As the School of Information Sciences begins its second year as a part of the College of Communication and Information, we continue to experience change, but perhaps not as much as we once expected.

Elizabeth Aversa has left us to take up the position of Director of the School of Library and Information Studies at the University of Alabama. Richard Pollard, while teaching on-campus students from a distance, will be with us virtually for one more year, and Kristie Atwood is now working as a children’s librarian at Webb School of Knoxville. Suzie Allard has joined our faculty after having finished her doctorate at the University of Kentucky, and Gerry Lundeen has returned from retirement at just the moment we needed some extra help.

An interesting aspect of change, however, is that it must occur on the foundation of what remains constant. And much about the School of Information remains constant.

The planning we undertook to prepare for our transition into the College of Communication and Information has paid off handsomely. We are finding ways to share resources. We are making faculty contacts across disciplines. We are working together to build stronger graduate programs. We planned for these outcomes, and so despite all the change we’ve faced, we are still secure in our identity and our mission. We are not the same, but we are not diminished. And given our security, we again plan for an ambitious year.

First, we intend to review our curriculum to make certain that it reflects the latest developments in LIS research and professional practice. In addition to providing a sound, basic education that will prepare students for leadership positions in the information professions, we believe that our faculty possesses unique strengths on which we can build national recognition. I’ll have more to report on that in a later newsletter, but for now I encourage you to contact me at the School, and share your thoughts regarding the direction of change in professional practice in order to help us in our deliberations about our curriculum.

A second goal is to further integrate our on-campus and distance education students into a single student body. We have incredibly bright and talented students, and in what we call our combined classes—those that bring together students regardless of their physical location—it is apparent that they motivate and stimulate one another, and more important, they learn from one another. We are looking for ways to enhance this synergy, and take advantage of the diverse backgrounds our students bring to our program.

We also will revisit our long-range plan for research, teaching, and service. This plan [available at http://www.sis.utk.edu/about/vision.php] has served us well as we negotiated the challenges of accreditation and transition to the College, but we have achieved many of the goals we set for ourselves. It is time to define new initiatives and a new future. An important part of the School’s future is an enhanced doctoral program, made possible by our position in the College of Communication and Information.

As of fall, our enrollment is growing and demand for admission is high, as are the expectations we have for our students and ourselves. We have new faculty and we are searching for more. Some might say that we have earned a time of rest, but frankly, we’re probably moving far too fast to stop. But it’s a great ride. I hope you’ll come with us.

Douglas Raber
Associate Professor & Interim Director
Alumni should look forward to attending the Homecoming Brunch on November 2 where the second Distinguished Alumni Award will be presented. See page 7 for details.

We have redesigned our website to take advantage of new Web standards and the alumni directory is now database driven, allowing greater navigation and utility for alumni wanting to learn what your classmates are doing. Blogging software now archives School and alumni news and allows frequent and easy updates.

Two new scholarships are also in place to help students. 2002 graduate Chrissie Anderson Peters established the Pioneer Award Scholarship to help full- or part-time distance education students who demonstrate professional promise by being active in a professional information sciences organization. She notes: “Regardless of the media by which we accomplished such feats, we are all ‘pioneers!’”

The recently endowed Carmen L. Moulton Memorial Fellowship awarded its first scholarship award to Pam Martin this fall. This award is available to students with financial need who are graduates of a Tennessee High School. Mrs. Moulton was an honors student at Knoxville High School, but was unable to attend college. Two of her daughters earned masters degrees from the School and established this endowment to advance librarianship by helping students “attain their dreams.”

SIS Alumni Board of Directors
The SIS Alumni Board announced the winners of its recent election. New members-at-large include Lexa Hooten, Jane Row, Ed Sullivan, and Pat Thompson.

Thura Mack is presiding over this Board, with the support of Janet Drumheller as vice-president and Margaret Casado as secretary. Thanks to all alumni who participated in the election. The School extends its appreciation to outgoing board members George Hoemann and Martha Earl for their dedication and participation.

Briefly, we want to acknowledge Julie VanMetre Tate for being named Virginia’s School Library Media Specialist of the Year last year. Biddanda “Suresh” Ponaapa also garnered accolades when the Quillen College of Medicine, alongside the medical library that he directs, was ranked as one of the nation’s three best schools for rural education medicine in the 2004 Best Graduate Schools issue of U.S. News & World Report.

Tanya Arnold
On September 15, Tanya Arnold began her new position as Coordinator of Student Services for the School. A recent graduate of SIS, Tanya holds a Bachelor’s degree in Accounting from UT, though she marks her SIS experience as the best part of her educational career. She participated in practica at Information International Associates, Inc. (IIa) and GoingGlobal.com where she performed online research on international business issues.

Over the summer, Tanya traveled with a local church group to South America to reach out to the needs of families living off the city dumps in Venezuela. She returned to the U.S. to continue working at Going Global.com where she edited an international career guide. We welcome Tanya’s fresh enthusiasm for her new role.

Matt Grayson
After only three months on the job, Matt Grayson has proved his mettle. Hired June 1 as the School’s Technology Coordinator, Matt inherited a backlog of technology issues needing immediate attention. One of his first tasks was to unveil a completely redesigned website for the School. The redesign was undertaken with the goal of making the content more accessible to both students and faculty. Matt, and now doctoral student Dan Greene, began evaluating and improving the website in late 2002. The School website has been cited by the University Creative Services office as being exemplary in its adaptation of the mandated university Web template.

Matt is expanding discussions of information technology not only on the website but through his commitment and passion for advanced technology tools. Matt anticipates that security protocols will dominate the technology plan that he and the College Director of Technology are developing to make the computing environment within the college a more secure one. In his modest way, Matt believes that this plan can be a model for the university.

Matt is a member of ASIST and is interested in distributed communications models such as weblogs, RSS, and XML.
Information International & SIS: Forging Connections

Information International Associates (IIa) is a woman-owned, information business headquartered in Oak Ridge, Tennessee, with close ties to the School of Information Science. Not only does IIa President Bonnie Carroll sit on the College of Communication and Information Board of Visitors, but the company this year has set up a scholarship fund that will provide a $1,000 annual scholarship to an SIS student each year for eight years. The first award will be made in the spring of 2004 and is targeted to students pursuing a degree to be used in the technical aspects of information science and library management.

IIa has strong professional ties to the information science field. The company is the new manager of our faculty professional organization, the Association for Library and Information Science (ALISE), with chief information officer Deborah York serving as ALISE executive director. The company was the ideal choice as they manage federal and military libraries and information centers worldwide.

The company’s Senior Vice President, Pat Powell, is a 1996 graduate and has served on the SIS alumni board. Ms. Powell oversees the company’s Information Services Division (ISD), which manages libraries, information centers, and records projects, as well as the company’s work in providing counterintelligence information to the Armed Forces Medical Information Center. Randy Hoffman, a 1983 graduate, currently manages the NASA Goddard Space Flight Center library and formerly directed the ORNL Library. IIa’s ISD team (including Pat Powell, Deborah York, and Randy Hoffman) participated in events that resulted in the NASA Library being named the 2002 Federal Library of the Year by the Federal Library and Information Center Committee.

A number of SIS graduates find work at IIa. Franciel Azpurua (1998) is IIa’s program manager of the Southern Appalachian Node of the National Biological Information Infrastructure (a U.S. Geological Survey project). Logan Barnett (1997) manages IIa’s team at a technical library in Ohio. Our own Dr. Kendra Albright was formerly the director of Information Research Services Division for IIa. Other notable SIS graduates who have worked for IIa include Alice Anderson, currently heading Reference Services at Tennessee Wesleyan College, and Margaret Mellinger, now at the Oregon State University Library.

In addition to employing a number of our alumni, the company strongly supports our practicum program. IIa communications and public relations staffer Susanne Dupes is a full-time SIS student. Tanya Arnold, the new SIS Coordinator of Student Services, did her practicum experience with IIa in the spring of 2003, while Fred Rascoe is completing his practicum at IIa this semester. Over the past ten years, IIa has supported an average of two practicum students per year.

That IIa won the ALISE management contract should bring many benefits of proximity and familiarity to SIS.

Comments on Change

We have been fortunate to maintain a high quality faculty with a national reputation and a growing national impact. We currently have an excellent combination of seasoned veterans and dynamic “youngsters,” and our interaction and cooperation is strong and augurs well for the future.

Dr. Raber has had previous administrative experience in the public library, and he is well versed in the practice and language of management. While it may take him some time to become familiar with all of the details of academic administration at the university, he seems comfortable with the challenges and opportunities. There is no question about the ability of the School to move forward under his leadership.

Dr. Tenopir has become head of the Center for Information Studies, the School’s research arm. This is an important step forward, and given Dr. Tenopir’s most impressive research record as well as her commitment to quality instruction, the Center should become much more visible to our students and include more faculty involvement in future research projects.

While staff and faculty are never really replaced, we are fortunate to have found strong individuals who will maintain and help us to improve the quality of the professional education found at SIS. With the additional support available via the College dean’s office, the SIS staffing situation is stronger than it has been in years.

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three professors at the School of Information Sciences were honored this year for their exemplary research and technological innovation. These awards are noteworthy because SIS professors garnered these awards the first year the new College of Communication and Information was formed. Dr. Dania Bilal was awarded the College Research Award; Dr. Carol Tenopir was awarded a University Research and Creative Achievement Award; and Dr. Gretchen Whitney was awarded the College Faculty Innovative Technology Teaching Award.

Suzie Allard: Digital Librarian Advocate

The School welcomed Dr. Suzie Allard to the SIS faculty ranks this August. Dr. Allard comes to SIS from the University of Kentucky, where she received her Ph.D. and M.S.L.S. and where she was a Presidential Fellow. Since returning to academic life in 1998, Allard has poured her energies into the promise of digital libraries as a service to students and traditional libraries and as a tool to help close the digital divide.

Helping people gain access to knowledge motivates Allard. “To me, digital libraries serve a social purpose, which is why I am interested in them.” While Dr. Allard’s research interests focus on digital libraries, she is also a specialist in the area of knowledge management and the communication of health information.

Dr. Allard serves on the board of directors of the Networked Digital Library of Theses and Dissertations (NDLTD), an international organization with more than 156 members worldwide that helps people who want to start a digital library initiative at their learning institution know where to start and how to do it. The NDLTD offers freeware and other tools for anyone wanting to create an off-the-shelf “plain vanilla” digital library that one can get up and running in 24-hours. Allard states that this technology increases availability of student research for scholars and also empowers institutions to unlock their information resources and preserve collections electronically. Digital libraries also enable the use of multimedia and hypermedia, which allows students to convey their scholarly research in new and creative ways.

Prior to her academic career, Dr. Allard provided consulting services to the television and motion picture industries as a vice-president of Research Frontiers Corporation. She has also served as the editor-in-chief for an outdoors periodical and has been a freelance writer.

Extremely energetic and productive, in the past three years Dr. Allard has published nearly a dozen refereed articles in top journals, including the Journal of Education for Library and Information Science, The Electronic Library, and the American Communication Journal. She has been invited to speak at many conferences from Seoul to Berlin; India to Washington D.C. She is a founding member and past-chair of the American Society for Information Science and Technology’s (ASIST) Special Interest Group on Digital Libraries, and she continues to be an active member of that society. Closer to home, she is a member of the Steering Committee for the University of Tennessee’s Digital Library Center, and she is working with the UT team to initiate and support digital library research and development in Tennessee.

Allard notes, “I am excited to join the SIS faculty. The students are bright and enthusiastic, my colleagues are exceptional, the alumni are supportive, faculty in other parts of the college are top-notch, and the community is very welcoming. This is a dream job!”

Kendra Albright

Dr. Kendra Albright received a grant from the university to fund doctoral student Dick Kawooya to conduct research on the flow of HIV/AIDS information in Uganda this past summer. Uganda has developed and implemented a unique approach to combating the HIV/AIDS problem. Using a formalized Information, Education, and Communication (IEC) strategy, Uganda has reduced HIV/AIDS infection rates from 18.5% in 1995 to 6.1% in 2000.

Dr. Albright is interested in understanding how and why this strategy of access to health care information contributed to Uganda’s success in order to determine if it might be applied in other settings and with regard to other communicable diseases. Kawooya spent the summer in his home country of Uganda, conducting interviews with medical organizations, health care providers, and individuals in both urban and rural parts of the country. The first phase of data analysis will map the flow of information to the general public, focusing on the relationship between the speed and diffusion of HIV/AIDS information and its perceived importance. The second phase will explore the relationship between individuals’ awareness of the IEC strategy, their socioeconomic status, and their access and use of information.

Dr. Albright’s interests center on economic, political, social, and cultural effects of information while Mr. Kawooya is interested in the manifestation of the digital divide in Africa. Kayoowa is a member of the largest tribe in Uganda, which provides a unique position to be easily accepted by potential interviewees, facilitating both phases of the proposed research.

Dr. Albright will also give a paper at the Ethics of Electronic Information conference in Memphis in October entitled “Global Measures of Development and the Information Society: How Adequate Are They?” Development is defined within the context of information society theory and compares information society
criteria, compiled from the literature with existing data in order to determine the adequacy of currently available data for measuring development. The paper questions policy decisions about which data is collected to measure development. The role of the World Bank and the United Nations in data collection decisions are also discussed.

**Dania Bilal**

Dr. Dania Bilal’s research focuses on children’s information seeking behavior on the Web and the design of Web search engines that meet their information needs. In 2001, she conducted two studies: one involved middle school students in designing interfaces for Web search engines, and another examined their conceptual structure of subject categories used in two search engines that are designed for their age level. The latter study is co-authored with Dr. Peiling Wang.

The preliminary results of the first study, Draw and Tell: Children as Designers of Web Interfaces, will be presented at the 2003 American Society for Information Science and Technology (ASIST) Meeting in October. She will also be moderating a panel on designing digital technologies for children.

The preliminary results of the second study, Children’s Categorization and the Design of Taxonomic Categories in Search Engines, were presented at the 2003 Libraries in the Digital Age Conference (May, Dubrovnik, Croatia). Both of these studies are funded by a research grant from Eugene Garfield Foundation.


**Gerald Lundeen**

Dr. Lundeen has come out of retirement to re-join the SIS faculty after a 7-year absence. He has a half-time regular faculty term appointment for the academic year. He is teaching IS 530 Information Access and Retrieval via distance education. Dr. Lundeen served on the School faculty from 1994 to 1997 when he taught Foundations of Information Science, and Preservation of Library Materials.

Dr. Lundeen received a Ph.D. in Physical Chemistry from the University of Minnesota; an A.M.L.S. from the University of Michigan; and a B.S. in Chemistry from the University of Wisconsin. He is Emeritus Professor of Library and Information Studies at the University of Hawaii, where he taught for 20 years.

**Mike Pemberton**

Since 1998, Dr. Mike Pemberton has been the Executive Editor of the *Information Management Journal*, which recently won the 2003 Excellence in Association Publications award from the American Society of Association Executives. The Journal was cited for “outstanding achievement” as a scholarly journal and for “superior quality and creativity evident in its preparation and production.”

Because of an article he wrote for the journal, he was invited to give the keynote address for the 20th anniversary conference of the Records Management Society of Great Britain, and following that event he published “Values: A Strategic Initiative for Records Managers” in *Records Management Bulletin*, (June 2003).

Closer to home, Dr. Pemberton conducted a seminar for the wider East Tennessee community in May through UT’s University Outreach division: “What You Don’t Know About Records Management Will Hurt You.”

**Carol Tenopir**

Dr. Tenopir is taking a break from her teaching responsibilities to be Interim Director for the Center for Information Studies (CIS) this year. CIS is the research branch of the School and supports faculty research at the School, as well as employing SIS graduate students with internships.

Dr. Tenopir will focus all of her time on research activities—both with the Center and her own ongoing research, which includes grants from the National Science Foundation, for work on the National Science Digital Library (the study is titled “Increasing Effective Student Use of the Scientific Journal Literature”); the Council on Library and Information Resources (a study available at www.clir.org summarizes and analyzes more than 200 recent research publications focusing on electronic library resources); the American Academy of Pediatrics; and others.

Dr. Tenopir has a book coming out the first of the year. Entitled *Communication Patterns of Engineers*, and co-authored with Donald W. King, this book summarizes past studies, including King and Tenopir’s research, on all aspects of how engineers communicate. The book originated with a grant from the Engineering Information Foundation.

Dr. Tenopir collaborated with Dr. Bill Robinson, and UT Libraries professor Gayle Baker to produce *Library Journal’s The Database Marketplace—“the third consecutive year for these authors.

This year Dr. Tenopir has published articles in *Library Trends*, *D-Lib Magazine*, and others. She has articles forthcoming in *JASIST* and the *Journal of the Medical Library Association*. She has made invited speeches in Sydney, London, Oxford, Helsinki, Montreal, not to mention Portland, Sonoma, Shreveport, Long Beach, and Charleston.

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Dr. Jinx Watson
Expanding Literacy through the
Dolly Parton Imagination Library

Dr. Jinx Watson continues to serve on the book selection committee for the Dolly Parton Imagination Library, along with literacy leaders from Parents as Teachers, the International Reading Association, and a children’s author. If you are involved with libraries and unfamiliar with this program, take note: Governor Bredesen ran on a campaign promise to implement the Imagination Library for all Tennessee children. This means that from birth until their 5th birthday, all enrolled children would receive a free book in the mail each month. In December, the Dollywood Foundation will host its annual Christmas concert with Dolly Parton, and this year it is hoped that Gov. Bredesen will fulfill his promise and announce the program’s inauguration in Tennessee.

If implemented as expected, Tennessee libraries will stand in the vanguard for promoting the program to its users, and some 375,000 young children in Tennessee stand to benefit when it does. The Dollywood Foundation is ready. By the time you read this, the Foundation expects to mail its one-millionth book since beginning the program in 1996.

Three years ago, Parton announced that the Foundation would begin inviting community leaders to adopt this program nationally by replicating the Imagination Library in their own areas. An agreement with Penguin books allows what the foundation calls “local champions,” to offer books for as little as $27 per year per child, including mailing costs. Knoxville’s Direct Mail Services fulfills these orders and mails 50,000 books monthly, and is growing at a rate of 5-8% monthly.

At last year’s concert, Parton announced the Library’s new relationship with Family and Child Education (FACE), which began enrolling children in 92 Native American communities and reservations across the country. The Bureau of Indian Affairs is not the only federal agency to adopt this program. Other government agencies, local United Way chapters, education and community foundations, local school systems, and chambers of commerce are currently sponsoring the Imagination Library in 235 communities in 33 states.

At last spring’s Family and Child Education national training for educators in Minneapolis, Dr. Watson presented a paper entitled The Imagination Library: Reporting the Interview Research. “I interviewed over 50 participating families and found terrific enthusiasm for reading and being with books,” says Dr. Watson. “A surprise finding included the phenomenon that children approached their growing “home library” as a collection. Like a collection of Beanie Babies or baseball cards, kids call each other to check new titles and parents exchange notes about books. And because these books go to all children, and not just children of a certain demographic, whole communities are talking about books.”

“When the program began in Sevier County,” Dr. Watson muses, “children received Golden Books. Since it began promoting and replicating the program nationally, the Dollywood Foundation has made tremendous strides to improve its book selection process by recruiting specialists to sit on the library’s book selection committee. Now, enrolled children receive outstanding literature.” The committee reviews dozens of books and replaces some 10-12 titles per year. They pay close attention to age appropriateness, diversity, language, and artwork.

According to Dr. Watson, the rapid growth of the Imagination Library is a function of getting the word out to new parents who aren’t yet taking advantage of the program, and new communities embracing the idea that literacy is the foundation upon which their children develop and learn. In either case, Tennessee’s librarians will soon be instrumental in providing sign-up materials and displays to encourage their patrons to enroll. The benefits are obvious, and the cost is free, and so there won’t be any “hard-sell” required pitching the program.

In most affiliate communities, sign up materials are available at public libraries, as well as Wal-Mart and K-Mart stores. The Dollywood Foundation believes that immersing a child in a “literacy environment” is a strong predictor of literacy and academic achievement. With closely aligned goals, the Foundation will work with public libraries so that the program can reach all eligible young Tennesseans. As the Imagination Library builds young readers who will want to continue reading new books, libraries are expected to increase circulation for years to come.

Dr. Watson speaks regularly promoting the Dolly Parton Imagination Library to community leaders, library trustees and board of directors, local chambers, and educators around the state.

Due in part to her involvement with the Foundation, Dr. Watson is applying phenomenological research methods to study family literacy, from its grass-roots activism in the 70s to a strongly supported national movement today, as evidenced by large literacy support organizations such as the Barbara Bush Foundation for Family Literacy.
Dr. Robinson continued from page 3

Integration of SIS into the new college

I would characterize joining with the former College of Communications as much like that of marriage. You know that you made the right decision and you can see many benefits, but the immediate changes can be anxious ones. We have lost our independence and our direct link to the chief academic officer on campus. And we only “own” one laboratory now, as opposed to multiple labs in Temple Court. While the faculty and staff offices are probably much better than those in Temple Court, the only place for members of the SIS community to meet and hang out is our new Dewey’s Den.

Some tasks formerly done by the School are now done at the College level and that frees SIS staff to do other things. For example, much of the course management tasks—scheduling classes, finding rooms, handling drops and adds—are now done by the College. We have also begun to develop stronger relationships with other schools in the College and interest groups have begun to form on research and teaching areas such as communication and information policy.

Scott Cohen interviewed Dr. Robinson in August about the state of library education today. To see the entire interview, visit: http://faculty.jscc.edu/scohen/robinsoninterview1.html.
**Peiling Wang**

Dr. Peiling Wang recently published the results of a long-term research project on mining longitudinal Web query data. Wang co-published with SIS graduate Jennifer Bownas, and computer science professors Mike Berry and Yiheng Yang in the *Journal of the American Society for Information Science and Technology*, Vol. 54, Issue 8, and also in a book entitled *Text Mining: Clustering, Classification, and Retrieval*.

This spring Dr. Wang traveled to universities in Copenhagen, Denmark, and Sweden to deliver presentations on her research on information seeking, research methodologies, and user-Web interactions. The Association of Library and Information Sciences and the Shanghai Library in Peiling invited her to speak on usability issues and information retrieval on the Web this spring.

In the upcoming ASIST annual meeting, Dr. Wang will coordinate a panel session and present a paper on the panel titled *What Can We Learn from Usage Data?* She has recently been selected to the editorial board of *Library and Information Science Research*.

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**Gretchen Whitney**

Dr. Whitney has been re-appointed to the KORRNET (Knoxville Oak Ridge Community Information Network) Board of Directors, where she has been active since 1994. Whitney has just completed an evaluation of CHIPS (Computers for Homebound and Isolated Persons) for the U.S. Department of Commerce.


She continues to serve as the Special Interest Group Cabinet Director and Board Member of ASIST, as well as the chair of the ALISE Nominations Committee. Closer to home, Dr. Whitney has been appointed to chair the University Faculty Senate Information Technology Advisory Committee.