



# The Information School of the university of washington

Winter 2002 www.ischool.washington.edu Volume 2, Issue 1

## Libraries React to Sept. 11

The Sept. 11 terrorist attacks shocked and saddened us all. But as recovery began, the world immediately sought information to explain what had happened and to understand its causes and ramifications. Libraries and information professionals responded swiftly and with compassion.

On Sept. 18, Cheryl Nyberg, a reference librarian at the University of Washington's Gallagher Law Library, posted a Web page entitled "September 11 Tragedy: News and Information Sources" ([lib.law.washington.edu/ref/sept11.html](http://lib.law.washington.edu/ref/sept11.html)). "We tried to be proactive," she explained. "When an event like this happens, people will turn to the Internet for information. Our job as librarians is to organize that information and make it as useful as possible."

Nyberg noted that the UW law library has posted Web resource pages for other legal topics in the news, such as the Microsoft antitrust case. The Sept. 11 page, however, has provoked the most response, attracting about 2,200 hits in its first three months. It also got the attention of the American Library

Association's Office for Diversity, which featured the UW Web page on its own Web site ([www.ala.org/diversity](http://www.ala.org/diversity)) as a model for what libraries can do to respond to the heightened demand for Sept. 11-related information.

Starting with the subtopics of News, Web Sites, Legal Resources and Coping with Traumatic Events, Nyberg later added a section on Bioterrorism. Each section provides a list of links to other Web sites, often with a brief description of their contents. She adds new links several times a week, often suggested by other UW librarians and faculty or by correspondents who find the UW page on Internet search engines such as Google.

School and public libraries around the country hurried to



Memorial Wall at Ground Zero: The eloquence and emotion of the eulogies here provide stark contrast to the devastation beyond. (Photo by Brian Eisenberg, MLIS '00)

organize and present information that they already had in their collections. Many compiled and posted bibliographies on such topics as terrorism, Afghanistan, Islam and coping with tragedy on library bulletin boards and Web sites, or put up displays of selected books near their circulation desks. Others scheduled speakers on those topics or organized meetings for people to talk about the issues and cope with the tragedy.

In the Children's Room at the central branch of the Seattle Public Library, temporarily located at the Washington State Convention Center while its new building is under construction, a display of relevant books went up right away and information was added to its Web site ([www.spl.org](http://www.spl.org)). Librarians reached out not only to children but

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# Libraries React to Sept. 11

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also to adults--parents, caregivers and teachers. "In a way, Sept. 11 was a dramatic reminder to all of us that information is a powerful tool for doing good," noted **Ann Dalton** (MLS '82), an SPL children's librarian for 16 years, the past 2½ in the Central Library's Children's Room.

For Dalton, Sept. 11 made her more aware of the service aspect of librarianship. "I notice that I take more time with people," she said. "I feel a real need, as part of my own self-care, to slow down and take care to let people know the library is a safe place, that I am going to take the time to listen to them and help. Especially with kids, you often walk the fine line between further alarming them and helping them feel better.

"I noticed patrons seemed to deal very privately with their children, students and within themselves about their feelings and concerns," Dalton added. "One parent made a point of telling a children's librarian that she wasn't going to share anything with her children (3 and 6 years old) about the tragedy."

Corporate librarians often found themselves dealing with requests for information related to potential ramifications of the terrorist attacks on their own workplace or industry. The Boeing Library Services' Puget Sound Research Group, for example, was assigned to scour all relevant information resources for analysis of ways the Sept. 11 events impacted airlines, ultimately for the use of Alan Mulally, president and chief executive officer, Boeing Commercial Airplanes.

"Although Boeing employees have desktop access to in-depth news and industry information,

librarians still have access to some subscription-based resources too costly to make available company-wide," said **Kathy Harkness** (MLS '72), a Boeing Library Services senior research analyst. "Library researchers scan a great deal of material and supply to customers only the most unique or high-impact elements. These efforts resulted in appreciative feedback from information recipients."

**Mary Frances Lembo** (MLS '95), information specialist at the Hanford Technical Library (HTL) of the Pacific Northwest National Laboratory (PNNL), a Department of Energy facility in Richland, Wash., also found that Sept. 11 brought different kinds of information requests. While HTL is open to the public, it primarily serves employees and contractors on the Hanford site. "Requests for information from some of our internal customers have shifted focus since Sept. 11," said Lembo, who has worked there for four years. "We

have had more requests for reports and literature searches on topics ranging from the effects of terrorism on certain facilities to chemical and biological concerns."

Access to information has also changed since Sept. 11, Lembo pointed out. The HTL also operates the DOE Public Reading Room, whose mission is to provide access to information and documents on DOE and Hanford programs. "Since Sept. 11, many government agencies have removed documents from the Internet, yet this information is still publicly available," Lembo said. "Both the Hanford Technical Library and the Reading Room have had an increase in requests for documents relating to the Hanford site, such as technical reports, that were once available electronically over the Internet but have been removed since Sept. 11. Requests from the general public to PNNL for information are now, as always, screened for sensitivity before information is released. But if the information has already been cleared and is publicly available, we do not block access to it."

## Searching for Clues in New York City

At least one iSchool graduate is in the thick of things in New York City in the aftermath of Sept. 11.

**Abby Brigham** (MLIS '97) is a senior researcher for AOL Time Warner's Cable News Network (CNN). "I have done everything from tracing license plates and business ownerships to researching the effects of chlorine gas on the human nervous system (don't ask)," Brigham said. "One of our biggest projects here at CNN New York has been tracing the hijackers' movements before the 11th. Many were living in New Jersey, and we've done a lot of investigative work digging up where they were and finding connections to past terrorist events.

"Some of the work is enough to give me nightmares," Brigham added, "but I've really been enjoying my job. Not the 18-hour days, but the feeling of being really challenged, and that I'm actually contributing to the efforts around here. And I'm certainly putting my degree to good use!"

# MLIS Goes Online

## New distance-learning degree will be the first of its kind in nine-state Western region

A new program in the UW Information School will make it possible for aspiring librarians and other information professionals to get the education they need to advance their careers without having to relocate or leave their jobs.

Starting in fall 2002, the iSchool will offer a distance master's degree in Library and Information Science (DMLIS). The iSchool is the only American Library Association-accredited institution in the Northwest, making this the first such degree offered by a school in Washington, Oregon, Alaska, Idaho, Montana, Wyoming, Colorado, Utah or Nevada.

"After years of slowly building up our staff and programs, we are ready to help the voices in the region that have been crying out for library and information science education," said iSchool Dean Mike Eisenberg. "Offering this degree program is a dream come true."

The degree comes at an opportune time for libraries in the Northwest. As more baby boomers reach retirement age, many libraries expect to lose experienced librarians. A distance master's degree will allow younger, inexperienced librarians to earn the skills and credentials they need to replace those retirees.

"We know we will see many people leave the workforce in libraries in the next decade," said

Jim Scheppke, state librarian at the Oregon State Library. In the next few years, younger librarians with master's degrees "can look forward to advancing very rapidly into well paying positions," he added.

The distance-learning format is convenient for working professionals who don't have the luxury of time and mobility to pursue an education. But the

iSchool's use of two- to five-day campus sessions also gives students the opportunity to meet their instructors and to network with other students, maintaining the benefits of an on-site degree. The 63-credit degree will take students about three years to complete.

"I think this is a wonderful opportunity," said Michael Wirt, director of the Spokane County Library District. "We have a number of staff who'd love to get a degree in library science, but they are working full time and are unable to move to Seattle for a couple of years."

"We have a cohort of library directors and staff members that would be interested in a distance program at the UW," agreed **Karen Strege** (MLS '78), Montana state librarian. "I think that distance education, combined with on-

campus study, is an absolute necessity to ensure that Montana citizens are served by quality library professionals."

The DMLIS program is not only useful for aspiring librarians, but also for a range of professions in information technology, business and academia. In fact, about 13 percent of librarians don't work in traditional libraries, according to the Special Libraries Association.

The program will pay for its costs through student fees and other non-state funding, joining the growing rank of self-sustaining degrees at the UW that include new master's degrees in digital media and construction engineering.

To apply, candidates need a bachelor's degree with a minimum grade-point average of 3.0 and a Graduate Record Exam (GRE) score. A TOEFL (Test of English as a Foreign Language) score is required for

international students. The Information School also requires a personal statement, transcripts and three letters of recommendation. Application

deadline for the fall term is March 15, 2002.

For application materials, call (206) 543-2320 or (800) 543-2320, or e-mail [requests@ese.washington.edu](mailto:requests@ese.washington.edu).



# The Dean's Corner

## Renewing Our Commitment

Greetings to all members of the extended Information School community!



All too often we focus on our differences. Now more than ever, it is critical that we focus instead on the things that unite us. In this issue of the Information School Newsletter, we highlight the values shared by all of us who are fortunate enough to be key players in the information world: providing high-quality information access and service to the members of our society.

Like our alumni, iSchool faculty and students show their deep commitment to the community through research, teaching and volunteerism. The articles in this issue about library- and network-building for people in need in South Africa, Bangladesh and Seattle are just a few of the many examples of our outreach. Here we focus on student activities, but we also encourage you to look at the research section of the iSchool Web site ([www.ischool.washington.edu/research](http://www.ischool.washington.edu/research)), where we highlight projects that our faculty members are spearheading in the local and national communities. I hope you share in my pride that the School continues its tradition of community outreach and service.

In this same spirit, we are pleased to announce that the Washington State Higher Education Coordinating Board has approved our new distance master's of library and information science (DMLIS) degree program. For decades, the community has asked for a library education program to meet needs beyond the Puget Sound. Thanks to improvements in technology and a commitment from UW administration that allowed us to expand our faculty, we are able to offer a first-rate distance master's program. It is our hope that the DMLIS will serve the needs of libraries throughout the Northwest.

In our lead story, we describe how five different libraries responded to the needs of their clientele in the wake of the Sept. 11 terrorist attacks. As we work through our grief and search for answers, librarians and information professionals everywhere continue to provide quality service with great care and sensitivity. At the same time, organizations must balance the sometimes-conflicting values of intellectual freedom and security. I'm proud to be part of a profession whose members so thoughtfully respond to societal challenges that affect us all.



Mike Eisenberg  
Dean



Founded in 1911, the Information School of the University of

Washington focuses on meeting individual, organizational and societal needs through information. The iSchool prepares students for careers and leadership roles in organizations that value information. Degrees at the undergraduate, master's and doctoral levels engage students and faculty in research, service and community outreach.

### Dean

Mike Eisenberg

This newsletter published by the UW Information School twice annually for alumni, faculty, students and friends.

### The iSchool Newsletter

The Information School  
University of Washington  
Box 352840  
Seattle, WA 98195-2840  
[newsletter@ischool.washington.edu](mailto:newsletter@ischool.washington.edu)

Phone: (206) 221-6449

Fax: (206) 616-3152

[www.ischool.washington.edu](http://www.ischool.washington.edu)

### Office of Development and Community Relations

Jocelyn Kehl,  
*Director*

Corinne Kator,  
*Development Coordinator*

Mike Greenstein,  
*Writer and Editor*

# Faculty Spotlight

## David Levy

Professor explains how documents capture the many emotions of Sept. 11

iSchool professor David Levy's first book, *Scrolling Forward: Making Sense of Documents in the Digital Age* (Arcade Publishing, November 2001), is a love letter to the written word. For Levy, documents--from cash register receipts to children's notes, greeting cards and Web pages--are "imbued with the ability to speak."

Levy's essays focus on the role documents play in creating and maintaining "some measure of stable ground in an unstable world." While great documents like the Bible, the Constitution and literary works by Plato or Shakespeare provide "meaning, direction, and reassurance in the face of life's uncertainties," Levy says, "this is true of all documents. Every one of them makes a contribution to the collaborative edifice we call human culture."

Levy found this theory reiterated during an October 2001 trip to New York City to visit his parents, who live a few blocks from the site of the World Trade Center devastation. As he relates in this interview, excerpted from a longer version in the Nov. 1, 2001, edition of the UW faculty and staff publication *University Week*, Levy saw many ways in which documents allowed humanity to relate to this inhumane event.

Levy, who holds a Ph.D. from Stanford University in computer science (1979) and a diploma in calligraphy and bookbinding from



the Roehampton Institute, London (1982), was until 1999 a member of the Xerox Palo Alto Research Center (PARC), where his research focused on the nature of documents and on the tools and practices through which they are created and used. Since joining the iSchool faculty in Autumn 2000, he has taught courses in digital libraries, the history of recorded information and information fluency.

**Q:** You viewed post-Sept. 11 New York City through the filter of your academic interest--the creation and use of documents in human society. What documents that you saw on your visit seemed most important to you?

**A:** The story I tell about documents is that they're little creatures--"talking things"--that we make and send out into the world to do

certain things for us. Bellevue Hospital has hundreds of feet of wall space devoted to the hand-made "missing" posters that were put up right after the attack. It's been named the Wall of Prayers.

I found other, smaller memorials, some including well-wishes from schoolchildren. On Broadway, I saw this poster signed by a fifth-grade girl named Alison from Silver Oak Elementary School in San Jose. So you could ask, "What about this poster from San Jose? What is this thing for?" Well, clearly, it's a surrogate for an individual, a girl named Alison, who could have come to New York and stood on that corner and said, "New York, I hope you get better." Functionally, the poster is kind of a surrogate for Alison; her parents are probably just as happy that she sent it to New York instead of standing out on a windy street corner herself. All over the city are these little "talking things" proclaiming their love and their concern.

The "missing" posters, too, are serving as surrogates--first as a substitute for people running around to different hospitals saying, "Have you seen my loved one, my wife, my daughter?" But then, once people have begun to realize their loved ones aren't coming back, these posters stand there as reminders. They are, each one of them, a kind of testament to a life that's no longer there.

**Q:** You're saying that a document is functional, and not just a symbol of something else?

**A:** It certainly can be a symbol, too. Remember the news stories that talked about all the fragments of documents that rained down from the towers? It's clear that those fragments symbolize the lives lost. Newspapers understandably won't show body parts or cadavers,

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# Student Focus

## iSchool Students Aid South African Libraries

The Sept. 11 terrorist attacks heightened interest in using information to break down barriers and increase understanding between cultures. Even before that shock to the system, however, two UW Information School students spent their summer trying to do just that.

MLIS candidate **Valerie Wonder** of Seattle, Wash., and **Stephanie Wright** of Everett, Wash., who earned her MLIS upon returning from the trip, spent six weeks in South Africa in July and August 2001. They participated in a program sponsored by the World Library Partnership (WLP), a not-for-profit organization dedicated to building global understanding by promoting literacy, learning and access to information.

Each summer, WLP sends volunteer librarians and library school students to developing countries to work in school and public libraries. They do everything from book repair to establishing library committees to setting up computer labs. The organization has placed students in Zimbabwe and South Africa and plans to start a program in Honduras in summer 2002.

"I learned about the program from a former colleague who had worked with WLP previously," Wonder said. "The program was posted on several listservs, too. WLP is well known among librarians interested in international issues in librarianship and information access."

While Wonder and Wright did not know each other when they applied, they met after being accepted in the program. "We both attended an independent study presentation at the iSchool on information access in South Africa, and through the question-and-answer session each of us learned the other was going," Wright said. "I was actually completing my final three credits by doing an independent study for **Professor Raya Fidel** on the information environment in a high school in rural South Africa."

The WLP program, which included students, professional librarians and retirees, began with three days of training in Pretoria, where they met their South African host librarians. Then they went in groups of two to 12 sites all over the country.

"I was in a rural school with a classroom-sized library," Wonder said. "The school had electricity but no running water, in a very impoverished community. The



Helping hands: iSchool student Valerie Wonder (left) and fellow volunteer April Mazza aided South African students last summer.

library there had never been used before. We processed all the books, set up a circulation system and helped organize a library committee with community members, teachers and students. We also conducted workshops on library usage for the teachers, many of whom had never used one before." In surrounding schools that had no libraries, the library volunteers held workshops on how to promote information literacy in low-resource settings.

Wright, who is now a public access computer trainer for the Bill and Melinda Gates Foundation, worked in a high school computer lab and taught classes to teachers and students. "The school I was stationed at was in a more urban area than Valerie's, but was still limited by the standards of what we're used to in the U.S.," Wright said. "Before we arrived, the school received a grant from the Finnish government for 10 networked computers, a printer and some training for three of the educators at the school. Unfortunately, these educators also had full teaching schedules, and one of them was required to run the library, so the passing on of that knowledge was sort of at a bottleneck."

"My volunteer partner and I spent a lot of our time providing training to the learners and educators while we were there," Wright added. "The learners were very enthusiastic about learning on the new technology, to the point where they would come into the library every day asking if and when we were going to be teaching another class."

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# Program Notes

## Informatics

### Undergrad earns research grant



Jenny Hagman

Informatics undergraduate **Jenny Hagman** recently received a research-training grant from

the prestigious Mary Gates Endowment for Students. iSchool **Professor Batya Friedman**, chair of the Informatics program, recommended Hagman for the award based on the student's participation in two university research projects, including Friedman's own project, "Augmented Reality of the Natural World and Its Psychological Effects."

The Mary Gates Endowment for Students, the University of Washington's largest endowment, provides several types of scholarships and grants, including the

research grant Hagman received.

This grant supports one of the UW's major initiatives: providing research experience for undergraduate students as well as graduates.

Hagman, a senior from Mount Vernon, Wash., believes her research experience has been invaluable to her undergraduate education, allowing her to study topics she is truly interested in, to examine concepts more critically and to better apply classroom material to real-world scenarios. She is using her research experience with Friedman to develop a thoughtful and provocative capstone project. As a graduation requirement, all Informatics students must complete a capstone project that involves hands-on problem solving or research.

While collecting and analyzing online data as part of her research duties, Hagman became concerned

## BS in Informatics

The study of information systems: the people, information and technology that compose information systems of all sizes and complexities.

Students Enrolled	56
Average Entering GPA	3.38
2002 Graduates	21
<i>Our first graduating class</i>	
Year Introduced	2000

with the lack of ethical guidelines for research on the Internet and began reading and asking questions about the possibility of creating such guidelines. As her capstone project, Hagman will write a paper addressing these ethical questions.

"We are excited and proud to have one of our students named a Mary Gates Scholar," iSchool Dean Mike Eisenberg said. "Jenny's enthusiasm for the field, her challenging capstone project and her hard work are representative of the high caliber of effort we see from our Informatics students."

## Library and Info. Science (MLIS)

### Reaching out to Seattle youth

Seattle's Union Gospel Mission (UGM) is well known for its work with the urban homeless population, but the public isn't as aware of UGM's Youth Reach Out Center (YROC) in the Columbia City neighborhood south of I-90. This UGM division provides off-the-street activities for area youth, with athletic, artistic, educational and spiritual programs for more than 300. One of its biggest wish-list

items has been development of a library.

In response to UGM's request for assistance, students from the iSchool's Master of Library and Information Science (MLIS) program are helping to make that wish come true. **Eric Riley**, a second-year MLIS student, is heading the group, working with other MLIS students including **Ann Margaret Thompson**, **Jane**

## MS in Library and Information Science

Prepares students for library and information technology positions.

Students Enrolled	260
<i>Our largest group ever</i>	
Law Librarianship Students	6
Elective Courses Offered	50+
Years Accredited by ALA	77

## Program Notes: MLIS

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**Tyrrell, Teresa Jones, Monica Jackson and Sameera Khalifa.**

To get started, the UW team wrote a project outline and a master plan for developing the collection. "The project is extremely challenging," Riley said. "How often do you get to build a library from scratch?"

With the groundwork laid, the students are ready for more tangible tasks. During the winter 2002 quarter, the MLIS student team plans to implement an online catalog system, establish a Web presence for the library and organize preliminary acquisition of donated books and other materials. "We are not officially accepting book donations yet, because we don't have any real mechanism to

collect them," Riley said. "However, we may begin collecting midway through the winter 2002 quarter."

There is currently no projected date for the library's grand opening. "They will have to do a number of fundraising activities first," Riley explained. "The library, which will be located in the Columbia City YROC facility, will be part of a renovation that will



Urban library: Ron Goodman (left), director of youth services at the United Gospel Mission's Youth Reach Out Center, discusses the center's new library with iSchool MLIS student Eric Riley.

convert currently used warehousing space into the library and classrooms."

## Information Management (MSIM)

### Students expand iSchool outreach

When the iSchool's Master of Science in Information Management (MSIM) degree program began in fall 2001, faculty and staff were immediately impressed with the new students, both academically and with the depth of their experience. The inaugural MSIM class includes professionals working at Microsoft, Amazon.com, ICOS, Lante, AT&T Wireless and other organizations in the profit and nonprofit sectors.

Many arrived at UW not only with impressive careers, but with rich personal backgrounds as well. One such student is **Tariq Alam**, who recently headed the Village Computer and Internet Program in Bangladesh for Grameen Communications. The program aims to

alleviate rural poverty in Bangladesh by bringing information technology to the country's rural poor.

In a documentary about Grameen Communications' programs in Bangladesh, CNN showed Alam and his staff teaching kindergarten lessons on CD-Rom, giving computer fundamentals courses to adults, helping villagers send low-cost e-mail messages, and showing local farmers how to use the Internet to contact wholesalers for their crops. Professor Muhammad Yunus, founder of Grameen Communications and the Grameen Bank, told CNN, "Technology can play a very important role in changing the life of the poor people, particularly with the information technology."

### MS in Information Management

A professional, mid-career degree administered on Fridays and Saturdays that integrates the areas of information management and information technology.

Students Enrolled	31
	<i>Our inaugural class</i>
% Women	36
Average Age	35
Year Introduced	2001

Of the effect of Alam's Village Computer and Internet Program, Yunus added, "Once you can bring the Internet, you open up the door of the village to the whole world. The village becomes part of the world."

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## Program Notes: MSIM

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The collegial atmosphere of the iSchool is enhanced when current and incoming students bring that level of off-campus experience to the UW. "The School's focus is to serve individual and societal needs through information," **Professor**

**Efthimis Efthimiadis**, chair of the MSIM program, explained. "Students in the new MSIM program help us maintain that focus and further our vision of connecting people with knowledge by building information connections."



MSIM student Tariq Alam

## Information Science

### Doctoral candidate named KPMG Scholar

The iSchool's Ph.D. program in information science, now in its second year, is beginning to see the varied experiences and ambitions that inspire



Patricia Katopol

students to study at the doctoral level. Ph.D. candidates come to the iSchool from across the country and around the globe with diverse professional and academic backgrounds. This year's students include a traditional librarian, a Fulbright grantee from Norway, and a children's librarian turned e-commerce executive.

Doctoral candidate **Patricia Katopol**, for example, holds a law degree from Howard University and a master of science degree in information from the University of Michigan. She has practiced both corporate and private law and most recently worked on issues involving technology and society at the Aspen Institute in Washington, D.C. At the iSchool, Katopol is studying knowledge management and information policy, with the goal of becoming a university professor.

As an African-American woman, Katopol recognizes the need for faculty diversity to encourage minority students to study in business and information fields. "It is increasingly important that faculties in all disciplines look more like the students they are teaching," Katopol explained. "Diverse people bring different insights to their research, too. Who knows what exciting things we will learn as more diverse researchers examine critical issues in information?"

Katopol is studying with the financial support of the KPMG Foundation, established by the international business, legal and tax consulting firm KPMG. Katopol applied for a KPMG scholarship at the suggestion of iSchool **Professor Maurice Green** and was thrilled to be chosen as one of the KPMG Foundation's 10 Information Systems scholars for 2001-02. The scholarship is renewable for up to five years.

Katopol is also part of the Minority Doctoral Student Association's Ph.D. Project, which works closely with the KPMG Foundation to improve workforce diversity by diversifying business and information school faculties.

The Ph.D. Project provides minority students with resources, tools and a community of peers with whom to share their academic experiences.

"I'm proud to be a KPMG Scholar and honored to participate in the Ph.D. Project," Katopol said. "It gives me a new, nationwide community of colleagues and a broader perspective for my work at the iSchool. It prods me to speak out more on diversity issues (and the joys of an academic life!) when I would rather keep to myself."

Information on becoming a KPMG Foundation scholar is available on the foundation's Web site, [www.kpmgfoundation.com/graduate.html](http://www.kpmgfoundation.com/graduate.html).

### Ph.D. in Information Science

Emphasizes research and theory on the nature, use and impact of information and technology.

Students Enrolled	11
% Women	55
Average Entering GPA	3.64
Year Introduced	2000

# Faculty Update

## Comings and goings

The iSchool added five new faculty members for the 2001-02 academic year: assistant professors **Dave McDonald** and **Wanda Pratt** and lecturers **Bob Boiko**, **Nancy Gershenfeld**, **Kenneth Himma** and **Grace Whiteaker**.

Fall 2001 also saw the iSchool bid a temporary farewell to Professor Emeritus **Spencer Shaw**, who returned east to live with his family in Connecticut. The iSchool hosted two farewell events in October at which Spencer's many friends wished him well. At the time of his departure, numerous alumni and friends of the iSchool honored Spencer with contributions to his lecture fund. The School is already planning next year's Spencer Shaw Lecture and intends to bring him back to Seattle for the event.

## Conferences

**Lorraine Bruce**, lecturer, participated in two workshops at the Washington Library Media Association's annual fall conference in October. Bruce also traveled to Adelaide, Australia, in November to give her presentation, "Information Literacy and Homeless Children," at the Fifth National Information Literacy Conference.

**Sherrilyne Fuller**, professor, spoke on "Model Regional Medical Systems: The Strategic Role of IT" at the annual Institute of Medicine, National Academy of Sciences meeting in October.

**Joe Janes**, assistant professor, gave the keynote address at the Library and Information Technology Association (LITA) National Forum in Milwaukee in October. His address was titled "What Technology Is Good for--and How to Think About It."

**Jeff Kim**, assistant professor, gave a presentation titled "Designing a Ubiquitous Computing Platform for Biology Laboratories" at the conference of the IFIP 8.2 (International Federation for Information Processing Working Group 8.2) on Dec. 16, 2001.

**Karen Pettigrew**, assistant professor, participated in the following conferences:

- Pettigrew, K. E., Durrance, J. C., and Unruh, K. T. (2001). "Foundations and Emerging Characteristics of Information Communities: Findings from a Qualitative Study of Three Communities." *Digital Communities 2001: Cities in the Information Society*. Chicago, Nov. 4-7, 2001.
- Pettigrew, K. E., and Durrance, J. C. (2001). "Community Information, Networked Style: Results from



Bon Voyage: Professor Harry Bruce (right) and Professor Emeritus Spencer Shaw at Shaw's farewell reception.

a Nationwide Study with Recommendations for Online Methodologies and Evaluation." *Library Research Seminar II*. University of Maryland, Nov. 2-3, 2001.

- Pettigrew, K. E. (2001). Panelist for workshop on "Ethnographic Studies in LIS." *Library Research Seminar II*. University of Maryland, Nov. 2-3, 2001.
- Durrance, J. C., Pettigrew, K. E., Unruh, K. T., Olsen, E., Hamilton, C. (2001). "Information Communities: How the Web Facilitates Information Flow for Everyday Situations." *Internet Research 2.0: INTERconnections the Second International Conference of the Association of Internet Researchers Association*. Minneapolis-St. Paul, Minn., Oct. 10-14, 2001.

**Sharyl Smith**, assistant professor, directed and instructed at two four-day workshops in June and August for teacher librarians, classroom teachers and principals at Solitude Resort, Utah. In August, she presented "Information Literacy Across the Curriculum: A Statewide Plan for Implementation" at the first national Big6 Conference in San Jose, Calif.

In October, Professor Smith participated in a panel discussion, "The iSchool Program and Distance Opportunities" at the WLMA annual fall conference in Wenatchee, Wash. She also gave two presentations at the conference: "What the Research Says About the LINK Between Good School Library Media Programs and Student Achievement" and "Information Literacy Across the Curriculum: An Invitation."

## Research and service

**Harry Bruce**, associate professor and associate dean, **William Jones**, affiliate associate professor, **Mike Eisenberg**, professor and dean, and Susan Dumais of Microsoft Research received a three-year, \$365,000 grant from the National Science Foundation for "Keeping Found Things Found." In the first phase, they will investigate how information professionals, researchers and managers make use of the World Wide Web for work-related information gathering.

Associate Professors **Efthimis Efthimiadis** and **Jens-Erik Mai** have been awarded a grant by the Corporation for Public Broadcasting (CPB) for \$206,199 for 2001-02. The goal of their research project is to create a model for representing, organizing, storing and facilitating access to broadcasts by public radio and television stations and to integrate it with public libraries' search mechanisms.

**Batya Friedman**, associate professor, and colleagues from several other departments received a National Science Foundation grant for \$3.5 million for their project, "Interaction and Participation in Integrated Land Use, Transportation and Environmental Modeling."

Assistant Professor **Matt Saxton** received \$25,000 from the Washington State Library for "Evaluation of Washington State Library's LSTA Five-year Plan and Implementation." The two-tier evaluation consists of an assessment of the effectiveness of the overall program and a more in-depth evaluation of the Connectivity program and the Statewide Database Licensing (SDL) program.

**Sharyl Smith**, assistant professor, and her consultancy partner were awarded a three-week contract by the government of Trinidad and Tobago to work with the school libraries in Trinidad.

**Stuart Sutton**, associate professor, and colleagues from other institutions have been awarded a National Science Foundation grant for \$434,000 for 2001-03. Their project, "StandardConnection," aims at developing natural language processing mechanisms to automatically correlate educational resources to content standards for the National Science Digital Library.

Professor Sutton has also been named to the 10-member policy committee of the NSF National Science Digital Library (NSDL). The charge of the Committee is to put in place the governance structure for the National Library in advance of its opening in December 2002.

## Books and papers

**Bob Boiko**, lecturer, published a book, *Content Management Bible*. (New York: Hungry Minds, Inc., 2002).

**Mike Eisenberg**, professor and dean, and colleague Janet R. Cottrell published "Applying an Information Problem-Solving Model to Academic Reference Work: Findings and Implications" in *College & Research Libraries* (volume 62, Number 4, 2001): 334-347.

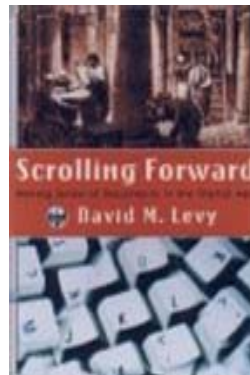
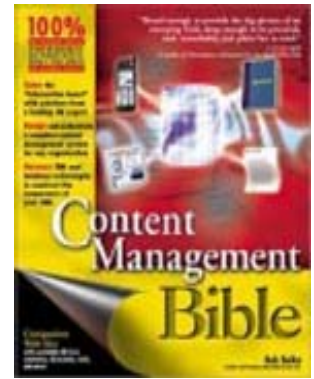
**Joe Janes**, assistant professor, published "Digital Reference Services in Public and Academic Libraries" in *Evaluating Networked Information Services: Techniques, Policy and Issues*, edited by Charles McClure and John Carlo Bertot. (Medford, N.J.: ASIST, 2001.)

**David Levy**, professor, published a book, *Scrolling Forward: Making Sense of Documents in the Digital Age*. (New York: Arcade Publishing, 2001.)

**Jens-Erik Mai**, assistant professor, published "Semiotics and Indexing: An Analysis of the Subject Indexing Process" in *Journal of Documentation* (volume 57, number 5, 2001): 591-622.

**Karen Pettigrew**, assistant professor, published a chapter titled "Libraries and Civil Society," in *Libraries: The Cornerstone of Democracy*, edited by Nancy Kranich. (Chicago: ALA, 2001.)

**Pettigrew, Raya Fidel**, professor, and **Harry Bruce**, associate professor, published "Conceptual Frameworks in Information Behavior" in *Annual Review of Information Science and Technology* (volume 35), edited by Martha E. Williams. (Medford, NJ: ASIST, 2000.)



# Noted for the Alumni

## Annual meeting

The theme of the University of Washington iSchool Alumni Association--"Staying Connected-Makes a Difference!"--permeated the organization's annual meeting on Oct. 13. The fall gathering also recognized alumni who have made a mark on the information profession.

A luncheon program honored **Tom Mayer** (MLS '74) in absentia as a Distinguished Alumnus, while **Cindy Cunningham** (MLS '87) and **Rivkah Sass** (MLS '78) received Notable Alumni awards for mid-career professionals (see insets). The morning began with tours of the iSchool's new space in Mary Gates Hall and a farewell reception for Professor Emeritus

**Spencer Shaw**, who left the Pacific Northwest for Connecticut in October. Student hosts showed visiting alumni computer labs and discussed current projects. The program also featured talks by iSchool faculty members **Matthew Saxton** and **Batya Friedman** and **Nancy Gershenfeld** (MLS '91), who spoke in honor of recently deceased



Here's Mary!: Mike Eisenberg gives alumni a tour of refurbished Mary Gates Hall at their annual meeting.

alumna **Roxanna Frost** (MLS '84).

The event also marked the ascension of the association's 2001-02 officers: co-presidents **Dana Bostrom** (MLIS '99) and **Lisa Spagnolo** (MLIS '01), treasurer **Pam Green** (MLIS '01), president-elect **Casey Krub** (MLIS '00) and secretary **Mark Bieraugel** (MLIS '99). The meeting provided a great opportunity to get reacquainted with the iSchool, see former classmates and meet new friends.

## Strategic planning

Soon the iSchool alumni group will not just be made of Library and Information Science graduates, but graduates with a bachelor of science degree in informatics, a doctorate in information science and a master of science in information management. Given these changes, the board has been meeting in strategic planning

## Distinguished Alumnus

### Tom Mayer

A 1974 UW Library School graduate, Mayer has held positions at the Washington State Library and Timberland Regional Library, both in Olympia, Wash., the Sno-Isle Regional Library in Marysville, Wash., and most recently at the Bill and Melinda Gates Foundation. During his 16-year tenure at the Sno-Isle Library, he served as library director from 1986 to 1999, when he conducted the first-ever successful levy override election that resulted in millions of dollars of additional revenue and dramatic improvements in library service in the 1990s. At the Bill and Melinda Gates Foundation, he oversaw a multi-million dollar grant program to U.S. public libraries.

Mayer served as president of the Washington Library Association and has been involved in the American Library Association and the Public Library Association. His community service includes serving on the SNET (Snohomish County Network) board of directors and the Deaconess Service Agency board of directors.

sessions to determine how best to address the new interests and goals that will come with the diversification of the School's alumni. Special focus will be given to supporting events and programs that will have the biggest impact on all the School's alumni. The thoughts and suggestions of all alumni are appreciated.

## Job Club

Dec. 19 marked the inaugural meeting of the Job Club, a group spearheaded by **Toni Emerson** (MLS '93) that will provide support and job-seeking resources for information professionals. The group will focus on networking skills, resources, how to market oneself and resume crafting. Attendees at the first session included UW students and alumni as well as other Seattle-area information professionals.

The Job Club has a listserv ([ijobclub@u.washington.edu](mailto:ijobclub@u.washington.edu)) to which people can subscribe using regular University of Washington listserv protocols.

## Tell us about it!

The Alumni Association wants to hear about activities since graduation, ideas for events, and anything else alumni would like to share. Send e-mail to [ialumni@u.washington.edu](mailto:ialumni@u.washington.edu) or a note via U.S. mail in care of the Information School, Box 352840, Seattle, WA 98195-2840.



## Notable Alumnae

### Rivkah K. Sass

**Reference & Information Services Coordinator  
Multnomah County Library (Portland, Ore.)**

A 1978 UW Library School graduate, Sass has worked as a reference librarian, children's librarian, continuing education coordinator, deputy state librarian and in various positions in the private sector. The most interesting job title she has ever held was "Research Engineer-Virtual Community Lab," but the job that has been the most interesting and fun is her current position as coordinator of reference and information services for the Multnomah County Library, a job that is never boring and always challenging.

### Cindy Cunningham

**U.S. Catalog Librarian  
Amazon.com (Seattle Wash.)**

A 1987 School of Library and Information Science graduate, Cunningham has served as a Library of Congress intern and Congressional research librarian, head of circulation at UW's Gallagher Law Library, head of reference and information services at Kitsap Regional Library as well as various positions at Amazon.com, including Browse Program manager, head of catalog operations, U.S. catalog manager and now U.S. catalog librarian. She participated in an NSF grant with iSchool Professor Raya Fidel on artificial intelligence and search behavior while in graduate school, and is also a graduate of the first year of the Snowbird Leadership Institute. Cunningham served as president of the Washington Library Association, 1999-2001.



Notable alumnae: Rivkah Sass (left) and Cindy Cunningham receive their awards.

## Student Focus

*continued from page 6*

After three weeks in the field, the students met back in Pretoria to exchange tales and evaluate their experiences. WLP provided each of the 12 libraries with several hundred dollars to purchase new books and invited African book publishers to take part in a small book fair so that the librarians could buy new resources for their schools. "For many, these were the first brand-new books they had ever received, as most were stocked with donated used books from the United States," Wonder said.

The two students are still reaping rewards from their experiences. "In a recent correspondence," Wonder said, "I learned that the library is now extremely popular with students and teachers, and the library committee has hosted community programs to raise awareness about the library and to raise funds for more resources."

Besides the benefits for the South African libraries and the friendships gained there, Wright also brought back a strong realization of the value of sharing knowledge. "I've always enjoyed learning, but the thrill



South African experience: iSchool graduate Stephanie Wright (center) with members of the committee of the library where she volunteered.

from that is nothing compared to how I felt when I got to teach the learners at Mehlwana, and see their excitement at having learned new skills," she explained.

WLP is seeking volunteers--professional librarians as well as students--for upcoming programs in South Africa and Honduras. For more information, contact WLP at 3101 Guess Road, Suite D, Durham, N.C. 27705; (919) 479-0163; [www.rtpnet.org/~wlp/](http://www.rtpnet.org/~wlp/).

## Faculty Spotlight: David Levy

*continued from page 5*

but they will show these fragments of documents, which stand for those lives. And these shards, these pieces of paper, not only symbolize the destruction of the individuals, but of all the practices, all the human activities that these documents were somehow supporting. After all, documents are our agents in endless activities, bureaucratic and otherwise. So that in all the procedure manuals and forms and so forth blown all over the city, we see the huge web of human activities that were somehow being enacted within and through the World Trade Center. All those practices got blown up, too.

There's a storefront on Prince Street where a couple of artists decided to set up a kind of democratic gallery of images from the tragedy, called *Here Is New York*. All

day long, people are coming in bringing their pictures, and all day long, people are quietly, in a reverential way, looking at these images. I didn't find any other place that seemed to be such an active memorial. At a time when people are asking, "What can we possibly do?," here's something that people are actually doing. They're doing it by bringing in their photos, and by buying photos, and by volunteering to work there, and by coming through and being with other people.

**Q:** In your book, you're interested in the full gamut of documents, from a rare Shakespeare folio to a humble tuna-sandwich receipt. Did your visit to New York cause you to rethink any conclusions?

**A:** A lot of what I was trying to

say is that all of our documents, all of our written forms, are precious. You can analyze them functionally, and say, "This thing is helping me pay the telephone company," or whatever. But when you look closely at any one of them, you can see that it's a window onto our culture and our lives. And, in a funny way, each one is precious. So, for example, some of the images in that gallery in New York are close-ups of documents that got blown out of the World Trade Center. Some of them a person would never have thought to photograph before--there's a singed ledger book that's actually, in a way, quite beautiful. All documents have this almost numinous quality, I believe, but it's only in rare moments like these that people are likely to see that. It's like the preciousness of human life. It's only understood at certain moments. But that preciousness is always there.

# Alumni Update

**Cindy Cunningham** (MLIS '87), U.S. Catalog Librarian at Amazon.com, appeared on the cover of the Sept. 1, 2001, issue of *Library Journal*. Cindy was one of five librarians profiled in the issue's cover story about traditional librarians who have crossed over to the corporate sector.

**Theresa Mudrock** (MLIS '90), a reference librarian at UW Libraries, was awarded \$103,936 for "Early English Books Online" by the Allen Endowment Committee.

**Jim O'Grady** (MLIS '92) and **Alice Hamm O'Grady** (MLIS '92) are living and working in Southern California. Jim is a reference librarian at Downey City Library and recently created a special collection of Richard and Karen Carpenter music, books and realia. Alice is a school librarian at Wilson High School. On the planning committee for the CSLA conference, Alice presented at both the CSLA and CLA annual conferences in Long Beach.

**John Sheller** (MLIS '93), a managing librarian for the King County Library System, was recently elected vice president/president-elect of the Washington Library Association.

**Rebecca (Beckie) Littman** (MLIS '94) was recently promoted to senior academic librarian and granted "indefinite" status at the University of Wisconsin-Milwaukee's Golda Meir Library, where she has

been the music librarian since February 1998.

**Elena Bianco** (MLIS '96), reference librarian at Shoreline Community College, received the Exceptional Faculty award for the 2001-02 academic year.

**Kim Mounger Storbeck** (MLIS '96) and **Glenn Storbeck** (MLIS '96) welcomed a daughter, Lily Matilda Storbeck, on Oct. 11, 2001. Kim is a selection librarian at the Seattle Public Library on Pike Street.

**Steven Weil** (MLIS '97) recently joined Seitel Leeds and Associates as a senior security consultant.

**Jessica Albano** (MLIS '98), a communication studies librarian at UW Libraries, was awarded \$15,000 for "Collection of New Media Materials" by the Allen Endowment Committee.

**Traci Timmons** (MLIS '99) is the new Web editor for Moss Adams LLP, the 12th largest accounting firm in the U.S. She is working with three other librarians--two of them also UW iSchool alumni--as part of the company's Research Services Group.

**Matt Parson** (MLIS '00) was awarded \$30,726 for "2001 Puget Sound Aerial Photography" by the Allen Endowment Committee.

**Joel Summerlin** (MLIS '00) appeared on the cover of the Oct. 15, 2001, issue of *Library Journal*. Joel's education and career at Corbis Corporation were the subjects of a feature article in the issue.

**Jennifer Stutesman** (MLIS '01) accepted a position as a reference and technical services librarian at Walla Walla Community College.

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## What's New?

New Job? New News?

May we use this information in the next newsletter?

Yes

No

Name (please include maiden name)

Employer

Title

Work address

Phone

fax

Email

Home address

Phone

fax

Email

Graduation Date

News

Mail alumni news to: *The Information School, Box 352840, Seattle, WA 98195-2840 or fax to (206) 616-3152.*

# Event Calendar

**Jan. 18-23.** Midwinter American Library Association Conference. New Orleans, La. [www.ala.org](http://www.ala.org).

\***Feb. 15.** An Afternoon of Informatics for iSchool Informatics Students and Their Families. Seattle. [www.ischool.washington.edu](http://www.ischool.washington.edu).

\***Feb. 21.** iSchool Alumni Association Happy Hour. Seattle. [www.ischool.washington.edu/alumni/](http://www.ischool.washington.edu/alumni/).

\***Feb. 21-22.** ALISS Annual Book (Media) Sale. UW-Seattle. Contact Trent Hill at [tghill62@u.washington.edu](mailto:tghill62@u.washington.edu).

**March 1.** Online Northwest. Eugene, Ore. [www.ous.edu/onlinenw](http://www.ous.edu/onlinenw).

\***March 4.** iSchool Alumni Association and Faculty Lunch. Seattle. [www.ischool.washington.edu/alumni/](http://www.ischool.washington.edu/alumni/).

\***March 5.** iSchool Alumni Association Board Meeting. Seattle. [www.ischool.washington.edu/alumni/](http://www.ischool.washington.edu/alumni/).

**March 7-10.** Alaska Library Association Annual Conference. Anchorage, Alaska. [www.akla.org](http://www.akla.org).

**March 11-13.** Knowledge Technologies Conference. Seattle. [www.knowledgetechnologies.net](http://www.knowledgetechnologies.net).

**March 13-16.** Northwest Council for Computer Education. Seattle. [www.ncce.org](http://www.ncce.org).

**April 14-20.** National Library Week.

**April 17-20.** Washington Library Association/Oregon Library Association Conference. Portland, Ore. [www.wla.org/olawla2002/](http://www.wla.org/olawla2002/).

\***April 18.** Reunion for UW iSchool Alumni at the WLA/OLA Conference. Portland, Ore.

**April 24-27.** Montana Library Association Conference. Great Falls, Mont. [www.mtlib.org](http://www.mtlib.org).

\***May 7.** iSchool Alumni Association Board Meeting. Seattle. [www.ischool.washington.edu/alumni/](http://www.ischool.washington.edu/alumni/).

**May 9-11.** British Columbia Library Conference. Whistler, B.C. [www.bcla.bc.ca](http://www.bcla.bc.ca).

**June 8-13.** Special Libraries Association Annual Meeting. Los Angeles, Calif. [www.sla.org](http://www.sla.org).

**June 13-19.** American Library Association Annual Meeting. Atlanta, Ga. [www.ala.org](http://www.ala.org).

\***June 14-15.** UW iSchool Graduation. Seattle. [www.ischool.washington.edu](http://www.ischool.washington.edu).

\***June 16.** Reunion for UW iSchool Alumni at ALA Annual Meeting. Atlanta, Ga.

**June 26-29.** LOEX of the West 2002. Eugene, Ore. [libweb.uoregon.edu/loexwest](http://libweb.uoregon.edu/loexwest).

**July 14-18.** Joint Conference on Digital Libraries. Portland, Ore. [www.ohsu.edu/jcdl/](http://www.ohsu.edu/jcdl/).

**July 20-24.** American Association of Law Libraries (AALL) Annual Conference. Orlando, Fla. [www.aallnet.org/events/](http://www.aallnet.org/events/).

**July 23-27.** Children's Book Festival. Cannon Beach, Ore. [www.haystack.pdx.edu](http://www.haystack.pdx.edu).

\*indicates an event sponsored by the UW iSchool or related organization.



*The Information School*  
Mary Gates Hall, Suite 370  
Box 352840  
Seattle, WA 98195-2840