



Spring 2014

# Interface, Spring 2014

School of Information Sciences

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Spring 2014

# Interface

## Director's Message

### Transitions and Recognitions!

As you can see from the photo, the equinoctial circle delivered an unusually harsh, yet beautiful winter to Tennessee. The spring is now here, bringing with it some important transitions. As you read on, you will learn in this issue of Interface that Dr. Tenopir is returning to the faculty; Dr. Allard has advanced to the position of Associate Dean for research within the college; the graduating class of 2014 is transitioning to many exciting career paths; alums like never before have increased the visibility of SIS; our quarters are undergoing a major face-lift, and in general there is a sense of accomplishments all around.



Dr. Cortez with Jazz

Yet with all of these changes there remains a stabilizing force at SIS and that is a talented, devoted, and hardworking administrative staff. This director's message is dedicated to each one of them, starting with:



#### Tanya Arnold, '03

Tanya is the Student Services Coordinator and has been with SIS longer than any other staff member. She is the first point of contact for students seeking admission to the program and is the lead person in managing the full student life-cycle, from orientation to graduation. Tanya is a graduate of SIS and I only regret that I never had the opportunity to have her as a student. "I still get a little choked up as I watch the students being hooded each spring. I am very proud for each and every student as they reach their graduation goal. Go Vols!"

#### Rebecca (Becca) Hefti

Becca is the newest member of our staff and as receptionist, Administrative Assistant, and hostess, is in many ways the face of the school. Her bubbly and delightful personality brings lots of cheer to our community. She is very efficient, flexible, and willing to roll-up her sleeves to help with any task. "My favorite part of the job so far has been helping with special projects. I feel as if I am contributing in a meaningful way to the team effort."







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

## Tenopir Returns to the Faculty

On July 1, 2014, Chancellor's Professor and BOV Professor Carol Tenopir will step down from her CCI research leadership role and return to the SIS faculty where she will continue her own research and work with students. An internal search was conducted and Tenopir's successor has been named. Read the next article for details! On the occasion of Tenopir's decision to return to the faculty, this article takes a look back over her 11 years of service as CCI Director of Research/CICS Director to pay tribute to the tremendous impact she has had on CCI.

A strategic goal of the University of Tennessee's "Journey to the Top 25" is to strengthen productivity in research, scholarship, and creative activity. In 2002 when the College of Communication and Information (CCI) was being formed, a vision for establishing a culture of research emerged as an important college-wide objective. To help make this happen, then UTK Chancellor Lauren Crabtree asked SIS Professor Carol Tenopir to become Director of CCI's Center for Information and Communication Studies, effective Aug. 1, 2003. Two years later, the title of CCI Director of Research was added to her duties.

In 2008, she was named as one of UTK's inaugural Chancellor's Professors, and, in AY 2012-13, she was appointed as the inaugural CCI Board of Visitors (BOV) Professor.

On the occasion of her decision to step away from her administrative role, Tenopir noted, "Much of social science research is done without external funding sources. However, conducting research with external funding enables research to move from regional in scope to national or even international. It attracts more positive attention to the University and the College and ultimately attracts research partners, ideas, and opportunities."

Students working on externally funded research projects gain several benefits, including: invaluable research experiences that allow them to gather and analyze research data and write research articles and reports that help to establish their own academic reputations, tuition waivers to help pay for their graduate degree, and travel funds allowing them to present research at conferences. CCI graduates who have participated in externally funded research projects have also been able to translate their CCI research experiences into jobs at other academic institutions, at governmental/non-profit entities, and/or in private industry.

Establishing CCI as a research leader has also enabled the College to strengthen its relationship with Oak Ridge National Laboratory (ORNL). That relationship has yielded several other opportunities for CCI and ORNL, including SciData, ScienceLinks2 and Developing a Model for Scientific Data Curation Education in Research Centers (DCERC).

As a result of her research leadership within CCI, Tenopir has helped to significantly expand the base of sources from which CCI researchers receive funding. Whether as the research lead or as a sub-contractor, CCI has participated in many important grant projects for entities such as the Institute for Museum and Library Services, the National Science Foundation, the Sloan Foundation, IEEE, and the US Geological Survey. These research projects have provided opportunities for interdisciplinary, transdisciplinary, and transformational collaboration and partnerships. She has also helped CCI greatly expand the number of faculty members engaged in sponsored research by increasing CCI's faculty participation rate from the single digits to 57%.



**Chancellor's Professor and BOV  
Professor Carol Tenopir**



CCI faculty members get the benefit of working in a research environment where they can learn the processes and best practices for securing external funding for their work. SIS Assistant Professor Wade Bishop commented, “I’ve worked in a number of great research centers, but never with a group as phenomenal as the CICS staff. They are incredibly knowledgeable about every step of the research process from identifying sources of funding, to narrative and budget writing, and to administrative details such as hiring assistants, traveling, and purchasing equipment. The CICS staff is an anchor for CCI faculty in today’s turbulent external funding waters.”

Under Tenopir’s leadership, CCI faculty have led grant projects that have attracted positive attention to UT for their civic and social benefits, contributed critical medical and health communication findings, benefited science and technical publishing research, and provided high-tech engineers with communication tools to enhance their collaborations, both in the U.S. and in India. These and many other research projects have been produced through collaborations within and among CCI’s four schools.

In addition to Tenopir’s profound impact on CCI’s research culture, she also recognizes the importance of “paying it forward.” Tenopir and SIS Adjunct Professor and BOV member Don King recently donated the funds required to create the Tenopir-King Endowed Research Fund, which will provide recent Master’s and PhD graduates with experience conducting real-world research. These post-graduate experiences will make CCI graduates more employable by allowing them to acquire critical real-world skills and knowledge.

## Allard Selected as New CICS Director

Associate Professor and SIS Associate Director Suzie Allard will step into familiar roles later this summer. After an internal search was conducted by the College of Communication and Information, Allard was selected as the new Associate Dean of Research and Director of the Center for Information and Communication Studies.

Allard served in that position last spring and summer while Chancellor’s Professor and BOV Professor Carol Tenopir taught a study abroad course and conducted research overseas. As the acting director in 2013, Allard became familiar with the daily operations of the Center and the all of the administrative duties necessary to prepare grant proposals, operationally execute grant research, and comply with required grant reporting.

She has served as mentor to many CCI faculty members in the past as they embarked on their first research grant proposals. Recently it was announced that she will serve as mentor for AdvPR Professor Mariea Hoy, SIS Assistant Professor Devendra Potnis, and JEM Assistant Professor Erin Whiteside in the 2014 Grant Writing Institute operated by the UT Office of Research and Engagement.

In April 2014, two very important grants were announced by CICS. Grant 1 is Team Science a 2-year IMLS grant for \$438,991 supporting scientific data curation with a special emphasis on organizational communication skills that support science collaborations. Allard is the Principal Investigator on that four faculty member – six IS master’s student grant team. The faculty team includes Co-principal Investigators Chancellor’s Professor Carol Tenopir and Assistant Professor Kimberly Douglass, all from the School of Information Sciences; and Associate Professor Ken Levine from the School of Communication Studies.



**New Associate Dean of Research and Director of the Center for Information and Communication Studies Suzie Allard**

# SIS Celebrates 2014 Graduates, Award and Scholarship Winners



The 2014 School of Information Sciences Hooding Ceremony took place Friday, May 9 in the University Center Ballroom. Director and Professor Ed Cortez led the faculty and students as they celebrated the recognition of their hard work. Seventy-two students graduated from the program and 26 participated in the ceremony.

A crowd of around 150 friends and family were in attendance to witness the ceremony. Cindy Hicks, harpist for the Knoxville Symphony Orchestra, provided the music and processional. 2014 graduate Sam Crawford gave the inspiring student address for his class.

Special guests were College of Communication Dean Michael Wirth, President of the SIS Advisory Board Beth Davis-Brown from Washington D.C., President of the SIS Alumni Society Aaron Dobbs from Pennsylvania, and CCI Director of Development Patrick Powell.

Very special guests Sylvia Sproul and Jane Ray were also in attendance. They are not only graduates of the School, they established one of the first scholarships in the School, named in honor of their mother, the Carmen L. Moulton Scholarship. In 2013, Richard Ray, Jane's husband, established the Jane Moulton Ray Scholarship to further extend the opportunities for deserving students to work toward their Master's degree at the School. "Having our honored guests in the audience made all the difference for our graduates," remarked Dr. Cortez. "They helped to underscore the significance of the day and of the degree bestowed on our 2014 graduates."

## **The annual student awards were presented at the ceremony.**

- Best Technical Project for 2014 (Group) – **Janell Thomson and Cecilia Cai**
- Best Technical Project for 2014 (Individual) – **Chad Mitchell**
- Outstanding Service Award – **Inga Haugen**
- Academic Achievement Award – **Fawnie Delapp Erickson (DE) and Theresa Michelle Parrish (campus)**
- SIS Outstanding Master's Student Award – **Joanna Dunn**
- Gary R. Purcell Award – **April Akins**

*Congratulations  
2014 SIS Grads!*



**Marcellus Turner, Charlene Kirkpatrick, and Dr. Ed Cortez**

Dr. Cortez presented the *Faculty Award* to **Dr. Awa Zhu** for 2014. Because of her travel to China, she was unable to attend the ceremony in person. Beth Davis-Brown accepted the award on her behalf, representing the SIS Advisory Board's close working relationship with the faculty and staff of SIS.

Aaron Dobbs presented the *SIS Innovator's Award* to University of Arkansas Assistant Professor and Business Librarian **Jordan Nielsen** ('12). Nielsen helped to create a certificate program for business students planning to study abroad and developed week-long financial literacy events corresponding with Money Smart Week, a joint initiative sponsored by the American Library Association and the Federal Reserve Bank of Chicago. "I never imagined I would have so many exciting opportunities so soon after graduating," said Nielsen.

Dobbs also presented the *2014 Distinguished Alumni Award* to **Marcellus Turner** ('88). Turner is the City Librarian for the Seattle Public Library, overseeing a system that includes the world-renowned Central Library and 26 new or renovated branches. He manages a \$63 million budget and 684 staff members. "Stay connected to the School," encouraged Turner. "The network it provides can be valuable to your career in many ways." While at the ceremony, Marcellus Turner awarded the inaugural Marcellus Turner Excellence Scholarship to the first recipient, Charlene Kirkpatrick. The scholarship was set up to recognize deserving students to help them reach their goals and dreams. Members of Charlene's family accompanied her to the ceremony to witness the surprise announcement.

Congratulations to all of the graduates, award winners, and scholarship recipients. The Hooding Ceremony this year was the culmination of a truly wonderful year at the UT School of Information Sciences.

2014 scholarship winners announced at the ceremony were as follows:

**Glenn E. Estes Scholarship**

- Jonathan Huitt
- Jessica Bender
- Jason Sharp
- Kelli McClanahan

**H. W. Wilson Scholarship**

- Jason Sharp
- David Baber
- Katherine Chalman
- Krista Oldham

**Information International Associates Scholarship**

- Sarah Foster
- Lauren Weatherly

**John C. Tyson Scholarship**

- Lauren Weatherly

**Jane Moulton Ray Scholarship**

- Bridgette Johnson
- Andrew Grissom
- Jessica Bender
- Matthew O'Connor

**Carmen L. Moulton Scholarship**

- Matthew O'Connor
- Michelle Schabowski
- Jonathan Huitt
- Andrew Grissom

**Gary R. Purcell Scholarship**

- Krista Oldham



**Sam Crawford**



## Behind the Scenes: Faculty Publishing



**Professor Dania Bilal**

The pressure to publish is a well-known challenge for faculty around the world. Professor Dania Bilal helps us understand the scholarly process and the enormous undertaking involved with publishing a book.

Her journey to publish “Automating Media Centers and Small Libraries: A Microcomputer-Based Approach” actually began in 1997 when she was teaching at Valdosta State. At the time, no textbook existed on library automation that fit the needs of her classes. She had pulled together a vast amount of research and material for her students, to provide them with the instructional content they needed. At the urging of her students, Bilal compiled the material into the original book form. The first edition was published in 1998, just in time for Bilal to use it for her first classes at the University of Tennessee.

The second edition was published in 2002 and continued to be utilized by national and international faculty teaching library automation classes. The book has also been used by technical services and systems librarians, and various information professionals, especially automation information scientists and practitioners preparing to automate their libraries.

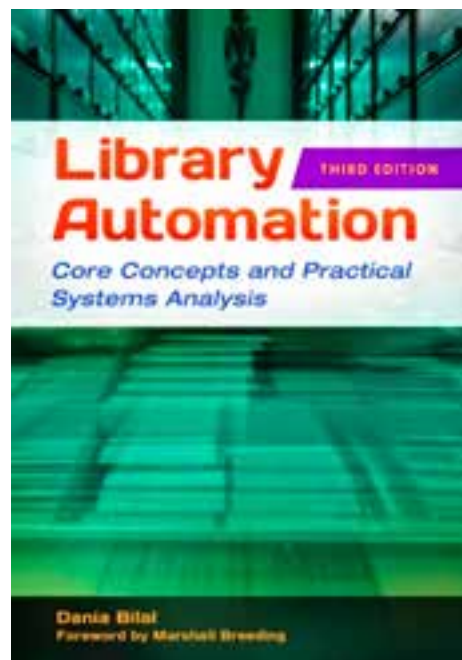
Bilal has just completed the third edition. She began the process of this latest update with a proposal sent to the publisher, with the rationale about why it was needed, with an outline of the proposed new chapters. She also identified other publications in the marketplace with seemingly similar information, and provided a justification of why her new content would meet a need that existing material could not. Upon the acceptance of the proposal, Bilal signed a contract and began to research

and write the book.

The book was refereed by external reviewers appointed by the managing editor appointed for Bilal’s book project. The final version of the book was accepted by the publisher with a new title to fit to the updated content, “Library Automation: Core Concepts and Practical Systems Analysis.” The foreword is written by Marshall Breeding, independent consultant, speaker and author, formerly with Vanderbilt University Libraries. He is the creator and editor of Library Technology Guides and the lib-web-cats online director of libraries on the web. As a frequent speaker and an authority on the subject of automation in libraries, Breeding was the best, most knowledgeable source to provide the foreword.

The actual update of the material really began in 2008 when Bilal was first asked to consider another edition. “Open source software and advances in computing technology were the game changer,” said Bilal. “Competition between proprietary ILS software and open source software was creating change at a much faster pace.” Bilal also pointed out that end user expectations were demanding more ‘Google-like’ innovative interfaces.

Bilal began by building files, classifying content and accumulating materials. She found attending conferences where she could informally interview information science professionals and learn about new ILS



products to be an invaluable tool in assessing the scope and needs of the market. After compiling the publisher's proposal in 2008, the 15 - 20 page proposal became the starting point for the in-depth research.

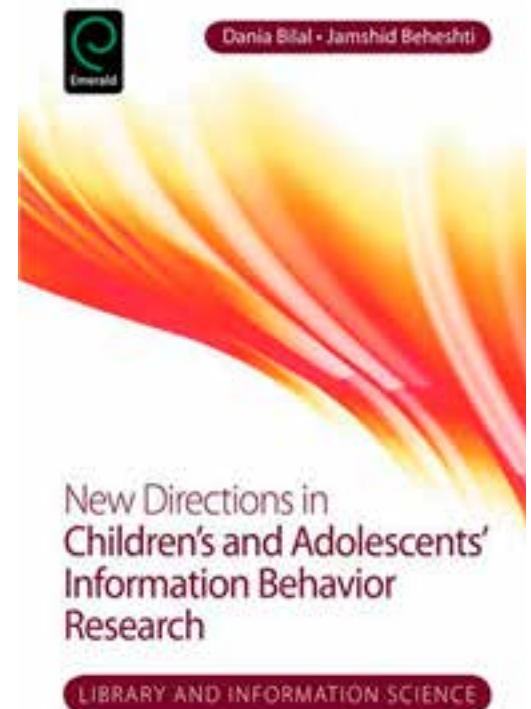
The content had to be revised mid-stream to respond to quickly changing technology shifts. The first version of the book was sent to the publisher two years ago in 2012 and was revamped in the summer of 2013 from the ground up. The final version was submitted for publication, and after Bilal received and reviewed the proofs, the book was produced and published on March 31, 2014.

"This book has special meaning for me," said Bilal. "I began the research for it during my father's final illness. He was an important influence on my career." The book's dedication reads: "In memory of my beloved, inspirational father, Moustafa B. Bilal, my greatest mentor, brother and friend."

As if this body of work were not enough, Bilal has also been hard at work on another book, "New Directions in Children's and Adolescents' Information Behavior Research." The book is in press and was co-edited with Jamshid Beheshti, Associate Professor at McGill University, Montreal, Canada. The book is scheduled to appear in August 2014. It is a collection of submitted chapters which were reviewed by a panel of ten national and international external reviewers in addition to Bilal and Beheshti. The review process, while more arduous and lengthy, ensures the highest credibility, and quality of the content.

Bilal, along with SIS graduate Valerie Jopeck (MS/IS '12), contributed a book chapter titled, "Young Girls' Affective Responses to Access and Use of Information and Communication Technology (ICT) in Information-Poor Societies."

Bilal works with her graduate assistants to collect and categorize the research for her publications. The process also allows Bilal mentor her students, who have their own publishing goals for the future. "We are very fortunate to have Dr. Dania Bilal on our faculty," said SIS Director and Professor Ed Cortez. "The knowledge and impressive publications of our faculty are testament to the extraordinary academic prowess of the entire group."



#### *Amazon's Description of Bilal's Library Automation book:*

"Recent advances in technology such as cloud computing, recent industry standards such as RFID, bibliographic standards like RDA and BIBFRAME, the increased adoption of open source integrated library systems (ILS), and continued shift in users' expectations have increased the complexity of the decision regarding ILS for all types of libraries.

In a complete re-envisioning of the previous edition, *Automating Media Centers and Small Libraries: A Microcomputer-Based Approach*, Dania Bilal conceptualizes library automation in the Library Automation Life Cycle (LALC) that is informed by the systems development lifecycle (SDLC). She explains how the next-generation discovery services supported in the library services platforms (LSPs) provide a single point of access to library content in all types and formats, thereby offering a unified solution to managing library operations. The book covers methods of analyzing user requirements, describes how to structure these requirements in RFPs, and details proprietary and open-source integrated library systems (ILSs) and LSPs for school, public, special, and academic libraries. Up-to-date information is provided about ILS software installation and testing, software and hardware architecture such as single- and multi-tenant SaaS and Paas and IaaS, and usability assessment strategies for evaluating the ILS or LSP. The author concludes by describing what is likely coming next in the library automation arena."



## SIS Alumni Society News

The SIS Alumni Society, along with the East Tennessee Library Association (ETLA) and the ALA/TLA-UTK Student Chapter, organized the annual career panel presented by local information professionals. The goal of the panel was to provide job search strategies and advice for recent and current SIS students.

The panel was held on Monday, Feb. 24 at Scripps Convergence Lab in the UT Communications Building. A Blackboard meeting site was also established to accommodate DE students.

The panelists presented information to the small group gathered for the meeting and an informal discussion time followed. The panelists were:

- **Public Libraries:** Megan Harrison, Director at Clinton Public Library
- **Academic Libraries:** Michelle Brannen, Media Literacy Librarian at University of Tennessee Libraries
- **School Media:** Diana Holden, Library Director at Christian Academy of Knoxville
- **Special Libraries/Medical:** Michael Lindsay, Serials/Web Services Librarian at UT Preston Medical Library
- **Special Libraries/Government:** Erin Anderson, Librarian at U.S. Department of Energy, Office of Scientific & Technical Information

Panelists shared their valuable insights about adapting their knowledge to specific work environments, and the unexpected ways that their careers have unfolded. They advised new graduates should be flexible and open minded about employment opportunities. Feedback from students called for new, creative ways to engage non-local students in future career panels because they comprise the largest segment of the current student population. Expanding the panelists' career diversity was of interest as well, to reflect the potential career directions for SIS students.

The annual career panel undertaking represents a significant effort on the part of the volunteers and requires careful planning along with the time commitment.



**SIS Alumni Society President Aaron Dobbs traveled to Knoxville to represent the Society at this year's Hooding Ceremony and to present the Alumni Awards.**

COMING SOON: SIS ALUMNI  
SOCIETY NOMINATIONS  
AND ELECTIONS

Expanding the event will require more participation from a broader base of SIS alumni. Those interested in helping with the planning, organization and participation for next year's event should contact SIS Alumni Society President-elect Michael Lindsay [jmichaellindsay@gmail.com](mailto:jmichaellindsay@gmail.com) or Matthew Jordan at [matthew.jordan@tn.gov](mailto:matthew.jordan@tn.gov).

## REMINDER: Upcoming SIS Alumni Society Nominations and Elections for 2014- 2015

Beginning June 2, a notice will go out to SIS alumni email addresses in the SIS listserv/directory. The email will contain a link to the online nomination form. All persons nominated must have agreed to serve. The ballot should include the nominee's year of graduation. Nominations will be open for a couple of weeks.

On July 1 the valid nominees will be posted on the voting page and another SIS alumni email with the voting link will be distributed. Voting will be open for the month of July to allow for vacations and summer schedules. The newly elected board members will be announced online and on SIS social media sites.

Those board members with terms ending this summer will rotate off August 31 and the new board's term begins Sept. 1. Each year a vice-president/president elect, secretary and two members-at large are elected.

Aaron Dobbs is the current President. On Sept. 1, Vice-President/President Elect J. Michael Lindsay will take over as President. Chris Durman and Andy Madson will begin the second year of their 2-year term as Members-at-Large. Jamie Osborn and Susan Earl will complete their 2-year term of service on Aug. 31.

All SIS alumni are encouraged to make sure your email address listed with the School is current and accurate. To update or provide your email address, complete the form at <http://www.sis.utk.edu/alumni-update>.

## Conference News

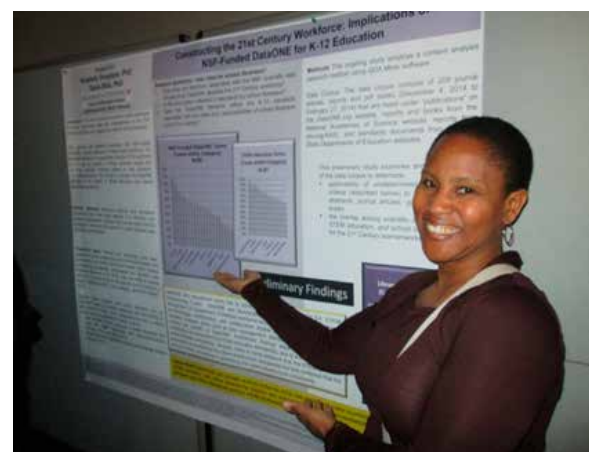
The schedule for SIS participation for ALA related conferences for the spring and summer of 2014 is as shown.

Dates	Event	Location
Apr. 28-29	Connecticut Library Association Conference	Cromwell, CT
Apr. 30-May 2	Tennessee Library Association Conference	Murfreesboro, TN
May 7-9	Maryland/Delaware Associations Joint Conference	Ocean City, MD
May 18-20	Virginia Library Association Paraprofessional Conference	Richmond, VA
June 2-3	New Jersey Library Association Conference	Atlantic City, NJ
June 26-30	ALA Annual Conference: Booth number 1929	Las Vegas, NV

## iConference

The 2014 iConference was held in Berlin, Germany on March 4 - 7. The theme was "Breaking Down Walls: Culture-Context-Computing." This was the first European location for an iConference, with 451 information researchers and scholars attending. Director and Professor Ed Cortez, Assistant Professor Kimberly Douglass and Assistant Professor Wade Bishop represented SIS at the conference.

Bishop presented his research on Geographic Information Policy and Douglass presented a poster co-created with Dr. Dania Bilal. The poster's title was "Constructing the 21st century emerging workforce: The Case of NSF-funded DataNet for



**Dr. Kimberly Douglass at the iConference in Berlin**

# Alumni News

## Alumni Accomplishments

**Dr. Shali Zhang** ('88) is this year's recipient of the American Library Association (ALA) International Relations Committee's John Ames/Humphry/OCLC/Forest Press Award.

OCLC/Forest Press donated the cash award of \$1,000, which is given to an individual for significant contribution to international librarianship.

Zhang received this award for her exceptional contributions to international librarianship during her professional career at local, national and international levels. She has played a leadership role on ALA's International Relations Round Table (IRRT). She has served as chair, editor of the newsletter, head of the membership committee and is currently a member of the IRRT Endowment committee. During these years of service she has supported the growth and development of IRRT, a now thriving ALA Round Table. She has also chaired the International Relations Committee (IRC), a committee that is critical to the development of ALA's international policies.

In her professional work, both at the University of North Carolina at Greensboro and currently at the University of Montana, Zhang has been instrumental in internationalizing the mission of both the libraries and the universities. In the words of Perry J. Brown, current provost and vice-president for academic affairs at the University of Montana: "In the mere fourteen months that she has been at UM, Dr. Zhang has had a significant effect in transforming the Mansfield's library operations, including its international engagement, and consequently, that of our university".

In the international library community she is a well-respected for her work both at International Federation of Library Associations and Institutions (IFLA) and with the international mission of the Chinese American Librarians Association (CALA). She has been invited to lecture or consult in numerous countries to share best library practices and to network with librarians from other countries.

Zhang is a library leader who thinks globally and acts to make a difference, both locally and internationally. In the words of H. Lea Wells and Jordan M. Scepanski: "We served on ALA's International Relations Roundtable committees together and found Shali to be a tirelessly promoter of greater understanding between American librarians and librarians from around the world."

Dr. Zhang will be recognized during the International Reception on Monday, June 30 at the ALA Annual Conference in Las Vegas.

**Mary Thomas, Rick Wallace and Nakia Woodward** have received notification that their application for a National Network of Libraries of Medicine, Southeastern/Atlanta Region (NN/LM SE/A) grant has been approved. The project will begin in July 2014. The grant was developed in partnership with Nakia Woodward ('03) and Rick Wallace ('94) at the ETSU Medical Library.

Mary Thomas (SIS student, expected graduation Dec 2014), Gray Branch Manager, will be the project coordinator. Rick Wallace is assistant director and Nakia Woodward is senior clinical reference librarian at the Quillen College of Medicine Library.

The grant will cover several parts: Part 1: A survey will be developed. The purpose of this survey will be to find out how Tennessee residents choose to find health care information.

Part 2: Information gathered from the survey, specifically from the Holston River Regional Library, will be used to develop consumer health reference training for front desk staff at the Washington County Libraries (WCPL). The training will target the methods that have been identified as primary reference sources for adults



**Dr. Cortez, Dr. Zhang & Dean Wirth**



in the service area of the WCPL.

Part 3: The state wide data will be used to implement the second part of the ‘Simple Plan’; a continuation from a previous ETSU award from NN/LM.

**Chris Eaker** (’13), assistant professor and data curation librarian at UT libraries was selected as one of 21 applicants for the inaugural class of scholars for the Institute for Research Design in Librarianship, an IMLS-funded grant by Loyola Marymount University’s William H. Hannon Library, San José State University’s School of Library and Information Science, and the Statewide California Electronic Library Consortium (SCELC). The Institute will provide participants with expert instruction on research design and small-group and one-on-one assistance in writing and/or revising their own draft research proposal. Institute Scholars will receive two weeks of intense training at Loyola Marymount, and travel, food, and lodging will be fully covered by the grant.

Eaker’s project proposal, “An analysis of data literacy instruction in an ABET-accredited college of engineering,” will determine the extent of data literacy skills instruction in the School of Civil and Environmental Engineering at the University of Tennessee and determine if graduates of the School are prepared for managing project data in their careers. This work will support future efforts to strengthen data literacy instruction for future practicing engineers. Eaker holds a Bachelor of Science degree in civil and environmental engineering from Georgia Institute of Technology in addition to his SIS Master’s.

Former ITRL student **Deborah Ratliff** (’12), was recently offered the position of Adult Services System Manager at Rockbridge Regional Library in Lexington, Virginia. As a branch manager in the Rockbridge Regional Library system since 2010, Deborah has had the benefit of her UT SIS education to guide her in her efforts to offer quality programs and services that are relevant to the local service population. She is excited to step up to Adult Services System Manager, particularly in light of the excellent preparation she received at UT with regard to adult library services and internet technology.

**Kelly Passek** (’11) has been awarded the honor of Teacher of the Year for 2013-14 for Blacksburg Middle School (Montgomery County Public Schools, Virginia)! She started at the school in August 2012 initially as a long term sub and then starting in Feb. 2013 as the School Librarian.

University of Tennessee School of Information Science alumni met in Washington DC during National Library Legislative Day (NLLD). The Arkansas group discussed library funding and key issues with federal legislators and staff during the American Library Association event. This year’s NLLD program marked 40 years of library advocacy on Capitol Hill.

Photograph on the left (left to right): **Amber Gregory** (’11), Coordinator of E-Rate Services at the Arkansas State Library; **Hadi Dudley** (’04), Library Director at Bentonville Public Library; **Heather Hays** (’05), Senior Librarian at Bentonville Public Library.



### Facts About Alumni Support

1. Some national rankings include alumni participation as a factor.
2. Participating with your time, talent and gifts helps protect the value of your degree.
3. Referring prospective students to SIS shows school pride.

# Class Notes

## 1982

- **Gloria Sharrar** has recently retired from Bank of America as Senior Vice President, Technology & Operations – Business Continuity. Congratulations Gloria!

## 1988

- **Raymond Edward Raab** is the Librarian at Miller-Motte Technical College in Myrtle Beach, SC and still finds time to play music (drummer) as often as possible.

## 1994

- **Lisa L. Baker** is the Development Specialist for Methodist LeBonheur Healthcare and a MENSA member since Nov. 2013.

## 1995

- **George H. Hoemann** is now retired. Congratulations George!

## 1996

- **John Palmer** is Assistant Director of P.C. Nelson Memorial Library at Southwestern Assemblies of God University. He graduated with a Masters of Divinity from SAGU in Dec. 2013 and was selected to be the student speaker for commencement.
- **Lucy Park** is a Technical Information Specialist for the US Patent and Trademark Office in Washington, DC.

## 1997

- **Wallace Koehler, PhD** is retiring July 31 from Valdosta State University where he is Director and Professor.

## 2000

- **Lisa D. Travis** is Clinical Informationist at Emory University.

## 2001

- **Teddy Gray** is now Head, Acquisitions at Duke University.

## 2004

- **Laura Carscaddon** is now employed by Georgia State University as a Coordinator of Social Science, Business & Education.

## 2005

- **Charles Hillen** has become the Director of Library Technical Services for YBP (a Baker & Taylor company) Library Services.
- **Gale Smith** is now Information and Knowledge Management Program Coordinator for the Virginia Department of Transportation. This is a newly created position focusing on taxonomy and metadata.

## 2006

- **Mary Jessica Piper** was recently promoted to Library Manager at the Nashville Public Library, Goodlettsville Branch.

## 2007

- **John Boone** is now employed by Harding University.
- **Courtney McGough** is now the GALILEO Support Specialist for University System of Georgia.

## 2008

- **James (Jim) Miller, PhD** is Assistant Professor at Harding University and Academic Director in the Department of Communication.

## 2010

- **Jerianne Thompson** has been promoted to Library manager at the Tualatin Public Library in Oregon.

## 2011

- **Jacqueline Beth Gregory** is Librarian at Glenview Elementary in Brentwood, TN.
- **Sheeji Kathuria** is the Social Sciences Librarian at Mississippi State University.
- **Jennifer Randles** is Media Center Coordinator for Scripps Networks Interactive in Knoxville, Tenn.

## 2012

- **Sharon Kay Vass Darling** is employed with Virginia Union University as the Public Services and Acquisitions Librarian as of Jan. 2014.
- **Celise Ann Reech-Harper** is Associate Director with Beauregard Parish Library in Louisiana and has recently been named Editor of Louisiana Libraries (professional journal).
- **Ann Sneesby-Koch** accepted the position of Program Analyst in the Office of Digital Humanities at the National Endowment for the Humanities in Washington, DC in March.
- **Vance Walker** is now Reference Librarian at Knox County's Lawson McGhee Library managing government documents.

## 2013

- **Julia Davison Wall Bayles** is the Legislative Research Analyst for the Offices of Research & Education Accountability, Comptroller of the Treasury, State of Tennessee. She started the new job in Oct. 2013 after five years at Vanderbilt's Center for Human Genetics Research.
- **Adam Cottle** is Technical Services Librarian at Savannah State University.
- **Chris Eaker** is now the Data Curation Librarian at the University of Tennessee Libraries.
- **Sara Horne** is Legislative Recorder and Archival Assistant at the Tennessee State Library and Archives.
- **Margaret Turman Kidd** is Archivist at Virginia Commonwealth University.
- **Denise Fitzgerald Quintel** is now Web Applications Librarian/Assistant Professor at University of Alabama. She began as the new Web Applications Librarian this spring.





## Faculty News

### **Suzie Allard**

Associate Professor Suzie Allard, doctoral students Frances Nichols and Ivonne Ramirez, and masters student David Ownby presented research at BOBCATSSS, the annual research symposium sponsored by the European Association for Library and Information Education and Research, held this year in Barcelona, Spain. Papers presented were Allard and doctoral student Reid Boehm's "Agricultural Management Tools: Is there information equity between agribusiness and the small scale farms?" Director Ed Cortez and Ramirez's "Applying knowledge management strategies for economic development and sustainability in the Caribbean," and Nichols and Ownby's "Redefining the (r)evolution:Declassifying government secrets in the era of transparency." Nichols and Ownby also coauthored a poster about rethinking how libraries use spaces.

Allard presented her paper, "Educating for an entrepreneurial spirit in emerging STEM information professionals" at ALISE 2013, the annual conference of the Association of Library and Information Science Educators held in Philadelphia. Allard's paper was one of four chosen from all conference papers to be presented at the American Library Association's Midwinter Meeting research session "ALISE@ALA"

On Feb. 22, Allard was one of the elite presenters at the TEDx talks broadcast from the UT campus at the Howard H. Baker Center. <https://tedxutk.com/talks>

Her new grant is described in the earlier article in this issue printed on page 3.

### **Dania Bilal**

Professor Dania Bilal published a revamped, third edition of her book now titled, *Library Automation: Core Concepts and Practical Systems Analysis*. It was published by Santa Barbara, CA: Libraries Unlimited, ABC-CLIO. ISBN 978-1-59158-922-8 in March of 2014.

She is a co-author on a poster presentation titled, "Constructing the 21st Century Workforce: Implications of NSF-Funded DataONE for K-12 Education," that was presented by Assistant Professor Dr. Kimberly Douglass at the iConference 2014, held in Berlin, Germany on March 4-7.

She has another book in press titled, *New Directions in Children's and Adolescents' Information Behavior Research*. It will be published by Emerald Group Publishing, United Kingdom. Bilal also has a refereed chapter in this book titled, "Young Girls' Affective Responses to Access and Use of Information and Communication

Technology (ICT) in Information-Poor Societies.” The chapter is co-authored with Valerie Jopeak (MS/IS '12).

Dr. Bilal is an invited speaker at the Lebanese Library Association/IFLA Oceania Annual Conference to be held in Beirut, Lebanon, May 20-23. Her talk is titled, “Information Behavior in Motion: The iUserDB in Context.”

She will be presenting a paper titled, “Why the Web is Difficult to Use?” at the 6th Qualitative and Quantitative Methods in Libraries International Conference, to be held on May 25-30 in Istanbul, Turkey.

### **Wade Bishop**

Assistant Professor Wade Bishop hit the road promoting SIS and the Geographic Information courses resulting from the Institute of Museum and Library Services (IMLS) grant “Geographic Information Librarianship” at the iConference in Berlin; for the National Digital Stewardship Alliance geospatial content subgroup; at the University of Missouri as part of an SEC Faculty Travel Grant; at the Association of American Geographers in Tampa; at the Tennessee Geographic Information Council in Memphis; and at the International Society of Knowledge Organization in Krakow.

Bishop has two articles in press from work related to the IMLS grant, to appear in *The Professional Geographer* and *The Library Quarterly*. “A visual-analytical approach for exploring the GIS knowledge domain” provides citation analyses for the first time of the term geographic information systems. “Job analyses of emerging information professions: A survey validation of the American Library Association’s Map and Geospatial Information Round Table (MAGIRT) core competencies to inform Geographic Information Librarianship (GIL) curriculum” gives LIS a tool to inform curricula with input from those currently practicing to prepare students with the current knowledge, skills, and abilities required by 21st century librarians.

### **Ed Cortez**

In March Dr. Cortez attended the iSchool Conference in Berlin to participate in a meeting of iSchool deans and directors. In January a co-authored paper (with doctoral student Ivonne Ramirez) was presented at the BOBCATSSS Conference in Barcelona. The paper was entitled “Applying knowledge management strategies for economic development and sustainability in the Caribbean.”

### **Kimberly Douglass**

Assistant Professor Kimberly Douglass will be the co-Pi for Team Science, which has been funded by a \$438,991 grant from the Institute for Museum and Library Services (IMLS). See the full story on page 3.

Douglass and Samuel Crawford (MS/IS '14) submitted the winning photograph for the eighth annual spring cover contest held by the quarterly publication, *Documents to the People (DttP)*. Inspired by recent events, the photograph is titled, “Education for YOUR Environment”. *DttP* is the official publication of the Government Documents Round Table (GODORT) of the American Library Association (ALA). *DttP* is an important resource for Douglass, who teaches several courses which relate to the topics covered by *DttP*.

“Studying the information needs of e-Governance stakeholders: Environmental justice as a context for tool development” was accepted for publication in the journal, *Information Polity*.

The quarterly publication, *Documents to the People (DttP)* accepted her co-authored article for its summer 2014 issue.

Douglass, K., Tenopir, C., Birch, W., Allard, S., Hoover, C., Zolly, L., and Frame, M. Summer 2014. The role of federal libraries and federal librarians in research data services (RDS): an exploratory study. *Documents to the People (DttP)*. Volume 42 (2).

Co-authored with Dr. Peiling Wang and Dr. Suzie Allard abstract, “Empowering 21st century science data professionals: the ePortfolio methodology to personalize capstone education” was accepted by the *Global Conference on Contemporary Issues in Education*. Dr. Wang will present the research at the conference in Las Vegas, Nevada, July 2014.

On March 6, 2014, Douglass presented a poster at the iSchools’ iConference in Berlin, Germany. It was co-created with Dr. Dania Bilal. The poster’s title is “Constructing the 21st century emerging workforce: The case of NSF-funded DataNet for K-12 STEM education.”

Douglass participated in a panel, “Supporting dynamic STEM careers for underrepresented minorities: A

networking reception and forum” at the New York Academies of Science. Other panelists included Christine Hendon (Columbia University), Richard Torres (Regeneron), and Oscar Pineda-Catalan (American Museum of Natural History). The panel moderator was Joel D. Oppenheim (The Sackler Institute of Graduate Biomedical Sciences at New York University School of Medicine). Douglass and Allard facilitated the DataONE Sociocultural Working at the DataONE All Hands Meeting in Albuquerque, New Mexico and at the meeting in Park City, Utah May 13-15, 2014.

Douglass is also completing her term on the SLA Ethics Council, which ends later in 2014.

### **Rachel Fleming-May**

In May, Assistant Professor Rachel Fleming-May will deliver an invited keynote address at the SOCHE Library Conference at Wright State University in Dayton, Ohio. Fleming-May and Regina Mays, SIS alumna and UT Libraries Assessment Librarian, will speak about the Value, Outcomes, and Return on Investment of Academic Libraries (LibValue, helmed by Dr. Carol Tenopir) project’s efforts to demonstrate academic libraries’ contributions to student success. She will also join Dr. Tenopir and other members of the LibValue team on a panel at the Association of Research Libraries (ARL) Library Assessment Conference in Seattle this August.

Dr. Fleming-May is also wrapping up research for her IMLS National Leadership Planning Grant, entitled “Virtual Verse in the Library: Surveying the e-Poetry Landscape.” Since the publication of last semester’s *Interface*, she and Co-Principal Investigator Assistant Professor of Library Administration Harriett Green, at the University of Illinois, have presented findings at the Charleston Conference in Charleston, South Carolina; the Aligning National Approaches to Digital Preservation (ANADP II) Conference in Barcelona, Spain; the Digital Humanities & Computer Science (DHCS) Chicago Colloquium; and the Association for Library and Information Science Education (ALISE) Annual Conference in Philadelphia. They will also present a paper at the 2015 Modern Language Association (MLA) Conference.

### **Carolyn Hank**

Assistant Professor Carolyn Hank’s article, with co-author David Tkach, is in press. “Before blogs, there were zines: Berman, Danky and the political case for zine collecting in North American academic libraries” will appear in volume 40, issue 1 of *Serials Review*.

At ASIST 2013, held in Montreal this past November, Hank provided opening remarks and the keynote, “Six degrees of the digital curation practice,” for the SIG Digital Libraries panel program, *Digital Liaisons: Engaging Digital Curation Theory and Practice*. Hank also served as a panelist on the “Preparing for the academic job market” panel. At *CurateGear 2014: Enabling the Curation of Digital Collections*, held in Chapel Hill, NC in January, she gave an invited talk, “Curating tools and web archiving.” Hank served as a panelist on the “Social Media in Higher Education” panel at CCI’s own UT Social Media Week in March. Also in March, Hank was a speaker on the inaugural Cyber Citizenship panel program at Knoxville’s L&N STEM Academy. Her talk, “Our digital breadcrumbs: Context and considerations for interacting via social networks” was presented to high school students and their parents.

Hank continues to serve on the faculty of the Digital Curation Professional Institute, hosted at the University of North Carolina at Chapel Hill (<http://ils.unc.edu/digcurr/institute.html>). The institute celebrates its six-year anniversary this May. She also served on the program committee for the CAIS-ACIS & LRI 2014 Conference, “Connecting Across Borders: Globalization and Information Science Research. In addition, she was recently appointed Communications Chair for ASIST’s SIG-USE. She continues to pursue her grant-funded research related to 1) bibliobloggers, 2) faculty and student interactions via Facebook, and 3) various other research projects on behalf of the InterPARES Trust (ITrust) project. The latter is a multi-national, interdisciplinary research project exploring issues concerning digital records entrusted to the Internet.

### **Bharat Mehra**

Associate Professor Bharat Mehra’s co-authored paper (with LaVerne Gray, CCI doctoral student), ““Don’t say gay” in the state of Tennessee: Libraries as virtual spaces of resistance and protectors of human rights of lesbian, gay, bisexual, transgender, and queer (LGBTQ) people” has been accepted for presentation in a session sponsored by the LGBTQ Users Special Interest Group during the World Library and Information Congress:



80th International Federation of Library Associations and Institutions (IFLA) General Conference and Council, August 16-22, 2014 in Lyon, France.

Mehra edited and wrote the “Guest Editor’s Introduction” to the Qualitative and Quantitative Methods in Libraries Journal, Special Issue 2014: Social Justice, Social Inclusion. His papers entitled “The social justice framework in the information technology rural librarian Master’s scholarship program: Bridging the rural digital divides” (co-authored with K. Black., V. Singh, J. Nolt, K. C. Williams, S. Simmons, and N. Renfro) and “Recruitment and retention in the information technology rural librarian Master’s scholarship program (Part I and Part II): Implications of social justice in the Southern and Central Appalachian region (co-authored with V. Singh) were included in the issue.

As outgoing Chair of the Gender Issues SIG at the ALISE Annual Conference in Philadelphia in January, Mehra convened a panel entitled “Educational entrepreneurship in LIS to further a discussion of gender-based issues” during which he also delivered a presentation entitled “LIS entrepreneurship to make the academy inclusive towards people of diverse sexual orientations and gender identities.” He also delivered a talk entitled “Critical theory in application: A reflective community action researcher in the American Academy” as part of a panel during the conference. Mehra served as a judge of the Jean Tague Sutcliffe doctoral student poster competition during the conference. He was involved in several planning activities as the Coordinating Co-Chair of the Conference Planning Committee for the ALISE 2015 Annual Conference and Centennial Celebrations which will be held in January 2015.

Mehra is the editor (with K. Rioux) for a book entitled “Progressive community action: Critical theory and social justice in library and information science” that will be published by Library Juice Press in 2015.

Mehra is serving as editor and writing the “Editor’s Notes” for the June issue of the Journal of Education for Library and Information Science.

Mehra continues his work as principal investigator of the IMLS-funded ITRL2 grant program that has been highlighted in past issues of Interface. For current details about the program, see <http://www.sis.utk.edu/itrl2/students>.

### **Devendra Potnis**

Assistant Professor Devendra Potnis published the following two articles titled “Banco Azteca’s use of innovative information systems for financial inclusion in Latin America” and “Using information systems to support “Door-step banking”: Enabling scalability of microfinance to serve more of the poor at the bottom of the pyramid” in the Information Technologies in Developing Countries and the Communications of the AIS (Special Issue on Information Systems in Emerging Economies) respectively.

Stockholm University, Sweden, assigned two of his research articles as required readings for an online business management course – e-Business for Developing Countries. International Federation for Information Processing Working Group on the Social Implications of Computers in Developing Countries (IFIP WG 9.4) awarded him their full membership. IFIP represents IT societies from 56 countries, and links more than 3,500 scientists.

Potnis is co-chairing a minitrack titled “ICTs for Financial Inclusion of the Unbanked Poor in Developing Economies” at the 20th Americas Conference on Information Systems in August 2014 at Savannah, Georgia. The minitrack is part of the “ICTs for Global Development” track.

He was invited to present his research on microfinance at the (a) Guest Speaker Series held by the Center for the Advanced Study of Communities and Information at the University of Maryland at College Park, and (b) the 36th Annual Research Symposium organized by the College of Communication and Information at the University of Tennessee at Knoxville.

He is appointed as the lead coordinator for developing the Continuing Education Program and the Community and Corporate Partners Program at the School of Information Sciences.

### **Vandana Singh**

Dr. Singh has been on special assignment...becoming a mother! We will hear from her again in the fall. Congratulations to Dr. Singh and her husband adjunct instructor Ash Aswathi on the birth of their son!

### **Carol Tenopir**

Chancellor's Professor Carol Tenopir continues to focus on research projects about scholarly communication and science data with grants from the National Science Foundation (DataONE), IMLS (LibValue), the Sloan Foundation (Trust in Scholarly Communication), and Elsevier (Beyond Downloads). Publications from these projects have appeared recently in JASIST, Library & Information Science Research, and IFLA Journal.

In April, Dr. Tenopir was inducted into the Whittier (California) High School Hall of Fame.

This May and June she is a visiting research professor at HANKEN University in Helsinki, Finland. This summer she will be stepping down from her administrative duties in CCI and CICS and will be concentrating on doing research and working more closely with students.

### **Peiling Wang**

Professor Peiling Wang coordinated the revision of the SIS ePortfolio Guide and developed rubrics for evaluation. She also held an ePortfolio workshop at the end of fall semester, attended by the ePortfolio students and their advisors for the upcoming showcase in spring. This spring, 15 ePortfolios, advised by 8 professors, were successfully defended in a two-round evaluation process. Students' interests in ePortfolio are growing: this spring there were more than twice as many ePortfolios as last spring (7 ePortfolios); the ePortfolio course was in demand with 17 students on the waiting list for this spring. Professor Wang introduces a double-blinded peer-review process in the ePortfolio course to prepare the students for the ePortfolio experience.

She received a shoutout during the annual Chancellor's Faculty Appreciation Week. Her new course Big Data Analytics, attracted students from outside the college. She attended UT's Center for Executive Education seminar by the analytics guru Tom Davenport. Professor Wang joins the DataEDGE conference, hosted annually by the University of California Berkeley School of Information in May.

At the CCI Annual Research Symposium, Professor Wang presented a modified pecha kucha on Social Media Integrate Life & Education (SMILE). In July, she will present a paper, "Empowering SciData professionals with ePortfolio for lifelong learning," coauthored with Suzie Allard and Kimberly Douglass, at the Global Conference on Contemporary Issues in Education, 12-14 July 2014.

Professor Peiling Wang and Professors Dietmar Wolfram and Jin Zhang, at the University of Wisconsin-Milwaukee, submitted a leadership research grant proposal to IMLS on a project titled, "Helping struggling users overcome interaction barriers to health information searching."

News that missed the Fall issue: At the 4th International Conference on the Theory of Information Retrieval Sept. 29 - 2 Oct. 2, 2013, Copenhagen, Denmark, Wang chaired the session on Context & Diversification and presented at Panel: IR research – Challenges.

She traveled to Taiwan (Nov. 24 – 30): The Graduate Institute of Library, Information and Archival Studies, National Chengchi University, invited Professor Wang to give the research seminar on Information Behavior Research in the Digital Age: I. Theory; II. Methodology; III. Research; IV. Case Studies. She mentored the doctoral students on research. Professor Wang guest lectured at the Taiwan National University on Relevance Research in Information Science: the Paradigmatic Debate (Nov. 27). She also taught her two courses (Database and Data Analytics) online despite the 13-hour time difference.

### **Cindy Welch**

Assistant Clinical Professor Cindy Welch gave her presentation, "High-touch training: How does online education impact youth services education?," at the ALISE Annual Conference, January 24, 2014.

Her article, "What, and how, we teach now: Educating youth librarians in the twenty-first century," was published in Summer 2014 Children and Libraries: 3-8.

Welch engaged in her ongoing professional committee work for YALSA (Young Adult Library Services Association/ALA) Student Engagement Committee, LHRT (Library History Round Table/ALA) Executive Board Member at Large, ALSC (Association of Library Services to Children/ALA) May Hill Arbutnot Honor Lecture Committee. She wrapped up commitments to the TLA (Tennessee Library Association) Awards Committee, the YALSA-ALISE Young Adult Services Fellowship Ad Hoc Committee, and the Frances Henne/VOYA Award Committee.

She has been chosen for a Faculty Spotlight for her online teaching practices. She is still in the planning stages

with the Office of Information Technology (OIT), but the Spotlight is scheduled to air in July 2014. More information about this program at <https://oit.utk.edu/instructional/spotlight/Pages/default.aspx>.

### **Awa Zhu**

Assistant Professor Awa Zhu's paper, "Who had access to JURIS?: A failed case of open access" won the 2013 Best Paper Award from the ASIS&T History Fund Advisory Board. The paper has been scheduled to be presented at the 2014 ASIS&T annual conference.

With her co-author Lan Shen, Zhu conducted a survey study on the current practices of interlibrary loan of e-books in US academic libraries in 2013. The results were presented at the 13th IFLA Interlending & Document Supply Conference, and the paper will be published in Interlending & Document Supply.

In early 2014, Zhu submitted her first IMLS grant proposal.

## **Advisory Board News**

The SIS Advisory Board continues to be very active, collaborating with the School administration and faculty to work toward solutions to challenges and to look for new outreach opportunities. The board is working closely with the School to address strategies for the continued growth and expansion of the School's enrollment.

The outreach committee has worked to dissect student feedback gathered in their fall discussion sessions. They have researched other ALA-accredited school websites looking for ideas and organizational structures. They have also considered strategies for alumni talking points to assist with student recruitment.

The Board advised the School to capitalize on its personal, friendly communication with potential student applicants. The School has an excellent reputation with prospective students for being especially approachable, customer-service oriented, and focused on the individual applicants.

These areas of concentration were addressed in the spring conference call held on Feb. 6, with current president Beth Davis-Brown guiding the discussion. To view more details about the SIS Advisory Board's role and to see a list of the current board members, visit <http://www.sis.utk.edu/advisoryboard>.

The next formal meeting of the board will be Sept. 12, 2014 in Knoxville.



**SIS Advisory Board President Beth Davis-Brown attended the SIS Hooding Ceremony to accept the SIS Faculty Award on behalf of Dr. Awa Zhu who was unable to attend the ceremony.**

## **CALLING ALL SIS ALUMNI**

The School invites all alumni interested in mentoring current students, speaking to classes or willing to provide their biographical information for a potential highlight to get in contact with us. We need you! Call or email Becca Hefti ([bhefti@utk.edu](mailto:bhefti@utk.edu) or 865.974.2148 ) with the following: Name, preferred email contact, preferred phone number (indicate if it is text enabled), place of employment, job title.

\_\_\_\_\_ willing to mentor students in \_\_\_\_\_ subject areas.

(ex: Collection development, web development, database management etc.)

\_\_\_\_\_ willing to speak to classes on the following topics: \_\_\_\_\_

\_\_\_\_\_ I have an interesting job/ career track and/or history of exceptional achievement.



## Recipe for success: Be uniquely you

These three SIS graduates have successfully pursued very different careers. Each is finding a unique path, all with the same common thread of an SIS education.

### Gloria Sharrar, Retired Senior Vice President, Technology & Operations - Business Continuity for Bank of America

*“What is the recipe for successful achievement? To my mind there are just four essential ingredients: Choose a career you love, give it the best there is in you, seize your opportunities, and be a member of the team.”*

Benjamin Franklin Fairless

**Gloria Sharrar** (IS’82) embraces Fairless’ philosophy. Her career as Senior Vice President, Technology & Operations – Business Continuity for Bank of America exemplified the advice. Sharrar’s responsibilities included planning the bank’s business continuity strategies and disaster recovery. She spent much of her career finding solutions to technology issues and creating analytical processes for storing and retrieving critical information. And, she loved it!

To grasp the uniqueness of Sharrar’s career, comparing her career path to the timeline of the personal computer (PC) demonstrates how she was able to create a very unique place in the world for herself. She entered the program in 1978 when it was still called the Graduate School of Library and Information Science (GSLIS). She had spent 9 years teaching school and loving it prior to starting the program. She realized she would one day be bogged down by the repetitive nature of the job. Wishing to stay excited and enthusiastic about her work, she began reflecting and searching for an alternative career.

It happened that Sharrar’s husband worked for UT in administration at the time and he commuted to work with a fellow employee, Dr. John J. Knightly a UTK professor. Through the connection, Gloria Sharrar discussed many topics about records and information management with Knightly and came to understand the difference between data and information. She was fascinated with the subject and wanted to learn more. When Knightly recommended she apply for the program, her initial response was “I don’t want to be a librarian.” Fortunately Sharrar learned about broader scope of Information Sciences and earned her degree in 1982.

At the time, the school was a stand-alone entity at UT and occupied Temple Court. About 30 students were in the program. The school had two computer terminals which were housed in a converted janitor’s closet and required sign-up sheets to schedule time on them to complete homework assignments. Keep in mind that IBM introduced its first PC in 1981. It ran on a 4.77 MHz Intel 8088 microprocessor and used Microsoft’s MS-DOS operating system. Does this take you back?

As Sharrar approached graduation, Knightly again stepped in to offer guidance. He knew of an accounting firm in Knoxville that wanted to store their information on these exciting new computers. They were looking for someone to manage the process. From this beginning, Sharrar carved out a self-employed business. As her business grew, her knowledge grew. She didn’t realize how unique her skill set had become until she was approached by Arthur Andersen Consulting (AAC) in 1984. They had been awarded a huge project at the Tennessee Magnavox plant to integrate the warehouse and sales computers. No one at AAC had experience with desktops. They had computer science backgrounds and were conversant in coding.

Sharrar applied her Information Sciences knowledge to fulfill the job requirements by translating the data and information needs so that the right information in the right format was available to the right employees. She introduced systemization to the project adopting the Library of Congress naming conventions. It turns



**Gloria Sharrar**

out the librarian's world was of interest to Sharrar once she expanded her definition to view a librarian's craft as taking collections of work and information, and classifying and cataloging them so that items can easily be stored and ultimately retrieved.

"SIS taught me to think methodically and mine deeply for problem solutions," said Sharrar. Using the knowledge and applying it to the project put Sharrar in a very unique situation. AAC offered her a position in Chicago when the project ended. Knowing the travel and work hours would be relentless, Sharrar and her husband opted to pass on the opportunity. Sharrar's AAC project manager did suggest that she explore opportunities with banks because they were beginning the process of converting from manual systems to desktop computers. On that suggestion, she sent out resumes (unsolicited) to banks in a handful of desired locations. She was hired by Virginia's Sovran Bank. Eventually through multiple mergers, the bank became Bank of America.

Sharrar served on transition teams with each merger. She created her own job at the bank by presenting her unique skills and recommending solutions. She was originally assigned to the IT area of the bank and required to take six months of training to learn how to write computer code. Because the company was unsure of where her skills fit into the organization at that time, Sharrar had to work within the confines of the IT department. The unnecessary training was endured in order to ultimately get to the task of converting the manual operations to a PC network. She came in on time and on budget, for which she received a top employee award.

"Technology is a means to an end. It helps us be more productive and should help us solve problems, not create them," said Sharrar. From 1986 until she retired in 2008, Sharrar was assigned to every major transition team. She and her team worked on the front end analysis of the projects and detailed the requirements. At one point, she recognized a major issue within an upcoming merger and alerted the legal department. The alert helped her company avert a serious problem and earned her yet another top award.

In banking, many regulatory requirements have to be met, much like the HIPAA requirements in the health-care industry. Being able to adeptly assess a body of knowledge and understand its structure is a first step for information professionals as they tackle a project. Individuals with the self-esteem and the self-confidence to step forward to present the solution have the potential to advance their career. Sharrar said being able to move with agility and assurance was important to her success.

Interestingly, it was her experience as a teacher that provided her with the people skills she needed to bridge the gap between the technical side of her work and the communication connection she needed to accomplish the work.

She found that writing thousands of procedures and processes over the years was also aided by her teaching knowledge. She approached the writing by breaking down the process step by step. She used sensitivity to the differences in people's visualization ability to guide her instruction.

After a hugely successful career, Sharrar is now defining her world as a retiree. She keeps a finger on the pulse of information sciences by staying active with her four granddaughters. She helps them with their technology interactions and stays active on social media. She still relishes the opportunity to learn new things.

Within the SIS student web pages is a handy, often-referenced page on "What can I do with this degree?" Gloria Sharrar could give a simple answer to this prospective SIS student question, "Pretty much anything you want to do with this degree!" Question. Explore. Learn. Discover. Then go out and create the career of your dreams.

## Arsev Aydinoglu: A World of Data and Scientific Collaboration

John Bardeen, the only two-time Nobel Prize winner in Physics, once said, "... science is a collaborative effort. The combined results of several people working together is often much more effective than could be that of an individual scientist working alone." He would know. His inventions revolutionized electronics and ushered in the Information Age.

Arsev Umur Aydinoglu earned his doctoral degree from the College of Communication and Information in 2011 and has been hard at work studying collaborative practices for NASA's Astrobiology Institute (NAI) since he completed his UT studies. He is assessing NAI's current collaborative





Arsev Umur Aydinoglu, PhD ('11)

practices from four perspectives: communication behaviors, data and information behaviors, collaborative work and interdisciplinary interaction, and institutional identity. He is integrating and interpreting the data to provide insights and recommendations to NAI leadership, to assist them in improving efficient communication, data sharing, collaborative analysis, and problem solving among their scientists. He is helping them foster interdisciplinary science and collaborative work to strengthen institutional identity.

Embedded with the NAI Central for ethnographic observations, Aydinoglu has conducted 150 interviews with scientists at all levels in 18 different universities and labs around the US. He has administered 10 surveys and analyzed 1,200 NAI-funded publications for his research.

Aydinoglu's dissertation, "Emergence of a multi-institutional and multidisciplinary scientific collaboration: DataONE Case Study," utilized multiple methodologies to investigate the role of information and communication behaviors. His dissertation

work earned him the 2012 Outstanding Dissertation Award from the College. This work in part is what caught the attention of NAI.

Aydinoglu began his studies at Hacettepe University in Ankara, Turkey, earning a Bachelor's equivalent in economics. He received his Master's in Public Relations from Gazi University, also in Ankara. He worked as the Public Information Assistant for the World Bank Turkey Office for a few years, where he was responsible for publications and website information.

So what's next for Aydinoglu? An exciting opportunity is coming his way in July. He has been awarded a two-year grant to assess the research data management in environmental sciences in Turkey. The program is a co-funding scheme and supported by the Scientific and Technological Research Council of Turkey (TUBITAK) and the Marie Curie Action Cofund of the 7th Framework Program (FP7) of the European Commission. He will be stationed at the Department of Science and Technology Studies Program in the Middle East Technical University in Ankara, Turkey.

The proposed study is going to conduct a multilevel assessment (behavioral, policy, and technological) of Turkish environmental scientists' research data management practices and develop a roadmap for Turkey, so that data generated by researchers can be integrated into international repositories to be stored, shared, reused, and reanalyzed. The multidisciplinary project will employ multiple methods of research design. Data will be generated through a combination of surveys, semi-structured interviews conducted with environmental scientists, science and technology policy researchers, and library and information science scholars from universities, research institutes, industry, and government. Furthermore, a comparison for data policy of granting institutions in Turkey, selected European countries, and the U.S. will be conducted. The results will be synthesized to prepare a roadmap for data-intensive science in Turkey in environmental sciences. A pilot training opportunity will be provided as an elective course in environmental informatics.

Making scientific information collaboration more effective and finding new solutions to old communication problems can have far-reaching, positive results for society and the environment. Dr. Arsev Aydinoglu is one of the new faces of information science and one UT SIS is proud to call its own.



Co-Funded Brain Circulation Scheme





## Lucy Park, Patent Searcher - US Patent & Trademark Office

**Lucy Park** ('96) moved to Washington after graduating from SIS to take an entry-level job at the library of the Environmental Protection Agency. She worked on a federal contract there for nine years in various positions, eventually working her way up to Library Manager. She moved to the USPTO because she was ready for a change, and had always heard that patent searching was a particularly challenging and esoteric branch of librarianship. She thought it would be a good thing to add to her skill set, and ended up loving it and staying longer than expected.

The following is an interview with Lucy Park:

(SIS) Brief description of your job responsibilities:

(LP) I am a patent prior art searcher, which means that I help Patent Examiners find information related to inventions that are being considered for

patents. Patent Examiners must determine if an invention is truly novel. That involves searching all of the relevant published literature, known as the “prior art,” to see if the invention already exists anywhere. Prior art could be found in technical journals, patents, books, news articles, product documentation, press releases, web sites, or other sources. Since the USPTO has a large backlog of patent applications, we need to find the information as quickly as possible. I spend most days conducting in-depth, highly technical searches in online databases such as Proquest Dialog, STN, IEEE Xplore, ACM, Safari ebooks, and others. I also teach classes to Patent Examiners on how to do their own searching in these resources.

**Lucy Park**



(SIS) Did you imagine yourself in this role while you were a student?

(LP) I knew I wanted to be in a specialized library, working with patrons in a more in-depth way than might be possible in other types of libraries. And I knew I enjoyed online research. But since my background was in the arts, I never expected to be working with such high-tech information.

(SIS) What is unique about your job compared to public school or public library jobs?

(LP) The work is more analytical than what I imagine a typical reference encounter in a public or school library would be. Most of my patrons have advanced degrees in engineering or computer science, so the topics we are searching are very specialized. I concentrate on inventions in the areas of information technology, electrical engineering and computer science. I admire public librarians for their ability to field questions and conduct research on any topic under the sun!

(SIS) What is your favorite part of the job?

(LP) Prior art searching is like solving a puzzle. Every day I begin work by learning about something new and then trying to find that needle-in-the-haystack piece of information that the Patent Examiner needs. The time constraint makes it even more interesting – it adds a “beat the clock” element. It can be thrilling to find that elusive piece of prior art after digging into every resource you can think of.

(SIS) Why do you think you bring special qualifications to the job?

(LP) Patent Examiners are experts in their areas of technology, but they don't have the time to become experts

in every single search tool that is available to them. As a prior art searcher, I bring searching expertise in all of the tools, from commercial online databases to web-based tools, to print resources.

(SIS) What components of your degree program are helping you the most in your current job?

(LP) Carol Tenopir's reference classes taught me the fundamentals of online searching, and I draw on that almost every day. Knowing how the backend of "old school" online systems work, like STN and Dialog, is still serving me well, even as those technologies are changing. Also knowing the continued importance of print resources – we don't use them for every search, but sometimes they are what you need if you have to find very old information. Also the art of the reference interview – how do I get this patron to tell me what he or she *really* needs?

(SIS) If you could give current students some advice, what would it be?

(LP) Hone your writing skills. If you are a good writer, you will be pulled into many interesting projects no matter where you work.

(SIS) Job seeking applicants?

(LP) Don't be intimidated if you don't have the subject area expertise for a particular position. Librarians are curious people by nature and are good at conducting research in unfamiliar areas. If you enjoy learning, you'll be able to work in many different professional environments.

(SIS) What is the funniest or most gratifying experience you have had in your career?

(LP) It's pretty cool to be working on a patent application and to see that the inventor is Bill Gates or Steve Jobs.

## Why get a Masters in IS?

Several years ago this degree program was referred to as the "Library School" where students interested in becoming librarians came to study and learn about their profession. Today the school offers education and professional preparation for a greatly expanded list of professions and jobs in a variety of work environments.

To get a glimpse of the potential jobs and places of employment for our graduates, take a look at this site, <http://whatcanidowiththismajor.com/major/information-and-library-sciences/>.

Our website contains a great deal of information about the program, potential financial assistance and how to go about applying.

## Got Questions?

Our staff Coordinator of Student Services, Tanya Arnold, is ready to answer your questions and assist you through the application process. She is best reached at [tnarnold@utk.edu](mailto:tnarnold@utk.edu).

## Why UT?

- Academic excellence
- Flexible all online program
- Nationally-ranked
- Top-rated faculty
- Work & attend part-time
- ALA accredited
- iSchool member

Science will provide a group of incoming masters students with first-hand understanding of data curation and team science, with the expectation that these graduates will assume leadership positions in these areas. The project will build relationships between information professionals and researchers working on large-scale collaborative research; provide a transferable and sustainable model for other LIS programs to partner with scientific departments or organizations to offer education in team science; and attract diverse, talented students to the profession, who will serve as role models for future students.

Grant 2 is Beyond Downloads, a \$244,000, 1-year grant from Elsevier to determine how electronic journal articles are used after they are initially downloaded. Tenopir is the Principal Investigator on the grant, with Allard and Adjunct Professor David Nicholas completing the grant team.

Allard will transition out of her teaching role with SIS and will also relinquish her associate director duties in order to focus on her new position.

“While I have enjoyed my administrative time for the School, I look forward to applying all I have learned about research and funding for the benefit of the College,” said Allard. “Our journey to the Top 25 is dependent on our performance in research and grant funding. I am extremely excited about the future and hope to build on the incredible foundation built by Chancellor’s Professor Carol Tenopir while she served in her leadership role for CICS.

## PhD Corner

**Associate Professor Suzie Allard**, doctoral students **Frances Nichols** and **Ivonne Ramirez** and master’s student **David Ownby** presented research at BOBCATSSS, the annual research symposium sponsored by the European Association for Library and Information Education and Research, held in Barcelona, Spain this year. Papers presented were:

- Allard and doctoral student **Reid Boehm**, “Agricultural management tools: Is there information equity between agribusiness and the small scale farms?”
- **Director and Professor Ed Cortez** and Ramirez, “Applying knowledge management strategies for economic development and sustainability in the Caribbean.”
- Nichols and Ownby, “Redefining the (r)evolution: Declassifying government secrets in the era of transparency.”
- Nichols and Ownby also coauthored a poster about rethinking how libraries use spaces.

Congratulations to **Todd Suomela** for successfully defending his dissertation. Thanks to his dissertation committee chair, Associate Professor Suzie Allard, and his other committee members, Chancellor’s Professor Carol Tenopir, Professor Mark Littmann, and Associate Professor Harry Dahms (CAS) for their service and commitment. The title of Dr. Suomela’s dissertation is: “Citizen science: Framing the public, information exchange, and communication in crowdsourced science.”





K-12 STEM education.” Bishop reflected on the conference saying, “The iConference represents the community of scholars advancing the research and teaching within the information field. The reception at the Museum für Naturkunde was especially memorable, networking with the future of the discipline surrounded by Archaeopteryx, Diplodocus, and other dinosaurs.”

## Connecticut Library Association Conference

The **Connecticut Library Association Conference** was a first for UT’s SIS and the response was enthusiastic. Recent accreditation developments with nearby programs have spurred a great deal of interest in the distance education offerings at Tennessee. Dr. Kitty McClanahan and student Sam Crawford represented the school at the conference and met with many potential students exploring their options.

## Tennessee Library Association Conference

The Student Services Coordinator Tanya Arnold (’03) represented SIS at the **Tennessee Library Association Conference** in Murfreesboro at the end of April. The annual SIS reception was well attended and many old friends had the opportunity to reconnect. Assistant Professor Wade Bishop attended the conference on behalf of the faculty. “TLA was a great way for me as a new faculty member to connect with our outstanding alumni. The UT community enjoyed sharing the history of SIS with me and hearing about the growth and all the success at SIS,” said Bishop.



Dr. Wade Bishop

## Maryland/Delaware Association’s

Wil Hawk (’98) represented SIS along with a current student Michelle Schabowski at the **Maryland/Delaware Association’s** joint conference in Ocean City, MD May 7 – 9 while SIS faculty and staff held the annual hooding ceremony in Knoxville. He will also represent the School at the **Virginia Library Association Paraprofessional Conference** in Richmond, VA later in May.



## Mid-Winter ALA Conference

At the Mid-Winter ALA Conference in Philadelphia, PA, SIS Technology Coordinator Cindy Lancaster (’04) and several SIS students represented the School and answered questions from perspective students. They also greeted many UT SIS alumni at the booth.

## New Jersey Library Association

Clinical Assistant Professor Cindy Welch, along with SIS students, will attend the **New Jersey Library Association Conference** in Atlantic City, NJ in June. This is the first time SIS will participate in the NJLA conference.

## Student News

The SIS program has two students who are in the first class of community reps for the Digital Public Library of America- Krista Oldham and Andrew Grissom.

### Arkansas

**Krista Oldham** is the Senior Archives Manager at the University of Arkansas, where she acquires, preserves, and provides access to historical manuscripts, archives, maps, photographs, and published materials to support scholarly investigation of the state, its customs and people, and its cultural heritage. As a Community Rep, Oldham plans to establish an ongoing relationship with teachers and students throughout the community by proactively promoting the DPLA's resources through pathfinders and other organized outreach activities.

Oldham has also recently accepted a position at Haverford College as the College Archivist/Records Manager. Haverford College is a top ten liberal arts college near Philadelphia and works with and shares a digital repository with Bryn Mawr and Swarthmore Colleges.

### Tennessee

**Andrew Grissom** is the circulation supervisor for the Paul Barret, Jr. Library at Rhodes College in Memphis, Tennessee. As a Community Rep, Andrew plans to open up discussion in both his work and school environments, planning workshop sessions and outreach events to connect peers and colleagues to the DPLA.

**Ellen Brown Strobel**, a student funded through an IMLS project, has been named as the recipient of the 2014 Lucille Wert Scholarship. This is a national level award with only one student chosen each year. They have asked Strobel to attend the national meeting in San Francisco to accept the award.

Strobel is one of the two masters students funded for her first year of study during the NCTE on ScienceLinks2. This included a component with doctoral to masters mentoring which has been valuable. She has also worked closely with Dr. Bob Cook and his team at the NASA Distributed Active Archive Center at Oak Ridge National Laboratory.



**Hadi Dudley ('04), Courtney Fuson ('03), Aaron Dobbs ('94) and Susan Jennings ('07) meet up at ALA Mid-Winter**



**Dr. Suzie Allard presenting at TEDx**



**Cindy Lancaster, '04**

Cindy is also a graduate of SIS and contributes to the program through her high level IT skills. Known as the “IT Goddess,” Cindy serves as Technology Coordinator and IT Specialist II, meeting the technology needs of students, faculty, and administrators. She was responsible for the complete overhaul of the SIS and CCI websites last summer remaking them with responsive designs and greater usability. Cindy also has an eye for decorating and has helped to enhance the look of the SIS quarters. “Collaborating with our faculty to deliver high-quality DE experiences to our students in this creative and technically advanced environment is especially fun for me.”

**Ken McClain**

Ken is an Iraq War Veteran and Army National Guard retiree with over 24 years of military service. His assignments included performing as an Instructor, Platoon Sergeant, Training NCO, and most recently as a Unit Readiness NCO. While in Iraq he was assigned as the 128th Battalion Assistant Operations NCO and Liaison Officer to the 3rd Infantry Brigade. Ken came to SIS on the heels of completing his Education master's degree in Human Resource Development. Since joining SIS, Ken has advanced to the position of Program Resources Specialist, which means that he has operational oversight for all budget and personnel transactions. Ken is a hard worker, dedicated to doing a good job and, in good military custom, is extremely loyal and trustworthy. “Serving the School is a lot like serving in the military in the precision that is required to document and report. It is a pleasure to be a part of the team and support our faculty and students.”



**Dr. Kitty McClanahan (PhD/'11)**

Dr. Kitty is truly special within SIS, wearing many hats, as Lecturer, Practicum & IS&T Minor Coordinator, and Assistant to the Director. I am delighted to announce at this time that Kitty will be serving as Acting Associate Director and Chief of Staff for SIS. She will serve in this capacity until a faculty member is appointed to the permanent position. “I love that my job has different dimensions. My favorite part is working with students in a variety of ways: facilitating practicums, mentoring the GTAs, and recruiting for the masters program and the undergraduate minor.”

**Donna Silvey**

Donna has been with SIS since 2011, serving as the Communication Specialist for both the School and the College. I continue to marvel over how Donna is able to perform two full time jobs as if they were one. I've come to the conclusion that she never sleeps and is able to “leap buildings with a single bound.” I've said many times that while SIS accomplishes many good things, Donna is the key person that makes these accomplishments be known. Donna and I share a special bond through our respective canines. If you don't know what I'm referring to, you have not kept up with Interface, <http://www.sis.utk.edu/alumni/interface/pastissues>. “Being back on campus around energetic students is a fun second career. My blood still runs Tennessee Orange!” Donna's first degree was from UT's College of Business Administration.



Our staff will tell you that their job is to make things run smoothly while they remain in the background. Our efforts as faculty would be far less fruitful if it were not for the willingness of our staff to go the extra mile. On your next visit to campus, you will see



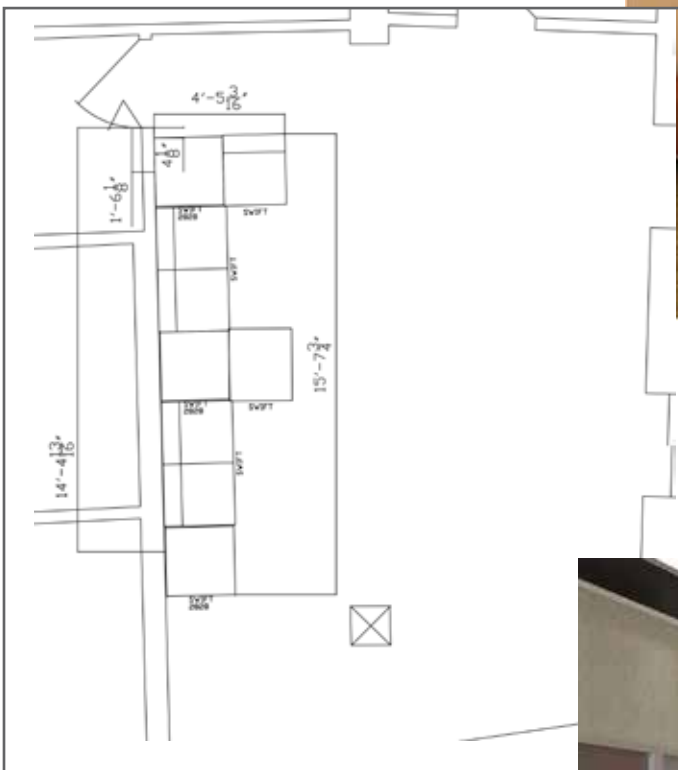
visual evidence of their extra efforts.

The elevator lobby area between our office suites is being transformed into a cohesive, comfortable area for our faculty and students to study and collaborate. A new monitor will be placed on the back wall to display current information about the School. New furniture will create a comfortable area for recharging electronic devices and weary students. A new, more electronic directory station will be included. New ceilings, lighting, paint and carpet will all increase the usability of the space while reducing the noise level. Finally, the School of Information Sciences will begin to physically carry the characteristics of the unified body of scholars it has been in spirit!

*Edmund M. Cortez*



**Lobby seating mock-up. The side tables will contain USB and power recharging stations.**



**Diagram of the new lobby: elevators on the right, seating area on the left, monitor on the back (top) wall.**



**Architect's first rendering of the renovated SIS lobby.**

## Did you know?

1. SIS students can develop an individualized program of study in consultation with their advisors. Some options are:

- Academic libraries
- Applied information technology
- Corporate information
- International issues and experiences
- Public librarianship, community informatics
- School media
- Science and technology communication

2. Whatever courses are taken, all students who complete the program receive the Master of Science degree accredited by the American Library Association (ALA).

3. There is more than one way to earn the degree:

- SIS accepts undergraduate degrees from any academic field
- Attend full or part time, online or on campus
- See website for more details: [www.sis.utk.edu](http://www.sis.utk.edu)

4. The School accepts applications on a rolling admissions basis until the incoming class is full. There is no deadline to apply to the program, except for international students. Students are admitted in the fall or spring semester. Review of completed applications begin in February for fall admission and October for spring admission.

5. Prospective students are welcome to email, call or visit the school and speak with the assistant to the director and/or the coordinator of student services before the application is completed.

## Some current job titles of SIS graduates include:

**Information Analyst**

**Library Director**

**Health Systems Database Analyst**

**Visual & Performing Arts Librarian**

**Legislative Researching Analyst**

**Library Media Specialist**

**Senior IT Technologist**

**Curator**

**Information Technology Specialist**

**Youth Services Coordinator**

**Manager of Collections Development**

**Head of Digital Services**

**Children's Author**

**Webmaster**

**Records Analyst**

**Dean of Libraries**

**Archivist**

**Cataloger**

**Researcher**

**Taxonomy Manager**

**Outreach Librarian**

**Managing Editor**

**Music Librarian**

**Professor**

**Reference Librarian**

**Systems Engineer**

# Spring Scenes 2014

## Spring Picnic



**Dr. Hank Served as Panelist  
for CCI Social Media Week**



**Dr. Bishop introduced CCI Faculty to the 'speed dating' format for Research Idea Sharing**



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In this issue: Exciting new roles for Tenopir and Allard | A Recipe for Success: Be Uniquely You | 2014 Hooding Ceremony Highlights

and much more!

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