SI@umich

Issue 22 • Fall 2003

Q u o t a b l e ...

“What do you get when you cross a librarian with a lawyer? A lot of information that you can’t understand.”

— Mary Minow (AMLS ’82)

Legal scholar, librarian, and consultant with LibraryLaw.com. She spoke to SI students about the USA PATRIOT Act. For more, turn to page 4.

N o t a b l e ...

SI Plays Role in Biodefense Effort

Research Associate Professor Stephanie Teasley is director of the Communications Core for the newly funded Regional Center of Excellence in Biodefense and Emerging Infectious Diseases, a $55 million initiative from the federal National Institute of Allergy and Infectious Diseases that involves 14 midwestern universities. The agency is part of the National Institutes of Health.

Under Teasley’s guidance, researchers — including SI master's student Libby Hemphill — will build a collaborative research center that will allow more than 300 scientists from the various institutions to share information and collaborate via the Internet. The regional center will be based in Chicago.

“The new RCE program provides a coordinated and comprehensive mechanism to support the interdisciplinary research that will lead to new and improved therapies, vaccines, diagnostics, and other tools to protect the citizens of our country and the world against the threat of bioterrorism and other emerging and re-emerging diseases,” said Anthony S. Fauci, NIAID director.

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Teasley says research in the RCE program will include new approaches to blocking the action of anthrax, botulimum and cholera toxins; developing new vaccines; developing new antibiotics and other therapeutic strategies; studying bacterial and viral disease processes; designing advanced diagnostic approaches for biodefense and for emerging diseases; conducting immunological studies of diseases caused by potential agents of bioterrorism; developing computational and genomic approaches to combating disease agents; and creating immunization strategies and delivery systems.

The Regional Center of Excellence involves researchers from Argonne National Laboratory and midwestern universities, hospitals, and research organizations. Other institutions Teasley’s team will link electronically are the University of Chicago, Battelle Memorial Institute, Illinois Institute of Technology Research Institute, Mayo Clinic, Medical College of Wisconsin, Michigan State University, Northwestern University, University of Notre Dame, Purdue University, University of Illinois at Chicago, University of Illinois at Urbana-Champaign, and University of Wisconsin.

Remembering Russell E. Bidlack

Respected Educator Guided Program from Department to Full-Fledged School

Russell E. Bidlack left his mark at the University of Michigan in academic circles, to be sure, but more importantly, on those who knew him throughout his life.

The dean emeritus, 83, died September 18 of pancreatic cancer at his Ann Arbor home, surrounded by family and friends.

It’s not an exaggeration to say that the mere mention of his name would lead to a humorous story involving Bidlack, who served as dean from 1969 until his retirement in 1985. He was known and highly regarded for his dry wit, but above all else, his kindness toward all and his dedication to the University. Well into retirement, he attended and participated in SI events. He would walk into a room quietly, not intending to draw attention, but he always did as friends and colleagues circled around to converse.

“While most members of the current SI community may not have benefited personally from Dean Bidlack’s humanity and professionalism, SI has been influence immensely by his leadership,” said C. Olivia Frost, associate dean for professional programs. “It is thanks to Russell Bidlack that SI is a self-standing School within the University, and has been able to grow and attain a leadership role over the years in a way that would have been unimaginable had we remained a department within the College of Literature, Science, and the Arts.”

As dean, Bidlack helped launch a number of diversity initiatives in library education which have had a long-term impact on bringing under-represented minorities into the library profession. “As educator and dean,” Frost says, “Bidlack cared deeply about the students of the School, and while the School changed greatly in the years following his deanship, he was able to appreciate the course of the School’s new direction through the accomplishments of its students.”

Fall Enrollment Takes Big Jump

Master’s level new-student enrollment at the School of Information grew by nearly 18 percent this fall, making it the largest entering class in recent years.

Judy Lawson, director of academic and career services at SI, says 125 students joined the Master of Science in Information program, an increase of 17.9 percent over fall 2002, when 106 students started classes.

Total MSI enrollment, which includes returning students, stands at 271. “The MSI enrollment number represents a 30 percent increase in the past three years, and a 45 percent increase in the past five years,” Lawson notes.

As of fall 2003, the Library and Information Services specialization continues to have the largest number of students, although other areas are also growing. LIS includes the K-12 media program, with 17 students currently pursuing that path.

Doctoral student enrollment stands at 28 students total.

Lawson adds that personal referrals continue to be one of the most frequent ways newly enrolled students report hearing about SI and one of the key reasons they decide to apply to SI. Alumni are encouraged to refer students to learn more about SI via the Web site at si.umich.edu or by contacting Sue Schuon, manager of admissions and the doctoral program, at sues@umich.edu. Alumni may also use the referral postcard included in this issue.

A Favorite Russell-ism...

Judy Weedman (Ph.D. ’89), a professor at San Jose State University, recalls a day when she was in the room where the mailboxes and photocopy machine were kept, checking her mail.

“He did a double-take and then explained — he meant the copy machine,” she remembers. “I know it must seem slow, but I really am making progress!’ And I, being full of the normal doctoral student guilt about my dissertation, exclaimed, ‘Oh, I am! I am working!’ I know it must seem slow, but I really am making progress!’ He did a double-take and then explained — he meant the copy machine; there was an out-of-order sign on it. He apologized profusely, while I was laughing profusely.”

Continued on page 11

Russell E. Bidlack, first dean of what is now the School of Information, died September 18 at his home in Ann Arbor.
Gundega Trumkalne
Alumna Finds Her Place at the United Nations

When someone says that “some very interesting things” go on where she works, you might nod and leave it at that.

On the other hand, when interesting things occur where Gundega Trumkalne works, it doesn’t take long for the world to notice.

Trumkalne (MILS ’97) is among the thousands who come to the office each day at the United Nations, along the East River in New York City. The native of Latvia started working at the UN two months after graduating from SI, working for the first 18 months as a reference librarian. Now she’s in sales and marketing, a function of the Outreach Division.

Trumkalne’s role at the UN involves getting the word out about its many programs. She drafts marketing plans and implements varied programs to get UN publications into the hands of the public. Trumkalne has a lot to work with, too, since the UN produces approximately 900 publications a year, ranging from scientific reports about local problems virtually anywhere in the world to large-scale analyses of events that have global importance.

In her marketing role, Trumkalne tracks what sells, much as a private publisher would, to ensure that production meets demand. “We have to strike a balance between making people aware of what we have and breaking even—we do not want to cause losses for the organization,” she says.

Many of the UN publications are sold to libraries, and Trumkalne uses her background in librarianship to good advantage. “People keep asking me, ‘What would a librarian think of this?’ I’m the resident librarian. As you keep learning and studying the issues, my background helps ground me.”

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— Gundega Trumkalne

The road to the UN was a long one for Trumkalne. She completed her undergraduate degree in Latvia and worked for a time in a small library along the Baltic Sea. Then she received a Fulbright Scholarship to attend the University of Michigan, but it covered expenses for only one year.

With that time limit in mind, Trumkalne zipped through the SI program, to say the least. She was among the last group of students to complete the 36-credit MILS degree, but even that ordinarily took two years to complete. She wrapped it up in 12 months.

Looking back, she has one regret about having had to hurry through the master’s program. “I wish I could have had more time to explore and try new things,” she says.

Gundega Trumkalne (MILS ’97) at the United Nations in New York City.

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Achievers
Gerard McCabe (AMLS ’54) is co-editor of Planning the Modern Public Library Building, published by Libraries Unlimited.

Ghaniu Akram (AMLS ’63) is living in Karachi, Pakistan and is president of the Library Promotion Bureau on the Karachi University campus. “I was serving as librarian at Umm Al-Qura University, Makkah, Saudi Arabia from 1973-2000,” he says. “I retired in 2000 and joined the Library Promotion Bureau as president in April 2001.”

Paul T. Jackson (MSI ’65) is an information consultant in Enumclaw, Washington. Aside from his job, he keeps busy by playing timpani in two concert bands and singing solos for a choir and church. He’s also editor of the Plateau Area Writers’ Association’s Quarterly and secretary of the Seattle Free Lances published authors group. “I’m still working on my book of essays on perspectives of various topics…perspectives on the small stuff, titles suggested so far are Strawberries in the Snow, Perspective of a Librarian, and The Trenton Files.” Whatever free time he might have is devoted to his grandchildren, ages 2 and 5, and another that is coming along in December.

Carol Ann Sims (AMLS ’67) is coordinator of the Learning Resources Center for the Wayne County Community College District in Detroit.

Nancy Gwinn (AMLS ’69), director of the Smithsonian Institution Libraries in Washington, D.C., was honored in October during homecoming activities as one of three distinguished alumni of the University of Wyoming. She has also been elected chair of the IFLA Standing Committee on Preservation and Conservation and as a member of the IFLA Professional Committees and Governing Board for the 2003-05 term. IFLA is the International Federation of Library Associations and Institutions.

Margaret Lincoln (AMLS ’73), library media specialist in the Lakeview School District in Battle Creek, Michigan, was selected as a Mandel Fellow with the United States Holocaust Memorial Museum for 2002-03. She brought the museum’s Oskar Schindler traveling exhibition to Battle Creek for six weeks this past winter. More than 4,000 students and adults viewed the exhibition and heard addresses by Holocaust survivors.

James Piper (AMLS ’76) has retired as head librarian of Ann Arbor Pioneer High School.
It’s Been a Challenging Year at Your School

Karen Jordan, development and alumni relations officer

It’s hard to believe that another end-of-the-year issue of SI@umich is going to press! This has been an exciting year at the School of Information. We have seen our new student enrollment increase by 18 percent — putting new pressure on funding, class size, and creating even more physical space challenges.

We have also seen the addition of new faculty, new research endeavors, and new career paths for our graduates. Our number of student groups has grown to over a dozen — representing the varied interests of our students and their enthusiasm for their studies.

We have tried to reach out to more alumni through receptions, visits to different cities, and events in Ann Arbor. We hosted the American Library Association accreditation committee this year and were pleased to receive accreditation for an additional seven years. We appreciate all of the time the committee spent with our students and alumni.

Let’s Go for 100 Percent Participation!

Now we look forward to increasing our alumni participation in a variety of ways. In addition to working to increase alumni participation in the mentors@SI network, we are striving to increase the participation rate of our alumni in the annual giving arena.

We are proud that 16 percent of our alumni donate regularly to the School. It makes a real difference in the lives of our students and the continued development and placement of the School of Information in the very forefront of information studies.

Our goal is to increase the number of alumni giving — at whatever level they feel comfortable. Knowing our alumni are behind us and willing to step forward and help our students and the School in these difficult economic times is vital to the future of the School. As the state of Michigan faces yet another round of budget cuts, it is imperative that we are able to supply funding for our students and those programs which make Michigan one of the premier institutions in the country.

PEP Distinguishes SI’s Academics

One of the programs which has become a distinguishing characteristic of the School of Information and sets it apart from all other programs of its kind is the popular Practical Engagement Program (PEP).

Knowing our alumni are behind us and willing to step forward and help our students and the School in these difficult economic times is vital to the future of the School.

PEP is the one component of the Master of Science in Information program at the School of Information that has the greatest potential for immediate and long-term benefits.

Master’s students are required to complete at least six credit hours of practical, hands-on, experiential learning. As you have read over the years, these placements take all different shapes and sizes. Some students complete field placements during the regular school term by working 10 hours a week in a particular venue with a seasoned professional who has agreed to be a personal mentor.

Other students work in a full-time internship in the summer or participate in the popular Alternative Spring Break program. Regardless of how students fulfill their PEP points, you will hear from most of them that it is one of the most meaningful parts of their education at SI. The opportunity to interweave the academic with the practical is what assures our students a high placement rate and success in the workforce.

The management, organization, and breadth of experiences required to make the PEP program work are expensive. This year alone, demand for participation in Alternative Spring Break — both from the students and from the organizations seeking assistance — was so high that we sent students to two cities: Washington, D.C., and New York City. Given the increase in SI’s enrollment this year, we anticipate an even greater number of students being interested in this program.

The PEP program was initially founded with the generous assistance of the W.K. Kellogg Foundation. In addition to providing seed money to build and analyze the project, the foundation also allowed us to set aside $2 million in a PEP endowment — providing approximately $200,000 of income to be used each year.

We are now challenging you, our alumni, to help us increase that endowed amount to a total of $3 million. Through the generosity of alumni who have remembered the School in their estate planning, we already have $586,000 in the PEP endowment.

Our challenge now is to bring that to $1 million as soon as we can. Each donation to PEP — no matter what size — will help us come closer to this goal. The PEP program is unique in that 100 percent of our students participate in PEP activities. By giving to the PEP endowment, you can touch the lives of each student who passes through the School for years to come. Please consider helping to keep this vital program going and growing to accommodate all of our students! On pages 6-7, you’ll find information about how you can support this effort.

Scholarships Offer Giving Opportunities

In addition to the crucial need to increase the PEP endowment, we also are keenly aware of the pressure of helping to fund our students. Michigan offers a special breed of education — and that doesn’t come cheaply. Tuition for in-state students for one year is $13,000. For out-of-state students, that cost rises to $26,000. And remember, this is now a two-year program. It is imperative we have scholarship dollars to continue to entice the best and brightest students to attend what we know is the best program in the country!

This year we are proud to note that our scholarship endowment funds have grown to just over $3 million — generating approximately $150,000 for student support. We have also added two new scholarships this year.*

— By Karen Jordan

Alumni Support SI Scholarship Funds

The generosity of alumni and friends of the School of Information supports the following scholarship funds:

- Thomas E. Alford Scholarship (new)
- Alumni Society Scholarship
- Wallace and Joyce Bonk Scholarship
- Sister Claudia Carlen Scholarship
- Deans Emeriti Scholarship in Honor of Daniel E. Atkins
- Deans Emeriti Scholarship in Memory of Russell E. Bidlack
- Deans Emeriti Scholarship in Honor of Robert M. Warner
- Mona East Scholarship
- Virginia J. Ehrlich Fellowship
- Morris and Ida Fine Scholarship
- Gwinn-Cole Family Scholarship
- Sharon A. Hogan Scholarship
- Karen Horny Scholarship

- Roberta Keniston Scholarship
- Beth McWilliams Scholarship
- Marylouise Meder Scholarship
- Professor Miranda Lee Pao Scholarship
- ProQuest Company Scholarship
- Mary Rollman Scholarship
- Joseph Rounds Scholarship
- Thomas P. Slavens Scholarship (new)
- Kenneth Vance Scholarship
- Olivia Richman Way Scholarship

- Thomas E. Alford (AML ’64) is among the alumni who have provided generous scholarship support.

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— By Karen Jordan
Libraries Need to Protect Themselves in the Clinches from USA PATRIOT Act

Librarians face some tough issues these days, not the least of which is what to do if an FBI agent shows up and asks for patron records.

Mary Minow (AMLS ’82) sees that scenario as a real possibility, given that the USA PATRIOT Act gives the Department of Justice wide-ranging authority to fight terrorism. Minow, a librarian and an attorney, spoke to School of Information students at the invitation of Associate Professor Victor Rosenberg.

In particular, Minow says, is Section 215 of the USA PATRIOT Act — whose formal name is “Uniting and Strengthening America by Providing Appropriate Tools Required to Intercept and Obstruct Terrorism.” Section 215 gives the Justice Department the power to make far-reaching requests for information and allow surveillance, in not only libraries, but other arenas as well without demonstrating “probable cause.” A concern of civil libertarians is that the legislation also allows the government to specify that the person who is to provide information may not discuss the request with anyone, under penalty of law.

The PATRIOT Act amended 15 existing federal laws and covers more than 300 pages, spelling out what the government can do to combat terrorism. Minow is troubled by the extent of the law, however.

“This was a wish-list of the Department of Justice that they couldn’t get through Congress for 30 years. And then, in the name of patriotism, they got it passed.”

— Mary Minow

Minow’s tips for librarians faced with investigators seeking information about patrons include:

• Making sure that any subpoenas presented are actually signed by a judge. Subpoenas give the recipient time to gather materials. Minow suggests that the library be sure to keep copies of all items provided.

• Making sure that if a search warrant is presented that law enforcement agents be limited to the information specified. Librarians need not volunteer information not requested, she notes.

• Teaching library staff to direct law enforcement agents to management. A common tactic, she says, is for agents to present their subpoena or warrant to the front desk clerk who may be easily intimidated and not understand the ramifications of the document.

• Reminding staff that there are no off-the-record comments when talking to investigators. Whatever staff members say could become part of later court proceedings.

Minow says that although the Department of Justice says it has not requested records for libraries, it is difficult to determine whether that is entirely true. Search warrants and subpoenas issued under Section 215 — by a specially created court within the Justice Department itself — are secret.

Minow says the concern for libraries is that the public may lose its trust in them if patrons think their reading habits are being monitored.

“When you take something from the open and put it in the dark, people act differently. Even microorganisms may lose its trust in them if patrons think their reading habits are being monitored.”

The American Library Association offers extensive analysis and tips for libraries on its Web site at www.ala.org.
The G.I. Joe of Libraries

Author Pearl’s More Than a Great Librarian, She’s a Model (of Diminutive Proportions)

Move over, Barbie. You, too, Ken. A new action figure is in town. She's hip, she's cool beyond belief, and she's oh-so quiet.

Say hello to Nancy Pearl (AMLS '67), who in reduced size and cast in life-like plastic, is the first Librarian Action Figure — sort of a patron saint for circulation desks. Push the button on its back and the Nancy-like figure raises an arm to make a shushing motion.

Even rough and tough G.I. Joe can't do that.

It's all in fun, the real Pearl insists, admitting she hasn't really shushed anyone in decades. But blowing away the staid librarian image has its rewards.

"The best thing that we can do to dispel that stereotype is to make a joke of it," Pearl says, pausing to reflect. "I don't think I've ever said 'shush' in a library since 1970."

But what would success be without some controversy? Even the New York Times and CNN's Web site have run stories about the figure. It's been duly recorded that some librarians — teeth gnashing and nostrils flaring — are more concerned about the sounds of silence than Simon & Garfunkel.

"Some don't have a sense of humor about their profession," Pearl shrugs, "and that's sad."

Pearl modeled out of love of her profession — she doesn't get a cut of the action figure's revenue.

Reason.

"This is the book that I was born to write," she says, pausing before adding, "Some don't have a sense of humor about their profession."

"If it turns into a video game, maybe I'll make some money, but that's a long shot," she laughs. "But if you're over 50, you take your age and subtract it from 100 and the result, that number, is the number of pages you should give a book a chance before you give up on it. That way, you're sort of rewarded for getting older."

As if to apply a magic asterisk in the air to that statement and deflate the hopes of unmotivated students, Pearl amends her comment, noting that the rule doesn't apply to class assignments.

How such an interesting career got off the ground in the first place is easily explained. She was born a librarian, or so it seems. Pearl grew up in Detroit and fell in love with her branch library, an old Carnegie library from long ago. "I think I was one of those 'problem children' who — when they're not in school — spend every moment at the library and just hang out there," she remembers.

After getting her library science degree at Michigan, she worked for the Detroit Public Library, and then her husband got a job in Oklahoma. Off to Stillwater they went and she ended up in the Tulsa library for a time. For her, the OK part of Oklahoma was limited to the first two letters of the name. "Oklahoma and I were not a match made in heaven," she dryly observes.

Pearl's career blossomed in Seattle and the recognition has come her way. In 2001, Pearl received the Public Library Association's Allie Beth Martin Award for being "a public librarian demonstrating a range and depth of knowledge about books and other library materials and (having) the distinguished ability to share that knowledge." She was Library Journal's "Fiction Reviewer of the Year" in 1998.

Pearl says the true life of an action figure is satisfying. "I've been lucky in that what I love to do — read — is what I've been able to make a career out of," she says.

All in agreement, say aye — but not so loud! *
1,2,3: Rally for PEP

The W.K. Kellogg Foundation has invested generously in the School of Information, providing $2 million in endowment in 1996 to support the innovative Practical Engagement Program. Today, PEP is a hallmark of the SI experience. As enrollment grows, so must our support of PEP in order to bring benefit to each and every student. This year we committed to adding an additional $1 million to the PEP endowment. Thanks to generous support already received, we’re well over halfway toward our goal. Please join the SI Rally for PEP, and touch the lives of our students today and those of tomorrow.

1. PEP Changes Lives…

Send School of Information students into the world and good things happen. Thanks to the Practical Engagement Program, or PEP, our students build libraries on the Navajo Nation, archive priceless photos in the National Museum of American History, create online cultural heritage exhibits for K-12 students everywhere, preserve the history of the South Africa Liberation Movement, and work on many other valuable projects. Your financial support to the PEP Endowment will make PEP a lasting legacy. Students tell us that PEP is one of the most meaningful parts of their education and is a reason they choose the School of Information. PEP stands out in higher education and is a model program. All of our master’s students benefit from PEP. With enrollment increasing — the School enjoyed an 18 percent increase in fall 2003 — the pressure is on us to fulfill the School’s promise to educate students in unique and more interesting ways. PEP helps make it possible.

Points to Keep in Mind When Making a Gift with the Enclosed Envelope!

By using the enclosed envelope, you can make your gift through check or credit card. Please keep these points in mind:

• Gifts by credit card (sent through the mail) must reach the University by December 12, 2003 to be eligible for 2003 tax credits and/or deductions. Credit card gifts may also be made by phone at (734) 647-6179 from December 15-26.

• Gifts made online (www.giving.umich.edu/giving) may be made through December 30, 2003 to be eligible for 2003 tax credits and/or deductions.

• Gifts by check must be postmarked by December 31, 2003 to be eligible for 2003 tax credits and/or deductions.

• If you work for a matching-gift company, please enclose the appropriate form.

• If giving by credit card, you can pay in installments (see return envelope for details).

• You can also give to the School of Information through a bequest in your estate plan.
“Being involved with the Practical Engagement Programs at SI was invaluable to my educational experiences. I was exposed to a wide variety of work settings and types of tasks. Developing the Cultural Heritage Preservation Institute with Associate Professor Maurita Holland and tribal cultural and information specialists enriched not only my understanding of applied learning, but that of dozens of SI master’s students who participated in the institute. It is through hands-on practical engagement that the learning done in the SI classrooms takes meaning. And it is through the PEP experiences that students find jobs, develop further their interests, and give back to communities. I am very proud to have been a part of the PEP at SI!”

Kari Smith
PEP Project: Cultural Heritage Preservation Institute, Tsaile, Arizona
Today: Metadata Archivist and Project Manager, Division of Rare and Manuscript Collections, Cornell University

2. PEP Reaches Out…

Archives in South Africa
Old photos in one box, a sheaf of letters in another, and mixed in, the memorabilia that recorded the turbulent history of the South Africa anti-apartheid movement. Archiving such a collection was daunting. Starting in 1997, School of Information graduate students and professors, with archivists from the U-M Bentley Historical Library, took on the assignment at Fort Hare University in Alice, South Africa. Their efforts resulted in the Archives of the Liberation Movement.

Alternative Spring Break
New York City and Washington, D.C., are not typical fun-and-sun spring break locales. In February 2003, 37 students spent a week during Alternative Spring Break in these cities, gaining real experience in all aspects of the Master of Science in Information program by working for one of nearly a dozen nonprofit agencies and organizations. Already, more than 50 students have asked to participate in spring 2004 Alternative Spring Break programs.

3. PEP Endowment Works…

You may wonder how an endowment fund benefits the School. In this case, the goal is to have an endowment of at least $3 million. Half the interest earned each year is added to the principal of the endowment; the other half is used directly in support of PEP programs. As the endowment grows, the return on investment will also increase. However, with increases in student enrollment and with increases in the cost of providing the program that far outstrip the investment return, we have a real need for building the PEP endowment to ensure that all of our students benefit, just as many of our alumni have. The enclosed response envelope outlines how you can help us achieve our PEP Endowment goal through your tax-deductible gift or bequest.

“My PEP experience was a pivotal part of my SI career. I started the program with a focus on HCI, and my PEP stint at the reference desk of the Graduate Library was a wake-up call. It reminded me that the ‘human’ part of human-computer interaction was most important to me. After that, I devoted the rest of my SI tenure to library studies. Today, I still get a kick out of helping people find answers to their questions.”

Ben Bunnell (MSI ’98)
PEP Project: U-M Graduate Library Reference Desk
Today: Manager with Google, Inc.

“The opportunity to work at the United Nations Dag Hammarskjold Library was invaluable. I gained confidence and perspective from the experience, and felt that my contribution to the organization was truly appreciated by the UN staff. Programs like ASB are what make the School of Information a great place to learn. I can’t say how grateful I am to Associate Professor Maurita Holland, and to all those that contributed to make the opportunity possible.”

Anthony Davis
PEP Project: Alternative Spring Break 2003
Today: MSI student

Cultural Heritage Initiatives
Since 1998, the School of Information has assisted Native American populations in Arizona, Montana, and Michigan through the Cultural Heritage Preservation Institute. In addition, the Cultural Heritage Initiative for Community Outreach (CHICO) has created such invaluable materials as a digital archive of cultural records for the Yup’ik communities in Alaska. Students and the public of all ages benefit from CHICO. PEP has also worked with the Hispanic community of Detroit to help residents learn new technologies and pick up new job skills that will last a lifetime.

Internet Public Library
More than seven million patrons a year “walk into” the Internet Public Library. Much more than a library, the IPL is a learning laboratory for students who actively develop the collection, provide reference services to users, and help train professional librarians in the best practices of providing library services via the Internet. IPL outreach activities include developing a virtual library for Native Americans and creating Spanish and Arabic versions of the IPL itself.
Experience Counts: SI Interns Make a Statement

Keller-Transburg came away from the summer internship feeling good about his career possibilities. Even though the UN is huge, there are opportunities within it to make things happen, he adds. “There are plenty of roles for SI students to play within the UN system, from all of the specializations,” he said.

Eunice Kua

Kua may have set the mileage record for her internship. Her unpaid, volunteer work started with the San Diego Natural History Museum, working as a library intern in archives, taking care of institutional records, field notes, journals, diaries, and scientists’ observational notes. She also worked on a roomful of curators’ photos and slides. The goal was to make research materials publicly accessible, via the Web.

For two months, Kua digitized a small collection of photos, matched them with the appropriate field notes, and made Web pages. “I hadn’t actually done this before on my own,” she explains. The result was a sampling of what the archive has.

For Kua’s second project, she went to South Africa with the World Library Partnership, a North Carolina-based organization. Her group stayed in a village for 3.5 weeks and set up a library at a high school. “Which meant we did all the physical space issues, wrestled with Dewey, drafted library policy, and formed a collection development plan,” she said.

“We got an amazing amount of things done,” Kua notes. “Three weeks was such a short time.”

Part of the task was to teach the community the value of the library. “The community has to be engaged in the library or it’s not going to be sustainable,” she said.

A Summer of Well-Placed Students

Among the summer placements SI students received were:

• Anthony Abernathy, Nike Corporation
• Sung Bae, School of Information Collaboratory for Research on Electronic Work
• Baaba Baiden, U-M Transportation Research Institute
• Aatif Baki, Kristina Voros Connell, and Renju Jacob, Microsoft, Redmond, Washington
• Margaret Basket, Minnesota Historical Society and 3M, Minneapolis
• Jennifer Campbell, Ann Arbor District Library
• Limor Cohen, U-M Engineering Research Center
• Steve Cotter, Plants & Moran, Southfield, Michigan
• Caroline Crouse, U-M Map Library
• Kristen Denlow, U-M Hatcher Graduate Library
• Ingrid Erickson, IBM T.J. Watson Research Center
• Paula Figura, Plymouth (Michigan) District Library
• Matt Forsythe, Pfizer Global Research & Development, Ann Arbor
• Meg Glass, Yale University Library
• Marla Gomez, Hewlett-Packard, Palo Alto, California
• Michael Garbe, Michigan State Police
• Kevin Hall, Applied Safety & Ergonomics, Ann Arbor
• Beth Harrington, Xerox Corporation, Rochester, New York
• Josue Hurtado, University of California Bancroft Library
• Jessica Lu, Time Magazine Library, New York
• Joanna Markel, Progressive Insurance, Mayfield Village, Ohio
• Jessica Lu, Time Magazine Library, New York
• Josue Hurtado, University of California Bancroft Library
• Beth Harrington, Xerox Corporation, Rochester, New York
• Shailesh Patel, University of California Bancroft Library
• Meg Glass, Yale University Library
• Marla Gomez, Hewlett-Packard, Palo Alto, California
• Michael Garbe, Michigan State Police
• Kevin Hall, Applied Safety & Ergonomics, Ann Arbor
• Beth Harrington, Xerox Corporation, Rochester, New York
• Josue Hurtado, University of California Bancroft Library
• Jessica Lu, Time Magazine Library, New York
• Joanna Markel, Progressive Insurance, Mayfield Village, Ohio
• Cellina Nicholas, University of Louisville Library
• Daphne Ogilvie, U-M Media Union
• Erica Pfiaum, Ann Arbor District Library
• Dong Hyuk Ryoo, Object Insight, Ann Arbor
• Amy Scott, Museum of Fine Arts, Houston
• Sharon Smith, World Resources Institute, Senegal, Africa
• Holly South, Lyndon Baines Johnson Presidential Library, Austin, Texas
• Kelly Tyler, San Diego Union-Tribune, San Diego
• Sarah Ulius, Whirlpool Corporation, Grand Haven, Michigan
• Jim Unger, Sarda National Laboratories, Albuquerque, New Mexico
• Claudia Yamamoto, Accenture, Brazil
• Brian Williams, General Counsel for the Secretary of Defense, Washington, D.C.
Mentors@SI Program a Success

More than 150 alumni have registered for the mentors@SI network — but there’s plenty of room for more.

The Office of Academic and Career Services maintains the mentors@SI network in conjunction with Alumni Relations. Current SI students are finding the service invaluable in locating alumni with similar career interests.

mentors@SI is a free, online program that all alumni can participate in at no cost, with very little time commitment, and from virtually anywhere on the planet. mentors@SI matches students with alumni in similar career fields and/or geographic regions for job or internship information.

Students search the online database and initiate the contact with alumni. Admitted students who have yet to start their classes are also allowed to use mentors@SI to help them line up internships.

“I have used mentors@SI since before I came to the School last year,” says Asif Baki. “I contacted Dean Karavite because we were both interested in adaptive technologies. He currently works at IBM and was a great help in understanding how we as usability engineers can make a difference at large companies.

“Dean was very dedicated in responding to my E-mails and gave me a very positive impression of graduates of SI. This strengthened my decision to come to Michigan.”

Alumni who wish to participate may sign up at si.umich.edu/mentors@si. Submitted information will be entered into the mentors@SI database. The service is not available to the public and personal alumni information is not shared outside of the SI community. Alumni themselves decide how much or how little contact information they want accessible to the students. Alumni also determine how they wish students to contact them, whether by E-mail, by phone, or by personal visit.

Joanna Kroll, assistant director of career services, notes that alumni do not need to invest a large amount of time to participate.

To ensure the continued success of mentors@SI, Kroll suggests that alumni provide their name and address (city and state alone are sufficient), job title and name of their organization, career field, E-mail address, and phone and fax numbers.

The program has a benefit for alumni, too. Alumni can stay in touch with SI and be in tune with today’s students, and they can assist their organization’s recruiting efforts. Jordan adds.

Archivist’s Research Opens Door to Projects

Associate Professor Margaret Hedstrom remains active at the national level, helping to shape policy on digital archiving and long-term preservation.

Hedstrom, who heads the Archives and Records Management specialization at SI, completed two research agenda reports (as lead author and as co-author) this fall.

“It’s About Time: Research Challenges in Digital Archiving and Long-Term Preservation” was sponsored by the Digital Government Program and the Digital Libraries Program Directorate for Computing and Information Sciences and Engineering at the National Science Foundation (NSF) and the Library of Congress National Digital Information Infrastructure and Preservation Program.

Her other report was “Invest to Save,” a report and recommendations of the Working Group on Digital Archiving and Preservation, sponsored by the NSF and the European Union.

Hedstrom notes that interest in the reports is not limited to people in the archives arena. “They span the full spectrum of SI — from theoretical work on the attributes of archived objects and collections to economics and business models,” she says.

The possibility exists, Hedstrom adds, that future funding from government sources could provide SI with opportunities for the creation of such entities as an International Center on Digital Archiving. “I think that SI has a good chance at capturing significant funds for such endeavors,” she says.

Ji-Hyun Kim, a doctoral student at SI, received the 2003 Oliver Wendell Holmes Award from the Society of American Archivists in August. The award assists archivists in training from overseas, who are already in the United States or Canada, with travel to the SAA annual conference.

Kim’s research includes an analysis of archival Web sites and a large-scale study of encoded archival description implementation. Before entering the doctoral program, Kim earned her master’s degree in 2002 from SI with a specialization in Archives and Records Management. Previ- ously, she earned bachelor’s and master’s degrees in library and information science from Ewha Women’s University in Seoul, South Korea. Her future plans are to return to Korea to teach archives at one of the country’s library and information science schools.

Associate Professor Yan Chen wrote “Learning Under Limited Information” with Yuri Khoroшлиovah, a doctoral student in the Michigan Business School. It was published in the July issue of Games and Economic Behavior. Chen and Khoroшлиovah studied how human subjects learn under extremely limited information. Chen and Associate Professor Paul Resnick received a five-year grant from the National Science Foundation to study how to design online communities to enhance participation. This is a joint study with Carnegie Mellon University and the University of Minnesota. An experimental study of school choice mechanisms by Chen and Tayfun Sonmez, an associate professor in the U-M Department of Economics, was cited by the Boston Globe in September.

Chen’s article, “An Experimental Study of the Serial and Average Cost Pricing Mechanism,” was published in the Journal of Public Economics this fall.

Barbara Mirel, a visiting associate profes- sor and research investigator at SI, is the author of Interaction Design for Complex Problem Solving: Developing Useful and Usable Software. The book was published in October by Elsevier/Morgan Kaufmann. The publisher “says that the book “presents a groundbreaking approach to interaction design for complex problem solving applications. Complex work requires software capable of much more than a series of automated tasks. The author uses her vast field experience to present a new way of looking at the whole process, and treats complex problem solving software and web applications as a distinct class with its own set of usefulness demands and design criteria. This approach highlights integrated interactions rather than discrete actions, clearly defines what makes problem solving complex, and explores strategies for analyzing, modeling, and designing for exploratory inquiries.”

On the Road with SI: Alumni Relations traveled to Grand Rapids and Lansing, Michigan, in October for a luncheon during the Michigan Association of Media in Education conference and a reception at the Michigan Library Association conference. Approximately 80 alumni total attended. At MAME, Ted Snodgrass (MILS ’94) and Marilyn Wall (AMLS ’71) visited with Karen Jordan (AMLS ’75), standing, the SI development and alumni relations officer.
Teens on Health Care Searches

Doctoral Student Finds Little Errors Stymie Success on the Web

Doctoral student Derek Hansen is the lead author of a University of Michigan Health System study of how teenagers search the Internet for answers to health questions.

U-M researchers found that misspelled words, ambiguous search terms, and an imprecise approach to scanning a Web site often prevented students from finding the information they sought.

The study, published in the online Journal of Medical Internet Research, suggests the importance of teaching teens better search strategies as well as encouraging Web site designers to target teens.

“I think a lot of people don’t understand how important the Internet has become in terms of health-care delivery,” says Caroline Richardson, M.D., a study author and physician in the Family Medicine Department.

“Web-based health-care content is becoming more and more sophisticated every day, and physicians are beginning to rely on the Internet to deliver detailed, tailored information to patients about their particular medical problems,” Richardson says. “Often in my own clinical practice, patients come in to me only after seeking information on the Internet about their particular problem or symptom. It is critically important that we learn more about the barriers patients of all ages are facing in accessing relevant health information so that we can continue to improve access to health content on the Internet.”

One question asked the students to find information on what food someone with diabetes should or should not eat. They then had difficulty finding the link that describes side effects such as fatigue.

“Students had the most trouble with the AA question and the HIV test question. It seemed to be the local element that tripped them up,” says Hansen, the lead author of the study. “The easiest question was on diabetes and diet, most likely because there is so much information on the Web about that topic.”

Students completed a total of 68 searches, averaging five minutes, 41 seconds. In 60 of those searches, students started by using a search engine. Search phrases were almost always fewer than four words. “The students tended to use extremely general search terms,” Hansen says. “For example, when the question asked if fatigue could be caused by Paxil, many of the students just typed ‘Paxil’ resulting in a large number of hits that contained no information about fatigue.”

Another roadblock was misspelled words. Despite the written questions being posted next to the computer, 50 of the 152 search phrases entered contained at least one misspelled word. Some search engines offered an alternate search that corrected the spelling error, but students rarely noticed or used it.

Even when students found a Web site that contained the answer to a question, they didn’t always find the answer. In the Paxil question, many of the students ended up at the drug company’s Web site, a site dense with links and information. They then had difficulty finding the link that describes side effects such as fatigue.

“Of the 68 searches, seven were abandoned when the students gave up or the class period ended. Forty-seven searches were successful and 14 were either partially successful or completely incorrect. Every student answered at least one question correctly and the older teens were more likely to be successful than the younger ones.”

School staff selected students for the study who were strong academically and who were comfortable using computers and searching for information on the Internet. Study authors say this suggests students less familiar with Internet searching would have even more trouble. Each student was tested individually for a maximum of one hour.

The researchers offer several suggestions that both teens and Web designers can take to help improve access to health information. For search engine and site designers, it’s important to understand how teens search and to build sites with that in mind. For example, most of the students relied on only the first few results from search engines, suggesting it’s important that health sites appear near the top of results for searches on health terms. Common misspellings could also be included in metatag keywords and page content so that search engines will point to the page even if typos and spelling errors occur.

“As we move toward a health care delivery system that relies more and more on the Internet to deliver high quality health information, we must pay attention to issues of accessibility in cyberspace. There are very specific barriers to finding relevant health information on the Internet. They can be minimized, but we’re just starting to get a handle on what these specific barriers are,” Richardson says.

“One of our suggestions is that site designers look at why people are using their site and how they can make it more tailored to the user’s needs. Sites targeted at students need to be especially aware of this and developers need to make their sites well-organized, concise, and understandable. Long paragraphs, too many links and difficult vocabulary all make it more likely that teens won’t find the information they need, even if it’s within the site.”

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— Derek Hansen

Subjects of the Health Study

The study asked 12 middle school and high school students in southeastern Michigan to search the Internet for answers to six health-related questions. Video cameras recorded the computer screen and the students’ voices, while tracking software installed on the computer took screen pictures twice per second. Students were asked to talk out loud while they searched so the researchers could get a better idea of the reasons behind their searching behavior.

Funding for this study was provided under a contract from the Kaiser Family Foundation. In addition to Hansen and Richardson, study authors include Associate Professor Paul Resnick of the School of Information, and Holly Derry of the U-M Comprehensive Cancer Center.
SI Supporter Virginia Ehrlicher, 84, Dies in Florida

One of the School of Information’s most ardent supporters has died. Virginia J. Ehrlicher, 84, of Pekin, Illinois, passed away February 6, 2003, in Sarasota, Florida.

Many SI students and alumni are well-acquainted with the Ehrlicher Room in West Hall, made possible through the generosity and commitment to the School by Ehrlicher. In addition, the Virginia J. Ehrlicher Fellowship provides generous support to SI doctoral students.

She earned her BLS in 1941, her AMS in 1961, and her doctorate in 1974, all from the University of Michigan.

At the dedication of the Ehrlicher Room in 1990, President James J. Duderstadt said, “Virginia Ehrlicher and her husband Arthur have made a real difference for Michigan. The loyalty and caring of these alumni have demonstrated the way private giving can provide the margin of excellence.”

Ehrlicher was also a librarian for the Worcester Public Library in Massachusetts, the Bossard Library, Mount Holyoke College Library, and the U-M Library.

Ehrlicher was a member of the Pekin Public Library Board from 1970-74, the Dirksen Congressional Leadership Research Center Guild, and the Pekin Women’s Club. She also was a member of the American Association of University Women and the William Clements Library Board of Governors at the U-M from 1986-93.

and they were together more than 50 years until her death in 1993. They raised four children: Stanley, Martha, Christopher, and Harold.

During World War II, Bidlack served in the U.S. Army with the Manhattan Project. In 1953 he helped founded, and became editor of, the Sparks Family Association. This genealogical enterprise was his passion for more than 50 years, and one of his last requests was that the completed final issue of The Sparks Quarterly be mailed to its thousand subscribers.

In retirement, Bidlack researched, wrote, and lectured about Ann Arbor’s early history and devoted countless hours to research and writing for his Quarterly.

His children recall that their father was fond of quoting a Quaker ancestor: “A man should live his life so that when it comes to die, all he has left to do is die.”

About Memorials...
The family will host a memorial reception next summer. Donations in Russell Bidlack’s name may be made to the Bentley Historical Library at the U-M or to the Deans Emeritus Scholarship Fund at the School of Information, 304 West Hall, 550 East University Avenue, Ann Arbor, MI 48109-1092.

E x t r a s

Assistant Professor Dragomir Radev has been awarded National Science Foundation grants to further his research. In one, he will study link-based information retrieval — information retrieval based on the hyperlink as the primary retrieval object — and query expansion, or converting natural language questions to search engine queries. Along with Associate Professor Steven Abney and colleague Michael Collins of Massachusetts Institute of Technology, Radev will study structural and relational extraction from Web-scale text document collections. Radev describes it as partially supervised machine learning algorithms for information extraction. Radev, Abney, and David States of the U-M Medical School and H.V. Jagadish of the Department of Electrical Engineering and Computer Science received a National Institutes of Health grant to study “Representing and Acquiring Knowledge of Genome Regulation,” which is information extraction from biomedical papers. Radev is an expert on multi-document summarization (building concise, well-structured summaries of related documents), cross-document structure theory (identifying rhetorical and logical structure in related documents), paraphrasing for machine translation (exploiting paraphrases of the same sentence to improve machine translation), and sequence alignment methods for text analysis (identifying near paraphrases in related documents).

Adjunct Associate Professor Virginia Rezmierski led a group of undergraduate students to Hawaii from May 19 to June 16 for a study of culture, language, and public policy as it affects Filipinos. She received a U-M Undergraduate Intercultural Experience for Undergraduate Students grant for the project, which was carried out in conjunction with the Department of Asian Languages and Culture, through lecturer Adelwisa Weller, and Rezmierski’s home unit, the Ford School of Public Policy.

Students were immersed in Filipino culture by working with the community during its annual Barrio Fiesta. They also were able to compare cultures by helping build Habitat for Humanity houses in the Hawaiian homelands. They participated in English as second language classes and met with community college students and local officials to assess the needs of Filipinos. The students conducted their research in Maui, which has the largest immigrant concentration of Filipinos in the United States. The group had planned to take the students to rural areas of the Philippines, but terrorist strikes made the trip risky.

The purpose of the trip was to teach U-M students about cultural differences and to explore public policy issues of housing, education, and welfare. As an example, the cites the push in the United States to use nearly ubiquitous electronic communications to examine social issues. Different populations may see them as intrusive or destructive to their way of life and a threat to traditional values. She hopes that students will appreciate differences and recognize the need for balance among competing interests, at not only the local level, but globally.

The professor uses knowledge gained over the past six years working with poor communities in the Philippines in her SI courses that deal with communications and public policy.
Inside:
Remembering Russell E. Bidlack …
PEP Endowment supports student projects and programs… Community Information Corps makes an impact …
Not just any action figure, a librarian action figure …

Please Join Us for These School of Information Events…

January 10  The School of Information will be at the American Library Association Midwinter Meeting, hosting a reception for alumni and friends of the School from 5:30-7 p.m. at the San Diego Marriott Hotel and Marina, 333 West Harbor Drive, San Diego, in DW’s Pub (second floor lobby, South Tower). You need not be registered for the conference, or even be affiliated with it, to attend the reception. The ALA Midwinter Meeting will be held from January 9-14 at the San Diego Convention Center.

February  The student exposition will again draw employers and prospective students alike to campus to see what School of Information students are creating in their courses. Details about the event are still being worked out, but you can get the date and location from our Events calendar at si.umich.edu/events.

April 2  Scholarship Recognition Dinner. Invited guests will meet current scholarship students. Invitations will be sent in early spring.

Dear School of Information …

1. My thoughts about this publication (SI@umich look, format, articles):
   __________________________________________________________________________
   __________________________________________________________________________
   __________________________________________________________________________

2. My thoughts about the Web site (si.umich.edu/alumni):
   __________________________________________________________________________
   __________________________________________________________________________
   __________________________________________________________________________

Please return this survey information by any of these methods:
Postal mail:  Karen Jordan
SI Development and Alumni Relations
304 West Hall
550 East University Avenue
Ann Arbor, Michigan 48109-1092
E-mail:  kjordan@umich.edu
Web:  si.umich.edu/alumni/update.htm

News About Me …

Degree / year earned:  __________________    Job title:  ________________
Employer:  ______________________________________________
☐ This is a new position (and date started):
My news:
________________________________________________________________________
________________________________________________________________________

Who I Am …

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Daytime phone:  _______    E-mail:  ______________________
☐ Include my E-mail address in “Achievers” so that classmates can write to me
☐ Yes, add me to your alumni E-mail group