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GLOBAL IMPACT

PAULA MESEROLL, CONTRIBUTING WRITER

Take a survey of information technology professionals in countries throughout the world and chances are many will be School of Information Studies alumni. They work in libraries, businesses, educational institutions, and government and non-governmental agencies, using their education to strengthen the information field.

Mayumi Tanimoto G'00 is among the many international alumni who are disseminating this expertise. A junior level communications officer with the Food and Agriculture Organization (FAO) of the United Nations, she works with a multinational team to plan and implement video conferencing solutions for decentralized offices. "It is a most challenging project," says Tanimoto, who is based in Rome, Italy. "It may drastically change the communication between diversified development agencies and is one of the first interagency information technology initiatives in the United Nations system."

Tanimoto holds two graduate degrees from Syracuse University: a master of science degree in information management from the School of Information Studies, and a master of arts in international relations from the Maxwell School of Citizenship and Public Affairs. Before joining FAO, the 29-year-old native of Japan worked for Softbank Corp., a Tokyo-based Internet business incubation firm. "Although it might sound odd that I came to work for FAO after working for a startup and consultancy firm, it's always been my long-term aspiration to work for an international organization," she says.

According to Tanimoto, one of the biggest advantages of her SU education was working and studying in groups of people with diverse backgrounds and cultures. "At the School of Information Studies, we did a lot of group

assignments and learned communication skills, which I use today," she says. "Our FAO team is multicultural, composed of British, French, Spanish, Bolivian, Italian, and Japanese nationals. It is rare to work alone."

The School of Information Studies stresses interactivity as a core value of its program, according to Dean Raymond von Dran. "International students take with them the skills and knowledge of their respective degree programs, and they also leave with the ability to work in a multicultural environment," he says. "They are exposed to how American work practices operate, but they also sit in classrooms with people from other countries. They learn more than just simply how one works in the United States. They also meet new people with very different ideas, language skills, backgrounds, cultures, and religions. That's all enriching for them."

In today's economy, nothing is more global than the information field, von Dran notes, and he believes that gaining an awareness of other cultures greatly benefits information professionals. "One of the things the school gets from its international students is the stimulation of diversity in the classroom," he says. "Historically, Americans have not been the most eager or ambitious to learn foreign languages or go to foreign shores. International students provide our American students an opportunity to study directly with people from other cultures and to open their eyes to new ways of looking at the world."

Because of the school's reputation for excellence, such countries as Mexico and Malaysia have sponsored scholarship programs for students to study in Syracuse, as have American organizations like the Carnegie Foundation and the Fulbright program. International entities, including United Nations Educational, Scientific, and Cultural Organization; the World Bank; and the International Monetary Fund, have also awarded scholarships to international students to study at the school.

The majority of the school's international students are in its graduate programs, and international students constitute more than 40 percent of the school's total number of graduate students, according to Associate Dean Bruce Kingma. "For example, in the master's degree in library and information science program,

we have students from former Soviet bloc countries who are supported by fellowships from the Muskie Foundation," he says. "We have a rich array of students in our other master's degree programs from India, Pakistan, China, and Taiwan, and students are here on fellowships from such countries as Trinidad, Venezuela, and Panama. We also have students from across the globe who come here for our doctoral program in information transfer."

Professor Emerita Marta Dosa notes that through the years there have been distinct changes in the background of the international

> *"What the School of Information Studies offers is more than the content of the learning method. We offer the entire cultural package, which improves international cooperation, sensitivity, and understanding."*
>
> —*Professor Emerita Marta Dosa*

students. "In the '60s and '70s, the international students were often members of the well-to-do elite classes who could afford an American education," she says. "Increasingly, in the '80s and '90s, large scholarship programs extended the opportunity to those who merited the education. The international students of today are looking for culturally relevant answers for their own situations."

Take, for example, Kelebogile Motlaleng '03, an information management and technology graduate who now works as a communications officer with the African Comprehensive HIV/AIDS Partnerships (ACHAP) in her home country of Botswana (see profile, pg. 11). The country has one of the world's highest HIV/AIDS infection rates, and ACHAP was created as a collaborative effort of the

D E A N ' S   C O L U M N

One of our school's core values is diversity. Our international students, who represent the variety of ethnicities, religions, political systems, and cultures of our great Earth, enrich us in incalculable ways. They create a certain energy and adventure together, and their presence here signifies the important role of our field globally.

I'm reminded of the richness added by the students through one recurring situation each fall. It is the story of the students and the dean getting into the same elevator. Our custom here in the West is "ladies first." So naturally I hold the elevator door open for the female students. If the female students are from the East, we have elevator paralysis—they refuse to get in before me because I am a professor, dean, and male. I would still be standing at the elevator if I hadn't learned to leverage my status and simply say, "I'm the dean, and in our culture ladies go first, so you must go first." My status and insistence get the elevator dance back in motion. Of course by the second semester I have to compete to get into the elevator. They're quick studies!

That little story is one of many we could tell at the school of what happens when cultures merrily collide. I formally address our students each year about diversity during Multicultural Week. I tell them that we value diversity because it makes our school and our profession stronger. I quote our vision statement: "Complex global and social information problems require multidimensional analysis and solutions. The school fosters a multiplicity of 'voices' addressing important areas in the information field. The school seeks a diverse faculty and student body who represent a spectrum of opinions and perspectives and who thrive on the creative tension of discussion and debate."

This is built into the fabric of the school—from the diversity of academic degree programs out of which the faculty has emerged, to our efforts to include more women and students from underrepresented groups in our bachelor's degree in information management and technology program. We foster diversity through our master of science degree curricula by structuring our primary core so that the future librarians (mostly women and American) and the telecommunications and information management students (mostly men and far more international) share the same beginning classroom experiences. They profit from the tension here, as service- and content-oriented students collaborate with technology- and business-oriented colleagues. They come away with mutual respect and greater success as a result.

Our new Chancellor, Nancy Cantor, is asking us this year to reflect on "the soul of Syracuse." I think at the center of this soul is Syracuse University's history of inclusiveness. We were quick to welcome women to our campus, to encourage African American and Hispanic students to study here when they were barred from admission in many other universities, and opened our doors to Japanese-Americans during World War II, which sadly few other universities did. That same spirit serves us today as we open our doors to the world. We are challenged to get out of our comfort zone and think differently. It's one of the experiences that make our graduates the best in the world. ●

Raymond F. von Dran
Dean

Misidentification of Deans

Thank you to the many alumni who pointed out an error in the identification of two deans in our summer 2004 cover story. However, the accidental switching of the names under the photos of Wharton Miller and Edward B. Montgomery on page 7 elicited several wonderful memories of the deans. The following is a sample of some of the comments we received:

MARJORIE HARDING HARVEY B.S. '33
"Congratulations on the many changes that have taken place at the (school). I am happy to know you are such visionaries!"

ANGELO C. GARZIO B.S. '49
"The idea of a library profession was always in the back of my mind and it became a reality when I met Professor Miller, who suggested that I might pursue courses while involved in another B.A. program. I finished the B.S. in library science in 1949." Angelo worked in libraries as a cataloger and reference librarian, then completed an M.A. in art history and an M.F.A. in ceramics at the University of Iowa. He retired in 1991 and he says, "It all started because of Professor Miller. I have much gratitude for what he and the University did for me."

MARTIN LEWIN M.L.S. '51
"I thoroughly enjoyed the latest issue of the *Home Page* and want to compliment its editor and contributors on the clarity of the articles, its organization, and makeup. There is a minor error on page 7, the incorrect identification of Wharton Miller, the school's first dean. Wharton was a very genial and supportive man who steered the school toward accreditation and then was named its dean. It was, of course, a very different school in those days, a much smaller school, but quite dynamic. He managed to gain for it a solid reputation in our profession."

ALICE KATZUNG M.L.S. '56
"In 1956 [Wharton Miller] sent me to a job interview at SUNY Upstate College of Medicine, which sent me on the career path I have followed ever since."

Wrong Date on Photo

The faculty photo that appeared on page 9 was taken in 1998.

Faculty, Staff, Student|NEWS

A Global Perspective

BY THOMAS MARTIN

The School of Information Studies motto is "empowering people through information." Throughout my life I have tried to instill in others the information and skills they need to advance their careers and contribute to their cultures. While all students make a difference, it is through working with students and colleagues from other countries and consulting in their nations' universities that one can see the biggest changes.

My concept of empowering others comes from being a Peace Corps volunteer at the University of Panama from 1967 to 1968 and from helping that university take advantage of a new computer to integrate its needs with those of the country. Projects we worked on included building a database of fish catches and automating student records.

I taught as a Fulbright fellow at universities in Rio de Janeiro and Brasilia in Brazil. As a consultant, I helped the Federal University of Minas Gerais develop a master's degree program in information management. In the 1980s, as part of a World Bank project, I helped create an information-engineering program for technical universities throughout China and taught future professors in Changchun.

I gradually discovered that international students are often the most receptive to new ideas and see ways they can help others in their countries. When returning home, they must translate their educations into something relevant to their country's situation. Ideally, their governments establish priorities and send the students to us so we can give them the tools they need to meet the country's goals. Malaysia did this for a number of years, and the School of Information Studies graduates hold significant positions in academic, governmental, and industrial positions there. Others, like Ph.D. graduate Sam Oh of Korea, share the lessons learned as teachers in their home countries. Oh, an associate professor in library and information science at Sung Kyun Kwan University in Seoul, returns to Syracuse to teach summer courses at the School of Information Studies.

Other students use their Syracuse experience to create their own positions. For example, some form new companies or set up academic programs. One information management graduate, Alphons Cornela, teaches information management in Barcelona. He has published a

book and hosts a web site about information management concepts in Spanish.

Contact with international students and professional colleagues has influenced the way I teach and the cases I draw upon. For example, I can help students understand how China and Saudi Arabia deal with Internet access because students have shared valuable insights from their cultures with me.

I've learned from a lifetime of empowering students through information how similar our concerns are, despite our cultural differences. We all gain by learning from each other. ●

Professor Thomas Martin teaches in the information resources management and telecommunications management area. His research interests focus on human computer interaction, information technology policy, and impact of information systems. He has taught and lectured overseas at universities in Brazil, China, Peru, Singapore, Malaysia, and Thailand.

Professor Thomas Martin poses with a group of alumnae during a recent visit to Malaysia.

FACULTY NEWS & VIEWS

New Faces on the Faculty

The School of Information Studies is pleased to announce the addition of three faculty members:

Derrick L. Cogburn, Ph.D.

DERRICK L. COGBURN
Ph.D., Howard University
Assistant Professor; Director, Collaboratory on Technology Enhanced Learning Communities
Cogburn comes to Syracuse from the University of Michigan, where he was on the faculties of the School of Information and Center for Afroamerican and African Studies. He lived and worked in South Africa for five years, serving as executive director of the Global Information Infrastructure Commission—Africa. He served as advisor to several government and international organizations concerned with information technology and with the arts.

Cogburn's research focuses on questions of international information and communication technology policy, and multistakeholder participation in global governance. He studies the potential impact of transnational networks and global governance, and of regime formation.

Kenneth Lavender, Ph.D.

KENNETH LAVENDER
Ph.D., University of California at Santa Barbara
Assistant Professor; Librarian, Special Collections Research Center, Bird Library
Prior to joining the School of Information Studies, Lavender was the curator of rare books and printed materials for SU Library. He is former curator of the rare book and Texana collections at the

University of North Texas in Denton. He holds a joint appointment with SU Library's Special Collections Research Center.

Lavender has 25 years of experience as a librarian and an extensive background in rare books and preservation. His writings and presentations concern special collections topics, including rare books, preservation, and digital reference. His current interests focus on digital libraries, and especially the preservation of information and digital reference services.

Alex C. Wilkinson, Ph.D.

ALEX C. WILKINSON
Ph.D., University of Michigan
Professor of Practice
Wilkinson brings the experiences of a 21-year career at Bell Laboratories and AT&T to this school. While in private industry, he worked on human-computer interaction and moved into software design, process engineering, system testing, service quality assurance, and the 24/7 world of network operations. His work spans technologies from intelligent telephone call routing to the natural language processing of speech. He holds patents for a telephone call monitoring method and apparatus and call monitoring system for intelligent call processing. His teaching will focus on information resources planning, evaluation, and analysis. ●

Faculty, Staff, Student NEWS

Conference Examines Role of the Internet in a Democracy

TAMMY DIDOMENICO, CONTRIBUTING WRITER

While the summer months may mean a break from the routine of the academic calendar, they can hardly be considered down time for Professor Ruth Small. She directs Syracuse University's Center for Digital Literacy, an interdisciplinary, collaborative research and development center partnering the School of Information Studies, School of Education, and S.I. Newhouse School of Public Communications. The center hosted the 2004 Summer Institute on Digital Empowerment: "The Internet and Democracy," which convened educators, researchers, and e-world professionals interested in the Internet's use as a political education tool.

While turning to the Internet to learn about political candidates and issues is especially pertinent in an election year, Small says the number of people relying on the Internet for political information has grown steadily since the Clinton administration. The volume of people who can be reached through a web site or through mass e-mailings makes the Internet an attractive campaign tool. She predicts the Internet will soon replace traditional phone chains as a means of distributing political information, gauging voter concerns, and encouraging voter participation. "The public is aware that the Internet can be a political tool," Small says. "As times goes on, it will become a powerful tool for civic engagement."

The conference specifically focused on using technology more effectively, a major shift from the Clinton campaign days when access was the chief issue. "For those of us who study these issues every day, education and training are paramount," she says. "It's about helping people use these tools. Today, the digital divide is in education, not access."

Small says she is personally concerned the filters used by school districts to identify and block "inappropriate" sites affect the quality of the educational information that teachers and students can access. "In the districts that are shutting the Internet out, kids are not getting access to materials that could enlighten them," she says.

Small says it is important for educators to help students learn to distinguish between good and bad sites. Limiting access, she suggests, restricts educators' abilities to expose the uninitiated to bad sites, thus stunting their critical thinking skills. Conference participants discussed the virtual presence of organizations linked to a particular cause, such as aid for education or health care. Frequently, such groups do not have the funding or the know-how to use the Internet to its full potential.

Keynote speakers included Phil Noble, founder of *Politics Online.com*; S.B. Woo, former lieutenant governor of Delaware and founder of the 80-20 Initiative; William Finkel of *Meetup.com*; Ben Green of Crossroads Strategies, a consultant to Democratic presidential candidate John Kerry's e-campaign; John Hlinko of Grassroots Enterprise who advised Wesley Clark's presidential e-campaign; and Lynette Guastaferro, executive director of Teaching Matters Inc. Professor Jon Gant of both the School of Information Studies and the Maxwell School of Citizenship and Public Affairs organized a panel on digital literacy and empowerment in developing countries.

Small says the feedback she received through participant evaluations was positive. "There is so much to explore in this area because use of the Internet will just continue to increase," Small says. "You can't put the genie back in the bottle. There are many options, so it's a matter of focusing on the most important ones."

Not one to bask in the afterglow of a job well done, Small is already busy preparing for next April's conference, "Engaging Learning in the 21st Century." Small envisions a strong research and development component to the event. "That is really my area of research, so I'm looking forward to it," she says. "We are already getting speakers lined up." ●

Congratulations To Ruth Small

Professor Ruth Small, director of the school media program and the Preparing Librarians for Urban Schools (PLUS) program, received the 2004 Outstanding Teacher Award from the Syracuse University Alumni Association during Homecoming weekend. Chancellor Nancy Cantor presented her with the award during a ceremony on October 8. Small was also recognized during a pre-game event at the SU vs. Florida State football game in the Carrier Dome.

Since 1987, the Outstanding Teacher Award has been given each year to a professor who has not only exemplified an exceptional talent for teaching, but also developed nurturing relationships with students through advising and mentoring. ●

KEVIN CROWSTON, associate professor and director of the Ph.D. in information transfer program, presented with H. Annabi, J. Howison, and C. Masango "Effective Work Practices for FLOSS Development: A Model and Propositions" at the Hawaii International Conference on System Science in Big Island, Hawaii, and "Toward a Portfolio of FLOSS Project Success Measures" at the 26th International Conference on Software Engineering in Edinburgh, Scotland, May 2004. He also presented with J. Howison at the Edinburgh conference "The Perils and Pitfalls of Mining Source Forge."

Kevin Crowston

He presented with N. Massad and R. Heckman "Customer Satisfaction with Electronic Service Encounters" at the Association for Information Systems Americas Conference in New York City, August 2004; and with M.B. Watson-Manheim and K.M. Chudoba "The Paradox of Discontinuities and Continuities: Toward a More Comprehensive View of Virtuality" at the Organizational Communications and Information Systems Division, Academy of Management Conference in New Orleans, August 2004.

Crowston published with B.H. Kwasnik "Can Document-Genre Metadata Improve Information Access to Large Digital Collections?" in *Library Trends*, 52(2), 345–361; with M.D. Myers "Will Real Estate Agents Survive? The Transformation of the

Real Estate Industry by Information Technology" in *University of Auckland Business Review*, 6(1); and with B. Scozzi and C. Garavelli "Methods for Modeling and Supporting Innovation Processes" in SME's *European Journal of Innovation Management*.

MICHELLE KAARST-BROWN, assistant professor, was awarded with C. Wang best in track for their paper, "Creating Strategic Alignment Between Organizations and IT Professionals Through Compensation," at the 2004 Americas Conference on Information Systems in New York City, August 2004.

BARBARA KWASNIK, professor, presented with Y.L. Chun "Translation of Classifications: Issues and Solutions as Exemplified in the Korean Decimal Classification" at the eighth Conference of the International Society for Knowledge Organization in London.

Barbara Kwasnik

R. DAVID LANKES, assistant professor and director of the Information Institute of Syracuse, was named to the National Academy of Sciences Transportation Research Board. He will provide strategic advice to the federal government and states about meeting the information needs of the transportation sector.

ELIZABETH LIDDY, Trustee Professor of Information Studies and director of the Center for Natural Language Processing, presented "Improved

Elizabeth Liddy

Access to the Public Health Grey Literature Through Automatically Generated Document Surrogates" at MedInfo, the 11th Triennial World Congress on Medical Informatics in San Francisco, September 2004; "Advances in Information Extraction of Elusive Information from Text" at the TOPS in Cyberspace Conference sponsored by the Armed Forces Communications and Electronics Association at Hamilton College, Clinton, N.Y., June 2004; and "MetaExtract: An NLP System to Automatically Assign Metadata" at the Joint Conference on Digital Libraries in Tucson, Ariz., June 2004.

She also presented "Evaluation of Restricted-Domain Question-Answering Systems" at the 42nd Annual Meeting of the Association for Computational Linguistics in Barcelona, Spain, June 2004; "Context-Based Question-Answering Evaluation" at the 27th Annual Association for Computing Machinery Special Interest Group on Information Retrieval Conference in Sheffield, England, June 2004; "Context, Role, and Semantics-Based Approach for Countering Malicious Insider Threats" at the Advanced Research and Development Activity PI Review Meeting in Tucson, Ariz., August 2004; and "Automated and Semi-Automated Metadata Generation" at National Science Digital Library Annual Meeting, Chicago, November 2004.

Milton Mueller

MILTON MUELLER, professor and director of the master of science in telecommunications and network management program, launched the Internet Governance Project (*www.internetgovernance.org*), an interdisciplinary consortium of academics with scholarly and practical expertise in international governance, Internet policy, and information and communication technology. The project's work is intended to contribute to the World Summit on the Information Society and the United Nations Working Group on Internet Governance, as well as related debates at the international, national, and regional levels. In June, the project received a contract from the United Nations ICT Task Force to prepare an analysis of current efforts of Internet governance by international organizations.

Mueller recently authored with B. Kuerbis and C. Page the research report, *Reinventing Media Activism: Public Interest Advocacy in the Making of U.S. Communication-Information Policy, 1960-2002.* The research was supported by the Ford Foundation's Knowledge, Creativity, and Freedom Program. He was the invited speaker at the Code as Law Conference at the Institute for Information Law, University of Amsterdam, July 2004.

JOON PARK, assistant professor and director of the Laboratory for Information Security and Application, presented with A. Jain "A Framework for Trusted Wireless Sensor Networks" at the 18th Annual International Federation for Information Processing Working Conference on Data and Application Security in Sitges, Spain, July 2004; and with P. Chandramohan and J. Giordano "Survivability Models and Implementations in Large Distributed Environments" and "Component-Abnormality Detection and Immunization for Survivable Systems in Large Distributed Environments" at the International Association of Science and Technology for Development Conference on Parallel and Distributed Computing and Systems at the Massachusetts Institute of Technology in Cambridge, Mass., November 2004.

He also presented with P. Chandramohan, A. Zak, and J. Giordano "Fine-Grained, Scalable, and Secure Key Management Scheme for Trusted Military Message Systems" at the Military Communications Conference in Monterey, Calif., October 31– November 3, 2004; with S.M. Ho "Composite Role-Based Monitoring for Countering Insider Threats" at the Second Symposium on Intelligence and Security Informatics in Tucson, Ariz., June 2004; and with R. DelZoppo, E. Browns, M. Downey, E. Liddy, S. Symonenko, S.M. Ho, M. D'Eredita, and A. Natarajan "A Multi-Disciplinary Approach for Countering Insider Threats" at the Workshop on Secure Knowledge Management in Amherst, N.Y., September 2004.

Park's project, "Dynamic Component Immunization for Survivable Systems," received a $19,250 grant from the Summer Faculty Fellowship Program of the National Research Council and the Air Force Office of Scientific Research.

Jian Qin

JIAN QIN, assistant professor, published with M. Taffet "Vocabulary Use in XML Standards in the Financial and Capital Markets Domain" in *Knowledge and Information Systems*, May 2004. Qin presented with N. Hernandez "Ontological Representation of Learning Objects: Building Interoperable Vocabulary and Structures" at the 13th International World Wide Web Conference in New York City, May 2004.

Qin lectured on semantic web and ontologies, as well as metadata for managing scientific data/information and digital learning resources at the Advanced Seminar for Digital Library Research and Development in Shenzhen University Town; at the Third Advanced Seminar for Network Information and Technology Development at Beijing Document Services; and at Wuhan University Library, all in China, summer 2004.

RUTH V. SMALL, professor, led on-campus working sessions on "Children's Curiosity and Motivation for Learning," "Technology and Children's Motivation," and "Developmental Transitions" as part of her National Science Foundation grant.

Small presented a workshop, "Library Media Specialists as Instructional Partners" with K. Gerbig and J. Nace to school administrators from the Syracuse City School District. She participated in the Australian School Library Association's online conference and published her paper, "S.O.S. for Information Literacy" in the conference proceedings. Her sixth book, *Having an IM-PACT on Information Literacy: Designing Lessons That Motivate You and Your Students* (Neal Schuman Publishers), will be published in late 2004.

Jeffrey Stanton

JEFFREY STANTON, associate professor and director of the Syracuse Information Systems Evaluation (SISE) Project, received a Syracuse University Prototypical Research in Information Assurance award from the CASE Center to pursue the Central New York Secure Business Initiative. Stanton and other SISE project members conducted no-cost sociotechnical information security and privacy assessment analysis for 10 Central New York businesses. The goals are to help organizations improve effectiveness and the quality of work life.

Gisela von Dran

GISELA VON DRAN, assistant professor, has been named the director of the master of science in library and information science program. She presented "Human Resource and Leadership Strategies for Libraries in Transition" at the Libraries in the Digital Age Conference in Dubrovnik, Croatia, in May 2004.

Ping Zhang

PING ZHANG, associate professor, presented with J. Carey, D. Te'eni, and M. Tremaine, the tutorial, "Integrating Human-Computer Interaction Development into the System Development Life Cycle: A Methodology" at the Americas Conference on Information Systems in New York City, August 2004. A journal version of the tutorial is published in the fall 2004 *Communication of the Association for Information Systems.*

Faculty Research Receives More Than $4 Million

Within the first few months of the 2004-05 fiscal year, faculty in the School of Information Studies received more than $4 million in research grants. Here is a sampling of some of their research:

- Kevin Crowston and Barbara Kwasnik, "How Can Document-Genre Metadata Improve Information-Access for Large Digital Collections?" $152,685, National Science Foundation

- Liz Liddy and Anne R. Diekema, "Computer-Assisted Content Standard Assignment and Alignment," $634,215, National Science Foundation

- Diana Gant, appointment as program director in the Division of Undergraduate Education, $350,000, National Science Foundation

- Kevin Crowston, Bruce Kingma, and New York State Library/School of Information Studies, "2004 Recruiting and Educating Librarians for the 21st Century," $1.36 million, Institute of Museum and Library Services

- Dave Molta, "Information Technology Experiential Learning Lab," $70,000, Case Center of Syracuse University

- Jeffrey Stanton and Debra Eischen, "Culture Clash! The Adverse Effects of IT Occupational Subculture on Formative Work Experiences of IT Students," $300,000, National Science Foundation

- Kevin Crowston, "Effective Work Practices for Open Source Software Development," $330,000, National Science Foundation

- Lee McKnight, "Virtual Markets in the Wireless Communication and Computation Grid," $113,000, National Science Foundation

- Milton Mueller, "Movement in the Making? Institutions, Civil Society, and Communication-Information Policy," $100,000, Ford Foundation

- Liz Liddy, "Graduate Assistance in Areas of National Need: Multidisciplinary Project in Mathematics and Information," $294,533, U.S. Department of Education

- Liz Liddy, "Intelligent Information Retrieval and Extraction Using Natural Language Processing," $89,400, Syracuse Research Corporation

- Liz Liddy, "MySentient," $227,000, MySentient Inc.

- R. David Lankes, "Education Digital Library Initiatives," $510,000, U.S. Department of Education

- Joon Park, "XML Guard Research," $26,843, Department of Defense

- Scott Bernard, "Information Assurance Scholarship Program," $74,000, Department of Defense/National Security Agency

Faculty, Staff, Student NEWS

Reinventing the Information Institute of Syracuse

TAMMY DIDOMENICO, CONTRIBUTING WRITER

The past year has been a time of change for the offices on Skytop Road, known as the Information Institute of Syracuse. Professor R. David Lankes, the institute's executive director, describes the current state of the facility as "recovering" from the restructuring of the ERIC (Education Resources Information Center) Clearinghouse on Information and Technology. Lankes says the institute has turned a corner since it dismantled all web sites relating to the ERIC Clearinghouse (including ERIC/IT and AskERIC) last December, after the U.S. Department of Education consolidated the 26-year-old multiple university program into one location at the Computer Sciences Corporation in Rockville, Maryland. "In essence, the institute didn't lose the ERIC Clearinghouse on Information and Technology," Lankes explains in the institute's annual report. "It was simply removed from existence." The institute is now reassessing its resources and planning for a future built on its distinguished reputation and expertise in digital libraries and educational information.

The staff takes strength and inspiration from the many other successful projects ERIC/IT nurtured, including Gateway to Educational Materials (GEM), the Virtual Reference Desk, KidsConnect, and AskLN. While Lankes says it has been difficult for the institute to expand its identity beyond ERIC, it has been making steady progress toward that goal. By 2002, ERIC accounted for 40 percent of the institute's total budget, down from 92 percent in 1999. Lankes is confident that diversification will help the institute thrive in the coming years. The loss of ERIC has inspired the institute to diligently explore new funding sources. Some new partnerships have resulted, presenting exciting, progressive research opportunities.

Lankes says the institute's identity issues may continue for a time because of the abundance of promising activities now underway. While the institute remains dedicated to digital libraries, it will adapt to best serve current research commitments, which amount to more than $7 million, he says. Eric Plotnick, director of operations and finance for the institute, says current commitments capitalize on the institute's established reputation in the study and practice of digital libraries and digital reference. "The institute has significant expertise in building both digital libraries and tools for digital library builders," he says. "It brings a wealth of software skills, research, and library tradition to those tasks. The institute also continues to offer a wide array of tools for education portals, digital libraries, and large web sites seeking to better disseminate information."

As for its ties to the School of Information Studies, Lankes says the institute will maintain its collaborative relationships with the school's research centers, including the Center for Digital Literacy, the Center for Digital Commerce, and the Center for Natural Language Processing. The institute also partners with other higher learning institutions, including Harvard's Graduate School of Education and Cornell University.

Lankes is clearly proud of how the institute has handled the many changes caused by the loss of ERIC. "The institute just weathered a storm," he says. "It did so through diversification of projects and funding sources, and by becoming a research center with a world-class staff and affiliated researchers."

According to Lankes, the institute's future depends on its ability to adjust to financial uncertainty and to continue producing innovative work. "We have the building blocks for our next round of growth, in influence if not dollars," he says. "We have an innovative direction, a motivated staff, and lots and lots of ideas." ●

School Selects 2004 21st Century Librarian Award Recipients

TAMMY DIDOMENICO, CONTRIBUTING WRITER

The 2004 recipients of Syracuse University's School of Information Studies 21st Century Librarian Awards are Yongyi Song, head of technical service and collection development at the John F. Kennedy Memorial Library at the University of California, Los Angeles; and Gary O. Roberts, information systems librarian at Herrick Memorial Library at Alfred University. The award was established four years ago to recognize librarians who have become leaders in shaping the continuing evolution of the new information environment. Students in the master of science in library and information science program manage the award, including development of criteria, judging and selection, and promotion.

Song, a native of Shanghai and a former bibliographer and librarian for East Asian collections at Dickinson College in Carlisle, Pennsylvania, has been named this year's national award recipient. He has long devoted himself to preserving an accurate history of China's Cultural Revolution and combating government censorship through numerous publications, including bibliographies, source books, and the "Chinese Cultural Revolution," a CD-ROM database. That devotion has cost him personal freedom. Chinese authorities jailed him twice: once for organizing an underground reading club during the Cultural Revolution, and again, in 1999, for his work in collecting primary sources on the revolution. The latter incarceration lasted nearly four years. Song, a respected author on library and information technology issues, also worked as Chinese bibliographer at the University of Pittsburgh's East Asian Library; assistant cataloger for the Kinsey Institute Library at Indiana University; and instructor of comparative literature and library assistant at the University of Colorado.

By selecting him, Song says, the School of Information Studies students have made a public statement on their dedication to the profession's founding principles. Song also sees it as a significant step in the school's commitment to supporting academic diversity and freedom of information. "Much of what is taught in library science [schools] today is technology, perhaps as much as 70-80 percent," Song says. "But we can't forget the principles that are still so very important to the working librarian. This award shows the students' fresh perspectives about the profession, and that they are still committed to nurturing those core principles and values."

Song earned a master's degree in library and information science from Indiana University in 1995, a master's degree in Oriental literature from the University of Colorado in 1992, and a bachelor's degree from Shanghai Normal University in 1981. He lives in Los Angeles with his wife, Helen Yao.

Gary O. Roberts has been named the 21st Century New Librarian for 2004. Roberts received a master's degree in library and information science from the University of Buffalo in 1999, and has since helped pioneer a number of library innovations, including the use of database-driven web sites and the comprehensive journal locator. Roberts's research has focused on how smaller libraries can best utilize technology through collaboration, publication, and resource sharing. More recently, he researched the benefits of combining online information literacy tutorials with course management systems to support comprehensive information literacy programs.

Roberts, who grew up in Utica, New York, received a bachelor's degree in English and secondary education from SUNY Geneseo in 1991. After searching for a profession that fed his desire for lifelong learning, Roberts became a librarian. As a librarian, Roberts concentrates on education by passing on information directly, or by helping students utilize reference tools to access information. "The new vision of the librarian as a dynamic educator really appeals to me," he says.

Roberts says he is impressed by the scope of the award criteria, and the distinguished resumes of past winners. "When I learned about the award, I thought it was a fantastic idea because the profession is in such fluctuation right now," he says. "Honoring librarians who are relatively new to the profession is interesting, because they are welding the traditions of the profession with innovation and technology.

"Establishing an award such as this is a great exercise for a library school," says Roberts, who lives in Hornell, New York, with his wife and two young sons. "The fact that this award comes from the School of Information Studies means a lot, because the school is so well-known for its focus on innovation." ●

21st CENTURY LIBRARIAN AWARD

Yongyi Song

Gary O. Roberts

Class Project Receives High Ratings

TAMMY DIDOMENICO, CONTRIBUTING WRITER

The three former graduate students in the School of Information Studies who created *ratemyclass.com* in summer 2003 probably didn't bargain for all the drama their little class project created. But there is no denying the project's testimony to the ingenuity of its founders—Adam Peruta '00, G'04 and Aprelle Watkins '03, G'04 and partner Dave Camporesi G'04—or its appeal to students.

According to Watkins, the site offers free services to students that allow them to make better decisions throughout their college experience. Students log on to the site, offer anonymous, no-holds barred opinions of courses offered on campus, and rate the courses on a scale of one to five.

Peruta, now an adjunct professor at Syracuse University, says the idea came from a discussion with other students about his own classes. "I was selecting courses for the fall semester and I would call friends and ask their opinions of the classes and the professors," Peruta says. "We thought, 'Hey, wouldn't it be cool to get some of that information and put it online?'"

Initially, the web site offered ratings on only a handful of courses. The site now offers a variety of services, including forums, ride boards, classifieds ads, and book searches. The site was an immediate hit with students, but quickly raised the ire of a few professors who pointed out that the site's ratings are based on the opinions of a relatively small group of students and, therefore, deserve little credibility.

Peruta says he and his collaborators monitor the comments and ratings and are constantly on the lookout for those trying to sabotage the system. For example, students are not allowed to submit more than one rating for any one class. Peruta says he has been pleasantly surprised by how infrequently students misuse the site. "The negative kind of bashing some people might expect just isn't happening," he says.

"There are just as many positive reviews as negative ones."

To recruit advertisers, the trio compiled hard data and statistics on how the site was utilized, and what products and services students responded to most. They charge advertisers nothing for the first semester. "Advertisers are pretty excited about the site because this audience isn't easy to reach," Peruta says. "Students are particular about how they spend their money." So far, the site has attracted a dozen advertisers.

While the launch and growth was successful, Peruta admits that they had trouble describing their business on paper and developed a business plan after the fact. The site, which was designed at no cost, has more than 600 registered users and is supported through advertising revenue. But none of the founders had business experience, making it difficult to complete a detailed plan.

Peruta says the three partners were not prepared for the demands of entrepreneurship. The biggest challenge thus far has been researching the legal issues concerning trademark infringement. Last spring, the University requested that Peruta and company take the "SU" out of the original web site name, at the risk of a trademark infringement suit. The owners worked closely with University lawyers all summer and reached a compromise. Despite their somewhat backward approach to devising a business plan, the trio received a $10,000 second-place prize in the 2004 Syracuse Business Plan Contest. That award was withheld while the legal discussions with the University continued.

Peruta says the responsibilities for *ratemyclass.com* were divided into three categories: technical, business, and marketing. Each of the three partners contributes to each aspect of the business, and much of the current maintenance is done electronically. They now maintain the site in between other responsibilities: Peruta, who also runs his own design company, is an adjunct professor at SU; Watkins works in New York City; and Camporesi recently relocated to California, where he works for Apple Computer.

"We all have other obligations, but we pitch in where we can," Peruta says. "So far it has worked out pretty well. We touch base with each other via e-mail once or twice a week." Peruta, currently teaching courses at the School of Information Studies and the College of Visual and Performing Arts, admits that he has not escaped the wrath of his own creation. His own courses have been reviewed on the site, and he uses the feedback to adjust his classroom approach.

Ratemyclass.com has already ventured beyond the Hill, with sites launched at the University of Vermont and Loyola University in Chicago. Watkins and Peruta predict the site will become a franchised feature at many more campuses in the coming years. "Our goal is to be online at a dozen campuses by spring," Peruta says. ●

Whitman competition photo to come
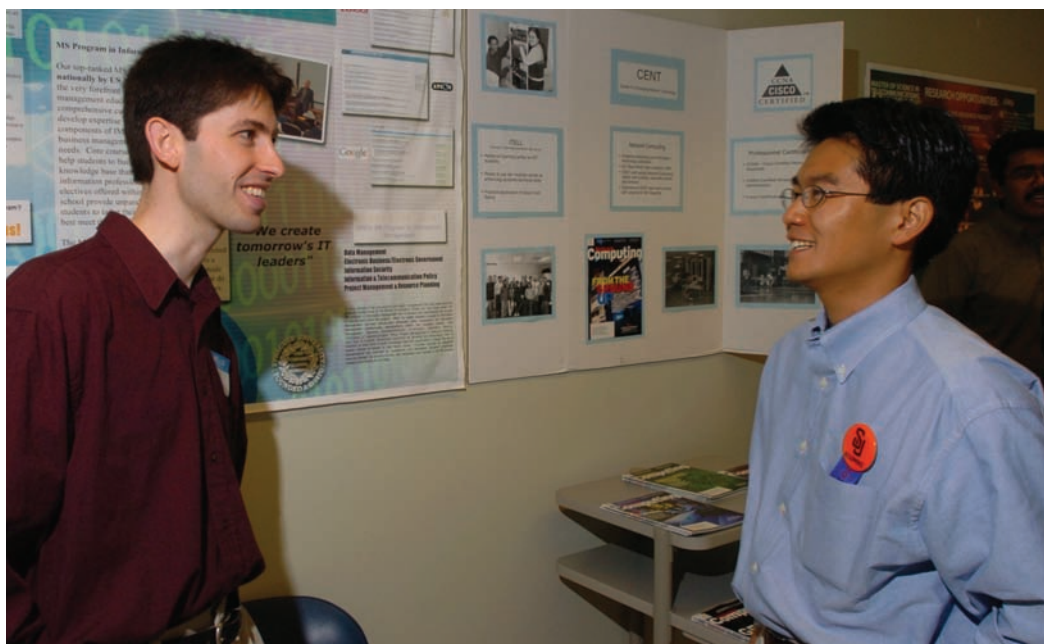
Alumnus Taka Shinagawa (right), a 2000 graduate of the information and resource management master's degree program and a software engineer at Hewlett Packard in Nashua, New Hampshire, speaks with information management student, Josh Legler, an information management graduate student, during the school's second annual Homecoming Fair. Alumni met with students and faculty and learned about research projects, academic programs, and student internships through posters and exhibitions.

Student News

Heshan Sun, a doctoral student advised by Professor Ping Zhang, received "The Best Student Proposal Award" by the Cognition in the Rough VII (CIR '04) Professional Development Workshop hosted by Academy of Management, Managerial, and Organizational Cognition Division. His submission, "User Acceptance of Web-Based Search Engines: An Extension of Existing Cognition-Based Research on User Technology Acceptance," was recognized at the Academy of Management annual conference held in New Orleans, Louisiana, in August 2004.

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government of Botswana, the Bill and Melinda Gates Foundation, and the Merck Co. Foundation/Merck and Co. Inc., to prevent and treat HIV/AIDS in the southern African nation. She is solely responsible for ACHAP's web site, which plays a major role in distributing information about the program—and its success—to people around the world.

Motlaleng shares skills learned at the School of Information Studies with others. "I do some freelance work for people in my spare time, such as tutoring in basic computer skills and designing letterheads, business cards, and brochures," she says. "I really appreciate the school's program because I not only learned things in information technology classes, but also in the liberal arts courses offered by the University's different schools. That broadened my mind."

José Luis Villar-Barranca G'78, a professor in charge of departmental libraries at the University of Guanajuato in Mexico, returned home to pass on the knowledge he gained as a library and information science graduate student. In addition to the material he studied, Villar-Barranca uses teaching methods he picked up from his SU professors to instruct his own students. "I have replicated many of my teachers' approaches to promote learning," he says, "especially their careful planning of courses, stimulation of class discussion, and invitation to contrast theoretical views to actual applications."

Working in one of the smallest public universities in Mexico has its challenges, including finding ways, with limited resources, to supply information services to his colleagues and a growing, demanding academic community. "My education widened my horizons when I entered this amazing and challenging profession," he says. "Because of what I learned at Syracuse, I developed a career that contributed to advancing an area identified as a priority in my country. That has been highly rewarding."
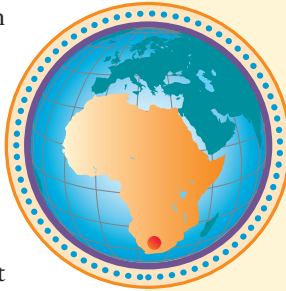
SU Alumnus Named National Librarian of South Africa

John Kgwale Tsebe G'81, a library and information science graduate, has been appointed as the National Librarian of South Africa. Founded in 1999 through the merger of two distinct national libraries, the National Library of South Africa serves as the primary depository of legal, historical, and literary publications, and aligns itself with the goals of the country's new democracy.

Tsebe has been the University Librarian of the University of the North for the past 19 years and was involved in all aspects of the university's planning. He also plays a major role in the South African library and information services sector and was a founding member of the Library Information Association of South Africa, chairing a number of its committees. He was immediate past chair of the Standing Conference of African National and University Libraries—East, Central, and South, and also chaired a Forum of University Librarians of South Africa. He currently serves on the Boards of the South African Library and Information Trust and SABINET.

Tsebe, who holds master's degree in public administration from Harvard University, has published articles in local and international journals in the library and information services field and presented papers at conferences in Zimbabwe, Kenya, Ghana, and South Africa. ●

The Unexpected Impact of Post-9/11 Laws on International Students

PAULA MESEROLL, CONTRIBUTING WRITER

Laws passed after the terrorist attacks of September 11, 2001, are creating obstacles for international students to study in the United States, according to Raymond von Dran, dean of the School of Information Studies. "Homeland security legislation has made getting student visas very difficult," he says. "It has affected our enrollment of international students and our entire student body. We're not alone in that—it's a national issue that university presidents across the country are trying to address. It's a tough situation."

Since 9/11, new laws prevent international students from part-time study in the United States. "We used to have Canadian students come down to take courses here routinely, but that's not legal anymore," von Dran says. To find a way to legally serve international students, the school is exploring options to offer courses to students who can no longer attend classes in this country. "We're discussing a business model for offering a program in Shanghai," the dean says. "We are still in the talking stages, but it's an option we are actively pursuing."

The post-9/11 laws have far-reaching effects in ways that legislators may not have intended, says von Dran. "We offer many courses using what's called 'limited residency,' which allows students to come to campus for three or four days, then do the rest of the course on the Internet. But since it's illegal for international students to study part-time, even if they communicate solely on the Internet, they can't enroll. That's the law. I'm sure it's very much an unintended consequence, but that's the way it is." ●

Like Motlaleng and Villar-Barranca, most international students return to their homelands after earning degrees. "Most want to go home and establish their own programs using the knowledge of information transfer that they learned here," Dosa says. But others make the transition from their experience as international students into a global marketplace.

For Takashi Koga G'02, who earned a master of science in library and information science degree, attending the School of Information Studies was his first experience living abroad. "I was nervous at the beginning of my study," says Koga, who is an assistant professor at the National Institute of Informatics (NII) in Tokyo. "I was helped by so many people, including professors, staff, and other students."

Designated the "bibliographic utility" for academic information resources in Japan, the NII is dealing with the changing world of academic information, which includes electronic journals and international academic competitions. As a researcher in information studies, Koga focuses on issues concerning academic and government information, especially the role librarians play in facilitating access to electronic government information. "My education at the School of Information Studies helped me further my knowledge and develop methodologies concerning my research topic," he says. Koga adds that an internship at the National Archives and Records Administration in College Park, Maryland, provided a firsthand look at how academic and public libraries work in the United States. "That was a real benefit to me," he says.

Koga's most vivid memory of his time at SU is September 11, 2001. "I was really anxious all that day, but I thought people at the University dealt with it very calmly and rationally," he says. "I was impressed by the lecture series produced by SU's Bird Library about September 11, and especially by the reading lists made by the librarians for the lectures. I realized this was the correct role of a librarian as an information gatekeeper."

Kebede Gessesse G'74, a native of Ethiopia who heads the Biological and Environmental Sciences Library at Duke University in North Carolina, points out that the role of the modern librarian and information manager is always evolving. "It was 30 years ago when I did my graduate program in library and information studies in Syracuse," Gessesse says. "There has been tremendous change in the field since then. Like everyone else in the profession, I am facing the challenge of the ever-growing and rapid change taking place in information services."

Gessesse credits his education at the school with giving him the tools to keep up with such a challenging field. "The School of Information Studies was one of the first, if not *the* first, library schools to offer courses in computer technology and I benefited from an early exposure to computers," he says. "Syracuse remains unparalleled in the field. I gained so much in terms of education and personal maturity by going through my graduate studies at the school."

The future of international education at the School of Information Studies is likely to experience some great changes as well. Several factors, including the widespread availability of the Internet and laws passed in the United States after the terrorist attacks of September 11, 2001 (see sidebar), could have an impact on the number of international students attending the school. Some believe the increased availability of technology could make the need for international studies unnecessary because the American methods of information transfer can be learned without physically being here. Dosa disagrees. "I would never suggest that would be the only way—or even the best way—to learn," Dosa says. "What the School of Information Studies offers is more than the content of the learning method. We offer the entire cultural package, which improves international cooperation, sensitivity, and understanding." ●

Racing to the Top

ASHLEY STERNE, CONTRIBUTING WRITER

Lukasz Boral '07 came to the United States last year with two goals: to get good grades at SU and to swim fast. During his freshman year, the native of Poznan, Poland, did just that. As a member of SU men's swim team, he set Big East and University records, and as an information management and technology major, he made the SU Student Athletic

Lakasz Boral
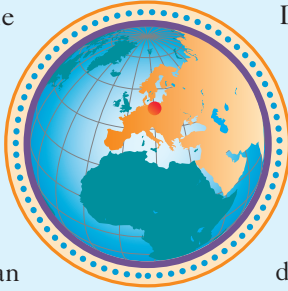
Director's Honor Roll, which recognizes student-athletes who achieve grade point averages of 3.0 or higher for both semesters.

Though Boral is proud of these accomplishments, he admits they don't come easy. "I spend five hours in the pool every day, go to classes, and do my work," he says. "There isn't time for much else." But he does believe all the effort pays off, as he is able to improve his English language skills through actively participating and learning in his classes. "It is worth it," he says.

Boral arrived in Syracuse in fall 2004, having just competed in the World University Games in Korea. It marked his first trip ever to the United States. "I came here and I had no idea what was going on," he says. "I didn't know you could change classes, I didn't know the University." But he welcomed the challenge and was excited about experiencing a completely new and different culture from his own.

A year later, Boral is managing life as a student-athlete just fine. He throws himself into his classes and truly enjoys his studies. "I love math and science," he says. "I'm inter-

ested in computers, and I always want to know what's going on." He has made close friendships with his teammates and coach. In March he set the Big East record in the 200-meter breast stroke, his strongest event. For his achievements in the classroom and the pool, he was awarded Big East Conference Academic All-Star honors.

Boral wants to do even better his sophomore year. In the pool he believes he can be a stronger swimmer during competitions because he now knows his opponents. "I really hope to be in the NCAA finals," he says. Doing well in the finals might place him among the top 16 swimmers in the country, which would make him an All-American. "That," he says, "would be great."

Boral is also looking forward to excelling once again in his studies. He feels it is his duty to work hard and earn high grades because of the scholarship he receives. Despite his hectic schedule, Boral now serves as a member of the SU admissions office's International Team, which helps international students adjust to the University. "I e-mail students and help them become familiar with the system, or help address any troubles," he says. "It's a good thing to do." ●
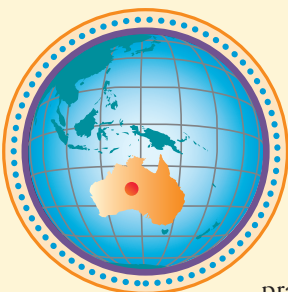
Academic Star from Down Under

TAMMY DIDOMENICO, CONTRIBUTING WRITER

James Howison '06 is one of those guys who bursts with kinetic energy. The doctoral candidate in information transfer moves fast, talks faster, and prefers to juggle several projects at a time. As a researcher, he has boundless interests. But for now, his focus is on open source network practices, their development, and projected applications in society. Howison, an Australian, admits that his work is not always easy to explain to friends and family back home. "My mom is always asking what the heck I'm doing," Howison says with a hearty laugh.

Howison studies open source communities developed online by groups of people who have never met, yet contribute to the ongoing evolution of software. "One major advantage to this approach is that a project can start slowly and grow as quickly as use dictates," Howison says. He points out in a continuous collaborative design, every problem or complaint can be utilized as an opportunity for improving the product. "A feedback feature could be built into the software that would allow developers to see how their customers are using it and what bugs and frustrations they experience." This process promotes flexibility in approach, which, Howison observes, produces a successful community. But is there a financial payoff in a situation in which the contributors volunteer their time and skills to help further a common goal?

To get a better handle on that question and others, Howison, doctoral student Hala Annabi, and Professor Kevin Crowston are studying these networks, getting a sense of

how these online communities work, and what happens when those involved actually meet in person. Their work, funded by a National Science Foundation grant, resulted in the writing of "Defining Open Source Software Project Success."

Crowston has been impressed by Howison's array of skills. "He has a background in computer science, so he has done a lot of the programming for the project," Crowston says. "He has worked on an open source software project, so he knows the environment; and he's good at interacting with people, so he's able to go do interviews and get interesting information. He's not afraid to learn new techniques for the project."

Howison's previous experiences are as diverse as his academic skills. He worked as a researcher and consultant on political, economic, and human rights issues in such cities as London, Bangkok, and Los Angeles. In addition to his work with Crowston, Howison co-authored an article with Professor Lee McKnight, "Wireless Grids: Distributed Resource Sharing by Mobile, Nomadic, and Fixed Devices." It was recently published in *IEEE Internet Computing*. McKnight says Howison's fresh insights were welcome additions to the project. "He's made a lot of contributions to my own research on virtual markets and wireless grids," McKnight says.

Howison, who holds a degree in economics from the University of Sydney, was working toward a master's degree in information science at the University of New South Wales when he met School of Information Studies professor Milton Mueller at an information policy conference. That meeting, coupled with the
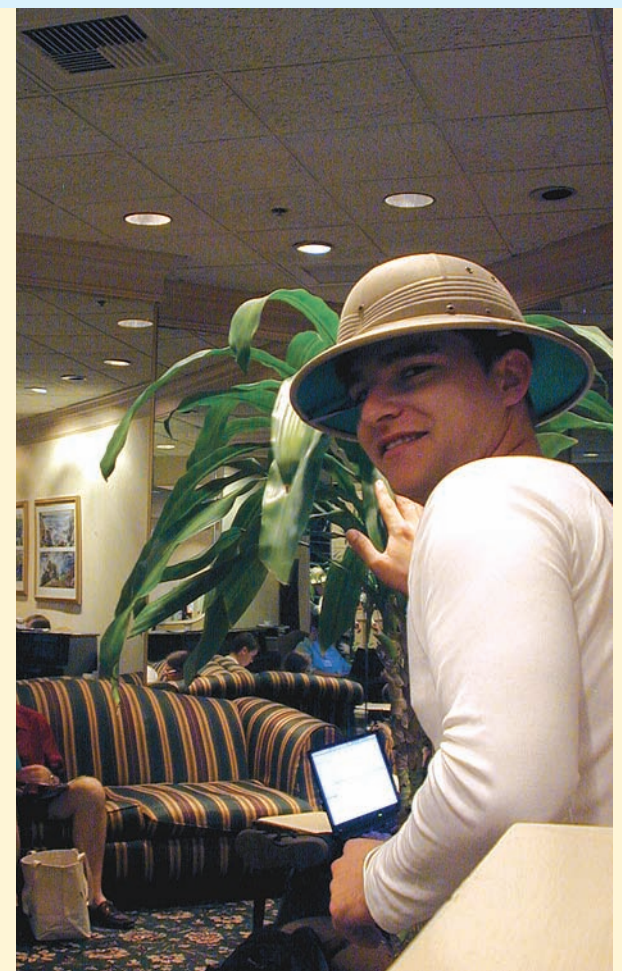
James Howison, current doctoral student, received the Jeffrey Katzer Doctoral Scholarship last year.

school's strong reputation in the field, convinced Howison that SU's doctoral program would be a better fit for him.

Since coming to Syracuse, Howison has found like-minded professors and students who are interested in the social impact of technology and in understanding technology's development. "I found the school's tolerance for ambiguity very attractive," he says. "I like the idea of attacking a problem or a question from different angles and I knew the school would support that kind of exploration." ●

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ALUMNI NEWS

Lessons from Abroad

BARBARA SETTEL, DIRECTOR OF ALUMNI RELATIONS AND ANNUAL GIVING

International students have always held a very special and important place in the School of Information Studies. In my memory of the '70s and '80s, cohorts of international students from Mexico, Malaysia, and several countries in Africa enrolled in the library science master's degree program. Professor Marta Dosa was an international pied piper. Students met her all over the world through her work with the International Federation for Information and Documentation. They followed her to Syracuse and took her classes on information and technology transfer for developing nations. The school's innovative approach to the study of library and information science, especially at the doctoral level, inspired many international students to study here and bring new ideas back to their countries and organizations. In the '80s and '90s, the new master's degree programs in information management and telecommunications and network management also offered distinctive curricula, which continue to attract large numbers of students from India, China, Taiwan, Japan, and Korea. Today, more than 40 percent of our master's degree students come from outside the United States.

It is clear from the stories in this issue that international students have made tremendous contributions to the school and the profession. While we know that their presence in the classroom and on team projects has enriched the educational experience of American students, we don't often acknowledge what it must be like for these students to study in a foreign country. Compare their experiences to those of American students who study abroad for a summer or semester. Americans usually take classes in English, and they have a huge safety net provided by their home college to assist them with travel, living arrangements, health care, and navigating the local educational system. The typical information studies international student is taking his or

her entire degree at Syracuse University in a foreign language and is living in a foreign country for two to four years without any connection to a college at home. While Syracuse University has an excellent office that provides support services to international students, it is still tough to be away from home and family for that length of time, especially when you're facing six months of cold, snowy winters for the first time in your life!

Our international students can teach us all a few lessons about persistence and drive. Determined to succeed, they often write to faculty months before they arrive here, asking how they can get involved in a research project, or inquiring about what books to read to prepare for their academic programs. Even when their English language abilities are sufficient for admission, they often take language classes and participate in conversation groups in addition to their coursework. They compete vigorously for As and internships, knowing they need both to get the best jobs when they graduate.

The school encourages students to be active in organizations outside the classroom, and international students are no exception. Each semester they take on roles as student leaders in organizations like Information Studies Graduate Organization, graduate mentors, and Women in Information Technology. They literally dive into American culture, organizing canoe outings (yes, they fell in several times), ski trips, ice-skating, and karaoke parties. They dance, sing, and cook ethnic dishes for our Multicultural Week celebration. They work hard and party hard.

I can't imagine our school without the strong presence of international students. They are an integral part of our culture, and they promote our vision "to expand human capabilities through information" throughout the world. They tell us the school and the faculty are responsible for their professional success, but we say, "you have challenged us to be the best in the world." ●

A L U M N I V O I C E S

Your News

Bachelor of Science in Information Management and Technology

Rick Snyder '84 is a web developer for Boston Market Corporation in Golden, Colo. His work enables the restaurants to get business information through the company's Intranet.

George Marion '91 is manager of computer operations for New York Graphic Society/Artbeats in Norwalk, Conn.

Dan Marino '97 is senior project manager at MPI Professionals, a specialized project management consulting company for financial services in New York City. He continues to run his own web design company, Wishbone Inc.

Jeffrey Sauro '98 works for Intuit in Denver, Colo. He is also enrolled in a master's degree program in learning, design, and technology at Stanford University. He recently published an article, "Premium Usability: Getting the Discount Without Paying the Price," in *Interactions*, July-August 2004.

Joseph Kanakaraj '00 is web developer for Lillian Vernon in Rye, N.Y.

Brian Matiash '00 is field office systems administrator for the U.S. National Archives and Records Administration. He serves as the primary contact for all IT-related issues in the northeast region.

Philip Cala '02 is first lieutenant and mortar platoon leader in the U.S. Army. He has been stationed in Iraq since April.

Christian Portilla '02 is a systems analyst at Columbia University in New York City.

Lisa MacDonald '03 is a systems analyst with Accenture in Florham Park, N.J.

Ann Maher '03 is a registered nurse at Crouse Hospital in Syracuse.

JoAnn Puchir '03 is recruitment coordinator in the Whitman School of Management at Syracuse University.

Eric Abrams '04 works as an operations intern at Walt Disney World in Orlando, Fla.

Jae Ahn '04 is in the industrial engineering program at United Parcel Service.

Julius Albright '04 is a security analyst at Blue Cross/Blue Shield of CNY in Syracuse.

Elsy Almonte '04 is pursuing a master's degree in information management at Syracuse University's School of Information Studies.

Scott Anderson '04 works for CompUSA in Syracuse.

Michael Barrer '04 owns a franchise of Cold Stone Creamery in King of Prussia, Pa.

Greg Bauer '04 works for Genworth Financial's (formerly GE Financial Assurance) information management leadership program in Richmond, Va.

Jason Caine '04 is a business analyst in the leadership development program at Cigna in Bloomfield, Conn.

Anthony Colon '04 is a loan administrator at UBS Investment Bank in Stamford, Conn.

Dave DeLong '04 is a lieutenant in the U.S. Army.

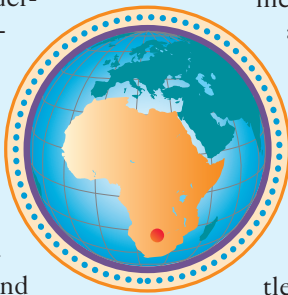**Thomas Evans '04** is an associate consultant at IBM in New York City.

Messenger of Hope

MARGARET COSTELLO, EDITOR

Little did Kelebogile Motlaleng '03 know that creating a web site for a Marshall Street florist while an undergraduate in the School of Information Studies would one day lead her to save lives in her home country of Botswana. As a communications officer for the African Comprehensive HIV/AIDS Partnership (ACHAP), she creates and maintains the organization's web site (*www.achap.org*) and produces pamphlets, posters, keychains, T-shirts, and anything else that can carry a message about preventing the disease that has infected more than one-third of Botswana's people. "I hope I can somehow save a life by getting information out to the people about our programs for free condoms, testing, and anti-retroviral therapy," she says. "We interact with a whole bunch of people who tell us what they need, and we do our best to help them."

Motlaleng enjoys her diverse responsibilities with ACHAP, a collaborative partnership involving the government of Botswana, the Bill and Melinda Gates Foundation, and the Merck Company Foundation. The foundations have each donated $50 million over five years to fund the organization, and Merck has also provided two anti-retroviral drugs to treat those infected and enrolled in the ACHAP free-medicine program, which includes approximately 21,000 people. "We're the first country in Africa that has a program to give anti-retrovirals to people infected with HIV/AIDS," she says. "Unlike in other African countries, you don't see people dying everywhere, every day, because all Botswana are entitled to free medical care. The anti-retroviral treatment program is working. We also encourage people to get tested. If they're positive, they can enroll in the program. If they know they're negative, then maybe they'll take care of themselves."

The program has had much success in a country whose HIV/AIDS infection rate is second only to Swaziland. But the initial five-year funding runs out in 2006, so Motlaleng must publicize the program's success and its need for more funding sources. This entails escorting journalists from around the globe to orphanages filled with more than 60,000 children whose parents died from AIDS, or to the homes of people living with the disease. "Because this is a unique partnership between public and private groups, a lot of people are interested in how it is working," she says. "We get an influx of journalists and filmmakers, and even Bill Gates or people from Merck who want to talk with the people affected by the program.

"At the end of the day, I feel like I've helped others," she says. "It's intrinsically satisfying." ●

Kelebogile Motlaleng '03

Janet Feathers '04 is an office coordinator at Syracuse University.

Joseph Flaminio '04 is employed as a field representative for DAP Incorporated in New York City.

Christopher Giordana '04 is a management trainee at Cintas.

Jonathan Hafner '04 is in the information management leadership program at General Electric in Schenectady, N.Y.

Adam Heller '04 is a real estate agent at the Heller Organization in New York City.

Perrianne Hunt '04 works at USA Datanet in Syracuse.

Kelly Keyeck '04 works for OAO Technology Services in Raleigh, N.C. She is currently a subcontractor at IBM, where she is a database/BRIO analyst working in the integrated supply chain division on a project that will help track and predict worldwide market demand, supply, orders, and shipments.

Daniel Levine '04 is pursuing a master's degree in publishing at Pace University's Dyson College in New York City.

Brandon Lieb '04 is employed with Morgan Stanley Discover Financial Services in Riverwoods, Ill. He is an associate in the business activity management department.

Rory Lock '04 is a management trainee at Ferguson Enterprise in Lakewood, N.J.

Krystle Malloy '04 is enrolled in the master's program in information management at the School of Information Studies.

Matthew Mauney '04 is an analyst with Accenture.

Robert Mervine '04 is enrolled in the information security management graduate program at the School of Information Studies.

Steven Molina '04 is an associate analyst with Johnson & Johnson.

Jeremy Murphy '04 is a consultant with Factset Research Systems Inc. in Greenwich, Conn.

Shawn Newman '04 is a technical support engineer for American Power Conversion in West Kingston, R.I.

Peter Palumbo '04 is pursuing graduate study in information science at Stevens Institute of Technology in Hoboken, N.J.

Matthew Phillips '04 works as a business analyst for Hewitt Associates in Norwalk, Conn.

Melissa Salmon '04 is studying teacher education at William Paterson University in Wayne, N.J.

Joseph Schaffer '04 is a support specialist with Implementation Specialists for Healthcare (ISH Inc.) in West Orange, N.J.

Kristen Schuliar '04 is in the Aetna Insurance leadership development program in Hartford, Conn.

Danielle Schwartz '04 is an associate information systems specialist at St. Paul Travelers Companies Inc. in Hartford, Conn., where she also participates in the information technology leadership development program.

Zachary Sparer '04 attends law school at University of Pittsburgh.

Andrew Thomson '04 is a business systems analyst for Kennebunk Savings Bank in Kennebunk, Maine.

Nathaniel Verni '04 works as a software developer for Paychex in Rochester, N.Y.

Jennifer Wells '04 is an industrial engineer management trainee with United Parcel Service in East Syracuse, N.Y.

Master of Science in Library and Information Science

Joseph Ermer '71 retired from the Buffalo and Erie County Public Library.

D.L. Hobert '75 is director of the East Greenbush Public Library in East Greenbush, N.Y. She was formerly director of libraries in East Syracuse and Fulton, N.Y.

Bernice L. Rocque '75 published an article, "Are Projects Driving You Crazy?" in *Fairfield County Business Journal*. After 20 years with Texaco Inc., she started a small business, Three Houses Consulting LLC, which offers learning and decision-making products and services in the field of project management.

Fred Stoss '82, SUNY Buffalo biological and environmental sciences librarian, was appointed to a two-year term on the American Library Association's Literacy and Outreach Services Advisory Committee. He also contributed an article, "Environmental Information" to the online version of the *Encyclopedia of Library and Information Science* and published "A National Environmental Data Network Revealed Through the Study of Acid Rain" in *Science & Technology Libraries*.

Cynthia Phillips '85 relocated to Colorado, where she is the digital resources manager for the Jefferson County Public Library system in Lakewood.

John Schuster '90 is a teaching and coordinating library instructor at Morrisville State College in Morrisville, N.Y.

Ann Gray '98 received the New Hampshire Educational Media Association's state-level Excellence in Library Media Services award at the

Alumna June Rose Receives Eggers Award

OSASU AIRHIAVBERE, CONTRIBUTING WRITER

June V. Rose '35, '36, G'43 was one of five Syracuse University alumni who received the Melvin A. Eggers Senior Alumni Award for loyalty and service to the University and the community. Former Chancellor Kenneth A. Shaw honored Rose and the other award recipients in a ceremony held at the Half Century Dinner during 2004 Reunion Weekend in June.

"I am very proud to receive this award," says Rose, a Binghamton, New York, resident. "Anything that Syracuse gives me I am very proud to accept." Rose says she remembers SU as a friendly college community and is honored to be a part of a University that values its students and alumni. "I found the professors very helpful during my college days and even after," she says.

Rose demonstrated her dedication to Syracuse as a founding member of the Binghamton SU Alumni Club, serving as its secretary since 1988. She is president of the Binghamton Civic Club and historian of the Nimmonsburg United Methodist Church. Rose has also been a member of the Eastern Star Lodge for more than 50 years and is active in the Community Hunger Outreach Warehouse program. Her career includes 40 years as a teacher and librarian, as well as farmer, antique dealer, and owner of an ice cream store.

Former Chancellor William P. Tolley established the Senior Alumni Award in 1988, in honor of then-Chancellor Melvin A. Eggers. The award honors alumni who have demonstrated pride in the University and are active in the community. Other 2004 recipients honored were William C. Archbold Jr. '50, Marilyn J. Giancola '46, Harry Schlotzhauer '38, and Allen Ritz '35, all having celebrated at least their 50th class reunion. ●

2004 New Hampshire Libraries Conference. She is a library media specialist/technology coordinator at Pittsburg School in Pittsburg, N.H.

Andrea Rabbia '98, technical services librarian at H. Douglas Barclay Law Library at Syracuse University, wrote a chapter "Redesigning Technical Services in an Academic Law Library," for *Innovative Redesign and Reorganization of Library Technical Services: Case Studies and Paths for the Future* (Libraries Unlimited, 2004).

Lucy Cooper '00 is a technician in circulation and cataloging at Utica College Library in Utica, N.Y.

Julie Bartel '01, a teen librarian with the Salt Lake City Public Library, published "From A to Zine: Building a Winning Zine Collection in your Library."

K. (Kevin) Matthew Dames '01 heads his own information consulting practice, Seso Group LLC, in Washington, D.C. The firm provides professional and consulting services in the fields of information management, electronic publishing, and online systems. He also teaches a copyright course in the School of Information Studies Summer Institute.

Ken Bolton '01 is a reference librarian at the Johnson Graduate School of Management at Cornell University in Ithaca, N.Y.

Suzanne Myers Harold '02 is a youth librarian with the Multnomah County Library in Portland, Ore.

Takashi Koga '02 is assistant professor at the National Institute of Informatics in Tokyo.

Andrew Nagy '02 is a library technology development specialist at Villanova University in Villanova, Pa.

Maggie Stewart '02 is a reference/outreach librarian at Widener University School of Law Library in Newark, Del.

Jane Aronowsky '03 is the librarian at Stockbridge Valley Central School in Munnsville, N.Y., and president of the Central New York Library Association.

Lyn Ballam '03 is the North Pole Middle School librarian in North Pole, Ala.

MarySue Brost '03 is a substitute teacher with Rome City Schools in Rome, N.Y.

Claudine Dixon '03 is a library media specialist for Greece Central Schools near Rochester, N.Y.

Emily Drabinski '03 is a reference librarian at Sarah Lawrence College in Bronxville, N.Y.

Elizabeth Ehrlich '03 is a media specialist at Midwood High School in Charlotte, N.C.

Bette Helwig '03 is a substitute library media specialist at the Smith Road Elementary School in the North Syracuse (N.Y.) School District.

Rose Jackson '03 is a reference librarian and information consultant with the College of Urban and Public Affairs at Portland State University in Portland, Ore.

Sue Kowalski '03 is a library media specialist at Minoa Elementary School in East Syracuse-Minoa (N.Y.) School District.

Margot Gilfeather Malachowski '03 is a librarian at the Carrboro Cybrary in Carrboro, N.C.

Laura Mosher '03 works as a reference librarian at the United States Military Academy at West Point, N.Y.

Daniel Neville '03 is a legislative librarian for the State Library of Massachusetts in Boston.

Janis Van Court '03 works as a medical librarian at the Masonic Medical Research Laboratory in Utica, N.Y.

Marsha Winter '03 works as a reference librarian at the Heritage Library, National Library of Trinidad and Tobago.

Regina Alleyne '04 is a school media specialist at Public School 220 in the Bronx.

Marisa Bonacci '04 is an English teacher at Carbondale School District in Carbondale, Pa.

Elisa Burke '04 is a library media specialist at Public School 42 in New York City.

Nicole Chase-Iverson '04 is children's librarian at Sullivan Free Library in Chittenango, N.Y.

Myrna Iris Cortes '04 is a library media specialist at Public School 101 in New York City.

Maryanna Crawford '04 is a library media specialist at Public School 18 in Staten Island, N.Y.

Kim Delman '04 is a library media specialist at Montebello Elementary School in Suffern, N.Y.

Eileen Esposito '04 is a library media specialist at Public School 93 in Bronx, N.Y.

Helen Feldman-Goldstein '04 is a library media specialist at Public School 105 in Far Rockaway, N.Y.

Cindy Grannell '04 is a library media specialist with the Syracuse Diocese Holy Cross School in DeWitt, N.Y.

Amanda Hollister '04 is adjunct librarian at SUNY Cortland Memorial Library in Cortland, N.Y.

Roxanne Holloway '04 is a library media specialist at Community School 50 in Bronx, N.Y.

Cynthia James-Manzi '04 is a library media specialist at Public School 94 in Bronx, N.Y.

Jennifer Jasinski '04 is reference/young adult librarian at Nashua Public Library in Nashua, N.H.

Pauline Kola '04 is a librarian at Public School 32 in New York City.

Raniel Lacanienta '04 is a programmer analyst at Brigham Young University in Provo, Utah.

Janice Lange '04 is a library media specialist at Public School 17 in Brooklyn, N.Y.

Karen Leo '04 is a library media specialist at Public School 246 in Bronx, N.Y.

Rosanne Macrina '04 is a library media specialist at Public School 10 in Brooklyn, N.Y.

Todd Marshall '04 is library director and academic dean at CB International in Kiev, Ukraine.

Yvette Martin '04 is a librarian with the New York City Department of Education.

Valerie Massulik '04 is a library assistant at Syracuse University Library.

Lorraine McKenna '04 is a teacher/librarian at Public School 151 in Woodside, N.Y.

Maureen McNaboe '04 is a librarian at Public School 1 in Bronx, N.Y.

Sue Newman '04 is a systems library assistant at the Canadian Agriculture Library in Ottawa, Ontario.

Nuala Flannery Pacheco '04 is a library media specialist at Public School 1 in Brooklyn, N.Y.

Valeria Palazolo '04 is a librarian at Community School 92 in Bronx, N.Y.

Miriam Pinero '04 is a library media specialist at Public School 106 in Brooklyn, N.Y.

Nancy Rand '04 is a library media specialist at Oneida Elementary School in Oneida, N.Y.

Maxine Rappaport '04 is a librarian at Public School 19 in Corona, N.Y.

Gayle Richardson '04 is a library media specialist at Public School 165 in Brooklyn, N.Y.

Lissette Rossi-Felipe '04 is a library media specialist at Public School 145 in Staten Island, N.Y.

Michele Rothenberger '04 is a freelance indexer. Her company, Carpe Indexum, is located in Syracuse and on the web at *www.carpeindexum.com*.

Daliah Singh-Gurdon '04 is a library media specialist at Public School 184 in Brooklyn, N.Y.

Marilyn Krohn Teicher '04 is a library media specialist at Public School 86 in Bronx, N.Y.

Colleen Tierney '04 is a library media specialist with Jamesville-DeWitt schools in DeWitt, N.Y.

Victori Tsougros '04 is a teacher/librarian at Public School 16 in New York City.

Gwynn White '04 is a library media specialist at Public School 5 in Brooklyn, N.Y.

Master of Science in Information Management

Vera Rhoads '98, senior manager of Intranet for Fannie Mae and an adjunct professor at the University of Maryland, created and taught a class on user interaction with information systems.

Terri Dudley (BS '97) '99 works for Coca-Cola Enterprises in Atlanta, Ga., where she is working on an electronic data interchange migration.

Loraine Fraser '01 is an Internet programmer for Maybury's Objects in

Vancouver, British Columbia.

Paul Gillette '01 is PC support specialist in the information management and technology department at SUNY Upstate Medical University in Syracuse.

Shannon Hayes '01 is a senior programmer/analyst for the Administrative Information Systems department at SUNY Upstate Medical University in Syracuse.

Yeliz Eseryel '02 is enrolled in the Ph.D. in information transfer program in the School of Information Studies at Syracuse University.

Bhaskar Majee '02 is a business systems manager with Time Warner Inc. He manages a People Soft implementation for supply chain and financial management modules and leads a supply chain forecasting study.

Ravind Budhiraja '03 is a web administrator for the College of Law at Syracuse University.

John Lever '03, chief information officer with the U.S. Naval Oceanographic Office, published a paper, "Unintended Consequences of the Global Positioning System," in Wiley's *Systems Engineering Journal*, vol. 7, no. 3.

Tushad Mehta '03 is a project leader and analyst for Sentinel Technologies in Downer's Grove, Ill.

Scott Mocklin-Dwiggins '03 is a logistics analyst for AFMS LLC , a transportation consulting firm in Portland, Ore.

Edward Roberts '03 is head of information systems at University of Washington Health Sciences Library in Seattle.

Denise Baker '04 is a program analyst for the U.S. Army in Washington, D.C.

Neil Basak '04 is a project manager with Fidelity Investments in Boston.

Theresa Brandl '04 is a junior business analyst at Trinity Partners in Boston.

Patricia Carroll '04 is a supervisory information technology specialist for the U.S. Army in Fort Lee, Va.

Daniel Dister '04 is a senior IT specialist at the U.S. Department of Defense in Washington, D.C.

Anthony Dombruski '04 is a senior system engineer at the U.S. Department of Defense in Washington, D.C.

Sherry Ellis '04 is a strategic plans officer with the U.S. Army.

Pawel Gorski '04 is a business information security consultant with HSBC.

Donna Hayes '04 is a senior administrator at Syracuse University.

Brain Kelsey '04 is an assistant store manager for Finish Line Inc. in Syracuse.

Lisa Kenon '04 is chief of information systems security for the U.S. Department of Homeland Security in Springfield, Va.

Sandra Goralski Kerr '04 is an IT specialist with the U.S. General Accounting Office in Washington, D.C.

Jonghoon Kim '04 is an IT consultant for Samsung Corporation in South Korea.

Sang Soon Kim '04 is a manager for KOTRA in Seoul, South Korea.

Barbara McFadden '04 is an IT specialist with the U.S. Department of State in Washington, D.C.

Robert Rioux '04 is an international operations manager for AT&T in Syracuse.

Kinkini Sarkar '04 is a junior analyst/tester at Optimal Solutions & Technology in Washington, D.C.

Seungjun Shin '04 is an IT consultant with Samsung in Seoul, South Korea.

Noboru Wakabayashi '04 is director of Japan operations for Canto in Minato-ku, Japan.

Jeanne Wasko '04 is chief of the network SVC center for the U.S. Army in Fort Sam Houston, Texas.

Aprelle Watkins '04 is an associate in the technology and data services group for PricewaterhouseCoopers in New York City.

Meredith Zamboni (IM and LIS) '04 is technical project manager with 3 Day Blinds in Anaheim, Calif.

Master of Science in Telecommunications and Network Management

Julio Caraballo '02 was promoted to resident vice president of technology infrastructure for Citibank, North America, in Dominican Republic. He is also technology information security officer for Citigroup's regional office in Dominican Republic. In addition, Caraballo teaches a networking class at the Santo Domingo Institute of Technology and contributes to *Network Computing* magazine.

Ji-Hwan Park '02 is a doctoral student at Florida State University School of Information Studies in Tallahassee, Fla.

Improving Malaysian Life with Technology

JULIE ANDREWS, CONTRIBUTING WRITER

Since earning a master's degree in information resources managment in 1993, Anis Yusoff has been directly helping in the economic development of Malaysia, his homeland. "If you give computers to fishing villages, all fishermen aren't going to learn computers and be helped. No, that's not how it works," says Yusoff, assistant resident representative for the United Nations Development Program (UNDP) in Malaysia. "However, a person trained in technology can search satellite data and help fishermen monitor best-catch areas. That information can then be channeled to the radio and inform a community of fishermen where to fish."

Yusoff seeks to fight poverty by expanding access to technology. The UNDP human development sector, for which he works, supports poverty reduction projects, information and communications technology (ICT) for development, HIV/AIDS prevention, and gender equality. Asked what drives him, Yusoff, says, "First, people. Second, people. And third, people. Ultimately, I want people to benefit from what I do."

Yusoff's position takes him to places such as the World Summit in Geneva, where he presented the ICT sourcebook he co-wrote. But he prefers talking about his personal projects. For example, Yusoff worked with colleagues to equip a school bus with computers and Internet capability, and then sent the bus to villages to train students in technology. "Students on the bus had access to the world," he says.

Even while on holiday, Yusoff fields speaking invitations, such as the one he recently received from the Malaysian Technical Cooperation Program. He showed 30 participants from developing countries how information and communications technology can alleviate poverty. For example, he shared a story of a politician who went to a village and fixed a poor farmer's electricity. The politician thought he was doing good

work by providing light to the farmer. At the end of the month, however, the farmer received a bill and saw he would be made poorer by the change. "There isn't just one solution that is right," Yusoff says. "This is not a top-down approach. We have to understand what people really need. These countries are in the position to come up with good policies, but these policies have to include the stakeholders, the people they want to help."

Born in Beneng, Malaysia, Yusoff was raised among lush papaya trees and fertile rivers. At age 12, he was granted a scholarship to the Royal Military College, a boarding school in Kuala Lumpur, the capital. There, he learned the discipline and determination that got him where he is today. Later, the Malaysian government gave Yusoff a scholarship to study for a master's degree in the United States. The choice was obvious to him: "Syracuse was known to have the best information management program," he says.

Yusoff hopes to continue his education by earning a Ph.D. in the culture of technology. He credits his success so far to the inspiring influences in his life. "I had great mentors, especially Marta Dosa [professor emeritus in the School of Information Studies]—exceptional people who set high standards and who make me wonder if I'm doing enough," Yusoff says. ●

Anis Yusoff

ALUMNI NEWS

Honoring Those Who Make A Difference

PAUL BRENNER, EXECUTIVE DIRECTOR OF DEVELOPMENT

This past summer, I had lunch with Antje Lemke and told her that we want to raise funds from alumni to name a collaborative room in Hinds Hall in her honor. "That would be wonderful! I'd like to contribute toward it," she replied. I then told Antje that she didn't need to contribute herself. Because she has made such a difference in the lives of so many alumni, they would like the satisfaction of funding the room in her name. She was touched. "The school has been such a wonderful part of my life," she said. "Naming a room would be very meaningful to me at this stage in my life." By the end of lunch, Antje expressed her intention to make a major gift to enhance a current scholarship fund in her name with the creation of a graduate assistantship for a master's degree student in library and information science. The room and graduate assistantship will serve as reminders of Antje's unfailing loyalty and commitment to serving the school in so many ways. We are also seeking funding to honor Jeffrey Katzer, Marta Dosa, and possibly others in our new home in Hinds Hall.

As we renovate Hinds Hall and launch our funding campaign, our focus remains on our motto: "Building on the Past, Envisioning the Future." You can now link from the School of Information Studies web site to a new site dedicated to describing and tracking the progress of the Hinds Hall renovation. It highlights the different types of spaces, their features and uses, and the capabilities afforded us when the work is done. Naming opportunities throughout the building can be viewed. (They are priced for your consideration.) Over time, we will share stories about the alumni and friends who are achieving their philanthropic goals through support for this important project.

Dean von Dran and I look forward to attending alumni events and enjoying personal visits with many of you to explore your potential participation in the TECHH campaign. By raising additional funds to complement the building renovation, we guarantee our leading programs will always be forward-looking and have the cutting-edge technology and infrastructure they deserve. The TECHH campaign is the highest current funding priority for the school, but we also have many other needs. Your gifts will provide critical resources to allow the school to reach its aspirations as the leading information school. As I write this, there are no endowed professorships or endowed chairs at our school. We also lack endowment funds to attract and compete for top graduate students in our various degree programs. With your help, all this will change.

Historically, many of the largest donors to the school are from our own faculty. This is a wonderful vote of confidence in the school, but it also highlights that we are still in our infancy in terms of tapping the resources and potentials of our loyal alumni and friends. Has the school made a difference in your life or career? If so, please consider giving back. Join us as we expand human capabilities through information. ●

DEVELOPMENT FORUM

Alumnus Named SU's First CIO

JUDY HOLMES, CONTRIBUTING WRITER

Paul B. Gandel G'86 has been named Syracuse University's vice president for information technology and chief information officer (CIO), effective November 1. Gandel was previously vice provost for information services and dean of university libraries at the University of Rhode Island.

Gandel is SU's senior administrator responsible for campus-wide information systems. He is charged with managing the University's tactical and strategic information technology in response to changing campus needs. Gandel has also been appointed to the faculty of the School of Information Studies, where he earned a Ph.D. in information transfer in 1986.

Gandel has extensive experience developing, implementing, and managing major computing infrastructure upgrades at both the University of Rhode Island and Ohio University. He served as associate provost for information and instructional technology at Ohio from 1995-97.

Gandel managed several information and technology organizations as well, including libraries, and radio and television stations. He was senior director of academic computing at the University of North Texas and supervisor of the Computing Technology Group at AT&T Bell Laboratories in Holmdel, New Jersey. He was also an adjunct faculty member in library and information sciences at the University of North Texas and Rutgers University. Gandel has lectured and published on the management of information systems, library administration and services, software engineering, and the visualization of information. ●

Abhijit Mathew '03 is the information technology director for Manlius Pebble Hill School in DeWitt, N.Y.

Mala Mathur '03 is pursuing a master's degree in information systems at Stevens Institute of Technology in Hoboken, N.J.

Roger Merrill '03 is director of IT services for the School of Information Studies.

Saurabh Bhasin '04 is a network engineer with WildPackets in Walnut Creek, Calif.

Robert Buck '04 is an integration and test manager for SENSIS Corporation in DeWitt, N.Y.

Aris Castillo '04 is a faculty member in the Computer System Engineering Department at Universidad Technologica de Panama, Panama.

Dawit Demissie '04 is a teacher with the Syracuse City School District.

Santos Miguel Galvez '04 is a computer consultant for Syracuse University.

Robert Hulbert '04 is a network operations center operator at Energy East in Rochester, N.Y.

Chen Jong-Ping '04 is a lieutenant commander in the Taiwan Navy.

Yi-Ting Lee '04 works as a network project manager for Chunghwa Telecom Global Inc. in Santa Clara, Calif.

Amarpreet Nanda '04 is a network administrator for Debevoise and Plimpton LLP in New York City.

Ph.D. in Information Transfer

Gregory Newby '93 is an assistant research professor with the Arctic Region Supercomputing Center at the University of Alaska in Fairbanks, Alaska.

John Bertot '96 was promoted to full professor at the School of Information Studies at Florida State University in Tallahassee, Fla., where he also serves as associate director of the Information Use Management and Policy Institute. He is editor of *Government Information Quarterly* and co-editor of *Library Quarterly*. He is also the proud father of three daughters.

Charmaine Barreto '04 is assistant professor at Florida Atlantic University in Boca Raton, Fla.

Jianping Chen '04 is an assistant professor at the University of North Texas in Denton, Texas.

Anne Diekema '04 is assistant research professor at Syracuse University.

Betsy Martens '04 is manager of academic marketing at Cornell University Press in Ithaca, N.Y.

Nelson Massad '04 is assistant professor at Florida Atlantic University in Boca Raton, Fla.

Stephen Paling '04 is assistant professor at the University of Buffalo in Buffalo, N.Y.

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* Members have made provisions for the school in their wills or through other planned gifts.

June Winckelmann, a 1981 library science graduate and interim executive director of Computing and Media Services at Syracuse University, and Rajeev Vijayan, a 2001 telecommunications and network management graduate and a senior network engineer with Fidelity Investments in Boston, share their experiences with students during a Homecoming Weekend alumni career panel discussion. Other guest panelists included Kevin Relyea G'02, an information management graduate; and Danielle Schwartz '04 and Michael Bartoletti '93, both information management and technology graduates.

SU's Beta Phi Mu Chapter Celebrates 45th Initiation

ABBY KASOWITZ-SCHEER, CONTRIBUTING WRITER

The Pi Lambda Sigma Chapter of Beta Phi Mu, an organization of librarians and library educators, held its 45th Annual Meeting and Initiation at the Craftsman Inn in Fayetteville, New York, last spring. Thirty-seven recent graduates of the school's library and information science (MSLIS) program were initiated into the national library honor society this year. This represents the largest number of initiates in the chapter's history.

Following the ceremony, featured speaker Professor Emerita Antje Lemke G'56 addressed the 60 attendees about the School of Information Studies history as well as the recently published book, *Albert Schweitzer-Helene Bresslau Letters, 1902-1912* (SU Press, 2003), which Lemke translated from German and edited.

During the chapter's annual business meeting, Pauline Lynch Shostack G'98 was installed as president, as Jan Fleckenstein G'84, G'86 completed her four-year term. The board also acknowledged outgoing board members Debbie Hole G'99 and past president Nancy Herrington '75, G'86. Chapter awards were announced: Gail Steinhart G'04 received the Joseph and Marta Dosa Scholarship, and Susan Polos G'98 received the Marion Mullen Travel Award to attend the 2004 Annual American Library Association Conference. Jana Bradley and Barbara Settel G'76 shared news from the school's master of science in library and information science program and alumni relations office.

Membership in the Pi Lambda Sigma is open to alumni who graduated with a grade point average of 3.75 or higher. Graduates who qualify for membership and are interested in joining the SU chapter or a chapter in another location should contact Sue Slenker, corresponding secretary, at *jslenker@twcny.rr.com.* ●

Alumni Opportunities in the NY Metro Area

The Alumni Resource Center, opened in fall 2003, welcomes alumni on a daily basis. Open Monday through Thursday from 10 a.m. to 7 p.m. and Fridays from 10 a.m. to 5 p.m., it is located on the second floor of Lubin House, 11 East 61st Street (between Fifth and Madison avenues). Stop by to catch up on campus happenings, have a cup of coffee or cold drink, make use of a computer, or enjoy a respite from a hectic day. The center also offers a wide variety of information provided by the Career Services Center for those who are interested in employment opportunities.

The University also supports a wide variety of events for our alumni in New York City and the surrounding area. The Metropolitan New York Regional Alumni Council and the 14 area alumni clubs organize many of these events. Among the upcoming activities will be art exhibitions in Lubin House's Palitz Gallery, sporting events, networking opportunities, career seminars, and sendoff receptions for new students enrolling at SU.

For a list of area alumni clubs including information on how to contact them, check out our web site at *lubinhouse.syr.edu* and click on the link for Metropolitan Alumni Clubs. For a list of activities, click on the *What's Happening* icon. ●

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