

Fall 2012

Interface



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

Director's Message

Greetings!

Now having concluded our celebration of the School's 40th anniversary, even Jazz gets to carry the SIS baton as we move forward to reach our semi-centennial. This fall issue of *Interface* features a series of harmonious events, accomplishments and celebrations surrounding the anniversary of the founding of the School of Information Sciences as an ALA-accredited program in 1972. As you read on, you will encounter many old friends, see some new faces, and experience lots of nostalgia from one story to the next. You'll first be introduced to Marcellus Turner ('88), Director of the Seattle Public Library, who delivered the keynote address at the SIS Alumni Society annual homecoming brunch. Leading up to this event during homecoming week, we enjoyed a commemorative lecture for Gary Purcell, founding director of the School, presented by Suresh Ponnappa ('84). Following the lecture former SIS professor Bill Robinson (Dr. Bill) reminisced about his friend and mentor, engaging the audience in many funny and moving stories about his time with Dr. Purcell. In attendance were Carolyn Purcell (wife of Gary Purcell), Deans Mike Wirth and Steven Smith, many alumni and friends, and faculty and students from the School. The



Dr. Cortez with Jazz

afternoon ended with the dedication of the new Gary R. Purcell Reading Room.

Throughout all these celebrations SIS continued its business as usual, actively engaged, for example, in searches for two assistant professors—one to develop and nurture a new archives

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Client-centric Outreach to All

Focused Priorities - Aligned Resources

Accurate Visual & Physical Representation

SIS 40th Anniversary & Homecoming Celebration



Marcellus Turner ('88) Delivers Keynote

“Dean Jokes.” This year he added a “Clint Eastwood-ish” empty chair to represent the dean in absentia. Dr. Cortez then introduced Martha Earl ('85), Assistant Director of the Preston Medical Library and Assistant Professor at the UT Graduate School of Medicine. Martha Earl is the current President of the SIS Alumni Society and a former colleague of Marcellus Turner. She provided his introduction.

Marcellus Turner, Chief Librarian of the Seattle Public Library system, provided an inspiring keynote address. He challenged the audience and those in the profession to look for new ways to solve old situations, discover new ways to deliver excellent service, and challenge the “it’s the way we’ve always done it” mentality. He gave examples of traditional practices which are counterproductive in serving today’s library patrons.

Turner drew upon the familiar comparison of the two soft drink giants. He illustrated that their competition was not for each other’s customers. It is a competition for quenching thirst. He explained why the vertical market integration (soft drinks, coffee, water, orange juice) better addressed their competitive situation than the attempt to switch customers. Comparing this to the public library current day “competition,” Turner said the competition for libraries is not Amazon, Barnes & Noble or e-readers; it is the bigger picture of information sourcing.

Staying relevant with physical facilities and tight public sector funding brings a host of challenges. Turner explained how honestly and deliberately prioritizing and offering the most needed services with excellent customer service was paramount to ensuring a bright future for public libraries. Many of the SIS graduates in attendance wholeheartedly agreed with Turner’s assessment. Janet Drumheller said, “This is my world. My life revolves around the very same issues and opportunities Marcellus has spoken of here today.” Drumheller is the Reference Services Manager at Knox County Public Libraries.

The 40th Anniversary celebration of ALA accreditation for the School of Information Sciences culminated Sunday, Nov. 4, with a brunch at the UT Visitor’s Center. It was a fun-filled time for fellowship and renewal of acquaintances. The SIS Alumni Society Executive Board slipped in a quick meeting a few minutes before the festivities started. Honored guests included keynote speaker and SIS alum Marcellus Turner ('88) and retired SIS associate professor Dr. Bill Robinson. Most of the current faculty and many current on-campus students came to be a part of the celebration.

Dr. Ed Cortez kicked off the brunch with a new twist on his



Dr. Cortez and the Dean’s Chair

Historical Timeline Library Education at UT

- 1928 - Initial program begins
- 1964 - Master of Science with Library Service concentration starts
- 1971 - Independent Graduate School of Library and Information Science is established and housed at Temple Court
- 1972 - ALA accredits the program under the direction of Gary R. Purcell
- 1995 - First MS in Information Sciences conferred
- 1996 - First doctoral student admitted
- 1999 - SIS becomes a nationally ranked program
- 2002 - SIS joins CCI
- 2009 - ALA accreditation reaffirmed

Gary R. Purcell Reading Room Dedicated



Carolyn Purcell with Dr. Cortez at Dedication

quiet study. It is a fitting memorial to a man who by all accounts encouraged and nurtured his faculty and supported their professional growth.



The Gary R. Purcell Reading Room was dedicated Wednesday, Oct. 31, 2012, as a salute to the man who led the School of Information Sciences to its first ALA accreditation forty years earlier. The ribbon cutting ceremony was held immediately following the memorial lecture. Guests of honor Carolyn Purcell, wife of Gary Purcell, and Dr. Bill Robinson, retired SIS faculty member, performed the formal ribbon cutting to officially open the reading room.

The room is located in the former Center for Children's and Young Adult Literature (CCYAL) offices on the fourth floor of the Communications Building. It will eventually house samples of CCI faculty books and articles as well as current media for faculty to utilize in the relaxing atmosphere away from their high-traffic offices. Comfortable chairs, tables and interesting artwork provide an intimate place for reflection and

Gary R. Purcell Memorial Lecture Kicks Off 40th Celebration



Dr. Bill Robinson

Suresh Ponnappa (SIS '84) provided the large audience at the Gary R. Purcell Memorial Lecture with a series of fond remembrances of his friend and mentor. The Wednesday, Oct. 31, lunch lecture kicked off the series of events celebrating the School of Information Sciences's 40th year of ALA accreditation. Dr. Purcell was instrumental in leading the School through its first accreditation, and, as the audience heard at the lecture, he also provided a vision for its future.

Students today are beneficiaries of Purcell's leadership and guidance. Ponnappa described many occasions that illustrated Dr. Purcell's focus on high academic standards and deep intense compassion for the students and faculty of the school. Many of Ponnappa's an-

tidotes were humorous, and some were very poignant, but all of them helped those in attendance understand Dr. Purcell's SIS legacy.

Dr. Bill Robinson followed with his remembrances of his friend Gary Purcell. He told of his early years as a new faculty member and the important guidance Dr. Purcell provided. He outlined some of the ways in which Purcell guided the School from only training librarians to developing a broader scope and scale encompassing information sciences as we know them today.

The audience included guest of honor Carolyn Purcell (wife of Gary Purcell), current SIS students and faculty, Hodges Library staff, Dean Steve Smith, Dean Mike Wirth, and many SIS alumni, such as Janet Drumheller, past SIS Advisory Board Member.



Carolyn Purcell with Suresh Ponnappa



Search for Two New Faculty Underway



**Dr. Suzie Allard and Dr. Vandana Singh
Lead the Search Team for SIS**

An important part of maintaining a top 25 program is upholding high academic standards for faculty. The School of Information Sciences is actively recruiting for two open faculty positions. The search team is led by Drs. Suzie Allard and Vandana Singh.

Even amid the howling winds of Superstorm Sandy, members of the search committee continued to interview potential candidates at the 2012 ASIS&T Annual Meeting in Baltimore from Oct. 26-30. Strategic ads and new media listings have caught the attention of many highly qualified candidates for the two positions. Both are assistant professorships; one requires expertise in archival studies and/or digital curation, and the other requires knowledge of information technology.

The search involves intense behind-the-scenes research of the best advertising venues for candidates, data collection on the profession's academic landscape, and hours of careful consideration of the credentials of each applicant. While the search requires many hours of additional work for Singh,

Allard, and the search committee members, their diligence in the process will ensure the new additions to the faculty will be able to fulfill their obligations to the students and to the School.

“Our faculty carefully inventoried our current curriculum and faculty needs and collectively decided on the best course of action for filling the two openings,” said Ed Cortez, professor and director of SIS. “We have a lot to offer an assistant professor. We are a top 25 school already. We are located in an incredibly beautiful part of the county at a major University. We have seasoned faculty on board who will make excellent mentors for new appointees. In short, we have a very attractive opportunity for two well-qualified people.”

The final phases of interviewing are beginning, and the School hopes to announce the appointment of the new assistant professors soon. Be prepared to give them a Big Orange Volunteer welcome!



Arkansas Library Association



MDLA

Conference Highlights

Summer and fall 2012 proved to be busy conference cycles for SIS. Effectively covering all of the opportunities to promote our program and graduates means SIS must have alumni and student support to cover all of the events. Fortunately the School has members from both groups willing to be a part of the team.

At each of the conferences, our exhibit staff hands out material about the School, greets friends and alumni and provides valuable information for prospective students. Tanya Arnold, Coordinator of Student Services, has been organizing the SIS conference efforts in recent years.

The recent conferences and the SIS exhibit staff are listed below:

| Date | Conference | Booth Participants | Alumni/Friends |
|-----------|---|--|----------------|
| June | ALA | Karlene Jennings (MS), Jennie McInturff (MS), Rebecca Davis (PhD), Cindy Lancaster, Dr. Suzie Allard | |
| September | Joint Conference for Librarians of Color | Rebecca Davis (PhD) | |
| October | Arkansas Library Association | Jill Knoke-Staggs (MS), Blake Galbreath (MS) | Hadi Dudley |
| October | Virginia Library Association* | Amy Skretta (MS) | Wil Hawk |
| October | Tennessee Association for School Librarians | Laine Thomas (MS), Melanie Ivanoff (MS), Cindy Welch (faculty) | |
| October | American Society for Information Science & Technology | Todd Suomela (PhD), Jim Malone (PhD) | |

*SIS reception attendees at VLA

| Name | Alum/Student |
|------------------|--------------|
| Libby Lewis | Alum |
| Sandy Treadway | Alum |
| Karlene Jennings | Student |
| Sarah McClung | Alum |
| April Akins | Student |
| Amy Blow | Alum |



Society of American Archivists

In early August, Dr. Suzie Allard and Dr. Vandana Singh attended the Society of American Archivists conference in San Diego. Dr. Cindy Welch attended the Early Childhood Summit in Nashville in June on behalf of SIS.

Anyone interested in staffing future SIS exhibits should contact Tanya Arnold at tnarnold@utk.edu. If you are attending any of these future events, please stop by the exhibit and say hello. Be sure to bring any co-workers or acquaintances with you who are interested in learning more about the School.

| Dates | Event | Location |
|---------------|---|------------------|
| January 25-29 | American Libraries Association Midwinter Conference | Seattle, WA |
| April 4-7 | Association of College & Research Libraries | Indianapolis, IN |
| April 23-26 | Texas Library Association Conference | Fort Worth, TX |
| April 24-26 | Tennessee Library Association Conference | Chattanooga, TN |
| May 8-10 | Maryland/Delaware Joint Conference | Ocean City, MD |



Alumni News:

Alumni Society – Welcome to New Board Members



Martha Earl, President SIS Alumni Society

The SIS Alumni Society continues to support the school as the new school year begins. The Alumni Society Constitution has been finalized and posted on the website, <http://www.sis.utk.edu/alumni>. Electronic nominations and voting took place during late summer resulting in the election of the new executive board.

A Message from Alumni Society President Martha Earl

The new officers for the SIS Alumni Society Executive Board are:

- **Martha Earl '85**, President
- **Aaron Dobbs '94**, Vice-president/President-elect
- **Wil Hawk '98**, Past-President
- **Daniel Redmon '05**, Secretary
- **Jamie Osborn '08**, Member at large (two-year term)
- **Susan Earl '85**, Member at large (two-year term)
- **Sara Casey '04**, Member at large, returning
- **Deborah Henry '85**, Member at large, returning
- **Tiffani Conner '04**, liaison from the SIS Advisory Board.

The UT SIS Alumni Society Board has developed the following goals:

1. Update UTK SIS alumni directory.
2. Communicate with UTK SIS alumni via the alumni listserv.
3. Map where alumni are located to determine where to start chapters and where to plan events
4. Meet once a year to assess progress on current goals and to plan for the future.
5. Promote UTK SIS to potential students.
6. Represent UTK SIS at conferences.
7. Start alumni chapters in areas where there are many alumni.
8. Support UTK SIS financially and professionally.
9. Become an affiliate organization of appropriate professional organizations.

Please go to the UT SIS website to learn more about what's happening at SIS. I look forward to another great year. Thanks for your commitment and involvement, Martha Earl, MSLS, President, SIS Alumni Society Executive Board 

SIS Alumni in the News

Beth Davis-Brown ('84) was featured in the Library of Congress newsletter *Minding Matters* for the honor she received at the SIS Hooding ceremony in May. Davis-Brown received the 2012 Distinguished Alumni Award as announced in the last issue of *Interface*. Davis-Brown is employed at the Library of Congress. Congratulations again, Beth!

Congratulations to **Susan Jennings ('07)** for her article publication in the prestigious *Reference Services Review*. (see <http://www.emeraldinsight.com/journals.htm?articleid=17031616&show=abstract>.) Jennings was the Lead Librarian for Desk Services – Learning and Research Services at Appalachian State University Belk Library and Information Commons in Boone, NC, before accepting a new position as Dean of Library Services at Chattanooga State Community College this summer.

Meredith (Reid) K. Boehm ('12) had an article published in the *SLIS Student Research Journal*. The article title is, "An Exploratory Study of Online Information Regarding Colony Collapse Disorder," <http://scholarworks.sjsu.edu/slissrj/vol2/iss1/4>.

SIS Alumni in the News, cont'd

Graduates and current distance education students from the University of Tennessee's School of Information Sciences visited with local librarians at Crystal Bridges Museum of American Art. The group enjoyed a lovely dinner and engaging discussion about contemporary librarianship and information science studies.



From Left to Right:

- **Beth Davis-Brown ('84)**, Library of Congress
- **Hadi Dudley ('04)**, Bentonville Public Library,
- **Jill Knoke-Staggs**, UT Graduate Student
- **Sue Ann Pekel**, Bentonville Public Library
- UT Graduate Student
- **Rachel Ackerman**, Northwest Arkansas Community College Library
- **Heather Hays ('05)**, Bentonville Public Library

Hadi Dudley ('04), Library Director at Bentonville Public Library, was elected to serve as the Arkansas Library Association's (ArLA) Chapter representative for the American Library Association (ALA) Council. Election results were announced at the 2012 annual ArLA conference on Tuesday, October 16, 2012 in Springdale.

Dudley will serve as a leader and liaison for both associations. The ALA Council position is an executive board member position for ArLA, while the Council is the governing body of ALA. According to Dudley, "I am honored to serve Arkansas libraries and the American Library Association. I look forward to learning and growing, personally and professionally, during this important endeavor." Dudley's term is three years, during which she will travel to mid-winter and annual conferences to attend ALA Council meetings, in addition to other duties and responsibilities. The Arkansas Library Association will fund Dudley's travel expenses during her term as councilor.

Dudley's role as library director at Bentonville Public Library has prepared her for leadership positions with other organizations. She also serves on the Legislative Committee for ArLA and the Committee for Literacy with ALA. Additionally, Dudley has participated in Leadership Benton County and serves on the Advisory Board for University of Tennessee School of Information Sciences. Congratulations Hadi!

Bob Conrad is a 1983 School of Information Sciences graduate, former SIS Advisory Board member, current College of Communication and Information Board of Visitors member, 2011 winner of the SIS Distinguished Alumni Award and Library Director at Oak Ridge National Laboratory. All of this has not been enough for Conrad. Add to the list "True Volunteer."

Conrad is featured in a Knoxville News Sentinel article, "Free English Classes Offered Across Knoxville." The web version can be found at <http://www.knoxnews.com/news/2012/jul/09/free-english-classes-offered-across-knoxville/>.

"Bob has always been ready to serve when asked by SIS," says Director Ed Cortez. "He exemplifies an information professional and embodies the Volunteer spirit in every aspect of his work and his life. We are proud to see his good work recognized."



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.

SIS Advisory Board Begins Eighth Year

Since 2005, the SIS Advisory Board has been providing advice and support for the SIS program. The board is comprised of distinguished information professionals who exemplify the library and information science professions.

Board members serve a three-year term and meet each fall to develop strategies for meeting their obligation to the School. Traditionally the board has also met directly with students to collect their input and feedback on a variety of components of the student experience. The board then condenses the feedback into a list of recommendations and ideas for the faculty. This process of continuous improvement has led the School to many of its recent innovative improvements.

At this year's meeting, outgoing board members were recognized for their contributions to the School. Those rotating off the board are Janet Drumheller, Wil Hawk, Lynda Lewis, Franciel Azpurua Linares, Keith Powell, Steffi Prigoff and Lisa Zolly.

New board members added this year are David Atkins, Wendy Cornelisen, Jill Grogg, Cara Huwieler, and Jamen McGranahan. The group represents a broad range of experiences and will offer a new dimension to the Advisory Board's service to the School.



Current and Outgoing SIS Advisory Board Members with Dean Mike Wirth

La SCALA Full Grant Awarded

SIS, through the Center for Information and Communication Studies, has received funding to increase the number of Hispanic library science faculty members. This award follows the previous planning grant from 2011. The grant was announced by the Institute of Museum and Library Services (IMLS) as part of the Laura Bush 21st Century Librarian grants totaling \$10.3 million.

Ed Cortez and Suzie Allard of SIS and Bryan Heidom and Patty Overall of the University of Arizona received a \$339,593 grant for the La SCALA (Latino Scholars Cambio Leadership Academy) program. The grant will be used to recruit and educate four Hispanic/Latino doctoral students, with the goal of placing them in faculty positions around the country.

"The Hispanic population is particularly underserved in the information and library sciences area even though they are now the largest minority in the U.S.," Cortez said. "The goal of the La SCALA program is to educate the next generation of information science professors to recruit and mentor Hispanic information science students. UT's SIS is taking a leadership role in resolving this deficiency."

The La SCALA program is collaboration between UT and the University of Arizona. Allard served as a panelist for the session at the ALA conference in Anaheim titled, "Recruitment for Latino Library & Information Professionals." She and Cortez have traveled to several locations including the University of Puerto Rico San Juan and Rio Piedras campuses and the University of Miami on the quest to recruit candidates for the grant program.

SIS announced the launch of the new website for the La SCALA program in October. The website offers detailed information about the program and how students can apply for the funding. "The new website, <http://lascala.sis.utk.edu>, is an important next step for the program. This tool will assist in the very important task of providing information to prospective doctoral students," said Dr. Ed Cortez.



Class Notes

1975

- **Robert Thomas Stevenson** is now a Member of the Board of Trustees of the Spring Branch Independent School District in Houston, Texas.

1996

- **Laura (Kaufmann) Coulter** is a Reference Librarian at Howard Payne University.
- **Deborah Lammers** is Library Manager at Henrico County Public Library in Virginia.

2001

- **Teddy Gray** is Biological Sciences and Collection Analytics Librarian at Duke University.

2002

- **Brittany (Hedrich) Witte** is Librarian at Farragut Middle School.

2005

- **Gale Smith** has joined the staff as a Technical Services Coordinator at VDOT Research Library at the Virginia Center for Transportation Innovation and Research in Charlottesville, VA.

2011

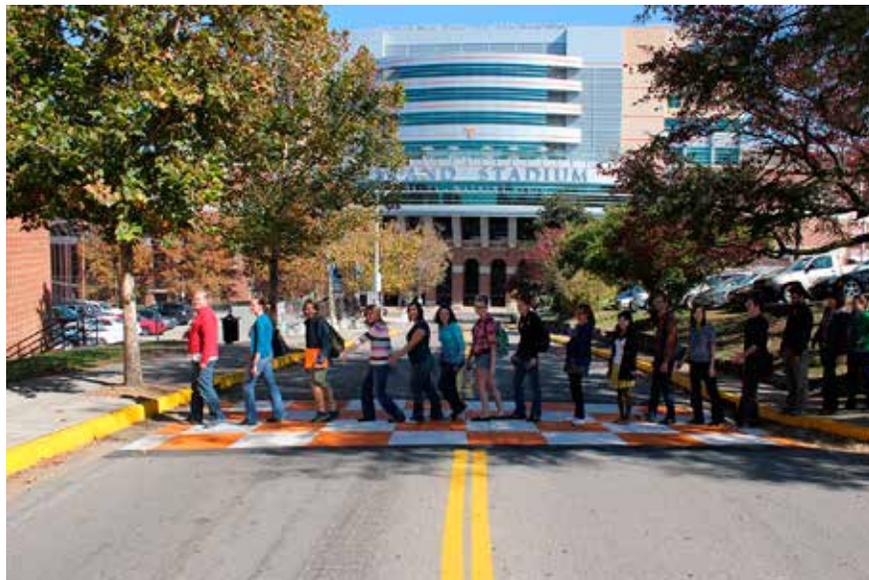
- **Sheeji Kathuria** is Reference Librarian at University of Alabama in Huntsville.

2012

- **Megan E. Clancy** is a Librarian at Vanderbilt University Medical Center.
- **Jordan M. Nielsen** is the new Assistant Professor and Business Librarian at the University of Arkansas in Fayetteville. Jordan notes his SIS practicum experience at LMU with SIS alum Bill Stevens contributed to his successful interview process and subsequent hire at UA!
- **Joell Smith-Borne** has been hired as Managing Editor at Vanderbilt University Press.
- **Vance Walker** is the Senior Sights and Sounds Assistant with the Knox County Public Library. 

Student News

On October 5, 2012, the SIS student organizations collaborated to hold a mixer in the Scripps Convergence Lab. At the event students learned about the different SIS student organizations and how their participation could enhance their studies and careers. Distance Education students were also encouraged to attend via Blackboard Collaborate. The student groups represented were ALA/TLA, ASIS&T, TASL, SLA and SAA.





Faculty News

Suzie Allard

Associate Professor and Associate Director Suzie Allard presented a paper, “Environmental researchers’ data practices: An exploratory study in Turkey,” with co-author Arsev Aydinoglu (NASA) (Ph.D. ’11) at the 3rd International Symposium on Information Management in a Changing World at Hacettepe University in Ankara, Turkey. Research for this paper was supported by funding from the Dean’s Summer Research Fund.

Allard was also an invited panelist at the Data Curation Profiles Symposium held at Purdue University in LaFayette, Ind. She spoke on the use of data curation profiles in education and participated in the invitation-only roundtable discussing the future of this tool. The symposium was funded by the Institute of Museum and Library Services.

In addition to her other academic work, Dr. Allard along with Dr. Vandana Singh has been leading the faculty search efforts to hire two assistant professors for SIS. See the story in this edition for more details.

QUEST magazine is the UT publication highlighting the research success of faculty and students. Dr. Allard and the DataONE team were the subject of a recent article republished in this issue of *Interface*.

Through the UT Center for Information and Communication Studies (CICS), Dr. Allard is a part of the project team which received a grant to study the trustworthiness of diverse scholarly information sources and channels. The grant was awarded by the Alfred P. Sloan Foundation. The project team, led by Dr. Carol Tenopir also includes Dr. Ken Levine (UT CS) and David Nicholas, adjunct professor for UT and director of CIBER Research Ltd., in Newbury, England. The broad aim of the research is to examine how emerging digital behaviors are challenging and, perhaps, changing concepts of trust and authority in the scholarly world.

In addition to her travel associated with the La SCALA grant project, Dr. Allard served as a panelist for the session at the ALA conference in Anaheim titled, “Recruitment for Latino Library & Information Professionals.” She will continue her recruitment efforts along with course work design and acquisition of mentoring resources through the first phase which concludes July 31, 2013.

Dania Bilal

Professor Bilal published an article titled, “Ranking, relevance judgment, and precision of information retrieval on children’s queries: Evaluation of Google, Yahoo, Bing, Yahoo Kids, and Ask Kids,” which appeared in the *Journal of the American Society for Information Science and Technology*, 63 (9), 1879-1896. This journal is one of the top-tier refereed publications in the

What faculty member..

---Enjoys water activities that all start with an “S”

-- Grew up in a major urban area

-- Voted for the first time on Nov. 6, 2012?

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

<http://www.sis.utk.edu/webform/sis-alumni-directory-information-update-form>

Who Could It Be?

information science field.

She has a contract for a new book titled *New Directions in Children's and Adolescents' Information Behavior Research*. The book will be published by Emerald Publishing Group in the UK in its Library and Information Science Book Series.

Bilal presented research in progress at a panel titled "Learning to Discover: Youth Information Literacy in the "I" Digital Age" at the American Society for Information Science and Technology 75th Annual Meeting held October 26-30 in Baltimore, Maryland. She was also the organizer and moderator of the panel.

Bilal gave an invited presentation, "The iUserDB in Sync with Information Behavior and Usability Theories and Research," at the Lebanese Library Association Conference held jointly with the International Federation of Library Associations (IFLA)-Oceania Section. The conference was held in Beirut, Lebanon, April 26-28.

Bilal was also an invited Visiting Professor at the Communication and Information Management at the Lebanese University in Beirut from May 7-20. She taught classes on User Information Behavior and Usability Assessments.

Bilal presented a paper titled "Towards new methodologies for assessing relevance of information retrieval from web search engines on children's queries" at the Fourth Annual Conference on Qualitative and Quantitative Research Methods in Libraries, Limerick, Ireland, May 24-27. The paper is published in the refereed conference proceedings and co-authored with Reid Boehm who is currently a doctoral student at CCI.

Dania Bilal (PI), Mehmet Aydeniz (co-PI, Science Education), Kimberly Douglass (co-PI), and Carol Tenopir (Senior Personnel) have submitted a research proposal to the National Science Foundation titled, "Fostering Understanding of Scientific Inquiry through Data Curation (FUSIDC): Focus on 21st Century Skills." Bilal and the project team will collaborate with Campbell County School System to work with 6th and 7th grade STEM teachers to provide effective professional development program in data curation and management within the context of scientific inquiry. Teachers will integrate knowledge and skills acquisition into their science curricula and train students in implementing data curation principles and techniques to real-world scientific data.

Ed Cortez

This fall I have once again traveled to Puerto Rico along with Dr. Allard to meet with the administration and faculty there to craft the Memorandum of Understanding (MOU) with the University of Puerto Rico. One component of the MOU will be the recruitment of doctoral students for the La SCALA grant project.

On the way to Puerto Rico, we visited the University of Miami in south Florida. This too was a part of the larger effort to recruit candidates for the La SCALA grant.

I have been working with other constituents in library and information sciences schools to form a special interest group in ALISE. Starting in January 2013, our efforts will pay off with the first official panel presentation at the conference of the Development and Fundraising for IS Programs forum. Panelist will share ideas and solutions for development involving gift giving, fundraising, corporate partnerships, advisory board relationships, alumni affairs and marketing strategies. We expect to glean good, proven ideas from this forum for increasing the interest in giving involvement.

With the successful launch of our involvement with "Welcome Week" at UT along with our friends at the Hodges Library, we are continuing to support the UT Veterinary School's H.A.B.I.T. program. This is an extension of our involvement after the hugely successful "De-stress for Success" exam-week work highlighted in the spring issue of *Interface*. The main event was held just outside of the SIS offices the week before the fall semester when incoming freshmen were on campus to acclimate to college life. They not only got an informal introduction to our undergraduate minor and our master's program, they got to cuddle for a few minutes with our mascot Boudreaux.

A new addition to my own household is quickly learning the tricks of trade to becoming a reading and stress-reducing therapy dog. "Jazz" is a labradoodle, solid black puppy. She is adapting to her role with great enthusiasm. I know many of our alums are familiar with using dogs in library reading programs. We feel it is important to understand the tremendous potential of our canine friends and the value they can bring to the college campus in addition to the value they bring to young children learning to read.

Kimberly Douglass

"Sometimes questions are more important than answers" -Nancy Willard. Over the past two and a half years, course preparation, engagement with students, committee and other service work, and input from colleagues have helped me formulate some critical questions. The insightful answers to those questions have deepened my understanding of how academe functions structurally and culturally. The answers to other critical questions (about publication venues, theoretical frameworks, strength of evidence, points of emphasis) are helping me understand the artistry of scholarship and knowledge development. As a result, I can step back and chart more clearly the direction of a body of work. This evolving body of work most recently includes an article that looks at the contributions policy think tanks make to the scientific record. It was published in the October 2012 edition of the

Faculty News Continued on Page 12

QUEST magazine is the UT publication highlighting the research success of faculty and students. Dr. Douglass and the Data-ONE team were the subject of a recent article republished in this issue of *Interface*.

Rachel Fleming-May

Greetings! Since the last *Interface* update I've continued working with the LibValue grant project (helmed at UTK by Co-Principal Investigator Carol Tenopir) and have been fortunate to collaborate with a number of SIS Alums, including Regina Mays and Peter Fritzler, with whom I made a presentation at the Charleston Conference last week. At Charleston I also presented with SIS alumna Jill Grogg and was delighted to discover that another SIS alum, Charles Hillen, was our session recorder! Although these four were all students at SIS prior to my arrival, I find it gratifying to see such professional engagement from our graduates.

Mónica Colón-Aguirre (PhD '12) and I recently had an article accepted for publication in the *Journal of Academic Librarianship*, "You Just Type in What You Are Looking For': Undergraduates' Use of Library Resources vs. Wikipedia."

Fleming-May Awarded IMLS Grant

This fall I was also notified that my application for an IMLS National Leadership Planning Grant was successful. University of Illinois at Urbana-Champaign librarian Harriett Green and I will spend the year investigating the viability of creating an index of online-only poetry. I was very fortunate to have had the support of the staff of the Center for Information & Communication Studies in preparing the application.

Bharat Mehra

Associate Professor Bharat Mehra, Assistant Professor Devendra Potnis, and doctoral Jennifer Morden published their paper entitled "An exploratory study of the nature and composition of current library and information science programs in Indian state universities" in *Perspectives in International Librarianship*.

The invitation to deliver the inaugural keynote speech at the Indian Library Association Annual Conference during February in Mangalore, Karnataka, was his spring semester's highlight. Mehra was humbled by the professional honor and recognition and inspired by the spirit, passion, and dedication of the rural librarians who were working in the world's poorest communities facing extreme social, cultural, political, economic, and administrative challenges.

He co-authored an article with Assistant Professor Vandana Singh entitled "Strengths and Weaknesses of the Information Technology Curriculum in Library and Information Science Graduate Programs" that was published in the *Journal of Librarianship and Information Science*.

Mehra was the organizer and moderator of a session entitled "Social Justice in Library and Information Science" during the 4th Qualitative and Quantitative Methods in Libraries International Conference in May 2012 in Limerick, Ireland, where he also led a paper entitled "The Social Justice Framework in the Information Technology Rural Librarian Master's Scholarship Program: Bridging the Rural Digital Divides" for the session.

During the ASIS&T 75th Annual Meeting in Baltimore, MD, in October, 2012, Mehra delivered a panel presentation entitled "Small Businesses' Information Seeking Practices and Use of Broadband in the Southern Appalachian Region: An Exploratory Survey of the Perspectives of Tennessee's Rural Librarians."

He also presented a poster entitled "Empowering rural librarians as change agents in the 21st century: Development of community-based technology literacy and management outcomes in the southern and central Appalachia" at the World Library and Information Congress: 78th International Federation of Library Associations and Institutions (IFLA) General Conference and Assembly that was held in August 2012 in Helsinki, Finland. Co-authors are: Vandana Singh, Christopher Mitchell, K. C. Williams, Susan Simmons, and Nancy Renfro. The poster presentation provided an opportunity for the dissemination of results from the IMLS-funded ITRL research to an international audience. Look for the article on ITRL updates in this issue of *Interface*.

During the fall semester Mehra is teaching the required course on information organization to new students and the recommended course on collection development to second year students.

Mehra is a member of the Faculty Benefits and Professional Development Subcommittee for the UT Faculty Senate and his report co-authored with Donna Braquet entitled "A Website Evaluation of the Top Public Universities in the United States to Assess their Offering of Domestic Partnership Benefits [URL: <http://web.utk.edu/~bmehra/domesticpartnershipreport.pdf>] informed the development of a resolution that was approved by the Faculty Senate for feedback by the Chancellor.

Devendra Potnis

Assistant Professor Devendra Potnis was selected as the UT *QUEST* scholar of the week in late September. <http://quest.utk.edu/2012/devendra-potnis/>

Potnis presented a paper titled “Laggards or victims of socioeconomic conditions? Findings from ongoing survey of female slum-dwellers without cell phone ownership” at the 6th International Conference on Theory & Practice of e-Government (ICEGOV) in Albany, N.Y. The paper was co-authored by Lecturer Kanchan Deosthali.

Potnis also served on a five-member panel on “Women and ICTs: Access and empowerment” at the ICEGOV Conference. ICEGOV was co-organized by the United Nations. More information about the conference can be found at <http://icegov.org/program/>.

Potnis also continues to serve as the chair of the Student Affairs Committee. The students recently held the annual Fall Picnic immediately after comps. In addition, SIS student organizations held an informational meeting in early October to generate interest and participation in the groups.

Vandana Singh

Dr. Vandana Singh’s research on Open Source Integrated Library Systems’ (OSS ILS) website was highlighted in a recent *Circle Park News* (CPN) article. The website is a huge success and widely used source thanks to the hard work of Singh and her team of researchers. The multi-year IMLS grant-funded study will provide librarians around the world cost-efficient ways of accessing much needed information.

See the story in this issue of *Interface* for more details about OSS ILS. To view the *CPN* article, visit <http://www.cci.utk.edu/singh%E2%80%99s-research-leads-new-open-source-integrated-library-system-website>.

In addition to the full-scale launch of the OSS ILS website, Dr. Singh has also worked with Dr. Allard on the faculty search for two open positions in SIS. See the story in this issue about the faculty search for more details.

Carol Tenopir

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

In 2012 I have presented my research from two grants--IMLS LibValue on the value of reading and libraries and NSF DataONE on current state of data sharing and research data services--at conferences in Glasgow (UKSG), Italy (Fiesole Collection Retreat), Dallas (ALISE), Philadelphia (NFAIS), Anaheim (ALA), Helsinki (IFLA), London, and Charleston. Our research teams are writing up results from surveys at 100s of universities, with thousands of respondents. Caren Milloy provided one of many attendee tweets during Tenopir’s Glasgow presentation of her research, “#uksg Tenopir -as the library budget rises there is a correlated rise in grant income, libraries demonstrate definite return on investment.”

Chancellor’s Professor Carol Tenopir is featured in the Q4 2012 *Royal Society Publishing* newsletter. The edition profiles women in science. <http://newsletters.royalsociety.org/q/13kGMuImTC/wv>

Several papers resulted from a recently completed grant from U.K. JISC Collections. Research Assistant Rachel Volentine, Program Manager Liz Whitson, and Chancellor’s Professor Carol Tenopir published “Portraits of success: Building personas from scholarly reading patterns” in *QQML 4th annual conference proceedings*. Volentine and Tenopir also published “Value of academic reading and value of the library in academics’ own words” in *Aslib Proceedings*. Tenopir, Volentine, and Adjunct Professor Donald King published three articles: “Social media and reading” in *Online Information Review*; “Article and book reading patterns of scholars: Findings for publishers” in *Learned Publishing*; and “Scholarly reading and the value of academic library collections: Results of a study in six UK universities” in *Insights*. Additionally, Tenopir and Volentine had their paper, “The value of scholarly reading in the life sciences,” accepted for publication in *Ideas in Ecology and Evolution*.

The UT Center for Information and Communication Studies (CICS) and professor Carol Tenopir has received a grant to study the trustworthiness of diverse scholarly information sources and channels. The grant was awarded by the Alfred P. Sloan Foundation. The project team also includes Dr. Suzie Allard, Dr. Ken Levine (UT CS), David Nicholas, adjunct professor for UT and director of CIBER Research Ltd., in Newbury, England. The broad aim of the research is to examine how emerging digital behaviours are challenging and, perhaps, changing concepts of trust and authority in the scholarly world.



QUEST magazine is the UT publication highlighting the research success of faculty and students. Dr. Tenopir and the DataONE team were the subject of a recent article republished in this issue of *Interface*.

Peiling Wang

The ePortfolio Ad Hoc Committee which I led for three years has completed its mission to develop the ePortfolio as an official capstone option. The new guide, approved by the faculty, is now available on the SIS website. There have been five pilot eportfolio graduates; more are expected to graduate with an ePortfolio. The first ePortfolio defense in the format of ePortfolio showcase will be held on the comprehensive examination day, Spring 2013.

I devoted the summer to a project to mine in academic databases and analysis of students' tics for the UTrack initiative lead by the Vice Provost for Academic Affair.

I co-authored a poster paper entitled "An Exploratory Study into Perceived Task Complexity, Topic Specificity, and Usefulness for Integrated Search" published in the *Proceedings of the 4th Information Interaction in Context Symposium* (August, 2012)

I developed a new course Data Mining, Analytics and Modeling, which has been approved by the faculty as a catalog course with the new name Big Data Analytics

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

Cindy Welch

During June of 2012 I had a chance to switch places and become a student of teaching rather than the teacher, when I attended the UT Summer Teaching Institute (June 4-22). As a result of that experience, the IS 573 – Programming for Children & Young Adults class is now at least partially flipped! Rather than getting all the lecture content during class, the intrepid students in this class spent time outside of class listening to short lectures and then putting the concepts to work in a much more directed way during class. The experiment continues ...

On July 20th, the Center for Children's & Young Adult Literature hosted its 4th annual Best of the Best Workshop, where about 100 participants came to hear the latest and greatest children's and YA books. I was fortunate to be one of several presenters, including SIS alumna Julie Danielson, Emily Davenport, and Lisa Meidl.

During the fall term I had the opportunity to attend two national conferences to help me stay current in the field of youth librarianship. At the Association for Library Services for Children (ALSC) National Conference (September 21-22), I learned some wonderful new information about literacy training for teen parents, and how to evaluate children's programming. Then, at the Young Adult Library Services (YALSA) Young Adult Literature Symposium (November 1-3), the highlight was a session where I learned about ebooks book discussions inside the book. Both conferences provided great updates for use in future IS 571 and 573 classes.

October 26th I presented a session on book apps at the annual Tennessee Association for School Librarians conference. About 50 attendees looked at several book apps – including flat apps, enhanced ebooks and actual book apps – and brainstormed ways to use these with small groups and individual students.

One of my favorite events this fall has been the opportunity to reconnect with the UT Grief Outreach Initiative (<http://griefoutreach.utk.edu/>), to conduct a training session for their volunteers. We talked about bibliotherapy and I introduced the group to some of the wonderful books they could use with their 6-16 year old clients. Their stories are inspirational and scary at the same time.

Looking ahead, in Spring 2013 we are offering the IS 576 – Storytelling course online for the second time. There were challenges in the past, but hopefully the new Blackboard Collaborate software will make it easier for us to share stories and evaluate student tellers when they are far, far away from campus.

Awa Zhu

Assistant Professor Awa Zhu's paper "The Evolution of Access Rights to Digital Legal Information: A Case Study" will appear in *International Perspectives on the History of Information Science and Technology: Proceedings of the ASIS&T 2012 Pre-Conference on the History of ASIS&T and Information Science and Technology*.

In addition, Dr. Zhu's paper "Access to digital case law in the United States: a historical perspective" has been published in *Proceedings of the 78th International Federation of Library Associations (IFLA) General Conference and Assembly*. <http://conference.ifla.org/sites/default/files/files/papers/wlic2012/193-zhu-en.pdf>.



Can Big Data Save the Planet?

The following article is a reprint of a September 2012 *QUEST* magazine article. <http://quest.utk.edu/2012/can-big-data-save-the-planet/>

By Charles Primm

Late in the evening of April 20, 2010, an explosion rocked the Deepwater Horizon drilling rig pumping crude oil from beneath the Gulf of Mexico. The platform burst into flames and sank two days later, spilling thousands of barrels of oil into the water with each passing day.

Soon it became clear that conventional methods of stanching the oil flow were failing. The growing slick presented a huge risk to hundreds of miles of shoreline and multitudes of wildlife. As the potential for disaster increased, a group of environmental researchers took action.

They combined bird observation data compiled by the Cornell Lab of Ornithology with data on Gulf wind and water circulation patterns from the National Oceanic and Atmospheric Administration (NOAA). The resulting data set allowed researchers to identify bird populations that were likely to be affected by the spreading oil and take proactive steps to mitigate the negative impact on those populations.

The tools that facilitated such quick action were developed by the Data Observation Network for Earth (DataONE) project, a massive effort to enable new science and knowledge creation by expanding access to data about life on Earth and the environment that sustains it.

DataONE is a five-year, \$20 million National Science Foundation program dedicated to developing the cyber-infrastructure linking research data collected by environmental scientists to libraries and laboratories around the world, while ensuring that data can be used effectively.

In 2009, UT's College of Communication and Information received a \$3.2 million grant—the largest single award in the college's history—for its portion of the project.

The team of researchers, from UT and Oak Ridge National Laboratory, integral to making it all happen are School of Information Sciences professors Carol Tenopir, Suzie Allard, and Kimberly Douglass, and post-doctoral researcher Miriam Davis; Bruce Wilson, who holds a joint appointment with UT and ORNL; Maribeth Manoff and Eleanor Read of UT Libraries; and UT research associates Robert Waltz and Mike Frame (who is also a USGS researcher). DataONE's principal investigator is William Michener of the University of New Mexico.

July 2012 marked the full public release of the initial technology, and things are looking pretty good, according to Wilson.

“So far, we've done a lot with how to integrate our efforts across policy, technology, and sociocultural factors in order to understand how to improve the availability and reuse of data sets,” Wilson says. “We're helping to determine what the world needs in terms of data management, and how we can help scientists to do a better job of how to use, share, and reuse their data.”

Building the Backbone

The DataONE cyber-infrastructure comprises three distinct parts: member nodes, coordinating nodes, and the investigator toolkit.

Member nodes are computing centers that store data generated by earth science researchers, government agencies, and even citizens involved in environmental studies. These data sets can include field notes about animal populations or measurements of temperatures, acidity levels in streams, carbon dioxide levels, or bacteria counts.

UT's Stokely Management Center houses a member node that is also linked with Trace, the UT Libraries' digital archive that preserves works by faculty, departments, programs, research centers, and institutes.

Coordinating nodes are regional networks of computers that connect all of the member nodes to each other and



ITRL Updates and ITRL2

The Information Technology Rural Librarian Master's Scholarship Program (ITRL) is a grant funded by the Institute of Museum and Library Services (IMLS) that began in October 2009 to educate sixteen rural library paraprofessionals working in the Southern and Central Appalachian region to complete their master's degrees with a focus on information technology and rural librarianship via distance education. ITRL students graduated in August 2012 to join their rural libraries taking with them knowledge, competencies, and IT and management applications they developed in their SIS courses. Principal investigator and Associate Professor Bharat Mehra provided *Interface* with an update on ITRL and news of the latest grant.

ITRL received a no-cost one year extension to complete compilation and evaluation of the assessment data gathered over the past three years of the program. The goal is to develop and document a model for replicating the program beyond the initial grant. Dr. Mehra said in his communication with IMLS, "We will also disseminate the remaining program results that have not been presented so far at professional conferences such as the ALISE, the American Society for Information Science and Technology (ASIS&T), and/or the ALA, PLA, TLA, and ARSL. These will help share with other professionals from the region and from around the country the School's test-bed experiences during ITRL in developing IT and rural management applications toward meeting the needs, wants, and expectations in rural communities in the SCA region."

As the ITRL students from the grant graduate, we are publishing their IT and management deliverables on their webpages. These are actionable projects they are implementing in their rural communities based on the knowledge they gained from their SIS studies.

For example, Brittany Fletcher, an elementary school teacher and media team member at Mountain City Elementary School in Mountain City, TN, created a book unit for the classic children's novel, *Where the Red Fern Grows*. She also created a strategic plan for her school library and devised 10 goals and objectives to implement in the school's library based on the community's needs. She developed the strategy in collaboration with the media team leader in her school.

Another ITRL student, Julie Forkner, began the program as the reference librarian at the E.G. Fisher Public Library in Athens, TN. She was offered the position of Library Director due in part to her ITRL program work. From her Information Technology coursework, Forkner developed the skills she needed to install a laptop computing lab, including 12 new laptops and one special laptop for the visually impaired, to better serve the community. The new lab prompted a new relationship with Techsoup, a nonprofit organization that provides libraries with donated software and technology to empower them to fulfill their missions.

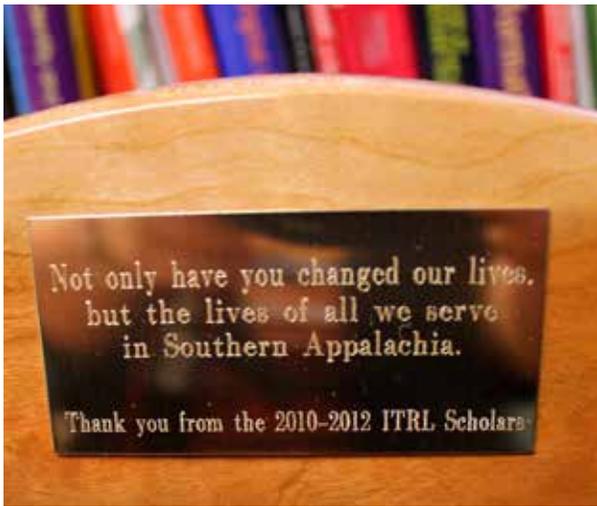


Mountain City, TN Elementary

invited to participate in conferences publicizing their positive ITRL experiences. Five of them attended the 2012 ALA conference in Anaheim, CA.

When asked how he felt about making such far-reaching and important contributions to so many rural and impoverished communities, Dr. Mehra said (with tears in his eyes), "We will never know the true generational extent of the impact this program

In June, Dr. Mehra and Dr. Vandana Singh received word they had been awarded the grant funding for ITRL2. The grant will enable thirteen more rural librarians to earn master's degrees in Information Sciences at UT. The enthusiastic response from the graduating ITRL students, practitioner-mentors, rural library leaders, state library and association members, and community stakeholders was the catalyst behind the latest grant award. Even the ITRL students helped secure the second grant in an indirect way. Several of them have presented papers or were



will have in the future. We can only see what is in front of us now and that is sixteen successful graduates have already been able to ‘return’ to their communities and immediately implement their knowledge gained at SIS for the good of their neighbors.” Obviously the ITRL scholars agreed because they presented Dr. Mehra with a rocking chair crafted from several types of wood grown in Tennessee. The plaque on the chair reads, “Not only have you changed our lives, but the lives of all we serve in Southern Appalachia.”

“The ITRL program in the School of Information Sciences at the University of Tennessee meets an urgent need for rural librarians in the Southern and Central Appalachian (SCA) region to develop information technology competencies and training in a master’s program (accredited by the American Library Association).” For more information about ITRL, visit: <http://www.sis.utk.edu/rural-librarianship>.



2012 Fall Orientation

For many SIS students, their fall orientation visit to campus is one of the very few times they will actually set foot on this “hallowed hill in Tennessee.” Providing them with the right start and the information they need to be successful takes tremendous planning and effort. By conducting post surveys and incorporating their input from SIS Advisory Board sessions, the faculty and staff have used continuous improvement processes to make the experience better every year.

This year orientation was held on Friday, August 17. With the vast construction activity on campus, McClung Museum had to be utilized for the initial meeting. A total of 89 new students arrived to have IDs made, fill out more paperwork, listen to orientation information and meet their new classmates. Cohort groups were introduced so campus and distance education (DE) students in close proximity could meet their nearby fellow students. Over sixty percent of the new class is DE. The majority live in Tennessee; however, Virginia, Georgia, Arkansas, Kentucky, Missouri, Mississippi, North Carolina, Nevada, Ohio and Washington were also represented in the student body.

Interestingly, a third of the incoming class has previous graduate degrees. This is interpreted to mean the individuals saw the practical need for information sciences knowledge through their other educational or work experiences.

The new students began their day at 8 AM and finished at 6 PM. It was a very full day of activities and head-spinning amounts of information. The students met with their faculty advisors over lunch and received Blackboard training in the afternoon. The culminating experience was the practitioner panel at the end of the day. Sandwiched in between these experiences was an overview of student affairs and student organizations.

Students interested in being school library media specialists remained in Knoxville for a Saturday morning session with Dr. Cindy Welch.



One activity added last year was repeated this year due to the overwhelmingly positive feedback received after last year’s orientation. The students coming in to town the afternoon before were invited to a local restaurant for a meet and greet on Thursday evening. The event gave them a chance to meet a few of their fellow students and faculty before beginning the whirlwind of orientation activities.



SIS Launches New Website



SIS and the College of Communication and Information (CCI) launched new websites at the end of September, which feature a new look with greater functionality and responsive design to allow the website to be viewed on a variety of user devices. The site also incorporates UT Knoxville’s “Big Orange, Big Ideas” campaign, to provide the website with a new look that is consistent with UT-branded materials.

According to CCI Dean Mike Wirth, “Responsive designs enable our webpages to adjust depending on the user’s viewing device.” For older sites, viewing them on a smartphone, for example, meant the page was miniaturized and virtually unusable. With the use of responsive designs, the webpages now transform to fit the screen in a more usable format and offer pull-down menus which can be easily viewed.

The back end of the process has involved incorporation of new server technologies. The web conversion team also utilized web analytics and survey information as it developed the new pages following University guidelines. Updates to the content and additional information will be added now that the new pages are available.

Even the content management system is experiencing a makeover. “Enabling a multitude of users to keep the content fresh and accurate is critical to offering users the best web experience possible,” said CCI Director of Technology John McNair. As the faculty and staff of the College provide updates and new content for the site, suggestions and ideas are welcome and can be submitted to the CCI/SIS Web Team at webmaster@cci.utk.edu.

SIS Technology Coordinator Cindy Lancaster was largely responsible for much of the transformation coding. Porting over the old pages to the new format was a herculean project taking most of the summer. While there are still the expected kinks to work out, the transition was amazingly smooth and relatively painless for the average user. Lancaster handled the recoding of the entire College website makeover including the SIS pages.

Director’s Message Continued from Page 1

track for the curriculum and the other to enhance the program’s already strong IT tradition. Faculty, staff and students represented SIS at a number of state, regional and national conferences, including those of the Arkansas Library Association and the Maryland Library Association. I believe the readers of the newsletter will be happy with the many outreach activities the School is engaged in and still planning. None of these accomplishments could be reached without the support of the SIS Advisory Board or the SIS Alumni Society. In the pages that follow you will be introduced to the many projects and activities of these two important SIS bodies, along with new memberships, officers and future goals.

Please take a moment to read about the remarkable achievements of SIS faculty, and enjoy learning some little known facts about a number of them (see sidebar, p. 10). You will be proud of and impressed with all the faculty’s productivity and accomplishments—I know I am!

Specially featured too in this issue of *Interface* are several stories about a number of exciting things happening at SIS. For example, the school’s practicum program, under the able leadership of Dr. Kitty McClanahan (PhD ‘2011) has been recently rejuvenated and expanded to include many more and innovative sites. Another very informative piece is a reprinted *QUEST* magazine article describing the DATAone Project and how it is helping to save the planet.

In closing, let me say that SIS has never been stronger in all respects. We have a larger and more talented staff and faculty, an outstanding class of students, a stellar curriculum, and an amazing amount of support from alumni, advisory board members, the college and university administration, and many, many friends. In short we could not have come to where we are if it were not for these folks—and for you—the readers of this newsletter.

Until next time!

A handwritten signature in black ink, which appears to read "Edmund McEnty". The signature is fluid and cursive, written on a white background.

Open Source ILS Website Launched

From the desk of Dr. Vandana Singh -

Based on the results of the research done in the IMLS Early Career Grant, I have developed an information portal for librarians interested in Open Source Integrated Library Systems (OSS ILS). This portal is the dissemination of the results as well as a service to the profession. Attached is the press release associated with the information portal. This portal is the only place that consolidates all the issues related to OSS ILS. The uniqueness of the website is that it is a collection of resources annotated by the results of the research. The experiences of librarians from across the country were used to create a process model for adoption of OSS ILS. Within the first week of its launch, the website received over 1000 visits from over 50 countries across the world. Be sure to also read the emails at the end I've received since the launch of the site.

Press Release for Open Source ILS

A new website, Open Source ILS (<http://opensourceils.com>), is now available as a resource for librarians and anyone interested in open source software integrated library systems (OSS ILS). OSS ILS are exciting new developments in the library world and offer libraries the chance to control their data, customize their software, and choose from multiple support sources. Open Source ILS seeks to be a starting point for librarians who are new to OSS ILS and is the first website to consolidate resources on systems such as Evergreen and Koha in a single place.

Open Source ILS is the product of an IMLS grant-funded study of technical support options for proprietary and open source ILS. Dr. Vandana Singh, assistant professor at the School of Information Sciences at the University of Tennessee, Knoxville, is the lead researcher on this multi-year project. Each phase collected data about support channels for various ILS and included interviews with librarians who shared their experiences and recommendations. Researchers analyzed the collected data to determine the technical support expectations of librarians and the realities of the support received.

In the third year of the project researchers interviewed adopters of OSS ILS in order to find out more about the process of migrating to an open source solution. The site offers best practices gleaned from these interviews with open source ILS adopters on subjects such as evaluating, migrating to, and customizing and maintaining these systems. In the course of the study, researchers also found that while there are a number of resources available about OSS ILS, finding them is often not easy and requires visits to several different websites to compile information.

Choosing an ILS is a major step for any library system and requires librarians to evaluate the features, costs, and ongoing maintenance requirements of the system. Open Source ILS is an effort to create a portal that will contain useful information about different systems and the steps necessary to migrate to them. Links to additional information are included for each subject. These sources include vendor websites, community documentation, and a variety of technical support resources. Open Source ILS lists these resources for each facet of the ILS migration process so that librarians can easily access them from a single location. Other features of the website include an internal blog, forum, and screencast tutorials. 

Excerpts from emails received after the launch of the site:

"I have been trying to investigate the various open source ILS out there, and have been bouncing from place to place without being able to get a good handle on the topic. I found out about your website from an email through LITA and have spent the last two hours on it. Thank you, thank you, thank you!!!! This website has been so very helpful. Keep up the great work!!!! I... Thanks again."

"Greetings, I am a library technology consultant working in the area of open source ILS, materials handling, RFID, and a few other things. The new site you created looks to be very useful. We've needed something like what you've created for awhile!..."

"Dear Vandana, Please accept my thanks for informing about this site that has been created with plenty of creativity and feeling of selfless giving to others. Surely this will be of great use to those who care for open source and creativity in life."

"Greetings Vandana, ...I came across this release regarding your new site and first off great work! It is fantastic that you have put so much work into compiling this information and I am sure it will be a great resource for libraries..."

allow data in each member node to be indexed, searched, and replicated. Tenopir explains that replication of the data is important in preserving data into the future.

“Library and information science professionals know that good preservation requires lots of copies,” Tenopir says. “The coordinating nodes will duplicate data from member nodes and help reroute visitors in order to smooth the flow of Internet traffic through the system.”

UT and ORNL jointly host a coordinating node. Similar nodes are located at the University of New Mexico and the University of California, Santa Barbara.

The investigator toolkit gives scientists a way to access the data without having to learn a whole new system, so they can focus on doing and sharing science, rather than dealing with arcane computer incantations.

Environmental science touches many kinds of subjects, such as animals, plants, water, soil, and health effects on humans, including socio-psychological effects. “Because we are building on what exists now, and enabling new data as we go along, the toolkit becomes very important to this process,” Tenopir says.



Engaging the Community

As the infrastructure is being built, DataONE team members also are working on public outreach and engagement efforts.

Suzie Allard and Kimberly Douglass are heading up the project’s sociocultural working group. They are examining the role of DataONE in the scientific community and seeking ways to increase adoption of its investigator toolkit. Each working group is composed of a small team of researchers from around the world who collaborate online and then meet twice a year.

ONEMercury is the web-based search interface for DataONE. Users can locate information through a variety of methods, including a simple full-text search, a fielded search that examines project metadata, a date search, or a geographic search.

“We’ve been building profiles of potential users, what we call ‘personas,’” Allard says. Some of the personas include educator, academic librarian, and field scientist.

Once these archetypal descriptions are fleshed out with predictive models of what services and functionality they are likely to need, the information is plugged back into the planning process for the investigator toolkit and for the functionality of each member node’s online interface.

Another UT-based working group is the usability and assessment group, headed by Tenopir and Frame.

“We have the charge of making sure the system and the materials meet the needs of the stakeholders,” Tenopir says. The group is conducting baseline assessments to find out what Earth and environmental researchers, librarians, data managers, and publishers are doing now, in terms of sharing and using data and then planning for the future. This information is then passed on to the cyber-infrastructure design team.

These assessments also help the working group recommend how to deal with sensitive data and manage embargoed releases on research findings and their associated data sets.

In addition, the assessments improve education, Tenopir says. “We increase our engagement with the scientific community when we are able to teach them the best ways of creating metadata as they collect their data. Good metadata, which classifies and describes the data in question, is critical to helping others discover these data sets and use them in novel ways, so it’s an important part of our work.”

Bob Cook, the ORNL lead for the DataONE project, said the response to the Deepwater Horizon oil spill is a prime example of how the DataONE tools can benefit the environment. Scientists were able to help prioritize beach protection and cleanup efforts to the sites with the greatest concentrations of vulnerable birds and most important habitats in the Gulf.

“Once researchers see they can combine and integrate data sets in these new ways, they really start exploring the data in ways that have never been done before,” Cook says. “It improves science and helps us manage our valuable natural resources.”



Arlene G. Taylor Lectures at UTK SIS

On November 7, Arlene G. Taylor presented her lecture, “Controlled Vocabulary in the Age of Google? Really?,” to a large audience at SIS. Taylor is Professor Emerita, School of Information Sciences, University of Pittsburgh, and Distinguished Adjunct Professor, School of Information and Library Science, University of North Carolina, Chapel Hill.

Co-author of the textbook used for IS 520 classes, *The Organization of Information*, Taylor presented her research findings comparing keyword and controlled vocabulary searches. She summarized the issues surrounding controlled vocabulary versus keyword only and presented the current thinking of people charged with developing online systems.

In preparation for the lecture, the IS 520 instructors Drs. Mehra, Zhu and Bales offered their students an opportunity to submit questions for Arlene Taylor. Drs. Cortez and Allard selected six winning entries. The six winners were invited to a special dinner with Arlene Taylor for Tuesday evening, November 6, at Chesapeake’s Restaurant in Knoxville. Distance-education students whose questions were selected also had the option to have either mileage or their hotel expenses for travel to the dinner and the lecture covered by the School.

The question contest winners were Brigitte Billeaudeau, Curtis Chapman, Scott Fralin, Mark Freeman, Inga Haugen, and Zach Sandberg. Congratulations to these winners! Arlene Taylor was able to incorporate the answers to each question in her presentation.

Since the launch of Blackboard Collaborate (Bb), the School can now use the tool to broadcast lectures to a geographically diverse audience. Twenty-three viewers online, in addition to the fifty-plus in the room, were able to attend the full



Haugen, Fralin, Billeaudeau, Sandberg & Freeman

Taylor lecture. Cindy Lancaster, SIS Technology Coordinator, piloted the broadcast and utilized a new remotely controlled camera mounted on the podium to provide video feed to the Bb viewers along with the accompanying slideshow and audio. Distance viewers not enrolled in the SIS program were able to contact Lancaster in advance of the lecture and obtain a Bb link. “The addition of this technology gives us the opportunity to serve the broader market of information professionals interested in virtually attending future events and lectures,” said Lancaster. “It is yet another way we provide service to our faculty, students and profession.”



With his usual sense of humor, Dr. Ed Cortez ordered a special cake in honor of Arlene Taylor’s visit. In the photo, Taylor points out to her husband A. Wayne Benson the special message on the cake:

SIS

UF School of Information Sciences

BT CCI

NT CCYAL

RT CICS

A Practicum Perspective

A recent guest lecturer and alum of the College of Communication and Information told his audience of students that one of the first things he looks for on a prospective employee's resume is their internship or practicum experience. Ann Sneesby-Koch found other reasons practicums are valuable experiences besides simply getting a job.

Sneesby-Koch, originally from Wyoming, resides in the Virginia/Washington, D.C., area and plans to complete her IS degree this December. She has actually had two practicum experiences. Her first experience was with the Folger Shakespeare Library (<http://www.folger.edu/>) working with manuscripts and rare materials, providing increased digital access, creating metadata and working with online exhibits.

The second practicum Sneesby-Koch experienced was with the National Endowment for the Humanities (NEH) (<http://www.neh.gov/>) in Washington, D.C., where she worked with the Preservation & Access division. She described her work there as an “incredible overview of the profession.” She worked closely with those in the grant review process and became familiar with what she called some “really cool” projects. Through the practicum she came to understand some of the key reasons grants are funded. Some requesting agencies articulated their collaboration with other organizations well, showing the grantors how the impact of the funding would reach beyond the immediate grant recipient. Successful agencies are able to explain how they use tools such as open source software rather than “reinventing the wheel” with custom, in-house software to make the most effective use of funds. Another common thread was the successful agencies' willingness to mentor other organizations, again providing an extended benefit for the grant funds.

Interestingly, one of the grants Sneesby-Koch came to know in detail is the Chronicling America grant launched by the Library of Congress and NEH in 2007. According to the NEH website, “Chronicling America provides enhanced and permanent access to historically significant newspapers published in the United States between 1836 and 1922. It is a part of the National Digital Newspaper Program (NDNP), a joint effort between the two agencies and 32 state partners.”*

The University of Tennessee and the Tennessee State Library and Archives (TSLA) became a part of the grant project in 2011. The latest grant involves two CCI journalism and electronic media faculty.

Sneesby-Koch entered the program with a focus on digitization of special collections. After her experiences at NEH she feels she has a much broader perspective of the impact a great collection can have and understands the geographical and interdisciplinary reach of such projects. A large part of her work involved the writing of web content, providing an overview of several grants. She went through the grant awards and wrote eight articles for the NEH site. She was also happy to discover the experiences in real workplace situations



Elizabethan Theatre, photo - Julie Ainsworth



Ann Sneesby-Koch

reinforced the concepts she had learned about in her studies.

One of the reasons Sneesby-Koch selected the University of Tennessee's program was for the practicum offerings available even for distance education students. Now she has even more reason to appreciate her practicum experiences; it looks like one of them has led to a job offer! Even as she completes her degree program, Sneesby-Koch is already giving back. She is currently doing some pro bono work for her first practicum employer, Folger Shakespeare Library.

On another interesting note, Sneesby-Koch's younger sister Ashley Sneesby in Boulder, Colorado, is also a UT SIS student, and she too completed a practicum. She worked with the University of Colorado Boulder library in the area of digital initiatives. Across thousands of miles, thanks to the wonders of distance education, these two Wyoming sisters have been able to share similar educational experiences.

To learn more about hosting a practicum or to find out more about practicum learning opportunities, visit the practicum page on the SIS web site at <http://www.sis.utk.edu/practicum> or contact Dr. Kitty McClanahan, Practicum Coordinator, (865) 974-8942 or sispracticum@utk.edu.



*NEH website, press release 10.22.12.



From the Practicum Host's Perspective:

Ann did a terrific job for us. She researched and wrote a number of articles on the NEH website that featured projects supported by NEH to preserve and create access to humanities collections (see <http://www.neh.gov/divisions/preservation>). Her intelligence, enthusiasm, and superb writing skills served her (and us) quite well.

During her month at NEH, Ann also assisted with a meeting of more than 60 directors of state projects to digitize historic newspapers, and she had the opportunity to sit in on several panels that reviewed applications. I know that she enjoyed the opportunity to acquire a national perspective on preservation and access activities and to familiarize herself with a number of exemplary NEH projects.

Ralph Canevali

Deputy Director
Division of Preservation and Access
National Endowment for the Humanities

Lead by Example: Use a Leash

Librarians and others in the information professions have a long history of community service. At the School of Information Sciences at the University of Tennessee the faculty and staff are educating SIS students on the importance of service by setting the example.

During UTK Welcome Week, freshmen are transitioned into college life the week prior to the start of fall semester through a series of engaging events. None were more “engaging” than the “Bark in Circle Park” event on Monday August 20th.

SIS mascot Boudreaux joined his canine friends from H.A.B.I.T in Circle Park for some serious cuddle time with the new students. Many were already missing their pets back home and relished the time they got to spend rubbing some fur and meeting new friends.

While most had an idea of their intended majors, many of the students were interested to learn about the Information Sciences minor. In the coming months, more events and more information will be available from SIS about the use of these friendly service dogs in a variety of settings to help their human companions better serve their constituents.

The “Bark in Circle Park” was a huge hit and will have a repeat performance next fall. In the near term, SIS will once again partner with H.A.B.I.T. and the UTK Libraries to provide some canine stress relief during exam week. Boudreaux has already signed on to represent us well.



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