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Fall 2006

**Fall 2006**

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# HOME PAGE

School of Information Studies  
THE ORIGINAL INFORMATION SCHOOL®

## Alumna Donates \$1 Million to Support School, Honor Mother

KRISTEN BLAKE, CONTRIBUTING WRITER

As a library science student at Syracuse University during the Great Depression, Estelle Wilhelm '38, '39 was no stranger to the world of financial difficulty plaguing the nation. Often unable to afford books for her classes, Wilhelm would hole up in the Carnegie Library and study the University's copies of her texts until a janitor kicked her out at closing time. She listened to friends who had graduated tell horror stories about the

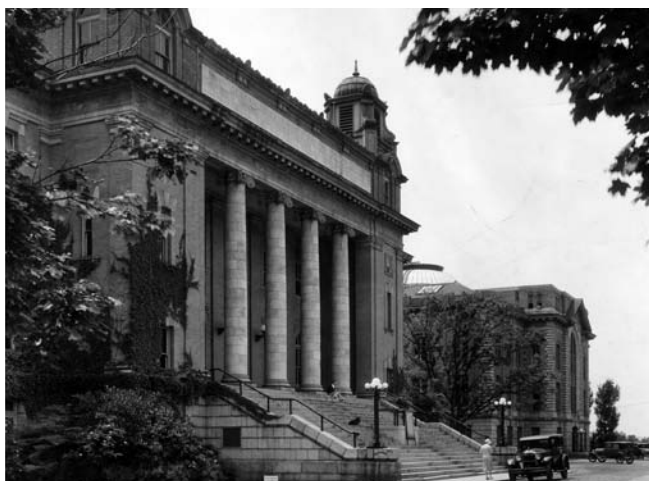
small number of jobs available and the lengths they would go to get them. One friend who hoped to work as a dietician told Wilhelm how she was forced to work two years without pay before she could begin collecting her salary.

But despite the challenges facing her and the potential hardships to come, Wilhelm says she never wavered about the importance of completing her education. She attributes her determination to her mother, Katherine Katchmar, who impressed upon her children the importance of excelling academically. "She was a great believer in education," Wilhelm says. "With her, it was always 'study, study, study.'"

Nearly 70 years later, Wilhelm has made a \$1 million donation to the School of Information Studies in memory of the mother who put six children through college during the height of the Depression. Wilhelm's donation will be used to support the school's Technology Endowment Campaign for Hinds Hall (TECHH) Fund, which contributes to the maintenance of technology equipment within classrooms and labs. In appreciation of her



Estelle K. Wilhelm at check presentation ceremony October 30, 2006. (Inset) Estelle Katchmar from 1937 Onondagan.



Carnegie Library in 1937

### SCHOLARSHIP IN ACTION:

## The Role of Doctoral Education in a Great University

ERIC F. SPINA, INTERIM VICE CHANCELLOR AND PROVOST OF SYRACUSE UNIVERSITY

*Editor's note: The following is an edited version of Interim Vice Chancellor Eric F. Spina's remarks to faculty and staff members and doctoral students at the School of Information Studies Convocation on September 8, 2006.*

I want to speak briefly today about the role of scholarship and doctoral education in a great university and the important role of the School of Information Studies at Syracuse University.

There have been a lot of changes recently throughout the University, and I know some people are wondering if we are still a "Student-Centered Research University." That phrase conveyed an important message for us at a difficult time in the University's history. We needed that phrase to emphasize—perhaps more internally than externally—that our students (undergraduate students in particular) are our lifeblood and must come first in everything we did as a University.

That phrase served us well in its time, and it helped us to find the focus and commitment we needed to ensure that all of our students were getting a first-rate education. I think it's safe to say we successfully met the challenges that gave rise to that phrase, and now we're ready to address new challenges. Of course, just because we no longer actively use this catchphrase does not mean we are any less concerned with students or their success. Student success remains paramount; it's simply time to address that demand from a different perspective.

In effect, that is exactly what we are doing with our call for "Scholarship in Action." By recasting our institutional mandate in these terms, we are placing an emphasis on faculty excellence and scholarly distinction. This may not be the most direct way to attract undergraduate students, but it certainly is the best way

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gift, Wilhelm has been given the opportunity to name the Katherine Katchmar Learning Center, an approximately 2,000 square foot combined classroom and computer lab in Hinds Hall.

In addition to her mother, Wilhelm's donation also pays tribute to Dean Wharton Miller, director of the School of Library Science during her years at SU. A favorite instructor, Miller made an impression on Wilhelm because, like her mother, he possessed a belief in education, as well as a playful sense of humor. Wilhelm recalls one April Fool's Day when Miller, after seeing her running late for his class, announced upon her arrival that she would be giving a class presentation about business librarianship, a topic she knew nothing about. Rushed and frazzled, Wilhelm stood in shock for a minute before realizing that her "presentation" was a put-on.

Miller's professional recommendations later helped Wilhelm embark on her career as a librarian during a time when jobs were scarce. She says she has always been grateful for his encouragement and aid. "I always wanted to say thank you to Dean Miller, and I never did," Wilhelm says. "I am happy to be giving this gift while I'm still alive and can witness

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SYRACUSE UNIVERSITY  
**HOME PAGE**  
 School of Information Studies  
 THE ORIGINAL INFORMATION SCHOOL®

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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:**  
 Kristen Blake G'07  
 Tammy DiDomenico  
 Aimee Hammill  
 Carol Kim G'01  
 David Marc  
 Christine Mattheis '07  
 Kayleigh Minicozzi '08

**Design and Production:**  
 Kiefer Creative

**Photography:**  
 Angela Baldrige G'06  
 AJ Chavar G'07  
 John Dowling  
 Leslie Kosoff  
 Douglas Lloyd  
 Steve Sartori  
 Barbara Settel

Editorial support provided by the Office of Publications.

Address submissions to:  
 Margaret Costello, 229 Hinds Hall,  
 Syracuse NY 13244; [mcostell@syr.edu](mailto:mcostell@syr.edu).



DOUGLAS LLOYD PHOTOGRAPHY

DEAN'S COLUMN

**W**ith my intended departure from the deanship this August, you'd think we'd be slowing down. The fact is, we're dancing faster than ever. I guess it's the feeling that anything set aside this year will be set aside forever—at least under my watch. I went to Beijing this past May to give out 50 certificates to Chinese digital librarians who were taught over two years by our professor Jian Qin (see page 3). We were invited back to keynote an all-China conference on information education in Wuhan in October. Always need to show the flag. This May, I'll meet a cohort of students from Europe in an executive master's degree program on e-governance we co-sponsor with the Swiss Federal Institute of Technology.

Hinds Hall continues to be on the build. By spring we'll have the entire first floor (third of four) reconstructed for our exclusive use. Dedication is April 20, so mark your calendar. We'll have special lectures and panels, and a re-naming building dedication by our Chancellor. In November, the school celebrated the receipt of a million dollar gift by Mrs. Estelle Wilhelm '38, '39 to sponsor the Katherine Katchmar Learning Center (Cover story).

Eric Spina, formerly the engineering dean, was appointed interim provost (that's my boss and the Chancellor's deputy). What great news for us. He understands us through our collaborations with L.C. Smith College of Engineering and Computer Science (ECS) for the past few years. He had some great things to say about us at his recent speech during our school-wide convocation this September (Cover story). Eric made a terrific appointment by naming Shiu-Kai Chin to be the interim dean of ECS. He's been one of the school's best friends since long before I got here.

ECS and the School of Information Studies kicked off a "Year of Exploration" this past spring with Dan Atkins, formerly dean of the School of Information at Michigan, and now director of the National Science Foundation's Office of Cyberinfrastructure (see page 6). Other speakers are lined up for this academic year, and each is brought to campus jointly by the two colleges to help us find common ground. The Whitman School of Management's recently appointed dean, Mel Stith, has also become a supporter of collaboration between our two schools. We'll have much to announce about this cooperative venture in a coming issue of *Home Page*.

I'm delighted about all of the great things that are happening here. We're number one in information systems and number two in digital libraries. Wow! This is becoming a great last year as the dean, and hopefully a banner year for the school, which now has its largest graduate enrollment in its history. I think the world is getting the message. We're all at the top of our game! ●



Raymond F. von Dran  
 Dean

Homecoming 2006  
 Events Bring Together Alumni, Students, and Faculty

Dozens of students and staff turned out for the 2006 Homecoming Alumni Panel, featuring the following recent alumni of the school (from left to right): Duane Bridgeman '95, G'97, engagement partner at Cisco Systems; Daniel Marino '97, director of ACAI Solutions; Natalie Ponder '95, G'98, a consultant at Huron Consulting Group; Scott Faller '03, project leader at General Electric Co.; and Anthony Percival '95, G'97, director of information technology at Kroll Inc. The following day, students and faculty presented posters during the Homecoming Fair in Hinds Hall, including members of Women in Information Technology (from left to right) Fatima Espinoza, president; Divya Kurup, outreach committee co-chair; and Ranjini Ramkumar, member.



# Faculty, Staff, Student NEWS

## The Joint Digital Library Workshop in Beijing

JIAN QIN, PROFESSOR

May 26, 2006, was a big day for everyone at the Second Joint Digital Library Workshop, co-organized by the School of Information Studies and the China National Library of Science. Only a few days before, I gave instructions to the participants—mostly library directors or mid-managers in China—about creating their first-ever poster presentation. Each group was to incorporate content learned from three mini-courses taught during the 10-day workshop, including digital preservation taught by Professor Ken Lavender, human computer interactions in digital libraries taught by Professor Michael Twidale from the University of Illinois at Urbana-Champaign, and ontology design and implementation, which I taught. As I moved from group to group, I was impressed by the quality of their work and the enthusiasm they had for the project. They would explain how much they learned from the process in terms of both content and the hands-on, interactive group work.

For example, one group chose to focus on a real-world project that a team member worked on professionally. Using the knowledge gained in the workshop, the group examined a portal that contained information about AIDS. The members explained how they rethought the way in which a user might interact with the web site and then made changes to the content structure based on their new user-based perspective. I could feel their pride and excitement about the improvements that they made.

The participants were mostly practitioners from various types of libraries, and many oversee digital library research and development projects. In terms of access to technology and information, they differed very little from their American counterparts. What seemed to be new to them were the instructional methods we employed in teaching the content. The seminars were more interactive, and encouraged participants to think about familiar issues in new ways. They got a firsthand look at how collaborative work can yield creative solutions

and ideas. One participant concluded, “We learned not only the theories and practices from the lectures, but also the spirit of openness, innovation, and teamwork.”

Dean Raymond von Dran touched on some of the same issues—innovation and the sharing of knowledge—in his keynote address, “The Information Society: Modern Development or Human Nature.” He discussed information technology and human development issues from a global and historical perspective, tracing the evolution of notable technological and social accomplishments from ancient manuscripts to the ever-evolving computer. He noted the common root for all information professionals: technologies, human users, and innovations over the thousands of years. The open and collaborative atmosphere throughout the workshop made the participants more vocal than usual in asking questions of Dean von Dran and in engaging with the material he presented. Throughout the workshop, it became evident that although we speak different languages and live in different cultures, we are tackling the same information problems.

By the last day, few wanted to see the workshop end. Dean von Dran handed certificates to each of the participants, and closing speeches were given by Yuan Haibo, the director of the China National Science and Technology Library, and Xiaolin Zhang, the executive deputy director of the China National Library of Science. The workshop ended on a high note. Yuan Haibo, who was so pleased at its success and the accomplishments of the participants, agreed on the spot that the workshop should be continued for another two-year round. ●



Jian Qin

Professor Jian Qin researches and teaches in the areas of knowledge organization, information organization, and information technology applications in managing knowledge and information. She holds a Ph.D. from the University of Illinois at Urbana-Champaign, a master's degree in library and information science from the University of Western Ontario, and a B.A. from Wuhan University, China.



School of Information Studies Dean Raymond von Dran and professors Jian Qin and Gisela von Dran pose with participants in the Second Joint Advanced Workshop in Digital Libraries, which was held in Beijing in May.



Kevin Crowston

**KEVIN CROWSTON** was promoted to full professor:

He published with J. Howison “Hierarchy and Centralization in Free and Open Source Software Team Communications” in *Knowledge, Technology and Policy*, 18(4); and with J. Howison “Assessing the Health of a

FLOSS Community” in *IEEE Software*, May/June.

He also published with J. Howison and K. Inoue “Social Dynamics of FLOSS Team Communications;” with B. Scozzi “The Role of Mental Models in FLOSS Development Work Practices;” and with H. Annabi and R. Heckman “Group Learning in the Early Years of Apache Web Server;” all in the *Proceedings of the Second International Conference on Open Source Software*.

He presented with B. Kwasnik, Y. Chun, J. D’Ignazio, and J. Rubleske “Challenges in Creating a Taxonomy for Genres of Digital Documents” at a meeting of the International Society for Knowledge Documents in Vienna in July; with K. Chudoba, M. Watson-Manheim, and C. Lee “A Practice View on Meetings: The Impact of ICTs on Organization Form and Function” and with L. Qin and R. Heckman “Language and Power in Self-Organizing Distributed Teams,” both at the Academy of Management Conference in Atlanta in August.

He chaired “Open Source Software: Research Development Workshop” at the Academy of Management Conference.

**MEGAN OAKLEAF**, assistant professor, presented “The Right Assessment Tool for the Job: Seeking a Match Between Method and Need” at the Library Assessment Conference in Charlottesville, Va., in September.



Joon Park

**JOON PARK**, assistant professor, published with J. Giordano the book chapter “Software Component Survivability in Information Warfare” and with H. Lu and C. Tsui the book chapter “Anti-Spam Approaches Against Information Warfare,” both in the *Encyclopedia of*

*Cyber Warfare and Cyber Terrorism* (IDEA Group Publishing).

He also published with J. Giordano “The Access Control Requirements for Countering Insider Threats” in *The Proceedings of the IEEE Symposium on Intelligence and Security Informatics Conference*; with D. Gala, S. Kim, P. Ko, and P. Yen “Towards Secure Municipal Wireless Network” in the

*continued on page 4*

## Faculty, Staff, Student NEWS

## The School of Information Studies Welcomes New Staff Members

**BLYTHE BENNETT**

Assistant Director of the School Media Program  
114G Hinds Hall



Blythe Bennett

Blythe Bennett coordinates services for campus and distance education students pursuing their school media certification. She also supervises internships, and assists the school media program director in implementing program assessment and improvement for the National Council for Accreditation of Teacher Education. A 1994 graduate of the master's degree in library science-school media program, she earned B.S. degrees in Spanish and sociology from Marietta College in 1982 and her teaching certificate in 1984.

**SUE CORIERI**

Director of Enrollment Management  
233 Hinds Hall



Sue Corieri

Sue Corieri is responsible for marketing and recruiting for the nationally ranked graduate and undergraduate programs in information management and technology, library and information science, telecommunications and network management, and school media. A 2001 graduate of the master's degree in information management program, Corieri worked as a research analyst and web manager at the school's Center for Natural Language Processing from 2000 to 2004. Most recently, she served as a recruiting specialist at SU's School of Architecture, where she directed undergraduate admissions activities and recruitment efforts.

**MARGARET COSTELLO**

Director of Communications  
229 Hinds Hall



Margaret Costello

Margaret Costello is responsible for promoting the school in all of its internal and external communications. She will oversee the production of newsletters, press releases, web site content, branding, and recruitment and other publications. For the past five years, Costello served as an editor and writer in SU's Office of Publications, writing for *Syracuse University Magazine* and several other campus newsletters. She holds a bachelor's degree in English from Yale University.

## Faculty Briefs

**Wilkinson Puts Scholarship to Action in New York City**

Professor Alex Wilkinson shared his technical expertise through pro bono work for New York City nonprofit agencies this summer. One of his projects examined NPower-NY (<http://www.npowerny.org>), a nonprofit organization that provides IT services for other nonprofits in New York City. Based on his work, Wilkinson wrote a paper advising small- and medium-sized nonprofits on how, when, and whether to hire their own IT support staff or contract IT support from vendors. He also gave a seminar on this topic to a group of nonprofit managers.

Currently, under the auspices of the Taproot Foundation ([www.taprootfoundation.org](http://www.taprootfoundation.org)), Wilkinson is leading a team of advertising and IT professionals—all working pro bono—to develop a new web site for Education Through Music ([www.etmonline.org](http://www.etmonline.org)), a nonprofit organization that delivers music education to schools in poor communities in New York City.

**Cogburn Appointed to New UN Organization**

Assistant professor Derrick Cogburn has been named to the United Nations Global Alliance for Information and Communication Technologies and Development (GAID), which was created by United Nations Secretary-General Kofi Annan in April 2006. Its mission is to facilitate and promote the integration of information and communication technologies (ICT) into all areas of the globe to advance economic and social development. GAID provides a platform for an inclusive, multi-stakeholder policy dialogue on the role of ICT in development.

Cogburn, who directs the Collaboratory on Technology Enhanced Learning Communities (Cotelco), is a global expert on ICT policy and its use in socio-economic development. His research center investigates the use of web-based collaborative technologies to share knowledge between developed and developing countries.

**Stanton to Direct Ph.D. Program**

Associate professor Jeffrey Stanton has been named director of the Ph.D. program in information science and technology. He replaces Professor Kevin Crowston, who served at the helm for five successful years. Stanton will continue to serve as director of the Syracuse Information Systems Evaluation (SISE) Project and the Central New York Secure Business Initiative, both of which bring a sociotechnical perspective to the uses of information technology with organizations. ●

*Continued from page 3*

*Proceedings of the U.S.-Korea Conference on Science, Technology, and Entrepreneurship*; with G. An "Packet Marking-Based Attack Response for Suspicious Traffic on the Web" in the *Proceedings of the Conference on Information Security and Cryptology*; and with G. Devarajan "Fine-Grained and Scalable Approaches for Message Integrity" in the *Proceedings of the 40th Hawaii International Conference on Systems Science*.

He presented the poster "Component Survivability for Mission-Critical Distributed Systems" at the Info Challenges Conference in June.

Park received a \$39,977 grant for Dynamic Hybrid Component-Test for Mission-Critical Distributed Systems sponsored by the Information Warfare Program of the U.S. Air Force Research Laboratory.

He was invited to and served on the program committees of the IEEE Information Assurance Workshop, the IEEE International Conference on Information Reuse and Integration, and the IEEE Annual Computer Security Applications Conference. He will serve on the program committees of the IEEE Workshop on Trusted Collaboration in November and the IEEE International Conference on Intelligence and Security Informatics in 2007.

**JIAN QIN**, associate professor, published with N. Hernandez "Building Interoperable Vocabulary and Structures for Learning Objects," in the *Journal of the Society for Information Science and Technology*, February, 57(2); and three book chapters: two about ontology and semantic web research written in Chinese and published in China and one about the semantic and syntactic modeling of metadata published by the University of Brazil.

Qin presented with P. Creticos and W. Hsiao "Adaptive Modeling of Workforce Domain Knowledge" at the Ninth International Society for Knowledge Organization Conference held in Vienna, Austria, in July.

She gave lectures about ontology development for digital libraries to the Joint Digital Library Workshop co-organized by the School of Information Studies and the Chinese Academy of Science

Library; to the Shanghai Library Association; and on knowledge organization systems and metadata to the Zhejiang Province Library Association (Hangzhou, China) and Jiaotong University Library (Shanghai, China).

**RUTH V. SMALL**, Laura J. and L. Douglas Meredith Professor, received a two-year, \$400,000 grant from the Institute for Museum & Library Services to study the impact of New York State's school libraries on student achievement and motivation.

She published the invited article "Motivating Learning in the Library Media Center" in a special issue of *American School Board Journal*. She presented with K. Parker a workshop on survey development to the Partners in Achievement: Libraries & Students (PALS) program of the Onondaga-Cortland-Madison BOCES School Library System.

In July, Small rode the buses from New York City to Syracuse with 67 new A-PLUS (Preparing Librarians for Urban Schools) students, who attended a 10-day, initial residency for their library and information science-school media program.

Small became a founding member of a new SIG (Special Interest Group) for the American Educational Research Association called REISL (Research, Education, Information, and School Libraries). The purpose of REISL is to advance the knowledge of how literacy, self-directed learning, and social responsibility are developed through the school library.



Alex Tan

**ALEX TAN**, associate professor, published with R.P. Suttmeier and X. Yao "Standards of Power? Technology, Institutions, and Politics in the Development of China's National Standards Strategy," a special report for the National Bureau of Asian Studies; "Adoption of Low Mobility Services" in *INFO*, October, 8(6); and the book chapter "Diffusion and Impacts of the Internet and E-Commerce in China" in *Global E-Commerce: Impacts of National Environment and Policy* (Cambridge University Press). ●

**TESS SCHAUFLE**Office Coordinator  
114 Hinds Hall

Tess Schaufler

Tess Schaufler assists faculty members with such tasks as creating class lists and posting faculty office hours, editing papers, and collecting student evaluations.

She also greets visitors to the suite of offices in 114 Hinds and provides general administrative support to staff

members who work with students. She holds a bachelor's degree in writing and literature from Naropa University and is working on her master's thesis in English from Rutgers University.

**MATTHEW J. SCHUG**Lead Technical Support Assistant  
114B Hinds Hall

Matthew J. Schug

Matthew J. Schug is responsible for the set-up and maintenance of all faculty and staff computers and laptops for the school. He provides technical assistance in handling software

and server problems, among a myriad of other IT duties. Before beginning at the school,

he worked as a "double agent"

for Best Buy's "Geek Squad," a group of IT specialists who made house calls to residential and business clients who needed computer or networking help.

**NEW FACULTY**  
**MEGAN OAKLEAF**Assistant Professor  
326 Hinds Hall

Megan Oakleaf

Megan Oakleaf, the newest member of the school faculty, completed a Ph.D. in information and library science in May 2006 at the University of North Carolina—Chapel Hill. She brings expertise in a variety of areas, including evaluation and assessment of information services; theories, methods,

and assessment of user education; information literacy frameworks and instruction; and information services in academic libraries.

This fall, she is teaching IST 605 Information Resources: Users and Services and will be teaching IST 613 Library Systems and Processes in the spring. She holds a M.L.S. in academic librarianship from Kent State University in Kent, Ohio, and bachelor's degrees in English literature and education, and Spanish and Spanish education from Miami University in Oxford, Ohio.

Throughout her academic career, she has received numerous awards, honors, and fellowships. Most recently, she served as the librarian for instruction and undergraduate research at North Carolina State University in Raleigh, where she oversaw the library instruction program and implemented an innovative orientation program for undergraduates.

**CDL celebrates its new facility in Hinds Hall**

The Center for Digital Literacy co-directors Tiffany Koszalka, Fiona Chew, and Ruth Small hosted an open house in November to celebrate the center's renovated space in 105 Hinds Hall. The center also features a new Curiosity & Imagination Lab, where faculty or doctoral students can conduct research on the use of technology to stimulate children's inquiry, imagination, and inventiveness. CDL is an interdisciplinary research center dedicated to understanding the impact of information, technology, and media literacies on children and adults in today's technology-intensive society.

# Web Site Allows Researchers to Connect with Test Subjects

TAMMY DIDOMENICO, CONTRIBUTING WRITER

In 2000, Professor Jeff Stanton became interested in the idea of using the web as a tool for collecting data for scientific study. Today, the StudyResponse Project ([studyresponse.org](http://studyresponse.org)) is one of the University's top-grossing copyrights, and its participants have contributed to hundreds of research projects. "For a study to be legitimate, you really need access to a large number of participants," Stanton says. "Mail surveys can cost a lot of money, so the web looked like an exciting prospect."

But Stanton and StudyResponse cofounder Elizabeth Weiss first had to figure out how to screen participants. Many studies require hundreds of respondents in order to get credible results. He and Weiss devised a system through which participants are required to register with the site, and provide a demographic profile. Stanton says the information is used to group participants statistically. So when someone contacts [studyresponse.org](http://studyresponse.org) in search of respondents, there is a pre-screened group ready to go. Stanton says the idea has appeal with respondents because there are no physical connections between themselves and the researchers; there is comfort in anonymity. "The appeal is the use of the web portal," he says. Additionally, protecting the privacy of the site participants is always of utmost concern, Stanton says. Government-controlled guidelines are enforced and monitored through the University's Institutional Review Board.

While the participants are not "paid" for their time, Stanton has managed to incorporate a bit of e-commerce into the project. Survey respondents are given electronic access to gift certificates, which can be downloaded. But Stanton says the real reward is having an opportunity to be a voluntary participant in social science research. To date, more than 80,000 participants—mostly from the United States, Canada, and England, are registered with [studyresponse.org](http://studyresponse.org).

Each semester a couple of students work part time with Stanton on maintaining the site. He believes the site offers students a professional application of technical and business know-how. "The school is a train-

ing ground for information technology students, and this is a classic information business," Stanton says. "The database and the technology involved are extensive, which offers a good practical education, too."

Data collected through the StudyResponse Project has been used in more than 200 studies. Stanton says many users are repeat customers. Thus far, StudyResponse clients have been primarily researchers from the United States and Canada. Clients pay a licensing fee based on the size sample they need for their respective projects. Stanton says 60 percent of that fee goes toward the incentives participants receive at the end of the study. The University gets a portion of the fee, and the rest goes toward maintaining the site and paying the staff. A survey has been prepared to help monitor feedback from researchers, and Stanton hopes to implement it this semester.

Stanton says students work directly with researchers, helping them use the site to their best advantage—another skill that the students will use frequently in their future careers. "You have to learn the user orientation, which is at the heart of what our school does," he says. "The needs of the researcher come first." Additionally, Stanton says students benefit from learning about social science and the research process. "For students, it really is an eye-opener in terms of how research is conducted."

Carrisa Smith '07, an information management and technology major, says working on the project has enriched her educational development. "Not only do I get to work with researchers across the country, I have learned how to manage a large participant panel and create useable surveys that will get results," she says. "I also have become skilled at managing multiple projects simultaneously. Based on both researchers' and participants' comments after using the StudyResponse Project, I've found it provides a very important niche in the field of research." ●

# Yearlong Lecture Series Focuses on Information Age Collaboration

MARGARET COSTELLO, EDITOR

In an age when people can communicate through shared computer screens from distant locations, instant messaging on cell phones, or e-mail accessed through portable wireless devices, it's easy to forget the importance of face-to-face contact, especially in developing trust and forging new partnerships. That's why the School of Information Studies and the L.C. Smith College of Engineering and Computer Science (ECS) launched The Year of Exploration, a series of lectures and workshops aimed at bringing together members of those colleges, as well as other campus and business community members, to discuss the networked information society. "Our initial goal was to find the overlap of common research interests between the two schools and to develop interdisciplinary synergies," says Trustee Professor Liz Liddy G'77, G'88 of the School of Information Studies, an organizer of

the series. "We want to encourage an opening of people's minds, to get them all in the same room thinking about topics of mutual interest, and to find the connections with each other."

Daniel Atkins, founding dean of the University of Michigan's School of Information and current head of the National Science Foundation's Office of Cyberinfrastructure, kicked off the series last spring. He spoke to an audience of more than 60 faculty, students, and industry professionals about using supercomputers, high-capacity networks, and specialized software and instruments to revolutionize scientific and engineering research. Following the keynote address, Atkins led break-out discussion groups focused on three common areas identified by the schools: trust, security, and transparency; pervasive networks; and collaboration. "Participants seemed particularly involved in the discussion of collaboration

because it encompasses the technical issues as well as the information and social aspects," Liddy says.

Professor Shiu-Kai Chin '75, G'78, G'86, interim dean of ECS, says the first lecture and workshops were well received. In November, Joan Feigenbaum, Henry Ford II Professor of Computer Science at Yale University, shared her expertise in security and privacy, digital copyright, and computational complexity. Chin expects future speaker Scott Charney, vice president for trustworthy computing at Microsoft who is scheduled to visit in February, to be equally engaging. "The feedback from faculty and researchers was excellent," Chin says. "The new collaborations that are being developed through the lectures are crucial to forging new ground in socially directed information technology." ●

## Meredith Award Enables Prof. Small to Expand E\*LIT Project

AIMEE HAMMILL, CONTRIBUTING WRITER

Ruth Small appreciates it when students come to her for advice. Her open door policy in and out of the classroom is part of the student-centered attitude that earned her the 2006 Laura J. and L. Douglas Meredith Professorship, which recognizes outstanding teaching, and is designed to promote research and dialogue on teaching excellence. Small is the first professor from the School of Information Studies to receive the award. "It hasn't really changed my career," Small says, "but rather has put an exclamation point on a long career that has focused on providing the best possible learning environment for my students. It is very satisfying to know that teaching is so highly valued at Syracuse University."

Small, who has been on the faculty of the School of Information Studies since 1989, heads the library and information science school media

program, including Preparing Librarians for Urban Schools (PLUS), a distance-learning program designed to train librarians for service in high-needs urban schools. Small is also the first director of Center for Digital Literacy, an interdisciplinary, collaborative research and development center dedicated to understanding the role of information technology and media literacy in the lives of children and adults.

Small's teaching philosophy is based on five principles, which she adapts as necessary to meet the challenges encountered in classroom as well as online teaching. They are:

- An effective instructor creates a learning environment that stimulates her students' and her own intellectual curiosity.
- Active learning and application of knowledge to authentic problems are essential for long-term learning.
- Great teaching requires strategic risk-taking and innovation.
- Collaboration provides new perspectives and enriches a learning environment.
- Students must learn to take responsibility for their learning.

"These principles have served me well," Small says. "I have applied a wide variety of motivational techniques in both face-to-face and online instruction. I am always experimenting with new ways to teach content."

As part of her three-year Meredith Project, called Enriching Literacy through Information Technology, or E\*LIT, Small will provide K-12 stu-

dents with technology-based tasks that motivate them to explore their world through books and technology, while encouraging a librarian-teacher collaboration to implement these tasks. Small has two goals for the project. She hopes to help children understand that reading and technology can be synergistic and to help adults understand that the use of technology can reinforce children's reading skills.

E\*LIT will bring together children from Central New York and graduate students from three SU schools—a number Small sees increasing over the course of the project. "With the Meredith award, we are able to extend and expand E\*LIT to more schools in more places," she says. "By involving SU students from different areas of study, we'll be able to increase the diversity of content and interests we bring to the students in community schools."

Small considers her award not only an honor, but also a learning experience. Her project will allow her to teach children and adults, but more importantly, it will allow her to learn from them, as well as from her colleagues within SU. "The Meredith Professorship has provided me with an opportunity to learn new teaching methods from some of the best teachers on campus," Small says. "This will certainly influence my future teaching, but the mystery is in what ways. Having been a teacher for most of my adult life, it will be an adventure to see how my teaching philosophy and style will be affected over the next three years. I can't wait!" ●

Meredith Professor Ruth Small creates an engaging atmosphere for her students and encourages them to be risk-takers throughout their educational journey.



*Continued from page 1*

the impact that it's having on the school." She sees her gift as belated thanks to a man who shared many of the same values she admired in her mother.

After leaving Syracuse, Wilhelm traveled with her husband, Curtis, an Army officer, and worked as a librarian in locations as varied as Endicott, N.Y., Philadelphia, New York City, and, most memorably, Cape Lookout, a part of the National Seashore in North Carolina. There, she was given a \$500 a month allowance to purchase new books for the government post library where she worked. Despite having no running water or electricity, Wilhelm says she was in heaven reading books and swimming in the gorgeous, stark environment.

Wilhelm, who now lives in Gillette, N.J., visited the School of Information Studies on October 30, 2006, to dedicate the Katherine Katchmar Learning Center at a ceremony with Chancellor Nancy Cantor, Dean Raymond von Dran, and the School of Information Studies community. Dozens of faculty, staff, and students crowded into the Katzer Collaboratory to watch Wilhelm present a \$1 million dollar check, join in a champagne toast, and listen to Dean von Dran say thank you on behalf of the school.

"Mrs. Wilhelm was shaped by the library

education she received here at Syracuse at the height of the depression," von Dran told the crowd. "Her monumental gift will help ensure that our school will provide the finest education imaginable for a yet-to-be-born generation of students. It will ensure that our core values, which engage society on its own terms for the betterment of all, will still be powerful and central to the school in the years yet to come." ●



This image depicts a computer rendering of a CASE classroom, similar to the one that will be attached to the computer lab in the Katherine Katchmar Learning Center.

### The Katherine Katchmar Learning Center will feature:

- Approximately 2,000 square feet of classroom and lab space
- 1,210 square feet of classroom space capable of seating 50 students
- A computer lab with 24 learning stations
- A design uniquely suited to presentation and interactive discussion

*Continued from page 1*

to ensure that they will receive a high-quality education with real, lasting value.

When I invoke faculty excellence and scholarly distinction, I'm really talking about the faculty members and doctoral students in this school. Their research, their scholarship, and their vibrant, mental energy are what make our classes more interesting, more current, and more relevant to our students' careers and the lives they will lead. While some audiences don't appreciate this, investment in first-class faculty and high-quality doctoral programs is, in reality, a direct investment in the undergraduate program that will pay significant dividends in the years to come. Simply put, it is they who validate our reputation as a great university.

Great things are expected from the faculty and doctoral students at the School of Information Studies, and we have full confidence that they will continue to build on the reputation for scholastic and professional excellence so richly deserved by one of the University's superb schools.

To fully appreciate the importance of the School of Information Studies, we have to consider its role in the larger context of the University, particularly during this time of significant advance.

### The Role of Information Studies at SU

Traditionally, the School of Information Studies has been known for its innovative academic programs, particularly at the graduate level, as well as its research programs and personalized undergraduate education. Of course, the school will continue to fill these critical roles, but as technology continues to evolve, we are all relying on the School of Information Studies for a broader range of contributions.

As this school knows perhaps better than anyone, information technology is pervasive, ubiquitous, and still rapidly accelerating in its sophistication. Without thinking twice, today we all carry around CPUs in our phones and blackberries that are orders of magnitude more powerful than those that were aboard the space shuttle when it first flew in 1980. Computers increasingly will become more embedded, less obvious, and more important to our everyday activities.

In such a world, defining the role of a leading information school is at the same time both easy and terribly intimidating. The School of Information Studies' universe is no longer confined to addressing the needs of academic research. Today, you need to be everywhere thinking about everything: financial markets, health systems, social and cultural structures, transportation modes, educational systems, and on and on.

Today's technology makes it possible for just about any conceivable piece of information to be accessible to anyone anywhere instantly. This truly is the information age, and in many ways information already is the new universal cur-



Eric F. Spina

rency. For that reason, from here on out, information studies will be indispensable in teaching not just professionals but all citizens how to access, verify, and contribute to the rapidly growing streams of information that flow into our homes, classrooms, and offices.

To take on such a role, the School of Information Studies cannot be a silo. It needs to—and does—bridge to every other unit on campus in teaching, in research, and in service. The expanding role of information studies within academe and society as a whole presents exciting new challenges for the school's faculty members and graduate students, as well as for the central administration and the leaders of our other schools and colleges. As key architects of this new world of information, we will turn to you for your expertise and leadership as we work to build and strengthen these information bridges. In turn, these linkages will help the University achieve new levels of excellence while becoming better able to educate and meet the needs of tomorrow's leaders—our students.

In reality, the School of Information Studies already models the underlying tenets of Scholarship in Action.

Scholarship in Action is evident in the fact that your faculty members come from multiple disciplines—library science, psychology, policy, computer science, and business—and work in interdisciplinary fields on problems that truly matter to society. The net result of this is the creation of a "transdisciplinary" community that is unfettered by artificial boundaries in its pursuit of knowledge. You are indeed a "Faculty of One."

Scholarship in Action can be seen in your doctoral students; students who come from a broad spectrum of backgrounds and have diverse professional interests and career objectives. It can also be seen in the fact that faculty members and doctoral students possess broadly different scholarly "profiles" that range from pursuit of fundamental, ivory-tower research questions to deeply applied work of great interest to corporations, school districts, and governments. It's also evident in your "public scholarship" that engages faculty members and students in various communities with the goals of making a positive difference while presenting lifelong lessons of a fundamental nature.

No matter how you look at it, the work done within the School of Information Studies is of central importance to this University. While the school continues to fill its "traditional" role within a research university with professional aplomb, you have stepped up to the plate to meet the demands of a new age in which information management has become central to every aspect of our economy and our lives. By embracing these challenges with enthusiasm, dedication, and a willingness to try new ideas, the School of Information Studies can epitomize the spirit of Scholarship in Action. ●



## STUDENT PROFILE

## Golden Finds Rich Internship Experience at Goldman Sachs

TAMMY DIDOMENICO, CONTRIBUTING WRITER

**F**or Jeffrey Golden '06, the technology department at Goldman Sachs was a dream come true. The department consisted of 4,500 workers; all devoted to using technology as a tool to better serve the company's customers. "It was unlike anything I'd ever seen," says the information management and technology major, who interned at the global investment banking, securities, and investment management firm in Manhattan last summer. There, Golden was given the job of creating a global turnover web page that would allow clients to track information reported by operation centers—a project that fed

Jeffrey Golden '06



both his love of technology and his desire to serve its users.

A driven and successful student at the School of Information Studies, Golden's near-perfect internship experience marked the culmination of an academic career that has grown out of a passion for technology. Golden says he recognized early on in his studies that technology was more than just a casual pastime. "Technology really interested me," Golden says, "so I took courses in high school and worked for a telemarketing company that sold high-speed Internet and other products. I learned a lot there about the business side of technology."

That interest took Golden to Onondaga Community College in Syracuse, where he earned an associate's degree in computer information programs. He says community college gave him a solid technology-based education. When he transferred to the School of Information Studies, he found the transition surprisingly smooth because of the complementary nature of the schools' approaches to technology. "The two programs are very different," Golden says. "At Syracuse, I was exposed to the management side, as opposed to just strictly technology. It was like bringing two different worlds together."

The dual nature of Golden's academic experiences allowed him to better appreciate Goldman Sachs' customer-centered approach to technology. "They use technology as a competitive advantage in their market," he says. "They don't just use existing programs. They really work with companies to create new products and solutions to fit the needs of the company."

Professor Dave Molta, who has taught Golden, attributes his pupil's success to a combination of focus and enthusiasm. "There

are many attributes that make Jeffrey a special student," Molta says. "He has that ability to engage you, to give you the sense that he is taking in all you say and really thinking through it. I also like the fact that, on several occasions, he knew more about a specific technology than I did and was able to share that information in a constructive and positive way."

Ask Golden the secret of his success and he will tell you it is the two constants in his life: his family and his faith. His says his parents have always been strong advocates of hard work and education. When he began to progress to harder coursework in college, his family supported his need for study space and quiet time. For his part, Golden has tried to be the kind of brother his family can be proud of. "I have a responsibility to be a good role model for my younger siblings," he says.

Spirituality has been the other source of Golden's sense of confidence and accomplishment. "My faith in God is what allows me to succeed in everything I do," he says. "I give him thanks and praise for all he has done in my life."

Golden's strong sense of self and his appreciation of those who support him have not gone unnoticed by those he works with. "I really admired his passion," Molta says. "For his studies, for his family, and for his faith."

These days, Golden is back in Syracuse, finishing up his degree and making plans for the future. His internship may have ended, but his relationship with Goldman Sachs is just beginning. He begins full-time in the company's technology department in January. "The years I've spent at the School of Information Studies have been amazing," he says. "I really enjoyed the challenges I encountered here, and I'm prepared for future challenges in my career." ●

## School Begins Search for a New Dean

**T**he School of Information Studies has begun a search for a new dean to replace Raymond von Dran, who announced last spring that he will step down in fall 2007 and return to the classroom in fall 2008. A search committee, consisting of University administrators and school faculty, staff, and students, started screening candidates in October. The committee hopes to select a new dean by the end of the spring semester so that the University's Board of Trustees can confirm the appointment at its annual meeting in May.

The new dean will be responsible for overseeing the nationally ranked school and its 44 full-time faculty members, more than 100 adjunct professors, 35 staff members, and 1,050 undergraduate and graduate students. Reporting to the Vice Chancellor and Provost, the dean is the chief academic, administrative, and fiscal officer of the school as well as the lead fund-raiser.

The University has hired Heidrick & Struggles Inc. of Atlanta to assist in the national search. For more information, please visit the school's web site at [ist.syr.edu](http://ist.syr.edu). ●

## DEAN SEARCH COMMITTEE MEMBERS

**Mitch Wallerstein, chair** Dean, Maxwell School of Citizenship and Public Affairs

**Steve Block** Executive Director, Business Affairs, School of Information Studies

**Shiu-Kai Chin** Interim Dean, L.C. Smith College of Engineering and Computer Science

**Derrick Cogburn** Assistant Professor, School of Information Studies

**Kevin Crowston** Professor, School of Information Studies

**Martha Garcia-Murillo** Associate Professor, School of Information Studies

**Bruce Kingma** Professor and Associate Dean, School of Information Studies

**Christine Larsen** Executive Vice President, JP Morgan Chase  
Board of Visitors, School of Information Studies

**Elizabeth Liddy** Professor, School of Information Studies

**Dave Molta** Assistant Professor of Practice and Assistant Dean, School of Information Studies

**Katie Parker** Ph.D. student, School of Information Studies

**Anne Patterson** B.S. graduate and M.S. student, School of Information Studies

**Suzanne Thorin** University Librarian and Dean of Libraries, Syracuse University

# Documenting Civil Rights History

CHRISTINE MATTHEIS, CONTRIBUTING WRITER

In late May, Kiran Nagaraj G'08 stood stunned at the sight in front of him in Pearlinton, Mississippi. Nine months after Hurricane Katrina flushed out this sleepy southern town, it still showed signs of despair. Roofless, de-shingled houses and cars submerged in mud and debris dotted the landscape. "It's unbelievable really, and it's been so long since the hurricane," says Nagaraj, a telecommunications and network management major. "I couldn't believe my eyes."

Nagaraj spent the following two days gutting and scrubbing Pearlinton's uninhabitable homes with 16 high school students from Central New York. The hurricane relief project was part of the Civil Rights Connection, a year-

ly 10-day trip for high school students organized by former New York State Sen. Nancy Lorraine Hoffmann '70. Nagaraj, along with Newhouse photojournalism majors Angela Baldrige G'06 and Anthony Chavar G'07, documented each day's events on a comprehensive web page ([www.civilrightsconnection.org](http://www.civilrightsconnection.org)).

The Civil Rights Connection, now in its 10th year as a state-funded nonprofit organization, spreads the lessons of non-violence and self-determination as students visit landmarks from the civil rights movement across Mississippi. "The students do a service project and attend seminars with people involved in the movement to hear about the historic actions that took place," Hoffmann says. This year, for example, the students spoke to the cousin of Fanny Lou Hammer, an African American woman jailed for attempting to register to vote, and visited her grave.

Nagaraj began working for the Civil Rights Connection in January at the urging of Kenneth Miles, executive director of admissions and diversity enrollment management. "Kiran had the credentials for what Nancy Lorraine was looking for—a willingness to get involved, which he noted to me from early on, and web design and networking skills," Miles says. As an IT consultant, Nagaraj has helped the Civil Rights Connection locate open-source software, which provides the organization's users access to the software at no cost. "We're a nonprofit, so it's important to find solutions that use technology to facilitate the cost of the program," Nagaraj says.

Hoffmann's suggestion that Nagaraj travel with the program came as a welcome surprise to him. "She realized she could use my skills to update the web site on the fly," he says. While Baldrige and Chavar snapped photos, Nagaraj designed a new and more comprehensive web site for the program. Baldrige and Chavar's photos illustrate an interactive trip itinerary featuring quotes from the high school students and detailed descriptions of each day's events. "Social studies teachers from all over the country can, and already do, use the web page as a teaching model," says Hoffmann, who'd like to



Students and staff participants pose for a final picture at the Syracuse airport after their arrival on June 5. (Photo Angela Baldrige)

see this extended web content continued in the future. "The students who go on the trip are able to reach many other students through the web page."

The web site in its current form could not have existed without the partnership between the School of Information Studies and the Civil Rights Connection. "Technology allows educational materials and resources to reach individuals in remote locations," Miles says. Plus, adds Hoffmann, the school and the Civil Rights Connection are a natural fit. "Through the web page, the school has set up a very user-friendly and widely accessed source of information and inspiration," she says.

Nagaraj says he prizes the professional experience he gained from his administrative role on the trip, but it was the opportunity to step away from his computer and join in the hurricane relief that made his time with the Civil Rights Connection a liberating experience. "I also learned a lot about the civil rights movement since I'm not from the United States," says Nagaraj, a native of India. "I learned all about racism. It's remarkable to me how it wasn't that long ago that the Civil Rights Movement happened here." ●



Jocelyn Walker plants honeysuckle in a slave graveyard on the Whitney Plantation in Mississippi. The new owner of the plantation, John Cummings, is turning the plantation into an interactive tribute to American slaves. (Photo AJ Chavar)

## Believe It or Not: Collaborative Study Explores Web Site Credibility Issues

DAVID MARC, CONTRIBUTING WRITER

In offering access to a variety of information as broad as human curiosity, the World Wide Web exposes users to what can be an overwhelming avalanche of misinformation and disinformation. In an age when people are routinely going online to do everything from booking haircut appointments to picking fresh vegetables to planning funerals, much depends on the ability of the surfing public to recognize credible sources. Information studies professor R. David Lankes, executive director of SU's Information Institute of Syracuse, is working with Michael Eisenberg, professor and dean emeritus of the University of Washington Information School (and former faculty member at the School of Information Studies), to create tools designed to help information seekers separate chafe from grain. The project also seeks to investigate approaches and effects, and to create interest about Internet credibility. With funding from the John D. and Katherine T. MacArthur Foundation, Lankes and Eisenberg have launched the Credibility Commons ([credibilitycommons.org](http://credibilitycommons.org)), an experimental environment in which information professionals, students, and at-large members of the cyber laity can trade ideas and data sets as they collaborate on new strategies for confronting web credibility issues.

"You can't necessarily trust sources that charge subscription fees to be more credible than the free ones," Lankes says. "You have to take into account what you're looking for. If you want to find out about Britney Spears, *Wikipedia* might be more reliable than, say, *Britannica.com*. If you are looking for life or death medical informa-

tion...well, *Wikipedia* might not be your first choice." *Wikipedia.com* is a general reference source containing about 1.5 million articles, all contributed by users.

With students relying so heavily on Internet sources, credibility is emerging as a flashpoint in American education, with worrisome implications for the workplace. In a study of papers written by high school students, Colorado State University found only about a quarter of sources cited were judged as reliable by a panel of librarians. Among the goals that Lankes and Eisenberg have set for the Credibility Commons are the generation and gathering of input for development of verification standards that will provide a measure of guidance to students as well as the general public. "We're looking for ways to tag content that will give users some information about credibility, possibly rating them with a 5-star scale," Eisenberg says. To do that, of course, the researchers must grapple with another question: who are the credible raters of credibility?

"Librarians are generally considered authoritative," says Lankes. "So we looked at free Internet sites that librarians are recommending and made a search engine, Reference Extract, which is available to the public at Credibility Commons." The goal of Credibility Commons is to become a clearinghouse for ideas, where as many approaches as possible are tried to discover how web sites establish credibility with users. "We are trying to update critical thinking skills in ways that are appropriate to the information tools we are now using," says Lankes. "It is not our purpose to tell you whether any particular information is good or bad. But, in the end, we would like to be able to say, 'Here are some tools that can help you decide for yourself.'" ●

## ALUMNI NEWS



ALUMNI VOICES

## Return to Your Orange Roots:

## Homecoming Weekend Attracts Alumni Back to Campus

BARBARA SETTEL, DIRECTOR OF ALUMNI RELATIONS AND ANNUAL GIVING

**W**hen was the last time you visited the School of Information Studies? Have you been back to Syracuse University since you graduated? Whether it was 5 years ago or 50 years ago, I guarantee you the trip will be enlightening. Your visit will give you a chance to learn about the new academic programs on campus, meet fellow alumni, and interact with our talented faculty. More importantly, students are eager to speak with alumni and want to hear how your career has taken off since graduating.

Homecoming Weekend is a perfect time to schedule a visit. There are many organized activities like receptions, dinners, parades, awards ceremonies, football games, speakers, and workshops. You'll get a chance to talk with faculty, staff, and students, and of course, you'll see many alumni from your school as well as other majors on campus. At the School of Information Studies, we always hold an alumni panel with representatives from all of our degree programs. This is a great opportunity for alumni to offer advice and words of wisdom to students.

Beginning in 2007, Syracuse University is merging Reunion and Homecoming into one weekend during the fall semester. This means there will be even more events packed into a few days. Watch the web site in January or February for an announcement of the date for next fall. We try to plan this for a time when the fall colors are peaking, before the snow arrives!

You can also schedule a visit to coincide with a special event. On April 20, 2007, we will dedicate our new home in Hinds Hall. Chancellor Nancy Cantor and the school's Board of Visitors will be part of this celebration, as well as the entire faculty, staff, and

student body. Speakers and presentations will trace the highlights of the school's history, and it is sure to be a memorable event.

On April 24, 2007, the campus will host MayFest, a campus-wide, multi-venue event highlighting the diversity of student creative works, including musical, dance, and dramatic performances; presentations, poster sessions, and displays of student projects; and screenings of videos and films. What better way to experience the intellectual energy of the University? An evening session of performances is specially geared towards families and children.

Each year our Black and Latino Information Studies Support (BLISTS) alumni meet on campus and share their professional experience with current students in the school. Workshops, meetings, and receptions provide an opportunity for alumni to network with each other and with students. The next BLISTS reunion will be April 13-14, 2007. African American and Latino alumni should also consider participating in Coming Back Together, sponsored by the University's Office of Program Development. In addition to campus-based reunions, Coming Back Together takes alumni to off-campus getaways, and their next adventure is a historic trip to South Africa, August 21-August 31, 2007.

Of course, you are welcome to visit us anytime you are in Central New York. Faculty members are always looking for alumni to serve as guest speakers in class, to offer students an opportunity to hear from professionals in the "real world." Coming back to campus is more than just a trip down memory lane. You will be inspired by the variety and scope of learning taking place here, and you can play an active role in helping students better understand their career choices. E-mail or call me to talk about making a visit in the near future. The "welcome mat" is waiting for you! ●

## SAVE THE DATE

Hinds Hall Dedication

April 20, 2007

## B.S. in Information Management and Technology

**Cecil Elie '95** is a network systems engineer at IBM in New York City.

**Michael Ratliff '97** is an end user computing specialist at Wachovia in Charlotte, N.C.

**Joseph Kanakaraj '00** is a marketing producer with Major League Baseball Advanced Media in New York City.

**Allen Mock '00** is a rapid response engineer with Microsoft in New York City.

**Branka Sustic '00** is product manager at D2Hawkeye in Waltham, Mass.

**Anthony Longo '01** is founder and chief executive officer of *condoDomain.com* in Boston.

**Mike Utell '01** is a consultant with Accenture in New York City.

**Darren Dublet '02** was promoted to senior consultant at Deloitte & Touche in New York City.

**Mark Jaeger '02** is the knowledge transfer manager for the Michigan MMIS project at Client Network Solutions in Lansing, Mich.

**Eric Rose '02** is a business intelligence officer with Domestic Bank in Cranston, R.I.

**Jill Epstein '05** is an IT specialist at IBM in Fairfax, Va.

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

**Joshua Raeben '05** is an online operations analyst with MTV networks in New York City.

**Bryan Anderson '06** is a systems administrator at Eastern Hills Bible Church in Manlius, N.Y.

**HyungKyu Paul Baik '06** is a software engineer with Infosys Technologies Ltd. in Bridgewater, N.J.

**Luk Boral '06** is enrolled in the master's degree program in information management at the School of Information Studies.

**Geoffrey Chu '06** works in the Federal Career Internship track at the Farm Credit Administration in McLean, Va.

**Matthew Coulon '06** is enrolled in the master's degree program in information management at the School of Information Studies.

**Nicholas Danick '06** is in the Information Services Division graduate training program at UBS Financial Services in Weehawkin, N.J.

**Michelle Durst '06** is good manufacturing practice coordinator at Bristol Myers Squibb in Syracuse.

**Alfonso Espinal '06** is enrolled in the master's degree program in telecommunications and network management at the School of Information Studies.

**Joshua Fecteau '06** is enrolled in the master's degree program in information management at the School of Information Studies and works part-time in the school's IT department.



## Your News

## PLEASE

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

## YOU MAY ALSO

visit the alumni web site at [ist.syr.edu/alumni](http://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

## Increasing the Public's Awareness of Information Resources

KAYLEIGH MINICOZZI, CONTRIBUTING WRITER



aving worked in the information studies field for most of her career, Margaret Miller G'98 is understandably upset when people imply that only geeks are interested in technology. But rather than sit back as her life's work gets a bad name,

Miller has devoted her career to making the public aware of the importance of technology to a broader audience. "I'm here to bridge the gap between the technical and administrative aspects of information science," she says.

A graduate of the School of Information Studies' information management program in Washington, D.C., Miller works as chief of the plans and policies group for the U.S. Office of Personnel Management, an agency devoted to managing the federal civilian workforce. In her job, she helps the government select and manage technology and assists administrators in understanding what that technology will be used for. "We are now seeing that senior executives are much more informed about the technology that is being used in their offices, and that's important," Miller says.

Miller first discovered her interest in information studies and the public good while working as a computer programmer for the federal government. She learned the Privacy Act of 1974 required federal agencies to disclose the existence of records it maintains about people and to give those people the chance to comment on and amend their records. She found that access to records could also be used as a teaching tool, allowing the public to gain a deeper insight into the way the government works. "I am so fascinated by the public's interest in good government," Miller says. "In my decisions at work, I am able to help

citizens play a role in the government by being more involved."

Miller's graduate work has proved to be a solid foundation for her career. Completing her degree in Washington, she was able to gain insight into the operations of Congress and other government organizations. She also had access to a wealth of resources, including documents related to legislation, such as Congressional hearing transcripts, speeches about legislation, and reports. "That really prepared me to look at the history of laws and their intent," she says. Those skills have proven especially valuable as Miller now works on projects that involve interpreting many laws, including the Freedom of Information Act, which affects public access to government information, and the Clinger-Cohen Act, which aims to make the government more efficient in acquiring and managing technology.

In keeping with her desire to serve the public, Miller is pursuing a doctoral degree in organizational change from the University of Hertfordshire in England. The program's distance learning format allows her to combine her passions at work with her personal interest in travel. She visits England periodically for week-long seminars and meetings with her smaller learning group, which consists of people from across Europe and North America.

Miller plans to continue building her understanding of government and its workings, focusing especially on the opportunities for citizens to get involved and ask questions. "Government isn't separate from people and it is important that Americans know that," she says. "It is essential for the government to meet the needs of its people in whatever way possible." ●



Margaret Miller G'98

**Matt Gorman '06** is an application developer with St. Paul Travelers in Hartford, Conn.

**Peter Herbsman '06** is enrolled in the master's degree program in information management at the School of Information Studies.

**Dave Jasper '06** is a software engineer at Infosys Technologies in Fremont, Calif.

**Chris Joseph '06** is a sales and training analyst at Bank of America in Charlotte, N.C.

**Shiran Klein '06** is a project coordinator at Bloomberg LP in New York City.

**Ryan Kutnick '06** is an associate in the IT leadership development program at St. Paul Travelers in Hartford, Conn.

**Ryan Lichwalla '06** is pursuing graduate studies in engineering at Northeastern University in Boston.

**Patricia Manti '06** is a network systems assistant in the Rome (N.Y.) School District. She is also pursuing Project Management Institute certification.

**Thomas Martin '06** is an operations engineer at Lockheed Martin Maritime Systems and Sensors in Moorestown, N.J.

**Matthew McCaffrey '06** is a database engineer at BAE Systems in Rome, N.Y.

**Obinna Ohaham '06** is enrolled in the master's degree program in information management at the School of Information Studies.

**Anne Marie Patterson '06** is enrolled in the master's degree program in informa-

tion management at the School of Information Studies.

**Freda Perry '06** is a teaching assistant with the Syracuse City Schools.

**Jonathan Reed '06** is an IT administrator at Eric Mower and Associates in Atlanta.

**Ryan Scherer '06** is a programmer at Wegman's Food Markets in Rochester, N.Y.

**Matt Smith '06** is a project coordinator at Synapse in Stamford, Conn.

**Patrick Steele '06** is attending SU Maxwell School of Citizenship and Public Affairs in the master of public administration program.

**Jim Stromski '06** is a network specialist at Syracuse University.

**Hirofumi Suetake '06** is enrolled in the master's degree program in telecommunications and network management at the School of Information Studies.

**Monil Sundesha '06** is enrolled in the master's degree program in information management at the School of Information Studies.

**Pedro Villanueva '06** is enrolled in the master's degree program in information management at the School of Information Studies.

**Howard Wang '06** is enrolled in the master's degree program in information management at the School of Information Studies.

**Timothy Washington '06** is enrolled in the MBA program at University of Massachusetts in Amherst, Mass.

**Jonathan Yaraghi '06** is a real estate director with Yaraghi LLC in New York City.

**Brian Zafra '06** is enrolled in the master's degree program in information management at the School of Information Studies.

### Master of Science in Library and Information Science

**Adelina Coppin Alvarado '58** was the director of the library at the University of Puerto Rico in Ponce from 1970 to 1986. That library now bears her name. Former president of the Puerto Rican Library Society, she has received many honors, including having her name inscribed on a monument and fountain dedicated to the illustrious citizens of her home town, Ponce, Puerto Rico. She is now retired and has used her time to fund, establish, and maintain a small library for children in a poor neighborhood.

**Jo Anne Ellis '72, BA '71**, associate librarian at SUNY College of Environmental Science and Forestry's Moon Library in Syracuse, received the College President's Quality of Worklife at ESF Award, given annually to an outstanding employee.

## ALUMNI PROFILE

## Diamond Sparkles on the Great White Way

TAMMY DIDOMENICO, CONTRIBUTING WRITER



When Robert Diamond '01 was studying for his bachelor's degree at the School of Information Studies, he never expected that he would one day interview Broadway and Hollywood icons like Michael Crawford, Rosie O'Donnell, Chita Rivera, Billy Crystal, and Liza Minnelli. But, as founder and editor-in-chief of *BroadwayWorld.com*,

Diamond's expertise in technology and passion for theater brought him to a point in his career where he has done just that.

Launched in 2003, *BroadwayWorld.com* can be described an online clearinghouse for the theater community, offering news, reviews, blogs, message boards, video clips, and even a radio station that plays nothing but show tunes. "I was looking at different web sites, thinking of how I could do it better," Diamond says. "We offer an interactive way for theater-goers and professionals to get information and communicate. We're trying to provide something for everyone."

One look at *BroadwayWorld.com* tells you that Diamond has come very close to meeting that goal. The home page is visually arresting, greeting the viewer with dozens, if not hundreds, of headlines packed tightly onto the screen. Photos of stars like Bebe Neuwirth, Martin Short, and Angela Lansbury pepper the landscape. And a closer look reveals that nearly all the content is original, created by the staff of the *BroadwayWorld.com* News Desk, Broadway insiders, and even Diamond himself.

In spite of a busy schedule that includes a day job as vice president of information systems for *SYS-CON.com*, a publisher of more than 14 monthly technical and consumer magazines and web sites, Diamond has managed to maintain a high profile at *BroadwayWorld.com*. In a single day, he might scan the industry headlines, answer hundreds of e-mails, hold meetings, and take conference calls. He posts religiously in his blog, *The Broadway Pulse*, and interviews top stars like Minnelli and Crawford, the original Phantom of the Opera. At night, he tries to catch some of the on-stage action firsthand.

Diamond says managing the pressures of two jobs has been difficult, but he has learned to delegate. "Launching *BroadwayWorld.com* was a bit of an uphill battle," Diamond admits, "but I have a good core professional team. We have contributors—interns, reporters, and photographers from around the country, about 50 and growing. It is important that we put a very professional face up front."

*BroadwayWorld.com* is advertising-supported and boasts 100,000 users a day. The site has expanded to include 12 regional portals for such culturally rich areas as Boston, Chicago, San Francisco, and even London's West End. In the future, Diamond says he plans to expand his use of video and other technologies on the site.

While Diamond developed his interest in the theater at a young age, he says that he happened upon his career path by chance. "My parents started taking me to Broadway shows when I hit junior high," Diamond recalls. "I started out seeing shows like *Sunset Boulevard* and *Les Miserables*, but what converted me to a theater fan for life was *The Phantom of the Opera*. It was through that show that I became a big fan of Michael Crawford, first making a fan site for him and then his official web site."

The connection with Crawford landed Diamond a job designing a web site for the Broadway show *Dance of the Vampires*. Unfortunately, the show wasn't a hit, but it introduced Diamond to the world of theater on the web and ultimately led to the creation of *BroadwayWorld.com*. He says his education at the School of Information Studies has allowed him to combine two of his passions into a fulfilling career.

For all the fun Diamond has had running his web site, he says it is his philanthropic efforts he is most proud of. As the lead producer of *BroadwayWorld.com's* Joe's Pub concert series and Standing Ovation benefit concerts, he has coordinated more than 20 concerts to benefit Broadway Cares/Equity Fights AIDS. He views his work as a way to apply his technical skills to make himself happy and benefit the community. "I grew up with technology," Diamond says. "I'm passionate about it, and I use it all day, everyday."

So, what about that interview with Liza?

"She was exactly as you'd expect her to be," Diamond says, "full of energy and very passionate about all things theatrical." ●



Robert Diamond '01

**Jane Janis '82, CAS in school library media '06**, is a library media specialist at Meachem Elementary School in Syracuse.

**Tzu-Heng Chiu '94 (and IM '95)** is an assistant professor and associate director of the Taipei Medical University in Taipei, Taiwan.

**Kimberly Bolan '95** is co-author of *Technology Made Simple: An Improvement Guide for Small and Medium Libraries*, published by the American Library Association, September 2006.

**Ann Robb '97** is director of library and recreation services for the City of Paso Robles, Calif.

**James Vivenzio '98** is coordinator of instructional technology at SUNY Cayuga Community College in Auburn, N.Y.

**Beth Stahr '99** is a reference/distance learning librarian at Southeastern Louisiana University in Hammond, La.

**Janice Durante '00** is a school librarian at Westtown (Pa.) School.

**Matthew Bejune '03** is enrolled in the Ph.D. program in library and information science at University of Illinois. He continues to work at Purdue University.

**Elizabeth Dicataldo '03, CAS in digital libraries '05**, is an archivist at Bryn Mawr School in Baltimore.

**Nancy Adams '04** is evening supervisor/reserves coordinator at Boston College Social Work Library in Boston.

**Marsha Auerbach '04** is a reference librarian at the Nashua (N.H.) Public Library.

**Linda Galloway '04** is assistant librarian and works with the Office of Research Programs as a funding specialist at SUNY College of Environmental Science and Forestry in Syracuse.

**Morna Hilderbrand '04** is head of information delivery services at Rochester Institute of Technology in Rochester, N.Y., and is enrolled in SU's certificate of advanced studies in digital libraries.

**Diana Saylor '04** is a technical systems librarian at Wiggins and Dana LLP in New Haven, Conn.

**Kathy Sipling '04** is a librarian at Cayuga Community College in Auburn, N.Y.

**Melissa Ahart '05** is a school media specialist at Middle School 88 in Brooklyn, N.Y.

**Carissa Barrett '05** is a cataloging specialist at Lewis and Clark College in Portland, Ore., and is pursuing SU's certificate of advanced study in digital libraries.

**Flannery Buchanan '05** is an advisor to school media students at the School of Information Studies.

**Mark Burns '05** is a serials technician at Syracuse University Law Library.

**Kristi Monaghan Houghtaling '05** is an administrative librarian at Pike County Public Library in Pikeville, Ky.

**Heidi Huestis '05** is an assistant to the high school librarian in South Burlington (Vt.) School District.

**Jackson Hyde '05** is a school media specialist at South Lewis Central School in Turin, N.Y.

**Jennifer Lanterman '05** is a librarian at The Calhoun School in New York City.

**Michelle MacEnroe '05** is a network administrator with New York State Technology Enterprise Corporation in Rome, N.Y.

**Catherine Marciniak '05** is a librarian for youth services and technology at Fuller Public Library in Hillsboro, N.H.

**Christine McBride '05** is assistant director of the Education Resource Center at the University of Delaware in Newark, Del.

**Matthew McLain '05** is a community affairs assistant manager at Salt Lake City (Utah) Public Library.

**Katie Parker '05** is enrolled in the Ph.D. program in information science and technology at the School of Information Studies.

**Nancy Sullivan '05, TNM '03** is an archives specialist with the National Archives and Records Administration in College Park, Md.

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

**Andrea Williams '05** is a library media specialist with Ballston Spa (N.Y.) Central School District.

**Tim Babcock '06** is a librarian assistant in special collections at Penn State University Library in State College, Pa.

**Lisa Bankert '06** is a supervisor at Syracuse University Library.

**Doreen Bergman '06** is a school media specialist with the Liverpool (N.Y.) School District.

**Colleen Bocka '06** is a teacher-librarian at the Nathaniel Rochester Community School in the Rochester (N.Y.) City School District.

**Donna Boyce '06** is a school media specialist at Christian Brothers Academy in Syracuse.

**Kelly Chambala '06** is a school media specialist at Vestal Mills Elementary School in Vestal, N.Y.

**Anne Chernaik '06** is a faculty reference librarian with the College of Lake County Library in Grayslake, Ill.

**Jennifer Ditkoff '06** is a reference librarian at the Jones Library in Amherst, Mass., and is an information services librarian at the Forbes Library in Northampton, Mass.

**Alisa Finck '06** is a teacher at Rondout Valley Central Schools in Accord, N.Y.

**Margaret Gates '06** is a library media specialist with Binghamton (N.Y.) Central Schools.

**Rick Gridley '06** is a library media specialist at Broome Tioga BOCES in Binghamton, N.Y.

**Melissa Hopkins '06** is a day care staff member at Holy Family School in Camillus, N.Y.

**Maureen Kendrick '06** is a library media specialist with Syracuse City Schools.

**Jennifer Keysor '06** is a library assistant at Syracuse University Library.

**Joanne LaFontaine '06** is a reference librarian at Fayetteville (N.Y.) Free Library.

**Angela Luke '06** is a library media specialist at the middle school in Central Square, N.Y. She was married in June.

**Christina Lupo '06, BA '04** is a middle-high school media specialist at South Seneca Central School District in Ovid, N.Y.

**Heather Matzel '06** is a librarian at Fayetteville (N.Y.) Free Library.

**Cary Meltzer '06** is director of children's services at the Utica (N.Y.) Public Library.

**Dan Muzyka '06** is a technical writer/instructional designer at XTS Software Corporation in Portland, Ore.

**Lichen Rancourt '06** is web manager/information technologist at the University of New Hampshire Library in Durham.

**Angela Rhodes '06** is a circulation librarian at Colgate University Library in Hamilton, N.Y.

**Michele Romeo '06** is a library media specialist for Huntington School in Syracuse.

**Shawna Sadler '06** is a web technical administrator at the University of Calgary in Calgary, Alberta, Canada.

**Carol Schwartz '06** is a reference librarian at Syracuse University.

**Lisa Thomas '06** is encoded archival description project manager at Yale University Library in New Haven, Conn.

**Billy Joe Vickery '06** is a project manager at Touchstone Applied Science Associates Inc. in Brewster, N.Y.

**Tomoko Yamamura '06** is an indexer at Sakson and Taylor Inc. in Seattle.

**Michelle Young '06** is an office coordinator at Syracuse University.

### Master of Science in Information Management

**Yugiswara Salmun '94** is founder and owner of Tibiad Advertising in Jakarta, Indonesia.

**Kevin Cooke '95** is director of new product development at *Network Computing* in Cary, N.C.

**Bhaskar Majee '02** is supply chain manager with Graphic Communications at Eastman Kodak Company in Norwalk, Conn.

**Jayashree Subramanian '03** is an analyst at Merck & Co in Whitehouse Station, N.J.

**Vibha Vijayasri '04** is an IT analyst for Cisco Systems in Research Triangle Park, N.C.

**Robert Chamberlain '05, BS '01** is a consultant with Accenture in Reston, Va.

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

**George Brobbey Jr. '06** is an associate for system and process assurance at PricewaterhouseCoopers in Florham Park, N.J.

## Laura Bush 21st Century Librarian Program Awards More than \$1 Million to Support Library Studies at SU

CAROL KIM, CONTRIBUTING WRITER

The School of Information Studies at Syracuse University has been awarded two grants totaling \$1.33 million by the Institute of Museum and Library Studies (IMLS), through the 2006 Laura Bush 21st Century Librarian Program, to increase the diversity and availability of courses in library and information science (LIS) and to conduct a study exploring the impact of librarians and media specialists in New York State schools.

In addition, the institute awarded a grant of \$276,633 to the Rochester City School District, which has partnered with SU to educate and recruit librarians in Rochester-area schools.

"I am very pleased that the Institute of Museum and Library Services is tapping the resources of Syracuse University's School of Information Studies to conduct these important projects that will enhance the skills of current library professionals and the many students studying library and information science," says U.S. Rep. James Walsh. "This funding will contribute to the ongoing innovative library research and teaching that has made SU's LIS program one of the foremost programs in the field."

"These important funds will help support and bolster Syracuse University's continuing work toward educating and recruiting the next generation of librarians and examining the critical role librarians play in our K-12 schools," says SU Chancellor and President Nancy Cantor.

In the first project, "WISE+: Increasing Diversity of the LIS Curriculum," SU's School of Information Studies will collaborate with the University of Illinois and the University of Pittsburgh to build upon and enhance a successful IMLS-funded project that increases the diversity of and access to course offerings in library and information science.

The Web-Based Information Science Education (WISE) consortium received a \$936,338, three-year grant from IMLS to fund the project. The funding for WISE+ supports three initiatives:

- partnerships between WISE member schools and professional library associations to increase course offerings to LIS graduate students and existing librarians who seek continuing education in diverse or specialized areas of study;
- support and training to faculty and doctoral students who teach these specialized courses; and
- the creation of a digital repository of WISE-supported courses.

An IMLS grant in the amount of \$398,612 was awarded to the school to fund "New York State's School Libraries and Library Media Specialists: An Impact Study." The study will provide the library community with information needed to support successful recruitment and education of future librarians. It will establish baseline data on the impact of school library services, programs, and resources on student achievement and motivation. Research findings will be useful to school library preparation programs for reassessing their curricula and course content.

"These grants continue Syracuse University's tradition of leadership in distance learning and school library media education," says Bruce Kingma, professor and associate dean in the School of Information Studies. "They also highlight our partnerships with faculty and programs at other universities, providing students in the Syracuse programs with access to the best faculty worldwide." •



## Good News from Washington

**PAUL BRENNER,**  
EXECUTIVE DIRECTOR OF DEVELOPMENT

It took nearly a decade, but Congress has finally enacted legislation as part of the Pension Protection Act of 2006 (PPA 2006), which offers charitably minded individuals a golden opportunity to make gifts from their IRAs and exclude the amount of their gifts from gross income. To qualify, the following criteria must be met:

- the donor must be 70 1/2 years of age or older;
- the transfers must go directly from the IRA to qualified charities;
- gifts cannot exceed \$100,000 per taxpayer per year; and
- gifts must be outright. This means transfers to donor advised funds, support organizations, and charitable remainder trusts and for charitable gift annuities do not qualify.

Making gifts from IRA funds that would be subject to tax if withdrawn voluntarily or under mandatory withdrawal requirements may be a wise choice for many people this year and next, as this opportunity is only available for 2006 and 2007 and no charitable income-tax deduction is allowed. By directing a portion of a mandatory IRA withdrawal directly to the School of Information Studies, a retired person does not have to report that amount as income, and thus, avoids having to pay taxes on those funds. The individual also avoids additional tax on Social Security benefits, which would otherwise have been triggered by the mandatory withdrawal. Also, remember that assets held in IRA accounts are not only subject to income tax when withdrawn during one's lifetime or by survivors, but

they may also be subject to estate tax if left to loved ones other than a spouse. For that reason, IRAs may be a good choice for some when deciding how to fund charitable gifts.

Prior to the new act, individuals withdrawing \$100,000 from their IRAs and contributing it to charity would have had to include the \$100,000 in their income. They would have been allowed a federal charitable income-tax deduction of up to \$100,000 (subject to limits of deductibility) to offset the inclusion. Ostensibly, for most taxpayers, the net result was zero tax implication—a "wash" for all practical purposes. But for those taxpayers unable to use some or all of the charitable deduction, the new law presents a significant opportunity.

So who actually benefits from the changes to the Pension Protection Act?

- individuals who are required to take minimum withdrawals,
- individuals who live in states where a charitable deduction is not available,
- individuals who do not itemize, and
- individuals whose major assets reside in their IRAs.

I am happy to discuss charitable transfers and the changes to the legislation, and how you can dovetail your interests in supporting the School of Information Studies with your need to provide for yourself and your loved ones. In addition to charitable transfers, there are numerous other ways to support the School of Information Studies as it strives to maintain its role as the leader of the information field. Contact me at 315-443-6139 or [pbrenner@syr.edu](mailto:pbrenner@syr.edu). •

**Chun-Fang Chen '06** is a consultant at Vencott Inc. in Phoenix, Ariz.

**Eric Costello '06** is an IT analyst with the Government Accountability Office in Washington, D.C.

**Gaurav Dhawan '06** is an associate with Ernst and Young in New York City.

**Stella Malvica Earnarst '06** is a risk advisor at Ernst and Young in New York City.

**Robert Fecteau '06** is chief information officer for BAE Systems in McLean, Va.

**Shelton Fernandes '06** is an information risk consultant at KPMG in New York City.

**Robert Fink '06** is deputy chief information officer with the Louisiana National Guard in Kenner, La.

**Michael Fudge '06** is a systems administrator at the School of Information Studies.

**Saran Gurumurthy '06** is an associate in information risk management at KPMG in New York City.

**Cecelia Henderson '06** is an information technology specialist at the U.S. Department of State in Washington, D.C.

**Evan Hood '06** works at the State of Ohio Office of Information Technology in Columbus.

**Edward Hwang '06** works in research and development at Samsung Electronics in Seoul, South Korea.

**Jillian Lando '06** is a technology associate at AXA Equitable in Syracuse.

**Julio Martinez '06** is an information systems development manager at *Nacional de Chocolates* in Medellin, Colombia.

**Robert Mervine III '06, BS '04** is an analyst with the Central Intelligence Agency in McLean, Va. He also has his own company, Liberty Management & Technology Inc., [www.libertymt.com](http://www.libertymt.com), building web-based applications and solutions for not-for-profits and political fund raising and campaigning.

**Carlos Morales '06** is a consultant in technology systems and risk security at Ernst and Young in New York City.

**Madhar Nath '06** is an associate in information risk management at KPMG in New York City.

**Jamie Primo '06, BS '03** is a project coordinator with Bear Stearns in New York City.

**Dan Renfroe '06** is an IT consultant with OST Global in Washington, D.C.

**Emmanuel Rivera '06, BS '03** is an academic counselor at Play It Smart in Syracuse.

**Mara Schneider '06** is a consultant in technology systems and risk security at Ernst and Young in New York City.

**Jonathan Ticehurst '06** is an information technology analyst with the Government Accountability Office in Washington, D.C.

**Sashi Priya Vunnam '06** is an enterprise risk consultant at Deloitte and Touche in New York City.

### Master of Science in Telecommunications and Network Management

**Fabio Ruiz '98** is a project manager at NETeller in Calgary, Alberta, Canada.

**Richard Calagiovanni '99** is a sales engineer at TelCove in Syracuse.

**Brian Lee '02** is director of information systems at Manlius Pebble Hill School in Dewitt, N.Y.

**Ronald Denby '04, BS '03** is assistant dean for information technology at Syracuse University College of Law.

**Xuefeng Bai '05** is a network engineer with *Expedia.com* in Bellevue, Wash.

**Zurab Amiranashvili '06** is an information officer at the International Criminal Court in the Hague, Netherlands.

**Sushant Bhatia '06** is a management analyst at Bearing Point in McLean, Va.

**Michael Dydik '06** is a WOL technician at USA Datanet in Syracuse.

**Jeffrey Forman '06** is a network engineer at Commonwealth Financial Network in Waltham, Mass.

**Laurie Francis '06, CAS in information systems and telecommunications management '06**, is a computer consultant at Syracuse University.

**Diego Martinez '06** is a network administrator at the National Bureau of Asian Research in Seattle.

**Sang Meom Lee '06** is a network developer at Samsung Electric in Su-won, Korea.

**Gerald Van Guilder Jr. '06, CAS in information security management '06**, is an associate in the information technology leadership development program at St. Paul Travelers in Hartford, Conn.

**Edmund Williams '06** is a strategic analyst with the U.S. Air Force in Randolph, Texas.

### Ph.D. in Information Science and Technology

**Stephen Paling '04** is an assistant professor at the School of Library and Information Studies at the University of Wisconsin-Madison.

**Indira Guzman de Galvez '06** is assistant professor at the College of Information Systems at Touro University International in Los Angeles.

**Nora Misiolek '06** is an assistant professor at Marist College in Poughkeepsie, N.Y.

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# Improving Patient Care Through More Effective Record Keeping

TAMMY DIDOMENICO, CONTRIBUTING WRITER

Many Americans have had personal experience with the financial challenges that plague the nation's health care system. But for patients coping with a chronic illness, the difficulty in maintaining and communicating medical information to multiple physicians and caregivers can be equally frustrating. "Parents of children with chronic illnesses have to give histories again and again," says Professor Carsten Osterlund of the School of Information Studies. "The parents and patients are aggravated by the information doctors provide, and doctors are reluctant to give records to patients."

The caregivers and patients often end up keeping very detailed medical records of their own, which could assist health care workers in delivering better care to the patient. But physicians often don't even know that these records exist. Osterlund would like to see that change by using technology to improve communication and record-keeping.

Osterlund, along with Dr. Nienke Dosa and other doctors at the Upstate Medical Center in Syracuse, have received a three-year, \$150,000 grant from the New York State Developmental Disabilities Planning Council. The grant, awarded in June, will fund the Institute for Training on Health Care Transitioning to explore ways in which information technologies may help children with chronic diseases better transition from pediatric to adult care. For Osterlund, the motivation

for the study stems from his interest in a broader question: why is it so difficult to implement computer systems that would improve communication in health care settings? He says the institute will work toward the goal of improving access to and the quality of health care delivered to young people with developmental disabilities.



The institute will explore the broader issues of medical informatics, and how technology can improve the transfer of data, and ultimately the quality of care, for those with developmental disabilities. He envisions an integrated curriculum, which would utilize feedback from doctors, patients, and parents. Based on previous studies, Osterlund has found that doctors aren't the only people with medical records on patients. "It was amazing for me to learn how central the role of patients and their parents are in maintaining medical histories," he says.

The institute recently began collaboration with the University's Burton Blatt Institute (BBI), an organization dedicated to advancing the civic, economic, and social participation of people with disabilities through innovative collaborations. Osterlund is excited about the collaboration. "BBI has a lot of resources from which our smaller project can benefit," he says. Osterlund says he expects students from the School of Information Studies to become more involved with the institute as work continues. "The various confidentiality issues involving medical records have presented numerous challenges," he says. "But I do hope we can get more graduate students involved." ●

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