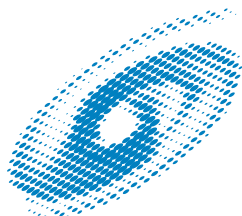




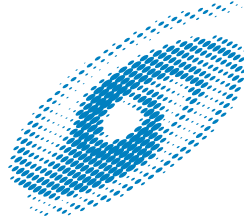
Career Services

2004 EMPLOYMENT REPORT

University of Michigan School of Information



SCHOOL OF INFORMATION
UNIVERSITY OF MICHIGAN



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UNIVERSITY OF MICHIGAN

School of Information Career Services surveys Master of Science in Information (MSI) degree recipients to identify their post-graduation plans. This report summarizes information from the April 2004, August 2004, and December 2004 MSI graduates who completed the survey by the deadline. Specifically, this report details post-graduation pursuits, salary information, work type and/or setting, geographic distribution, and job-search methods.

Of the 114 MSI students who graduated in 2004, 93 graduates completed the survey. This represents an 82 percent overall response rate, the highest the School has ever received.

Respondents' MSI degree specializations were:

- ✓ Library and Information Services, 31
- ✓ Human-Computer Interaction, 27
- ✓ Tailored, 12
- ✓ Information Economics, Management and Policy, 12
- ✓ Archives and Record Management, 11

Joanna Kroll
Assistant Director of Career Services
School of Information

SI Graduates: Work Type

Of the 93 respondents (Figure 1), 100 percent accepted professional positions or are pursuing additional education. We are confident that the remaining 21 (18 percent) of our students also have jobs, but did not respond to the survey in time. (See a complete listing of respondents' positions and organizations within degree programs at the end of this report.)

Graduates accepted full-time professional positions in a variety of work settings and positions. The nature of the positions ranged from entry level (for master's degree) to senior level and management positions. The work settings varied across a wide range of career fields: academic libraries, corporate libraries, government libraries, public and K-12 libraries; government and international agencies; museums and historical societies; corporate IT organizations; consulting; E-commerce firms; university service units; and community technology organizations.

Because the job market has shown some improvement in the private sector over the past two years, corporate IT positions have shown a gradual increase, which has resulted in more graduates obtaining professional positions in corporations, consulting firms, and technology firms. Although budget cutbacks have continued in the public sector — specifically in library and archives settings — students continue to be successful in gaining a wide range of positions available in this sector. As a matter of fact, 61 percent of our 2004 graduates obtained substantial professional positions in the public sector: specifically, academic libraries/archives, public libraries, community information/technology organizations, government agencies/libraries, K-12 school libraries, and university departments and service units.

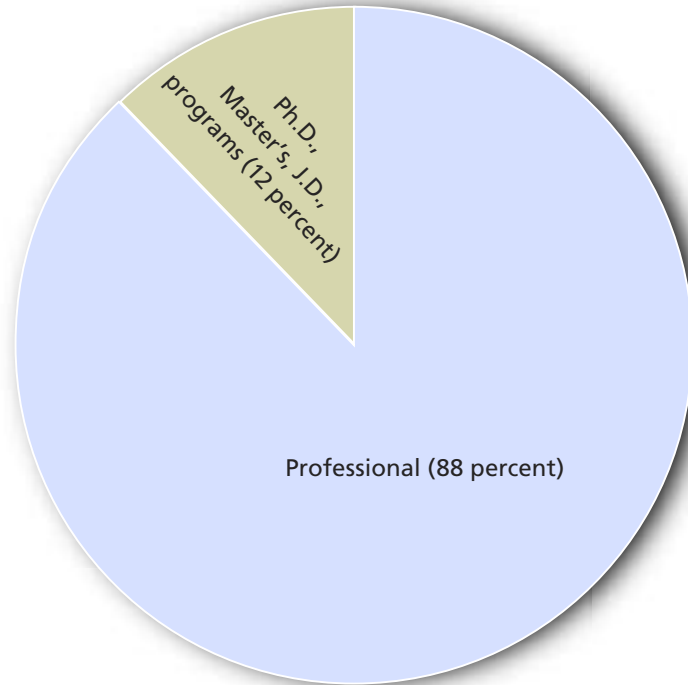


Figure 1: *Graduates by work type*

SI Graduates: Types of Organizations

SI graduates obtain interesting, diverse jobs in a wide range of organizational types, including archives specialist for a foundation, systems librarian for an academic library, information architect for an E-commerce company, associate analyst for an economic consulting organization, usability specialist for an automotive company, program officer for an international agency, and many more!

SI graduates are also hired for different levels of positions, from entry-level reference librarian at a public library or an assistant archivist position at a museum, to a senior industrial engineer for a product design company or a senior consultant for a large consulting firm. The level of position at which a graduate is hired depends on the overall skills and capabilities and the amount of experience he or she has accrued before and during the master's program.

Our 2004 placement data indicate that the number of graduates obtaining jobs in the public vs. private sector (Figure 2) has remained about the same as in 2003. Sixty-one percent are working in the public sector, while 39 percent are working in the private sector. These percentages are not necessarily indicative of the state of the current economy (which is showing slight improvement in the private sector), but rather are preferred career choices. Although there continues to be a higher number of students working in the public sector, it is important to note that students across all specializations are accepting private-sector positions as well.

Despite continuing budget cutbacks in some libraries, the number of graduates reporting jobs in 2004 remained about the same as in 2003. According to the Occupational Outlook Handbook, employment of librarians is expected to grow in the next few years because a large number of librarians are expected to retire. The 2004 data also indicate a slight increase in the number of librarians in corporate and government settings this year. Because more private sector organizations are becoming more information-rich, librarian positions in nontraditional settings are expected to continue to grow in these areas as well.

Although the labor market has shown some improvement in the private sector, the number of 2004 respondents who obtained positions in

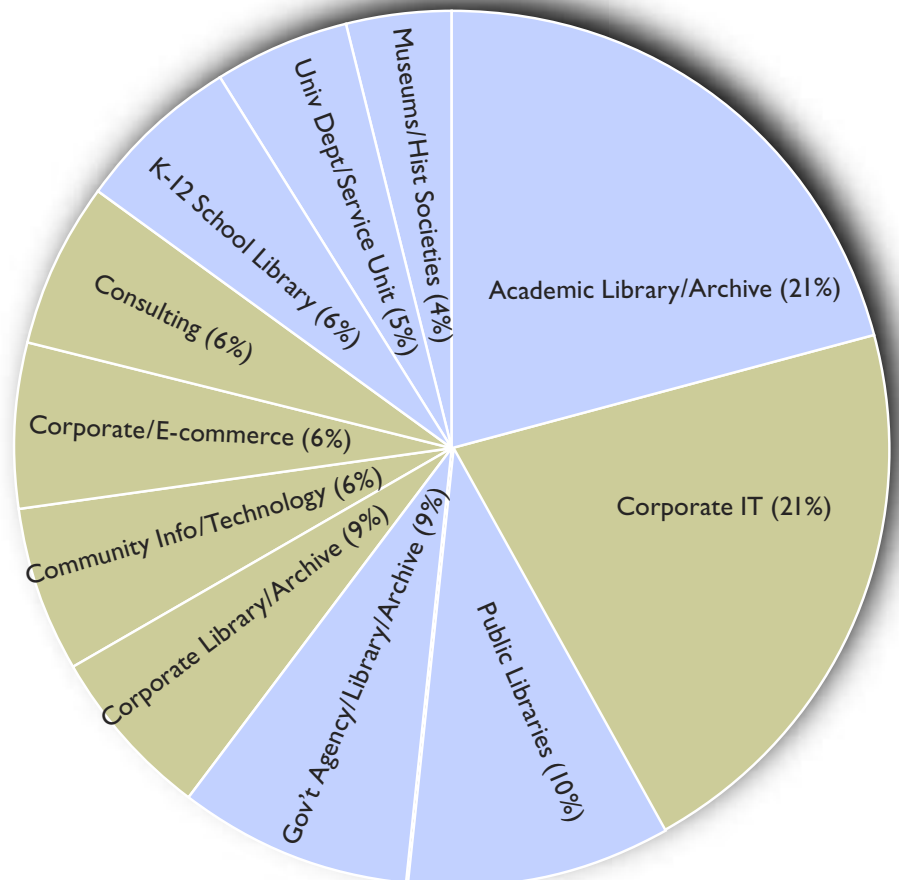


Figure 2: Gold shaded, private sector; blue shaded, public/nonprofit sector

the corporate IT area remained about the same as in 2003. However, data from the past two years shows an overall increase in the number of corporate IT positions. The number of positions reported in K-12 school libraries, government agency/libraries and museums/historical societies showed a slight increase from 2003. The number of positions reported in academic libraries/archives, while still a high percentage (21 percent), remained about the same as compared to 2003 data. Positions reported in public libraries, community information/technology organizations, corporate libraries and corporate E-commerce, also remained about the same as in 2003.

The areas in which there was a noticeable decrease in the number of positions reported were in university department/service units (down from 11 percent to 5 percent) and consulting (down from 10 percent to 6 percent). According to the 2004 data, positions taken in both of these areas were obtained mainly by HCI and IEMP graduates. The decrease of jobs obtained in these areas may be due in part to two reasons: 1) more positions became available in corporate IT and E-commerce, and 2) government budget cutbacks affecting the number of job openings at colleges and universities.

The interdisciplinary approach and flexibility of the MSI program enhances graduates' career options and mobility. Some SI graduates build their coursework and practical experience in the MSI program around a highly specific interest and have accepted positions in specialized career fields. Other SI graduates, who have also pursued a specialization, focused on building a diversified skill set and are accepting positions based on their overall skills rather than their particular specialization. Because SI graduates acquire skills and knowledge that can be transferred into a variety of career fields, they prove to be highly resilient in a competitive labor market.

"At SI I got a great overview of the information field and key issues. I learned to think critically about information challenges, and to some extent, I came away with an attitude of risk-taking. Focusing on both LIS and HCI classes definitely gave me a unique perspective — all of which contributed to obtaining my job and the overall success in my job."

MSI '04

National Library of Medicine

"The theoretical background I got at SI, along with the 'cross-training' with a variety of classes, gives my education a multi-sided aspect that makes me more flexible and marketable."

MSI '04

Ypsilanti (Michigan) District Library

SI Graduates: Average Salaries

Sixty-seven respondents reported their starting salary (14 did not report salary and 11 reported continued education). The overall average salary of the 67 respondents was \$49,200. Salaries ranged from \$25,000 to \$90,000. Salaries varied significantly according to type of organization, geographic location, skills and experience, and level of position (Figure 3).

There was a significant variance when comparing 2003 salary data to 2004 salary data. The 2004 data indicate moderate to significant differences in almost all of the various types of organizations graduates had obtained employment. The only areas in which salaries stayed somewhat consistent were in K-12 school libraries.

Our 2004 salary data showed a significant increase in salaries reported in academic library/archives and government agency/libraries (up 16 percent). The increase in academic library salaries reported is due in part to the types of positions obtained. A number of our 2004 academic library positions were in instruction, digital applications and technical services which often tend to pay higher. The same is true for the level of positions obtained in government agencies which consisted of managerial and more technical positions which often tend to pay higher salaries.

The data indicate a moderate increase in salaries in corporate IT and E-commerce companies (up 8 percent). We should continue to see salaries continue to grow each year in this area. According to the Bureau of Labor Statistics, jobs, as well as salaries, in information technology will continue to grow at a steady pace in the coming years.

A moderate decrease was seen in public library salaries (down 8 percent) from 2003. This was due in part to the geographic location of the public library positions this year. The majority of our 2004 public library positions were located in the Midwest, where salaries tend to be slightly lower when compared to the West Coast (specifically California public library salaries, where the cost of living is significantly higher) of which we had a number of West Coast positions in 2003.

A significant decrease in salaries was reported in consulting, corporate library/archives, and community information/technology organizations (down 15 percent). According to the Bureau of Labor Statistics, the national trend for consulting salaries has decreased over the past few years. Although we are seeing more consulting positions beginning to open up as the economy improves — starting consulting salaries are not at the same level as they were a few years ago.

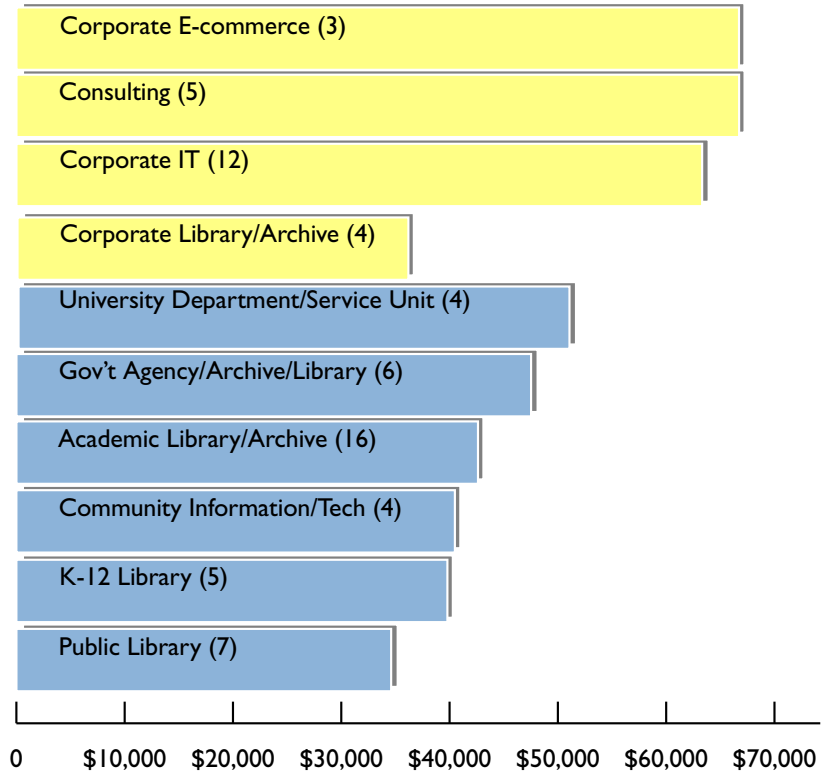


Figure 3: Yellow shaded, private sector; blue shaded, public/nonprofit sector. Chart shows number of graduates hired per job category, at average salary.

Because corporate libraries have been hit hard by budget cuts, salaries have decreased somewhat, not to mention many corporate library staff have been laid off as well. On a positive note for students interested in corporate librarianship — although traditional corporate librarian roles have decreased, corporate librarians are now finding their way in the corporate sector as competitive intelligence analysts, market researchers, information brokers, etc. According to the Special Libraries Association, as companies become more information-rich, these positions are expected to increase significantly in the coming year.

The largest decrease in 2004 reported salaries was evident in university departments/service units (down 23 percent) from 2003. Government budget cuts, along with the level of the positions, played a key part in the decreased salaries reported. Although our 2004 SI graduates were able to obtain significant jobs within universities, there were fewer of these types of jobs posted this year.

Although there were reported salary decreases in some areas, there were also significant salary increases reported in others. Overall, the average salary reported for 2004 MSI graduates was 4 percent higher than in 2003.

Salaries of SI graduates vary significantly. When evaluating job offers, salary is not the only factor that students consider. Students also take into consideration such factors as benefits, type of work, work environment, and work/life balance. Graduates accepting jobs with lower salaries are taking these jobs for other reasons, including interest, values, lifestyle, etc.

SI Graduates: Geographic Locations

SI graduates have secured employment in their locations of choice. Some found positions out of state or internationally while conducting a long-distance job search. Others completed the search after moving to their chosen location (Figure 4).

Whether students decided to stay in the Midwest, or move out of state, they were successful in finding jobs nationwide and internationally. Certainly, a number of students from Michigan attend SI in part for its location and choose to accept positions (or to remain with their current organization) in Ann Arbor, metro Detroit, or other parts of Michigan.

Compared to 2003 placement data, there was a significant increase in the number of students accepting employment in Michigan (up 15 percent from 2003). The total number of graduates reporting employment in the Midwest (including Michigan) increased 12 percent in 2004. There was a slight increase in the number of positions on the West Coast (up 3 percent). The number of international positions, as well as positions in the Northeast, remained about the same as in 2003.

While 39 respondents (43 percent) accepted employment in Michigan, the other 61 percent of the respondents were successful gaining employment across the United States and internationally. Other than Michigan, the states with the highest number of MSI positions were California and Illinois, both with seven each, followed by four positions in Texas. There were three positions each in New York, Massachusetts, and Virginia. There were two each in Washington, D.C., Massachusetts, Arizona, Vermont, and Ohio, followed by one each in Oregon, Pennsylvania, Washington, North Carolina, South Carolina, Louisiana, Maryland, and Minnesota.

Six MSI graduates successfully obtained positions internationally — two in Japan, one in West Africa, one in South Africa, one in Malaysia, and one in Korea. Some international students chose to return to their home country for employment as a result of both geographic preference and/or changes in visa laws and regulations. These changes have caused continued challenges for international students seeking employment in the U.S.

“Although there are obstacles for international students looking for jobs in the U.S. — there are opportunities — you just need to know where to find them. Educational and nonprofit institutions do not have VISA status limitations; therefore, these may be the types of organizations international students should target. If you want to work in the corporate sector, the more practical experience you can get the better your chances. That is why finding a great corporate internship is the best way to land a full-time job in the corporate sector.”

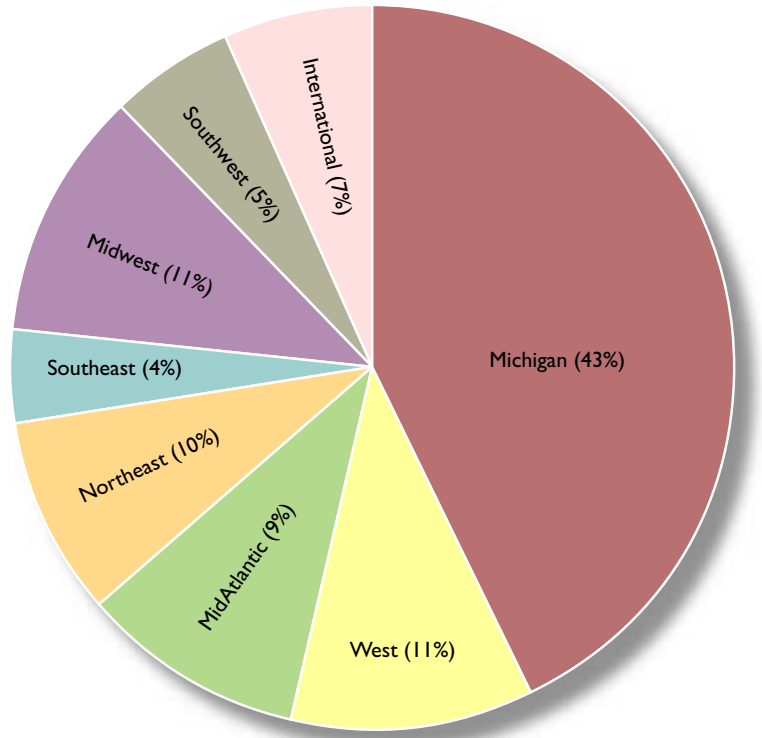


Figure 4: *SI graduates, by percentage working in a geographic region.*

Most Common/Effective Job Search Methods

In gaining employment, respondents used a combination of job search methods (Figure 5). The three most common job search methods reported were:

- ✓ Internet Sites (e.g., a company’s Web site, industry specific Web sites, professional organization Web sites, and general job posting sites such as monster.com, dice.com, etc.)
- ✓ iTrack
- ✓ Professional Contacts

Most respondents reported using two to five methods in their overall job search. SI students are strongly encouraged to use all the resources available to them in their job search, and many report doing so.

While most students reported using a number of resources in their job search, when asked what methods were the most effective (Figure 6) in directly getting them the job, 54 percent of the respondents reported that using professional contacts and Internet sites were. The next most effective strategies were use of iTrack and personal contacts. Joining LISTSERVs also proved to be an effective method in gaining employment.

“The professional contacts I made as a result of my involvement as an SLA officer were key in building a network for a successful job search.”

MSI '04
National Library of Medicine

“Many job postings are posted across the Internet. Researching Internet sites, and knowing how to properly research relevant job and company information, are very important and effective for a successful job search.”

MSI '04
ECPI College of Technology

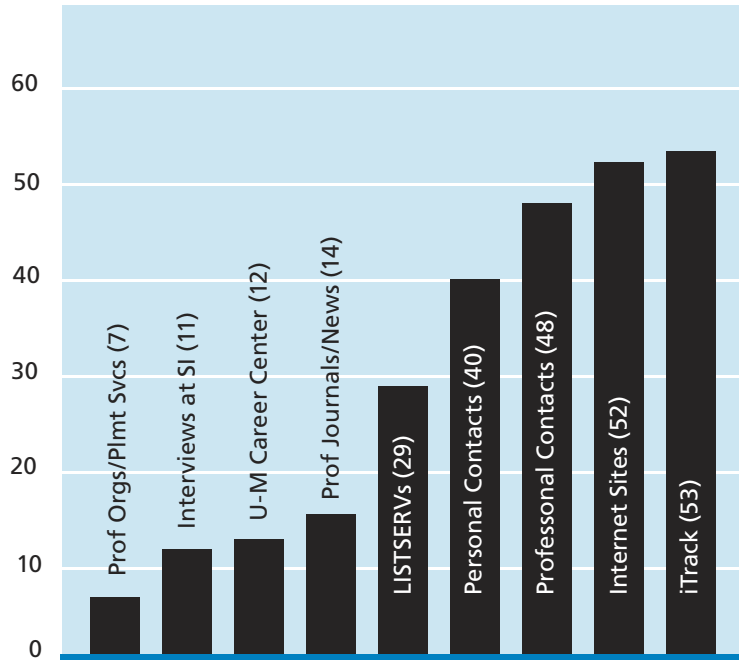


Figure 5: Most common job search methods by SI graduates

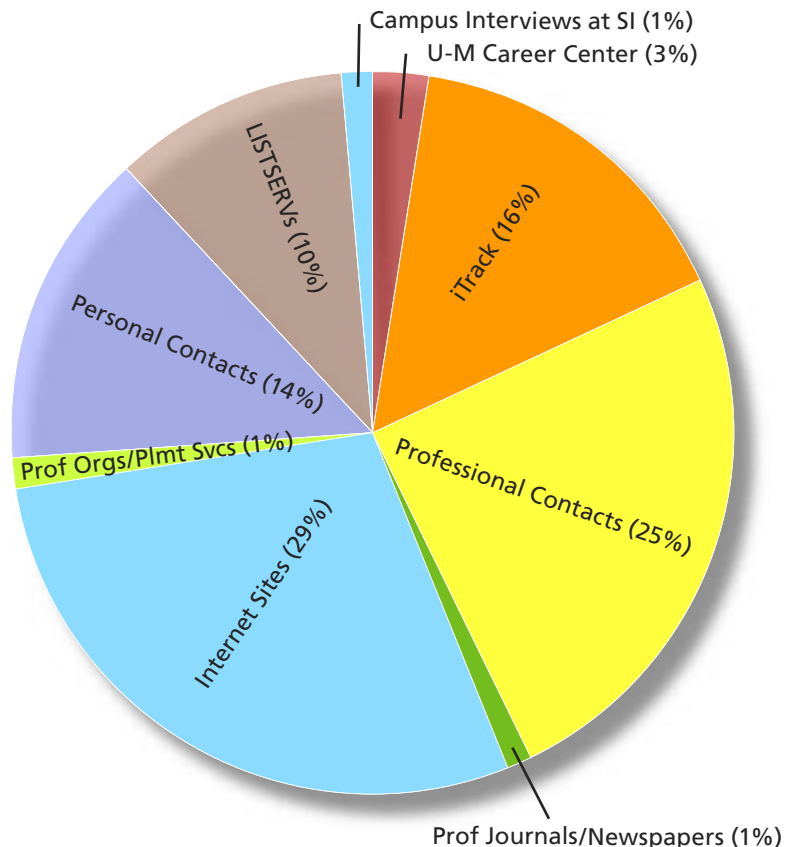


Figure 6: Most effective job search methods by SI graduates

Length of Job Search

Our 2004 placement data indicate that the overall average job search length stayed about the same as in 2003 (Figure 7). The highest number of respondents 38 (53 percent) indicated their job search lasted from less than one month to four months. Twenty-three respondents (32 percent) reported their job search length took between five and eight months, while 11 (15 percent) reported their job search length was nine months or longer.

While a short job search is certainly desirable in many cases, it is not the only measure of job search success. Some graduates could have had a job in hand quickly, but took their time to land their “ideal” position.

Another factor that accounts for a lengthier job search is the amount of effort, or how proactive students are in their job search. Job search efforts vary greatly with each student. One student may simply send out a few resumés here and there throughout the year, while another graduate may take a more focused and active approach with his or her job search.

Specific types of work settings may have a lengthier recruiting process than others. Graduates conducting a job search in academic settings often find the application process to be quite lengthy. The typical job search in colleges and universities tends to take, on average, a few months or more from actively submitting the application to the job offer. Also, most organizations require a two- to three-interview process, which can result in a longer job search than expected. Job searching from a distance also tends to take longer than expected as well.

“When job searching from a distance, start early to identify and research your top 5-10 organizations of interest. Directly apply to company Web sites — not just through job sites such as Monster, Dice, etc. It takes more time, but this is where most companies start their search for candidates to interview. Find contacts at the companies and really go for it!

MSI '04
Intel Corp.

Although the job market did open up more in 2004, it was evident that greater persistence in the job search was needed in some cases, particularly for international students looking for jobs in the U.S.

“The best advice for international students looking for jobs in the U.S. is to start early, do research on the types of organizations and work settings that hire international students, be diligent and ‘sell’ what makes you stand out — your language skills and the global perspective you can contribute to an organization.”

MSI '04
Columbia University

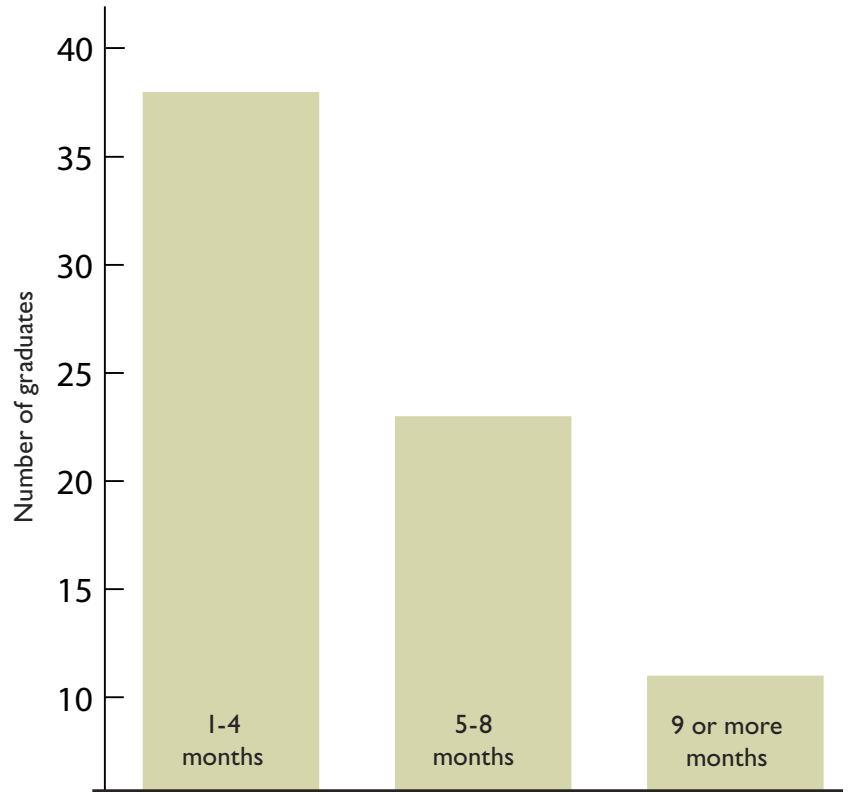


Figure 7: *Length of job search by SI graduates, in months*

Graduates Speak Out

Some 2004 graduates speak about the SI skills and experiences that helped them obtain employment and that have proven to be important in their overall success in their current positions:

"My directed field experiences, all the coursework in the library science field, SI's interdisciplinary environment and the active hands-on learning that blends both group and individual work, prepared me well for my current position in a team-based organization."

**Outreach Librarian
University of Arizona**

"Since software developing requires work in groups, skills I gained through group work at SI was very valuable to obtaining my job and contributes to the success in my job."

**Software Development Engineer
IBM Japan**

"The emphasis at SI on understanding systems of people, information and technology was very relevant when obtaining my job. Coursework in organizational studies is perhaps the most relevant to the ongoing success in my job."

**Senior Consultant
Capgemini**

"My position as a University Library Associate, as well as the interdisciplinary opportunity at SI — to take classes outside of the Library field — were very helpful in obtaining my job. Understanding information economics, larger information theory and information technologies contributes to the overall success of my job."

**Social Sciences Librarian
University of Oregon**

"The evaluation classes and the actual client experience through group projects was helpful in obtaining my job. My skills in usability, interface design and document creation contribute to the overall success of my job."

**Software Engineer
Northrop Grumman**

"The reputation of the School of Information and my student teaching experience were important in obtaining my current position. SI's broad view of information and the library field, and the opportunities to collaborate, are definitely important in the success of my job."

**Library Media Specialist
Milton Junior/Senior High School (Vermont)**

"The work in usability testing, having a thorough knowledge of the influential authors in usability and HCI, and understanding how to do heuristic evaluations paid off in my job interview, and helped me obtain my job. Skills in user testing, interface design, heuristic evaluations, design principles, and working with diverse groups contributes to the overall success in my job."

**Usability Specialist
Ford Motor Company**

"The project-based curriculum at SI helped me gain practical experience which helped me obtain my job. The SI courses gave me a broad view point to understand IT and society. Foundations courses made me think of other fields, such as economics and sociology, both of which contribute to the overall success in my current position."

**Senior Research Engineer
LG Electronics (Korea)**

"Gaining practical experience through DFE's, participation in student groups, as well as volunteering to work with teens was very important in obtaining my job. My skills in reference, instruction, materials selection and usability design contribute to the overall success in my job."

**Young Adult Services Librarian
Los Angeles Public Library**

"Courses, such as 'Evaluation of Systems and Services' and 'Design of Complex Web Sites,' proved to be very important in obtaining my current position. My experience at SI has given me the ability to think about the user in the design of information shared through web interfaces, and that contributes to the success in my job."

**User Interface Development Librarian
Grand Valley State University**

"My involvement as an SLA officer was key in building a network for job searching. At SI I got a great overview of the information field and key issues. I learned to think critically about information challenges, and to some extent, I came away with an attitude of risk taking. Focusing on both LIS and HCI classes definitely gave me a unique perspective, all of which contributed to obtaining my job and the overall success in my job."

**Associate Fellow
National Library of Medicine**

"All of the archives courses, the archives practicum, and reputation of the ARM faculty all helped me obtain my job. My skills in EAD, processing and appraisal all contribute to the overall success in my job."

**Archives Specialist
LBJ Foundation**

"The Community Information Corps, E-communities, DFEs, courses such as 'Information in Organizations,' 'Outcomes-Based Evaluation,' and all of the group work were very important in obtaining my job. The ability to effectively bridge and broker between different parts of the community technology/public interest sector; a user-centered approach to information services; a connection to innovations taking place in academia, public speaking and project management all contribute to the overall success in my current position."

**National LawHelp.org Circuit Rider
Pro Bono Net**

MSI Positions: Library and Information Services

Technical Services Librarian	Loyola University
Youth Services Librarian	Rochester Hills (Michigan) Public Library
Reference Librarian	Michigan State University
Social Sciences Librarian	University of Oregon
Library Media Specialist	Milton (Vermont) High School
Library Media Specialist	Burlington (Vermont) School District
Elementary Media Specialist	Plymouth-Canton (Michigan) Community Schools
Adult Services Librarian	Ypsilanti (Michigan) District Library
Reference/Virtual Reference Librarian	Eastern Michigan University
Young Adult Services Librarian	Los Angeles Public Library
Elementary Librarian	Parchment (Michigan) School District
Head of Children's Services	Swanton (Ohio) Public Library
Metadata Specialist	OCLC (Online Computer Library Center)
Library Media Specialist	Ann Arbor Public Schools
Serials Librarian	State University of New York-Oswego
Team Librarian (Adult)	Flint (Michigan) Public Library
Associate Fellow	National Library of Medicine
Undergraduate Initiatives Librarian	University of Minnesota
Children's Services Coordinator	Kershaw County (South Carolina) Libraries
Reference Librarian	Chelsea (Michigan) District Library
Reference & Instruction Librarian	University of Chicago
Instructional Design Librarian	Yale University
Assistant Librarian	Cooley Godward, LLP
Special Assistant to the Dean	University of Arizona Libraries
Resource Executive	KDU Management Development Centre
Outreach Librarian	University of Arizona
Instruction Librarian	Calvin College
Public Services Librarian	University of Michigan Shapiro Library
Digital Applications/Systems Librarian	Governors State University
Ph.D. Student	University of Michigan School of Information

MSI Positions: Human Computer Interaction

Instructor, Web Design/IT	ECPI College of Technology
Usability Specialist	Ford Motor Company
Senior Research Engineer	LG Electronics
Senior Industrial Engineer	Motorola
Software Engineer	Northrop Grumman
User-Interface Development Librarian	Grand Valley State University
Information Architect	Travelocity
Software Engineer	General Dynamics
Usability Engineer	Microsoft
Information Architect	USDA Economic Research Service
Reference Librarian	Capital Area (Lansing, Michigan) District Library
Usability Consultant	User Centric
Interface Design Product Manager	ProQuest
Web Services Librarian	Naval Postgraduate School, Dudley Knox Library
Front-End Technologist	Wells Fargo
Producer of Nike Digital	Nike, Inc.
User-Interface Designer	Motorola
Human Factors Engineer	MITRE Corp.
Usability Specialist	Diamond Bullet Design (Foraker Design)
Intermediate Systems Analyst	Columbia University
Senior Human Factors Engineer	Intel Corp.
Usability Engineer	Staples
Applications Systems Analyst	University of Michigan Life Sciences Institute
Technical Consultant	Emerging Solutions
Ph.D. Student	University of Michigan School of Education
Ph.D. Student	University of Michigan School of Information
Ph.D. Student	University of Michigan School of Information

MSI Positions: Information Economics, Management and Policy

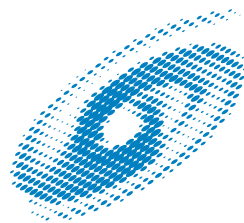
Senior Consultant	Capgemini
Associate Analyst	NERA Economic Consulting
Software Development Engineer	IBM Japan
Advisory IT Specialist	IBM Global Services
Presidential Management Fellow	General Services Administration
Capacity Building and Training Associate	Asian Development Bank Institute
Project Manager	TekSystems
Programme Officer	United Nations World Food Programme
Attorney	Federal Trade Commission
High-Tech Anthropologist	Edwards Brothers, Inc.
Systems Validation Analyst	Pfizer Global Research and Development
Ph.D. Student	MIT Sloan School of Management

MSI Positions: Archives and Records Management

Archivist/Archives Education Coordinator	Brooklyn Historical Society
Assistant Archivist	Museum of Fine Arts, Houston
Catalog Librarian	ProQuest Information and Learning
Archives Manager	Valentine Richmond History Center
Information Automation Specialist	Congressional Research Service
Archivist	The History Factory
Archives Specialist	LBJ Foundation
Archivist	AIDS Epidemic Historical Records Project
Law Student	University of Michigan Law School
Ph.D. Student	University of Pittsburgh
Master's Student	Eastern Michigan University, Department of Linguistics

MSI Positions: Tailored

Assistant Architecture Librarian	Texas Tech University
Senior Communication Specialist	Valassis
Webmaster	Clear Channel Radio
Electronic Resources Interface Specialist	JSTOR
Graduate Management Associate	Toyota Motor Sales
Consultant	University of Michigan School of Nursing
National LawHelp.org Circuit Rider	Pro Bono Net
International Development Fellow	Catholic Relief Services
Information Architect	Enlighten, Inc.
Ph.D. Student	University of Michigan, Department of Near Eastern Studies
Ph.D. Student	University of Michigan School of Information
Ph.D. Student	University of Michigan School of Information



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