Spring 2015

Interface

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

The Next Chapter

The next chapter for the School of Information Sciences will include an accreditation review, new courses and eventually, a new director. Professor Ed Cortez has completed his second five-year term as director of the School as of July 1, 2015. After a year-long professional development leave, Dr. Cortez will return to Knoxville with what promises to be some interesting results from his time abroad during 2015 and early 2016.

Dr. Cortez with Jazz

Many changes have occurred and many are on the horizon for the profession and for the School. This is the perfect opportunity to glean insights, ideas and predictions for the future from Dr. Cortez as he steps away from his administrative and leadership role. He has agreed to a candid interview - nothing is 'off the table.'

As the Communication Specialist for the School and College, I interviewed Dr. Cortez over the phone while he was attending the ALA conference in San Francisco. He happened to be staying in the same hotel he stayed in for his first ALA conference in 1975! Donna Silvey (DS)

(DS) We have had many conversations about the future of this profession, what you see evolving, what your research has uncovered and what other top professionals are predicting. What are the three biggest changes you see on the horizon for the School? **(EC)** First, the redirection and refinement of the curriculum to reflect the field's broadening demands. This is nothing new and continues today as it did years ago when the school chose to change its name. Second, the new leadership for the school must be a person with a vision of the information world. This may mean the person's credentials will not include library centric education/experience. The third change should be the re-examination of the School's aspirational peers. SIS cannot afford to be left behind. There are several programs that are leading the direction of information science education that should be considered as our aspirational peers.

(DS) Because SIS is younger than many of the other top-rated LIS programs, the endowments are much smaller for our School. Great progress has been made especially in the last three years toward increasing these funds. If the endowments for the School were to suddenly triple in the next couple of years, what significant

SIS Hooding Ceremony Celebrates 2015 Graduates

The 2015 School of Information Sciences Hooding Ceremony took place Friday, May 8 in the University Center Ballroom. Director and Professor Ed Cortez led the faculty and students as they celebrated the recognition of their hard work. Eighty-four students graduated from the program and 26 participated in the ceremony.

The ceremony was Dr. Cortez' last as Director and it was the last to be held in the University Center. Dr. Cortez has completed his second five-year term as Director and will return to the faculty. The UC is being demolished to make room for the next phase of the new Student Center building.

Laura Frizzell gave the student address for her class to a crowd of around 150 friends and family who were in attendance to witness the ceremony. Cindy Hicks, harpist for the Knoxville Symphony Orchestra, provided the music and processional.

Special guests were College of Communication and Information Dean Michael Wirth, President of the SIS Alumni Society Michael Lindsay (2002) from Knoxville, and CCI Director of Development Patrick Powell.

The annual student awards were presented at the ceremony. The award winners are as follows:
Best Paper Award – Louisa Trott Reeves
Best Technical Project (Group) – Andy Bell, Madison Langseth, Elizabeth Wilson, and Zach Johnson
Best Technical Project (Individual) – Krista Oldham
Outstanding ePortfolio Award – Sarah Fesmire
Academic Achievement Award – Jason Sharp
SIS Outstanding Master's Student Award – Beverly Boyko
Gary R. Purcell Award – Madison Langseth

The Hooding Ceremony was a very special occasion this year for many of the ITRL2 students. They began the program together in the summer of 2013. The class will graduate together this summer.   The 2015 summer ITRL2 graduates are: Amanda Aubrey, Rebecca Baker, Anjanae Brueland, Ryan Congdon, Casey Fox, Tonia Kestner, Laura Murray, Mary Rayme, Amy Steadman, Rebecca Tedesco, Catherine Tyler, Angela West and Pamela Wiggins.

Dr. Cortez presented the faculty award to Dr. Wade Bishop. The award is sustained through a generous endowment gift from Bonnie Carroll and Roy Cooper. Their Faculty Enrichment Award is intended to encourage faculty research and publication by the School's faculty as well as enhance the reputation of the School.

Michael Lindsay presented the SIS Innovator's Award to Mary Beth West (2011). West serves as a Quality Assurance Analyst for the Tombras Group, the oldest advertising agency in Tennessee, where she reviews web products during the entire web development process and life cycle. She utilizes her SIS experience with the Eye Tracker to analyze electronic media, including designs, wireframes and websites.

West also works with stakeholders and conducts research with groups to determine usability of the Tombras deliverables to ensure client satisfaction and results. She is the embodiment of the emerging face of library and information sciences. She is among those in the forefront of taking the time-proven methods of handling information from the library setting and applying them in new ways to bring solutions to other organizations.

Michael Lindsay, President
SIS Alumni Society*

Lindsay also presented the 2015 Distinguished Alumni Award to Dr. Danuta Nitecki (C&I '76). Nitecki is the Dean of Libraries for Drexel University. She serves on the Provost's Academic and Deans Councils, the President's Executive Council, as well as various campus groups. She has worked to evolve the Drexel Libraries as an integral part of the learning enterprise. Dr. Nitecki is also a Professor at Drexel's College of Computing and Informatics.

She has been active in national, state and regional associations, served as a consultant and invited presenter throughout the US and internationally, and has published over ninety articles, books, compilations, and reviews on such topics as user-based evaluation of library services, research methods, library space, document delivery, and management of library services and information technology applications.

"Our alumni award winners this year illustrate the breadth of opportunity available to our graduates," said Cortez. "Their acceptance speeches also underscored the common elements in IS careers."

Assistant Professor Rachel Fleming-May announced the 2015 scholarship winners at the ceremony.

Glenn E. Estes Scholarship
- Brittany Tavernaro
- David Baber
- Kathryn Booher
- Rebecca Doran

Information International Associates Scholarship
- Andrew Grissom

Jane Moulton Ray Scholarship
- Bridgette Johnson
- Andrew Grissom
- Jessica Bender
- Joanna Ragland

John C. Tyson Scholarship
- Rebecca Doran

Carmen L. Moulton Scholarship
- Joanna Ragland
- Jessica Bender
- Andrew Grissom
- Amanda Molgaard

Gary R. Purcell Scholarship
- Brittany Tavernaro

H. W. Wilson Scholarship
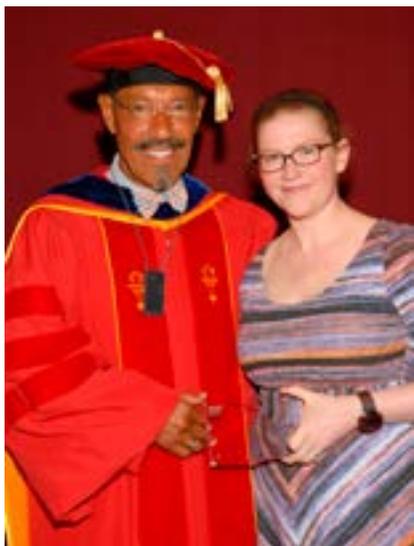- Brittany Tavernaro
- Dwight Hunter
- Jennifer Young
- Joan Weddell

(See pages 6 & 7 for more scholarship/fellowship news)

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.

Mary Beth West, Innovator's Alumni Award*

Laura Frizzell*

*Photos courtesy GradImages

Dr. Danuta Nitecki, Distinguished Alumni Award*

Appointment of Dania Bilal as Interim Director of SIS

Dr. Dania Bilal, SIS Interim Director

Professor Dania Bilal has agreed to serve as Interim Director of the School effective July 1, 2015. Bilal came to the University of Tennessee as an assistant professor in August of 1997. During her 18 years in Knoxville, she was promoted to associate professor in 2002 and then full professor in 2007.

Bilal's research focuses on children's cognitive and affective information behavior in using and interacting with information retrieval systems. Her research is situated at the intersection of information retrieval, information behavior, and human-computer interaction.

Dr. Bilal has research experience with young and older children at both national and international levels. She has conducted studies with children in schools, libraries, and computer lab settings. Her research combines a mix of quantitative and qualitative methods.

Her most recent research investigates the readability of Google SERPs for children. Her past research centers around performance evaluation of web search engines, children's interaction with digital libraries in cross-cultural environments, children's design of search engine interfaces, and children's design of science categories/taxonomies for web search engines.

She is a reviewer for several scholarly journals and serves on the editorial board of ASLIB Journal of Information Management. Dr. Bilal has been recognized in several media channels for her research with children. The most recent recognition is a 2010 interview by the media in Bogota, Columbia for her invited presentation on the changing nature of children's information seeking behavior and the Google phenomenon.

She is one of the top 1% most cited researchers worldwide in children's information behavior and interaction with information retrieval systems. Her most recent publication is a book titled: *Library Automation: Core Concepts and Practical Systems Analysis*. Published in March 2014 by Libraries Unlimited/ABC-CLIO. Dr. Bilal has a book in press titled: *New Directions in Children's and Adolescents' Information Behavior Research* with Emerald Group Publishing.

UT Awards Honorary Degree to Edelman; Nominated by SIS

Marian Wright Edelman

Marian Wright Edelman, President of the Children's Defense Fund, received an honorary doctorate degree from UT at the College of Communication and Information's commencement on May 8, 2015. Her nomination came from SIS Director Ed Cortez. UT honorary degrees are very rare and must be approved by the Chancellor and Board of Trustees. (http://www.cci.utk.edu/ut-award-honorary-degrees-social-activist-and-actress)

CDF is located on the farm that once belonged to Pulitzer Prize-winning author Alex Haley. The CDF Haley Farm with its modern meeting facilities and lodging options hosts a variety of training events, conferences and children's literature festivals.

Edelman gave the commencement address for the CCI ceremony. An archived video of the ceremony can be found at http://www.utk.edu/commencement/spring15/ceremonies/.

National Library Week April 13 - 19

ALA's theme for this year was "Unlimited possibilities@ your library®." SIS asked alumni to send in on-the-job photos whether they worked in traditional or non-traditional library settings. The photos were then posted on the SIS Facebook page for all to enjoy.

John Palmer ('96), Assistant Director of the Nelson Library, Waxahachie, Texas sent us his photo pictured with a painting of their library's founder, P.C. Nelson.

Alumni Society President **Michael Lindsay** ('02), Serials/E Resources Librarian & Associate Professor at UT's Preston Medical Library sent a photo of himself at their beautifully renovated library.

Elijah Scott ('97), Director of Libraries - Georgia Highlands College sent in his picture with Silver the pet therapy HORSE that visits in the library during Stress Free Finals Week!

Not to be outdone, SIS Advisory Board member and '93 grad **David Johnson** sent his photo with Bob Woodward! David is the Executive Director of the Fayetteville Public Library. "Mr. Woodward was here as part of our free Fayetteville Public Library Author Series," David wrote. "Programming of this nature resonates well with our community. We had over 450 people in attendance."

April Akins ('14) was photographed working through the *piles* of archival materials at Lander University.

Only in Louisiana, **Celise Reech-Harper** ('12), associate director of the Beauregard Parish Library and Advisory Board member along with some co-workers celebrated NLW at their main branch open house. Their post went viral when a local radio station reposted it! Laissez les bons temps rouler, ya'll!

Travis Tidwell ('13) sent his creative photo shelving and playing in the 398.2s at Northview Intermediate School. I bet those students LOVE going to their library!

If you haven't already, connect with us on Facebook at UTKSIS. This bit of fun highlighted our graduates as more than intelligent, committed and professional; they are also creative and know how to have a good time!

See all photos on our UTK SIS Facebook page.

Above: David Johnson with Bob Woodward

Left: Travis Tidwell in the 398.2's

Right: Elijah Scott with the library's de-stressing horse!

Gloria & David Sharrar Establish Research Fellowships

At the 2015 Hooding ceremony, Dr. Cortez acknowledged a substantial gift from another alumna of note, Gloria Sharrar (1982.) After a storied career, Gloria ultimately retired in 2008 as the Senior Vice President of Technology and Operations including Business Continuity for Bank of America. She and her husband David have made an extraordinary gift to the School and College. They have established the Gloria and David Sharrar Faculty Research Fellow Award and the Gloria and David Sharrar Information Professional Student Fellow award. This gift will fund and support research in the School and will help further the important work being conducted by faculty and students.

A committee has already conducted the process for selecting the first recipient for the faculty research award. The inaugural faculty recipient of the $5,000 award is Dr. Devendra Potnis. Dr. Potnis will be supported in his research work about developing mobile banking indicators and educating LIS students to serve as mobile technology consultants for the next year.

The other award to fund a student to work under the purview of Dr. Suzie Allard and the Center for Information & Communication Studies will be announced later.

"I applaud Gloria and David for spending the time to familiarize themselves with all of the exciting things happening within the College and the School," said CCI Development Director Patrick Powell. "They crafted their gift by investing their time in learning about the needs and opportunities and then making a gift they felt best reflected their passions. This type of informed giving is especially productive."

Advisory Board News

Advisory Board Holds Mid-Year Conference Call
The 2014 – 15 SIS Advisory Board held a mid-year conference call on February 12 led by Advisory Board President Wendy Cornelisen. The board members were updated on several actions in process within the School to increase student recruitment and involvement from alumni. The participants were also briefed by Dr. Cortez on the board's involvement with the upcoming accreditation process.

The board set the date for their Fall meeting to be held on September 25, 2015.

Former Advisory Board member Hadi Dudley (2004) and current board member David Johnson (1993) are active in the Arkansas Library Association. Dudley contributed an article to the *Arkansas Libraries* journal, (page 8) about their experiences as valued advisors to SIS. The article can be found at http://arlib.org/arkansas-libraries/arkansas-libraries-winter-2014.pdf.

Grabenstein Offers Scholarship

SIS also had the honor of presenting a new scholarship this year at the Hooding ceremony. Cindy Welch as Associate Director for the Center for Children's and Young Adult Literature introduced it and announced its first recipient.

The scholarship is the *Luigi Lemoncello Library Scholarship* made possible by CCI alum Chris Grabenstein. As the author of books for young readers, Grabenstein has written *New York Times* bestsellers, and won two Anthony and four Agatha Awards. Grabenstein's bestseller, "Escape From Mr. Lemoncello's Library" was recommended by James Patterson as describing the "coolest library in the world." So, if you thought the Luigi Lemoncello name sounded made-up, it is!

Dr. Cindy Welch and Maggie Killman

Grabenstein set up this scholarship for the student selected as the most deserving one focused on youth, and named it in honor of the chief character in his book. The inaugural recipient was Maggie Killman. Maggie currently works for a library in Cleveland, Ohio. She made the pilgrimage to the Hooding ceremony to be recognized for her achievement and to honor Chris Grabenstein for his generosity.

Family Frenzy at the SIS Hooding Ceremony

One of our absolute favorite things about the SIS Hooding Ceremony every year is getting to meet the family and friends of our students. Their excitement and pride in their loved ones ignites us all. It reminds us that this event is a major achievement for our students and worthy of all the planning and work it takes to make this event happen. The photo below is a sign of our times. As the students gather each year for their group photo, the highly charged group of friends and family snap, shoot and click away to mark the memorable occasion. We understand. We are extremely proud of our graduates as well!

Conference News

SIS will participate in the ALA conference in San Francisco and in the National Conference of African American Librarians, August 5 - 7 in St. Louis, Missouri. Be sure to look us up if you are attending any of these conferences and contact Tanya Arnold (tarnold@utk.edu) if you would like to help out in the SIS booth. Also contact Tanya to inquire about SIS attendance at other future conferences.

Jennifer Carlton and Amanda Sexton (l-r) at the Virginia Library Association Paraprofessional Conference, Richmond, VA

iSchool Conference

SIS Director Ed Cortez, incoming Interim Director Dania Bilal, three doctoral students and Communication Specialist Donna Silvey attended the iSchool Conference held in Newport Beach, California. Bilal acted as a session chair for a conference session.

Cortez participated in several sessions for iSchool administrators. Silvey attended a session for iSchool communicators and a session for development personnel.

"We find the interaction and exchange of ideas at iSchool conferences to be invaluable," said Cortez. "Those attending these conferences are with the programs that are the leaders in our field. They are the innovators and change agents for information science and for the future."

Student News

Andrew Grissom is a Circulation Supervisor at Rhodes College in Memphis Tennessee and a student in the UT SIS program. He was a speaker at the 2014 Charleston Conference and presented a poster on his research. The editor and publisher of *Strategic Library* saw his work and invited him to write an article about it for the publication. It appeared in the January 15, 2015 edition. His article is titled, "Community Users and the Academic Library." Grissom did the research for the article as a part of an independent study project during the summer of 2014.

In addition, Grissom was awarded the Dr. Edwin Gleaves Scholarship at the TLA conference in Memphis earlier this spring.

PhD Corner

Frank Aviles, LaVerne Gray and Ivonne Ramirez had posters presented at the iSchool Conference held in Newport Beach, California. Aviles and Ramirez had a collaborative poster and Gray was the sole-presenter of her poster.

DO WE HAVE YOUR CURRENT INFO?
http://www.sis.utk.edu/alumni-update

   Susan Macrellis of the Chattanooga area passed away on May 2, 2015. Macrellis was the Director of the East Ridge City Library in East Ridge, Tennessee. She was a graduate of Tennessee Wesleyan College and graduated from SIS in the summer of 2012. She was an ITRL student. Associate Professor Bharat Mehra said, "It was a terrible blow, tragic…Susan was so passionate and devoted to the work of rural libraries, a wonderful person; an ITRL star who will be deeply missed." Associate Professor Vandana Singh also commented, "My deepest condolences to her friends and family. She was a very engaged student and a very good person."
   Pictured below is Susan Macrellis (second from the left) on the happy occasion of her Hooding Ceremony in 2012 along with her ITRL faculty Mehra and Singh, her ITRL classmates and Dr. Ed Cortez.

Have a Job Opening?

   Dorothy (May) Ogden (2007) thoughtfully let us know about a job opening at Touro University in California where she is an Access Services/ Instruction Librarian. A special listserv for job postings is available for our students and alumni at UTSIS-Jobs@listserv.utk.edu. If you prefer to send us an email about job openings, we will be happy to post it for you.

Accreditation

   From the ALA website: "The American Library Association (ALA) accredits master's programs in library and information studies across the United States, Canada, and Puerto Rico. Accreditation is achieved through a review process conducted by an external review panel of practitioners and academics that verifies that the program meets the Standards for Accreditation of Master's Programs in Library and Information Studies.
   Graduating from an ALA-accredited program provides flexibility in the types of libraries and jobs you can apply for and enhances career mobility. Many employers require an ALA-accredited master's degree for professional level positions, and some states require an ALA-accredited degree to work as a professional librarian in public or school libraries."
   SIS is in the process of having a normal program review. This process is typically scheduled every seven years to ensure the School demonstrates compliance with ALA Standards. Prior to the review team's campus visit in the Spring of 2016, considerable documentation and data are collected to prepare needed reports for the review panel.
   Accreditation provides an external view of the School and helps to ensure every student receives a quality education. SIS has been continuously accredited since 1972. This marks the seventh accreditation process for SIS. It is one of the youngest of the accredited programs in the United States.

Alumni News & Accomplishments

Suzanne Costner (2008) is the School Library Media Specialist at Fairview Elementary in Maryville, Tennessee. She has presented the "Teaching with Primary Sources" program to a group of educators at MTSU as well as a group of media specialists from Blount County Schools. She has submitted a presentation proposal for the 2015 TASL conference and she has won over $15,000 in grant funding for her school library program. She has conducted a webinar about grants for the edweb.net community.

Costner has also won the 2015 National Civil Air Patrol Aerospace Connections in Education award for her work in STEAM areas with the students at her school. The Maryville, TN newspaper, *The Daily Times*, carried the story about her award in the May 21, 2015 edition.

Former SIS Alumni Society President **Martha Earl** (1985) received the TLA Honor Award for her service to Tennessee libraries at this year's conference in Memphis. She has been a member of TLA for over 30 years!

Earl has 28 years of experience as a medical librarian and has worked at the UT Preston Medical Library since 1997. She served as TLA President in 1998-99. According to the TLA program, "She has demonstrated her commitment to Tennessee libraries and to advancing the needs of libraries and the public locally and nationally."

Earl was selected for the SIS Distinguished Alumni Award for 2006. We are proud of you Martha!

Earl

Rachel Gammons (2012) is on the 50 people named to ALA's Emerging Leaders Program. She is the Teaching and Learning Librarian at the University of Maryland, College Park.

Cristol Kapp (2010) is the School Librarian at Clifton Hills Elementary School in Chattanooga, Tennessee. She has won numerous awards this year totaling nearly $20,000 to create a MakerSpace in her library. She launched a Cause on Causeway.org to fund new tables and chairs for their makerspace and she was a candidate for ALA Councilor at Large in this year's election.

Mark Leggett (1974) is living the good life in California as a recent retiree. He first knew Gary Purcell while working for UT Press as the marketing/promotion manager. He began looking around for a graduate degree program because it was free for employees! He went to speak with Gary who had recently arrived on campus. He talked Mark into the graduate program in no time. While Mark had not planned on changing careers, he was quickly sold on the work. The rest is history. He worked in public libraries in Knoxville, Milwaukee and for 21 years in Indianapolis. "It has been a great ride," said Leggett. "I am now in the Palm Springs California area enjoying the palms!"

Ashley Maynor (2013) is a digital librarian at UT and a filmmaker. She was a Visiting Assistant Professor at Virginia Tech and was on campus when the flood of sympathy cards and gifts poured in after the tragic shooting in 2007. Maynor created a web documentary, "The Story of Stuff" that explores the mourning rituals that follow tragedies such as the shooting at Virginia Tech and at Sandy Hook Elementary. WVTF-FM, the public radio station in Roanoke, Virginia, posted a story about her documentary in April, http://wvtf.org/post/story-stuff?&utm_source=tntoday&utm_medium=email&utm_campaign=2015-04-16.

Maynor and teammate Paul Harrill, have a production company called Self-Reliant Film. Maud Dillingham lists them among her "10 Filmmakers to Watch in 2015." http://independent-magazine.org/2015/05/10-to-watch-2015-ashley-maynor-and-paul-harrill/. In this article, Maynor is quoted saying, "I'm very sensitive to how people want to be portrayed. I try to practice the Golden Rule."

Right: Maynor   photo courtesy UT Libraries Website

Zoe and Fred Rascoe (2007 & 2004) met as undergraduates at UT. She was an exchange student from England. Later, after they had married, both went through the SIS graduate program but, at separate times. They now live and work in the Atlanta area. See their posting in the Class Notes section.

Kevin Reynolds (2008) is now Dean of the Library at Wofford College in Spartanburg, South Carolina. Reynolds is a former SIS Advisory Board member.

Rick Wallace (1994) received the Elise Draper Barrette Award from the Boone Tree Library Association in 2015. The award is given in recognition of significant contributions to the Northeast Tennessee region's libraries. Wallace is the Assistant Director of the Quillen Medical Library at ETSU.

Philip Lon Williams, (1993) was honored as an innovative leader by the Urban Libraries Council for the programs he established as the Cordova Branch Library Manager. In order to better serve the demographics of his community, he started International Storytimes, English For Me, Citizenship Workshops in partnership with INS and organized three Naturalization Ceremonies at the main library. Williams recently completed his 20th full year with the Memphis Public Library & Information Center. He began as a Reference Librarian in the Business & Sciences Department of the Main Library. In 2005, he became the Public Services Supervisor of the Whitehaven Branch Library and then in 2006 he held the same position at the Cordova Branch Library. In 2010 he became Manager of that branch.

Woodward

Nakia Cook Woodward (2003) Senior Clinical Reference Librarian at ETSU's Quillen College of Medicine Library was named among the 2015 Movers and Shakers by *Library Journal*. Woodward is among 50 individuals and one organization to earn the honor.

According to the publication's website, Woodward is a "grant-getting wonder" dedicated to "bringing health series to the rural Appalachians."

Woodward is responsible for coordinating the library's participation in the Remote Area Medical clinics in the area, providing those waiting to be seen by health professionals with books and other materials to pass the time. She also sets up a booth at each clinic where library volunteers answer participants' medical questions.

Since joining the Quillen library staff in 2004, Woodward has also helped to garner more than $100,000 in grants to fund the library's rural health outreach team.

Woodward and the other "2015 Movers and Shakers" are profiled in the March 15 issue of *Library Journal*. The profiles can also be viewed online at lj.libraryjournal.com.

Alumni Society Executive Board Nominations!

Nominations for the Alumni Society Executive Board are open from June 2 to June 22. Links to the nominating and voting are on the SIS website under the Alumni tab. Voting begins July 1 and ends July 31. Newly elected board members will be announced via listserv and the SIS website. The current board's term will end on August 31, 2015.

Reminder: Amy Dye-Reeves will be the 2015-16 President, Diana Holden and Courtney Fuson will serve another year on the board as members-at-large. Two new members at large, a secretary and vice-president/president-elect will need to be nominated and elected.

SIS Alumni Society News

Alumni Society Executive Board Holds Mid-Year Conference Call
The 2014 – 15 SIS Alumni Society Executive Board held a mid-year conference call on March 2 led by President **Michael Lindsay**. The board discussed the poster contest and the TLA career panel. They also discussed ways in which they could collaborate with the SIS Advisory Board to assist with recruitment.

Class Notes

1974
- **Mark Lionel Leggett**, has retired from public library work to reside in Cathedral City, California. Congratulations Mark!

1977
- **James McKellogg** has retired as Library Director for Thomas More College in Kentucky. He served for 24 years in this role. Congratulations James!

1993
- **John Burke**, Library Director for Miami University in Middletown, Ohio has published a new book, "Makerspaces: A Practical Guide for Librarians" (Rowman & Littlefield, 2014).

1994
- **Michelle Slagle Noel** is the Transfer & Articulation Specialist for Truckee Meadows Community College in Reno, Nevada.

1996
- **Elizabeth Bibby** has retired from her position as Director, Knowledge & Information Management for the Federal Reserve Bank in Atlanta. Congratulations Elizabeth!
- **Marcia Leah Butler** began her new position as Technical Services Librarian for the University of Mary Washington in Virginia in August of 2014. "I love my new position," said Butler, "I also love being back in the South after 2 1/2 years in Wyoming!"

1998
- **Lisa Zolly** is a Technical Information Specialist for the U.S. Geological Survey in Lakewood, Colorado.
- **Karen Tate** is a Geospatial Researcher for XTS in Denver, Colorado.

2000
- **Meredith Goins** as Research Services Team Lead for Oak Ridge Associated Universities has been able to hire two full time and 6 part time individuals to support their peer review services. Of those eight hired, five are SIS alumni!
- **Margaret Goodbody** is a Librarian at Central Arizona College in Coolidge, Arizona.

2002
- **Kathryn (Katie) Sinclair Moisant** has transferred to Oakland High School as School Librarian. Previously she was Media Specialist at Blackman Elementary School. Both schools are in Murfreesboro, Tennessee.

2003
- **Gene Hyde** is the Head of Special Collections & University Archivist for the University of North Carolina at Asheville.

2004
- **Laura Carscaddon** is now Head, Research & Engagement for Georgia State University Library in Atlanta.
- **Fred Rascoe** is Scholarly Communications Librarian at Georgia Institute of Technology in Atlanta, Georgia.

2005
- **Jeannine Hunter** recently became an Innovation Specialist at 18F, the new General Services Administration group that designs and delivers digital services for other federal agencies. She has a background in writing and editing for different platforms, most recently as a key member of the web team at Children's National. Hunter has also been a reporter/writer for the *Washington Post*, NewsChannel 5, the *Tennessean*, the *Knoxville News Sentinel*, and the *Sun News*. Hunter currently serves on the SIS Advisory Board.

2006
- **Mary Jessica Piper** has been promoted to the Library Manager for Nashville Public Library, Madison where she is regional manager for four library branches.

2007
- **Dorothy Ogdon** is Access Services/Instruction Librarian at Touro University in Vallejo, California.
- **Zoe Rascoe** is the Media Specialist for Druid Hills High School in DeKalb County, Georgia.

2008
- **Nadine Hawke** has been the Head of Reference Services and the Local and Family History Department for Bartlesville Public Library in Bartlesville, Oklahoma since 2009.
- **Bo Link** is the Web Developer for Vanderbilt University Web Communications in Nashville, Tennessee.

2010
- **Hannah Parris** is the Western History/Genealogy Reference Librarian at the Denver Public Library.

2011
- **Ian McCullough** is Assistant Professor of Bibliography for the University of Akron in Akron, Ohio. He presented a poster "Collection Microclimates" at the 2015 ACRL conference in March.

2012
- **Ariel Birdoff** became Outreach Librarian for the New York Public Library in late 2014.
- **Julia Cowart** is the Interim Special Collections Librarian for the Furman University Library in Greenville, South Carolina.
- **Rachel Gammons** is Teaching and Learning Librarian at the University of Maryland. She was named an ALA Emerging Leader for 2015.

2013
- **Miranda Orvis Kispert** is a Librarian at Pellissippi State Community College in Knoxville.

2014
- **Victoria DeFreese** is the Information Science Director at Agilaire, LLC, an environmental data management solutions company in Knoxville, Tennessee.
- **Siony Flowers** began a new job as Williamson County Archives Assistant in February of 2015.
- **Vince Anthony Stone** became the Director of Libraries for Mountain Regional Library System on March 1, 2015.
- **Janell Thomson** is a Scientific Research Proposal Coordinator for Oak Ridge National Laboratory.
- **Thomas West** is the Social Media Manager for McNutt & Company in Auburn, Alabama.

Faculty News

Suzie Allard

Professor Suzie Allard was interviewed by WUOT about the DataONE research grant. The interview was carried on NPR's All Things Considered and can be heard here: http://wuot.org/post/dataone-data-observation-network-earth.

Allard was the keynote speaker at the XII International Conference on University Libraries held Oct. 29 – 31 in Mexico City, Mexico. Her talk focused on how librarians and information professionals can act as entrepreneurs. She was also keynote speaker at the International Forensic Biology & Genetics Congress where she presented, "The ABC²s of science data: Access, big data, curation & communication," in November 2014 (virtual to Ankara, Turkey).

She is also co-PI on the planning grant, "Enhancing the data curation profiles to help bridge the gap between researcher and repository," awarded to Purdue University Libraries and the Distributed Data Curation Center (D2C2). The Institute for Museum and Library Services (IMLS) National Leadership Grant will develop a roadmap for the next generation of the Data Curation Profiles Toolkit (DCPT). Scott Brandt (Purdue) is PI and Jake Carlson (U. of Michigan) is also co-PI.

Professor Allard also serves as Associate Dean for Research and Director of the Center for Information and Communication for the College of Communication and Information.

Allard continues to publish numerous articles and give paper presentations. She had two publications in *Learned Publishing* (http://dx.doi.org/10.1087/20150104, http://dx.doi.org/10.1087/20140206) and contributed to the book, "Research Data Management: Practical Strategies for Information Professionals" (Purdue Press). She also co-wrote, "How scholars implement trust in the reading, citing and publishing: Geographical differences" in *Library & Information Science Research,* 36(2014) 192-202.

Her papers were presented at the 2015 iConference in Newport Beach, California; the 2015 International Digital Curation Conference in London, UK; the 2015 ALISE Conference in Chicago; the 2014 Charleston Library Conference; the 2014 ASIS&T Conference in Seattle, Washington; and the Science of Team Science Conference in Austin, Texas.

Dania Bilal

On March 13, Professor Dania Bilal provided an overview of her Google Scholar Research Project designed to gain a better understanding of Google search results readability by children to the CCI Board of Visitors.

Bilal is an invited plenary speaker at the 7th Qualitative and Quantitative Methods in Libraries International Conference. Her talk, "Beyond searching: Understanding young users' holistic information interaction experiences," was presented in Paris, France, May 26-30.

She chaired a contributed papers session at the iConference titled, "Extracting, comparing, and creating book and journal data." She also participated in a whole day workshop on "Digital youth research network: Defining the field, building connections, and exploring collaborations." The conference was held in Newport Beach, California, March 24-27.

Bilal's refereed paper, "Exploring the effectiveness of library services and resources in academic libraries in Lebanon from the user's perspectives," will be presented at the Open Session of Section of Asia & Oceania, 2015 IFLA World Libraries and Information Congress (WLIC) in Cape Town, South Africa, August 15 - 21. The co-authored paper (with Dr. Fawz Abdallah of Lebanese University) will be published in the conference proceedings.

Wade Bishop

Assistant Professor Wade Bishop's article, "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," appeared in the first issue of *Library Quarterly* for 2015. The paper presents a method to inform curricula with the current knowledge, skills, and abilities required using input from those currently working in the profession, http://www.jstor.org/stable/10.1086/679026.

Bishop with co-author Angela Lee (education manager for Environmental Systems Research Institute, Inc. (ESRI) presented a paper, "Management and distribution of higher education site licenses," at the Association of American Geographers annual meeting held April 21 - 25 in Chicago, IL.

Bishop co-authored the article, "Exploring the GIS knowledge domain using CiteSpace" appearing in The *Professional Geographer* with Fangwu Wei and Tony H. Grubesic of Drexel University.

Ed Cortez

Professors Suzie Allard, Ed Cortez and Assistant Professor Devendra Potnis presented a poster, "Educating LIS professionals to serve as mobile technology consultants," as part of work-in-progress session at the Association for Library and Information Science Education (ALISE) Conference in Chicago, Illinois.

Cortez represented SIS at the iSchool Conference in Newport Beach, California during March. He hosted a reception and conducted a recruitment effort at the bi-annual REFORMA conference held in San Diego, CA in April.

While in California, Dr. Cortez took the opportunity to visit with Tracy Do's fourth grade class at the Telesis Academy of Science and Math in West Covina. The school is a part of the No Excuses University Network which promotes college readiness and encourages children to realize a college degree is attainable. Each class at the school selects a university as it symbol. The classroom forges a relationship with the selected university and their classroom is decorated with it's university's symbols, fight song, traditions and banners. SIS has been encouraging the class all year long and Dr. Cortez delivered a strong dose of Tennessee Pride to the class in person.

Dr. Cortez with Telesis 4th Grade Class

Kimberly Douglass

Assistant Professor Kimberly Douglass has been selected to serve on the UTK Institutional Review Board (IRB) in academic year 2015-2016.

Douglass coordinated a panel for the CCI Spring 2015 Research Symposium entitled, "Reflections on a Fall 2014 PhD Course: iGovernance and Social Justice". The panel was delivered as a form of research engagement known as a curriculum narrative, wherein reflections on course design constitute research data and serve as the basis for systematic research analysis. While curriculum narratives are typically delivered in the form of published articles, the panel participants (students from the course) helped construct a collective memory of the course design and delivery in real time. The moderator/discussant was Dr. JoLynn Cunningham, retired UT faculty member from Child and Family Studies and also a student in the course. The panelists included Douglass and other students from the course: CCI PhD Student, Laverne Gray and CCI Masters student, Erica Jenkins.

Douglass and CCI Masters student, Erica Jenkins won the Best Poster Award at the CCI Spring 2015 Research Symposium for their poster, "Seeing policy clearly: A comparison of network analysis models on domestic partner benefits in Tennessee."

15

Rachel Fleming-May

Associate Professor Rachel Fleming-May's article, "Humanities librarians and virtual verse: Changing collections and user services for online literature" (co-authored with University of Illinois English and Digital Humanities Librarian Harriett Green) has been accepted for publication in the Journal of Academic Librarianship.

In January, Fleming-May and Green presented a paper, "Virtual verse in the library: New forms of scholarly communication," at the 2015 Modern Languages Association (MLA) Conference. They will present another paper, "Capturing virtual verse: A needs assessment on access and preservation of online-only literature," this summer at the 2015 Digital Humanities Conference in Sydney, Australia.

In March, Fleming-May and Green presented a poster, "Capturing virtual verse: A needs assessment on access and preservation of online-only literature," at the Association of College & Research Libraries (ACRL) 2015 Conference in Portland, Oregon.

Carolyn Hank

Assistant Professor Carolyn Hank and her co-authors, Cassidy Sugimoto and Timothy Bowman, Indiana University Bloomington, and Jeffery Pomerantz, University of North Carolina at Chapel Hill, had their article, "Friend or faculty: Social networking sites, dual relationships and context collapse in higher education," published in *First Monday*, 20(3) http://firstmonday.org/ojs/index.php/fm/article/view/5387).

On March 10 in Austin TX at SXSWedu, Hank, Nicholas Bowman (West Virginia University), Karen Freberg (PhD/C&I '11) (University of Louisville), and Nicole Kraft, (Ohio State University) were part of a panel on "Plunging the perils and pearls of a social classroom." The panel grew out of a session held at UT Social Media Week 2014 featuring Bowman, Freberg and Hank. Meris Stansbury, managing editor at eCampus News wrote the following post about the panel discussion, http://www.ecampusnews.com/top-news/faculty-social-media-381/.

Hank and her collaborators, Sugimoto, and Pomerantz had their article, "The state of social media policies in higher education," accepted for publication in *PLOS ONE*.

Hank and Nina Verishagen, a faculty librarian at Saskatchewan Polytechnic, had their paper, "Are there birds in the library? The extent of Twitter adoption and use by Canadian academic libraries," published in *First Monday*, 9(11). The article is available here: http://firstmonday.org/ojs/index.php/fm/article/view/4945/4161.

She reviewed papers and panels for the 2015 ASIST conference, and serves on the program committee for iPRES 2015 and the 2015 SAA Research Forum.

Bharat Mehra

Associate Professor Bharat Mehra and doctoral student Rebecca Davis co-authored an article, "A strategic diversity manifesto for public libraries in the 21st century," published in *New Library World*.

Mehra's chapter co-authored with D. Braquet and C. Fielden entitled, "A website evaluation of the top twenty-five public universities in the U.S. to assess their support of LGBT People," was published in "Expanding the Circle" edited by J. Hawley and published by SUNY Press.

Mehra's chapter co-authored with Professor Eric Haley and D. Lane entitled, "Culturally appropriate information support services for LGBT South Asians: Representing multiple shades of identity based on sexual orientation and ethnicity," was published in the same.

Mehra's chapter entitled "Perspectives of rural librarians about the information behaviors of children with special needs in the Southern and Central Appalachian Region: An exploratory study to develop user-centered services," was published in "New Directions in Children and Adolescents' Information Behavior Research" edited by D. Bilal and J. Beheshti, published by Emerald Publishing.

Mehra was the co-chair with former SIS faculty member Kendra Albright of the 2015 ALISE Conference that took place in Chicago. Mehra and Albright also presented a "Diversity research update from ALISE" at the 2015 ALA Midwinter conference.

Mehra serves on the editorial board of the *Journal of Education for Library and Information Science.*

Mehra's invited guest editorial, "What is the value of social justice in Pakistan's library and information science professions?" published in *Pakistan Journal of Information Management & Libraries.* He is serving as the ALISE International Steering Committee Representative at the Information Management & Libraries Conference that

will take place at the University of Punjab, Quaid-i-Azam Campus, Lahore-Pakistan, November 2015. He is the invited speaker at the conference delivering a paper entitled, "A social justice framework to further community engagement in Pakistan's information management and library professions."

Devendra Potnis

Assistant Professor Devendra Potnis had the following accepted for publication, "Applying information science lens for advancing critical research on IT adoption: Insights from continued usage of mobile phones by poor women in rural India," in *International Journal of Technology Diffusion* and "Beyond access to information: Understanding the use of information by poor female mobile users in rural India," in *The Information Society*.

He participated in the "Financial Inclusion in India, 2015" forum hosted by the World Bank's Consultative Group to Assist the Poor.

He had his co-authored poster, "Educating LIS students to serve as mobile technology consultants," accepted for the ALISE Conference. [Co-authors: Professors Cortez and Allard.] Potnis presented, "Real-time decisions to serve the unbanked poor in the developing world: Examples from Mexico and India," as part of the Business Model Innovation track at the 2014 INFORMS Conference held in San Francisco.

His paper, "Assessing employee satisfaction of the electronic training program of the Gulf Cooperation Council's countries," was accepted for the World Conference on E-Learning. [Co-authors: Dr. Kanchan Deosthali (U. of Mary Washington), Dr. Mohammed Gharawi (Institute of Public Administration, Saudi Arabia).]

He also presented a co-authored paper titled "Mobile banking for the unbanked poor without mobile phones: Comparing three innovative mobile banking services in India," at the 48th Hawaii International Conference on System Sciences - Information and Communication Technologies (ICT) for Developing Countries minitrack.

He served as a reviewer for the following journals: *IT and International Development, IT for Development, International Journal of ICT and Human Development, IT and People*, and for conferences: 2015 Americas Conference on Information Systems, and 78th Annual Meeting of the Association of Information Science and Technology.

Potnis was a poster judge for the CCI Research Symposium and he was one of 17 UT faculty selected to attend the National Institutes of Health's Bi-annual Regional Seminar held in Baltimore.

Vandana Singh

Since being promoted to associate professor, Singh has been working hard to strengthen her research agenda and Information Technology course offerings at the school. In Summer 2015, she is teaching a new course about Content Management Systems with an objective to make students independent web developers. The course follows an intense hands-on approach and students are developing a variety of interesting websites of their choosing.

In research work, Dr. Singh was nominated and selected for the Office of Research and Engagements 2015 Proposal Writing Institute (PWI) and will be attending the institute in August 2015. To work on this grant proposal, Dr. Singh is being supported by the CCI Summer Research Fund.

Carol Tenopir

Chancellor's Professor Carol Tenopir made two presentations at the University of Puerto Rico: 1) grant proposal writing and 2) her research on measuring the value of academic libraries.

Tenopir and post-doc Betsy Dalton have conducted focus groups at five university campuses as part of a grant from the Mellon Foundation. They have visited the University of British Columbia, University of California Irvine, University of California Davis, Harvard and Ohio State University. The purpose of the focus groups is to gain insights from faculty and grad students on practices and opinions about open access publishing and article processing fees.

She gave the following talks: 17th Fiesole Collection Development Retreat in Berlin, May 8 – "Competing in the digital space: Evolving roles for libraries and publishers"; Syracuse University, April 2 - "Scholarly reading in a digital age: The library role"; 75th anniversary conference of the Library and Information Studies Center at the University of Cape Town, South Africa, Nov. 27-28 - "The importance of data, information, and knowledge in scholarly communication"; 34th Annual Charleston Conference, Issues in Book and Serial Acquisition, Nov. 6 - "Beyond downloads: How are journal articles shared and used?" (Summarized findings to date - Elsevier

publishers grant project to measure sharing of scholarly articles after they are downloaded - project manager Lisa Christian assisted.)

She and Professor Allard made presentations on two panels at the 77th ASIS&T Annual Meeting in Seattle, Washington, October 31-November 5. Panel 1: "Transforming the data landscape: Connecting data, policies and communities." Tenopir and Allard presented, "Research data practices of scientists and academic librarians." Allard presented on scientists, and Tenopir presented on academic librarians. Panel 2: "Responding to emerging data workforce demand: Harnessing data center expertise." Allard presented "The educator perspective on engagement with research centers," and Tenopir presented "Research data services: What opportunities really exist in academic libraries."

Peiling Wang

During the fall semester, Professor Peiling Wang (co-PI) traveled to China to collaborate with Dr. Wu Qiang (PI), professor at the University of Science and Technology of China on their project "Theoretical and empirical study of academic performance assessments: Combining new alt-metrics evaluation with classic citation analysis." The project received a multi-year grant from the Chinese Natural Science Foundation in the amount of CNY 540,000.

Wang is designing and testing SMILIES (Synchronous Mobile iLab for Information Experience Studies)--a mobile lab in a bag utilizing mobile devices (iPhone and iPad) with a laptop. The researchers can observe users in a natural setting where wifi or 4G is accessible (e.g., home, lobby, park, café, etc.). Wang will study the less reachable participants such as home-bound information users, or those in assisted living communities.

Wang received a Dean's summer grant to study a new scholarly communication model: Post Publishing Peer-Review (PPPR).

Wang is coordinating the ePortfolio Working Group (Bilal, Douglass, Fleming-May, Mehra, and Singh) to revamp the School's ePortfolio capstone program. Learning from the five-year practices since the pilot in 2009 and the adoption of ePortfolio as one of the three options for the Master's degree, the group aims to complete a revised ePortfolio Handbook in fall 2015.

She continues to contribute to profession services: by serving on three editorial boards: *Journal of InfoLib and Archives*, *Journal of Library & Information Studies* and *Journal of Library and Information Science*; reviewing grant proposals for the European Research Council; refereeing for *Journal of American Society for Information Science and Technology*, *Information Processing & Management*, and *Information Retrieval*; serving on program committees for the International Conference on Knowledge Discovery and Information Retrieval (KDIR), International Conference on Library and Information in Digital Age (LIDA), and Information Interaction In conteX (IIIX).

Cindy Welch

As a Clinical Associate Professor, Cindy Welch focuses on service, outreach, and teaching. Over the past several months, she has done presentations for groups as diverse as the Ossoli Club of Knoxville (ebooks and ereading), and the UTK Grief Outreach Initiative (bibliotherapy books for use with PreK-12 students), and is working with a faculty member in the Haslam College of Business on a Fall 2016 class visit to discuss the uses of storytelling in human resources and training work. Virtual advising sessions for pre-service school librarians continued in the fall and spring, as did phone calls and campus visits from prospective students, several of whom are starting the full Masters or their PreK-12 School Library Endorsements this summer and fall.

In her new role as Associate Director of the Center for Children's Books (CCYAL), she had the opportunity to visit the Fay B. Kaigler Children's Book Festival in

Dr. Cindy Welch (red shirt) helps a young patron select a book at the Children's Festival of Reading

Hattiesburg, Mississippi, in April and learned a great deal that will help CCYAL as they explore multi-day events. CCYAL had a busy Spring, coordinating an African-American Read-In event in collaboration with many campus groups, and hosting author Georgia Heard for workshops with teachers and PreK-first grade students in the area. This year CCYAL had its first booth at the Knox County Library Children's Festival of Reading. Welch extends a BIG thanks to current students Becca Doran, Erika Long, Brittany Metzger, and Rachael Nichols for assisting with the festival.

The summer will be busy for Welch with presentations at TASL professional development days in central and western Tennessee, the ongoing CCYAL day-long booktalking event "Best of the Best," and continuing her duties on the ALSC May Hill Arbuthnot Honor Lecture Committee, the ALSC Education Committee, and the YALSA Student Member Task Force.

Awa Zhu

Assistant Professor Awa Zhu has been on leave (welcome Logan!) We will hear more from her in the next issue of *Interface*!

SIS Strengthens International Connections

In May, representatives from the Open University of Catalonia (UOC) in Barcelona, Spain, OCLC Research and SIS met to begin crafting a Memorandum of Understanding (MOU) between the two universities. Lynn Silipigni Connaway, a senior research scientist with OCLC Research, Josep Cabarsi Morales, Director of the UOC Information Science Program and Ferran Lalueza Bosch, Director of the Advertising and Public Relations Program worked with UT representatives and developed five points of collaboration for the two universities.

1. to submit a bid to jointly host an iConference in Barcelona
2. to develop a Science Data Management undergraduate program - Internet Data Management, an OCLC Research pilot
3. to explore redesigning the 520 course based on the organization of information course model by Bob Glazo
4. to explore EU funding focus for data collection - development of partnerships and funding
5. to develop study abroad programs

Josep Cabarsi Morales, Lynn Silipigni Connaway, and
Ferran Lalueza Bosch (l-r)

"UOC is a relatively young university that has grown to a community of over 50,000 online students in a short period of time," said Dr. Cortez. "They have been an example to the European community of how to do online education well and still maintain very high academic standards. Our intent is to learn from our European colleagues and use this MOU to facilitate our own program becoming more agile so that we remain relevant in a quickly changing environment."

While on campus the visitors from Spain and OCLC toured campus landmarks and took a turn at the SEC Network's new broadcast studio on the UT campus. SIS faculty were able to meet with the UOC visitors and exchange ideas and information.

New Chapters in Information Science

A wide variety of careers are available to graduates from accredited information science masters programs. In each issue of *Interface* UT SIS alumni are featured to demonstrate the extent of the options available to graduates of the program. Each issue brings a new appreciation for the transferability of IS skills and knowledge and proves we are limited only by our imagination. Even in librarianship, having a unique set of skills can lead to jobs that are beyond the traditional image of librarianship.

Mentoring Payback

Murray Browne (1998) is the Manager of Metadata Services for Turner Broadcasting in Atlanta. His work for the broadcasting giant is an interesting application of his SIS knowledge. The following is a recent interview with him and how he and his team use library and information science to manage the digital assets of a corporation.

(IS) What are your job responsibilities?

(MB) I manage a five-member group of information professionals who are responsible for the titles metadata (episodes names, storylines, and actors' names) that is used for scheduling and feeding downstream systems (such as programming guides and websites). We also create descriptive metadata such as keywords that are used by different Turner departments (Sales, Programming, Creative Services, Standards and Practice) in different ways. Four of the five members of my team have Master's degrees in Library Science from an ALA accredited program. We joke that our fifth member was raised by a librarian, which gives her special qualifications as well.

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

(MB) I had worked both in academia and in the private sector while I was student and after I graduated. It was ten years after graduation before I first began working at Turner. My undergraduate degree was in Radio and Television, so you could say that I did have aspirations of working in entertainment. It has been interesting how these aspirations indirectly have come to fruition, but it was a long time in coming.

Murray Browne, Turner Broadcasting
Photo courtesy of Dexter Bowman,
http://www.dexterbowman.com/

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

(MB) My job requires that I must engage with people, which I like. Part of those responsibilities includes doing outreach to different departments to explain what we do and how we do it. Also, when there is a problem I try to get out in front of it, which requires setting up meetings or quick chats. Over time I have been able to build relationships. On the quieter side, I've always liked data visualization (I did my Master's thesis at UTK on Visualization of Websites) and so I am always trying to use simple graphics to explain our work. When that type of communication clicks, it is equally satisfying.

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

Probably my strength is that I had worked in different jobs and different environments before coming to Turner.

I am always pulling from those experiences and what I learned from different teachers (like Dr. Bill Robinson in SIS, and Dr. Michael Berry in Computer Science). I have been fortunate to have many good bosses and colleagues along the way whose smarts and honesty I have molded into my personal work philosophies.

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

(MB) A class in databases and digital libraries offered more directly relevant aspects of the SIS program, but I think the core courses (theory, reference, information representation, collection development) were equally important. I have noticed with our group that graduates of library schools have a tendency to think the same way. They like organization and want to see things put in order. It's a useful personality trait to do our work, though sometimes we are perceived as being a little heavy-handed. (We were once accused of "slapping wrists" in a meeting, but I jokingly said, "we don't slap wrists; we prefer boxing ears.")

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

(MB) That's difficult because I don't know how the curriculum and career paths have changed in the last fifteen years, except to say that there are positions in areas outside of academic or public libraries settings such as digital asset management, which are growing in the private sector.

(IS) Job seeking applicants?

(MB) I think it could be difficult to spend years of focusing in academic or public libraries and expect to transition into private business. Just as I think it could be difficult for someone from my group to switch to an academic or public library. I think MLS graduates can move from one to another, because the work is the much the same, but there is a difference in cultures.

(IS) Do you think it matters if a graduate receives a degree from an ALA accredited program?

(MB) Yes I do, but I wouldn't say if I didn't meet the right person with a master's degree in Art History or Film, or Journalism (we look for other characteristics besides the degree) that we wouldn't hire them.

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

(MB) I was promoted a couple of years ago to a manager after starting out as a basic content indexer in 2007. Before being promoted when I started training new people, instead of taking a competitive attitude, I took a mentor attitude. I would shepherd in the new folks even though it wasn't in my job description (and if they were willing, which they were). It turned out someone noticed that I was unofficially taking a leadership role. When the managerial position opened up, I was offered the job!

A Life in (Interesting) Libraries

The School of Information Sciences is a part of the College of Communication and Information at UT. Also in the College is the School of Journalism and Electronic Media (JEM). An undergraduate JEM class produces the student magazine, *SCOOP*, twice a year. In the most recent edition, Spring 2015, Nicole Hedger wrote an article about SIS alum **Elizabeth Bibby** (1996).

Bibby, now retired, was the Director of Knowledge and Information Management at the Federal Reserve Bank in Atlanta. Earlier in her career she was an academic librarian at Boston University and Harvard.

She has served on the SIS Advisory Board and was the 2002 recipient of the SIS Distinguished Alumni Award. We encourage you to view the article about her at http://issuu.com/scoop/docs/5.15.15 on page 70.

"While I was a student at SIS, Mike Pemberton asked me to make a presentation to his Special Libraries class about some of the more unusual/interesting positions I'd had in my past," said Bibby. "While I'm not sure some of those same opportunities would exist today, they do illustrate the wide variety of settings

Elizabeth Bibby
Photo courtesy of
SCOOP **magazine**

where we can apply our skills."

Many of those opportunities do still exist for SIS alumni, they have morphed into current day jobs that carry a different title but are essentially the same job. Often the addition of technology skills is the difference in the current day jobs.

The IT Side of Library Life

Jill McFall (Knoke-Staggs) graduated in 2013 and was hired by the Metropolitan Library System in Oklahoma City. It is the largest system in the state and she works at the highest circulating branch in the state. She got hired on the basis of her UTK SIS degree and some volunteer hours because she did not have any paid experience at the time. The system rarely fills full time positions from outside the system, but McFall was an exception.

McFall has observed that her UT degree had more specialized IT-type courses than many other programs offer their students. She finds that IT education helps her librarianship in a couple of areas. For one thing, she feels like she has a better understanding of the whole eBook download process. For another she feels she is better able to assist patrons with computer questions than she might have been without the training, especially the courses she took from Dr. Potnis. Technical support is a huge part of her job (as for many public librarians), so it's necessary to know the basics of computer troubleshooting. McFall feels confident answering almost all of the questions she receives from patrons.

McFall also thinks having a degree from a different program from many of her co-workers creates a healthy workplace because of it spurs diverse ideas and viewpoints making for a more rounded staff.

The Virtual Corporate Librarian

Romer

Maggie Romer (2013) is a Compliance Analyst/Corporate Librarian for State Farm Insurance in Murfreesboro, TN. One great part of her job is the virtual aspect. She and her husband recently moved to Colorado however, her job moved with her. The unique work she does is highly valuable to her employer. She is building an electronic repository of all the laws, regulations, federal agency guidelines, industry standards, common practices, and internal policies that influence compliance at State Farm. In addition to collecting this information, she is building the library architecture from scratch and creating cross references from the content to enterprise risk assessments.

This World Wide Web Thing is Going to Be Big!

Williams

Audrey Williams (2002) was named Vice President of Information Services and CIO at Pellissippi State Community College in Knoxville, Tennessee. Williams has been at PSCC since 1999. In the early 90's, she told her boss, "There's this thing called the World Wide Web, and I think it's going to be big."

It has certainly been big in her career. She began as the Instructional Technology Specialist, later she move on to Director of Educational Technology Services. Williams is the administrator of the PSCC blogs and works with faculty and staff on a variety of technology projects.

Congratulations Audrey!

Is your information up to date with SIS?

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

Reflections on Dr. Ed Cortez

As we prepare to say 'good-bye' to Dr. Ed Cortez as our director, we asked a couple of his former colleagues to provide their reflections on their time spent working with him.

Teacher, Researcher, Flamenco Dancer?

Dr. Ed Cortez was on the faculty of the University of Wisconsin-Madison School of Library and Information Studies from 1988 until 2005.

As a senior faculty member, Cortez chaired the SLIS PhD Committee and was mentor to many PhD students. In addition, Cortez helped manage SLIS through several reaccreditation cycles as an accreditation co-chair. While a faculty member at SLIS, Cortez served on the Board of Regents for the National Library of Medicine.

Eschenfelder

Cortez was an early proponent of increased attention to technology in the SLIS curriculum and was co-author of "Planning Second Generation Automated Library Systems" by Greenwood Press. He also edited a special symposium on automation consultants in Library High Tech in 1991. He was one of the first online professors at SLIS, teaching a very popular knowledge management course online in the summers. Many graduates also fondly remember Ed's Corporate/Special Libraries class as one of their best classes at SLIS.

In addition to his professional roles, Cortez is fondly remembered for his enthusiastic participation in the annual SLIS Pancake Breakfast/Marti Gras tradition. At some point in this annual breakfast, Cortez would disappear, and a mysterious red-dressed flamenco dancer complete with Spanish fan would appear. The dancer would grace the party with her presence for a few minutes, and then disappear, after which point the neatly-suited Dr. Cortez would reappear.

All his friends at SLIS wish Ed and Ken a very happy retirement [from the maddness of academic administration.]

Kristin Eschenfelder
Professor and Director, School of Library & Information Studies,
University of Wisconsin-Madison

Dr. Cortez cooking Marti Gras pancakes (left) and mysterious flamenco dancer (right) Photos courtesy of Eschenfelder

My Time on Earth in the Presence of Edwin M. Cortez...

Todaro

In 1980 - (oh my god, that was 35 years ago) moving from Texas to New York to Michigan was daunting enough, but moving to be a faculty member at the University of Michigan in Ann Arbor was - all at once - terrifying, exciting, adventurous, fun, humbling - and, most importantly NEVER what I expected to be doing. From the very first minute of my time in Ann Arbor (and even in the UM interview!) I was embraced by the faculty, staff and students even though I must have looked and acted like a complete neophyte. They hired me anyway! Russell Bidlack's faculty/team members were given incredible opportunities including being a keynote and presenting their research at alumni dinners, joining the greats (educators such as Jesse Shera) for a casual dinner, and working with internationally-known, stellar library administrators for student forums.

Probably because we didn't know any better - we tried everything old and new at once including guest lecturing in each other's classes, automation-driven assignments, "no text" classes, team teaching, research partnerships, the design of crazy new courses, cutting up at solemn events, and befriending not only each other but students and faculty needing support away from home.

And on that faculty - only a few years at UM himself - was Edwin M. Cortez - smart, funny, happy, and a talented presenter with a love for learning. In fact, Ed was one of many young faculty Russell assembled to join the team at one of the most prestigious library schools in the country. But what made those times special memories? Ed's home was truly a "home" and he opened it to all of us (modeled on Associate Dean Ken Vance's social expertise) with perfectly prepared dinners, topical discussions, loud music and dancing and debate over our work and our love for the field. Ed was (and still is) unique in that he has a rare combination of depth of understanding of information science and automation, and the love of imparting that knowledge to others. Ed was (and is) adept at discovering new talent and nurturing that talent to grow the next generation of leaders while demanding that people have fun and enjoy what they were doing.

But what do I remember most about Ed? Besides his intelligence, I remember his quick-witted repartee and his humor. Making each other laugh was something we were committed to...REALLY committed to...and we didn't go for Ed's smiles, giggles, polite laughing...we went for - and picture Ed during this description - the humor that produces someone hugging themselves, body shaking, head back, laughing-out-loud belly laugh - and - if we really hit the mark - Ed finally collapsing into silent laughter. So how did we get him to laugh?.... humorous thoughts shared at inopportune moments, funny stories and anecdotes (and I am convinced this was REALLY why Russell hired us), clever usage of language and the hardest, successful humor, the perfect joke. To this end, while at Michigan I became fascinated by the length of time it takes from a tragedy to hearing the first joke and - although I won't repeat it here - I still use an example from Ed calling me one Sunday morning about 6:00 to share a joke he had just heard based on a tragedy from the night before.

Ed, however, went a little further in making us laugh. He had mastered a humorous technique...the occasional prank...that came out of nowhere with the humor aimed at YOU...(and this is what makes him most irritatingly special) at your most vulnerable time. So, at this point in this accolade a specific example is in order. A prank he played on me in California came after a summer ALA, we headed south to a library school to be speakers in a diversity summit. While I recall I had to stay in a dorm room and he had a hotel suite (but that just makes me bitter with baggage) I mostly remember older buildings with raked auditoriums filled with students. While I was presenting to a rapt audience (okay, polite listeners) I glanced up at the back of the room in the middle of a sentence and there was Ed in the top tier of seats. He had his head back, mouth gaping open, sprawled out with hands hanging at his side and snoring. Our partners in crime were aghast and were staring at him, then at me....I can't remember anything much beyond that point...I think I choked on my words and tried to keep from breaking my presentation stride but it was hard to continue at all much less with a straight face. Naturally I called on him to join in on my comments and of course he did perfectly with the audience none the wiser.

When Ed moved to another graduate school, the team wasn't the same. We missed his expertise and his sometimes quiet and sometimes boisterous leadership! I have always loved being with him and I always

will! Any school where he worked was lucky to have him and although this sounds like a eulogy - I am most pleased to say it is only a farewell to his administration - and that he will continue in the classroom. Lucky students!

Dr. Julie Todaro, Dean of Library Services
Austin Community College
President-elect 2016- 17 American Libraries Association

...And Other Duties As Assigned

Last Fall, Assistant Provost and Senior Associate Athletic Director Joe Scogin invited Dr. Cortez to serve as an Honorary Coach for the Lady Vols Basketball Team at the game against Alabama on February 19.

Dr. Cortez and his dog Jazz met the Lady Vols during a practice session and pre-game orientation. They also got a complete tour of the athletic facilities prior to the game. Way to 'represent' SIS Dr. Cortez!

Ed Cortez & Jazz with the 2014 - 15 Lady Vols Basketball Team
Photo courtesy of Dani Klupenger, UT Athletics

Left: Honorary Lady Vols Coach Ed Cortez and his assistant Jazz

Right: Dr. Cortez classed-up his Marti Gras attire upon arrival at UT

impacts do you think it would have? **(EC)** That could be an odd predicament. The School would need to be ready to launch a new vision and reposition itself in the field of information education. From that position of strength, the monies could best be directed to recruit the best and the brightest. The endowments could also strategically be used in CICS to make investments that would attract more grants/ research dollars by increasing the capacity of CICS and travel budgets.

(DS) The number of libraries nationwide is increasing. Overall employment by libraries is increasing. The number of MLIS librarians being hired is decreasing. Why do you think this is happening?
(EC) This is not a new problem. When I worked in Anaheim, there were 12 reference librarians behind the desk and most did not have an LIS degree. Some of the library positions are easily taught and monies for libraries have tightened over the years. What is much harder to train and remains areas where a master's in LIS is required is for positions such as data mining functions, extracting information and adding value to it for the consumers of the information, and social networks where information management is necessary to get a message across. SIS will need to ensure it includes these advanced skillsets in its coursework going forward.

(DS) The School began as an education program to train librarians. Its role expanded to include technology and a broader range of career fields over time. However, some perceive that this (and other similar programs) strictly train librarians and that the profession of librarianship is fading away. What ownership, if any, does the School have in this incorrect perception? What can be done about it? What does the profession on a larger scale need to accomplish? **(EC)** We need to cultivate a refreshed mindset and avoid inertia at all costs. Being comfortable and complacent will lead to a perception the School is over resourced and not contributing enough in consideration of its funding level. A good way to avoid this would be to develop strategic academic ties to other units in the University. This will take a level of sacrifice similar to the opportunity cost of developing the online program. Development of an undergraduate major would also provide more opportunities to demonstrate the relationship and value of information studies and how it crosses many other fields of study.

(DS) On a more personal note, what is the one thing you regret you did not accomplish as Director? **(EC)** I would like to have seen our ranking up to where I had hoped it would be and believed it could be.

(DS) What are you most proud of accomplishing? **(EC)** Developing the faculty in the broader sense. Recruiting new faculty, guiding the promotion of others and being instrumental in the retention of some key faculty members are all important tasks for Directors and critical to the continuance of any quality program.

(DS) What is the School's greatest obstacle or weakness to overcome? **(EC)** Like most organizations, it is difficult for those that don't have direct responsibility for the long-term health of the program to slip into a short-term view. We all do it. We get busy and it is easier to focus on the here and now. A mature group will view present day events and tasks from the vantage point of the long term goals of the organization. Each decision will pass the test of "will this move the School in the direction it needs to go for the future."

(DS) What is its greatest strength? **(EC)** Its faculty. This is an extraordinary collection of talent. The research and publishing prowess of this faculty is highly productive. It came at a price. Hard decisions had to be made however, in the end the collective academic accomplishments of the faculty reflects positively on the School.

(DS) If you could redo anything during the past decade of your leadership, what would it be? **(EC)** I learned a lot as an administrator. The way I handled staff in the beginning created some justified hard feelings. I matured in my management abilities and came to understand how to more effectively work with the staff. Suzie Allard contributed a lot to this growth as well.

(DS) What was your biggest pet peeve as a Director? What brought you the most joy? **(EC)** Pet peeve - When we constantly revisit concluded business, fall into the trap of wading through minutia, or lapse from parliamentary procedures in meetings. We risk failing to keep on task with our many goals. Joy- Working with current staff, working through issues and challenges, the development of our physical facilities. Making our spaces more comfortable and pleasant. This includes our office space, the Purcell Reading Room, Dewey's Den, and the latest, the lobby.

(DS) SIS is a member of both the ALA and the iSchool consortium. The theme for this summer's ALA conference was, "Transforming our Libraries, Ourselves." The theme for the iSchool Conference this spring was "Create| Collaborate | Celebrate." The juxtaposition of the two organization's conference themes captures the current state of both. Will both organizations continue to be relevant to SIS in the future and why? **(EC)** Yes! For the foreseeable future because of our alumni base, the important accreditation from ALA and the promise of the future with the iSchools (currently developing a much anticipated proposal to co-host the 2018 iConference in Barcelona – see article this issue.) This cross-continental collaboration would be an amazing coup for the School. We do need to aggressively pursue greater faculty and doctoral participation with iSchool conferences in the future.

(DS) If someone needs their taxes done, they call an accountant. If they need their car repaired, they call a mechanic. How do we as a profession get to the point where people readily recognize their need to acquire the assistance of an information professional? **(EC)** If I knew how to do this, I would own the world! This has plagued the field forever. People think of computer science or engineering before they think of information science for problem solving. The image of the library is still a repository for books and publications not a center for information. This may be our most challenging problem going forward and will require many answers and actions. It will not be solved with a single solution.

(DS) Just in the short time I have been here, I have noticed a profound change in the job titles of our new grads and the types of employers they are working for. As you know, less than ½ of our alums live in Tennessee. How do you envision our Alumni groups engaging with this geographically diverse group working in a very broad range of jobs? **(EC)** Our alumni would work best as a network of alumni instead of a singular organization. The network would need to be organized geographically similar to our student cohort groups and then across career fields. The nodes of alumni in the network would then be more conducive to faculty interaction. A mutual respect between faculty and alumni is critical. The School would benefit from more alumni involvement by supplying faculty with current information from their field and geographic area on the needs of employers, and needed skill, course and continuing education development ideas.

(DS) Let's say you have a favorite nephew graduating with a Bachelor's in business, engineering or one of the sciences. Would you encourage him toward a Master's in Information Sciences? Why or why not? **(EC)** I would and I would closely advise him on where to obtain the right education for the best career path preparation.

(DS) What do you look forward to the most about returning to the faculty? **(EC)** Teaching!

(DS) Do you ever think about the 'roads not taken' when you chose to come to UT? How do you think your professional life would have been different without the experience? **(EC)** I would not be a complete person today if I had not had this experience as Director of SIS at UT. I had no aspirations of being an administrator earlier in my career. This has been an extraordinary opportunity to effect change. I was not a risk taker and would have been happy to sit in my office with a view of the lake at the U. of Wisconsin. I am very glad I took this opportunity. I really thought I would only be in this role for five years. I'm as surprised as anyone that I have stayed through two terms as Director.

(DS) Can you give us hint about what the next chapter holds for you? **(EC)** The program I am in is very unique. It relates back to the crowd-funded Canine Comfort project at UT. I will be in a professional development program earning a Master in Education - Canine Working Units program in Barcelona, Spain for the next year. The program is four days a week, four hours a day for an entire year and will comprise ½ of my research. The goal will be to accomplish three things in total during this next year – build a prototype undergraduate study course in conjunction with the Open University of Catalonia (see page 19); develop a study abroad reciprocal course with OUC and complete the canine therapy program to enable the next chapter. There are several facets to the next chapter as it relates to canine therapy units and the need in Tennessee for an expanded role for canine assistance. (For more information see http://www.tanamigos.es/es/otros-servicios/formaciones-terapias-perros)

See you in September 2016, Dr. Cortez! In the meantime remember, "El águila no se entretiene en cazar moscas."

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Address Correction Requested

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