan '05** is an information technology specialist for the U.S. Securities and Exchange Commission in Alexandria, Va.

**Hung-Hui Ko '05** is interning at Optimal Solutions and Technology in Washington, D.C.

## ALUMNI NEWS

## Coming Back Together 8

Students and alumni of B.L.I.S.T.S. (Black and Latino Information Studies Support) were reunited at Coming Back Together (CBT) 8 in September. CBT is a reunion event celebrating African American and Latino alumni of the University.



PHOTOS BY STEVE SARTORI, SU PHOTO AND IMAGING

Pictured above are: (from left to right) information management student Jerry Augustin '05, Professor Murali Venkatesh, information management and technology student Pedro Villanueva '06, and Duane Bridgeman '95, G'97.



Pictured above are: (from left to right) Zane Williams '04, Tony Bennia '73, G'75, Jason Mills '95, G'96, and alumni and annual giving director Barbara Settler G'73, G'77.

**Luella Korsky '05** is an IT architect at IBM in Endicott, N.Y.

**Jason Laska '05** is an IT contractor with TEK systems in Pittsford, N.Y.

**Joshua Legler '05** is a database administrator at the Utah Department of Health, Bureau of Emergency Medical Services, in Salt Lake City.

**James Lord '05** is a lieutenant colonel with the U.S. Army in Arlington, Va.

**Raymond Maskell '05** is an account executive with COCC Inc. in Avon, Conn.

**Joy McCowan '05** is a senior systems analyst with the City of Columbus Department of Technology in Ohio.

**Aneta Podziewska Nessel '05** is an IT specialist with Stearns and Wheeler LLC in Cazenovia, N.Y.

**Robert Osborn II '05** is associate director for force protection and distribution for the U.S. Army in Washington, D.C.

**Mark Phalen '05** is a software engineer for AXA Financial in Syracuse.

## GIVING VOICES

*"I think it's a great thing that the school is undergoing major change that will bring part of the spotlight on us. Giving a few bucks a year just isn't that hard."*

—BARRY SIEGEL '00

**Lincoln Rhoads '05** is a senior security engineer for SNVC in Fairfax, Va.

**Kevin Ryan '05** is an IT specialist with the Government Accounting Office in Washington, D.C.

**James Stewart '05** is senior application engineer at AutoMed/Choice Technologies in Vernon Hills, Ill.

**Joe Varani '05** is an information technology analyst with the Government Accounting Office in Washington, D.C.

**Jennifer Vitalbo '05** is an intelligence analyst with the Government Accounting Office in Washington, D.C.

**Takashi Yamamoto '05** is project manager for Bank of Tokyo-Mitsubishi in Tokyo, Japan.

## Ph.D. in Information Transfer

**Bill Moen '98**, associate professor in the School of Library and Information Sciences and interim director of the Texas Center for Digital Knowledge at the University of North Texas, received the 2005 Frederick G. Kilgour Award for Research in the Library and Information Technology. The award is presented annually by the Library and Information Technology Association—a division of the American Library Association (ALA)—and the Online Computer Library Center Inc. to recognize research that results in a positive and substantive impact on the publication, storage, retrieval, and dissemination of information. He received the award at the ALA annual conference in Chicago in June.

**Dong Hee Shin '04** is an assistant professor in the School of Information Science and Technology at Penn State University Berks Campus in Reading, Pa.

**Betsy Van der Veer Martens MLS '78, Ph.D. '04** is an assistant professor at the University of Oklahoma School of Library and Information Studies in Norman, Okla.

## Certificate of Advanced Studies in Information Systems and Telecommunications Management

**Tonya Franklin '05** is a communications analyst with Oakwood Worldwide in its project management organization in Los Angeles. She is also working toward a master's degree in information management at the School of Information Studies.

## Certificate of Advanced Studies in Library and Information Science

**Carmen Melendez '90** is a law librarian at the University of Puerto Rico in San Juan, Puerto Rico. ●

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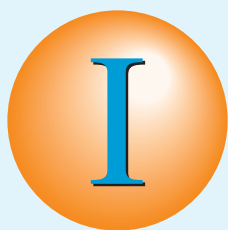
(From left) Victor Regnier, Sherry Buchanan (scholarship recipient), Robert Regnier, Catherine Regnier, Chancellor Nancy Cantor, and Dean Raymond F. von Dran congregate during the dedication of the Helen Benning Regnier Summer Institute on Leadership and Change and the naming of the first Helen Benning Regnier Scholar.

STEVE SARTORI, SU PHOTO AND IMAGING

## STUDENT PROFILE

## At Home in the School of Information Studies

ELIZABETH VAN EPPS, CONTRIBUTING WRITER



It was an idyllic afternoon in the Finger Lakes, and Ryan Scherer '06 was stuck in a conference room in Canandaigua. To make matters worse, he was in second-to-last place, and Scherer is not a second-to-last-place kind of person. In this case, Scherer's status designated his position in a series of intern presentations to executives at Wegmans Food Markets Inc.

Scherer, who is amiable and buoyant, with expressive eyes and a wide smile, has no trouble with public speaking, even to groups of 100. He nailed the presentation, which Wegmans designed to encourage management interns to share innovative ideas. Scherer's initiative called for making Wegmans' "Eat well, Live well" nutrition information available at the regular employee dinners, called Meal Rallies, which would increase employee food and nutrition knowledge in a logical forum. Scherer felt that Wegmans had the information; it just needed to be more accessible. "During the presentation, I stressed finding out what makes you happy and doing it," he says. "What works for someone else might be different from what works for you." Scherer's enthusiasm got the attention of one vice president of personnel at Wegmans, and the accolades made it back to him. Scherer describes

his loyalty to Wegmans in terms of the corporation's loyalty to him. "Wegmans is run like a big family," he says. "The motto is employees first, customers second."

Scherer revels in big-family structures, probably because he grew up that way. In school and in life, he believes that the best way to ensure productivity is to provide a nurturing environment. Growing up in Geneva, New York, Scherer attended small Catholic schools. He graduated from DeSales High School in 2002 and selected Syracuse University over Rochester Institute of Technology for college. Scherer, an avid golfer and baseball player, had grown up attending sporting events at SU and loved its "athletic atmosphere and beautiful campus." SU also offered well-rounded academic instruction, unlike some other "purely technical" schools, he says.

Scherer found the perfect mix of technology and management training in the School of Information Studies classes. "I absolutely made the right choice in schools," he says. Scherer attributed his happiness in no small part to the close-knit atmosphere of the school. Scherer is particularly grateful for the accessible faculty, including advisor and former professor, Susan Bonzi, who described Scherer as "a top-notch student, an excellent discussant, and an excellent listener. Ryan is excited about life," she says. "He bleeds orange, and he bleeds IST."

CHARLES E. WAINWRIGHT PHOTOGRAPHY



Ryan Scherer '06

Scherer admits that his assignments seem less like work than a growing hobby. "I'll do my web design homework for fun," he says. He enjoys the flexibility of the curriculum, allowing him to tailor his coursework to his interests. He enjoys the management side more than the technical aspects of the field. "I'd like to be the person who manages the people working with computers," he says. ●

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