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THE UNIVERSITY of TENNESSEE UT
School of Information Sciences

Spring 2012

Interface

Director's Message

Behind the unflagging spirit of SIS there are three themes that resonate throughout this issue of *Interface*. First, the School continues to be client-centric and is working hard to reach out to all of its constituencies—the students, the alumni and to its many friends and partners. Second, we have become more focused setting priorities and aligning our resources to achieve our goals and outperform as never before in research, teaching and service. And third, how we look is part of who we are—professional, innovative, and successful. You will discover these themes as you read about personnel changes that have occurred since last fall, our renovation projects, faculty awards and achievements, staff news, student activities and projects, alumni affairs and the School's governance and administration.

The stories in this issue of the newsletter are also a prelude to an exciting fall when SIS will officially celebrate its fortieth anniversary during Homecoming week. During the week we will have lectures, social events and special guests that demonstrate SIS is proud to be part UT and that UT is proud to be part of SIS. We will bring home the point that while SIS was built in 1972 it has been designed continuously throughout these 40 years by its students, faculty, staff, alumni and friends. We will also use the week to reflect on and reaffirm our values and mission. Paramount will be our commitment to seek excellence in all that we do. This entails that we remain diligent in building deep collaborations, by taking integrated approaches in delivering products and services, through innovation and experimentation, and by leapfrogging whenever necessary.

Dr. Cortez, Chancellor Cheek and Dr. Hodges (l-r) at the signing of the UPR LOI

So as you enjoy these jottings remember what's ahead, keep in touch and continue to participate in the SIS traditions. Until next time!

In-ter-face: ***noun*** **- a thing or circumstance that enables separate and sometimes incompatible elements to coordinate effectively.**

Client-centric Outreach to All
Focused Priorities - Aligned Resources
Accurate Visual & Physical Representation

The UTK SIS Evolution Revolution

At the very core of all Information Sciences is the need for information. *Library Journal* noted in an article about the "Future of Academic Libraries Symposium" that students seeking information create needs that "…[go] beyond designing sites and services to something deeper – that human connection forged when we understand each other." This conclusion from the symposium is consistent with the spirit of UTK SIS's efforts to understand and improve the student experience throughout the student lifecycle, from the initial recruitment, through the pursuit and achievement of the degree, and continuing through professional achievement and the lifelong status of being an alum. This understanding comes from listening to students, graduates and prospective students in a variety of ways. Surveys, SIS Advisory Board sessions, online data analysis, and informal conversations give SIS a foundation for change.

In response, SIS created a new position, Assistant to the Director, to manage the many programs and projects designed to meet the demands of the changing environment in the profession. Kitty McClanahan graduated in 2011 with her Ph.D. from UT and assumed this new position in January 2012. She retains her prior responsibilities as a lecturer and as program coordinator for both the practicum program and the Information Studies & Technology undergraduate minor program. In addition to these duties, she now also organizes the efforts to re-engineer and expand the recruitment of new students, as well as SIS's outreach activities to connect and forge a greater understanding with our current students, alumni, and professional partners.

McClanahan (l) and Arnold (r) strategize on recruitment and outreach

In her role as practicum coordinator, McClanahan connects with information professionals in a variety of settings, to understand the professional skills and experience needed to build upon students' academic knowledge, in preparation for successful job searches. She also monitors students' reflections about their practicum experiences to understand their perspectives. In these ways, the practicum program supports SIS's goal of helping students to integrate their academic knowledge with applicable professional skills that will transition with them into their careers.

On the recruiting front, McClanahan is working with the entire SIS team on the strategic goal of expanding the enrollment of the school, an endeavor which aligns with UT's Vol Vision goal of ranking among the top 25 public research universities. SIS's expansion goal also recognizes the increasing need for information specialists in a myriad of industries and organizations, as well as in traditional library settings. As more students come to understand the surprising and wide-ranging career paths an information sciences degree can be applied to, the variety of the backgrounds of those being recruited into the program is also diversifying. It also means the recruitment plan must involve a variety of methods and resources for finding the next generation of students.

As a first step toward increasing enrollment, McClanahan took the journey of the applicant through the entire experience of exploring the website and applying to SIS in order to inform the SIS team's efforts to eliminate any barriers embedded in the process that might deter prospective students from applying or ultimately enrolling. Process improvements the SIS team has enacted to date range from

The UTK SIS Evolution Revolution Continued on Page 20

What is the difference between Clinical Faculty and Academic or Tenure-track Faculty?

Clinical faculty usually have substantial field experience that enhances their academic training. Their focus is on the interaction between theory and practice, teaching, curriculum design and service. As in the case of Dr. Welch, clinical faculty may have doctorates and continue to perform research for presentation and publication. By focusing on teaching and services, clinical faculty make students' educational experiences even more relevant to their future careers and ensure that a UTK SIS master's degree will "age well".

Renovating for the Revolution

SIS office renovations inserted two additional offices in the center area, refurbished others.

With the new dimensions to the direction of the school, new physical space needs had to be addressed as well. UT CCI Associate Professor Virginia Kupritz of the School of Communications Studies has supplied recommendations for "Communicating the Message through 3-Dimensional Branding." Her premise is that an organization's physical space is an important asset in communicating its identity.

A vibrant, clean and up-to-date office space was needed to accommodate the new staff structure and faculty changes in SIS. The initial phase included the complete reconfiguration of the center of the main office area. A new reception area (Ken McClain's work area) was installed to the immediate left as the office is entered. Office equipment such as copier, printers and fax are now located just behind the reception area. A new conversation set was included next to the reception area encouraging informal and impromptu collaborations. Two private offices were installed in the center area giving work space for Jay Tucker (replaced Gerri Littlejohn as Administrative Support) and Kitty McClanahan, new Assistant to the Director.

New carpet, cubicles, lighting and fresh paint were applied to give the entire office a face lift and much cleaner appearance. This is the first phase of several renovation projects to come. Each is designed to encourage collaboration and provide a more functional work space. It will also provide the faculty and staff of SIS with a more unified look and will be consistent with the need to provide students and prospective students with access to the resources they need.

Some exciting changes are on the drawing board for the fall. If you plan to be around campus, make plans to stop by the offices and see the transformation for yourself.

Making SIS's Web Site User-Centric

Earlier this year, UT launched its new branding campaign, "Big Orange, Big Ideas." An integral part of the campaign is a new set of guidelines and branding standards. The main University sites have been converting to the new, more mobile-device friendly look and feel associated with the campaign.

Drupal Camp 2012

In accordance with this change, Cindy Lancaster, Technology Coordinator for SIS, has been hard at work constructing the redesigned webpages for the School. The redesign is a key part of the efforts to ensure SIS is extremely in tune with prospective students, current students, and alumni users. Lessons gleaned from listening to feedback, surveying users, and utilizing the site as a prospective student have been included in the foundational information Lancaster has been utilizing for the redesign. She has also been immersing herself in a series of technical manuals and training on responsive web design in her effort to fully understand the best practices for building more usable web pages which function effectively on tablets, smartphones and other devices.

The redesign also includes information gleaned from scientific site layout studies which guided Lancaster in her efforts to achieve the most effective positioning and organization of main menus, critical information and other data. "This is certainly a work in progress and will be a continuing project as user trends evolve," said Lancaster.

So where does Drupal fit into this picture? After taking a hard look at the options, Lancaster made the decision to stick with Drupal as the content management system (CMS) for a couple of key reasons. First, the upcoming Drupal 7 release has increased capabilities for Web 2.0 functionality – taxonomy, commenting and social media integration. Second, Drupal has much more robust capabilities to support a wide range of content managers with multiple content type needs.

Making SIS's Web Site User-Centric Continued on Page 19

"Big Science" Gets Big Help From SIS

The Data Curation Education in Research Centers (DCERC) grant is funded by the Institute of Museum and Library Sciences (IMLS). The grant provides funding for three SIS graduate students. This year the three students are Chris Eaker, Erica Johns, Kayla Siddell. They will be joining colleagues from UIUC for a workshop with leaders in the science data field. They will then have the opportunity to work with a scientist mentor and data mentor for the rest of the summer.

Suzie Allard, Associate Professor and Carol Tenopir, Chancellor's Professor, will be joining the students for the workshop. Upon their return to Knoxville, the students will continue to work with scientists in this area through internships during their second year of study.

To learn more about the DCERC programs, visit http://www.sis.utk.edu/dcerc.

Y-12 + UTK SIS

Chancellor Cheek and Y-12's Debbie Reed

Across the UT Knoxville campus, a wide-range of partnerships exists with the Y-12 National Security Complex in Oak Ridge, TN. Y-12 processes and stores uranium and develops technologies associated with the process. The facility is operated by Babcock & Wilcox Company and Bechtel Corporation on behalf of the U.S. Department of Energy.

SIS has held meetings with Y-12 representatives to share information and exchange ideas for collaboration. Y-12 has been setting up a repository for images for which assistance was needed. The outcome of the discussion will be a full-time assistantship. The student will be funded by Y-12 and will have the opportunity to gain hands-on experience as the repository is being built. The Y-12 repository will have the added benefit of access to the expertise of the SIS faculty through the student.

Natalie Hansen, a second year student, has been hired for the work and will begin her duties in June. Discussions between SIS and Y-12 are on-going as both seek to find other areas where mutually beneficial projects can be developed.

To read more about the UT – Y-12 Partnership, visit http://www.y12.doe.gov.

DataONE Meets at UT

The Center for Information and Communication Studies (CICS) at UT directed by Chancellor's Professor Carol Tenopir hosted the National Science Foundation (NSF) DataONE research team during the first week of May. DataONE is the foundation ensuring the collection, storage and accessibility of observational scientific data. The meetings were held on the UT campus at the Baker Center.

SIS faculty Bruce Wilson, Suzie Allard, Carol Tenopir, and Kimberly Douglass led the meeting and DataONE Post-Doc Miriam Davis organized logistics. Also participating were SIS faculty member Awa Zhu, CICS staffer Mary Beth West, and CCI doctoral students Ben Birch, Anthony Ahn, Crystal Sherline, Priyanki Sinha, Becca Anderson, Jim Malone, Todd Suomela, and Rebecca Davis. The thirty participants came from Oak Ridge National Lab, Los Alamos National Lab, and universities and other organizations from all across the country, plus Australia, Canada, and England. They are members of the DataONE Sociocultural and Usability & Assessment Working groups, plus leadership team, and core cyberinfrastructure team. DataONE is building cyberinfrastructure and a culture of science data sharing. To learn more about DataONE, visit http://www.dataone.org/.

SIS Leads the Way to Puerto Rico

The School of Information Sciences (SIS) formed a Memorandum of Understanding (MOU) with the Graduate School of Information Sciences and Technologies (GSIST) at the University of Puerto Rico (UPR) in May of 2006. The MOU lead to a successful collaboration and academic exchange for both schools. With this model for success, SIS lead the way for a broader understanding to be crafted between the two universities expanding the collaboration beyond the information sciences.

Dr. Luisa Vigo-Cepeda and Dr. Ed Cortez

The expansion of the MOU will better serve the academic needs of the information sciences schools in two key areas. The need for information sciences professionals across all disciplines is growing exponentially as the data deluge impacts all professions. Providing educational opportunities meshed with these growing needs offers UTK SIS students an education firmly grounded in practical applications with cross cultural awareness.

The second advantage is the opportunity for recruiting students to the LaSCALA (see the Interface Fall issue) program. LaSCALA (Latino Scholars Cambio Leadership Academy) is a proposed program to address the gap in representation of Hispanics/Latinos in the Information Sciences. In a recent Impact Lab article, "Top 10 Changes We Can Expect from the Library of the Future", better outreach to ESOL and ESL adults and children was listed as #3 and having a better understanding of the community served was mentioned in two other points. By incorporating doctoral students from UPR into the UTK CCI program, other SIS graduate students will have the opportunity to learn from them and have the background necessary to meet these changing needs in the future.

Dr. Suzie Allard, Dr. Ed Cortez, Dr. Brad Weiner, Acting Chancellor UPR, Dr. Carolyn Hodges (l-r)

During the week long series of meetings at UPR, the delegation from UTK met with a series of administrators, educators and students from across the UPR campus. The exchange of ideas solidified the vision of possibilities for the two universities. A Letter of Intent (LOI) was signed at the end of the week signifying the movement forward with the plans to fully develop the MOU on a university wide basis.

Course sharing, study abroad exchanges, distance education course development, research and publication collaboration are among the many options the MOU will bring to the faculty and students of both schools. "This will require leadership and an investment of resources to bring this vision to reality. This is the type of foundational work that must be done to advance the School of Information Sciences at UT into the future," said Dr. Cortez. "We have a clear vision of our path going forward and it includes a close collaboration with our friends at UPR."

Luisa Vigo-Cepeda, Professor and Acting Director at GSIST UPR said, "We also look forward to developing the MOU and working together to make this collaborative venture a most successful one." Vigo-Cepeda and her faculty and staff provided a warm, inviting and well-orchestrated series of meetings for the UT delegation which included Dr. Ed Cortez and Dr. Suzie Allard from SIS and Dr. Carolyn Hodges, Vice-Provost and Dean of the Graduate School at UT.

University of Puerto Rico

Facts about Puerto Rico

It is a U.S. Territory, does not require a passport for U.S. citizens. PR and Knoxville are the same time during Daylight Savings Time. The U. S. Dollar is the currency in PR.

These facts and more make Puerto Rico an attractive country for study abroad, synchronous distance education classes and other educational exchanges!

Alumni News: Advisory Board and Alumni Society

Alumni Society – Year One

A Message from Alumni Society President Wil Hawk

Having the chance to serve as the President of the SIS Alumni Society Executive Board has been a great honor. I have enjoyed the opportunity to meet and connect with more alums, beyond those I knew from my years at SIS, especially the other hardworking members of the first Executive Board under the new Alumni Society charter. These individuals include VP/President Elect—Martha Earl, Secretary—Lisa Travis, Advisory Board liaison—Franciel Linares, and members-at-large—Sheila Blackford, Sara Casey, Deborah Henry, and Daniel Redmon.

Alumni Reception at TLA

We hope that we have established an energetic and welcoming tone that will continue to engage more SIS alums in the life of the School. This engagement may take the form of participating in SIS social activities, mentoring current students and recent alums, and contributing either financially or in "sweat" equity to SIS. This engagement is especially key as we celebrate the 40th year of SIS as an ALA-accredited MLS/MSIS program.

Immediate future activities include the unveiling of the 2012 Distinguished Alumni awards at the SIS Hooding Ceremony. We are also busy finalizing the nomination process for 2012-2013 SIS Alumni Society Executive Board Members. We will be seeking nominations in June and the elections will be held in July for new officers and members-at-large. The newly elected board will take their positions on September 1, 2012. Once the nomination process work is settled, we will be working to improve the web presence for the Alumni Society. (Suggestions are welcomed.) SIS Alumni Society Executive Board members will also be volunteering to help staff the booths at various conferences in efforts to reconnect with other alums and to assist SIS in recruiting new students. In addition, executive board members are trying to mobilize social and service events in our various geographic regions.

On a personal note, I am looking forward to another year of service as the Past-president and the chance to continue to lay the groundwork for the new organization. As a board, we have had numerous discussions around institutionalization and trying to develop a loose annual calendar of board business, social opportunities, and service opportunities. One of our key products thus far—aside from the first-year "bricklaying" work to institutionalize the Executive Board—is the Alumni Society brochure and information card (available from http://www.sis.utk.edu/files/AStriFold2.pdf), which outlines the key goals for the executive board. We hope to continue the momentum of this year and build on it in the coming years.

I look forward to seeing lots of fellow alumni in Knoxville at the annual Homecoming Brunch and Fortieth Anniversary Celebration on November 4, 2012.

Advisory Board Year End Summary

A Message from Advisory Board President Tiffani Conner -

The Advisory Board has been busy this year addressing student concerns and suggestions about improvements to the program. Working with the SIS faculty, the Advisory Board is currently reviewing student comments over the past six years. Our first objective is to determine recurrent topics. These topics will be given to SIS faculty who will address the topics at their upcoming faculty retreat. The Advisory Board will discuss the responses at our Fall meeting in September.

Next steps are determining a feasible response system and communication tool for students to learn more about SIS and it's growth efforts.

2011 - 2012 SIS Advisory Board

Class Notes

1982

- **Deborah Malone (Turner) Henry** is looking forward to her second year on the newly formed UTK SIS Alumni Society Board as a member-at-large. She is the School Librarian (K-5) for the Lookout Mountain Elementary School/HCDE.
- **Paul Zuckerman** has joined Stephens, Inc., as a Vice President after 27 years at Morgan Stanley Smith Barney. Stephens, Inc., is a Memphis, TN, based financial services company founded in 1933.

1980

- **Lorraine K Miller** is now retired.

1985

- **Glenna Ruth (McCowan) Collett** works with the Central Arkansas Veterans Healthcare System Library-Towbin NLR as Librarian in North Little Rock, AR.

1987

- **Tinsley E. Silcox** is Director of Libraries and Information Services at St. Mark's School of Texas in Dallas.

1988

- **Shali Zhang** is serving her second year on the American Library Association's International Relations Committee as Chair. She is Assistant Dean for Collections & Technical Services at University of North Carolina at Greensboro.

1989

- **Linda (Akard) Behrend** is the Catalog Librarian at the Oak Ridge National Laboratory.

1993

- **Carolyn "Carrie Beth" Lowe** is Library Director at Johnson University in Knoxville, TN.

1996

- **Marcia Leah (Adamy) Butler** began her new position as Head of Copy Cataloging at the University of Wyoming in January. Marcia now resides in Laramie.

2000

- **Susan Sowers** was named 2011-2012 Virginia Association of School Librarians Roanoke Region School Librarian of the Year. She works as a School Librarian at Christiansburg High School.

2002

- **Katie Gohn** is now Digital Integration Librarian – Assistant Professor at the University of Tennessee, Chattanooga.

2009

- **Amy Love** is the Assistant Director of Grants Resources & Services for Appalachian State University in Boone, NC.
- **Melissa Powers** is School Librarian in the Nelson County Public Schools in Virginia.
- **Sara Beth White** is Reference Librarian at the Virginia Highlands Community College in Abingdon, VA.

2010

- **Debra Capponi** is the Librarian/Branch Manager for the Prince George's County Memorial Library System in Bladensburg, MD.
- **Sarah Copeland** is now employed at the Cleveland State Community College Library.

2011

- **Jennifer Randles** is now employed as a Media Specialist at The Studio at Hodges Library, the University of Tennessee's media production lab.

SIS Connects with DC Cohorts and Alums

As part of the newly formed Alumni Society efforts to increase SIS connections, members of the Northern Virginia (NOVA) student cohort group, Alumni Society board members, and D.C.-area alums in February hosted a reception at the home Beth Davis-Brown ('84) for local alums, students and SIS faculty who happened to be visiting the nation's capital.

SIS faculty members Dr. Edwin Cortez (Professor and Director), Dr. Suzie Allard (Associate Director and Associate Professor), and Dr. Xiaohua Zhu (Assistant Professor) were in attendance in the event.

It was fabulous to reconnect with alums, visit with our students and meet new friends who share our love of all things information," says Allard. "It is nights like this that remind us of what a special family we have with UT SIS."

Alumni in attendance included : Karen Tate ('98), William Hawk ('98), April Knepp ('08), Valerie Jopeck ('11), Piper Mullins ('11), Heather Williams ('12) Beth Davis-Brown ('84).

For more information on upcoming events, contact SIS Alumni Society president Wil Hawk at whawk@utk.edu.

UT Medical Librarians Travel To South Africa

Medical librarians from the UT Graduate School of Medicine traveled to South Africa this spring to train public librarians there to find the best online health information available to share with families in their communities. The trip for the librarians with Preston Medical Library at The UT Medical Center in Knoxville is sponsored by the U.S. Embassy in South Africa in partnership with the Library and Information Association of South Africa.

Cynthia Vaughn and Martha Earl (MS / IS '85) conducted 13 classes over the two week period to 310 participants, primarily from public libraries, in several cities. The classes help community librarians successfully navigate and access the wealth of quality online health resources. The workshops were patterned after those utilized in a successful study called A Simple Plan Extended in which Vaughn and Earl participated and taught librarians throughout the state of Tennessee about health information.

UT Team at Nelson Mandela School of Medicine Library in Durban

"I'm humbled and honored to have this opportunity," said Vaughn, a clinical information librarian and assistant professor with the UT Graduate School of Medicine. "Finding medical information is my passion and having the chance to share this knowledge with public librarians in South Africa is something I never dreamed possible."

Earl Teaching at the National Library of South Africa in Pretoria

The National Network of Libraries of Medicine (NN/LM) developed the classes Vaughn and Earl taught during the trip. The schedule included presentations to librarians in major cities such as Johannesburg, Cape Town, Pretoria and Durban, as well as in the areas of KwaZulu-Natal and Mpumalanga.

"Wherever we go, whether rural or in urban Tennessee or South Africa, people want to learn about the most reliable sources for health information for themselves, their communities and their families," said Earl, assistant director of Preston Medical Library and an assistant professor with the UT Graduate School of Medicine. "Health information empowers consumers the world over. I feel blessed to have this opportunity to share and learn from our colleagues in South Africa."

Portions of the visit coincided with South African Library Week, celebrated March 17-24. Earl and Vaughn were invited to participate in the inaugural ceremonies to mark the opening of the observation.

Celebrating Forty Years of SIS Successes

Marcellus Turner

2012 marks forty years since the UT School of Information Sciences was first accredited by the American Libraries Association (ALA). In celebration of that anniversary, plans are under way for making our annual Homecoming Brunch the key event of the year. The brunch will be held at the UT Visitor's Center again on Sunday, November 4.

Our honored guest will be Marcellus Turner, City Librarian for the Seattle Public Library (http://www.spl.org/about-the-library/leaders-and-organizations/city-librarian/getting-to-know-your-city-librarian) and 1988 graduate of the UT School of Information Sciences. Turner has graciously agreed to participate in our Homecoming celebration and will provide some insightful comments. He has served in a variety of capacities in locations around the country. He brings fresh ideas and sound information collecting knowledge to his organization. Turner is also a member of the Advisory Board for the University of Washington's iSchool.

The celebration will not require a ticket or admission fee; however, reservations will be necessary. If you would like to submit your reservation, feel free to contact Ken McClain (rmcclai6@utk.edu) and provide him with your email and contact phone number. This will be a great time to reconnect with old friends and develop new networking connections. The SIS reception was a huge hit at the Tennessee Library Association conference in February. A large crowd estimated at more than 70 attended. We would like to see an even larger crowd of alumni at this homecoming event celebrating our 40th anniversary.

The 40th Anniversary Celebration wish list includes a $40 donation from each of the School's 1,800 graduates. With a 100% contribution rate, the SIS Enrichment Fund would be provided with $72,000 in funds for continuing education scholarships, emergency funding for the School, or even partial funding for faculty positions.

Because this edition is electronic only, the normal envelop option is not available. Please print off the page attached at the end of this document to send in with your donations.

In Sympathy

Debbie Olsen-Lomax

Debbie Olsen-Lomax (MS / IS '78) passed away on January 4, 2012, tragically when she was struck by a car while walking in her neighborhood with her husband. She served much of her career as a librarian at Knoxville's Bearden High School where she converted the card catalog system to a digital system. The School of Information Sciences sent flowers to her funeral.

Estelle Owenby Pryor

Former staffer Gerri Littlejohn let us know about the passing of Estelle Owenby Pryor in February. Pryor was the former lead secretary for the School and had retired in 1982. "She was admired and respected by all during her tenure with the school," said Littlejohn.

Faculty News

Suzie Allard

Associate Professor Suzie Allard has been named to the Council on Library and Information Resources/Digital Library Foundation Data Curation Fellowship Advisory Board. "CLIR is an independent, nonprofit organization that forges strategies to enhance research, teaching, and learning environments in collaboration with libraries, cultural institutions, and communities of higher learning." Background on the program is at http://www.clir.org/fellowships/datacuration/background.

Allard also served as an invited member of a panel entitled "Data Sharing: Beneficial to Researchers and Society" at the Translational Science 2012 conference in Washington, DC. Other panelists were Ken Pienta, associate dean, clinical & translational research, at the University of Michigan Medical School, and Daniel Ford, vice dean for clinical investigation at the Johns Hopkins University Medical School.

Dania Bilal

Professor Dania Bilal has a contract for a new book titled, "New Directions in Children's Information Behavior Research." The book will be published by Emerald Publishing Group in the UK in its Library and Information Science Book Series. Bilal's book is coedited with Professor Amanda Spink, Queensland University of Technology, University of South Australia, and University of Malaya. The book is scheduled to appear in July 2013.

Bilal gave an invited presentation, "The iUserDB in Sync with Information Behavior and Usability Theories and Research" at the Lebanese Library Association Conference held jointly with the International Federation of Library Associations (IFLA)-Oceania Section. The conference was held in Beirut, Lebanon.

Bilal also served as a Visiting Professor at the CCI Management at the Lebanese University in Beirut in mid-May.

Ed Cortez

Since last fall's activity report published in Interface I traveled to Amsterdam to attend the 2012 Bobcatsss Conference where a paper by doctoral student Anderson and myself was presented: Anderson, Rebecca L., Cortez, Edwin M. "Social Media Research Methodology: New Methods for LIS Research's Toolkit." 20th BOBCATSSS Symposium, January 23-25, 2012, Amsterdam, Netherlands.

Late last year a long awaited journal article I authored (with Britz and Mullins) appeared in the Journal of Human and Social Science: Cortez, Edwin M., Britz, Johannes, Mullins, Piper. "Applying Knowledge Management Strategies to Economic Development in Sub-Saharan Africa." Inkanyiso, Jnl Hum & Soc Sci 2011, 3(2).

In early spring I traveled with Associate Provost Hodges, Suzie Allard and Donna Silvey to San Juan, Puerto Rico to negotiate a Memorandum of Understanding with the University of Puerto Rico that will sustain collaborative research and teaching between UT and UPR. Part of this trip was also devoted to recruiting doctoral students for the LaSCALA project. The scope of the LaSCALA project was described in the fall issue of Interface. From San Juan I flew to the Dominican Republic in order to investigate study abroad opportunities for SIS students.

In April I participated as a facilitator in the UT Leadership Institute. The Institute identifies and trains leaders for the entire UT System. Since 1981 the Institute has graduated more than 900 participates with the skills and knowledge necessary to assume leadership roles in higher education. To learn more about the UT Leadership Institute visit http://humanresources.tennessee.edu/leadership/.

Kimberly Douglass

It is hard to believe that I am wrapping up my second year as a member of the SIS faculty. As I approach my third year, I want to be an even greater resource for my students. In the fall I will be teaching Management of Information Organizations and Government Documents, which will be informed by my growth as a researcher.

With support from the School, the College, and the University, I have been able to develop multiple lines of inquiry to support my research agenda. I am completing an article that looks at the contributions policy think tanks make to the scientific record. I am also evaluating the salience of climate change in the public policy discourse. In addition, I am tailoring some methods developed by our Masters graduate, Reid Boehm, to look at the availability of e-government resources for issue areas, such as environmental justice. I am being supported in my research effort by the Dean's Summer Research Fund.

Dr. Kimberly Douglass was selected for the honor of College Marshal for the College of Communication and Information Commencement Exercises.

Rachel Fleming-May

Dr. Fleming-May was honored with the CCI Faculty Innovative Technology Teaching Award.

Fleming-May Recieving Award from Dean Wirth

Bharat Mehra

The invitation to deliver the inaugural keynote speech at the Indian Library Association Annual Conference during February in Mangalore, Karnataka, was my spring semester's highlight. I was humbled by the professional honor and recognition and inspired by the spirit, passion, and dedication of the rural librarians who were working in the world's poorest communities facing extreme social, cultural, political, economic, and administrative challenges. I also networked with many Indian librarians to pursue potential collaborations, collected research data on Indian library services and IT conditions in the 21st century, and all this during a trip to my country of origin after a period of seventeen years: truly a whirlwind eye-opening experience!

I am continuing efforts to maintain high research productivity on diversity and intercultural concerns in LIS to promote social justice/equity for minority and underserved populations. Research on the IMLS-funded Information Technology Rural Librarian Master's Scholarship Program involved collection of ongoing evaluation data and dissemination at various regional, national, and international venues. So far, all sixteen ITRL students are in good standing as they plan to complete their master's degree this summer.

In my spring course on resources and services for adults, students examined various fiction and non-fiction genres and reader's advisory and developed websites of their semester-long community-based analysis available at URL: http://zeus.cci.utk.edu/IS574Sp12/. I am serving as the chair of the ALISE Gender Issues SIG and the ALISE Jean Tague-Sutcliffe Doctoral Poster Competition Committee. Closer home I am serving as a member of the UT Faculty Senate and the UT Commission for LGBT People.

Devendra Potnis

Dr. Devendra Potnis received the SIS Bonnie Carroll & Roy Cooper Faculty Enrichment Award for 2012.

With Cindy Lancaster's technical assistance with the set-up, I developed an IT Adoption Survey on the SIS Website. With the help of Lisa Christian and Theresa Parrish (student assistants), Tennessee Small Business Development Center, and the Knoxville Chamber of Commerce, the Survey was distributed to CIOs, CEOs and owners of 6,885 small businesses in the Southeastern US. As of March 2012, I have received 352 responses with 25 requests from local small businesses for IT consultation. Currently, I am applying advanced statistical techniques for analyzing survey responses with the help of Dr. Kanchan Deosthali. The

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What faculty member...

--plants a thousand tulips every year?

--had a grandmother who won the blue ribbon at the county fair for her African Daisies?

--has a yard full of any flower that grows from a bulb, corm, or rhizome?

To find the answer, go to the alumni update page,

http://www.sis.utk.edu/alumni/directory/update

Who Could It Be?

Faculty News Continued from Page 11

Survey responses reveal the differences in adoption and diffusion of Web1.0, Web2.0, and mobile technologies among small businesses. Executive summary of survey findings will be sent to the respondents, thereby informing their IT investment strategies which, in turn, will affect their IT-enabled business transformation in future. The Survey was sponsored by Dean's 2011 Summer Research Fund. Students, alumni, and others interested in this research project are welcome to join me for undertaking IT consultation with small businesses.

Vandana Singh

I have completed my NSF project, the project description and summary can be found at: "*Identifying Practices and Tools to Promote Newcomer Participation in Cyberlearning Environments*" The research conducted examined newcomer participation and integration in open source communities with the aim to understand how they learn to participate in cyberlearning environments, the tools they use, and with what effect. We found building the technical infrastructure is insufficient for acceptance and use. We have developed an understanding of newcomer integration and developed a set of recommendations. We have also developed guidelines for online instruction in IT/Engineering courses. Multiple publications from this project are under review.

We have joined forces with HAL consortium from Virginia to help them migrate to open source ILS Evergreen. For the next year we will be working with them to develop a case study to help other libraries go through the same process. As a result of the same IMLS project we have created a portal of information about Open Source ILS – This is one of a kind resource that we have developed from our research. We would love feedback that anyone has on the website and on the content. http://opensource-ils.cci.utk.edu/

On the teaching front, I taught the Web Design course for the first time and it was very well received. I think I would like to make it a permanent course in near future.

An exciting opportunity presented itself starting this summer. Dr. Elizabeth Hendrickson, UT Assistant Professor in the School of Journalism and Electronic Media and I will be working on the iLearn project, a magazine platform product and adaptive learning study. This project aims to survey the perceptions of content creators at magazines and learn how they transition from print media to digital editions for tablets such as the iPad. It will determine employees' perceptions about the changes and will then explore how magazines gain staff members with expertise in the new technologies. Research participants will be content creators and IT staff members at major magazines based primarily in New York City. The project could have far-reaching implications. We received summer research grant from the Office of Research at University of Tennessee for this project.

Carol Tenopir

Chancellor's Professor Carol Tenopir received the SEC Faculty Achievement Award representing the University of Tennessee.

I have presented my research from two grants--IMLS LibValue on the value of reading and libraries and NSF DataONE on current state of data sharing and research data services--at conferences in the U.K. (UKSG and for Sage publishers), Italy (Fiesole Collection Retreat), and Dallas (ALISE). This summer our teams are concentrating on writing up results from surveys at 100s of universities, with thousands of respondents.

Caren Milloy provided one of many attendee tweets during Tenopir's Glasgow presentation of her research, "#uksg Tenopir -as the library budget rises there is a correlated rise in grant income, libraries demonstrate definite return on investment."

Peiling Wang

In January, I presented a poster, co-authored with Ed Cortez, at ALISE 2012 (Dallas, TX, January 17) entitled "Managing the change process in introducing the ePortfolio as a new capstone requirement."

Also in January, I traveled to Miami, Florida to attend the second ACM International Health Informatics (IHI) Symposium 2012, where the paper "Health information searching behavior in MedlinePlus and the impact of tasks" co-authored with Yan Zhang and etc. was presented and published in the Proceedings of the conference.

In April, I traveled to Barcelona, Spain to present a paper co-authored with Peter Ingwersen entitled "Relationship between Usefulness Assessments and Perceptions of Work Task Complexity and Search Topic Specificity: An Exploratory Study" at the Workshop on Task-Based and Aggregated Search, 2012 European Conference on Information Retrieval.

In the spring, I designed and taught a new course "Capstone for Career Success: Designing Effective ePortfolio," which is a course required for ePortfolio students but open to all students. I also chaired the ePortfolio Ad Hoc committee. The committee has proposed a new model for ePortfolio as an option of exit requirement. The model has been approved by the faculty.

Professor Want was the recipient of the 2012 College of Communication & Information Faculty Innovative Technology Teaching Award!

Cindy Welch

The Spring 2012 semester was a busy one, beginning with three presentations at the ALISE Conference in Dallas, TX: how librarians have utilized the most current psychological paradigms to explain and justify separate services for teens in public libraries, "'Imaging' Young Adults: We blinded them with Science;" a look at practitioner journals as a way to form a professional identity, "Professional Journals as Story: We Are We When We're Talking to Each Other?;" and a panel with Dr. Fleming-May and two other colleagues, where we discussed creativity and how to encourage it in ourselves and our students, "Inspiring Creativity in the Classroom: The Instructor's Imperative."

At the end of February, I went to the WebWise conference, "Libraries & Museums in the Digital Age," where speakers as diverse as Reading Rainbow/Star Trek cast member LeVar Burton and post-punk band founder Ian Mackaye spoke to the role digital technologies can play in more traditional library and museum settings.

In March at the TLA annual conference in Knoxville, TN, alumna Beth Jackson and I presented 50 children's and young adult books to a roomful of youth librarians. Participants were recruited into the presentation, at one point even providing a jazz backbeat for a reading of Jonah Winter's picturebook, "Jazz Age Josephine."

Summer looks to be just as busy … I have been chosen to be part of the 2012 UT Summer Teaching Institute (June 4-22), where I will be working on revamping the IS 573 – Programming for Children & Young Adults course, injecting more technology (among other things), in order to keep our graduates on the cutting edge of current youth services best practices.

Awa Zhu

My first semester as a faculty member has been busy yet fulfilling. I have spent a lot of time exploring—online teaching, committee work, UT resources, as well as the Knoxville area. Every day there is something new and exciting to learn. My current research focuses on access rights to primary legal information, which builds upon and extends my dissertation research. In January, I presented a paper, "The Evolution of Access Rights to Digital Legal Information: A Case Study," at the Association for Library and Information Science Education (ALISE) 2012 annual conference. I will present more research results at two conferences later this year. I am also concluding a research project on electronic resources licensing practice and licensing librarians. Outside of UT, I serve on the ALISE Juried Paper Proposal committee for the 2012-2014 term.

Suresh Ponnappa

Suresh Ponnappa (MS / IS '84) was presented with the Tennessee Library Association's Honor Award (TLA's highest honor) at the Opening General Session of the TLA Conference 2012, which was held in Knoxville on March 21-23. Ponnappa is Professor, Associate Dean and Director of the Medical Library and Biomedical Communications at East Tennessee State University, and he serves on the UT College of Communication and Information's Board of Visitors.

Special Awards, Honors and Announcements

We all know UTK SIS faculty is at the top of their field. However, it is always nice to see their efforts validated. This spring several SIS folks have received extraordinary honors.

First, **Chancellor's Professor Carol Tenopir** was awarded the Southeastern Conference (SEC) Faculty Achievement Award representing the University of Tennessee. The new award program was created to honor professors from the SEC with outstanding records in teaching and scholarship. SEC Commissioner Mike Slive said, "These winners are exceptional and have inspired their students and colleagues through a deep commitment to teaching and research in their chosen fields. The SEC is privileged to honor the men and women who motivate and encourage our students to be the best they can be."

"This is yet another major honor for Dr. Tenopir and by association a major recognition of the quality of our program," said Dr. Cortez. "Dr. Tenopir's leadership and mentoring of junior faculty have been an important cornerstone for our school. We are very glad to see her receive the national recognition she has fully earned." Tenopir was the only

Information Sciences professor in the group of twelve honored by this program.

For 2012, two of the three faculty awards for The College of Communication and Information (CCI) went to Information Sciences faculty. All professors in the four schools comprising CCI were eligible. The CCI Faculty Teaching Award went to **Dr. Rachel Fleming-May** for her "artful" teaching ability. The CCI Faculty Innovative Technology Teaching Award went to **Dr. Peiling Wang** for her awareness of diverse technology tools that can be used for learning purposes.

Among those received the University-level highest honors were two SIS graduating students. Chancellor's Honors for Extraordinary Professional Promise went to **Rachel Gammons** and **Lisa Kellerman**.

CCI also recognized **Dr. Arsev Aydinoglu** with the Outstanding Doctoral Dissertation award. Dr. Aydinoglu is now working as a NASA postdoctoral researcher.

PhD News

The 20th International Conference on Information Science (BOBCATSSS) was held in Amsterdam in January. Of the 90 presentations, the following were contributed by representatives from UTK SIS.
•"Using Social Media to Predict Upcoming Events: A Preliminary Framework for an Applied Model", Crystal Pleake Sherline, Suzie Allard
•"Social Media Research Methodology: New Methods for LIS Researcher's Toolkit", Rebecca Anderson, Ed Cortez
•"Information Sharing as a Habit of Citizenship: Is there an obligation to contribute?" Todd E Suomela, Suzie Allard
•"Potential Contributions of Social Media to the Creation of Communities of Practice among Librarians", Monica Colon-Aguirre, Karen Freberg (University of Louisville), Allison Scripa (Virginia Tech).

Monica Colon-Aguirre, Ph.D. has accepted a position as Assistant Professor at Simmons College Graduate School of Library and Information Science in Boston, MA.

Rebecca Anderson, PhD Student, along with Dr. Dania Bilal served as poster judges at the 34th Annual Research Symposium February 29th. The symposium theme was "Leading Forward in Communication and Information Research".

Rebecca Davis, PhD student presented her poster, "Factors affect university students' information literacy competency" at the symposium.

Student News

Katy Justiss was recognized at the 2012 Tennessee Library Association (TLA) Conference as the winner of the Edwin S. Gleaves Scholarship. Justiss is active in the student chapters of TLA and ALA. She works at the Preston Medical Library at the University of Tennessee Medical Center.

The Edwin S. Gleaves Scholarship was established in 2004. Gleaves is the retired State Librarian and Archivist of Tennessee. He also served as the Director of the Peabody/Vanderbilt Library School from 1967-1987.

TLA Conference Internship Winners

The TLA Scholarship Committee recognized the 2012 Conference Internship winners at the March conference in Knoxville. The following list of names represents current SIS students that attended the TLA Conference this year and worked to make the conference a great event. They were recognized at the closing general session of the conference. **Melanie Allen, Jessie Dietrich, Amy Dye-Reeves, Rachel Gammons, Sara Horne , Caroline Redmond, Laura Sheets, Stacey Smith**

Yvonne Socha completed a practicum with Preston Medical Library over the summer that resulted in a research paper entitled "Using US Census Data to Evaluate an Outreach Service at Preston Medical Library." The paper has been approved for publication in The Journal of the Medical Library Association (JMLA). Socha will present the research during a poster session at the Medical Library Association (MLA) 2012 conference in Seattle.

Harrison Pang has accepted a job with the UT Provost Office where he will be working as an analyst for the Vice Provost. He will be housed in the Office of Institutional Research and Assessment (OIRA).

SIS CCI (College Level) Scholarship Winners

In addition to the SIS Students winning University and College level awards mentioned in the Awards and Honors article, these students have also been selected as CCI scholarship winners.
Karl A. and Madira Bickel Scholarship to **Laura Buell and Amy Dye-Reeves**
Coca-Cola Minority Scholarship to **Kayla Siddell**
James Lawrence Fly Scholarship to **Marie Stroop**
Herbert H. Howard Fellowship to **Theresa Parrish**
Bernard King Scholarship to **Siony Flowers**
John Robert Randt Award to **Kerri Courter**
Reeder-Siler Graduate Fellowship to **Sheryl Sharp**
Jerry H. Whitener Scholarship to **Vicky Bills**

SIS Scholarship Winners

Gary R. Purcell Fellowship to **Caroline Redmond and Karlene Jennings**
Information International Associates Fellowship to **Becky Campbell**
Carmen L. Moulton Fellowship to **Melanie Allen, Kerri Courter and Marie Stroop**
H.W. Wilson Fellowship to **Erin Galbraith and Samuel Crawford**
Glenn E. Estes Fellowship to **Sarah Webb and William (Travis) Tidwell**
John C. Tyson Diversity Fellowship to **Catherine Pepmiller**

Staff News

Ken McClain

Ken McClain has joined the SIS staff as the new Administrative Support Assistant replacing Jay Tucker in this role. Ken is an Iraq war veteran having served in the Tennessee Army National Guard. He graduated with honors with a Master of Arts in Human Resource Development from Tusculum College in May of this year. Ken brings a wealth of organizational skills and human resource management knowledge to the School.

Jay Tucker has been promoted to Administrative Support, the position vacated when Gerri Littlejohn retired. Jay has been deeply immersed in taking classes learning the various systems for managing the payment systems and budgetary duties for the School. He has been instrumental in bringing Ken on board and helping transition the positions.

A Special Request from SIS....

The true power of our profession lies in its positive impact on the people around us. UT SIS would like to thank you for the many ways in which you have a positive impact. Extend your impact by:
Mentoring: open up your workplace to host a practicum, giving students real-world practice, with your expert guidance;
Educating: raise awareness of our profession and the ALA masters degree, its importance in the Information Age, its relevance to prospective students, and its applicability to a wide variety of work settings.
Recruiting: encourage paraprofessionals, volunteers, or student helpers to advance their careers by applying to UT SIS' flexible masters program. We are still accepting applications for the Fall through early July!

Wiegands Lecture at UTKSIS

Shirley Wiegand, Ed Cortez,

Wayne Wiegand, Dean Mike Wirth

The audiences at both Wiegand lectures in February were provided information-rich sessions with fascinating historical backgrounds. On the evening of the 21st, Drs. Shirley and Wayne Wiegand presented their lecture, "Free to All? The Painful Process of Desegregating Public Libraries in the American South." The following day, Dr. Wayne Wiegand presented his lecture, "Main Street Public Library: Community Places & Reading Spaces in the Rural Heartland, 1876-1956."

The Wiegands have traveled around the country collecting extensive research material for their separate and collaborative work. Shirley Wiegand is writing a book about the desegregation of American's public libraries during the Civil Rights Movement. Wayne Wiegand recently published a second co-authored book with Sarah Wadsworth pertaining to the Women's Library at the 1893 Chicago World's Fair.

Shirley Wiegand received her J. D. from the University of Kentucky. She is a Professor Emeritus at the Marquette University Law School in Milwaukee, Wisconsin, and currently resides in Tallahassee, Florida, where she lectures at Florida Agricultural and Mechanical University (FAMU).

Wayne Wiegand served on the faculty of the School of Library and Information Studies at the University of Wisconsin-Madison until 2002. Currently he is Florida State University F. William Summers Emeritus Professor of Library and Information Studies and Professor of American Studies.

"To have two distinguished professors with incredible depths of knowledge in their areas of expertise was truly a once in a career opportunity for our students," said Dr. Ed Cortez. "Wayne and Shirley are longtime friends and fully committed to the concepts and ideals at the core of our program. Allowing our students and faculty to interact with them and observe first hand their intense level of research and service offered each a model of professionalism."

Purcell Lectures at UTKSIS

Director of Special Collections at Virginia Tech Libraries Aaron Purcell holds a doctorate in history from the University of Tennessee. He provided a lecture titled "The Next Generation of Archivists and Archives Programs" on April 4. His lunchtime lecture concentrated on the changing demands new technology has created and offered for archivists. The session, recorded on the new SIS Blackboard Collaborate tool, provided an interesting insider's view of the new realities for archivists such as the unrealistic expectations all collections can easily be digitized.

Purcell also pointed out the challenges technology changes present. Picture a collection of cassette tapes donated with valuable, historic voice recordings. How long can the tapes be preserved? What format will tomorrow's listeners need to access the files? Will the collection have to be repeatedly revamped with every new type of sound device or software?

Aaron Purcell is the author of three books, one of which is White Collar Radicals: TVA's Knoxville Fifteen, the New Deal, and the McCarthy Era. He has published several articles pertaining to the documenting of scandals and the special challenges of archiving electronic records.

Aaron Purcell

SIS to Participate TECS

Two students will accompany Dr. Cindy Welch school at the Tennessee Early Childhood Summit: Engage, Inspire, Educate, Achieve, in Nashville, TN, June 13-14, 2012. This is the first time SIS will have a exhibitor's booth at the summit, which expects more than 1,000 participants. The conference is for childcare providers, school administrators, supervisors, school board members and teachers, and will be an excellent opportunity to promote the Master of Information Science degree and raise awareness of the program's excellence for our graduates who are entering the youth services job market.

Going the Distance

Mary Rose Fox

ExpressJet flight attendant Mary Rose Fox gets up the early hours of a typical morning to catch a commuter flight from Nashville, where she lives, to Atlanta. Starting that afternoon, she will then spend the majority of the next four consecutive days in airports and in the air, en route to cities like New York, Washington D.C., and Chicago. Even in the midst of all this coming and going, she is in the second year of her master's program in UT's School of Information Sciences.

Mary Rose is one of the many non-traditional students in the SIS program. Having originally studied journalism at MTSU, she began the program in August 2010 and plans on finishing next May. She works full-time, often in upwards of 50 hours per week, while still able to continue her education, an opportunity she credits to the design of the classes themselves.

"The only reason I'm in school right now is because it's online and that's the only way I can do it," she says. "I do like it [distance education] because it's flexible. There was one time back in the fall when I got a schedule from work where I would be working on a day that I had class at 3 p.m., as I was on my way to a hotel. I actually wound up having class in my hotel room, which was a real lifesaver. To actually be able to do it without having to fly to Knoxville is great."

Distance education and its benefits

Most of the classes offered in the SIS master's program are conducted online via distance education technologies. "Students like Mary Rose benefit from our program because they are able to work and telecommute to class in ways that more traditional students do not, yet they still are able to get the hands-on practical and theoretical experience they need, even if it's at 30,000 feet in the air," explains Ed Cortez, Professor and Director of SIS.

Mary Rose says she originally had to adjust to the online format which is somewhat different from a traditional face-to-face classroom setting. "I never felt encouraged to email my professors as an undergrad, whereas now I feel like I can have a conversation via email with them and not bother them," explains Fox. She also explains that the virtual format has some professional benefits in addition to the logistical ones.

"Getting to collaborate with my fellow students in such a setting on projects, no matter where they might be, helps with our professional growth. Telecommuting is becoming so prevalent, so it's good to be able to collaborate across distances." Mary Rose also believes that it isn't just students who benefit from the SIS program's virtual format.

"For the last two semesters, I've actually had a teacher not in Knoxville. This past semester, a teacher was in Spain at a conference teaching class. Before that, I had a professor in South America. It's not only good for people like me, but it's good for the teachers as well. They get to go to conferences and teach other classes while still being able to work with us."

Perks of the job

While Mary Rose's job obviously presents potential logistical problems, it also affords her some unique opportunities, both personal and professional.

"I'm taking one course this summer, which is all I have time for really," she explains. "It's a federal libraries course which includes several days in D.C. While everybody else is worrying about transportation, I won't have to worry about gas or any of that. I can just fly from Nashville for free."

The opportunity to travel is an important one for Mary Rose, having been able to travel throughout the world, including Spain, South Africa, and the western United States. It also has proved useful on her potential career after graduate school.

"Being able to travel has allowed me to come across jobs that I would never have thought of before," she says. "Last March, I went during spring break and spent five days in Utah and Nevada, visiting every single national park there including Bryce and Zion. I stopped at this information station and there was this big one-room area – a museum with a Tyrannosaurus rex skull in the middle. I sat there and talked to the park ranger in charge of the museum for over an

Going the Distance Continued on Page 20

A Minor Change

Few of us got to experience the feeling of being the most popular kid in class. SIS's Information Studies & Technology (IS&T) undergraduate minor course INSC 330 has become one of the "popular kids" in CCI and other UT colleges too! Historically, the class has filled to capacity immediately after registration opened. Additional sections had to be created and filled equally as fast, creating long wait lists and indicating a major unmet demand for the course.

The 330 course "Books and Materials for Children" focuses on the critical analysis of children's literature and is required for Special Education majors and Elementary Education minors. This writing-intensive class has become a popular elective for Arts and Sciences and IS&T students as well. Too much popularity meant that 330 had become a "bottleneck" course, preventing some Education students from completing their programs on schedule. The UT Office of the Provost mandates the elimination of course bottlenecks because they are known contributors to the undesirable "Super Seniors" phenomenon – when undergraduates take five or more years to complete their degrees.

To break the bottleneck, Dr. Cortez formed a committee chaired by Dr. Kitty McClanahan, assistant to the director, and two veteran 330 instructors, Scot Smith and Miranda Clark. The "Bottleneck Busters" faced a challenging mission. According to McClanahan, "Our goal was to more than double the enrollment capacity of the course, while maintaining its academic integrity and the strength of its content and working within budget constraints that prevent us from simply adding lots of extra sections." The committee's solution involves increasing the capacity of each section to accommodate 50 students each, converting the course to an asynchronous online delivery mode, and including a section taught face-to-face in large classroom. This summer, two sections of the course will be offered—one asynchronous section and one lecture-hall style section— as a pilot test of the committee's solution. Offering an asynchronous online option for 330 mirrors the successful strategy adopted for other courses in the IS&T minor program. The asynchronous mode provides undergraduate students with much needed flexibility in their schedules, which can help them to graduate sooner.

The IS&T minor has become an increasingly important component of the recruitment of new students to the master's program. For the minor, students take three required courses and choose three electives from an assortment of courses, including 330. Because information sciences are relevant to all majors on campus, the student base in the minor is very diverse. McClanahan says education, humanities, science, business, and social science, as well as communications, majors have all found the minor of interest. Around 50-60 students at any given time are officially enrolled in the minor, and many others take the courses as electives. A growing number of the incoming SIS master's students were first introduced to the discipline through the minor.

CCYAL to Host 'Best of the Best' Workshop

The Center for Children's & Young Adult Literature is hosting its annual day-long workshop entitled "Best of the Best" on July 20th, and Dr. Cindy Welch will be presenting the latest and greatest in youth literature alongside SIS Alumnae Lisa Meidl, Kristi Atwood, and Emily Davenport. Nearly 100 local and regional participants will gather at the East Tennessee Historical Society for an event that kick-starts the school year by presenting new children's books and apps in the morning, and young adult books and apps in the afternoon.

Information Sciences 102 Meets Google Marketing Challenge

Searching for a way to take her INSC102 Technologies for Information Retrieval class to a new level, doctoral candidate and graduate teaching associate Becca Anderson found the solution in the Google Online Marketing Challenge (http://www.google.com/onlinechallenge/). The Challenge offers students the chance to work with small, local businesses to develop a Google+ campaign and an AdWords campaign. The nine-week project required students to organize themselves into teams. They developed skills working virtually on their projects and learned, sometimes the hard way, that deadlines are hard and fast in the "real world."

As a result of her initiative, the class was transformed into a pivotal experience giving students marketable skills and confidence to transition from students to employees. Anderson said that students were nervous about working with real businesses at first, but they quickly developed a rapport with business owners and found the work both challenging and fulfilling.

In order to take part in the Google Challenge, Anderson had to find businesses willing to invest the time to work with the students. In all, she recruited six local Knoxville businesses for the class including a comedy production company, a café, a hair salon, a photographer, a comic book store and a brewery.

Participating businesses had to commit to at least one face-to-face meeting and to reading the pre- and post-campaign reports. Some of the owners were extremely generous with their time, offering their student teams extensive feedback and becoming mentors to the students. Adam Palmer of Marble City Brewing Company was one such owner. As a former professional baseball player, he has firsthand experience with the power of social media and online marketing, and he was very willing to share his expertise with students.

102 student Lauren Hakim commented, "When applying for jobs, I have noticed a lot of job descriptions wanting candidates to be proficient with programs such as social media and Google Adwords. This became more than just a project for me as I acquired so many skills and work experience that will benefit me in my future career." Hakim's team worked with the café owner and witnessed the growth in his customer base first-hand as they held many of their team meetings at the café.

Becca Anderson, PhD Student & SIS Teaching Associate

Even though Anderson is not sure when she will be teaching 102 again, she feels the extra work it took to participate in the Challenge was well worth the effort because, in her words, "Seeing the students' creativity was inspiring. It was a risk, but the students got so much more out of the experience than if we had simply done mock classroom campaigns."

INSC102 is a part of the School of Information Sciences undergraduate minor in Information Studies and Technology. It usually includes a mix of undergraduate CCI students as well as students from other colleges such as the College of Business Administration. It is designed to teach students what can be achieved by applying principles from Information Sciences to everyday problems and situations.

Making SIS's Web Site User-Centric Continued from Page 3

To add to the benefits of a Drupal CMS, Lancaster along with John McNair from CCI formed a Knoxville/ Oak Ridge Drupal Group (in 2009) which meets at the College and allows Drupal users from across the area to exchange ideas and solutions. Drupal Camps and DrupalCon (conferences) also provide a knowledge base which aids Lancaster's ability to supply SIS web users with the best possible experience in the future. She plans to launch the site upgrade this summer and will continue her quest for user experience data.

If you are a Drupal user or want to consider using Drupal in your organization, contact Cindy Lancaster at Lancast@utk.edu and she will be happy to provide guidance.

The UTK SIS Evolution Revolution Continued from Page 2

simple steps like adding an "Apply Here" button to appropriate webpages to integrating SIS's values into applicant follow-up procedures. "This is a work in progress," says McClanahan, "we have accomplished some changes, but still have more work to do to achieve our goals." In another article in this issue, more can be learned about the changes to Drupal and how those will help support the expansion plan.

As a part of the efforts to recruit more students, a broader net will be cast. UTK SIS will have a presence at a range of conferences this year. Recruiting to meet the expansion goals must target two kinds of prospective applicants. The first is those who are already familiar with the discipline of Information & Library Science and are focusing on evaluating which ALA-accredited program is best for them. These applicants need to know about UT's big advantages over many other programs: a focus on the individual and the flexibility students have to personalize their curriculum path. The second kind of applicant is unaware of what information science professionals do and how an SIS master's degree can work for them. Reaching the latter group depends on creating a broader awareness of the intrinsic value of our discipline.

Alumni involvement and referrals will be more critical than ever before (see the report from the Alumni Society to learn more about how you can help). Meeting the needs of the expanding student body includes expanding the faculty. The complexion of that faculty expansion will involve the introduction of clinical faculty into the School. Assistant Professor Cindy Welch, seeing the growing trend among IS schools to utilize clinical faculty, proposed changing her role from a tenure-track to a clinical faculty position. The inclusion of clinical faculty is important for UT because it directly addresses the need to provide a rigorous conceptual education that includes practical, professional skill development. Welch understands the interaction between theory and practice because of her extensive professional experience and will be able to deliver a powerful dynamic to the SIS curriculum beginning this fall. Welch said, "I am fortunate to work in a School with vision and flexibility, so that I could have this opportunity to align my own research and teaching interests with the future direction of the School. Making this choice allowed me to follow my bliss –and let us increase the size of our faculty to accommodate the growth in student enrollment. Given that I will also have more time and opportunity for service, I am also looking forward to working more closely with alumni and practitioners. I'm very excited by the future at SIS!"

The student lifecycle concept reminds us that those who were once recruited then earned their degrees and became information professionals as SIS alums; they possess the special, sharable insight of their lived experience. Adding clinical faculty will help the entire faculty to focus on areas of expertise, and it will bring new dimensions to the educational process. Ultimately, the students win. It will provide more information for them to base career path decisions on, which will lead to greater career satisfaction. Graduating students well-prepared for their professional lives, and having those graduates find immense satisfaction in their chosen careers, will naturally lead them to recommend new students to the program, bringing the cycle full circle.

Going the Distance Continued from Page 17

hour and just thought this would have to be the coolest job ever."

Fox says she is keeping her options open with regards to her post-graduation career, but that she is very interested in working in a museum setting, especially with historical collections.

"When I graduate, I don't know where I want to be necessarily – maybe Portland, Seattle, D.C., or Atlanta. It's not a problem because I can easily fly out for an interview to any of these places." No matter where her work takes her, be it as a flight attendant or information professional, she says she relishes the opportunities both her current job and studies provide her. "I think we're all called to travel and experience somewhere different."

First ITRL Students Graduate at 2012 Hooding Ceremony

2012 Graduates Pose for Class Photo

The first four ITRL* students joined the eighty-six SIS graduates in this year's graduation celebration. Twenty-seven students, including the ITRL four, participated in the event held for the final time at the University Center (UC) on the UTK campus. (The UC will be demolished and replaced with a new Student Union in the next couple of years. To learn more about the projects and construction, visit http://conezone.utk.edu/index.shtml)

The audience of family of friends on hand to witness the ceremony was nearly double the previous year. It demonstrates the commitment students receive from their network of friends and family, many of whom provided financial and emotional support. Tanya Arnold, SIS Student Services Coordinator, once again provided a well-organized, dignified ceremony for the graduating students reflective of their hard work and dedication to earning their advanced degree.

Dr. Ed Cortez, Professor and Director of SIS welcomed the graduates, faculty, friends and family to the event on Friday May 11th. Amanda Carter, graduating student, provided the inspirational student address. As Dr. Suzie Allard, Associate Professor and Associate Director of SIS hooded the graduates, Dr. Awa Zhu presented them with the traditional yellow rose representing friendship and continuing relationships. Dr. Cortez posed with each newly degreed graduate as he presented them with their invitation to join the ranks of the SIS Alumni.

Dr. Devendra Potnis, Assistant Professor, read each graduate's name and personal statement. The statements varied from exuberate to sentimental but all expressed a gratitude for the opportunity. Dr. Potnis also presented the following student awards.

Best Paper Award: **Lisa Christian**
Best Technical Project: **Rachel Gammons**, **Huaqing "Harrison" Pang**, **Jacob Price** & **Laurel Winter**
Outstanding Service Award: **Rachel Gammons**
Academic Achievement Award: **Reid Boehm** (campus) and **Greg Stoner** (DE)

Dr. Cortez presented the two highest honors given each year to graduating students. The first top honor was the SIS Outstanding Master's Student Award presented to **Rachel Gammons** and the second honor was the Gary Purcell Award which went to **Valerie Jopeck**. Dr. Cortez also presented the Bonnie Carroll and Roy Cooper Faculty Enrichment Award to this year's recipient **Dr. Devendra Potnis**.

Daniel Redmon, Alumni Society Executive Board member-at-large presented the two alumni awards. The Innovator's Award went to **Jill Grogg**. Grogg is a member of the University of Alabama faculty and recently learned her application for promotion to the rank of Professor has been approved. She achieved this noteworthy accomplishment in only eight years. Redmon then awarded the Distinguished Alumni Award to **Beth Davis-Brown**. Davis-Brown is a Program Coordinator the Library of Congress. She serves on the SIS Advisory Board's Outreach Committee and has been an enthusiastic mentor to Northern Virginia cohorts and Federal Libraries students over the year.

ITRL Grads, Drs. Mehra, Cortez and Singh

"It takes a team of dedicated faculty and staff to pull together our Hooding Ceremony each year," relayed Dr. Cortez. "It is very important to us to appropriately recognize the hard work and sacrifice our students make to earn this prestigious degree. We respect the honor they gave us when they choose to be a part of this nationally recognized program and we look forward to making them welcome as the newest members of our close-knit alumni community."

*ITRL program information can be found at http://www.sis.utk.edu/itrl/details-participation

SIS Mascot De-stresses Students

SIS mascot and reading therapy champion for the UT H.A.B.I.T. program Boudreaux Silvey served in a new capacity this spring. Dr. Cortez suggested to Steve Smith, Dean of UT Libraries, the start of a new program during exam time using therapy dogs. Cortez, long a supporter of using therapy dogs to assist young readers, has been carefully monitoring the increased use of dogs on college campuses to de-stress students during exams. As it happened, Smith had been researching the same idea. The two partnered on the idea and brought in the H.A.B.I.T. administrators to organize the efforts and coordinate with the volunteers who handled the specially assessed and selected dogs for the program.

The program was a huge success. The first session featured a massive Great Pyrenees dog that passively stretched out on the cool floor while a line of 180 students waited patiently for their turn with the dog. Boudreaux, the SIS mascot, served a couple of days later. Two students had their picture taken with him and quickly emailed the photos to their parents with assurances they would now be able to make it through the rest of their exams. Boudreaux is a veteran of the classroom where he has been serving for four years helping young readers dramatically improve their reading skills.

He does not discriminate. He will give grown college students a big "kiss" as quickly as he will a second-grader. Students of all types came by to cuddle with the Hurricane Katrina survivor and watch him perform a few tricks. "This was a great idea and a much needed break," commented one student.

The H.A.B.I.T. program is now considering expanding its services on campus to include activities during Orientation and the first few days of the fall semester. A story about the de-stressing program at the library was published in the local Knoxville paper, http://www.knoxnews.com/news/2012/apr/30/ut-students-invited-to-shed-stress-of-finals/.

For more information about the use of pet therapy programs on college campuses, see http://www.bestcollegesonline.com/10-colleges-with-successful-pet-therapy-programs.

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www.sis.utk.edu

We hope you have enjoyed the first ever eInterface! Going digital allows for some new features to be employed while losing others.

We thought we would dive in to the digital pool and get completely immersed while we are at it.

Find late breaking SIS news and announcements on our Facebook page, through tweets and as always, our web site. Join us on these new social media tools.

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SIS Enrichment Fund: This fund helps the School with its day-to-day operating budget.

Glenn E. Estes Fellowship Endowment: Given to students who demonstrate promise as leaders and intend to pursue a career in children's and young adult literature.

Carmen L. Moulton Memorial Endowment: Given to an East Tennessean in remembrance of Carmen Moulton, to advance librarianship by helping students "attain their dreams."

Gary R. Purcell Scholarship Endowment: Honors the School's founding director and is awarded to students who have demonstrated successful academic performance.

"Dr. Bill" Robinson Scholarship Endowment: Scholarship to support academically-gifted students as they become information professionals.

John C. Tyson Minority Fellowship Endowment: Dr. Tyson led a distinguished career that included four years as State Librarian of Virginia. This scholarship will be awarded to minority students who have demonstrated academic performance.

Your tax-free gift to the School of Information Sciences will help us maintain and improve our tradition of academic excellence. Thank you!

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