A New Space in a New Place

In the fall of 2010, the School of Information will be moving to its new home in the North Quad on the central campus of the University of Michigan. While the architecture of this majestic building is reminiscent of a traditional university, with its brick and stone façade and enclosed courtyards, what we foresee happening once we’re inside will be nothing short of revolutionary. We are, after all, a school that embraces technology and exemplifies the future of information education and research. When fully equipped, our new location will allow us to flex our muscles, spread our wings, and showcase the power and value of the work that we do in unprecedented ways.

Occupying a full city block, North Quad consists of seven-story academic towers and a ten-story residential tower connected with a shared first floor and interlocking courtyards. The desirable location at the corner of East Huron and State Streets will give the School of Information a new visibility and prominence on campus and in Ann Arbor. Inside the building, two of the structure’s most innovative areas will also focus attention on the School. Although considered common spaces, there is actually nothing “common” about them—they will form the epicenter of our future, living laboratories where students can create, discover, collaborate, and explore.

At the entrance to the 460-student residential tower is the Media Gateway, a dramatic two-tiered lobby with screening rooms, workspaces and interactive display monitors to showcase new projects and research. On the State Street side, the spacious first floor “image gallery” will have large street-level windows, allowing passers-by to see some of the exciting works in progress. In this space students can demo video projects, brainstorm on a team assignment, hold design jams, and explore new media, all with the latest information technology at their fingertips.

We’re looking forward to reunite our faculty, students and administration under one roof for the first time in many years. And for the very first time, we will be moving into a building where the classrooms and labs are specifically designed for our purposes. We will have four dedicated classrooms but the opportunities for educational interaction will permeate the building in formal and informal ways, in multimedia labs and lounges, and in the interactive media gateway and image gallery.

Our vision is a building-wide living laboratory, a place where the brightest people are given the right tools and inspired to create their best work—a place where faculty and students are immersed in the mutually reinforcing activities of using, improving, creating, and analyzing the impact of information technology on the world of today and tomorrow.

The new quarters for the School of Information will be the academic home for the next generations of scientists, scholars and researchers tackling the challenges of collecting, archiving, organizing, analyzing and disseminating information in the digital age. Our new facilities are ideally suited to enable us to remain a true leader in the field of information education and research. We can hardly wait.

These marvelous new resources for learning also offer numerous opportunities for donors interested in contributing to the School’s future success. Classrooms, faculty and student lounges and meeting spaces will need furnish- ing. We have extensive audio/visual technology requirements as well. For more information about specific giving opportunities, please contact the Office of Development and Alumni Relations at (734) 647-8031 or si.alumni.relations@umich.edu.

We welcomed 157 students into our 2008-2009 academic year, a fall that represents the most excitement for us, as we greet the new faces and the fresh opportunities of a new school year.

We welcomed 157 students into our MIS program in September. They’re an incredibly bright and diverse group, including, for example, a dual major in chemistry and psychology from New York State, a journalism major from Taiwan, and a political science major from here in Michigan. I’m very optimistic about the professional future that awaits them. One recent graduate entered the job market in the worst economy in decades, and yet by May of this year, an amazing 97 percent of our 2008 MIS survey respondents were either in professional jobs or continuing their education. Clearly, the world needs students who know what we teach at SI.

Our educational programs at other levels are also thriving. Our 50 doctoral students are actively constructing expertise on all aspects of the information world. The undergraduate program in informatics, launched last fall, now has more than 40 declared majors. This program—jointly administered by SI, the College of Engineering, and the College of Literature, Science, and the Arts—offers undergraduate students the chance to study information and the ways it is used by and affects human beings and social systems. These students get the same exposure to multi-disciplinary perspectives as our master’s students, within the context of a liberal arts framework.

We are delighted to welcome three new SI faculty members this fall. Dylan Adair is an expert in temporal informatics—the study of how information and our use of it changes over time. Erin Kropka specializes in social norms and the ways in which they affect behavior, a topic that can inform the design of more useful information systems. Qiaozhu Mei is a leader in information retrieval, particularly within the context of scientific literature and related text data. The School selected these outstanding young faculty members after a highly competitive national search. You can read more about them on page 7.

The year ahead promises to be an especially active one for us. We are undergoing our accreditation review, something that happens every seven years, and as part of that process we are completing an extensive self-study. Our faculty members continue to bring in ever-increasing funding to support research on topics ranging from effective data re-use in E-science, to the development of better metrics for government archives, to the analysis of how amateurs and professionals interact on websites like Flickr and YouTube.

We were fortunate to be awarded not just one, but two new faculty positions in a campus-wide competition developed by President Mary Sue Coleman to encourage the hiring of clusters of faculty in interdisciplinary areas of study, and we will be looking to fill these positions in the coming year. Finally, we are busy preparing for our move to North Quad: please be sure to read about the wonderful new home we will be moving to next fall (page 2).

As you can see, SI is humming with activity. Still, you may wonder how the weak economy is affecting us. While neither the School of Information nor the University of Michigan is immune to the effects of the global economic downturn, we have so far weathered the storm comparatively well, thanks to a combination of fiscal prudence, careful planning, and cost cutting. The University has worked enormously hard over the past six years to reduce annual general-funds expenditures by $135 million, and efforts are underway to identify even more savings and efficiencies across all of its operations. At the same time, it remains committed to maintaining the world-caliber quality of its academic programs and to ensuring continued accessibility to students.

These are also our priorities at SI. Over the next few years, we face a very tight budget situation, and, like the rest of the university, we will need to make some changes in the ways we do business. We have already begun to implement significant cost-cutting measures, like forgoing visiting days for prospective doctoral students and moving low-enrollment courses to an alternate-year schedule.

At the same time, we will move forward with our highest priorities, and I am confident that by doing so, and working together in the “SI Way,” we will maintain our excellence as leaders in the information field, and stay on track to achieve our long-term goals and aspirations.
Mining Blogs for Social Good

It all the bloggers in the world lived in one country, it would be the fifth most populous nation on Earth. That startling statistic caused Professor Dragomir Radev to start thinking about the potential for bloggers to use their collective might to create positive social change.

To help achieve this end, he and some like-minded colleagues are creating BlogoCenter, a system for tracking personal blogs and mining the data they hold.

Working with scientists at the University of California-Los Angeles, Radev and a team at U-M are developing BlogoCenter to combine the tools of the linguist and the computer scientist to monitor, collect, and track updates to millions of personal blogs. The plan is to analyze this data for hidden structures and trends in the ways information and people connect, making these insights available to anyone, including the bloggers themselves.

No doubt the need is there. In 2008, two surveys revealed more than 20 million blogs in the U.S. alone, with almost 10 times that number worldwide.

Corporations, newspapers, libraries, you name it — most institutions publish their own, official blogs these days. The majority of bloggers, about 80 percent, are individuals posting reflections on what they consider of interest not associated with their work.

Collectively personal bloggers paint an enormous digital collage of what it is to be alive early in the 21st century. Never before have so many people recorded their thoughts and observations in a form so widely accessible.

This sort of detailed record of how people are connected — to each other, to larger communities, even to ideas — is a gold mine for those who study society and human behavior.

Essentially, Radev is leading one of the early mining operations.

BlogoCenter will help bloggers achieve their potential for inspiring social change while at the same time helping make this treasure trove of data available to social scientists.

Radev’s expertise in computational linguistics is a guiding force behind developing methods and tools for making computers produce, understand, and learn human languages.

“I imagine that you can go and talk to your search engine in a human language and get back answers in a human language,” says Radev.

The sea of data accessible via the Internet offers innumerable opportunities for projects that apply computational linguistics to information retrieval problems.

Radev’s success in mapping new routes into massive data stores has not gone unrecognized. In 2006, Radev was among the winners of the American Political Science Association’s Gonsell Prize for Excellence in Political Methodology for work automating the analysis of U.S. Congressional transcripts. Radev applied natural language processing methods to speeches, meeting minutes, committee reports, and more to identify main topics and link them to individual legislators, giving political scientists a powerful new analytical tool.

He was also honored as a distinguished scientist by the Association for Computing Machinery, an honor that recognizes researchers “… for significant advances in computing technology that have dramatically influenced progress in … many other areas of human endeavor.”

Radev coordinates the MSI specialization in Information Analysis and Retrieval at the School of Information, and is also a professor in the Division of Computer Science and Engineering and in the Department of Linguistics.

Making a Game of Learning

Two seemingly unrelated facts were the inspiration for an unusual research project of Professor Karen Markey, who devised a computer game to build college students’ information-literacy skills.

Many students enter college not knowing the difference between Wikipedia and a citation index. At the same time, according to a study by the Pew Internet and American life project, 97 percent of American teens play electronic games. Putting these two pieces of information together, Markey figured she could use students’ well-developed gaming skills to shore up their information literacy.

“We opted for a game in lieu of other approaches because what people are doing when they are playing good games is good learning,” Markey says.

With SI Associate Professors Victor Rosenberg and Robert Frost, Assistant Professor Sun Young Rieh, and English Department Lecturer Fritz Swanson — and several master’s and doctoral students — Markey developed Defender of Hidgeon. Colleagues from other University of Michigan academic units also lent expertise to the online board game. The Delmas Foundation provided financial support.

In the game, students were dropped into 14th Century Europe as the Black Death laid waste to the continent’s population. The secret to keeping the plague from decimating their town of Hidgeon was hidden in the local monastery libraries.

Students had to find bits of information, gain ever-higher levels of access to more advanced collections and more valuable information, and uncover their grail. If successful, they were named Lord Researcher, Defender of Hidgeon.

Markey evaluated the gamesmanship of undergraduate students from Frost’s undergraduate course, SI 110 “Introduction to Information Studies.” The result was the development of eight premises for the design of future information-literacy games. Markey says.

Guided by these eight premises, Markey’s research team was awarded funding for three years from the Institute of Museum and Library Services in Washington, D.C., to develop the new BiblioBouts game that students play while they research a topic for a class project.

BiblioBouts enables students to work together to build a focused and shared online collection of digital readings on a chosen topic, and, using social tagging and rating capabilities, compete with fellow classmates to evaluate the focused collection and choose the very best readings for their final project. The project includes students at Chicago State University, Saginaw Valley State University (who are playing the game right now), Troy University-Montgomery, the University of Baltimore, and U-M.

One of Markey’s larger goals is to determine whether information literacy skills can be taught in this way. If so, that would free faculty and librarians to work with students on higher-order skills that can’t be honed in a game.
Bringing Science to Everyone

Assistant Professor Steven Jackson of the School of Information has been awarded a prestigious National Science Foundation CAREER Award to further his work in cyberinfrastructure.

The five-year, $462,249 award will be used to study “Governing Collaborative Science: Cyberinfrastructure, Scale, and Governance in the Networked Ecological Sciences.”

Jackson is the fourth SI faculty member to win a CAREER award. Previously, Professor Mark Ackerman, Assistant Professor Lada Adamic, and former Assistant Professor Marshall Van Alstyne received the awards.

Jackson, who coordinates the Information Policy special-interest group, explains. “This study leads to both design- and policy-level prescriptions, and contributes directly to NSF and other science funder efforts to develop more effective, dynamic, and responsive cyberinfrastructure for the sciences, both within and beyond the ecological sciences,” Jackson explains.

With networked science, sociotechnical issues of scale, integration, and governance are central. Jackson says sociotechnical issues are routinely underappreciated by the computational backers and builders of the present cyberinfrastructure movement.

Underwriting such investments are a number of broadly transformational claims:

- That new computational resources and paradigms will enable new modes of data-driven discovery and innovation
- That new capacities for data storage and exchange will render scientific stocks of knowledge more durable, open, and accessible
- That cyberinfrastructure will extend and improve science teaching and training at all educational levels
- That cyberinfrastructure will lead to new and efficient modes of distributed collaborative working in the sciences, notably in the form of novel “virtual organizations”
- That cyberinfrastructure will improve the efficacy and openness of the science-society interface, better connecting researchers to citizens and public decision-makers

This NSF CAREER Award will allow Jackson to explore the dynamics and tensions of governance within two leading examples of highly distributed networked science:

- The long-standing Long-Term Ecological Research Network, oriented to producing locally grounded, multi-decadal, and cross-disciplinary ecological research
- The emerging National Ecological Observatory Network, oriented to producing continually grounded, multi-decadal, and cross-disciplinary ecological research

At the University of Washington, Adar had both a National Science Foundation Fellowship and an ARCS Achievement Rewards for College Scientists Fellowship. He has been employed at the Information Dynamics Lab at Hewlett Packard and as an intern and consultant at Microsoft Research. Although he just completed his Ph.D., he has already been author or co-author on more than 30 peer-reviewed publications, including two that won best paper awards.

Research on social norms suggests why individuals might engage in behaviors that appear inconsistent with social norms, even in settings where there is no strategic advantage for doing so. Broadly, her work contributes to the emerging litera-
ture that models the way of nonwealth factors on choice, by using social norms to raise the “psychological cost” of selfishness. This work is directly relevant to the incentive-centered design of information systems, an approach pioneered by faculty at the School of Information.

Rising Stars Join Faculty

Three recent graduates of doctoral programs across the country — whom Jeff MacKie-Mason, associate dean for academic affairs, lauded as “stellar” individuals with an already-growing list of accomplishments — have joined the School of Information faculty.

Eytan Adar

Ph.D., University of Washington

Adar is already viewed as an international leader in Internet-scale systems. He works on temporal informatics: the study of the change of information — and our consumption of it — over time. As one example, he is the principal designer of Zootrope, a way of interacting with the Web that takes into account the fact that Web pages change frequently and it is nearly impossible to find data or follow a link after the underlying page evolves.

For example, the New York Times Web page shows different news content that is updated nearly constantly. In current search engines, all that one can do is access a snapshot of the current state of a Web page. That fact limits the kinds of questions the user can ask on the Web. Zootrope enables interaction with the historical Web that would otherwise be lost to time by allowing users to interact with content streams. That is, users can look back through previous versions of Web pages and generate visualizations and extractions of the temporal data.

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Eytan Krupka

Ph.D., Carnegie Mellon University

Krupka is an experimental behavioral economist who explores the ways in which social and environmental factors influence behavior, using both laboratory and field experiments. Her research on social norms suggests why individuals might engage in behaviors that appear inconsistent with self-interest and suggests why trivial modifications to a decision context can change behavior significantly.

She has shown in lab experiments that individuals behave in a manner consistent with social norms, even in settings where there is no strategic advantage for doing so. Broadly, her work contributes to the emerging literature that models the way of nonwealth factors on choice, by using social norms to raise the “psychological cost” of selfishness. This work is directly relevant to the incentive-centered design of information systems, an approach pioneered by faculty at the School of Information.

For the past two years, she has been a research associate at iZa in Bonn, Germany. She is the author of three journal publications and a half dozen additional working papers and works in progress.

Qiaozhu Mei

Ph.D., University of Illinois at Urbana-Champaign

Mei is an expert in real-world problems related to text information management, and in particular he specializes in information retrieval and text mining, applications on the Web, scientific literature, and other genres of text data. The dramatic growth of textual information available online has enabled both advanced research — for example, through the broad availability of scientific literature — and increased ease of everyday activities.

Search engines, as the most useful tools to help find and access text information, have already made a huge impact in the real world. However, many challenges remain to be solved to make search more accurate, efficient, and intelligent, and to go beyond to discover, analyze, and summarize useful knowledge from the information found. Mei’s research is aimed at developing both principled methodologies and innovative applications for automatically processing, managing, accessing, analyzing, discovering knowledge from, and summarizing large-scale text information.

At Illinois, he held a number of prestigious scholarships, including the Yahoo! Ph.D. Student Fellowship, for which he was one of five recipients in the nation. He has held research internships at Yahoo! Research and Microsoft Research and been author or co-author of nearly 20 peer-reviewed publications.

Qiaozhu Mei
Hedstrom Team to Share 2.8 Million E-Science Grant

The National Science Foundation has awarded a $2.8 million dollar grant to the School of Information and Digital Library System (IDS) for the Hedstrom Team to Share the pledge to preserve and share their digitized collections. The repository already has more than 3.8 million digitized volumes, with millions more in the pipeline. The funded project will document the technical characteristics of HathiTrust content and establish stakeholder consensus on the multiple uses to which these digital volumes may be put, including on-demand printing, online browsing and reading.

The project is a collaboration between the School of Information, the University Library, and the partners of the HathiTrust, whose executive director is Associate University Librarian John Wilkin.

According to Hedstrom, graduate students in biomaterials, materials science and engineering, chemical engineering, computer science, and information science will be selected to participate in the program, learning methods of generating, acquiring, and managing research data so that it can be widely shared and reused. A summer undergraduate program is expected to attract diverse students and spread the impact of the project to other programs and universities.

IGERT was developed to meet the challenges of educating U.S. doctoral students, engineers, and educators to become leaders and change agents. Its goal is to catalyze a cultural change in graduate education through collaborations that transcend traditional disciplinary boundaries.

Conway’s Project Explores Validations of Digital Objects

A $49,000 grant from the Andrew Mellon Foundation will help find and test new procedures for validating the quality and usefulness of digital objects in the HathiTrust shared digital repository, according to principal investigator Paul Conway, associate professor in the School of Information.

According to Conway, “This planning project will lay the groundwork for significant research on new ways to contact quality assurance in large scale digital repositories.”

The HathiTrust (pronounced HAH-tee trust) was launched at the University of Michigan in 2008 and has a current membership of 25 university research libraries. It was conceived as a way for universities to preserve and share their digitized collections.

The School of Information has received more than $1 million in stimulus funds through the American Recovery and Reinvestment Act of 2009, according to Tom Finholt, associate dean for research and innovation. The funds come via two National Science Foundation grants to SI faculty members.

Assistant Professor Paul Edwards is a principal investigator on an interdisciplinary team exploring how virtual organizations can support community Earth system modeling. The focus of the work is key to understanding and addressing critical societal questions about the effects of climate change.

The CHI Citers Ackerman’s Achievements with Induction into Academy

Professor Mark Ackerman has been elected to the distinguished CHI Academy by the Special Interest Group of Computer-Human Interaction of the Association of Computing Machinery. The ACM is the largest professional organization serving the human-computer interaction scholarly community.

Ackerman is one of only seven distinguished professors and researchers nationally who received the CHI Academy honor for 2009. He is on the faculty of both the School of Information and the Division of Computer Science and Engineering of the College of Engineering.

Ackerman is highly regarded for his research in computer-supported cooperative work and social computing, having first gained acclaim for his Answer Garden expertise sharing system. He has written extensively on dealing with expertise finding and sharing, collaborative information access, privacy, and, increasingly, pervasive computing.

“Throughout his work,” the ACM noted, “he has examined how to incorporate elements of the social world within software systems (such as with collaborative systems) and also to consider how those systems will affect their social settings in return. It is this expertise in both system design as well as the social analysis of system use that sets Mark apart.”

The CHI Academy is an honorary group of individuals who have made substantial contributions to the field of human-computer interaction. These are the principal leaders of the field and are cited for their cumulative contributions to the field, impact on the field through development of new research directions and/or innovation, and influence on the work of others.

John King Appointed Bishop Professor at U-M

Former SI dean John L. King has been appointed as William Mayer Bishop Collegiate Professor of Information at the School of Information by the University’s Regents. King, who since 2006 has also served as vice provost for academic information, joined the U-M faculty in 2000 as professor and dean of SI. His distinguished career includes teaching appointments at the University of California and the Harvard Business School.

The author of 12 books and over 150 papers, King has been widely recognized for his leadership in research and field development. He was named a fellow of the Association for Information Systems in 2001 and a fellow of the American Association for the Advancement of Science in 2007. His international recognition includes the Fulbright Distinguished Chair in American Studies and an honorary doctorate in economics from the Copenhagen Business School.

The Bishop professorship is named in honor of the scholar and librarian who started the University’s library science program in 1926. In making her recommendation, Dean Martha E. Pollack observed “it is a fitting honor for Professor King, who has had a distinguished career in the field of information and is a former dean of the school that grew out of the program Professor Bishop began many years ago.”

SI Tops $1 Million in Stimulus Funds

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Assistant Professor Paul Edwards is a principal investigator on an interdisciplinary team exploring how virtual organizations can support community Earth system modeling. The focus of the work is key to understanding and addressing critical societal questions about the effects of climate change.

Assistant Professor Steven Johnson’s “Governing Collaborative Science: Cyberinfrastructure, Scale, and Governance in the Networked Ecological Sciences” project (featured on page 6), contributes to NSF goals of broadened and more equitable public participation in science through educational and outreach efforts.

Do You Set Trends?

Research by Assistant Professor Lada Adamic and doctoral student Eytan Bakshy aims to answer an age-old question: How do trends become trends and why do some seemingly promising ones fizzle out?

For example, do friends wear the same style of shoe or see the same movies because they have similar tastes, which is why they become friends in the first place? Or once a friendship is established, do individuals influence each other to adopt like behaviors?

Social scientists don’t know for sure. They’re still trying to understand the role social influence plays in the spreading of trends because the real world doesn’t keep track of how people acquire new interests or preferences. But the virtual world Second Life does.

Adamic and Bakshy took advantage of this unique information to study how “gestures” make their way through this online community. Gestures are code snippets that Second

Life residents must acquire to make motions, such as dancing, waving, or chanting. Roughly half of the gestures the researchers studied made their way through the virtual world, friend by friend.

“We have found that most everyone goes to the store to buy gestures, but it turns out about 50 percent of gesture transfers are between people who have declared themselves friends. The social networks played a major role in the distribution of these assets,” says Adams. The study, an addition to an appointment in SI is an assistant professor in the Department of Electrical Engineering and Computer Science.

Bakshy presented the research to the Association for Computer Machinery’s Conference on Electronic Commerce in Stanford, CA, in July.
The first day she set foot on the University of Michigan campus, she was dressed for success. You can’t go wrong wearing maize and blue.

“Fate meant me to have this job,” C. Olivia Frost says, thinking back as she enters a new chapter in her life as professor emerita of the University of Michigan.

“The assistant dean, Ken Vance, about as avid a Michigan fan as you can imagine, instantly took a liking to me,” she remembers. “The interview went splendidly. I never did become a football fan, but I went to all of Ken Vance’s legendary post-game parties, and he was a great friend and colleague.”

Those who know her can imagine her taking in life at the University of Chicago in 1977, thinking about the consequences of this and that, and then offering a reasoned and measured opinion.

That was Olivia then. That is Olivia now. Always the one who surveys the landscape before acting thoughtfully.

Now, after more than three decades as an educator, researcher, associate dean, and calm influence at the School of Information, Frost has stepped down as an active faculty member. The road from there to here had a few twists and turns.

“Most of my major career moves came about rather fortuitously,” she recalls. “For example, I had four years of experience as an instructor teaching elementary German at the University of Illinois to reluctant freshmen, and after that experience I was not looking forward to teaching again.”

Regardless of what she chose, she was going to be well-prepared. She completed a bachelor’s degree in German literature from Howard University, a master’s degree in German language and literature from the University of Chicago, a master’s in library science from the University of Oregon, and a doctorate in library science from the University of Chicago. Frost also studied for a year at the Freie Universität in Berlin as a Fulbright scholar.

Frost started work on a doctorate in German language and literature after earning her first master’s, but reconsidered while working on a dissertation on medieval German, especially after considering the job prospects. A chance change of scenery sparked another career outlook.

“I stumbled on Library and Information Services accidentally in a casual conversation in of all places, Moscow. After hearing about what librarians do, I gave it some brief reflection and decided that evening that this was the career for me,” she says.

“On completing my doctoral program it was a toss up between three great offers; Michigan won over North Carolina and Columbia because the dean, Russ Bullack, was so persuasive and wrote such a wonderful offer letter. My beloved Aunt Emma was so enthused with the letter that she showed it to all her friends and anyone who happened by. I remember the TV repairman coming by Aunt Emma’s house and having to sit and read the three offer letters and declare that Michigan’s was the best.”

At Michigan, Frost got an early start on her career — literally. “For my first term, I taught four classes that started at 8 a.m. I walked to work every day, about 45 minutes each way, often starting out when it was barely daybreak, but I enjoyed the pearl gold winter light,” she says.

Frost rose through the ranks to full professor, and then took on the added responsibility of associate dean. That breadth of experience was rewarded when she was appointed interim dean of SI in 2006–07.

“Although I’ve spent almost all of my professional career at SI, it’s as if I’ve been at many different places, considering how the School has evolved in that time, and the different faculty and dean roles I’ve had,” she says.

“SI is now an entirely different place from when I joined the faculty, and the changes have been cultural, intellectual, physical, social, and programmatic. The most amazing thing to witness has been the sea change in libraries and library practice and the impact this has had on education for the information profession. I’m proud that SI has been a leader. It’s gratifying to take stock of the evolution of SI into an information school and to have had the opportunity to work on this venture with our founding dean, Dan Atkins.”

Now in retirement, Frost is looking forward to making time for reading, traveling, learning new languages, and polishing her cooking skills. She’ll also lend a hand professionally where needed.

“SI and information education have been a part of my life for so many years that I hope to stay a part of it for many years to come,” she says.

And who knows, maybe she’ll watch a Michigan football game — and raise a toast to Ken Vance.

A Lifetime of Dedication

She chose Michigan.

And hundreds of alumni are grateful for all she did to ensure library science had a strong voice in the digital age.

C. OLIVIA FROST

A Lifetime of Dedication

She chose Michigan.

And hundreds of alumni are grateful for all she did to ensure library science had a strong voice in the digital age.

SIDELIGHT...

C. Olivia Frost and SI students created the online Cultural Heritage Initiative for Community Outreach (CHICO) with the support of the W.K. Kellogg Foundation.

CHICO’s purpose was to celebrate the arts and cultural expressions within and across communities, worldwide. Bradley Taylor (Ph.D.’01), now associate director of the Museum Studies Program at U-M, was a member of the teams of master’s and doctoral students who created CHICO.

Those of us lucky enough to work for her learned from the strong example she set as a researcher and educator,” Taylor says. “Her enthusiastic support of these projects led to my doctoral research in the human response to surrogate images and has greatly influenced my own teaching and ongoing research.”
Alumni librarians Gary E. Strong and Richard Kong graduated decades apart. They share personal thoughts on how their education at SI influences their professional lives and how much things have — and haven’t — changed over the past 40 years.

Gary E. Strong (JMLS ’67)
University Librarian
University of California-Los Angeles

SI: What are the primary differences in librarian education between when you were a student in the 1960s and today?

GARY E. STRONG: In the 1960s, America was at war, there was national upheaval about priorities for the country, and the economy was challenged. On the library education side, I memorized seemingly thousands of reference books by actually handling them and searching for answers to professorial-generated questions. Catalog records were created on 3x5 cards on a typewriter, and reference and book selection courses covered how to build collections and service them. There was a hard focus on public service and social responsibility. Faculty lectured and symposia encouraged attendance and participation.

Today, America is at war (or so it seems), the economy is challenged, and there is a broad-based discussion of national priorities. Library education has shifted away from print and service, to electronic and social networking. Of course, there are still emerging librarians who want to work with people, do reference work, build collections, and change people’s lives, but the course work focuses their attention differently.

Library school faculty were primarily librarians in the ’60s; today librarians and have been joined by information scientists, archivists, among other professions. The scope of exposure has broadened to include employment opportunities beyond traditional libraries.

SI: How should we educate librarians to serve diverse communities?

GES: I learned quickly when I began at Queens [Public Library in New York] that most of our users and potential users did not have a history of using libraries. Many didn’t know what a public library was. By reaching out and bringing them in for cultural and educational programs, bringing their children into the library to supplement their schooling, and by helping them with getting jobs, starting small businesses, figuring out the medical care system, we captured them as customers.

When I look at the profile of entering UCLA freshmen, I see much the same opportunity. Only 35 percent of our freshmen admissions are Caucasian, 21 percent have a language other than English as their first language, and 29 percent have English and another language as their first languages. How we help these students use a large research library with over 8.5 million books and thousands of electronic databases and resources is the core of our challenge. But most important, these students see the library as a key player in their campus life, through exhibits, symposia, programs, etc.

SI: What one program you’ve implemented or directed over your career has changed the greatest number of lives, or had the most profound effect?

GES: This is like asking a father to tell you which of his
children he likes best. I would go back to my time as state librarian of California. The California Literacy Program has to be the most significant for me. Watching public libraries and librarians across California step up and incorporate adult learning into public library services and reaching people who otherwise could not read has been a sustained pleasure. Literally thousands of people’s lives, both learners and tutors, have been changed. It was natural for me to support the adult learning centers within the Queens Library and to support the UCLA Library’s program of Information Literacy and Learning when I came here.

SI: What do you look for when considering a new ALA-accredited graduate for a position?

GES: First and foremost they need to be darned good librarians. Most important is that the candidates know the job being posted and relate their own skills, knowledge, and abilities to match the job. As we have transformed some of our traditional jobs to focus on eLearning and new technologies, candidates sometimes don’t quite believe that we are serious. Underlying these newly defined jobs, however, is the commitment to customer-centered service and user-centric approaches to organizing what we do and how we deliver it.

At Queens, we provided an excellent base of experience in a large urban setting. Within a few years, we saw our Michigan graduates becoming highly competitive, able to take on directorships in small and medium sized libraries back in the Midwest or promoted to positions of leadership with us. It was a joy to find someone committed to bringing library service to children or young adults in a challenging urban environment. These are the kids who will achieve given the right support and direction. I look for the same here at UCLA.

If we can capture the imagination of extremely talented undergraduates and challenge their use of informational and library resources as well as just “Googling,” then we have really set them on the right track.

“Watching public libraries and librarians across California step up and incorporate adult learning into public library services and reaching people who otherwise could not read has been a sustained pleasure.”

Richard Kong (MSI ‘06)
Adult Programming and Technology Coordinator
Skokie (Illinois) Public Library

SI: What do you see as the core values of the MSI program? Have these values proven to be important in your working life?

Richard Kong: I remember sitting in a large auditorium very early on during my time at SI and hearing various faculty members speak about what to expect during our two years in the MSI program. When I think of the overriding values that were most important at SI, I think of George Furnas’ explanation of the Borromean Rings representing “people,” “technology,” and “information.”

The idea that we could have the most impact when we strive to keep those three elements together definitely struck a chord with me and it continues to influence my approach to my current work. That same morning in the auditorium, we also listened to John King sharing how many SI graduates come back to tell him how they are often the ones in their organizations who are looking to explore new ideas.

I think there is an openness to new perspectives at SI and I feel like I’ve brought this to my professional work thus far. I feel that I’ll be brought to both question the way things have traditionally been done in libraries and come up with innovative solutions.

SI: Can you comment on the balance between the focus on technology and service in the SI curriculum when you were here?

RK: There was an obvious interest in and focus on technology at SI. Often it was interwoven into what was being taught in classes, but this emphasis on technology also manifested itself in conversations with other students and observations of what was happening at the University while I was there. I remember the announcement of the University’s partnership with Google was made during my first semester at SI. Immediately there were discussions not only about the technology but also the impact something like Google Books would have on the way people access information. I suppose it all goes back to the Borromean Rings again: How do technology, people, and information affect each other? For me, this question continues to help me think about how they are often the ones in their organizations who are looking to explore new ideas.

SI: What are some of the community-focused programs you work with now of which you’re particularly proud?

RK: If you were to redo your degree program today, what would you do differently?

RK: If I were to redo my degree program today, I would definitely take advantage of the coursework associated with new specializations like community informatics and social computing. I would also try to learn more about web design, which is something I ended up teaching myself after graduating. Really though, I’m satisfied with how SI prepared me for my work so far and I’m especially thankful for the practical work experiences I had during my two years in Ann Arbor. I was fortunate enough to work at both the Ann Arbor District Library and the UM Graduate Library where I learned just as much from my colleagues as I did in my classes at SI.

“Making sure the Library’s community has access to hardware, software, and the Web. The role of public libraries in providing people access to technology has been well-documented and I truly believe that we are in the business of transforming people’s lives through technology. One of the exciting projects I’ve had the privilege of working on lately is the creation of a state-of-the-art digital media lab for our community.

This lab will empower our community members to create digital videos, music, photography, graphic design, and more. We’ll even have cameras and other equipment that people can borrow from the Library. In this day and age when the average citizen can participate in a presidential election by creating and posting a short video on YouTube, it’s important for libraries to be a leader in technology and provide a means for people to learn how to work with digital media projects. I’m very excited about this project precisely because I think it can make a tremendous impact on my local community. If you could go back to SI and redo your degree program today, what would you do differently?”
In the recent economic turbulence, no state has been more buffeted than Michigan. At the School of Information, serving the larger community is central to our mission. We’re doing that on the economic front by nurturing and encouraging entrepreneurial activities among our students and by educating the information professionals who are needed in the knowledge-based economy that will power Michigan’s future.

**IT Start-Ups in Ann Arbor**

Rebuilding an economy from the ground up requires entrepreneurs and energy. Several startups recently founded or co-founded by SI students are good indicators of the level of entrepreneurial energy emerging from the School and the University as a whole.

**Troubadour Mobile**

In spring 2008, three then-MSI students, Hung Truong (MSI ’09), Adan Torres (MSI ’09) and Gaurav Bhatnagar (MSI ’09) won with Troubadour Mobile (troubadourmobile.com), a mobile software startup.

As the name suggests, they focused on software for mobile devices, starting with Apple’s iPhone. They finished their first iPhone application, Let’s Pizza!, at the end of last summer. With this app, an iPhone user can walk down a street, pop open the phone, click on the Let’s Pizza! icon, and get a list of the nearest pizza restaurants, complete with reviews from local patrons.

During this past academic year, the team tapped the expertise of fellow master’s students for help in designing and improving the usability of their next apps — Let’s Meet! and Let’s Vote!

**Geographically aware applications for mobile devices are hot properties.** An August 2008 report from ABI Research predicted revenues of $3.3 billion for the location-based mobile market by 2013.

**Phonagle**

This summer four SI master’s students participating in the RPM10 entrepreneur program took the prize with their mobile game company phonagle. Sponsored by RPM Ventures, RPM10 is a 10-week summer internship program for University of Michigan students with ideas for technology-based start-up companies.

Sergio Mendez-Baiges (MSI ’08), Eric Garcia, Jeremy Canfield, and Benjamin Malley developed outWord, a word game that can be played on an iPhone or iPod Touch using the real world as a game board. With outWord, players can interact with friends, acquaintances, and even strangers all over the globe. The partners released outWord on the Apple iTunes site, the first app of their young company. To learn more, visit phonagle.com.
“It is the broad-based knowledge economy where most of the good-paying job growth is occurring....”

— MichiganFuture Task Force Report

**Olark**

SI Ph.D. candidate Ben Congleton is a member of the group who started Hub.Ja, now known as Olark (olark.com). This application helps build relationships by letting Web site owners chat in real-time with site visitors using a variety of instant messaging software such as iChat, GoogleTalk, AIM, or Jabber.

Web site managers register free with Olark, copy a line of JavaScript code, and paste it into a Web page. The Olark chat bar floats in the lower right-hand corner of the browser window. When a visitor clicks on it, a small chat window launches in the browser, and a message appears in the right-hand margin letting the site manager know a visitor wants to chat.

**Magical Pork**

Magical Pork (magicalpork.com) is a new company begun by Libby Hemphill (Ph.D. ’09) that builds mashup solutions. “Mashup” is a general term for anything digital that’s put together with pieces of other things digital. In this case it’s Web applications that pull data or services from multiple sources.

Magical Pork’s early offerings include SayWhat?, which allows people to monitor what others are saying about any given topic on Twitter. An example of the service is Tweetorology.com, which pulls Twitter postings (tweets) about the weather in any city or ZIP specified.

They’re also about to launch ManyFlyers.com, an online travel site to ease planning for group events such as weddings, reunions, or conferences. The site will search for flights from many origins that arrive at a single destination at about the same time.

**Nurturing the Knowledge Economy**

If entrepreneurs sow the seeds of a new economy, trained professionals are the groundkeepers who keep that economy vibrant. In a knowledge economy, many of these groundkeepers must be information professionals.

In 1881, with the Industrial Age going at full steam, the University of Pennsylvania launched the first collegiate-level business school, the Wharton School of Finance and Commerce. Other universities, including Michigan, eventually followed suit, developing programs to train professionals to manage people and production in an industrial society, and the business school was born.

As the Information Age shifted into high gear, the University of Michigan helped give birth to the knowledge economy, says Jeffrey Mackie-Mason, associate dean for academic affairs at SI.

“The University has made a strategic and growing commitment to offer the best information school in the world,” he says. “This rests on a firm belief that the future of the economy — in southeast Michigan, as well as nationally and globally — depends on making information more user-friendly. The role of such information professionals is essential to the growth of the knowledge economy, says Jeffrey Mackie-Mason, associate dean for academic affairs at SI.

This new CIO’s primary charges—ensuring broad access, increasing efficiency, and maintaining the integrity and security of information—are all part of the change to MSI degree graduates.

They learn how to make organizations more efficient, how to tap the power of social networking tools, how to analyze data for rapid and complex decision making, and how to turn costly, cumbersome paper-based processes into digital systems that are more efficient and user-friendly.

**Treasure Hunters Strike Gold at International CHI Competition**

Debra Lauterbach Tells the Tale

I’ve been a part of many great projects during my time at SI, but our project for the CHI 2009 Student Design Competition was by far the most fun and rewarding. My team (composed of myself, Sang Kah, Amy Kuo, Noah Liebman, and Andrea McVitie) came together in Assistant Professor Mick McQuaid’s “Interface & Interaction Design” class last fall with the goal of entering the competition.

Little did we know then all the adventures that would be in store for us the rest of the year!

The CHI design competition is always a socially conscious one; this year, the challenge was to design an object, interface, system, or service to support using local resources rather than global resources, in a sustainable and environmentally efficient manner. Our team started off with little idea of what part of the problem to focus on, but as luck would have it, an SI connection led us to interview some local thrift store volunteers. From that interview, we instantly knew we had a great niche to study.

We spent the next several weeks doing contextual inquiry to learn more about the issues thrift stores face, and creating personas and scenarios to learn more about potential thrift store shoppers. The focus in SI 682 on doing iterative design from a very systemic perspective really helped us, as we kept refining and reworking our design solution until we were sure we got it right.

In the end, our team’s idea was to create TreasureHunter, an online community that supports the finding and sharing of used goods in the local community. It works by connecting two user groups: the busy consumers who would buy used but lack the time or inclination to find items themselves, and the ‘treasure hunters,’ who spend a lot of time at thrift stores and love the thrill of the hunt. TreasureHunter allows busy consumers to make requests online of the items they’d like to buy, and then it has a mobile version that treasure hunters can use while at a store to look for those requested items and reply right away. Our prototype also included many features to help provide incentives for treasure hunters; the credit for these ideas is largely due to Paul Resnick, our faculty advisor, who was an invaluable help to us.

We also never could have gotten into the CHI competition without the helpful critique from our classmates in SI 682, or the invaluable advice from past CHI finalists including Jackie Corretani, Sean Munson, and Near al-Hassan. Most of all, Professor McQuaid poured a lot of effort into helping us succeed, and for that we are immensely grateful.

Attending the CHI conference in Boston this April was a lot of fun. With five SI teams in the finals, we had a great Michigan presence this year! While the poster session judging was nerve-wracking, the great feedback we received made us confident for the finals. We managed to pull together our final presentation in only a few days, and were elated and grateful for being named first place. It was great to see (Professors Emeriti) Gary and Judy Olson at the finals being the first to congratulate us, along with several SI alumni. This whole experience is one that I will remember for a long time.

Again, congrats to all the other Michigan teams that made it to CHI this year — and I can’t wait to see more SI students representing Michigan at the CHI conference next year!
Few federal government departments touch citizens’ everyday lives as closely as the Federal Trade Commission’s Bureau of Consumer Protection. The agency oversees the regulation of everything from telemarketing calls to fair lending practices to credit cards. And surely few individuals are as well-qualified to protect consumer interests as SI graduate Jamie Hine (MSI ’03).

An information specialist and attorney/advisor to FTC Commissioner Pamela J. Harbour, Hine is one of 350 employees who work on the consumer protection side of the agency. In all, the FTC has approximately 1,100 employees.

With a law degree and a master’s in public policy in addition to his Master of Science in Information degree, he presents a triple threat as he gathers information about producers of bad products, purveyors of questionable financial deals, and a multitude of other malefactors.

“The one best thing about this job is at the end of the day, there are tangible, measurable things that we’ve done to protect consumers,” he says. “We really help consumers, from start to finish.”

Hine and his colleagues have worked on numerous high-profile cases covering mortgage scams and phony work-at-home offers. Federal stimulus dollars have had the unintended consequence of bringing out more scammers.

“The fun thing is that I’ve worked on so many different cases and projects, but the most satisfying is probably the privacy area,” he says.

That’s a broad area, but one that covers everything from medical records and credit card information to how much information someone can gather about people as they surf the Web.

Hine has been influential in drafting guidelines about “e-behavioral” advertising, for example, which covers such things as online advertisers directing advertising toward consumers based on demographic background.

Commissioner Harbour is keenly interested in privacy issues, Hine says, and his expertise in that area helps shape national policy. Essentially he’s putting into practice the skills he picked up at Michigan, and learning the ins and outs of working with representatives of all sides of an issue.

“It’s part of how government works,” he says. “You have to listen to and consider all viewpoints. We at the FTC don’t have all the answers.”

Hine has also been active in the Asia-Pacific Economic Cooperation Group, dealing with cross-border privacy and data transfer regulations to protect individuals. Oddly enough, although the U.S. advocates for strict privacy laws in other nations, the FTC often must rely on state regulations in the absence of federal standards. “But what we do well is enforce those laws,” Hine says.

There’s always work to do because there are always people scheming to cheat and defraud the public. “Unfortunately, we can’t bring cases on behalf of every individual consumer because of resources, but we do bring cases where we see a pattern or practice. We do an awful lot here.”

“That’s what makes it fun.”

“THE ONE BEST THING ABOUT THIS JOB IS AT THE END OF THE DAY, THERE ARE TANGIBLE, MEASURABLE THINGS THAT WE’VE DONE TO PROTECT CONSUMERS.”
Preserving Disney’s Empire, One Artifact at a Time

Of all the places a digital archivist could dream of working, the Walt Disney Company must surely be one of the most — well, magical.

As digital archivist for the Animation Research Library at the Walt Disney Co. in the Los Angeles area, Williams is part of a team charged with archiving the historical artifacts of an entertainment empire. The bits and pieces of history stretch back to the 1920s, when Mickey Mouse was known as Steamboat Willie.

Williams and her colleagues catalog everything from an artist's glass plates used in animations to painted backgrounds and scripts, to just about anything else that was used by the entertainment giant. Not everything is a physical item; there’s also a plethora of born-digital items to account for.

What Williams and her colleagues are doing is creating an in-house database of enormous proportions that encompasses Disney Animation art and artifacts. Some day, no matter what someone needs, tracking it will take only an instant. If someone needs a sequence of animation drawings or a background painting, it should be right where the database says it is.

In other words, someone with an SI background is invaluable at The Mouse House, as insiders call Disney. Williams brings to Disney a skill set enhanced by an SI education that combines the talents of a librarian, a human-computer interaction specialist, and an archivist.

What makes her invaluable to the folks at Disney isn’t just that she can do the work, but that she can pass on what she knows to others while they create their storehouse of everything Disney.

“My mantra is that information in the real world is only at its most valuable state if you can search, retrieve, and reuse it,” she says. “If you can’t accomplish that triad, then your information is not only lost but it becomes orphaned junk. That’s a particularly blunt description, but unfortunately a true reality.”

When she started at Disney, she was a digital archivist for Disney’s online operation. Now she’s part of the Disney Animation Research Library.

Archiving the collections of one of the world’s top entertainment companies gives Williams the opportunity to work on software development, information architecture, taxonomy structures, and process and data flow.

The team’s goal, she says, is to digitize approximately one million items over the next two years. That leaves a mere 58 million to go.

To get a handle on the work, Williams got busy bringing colleagues together virtually to share best practices. With most colleagues split between Florida and California, her ability to streamline processes was an appreciated skill.

“SI really opened my eyes to how technology is so all-embracing, and to really embrace it,” she says. When she was on the job market after graduation, Williams had one thought: “I knew there were people out there who had to hire people like me,” she says. “SI really opened my eyes to how technology is so all-embracing, and to really embrace it.”

And Disney encourages her to do just that.
**Timely Advice from SI Career Specialists**

**Which industries are showing the most stability?**

While certain industries are indicating instability — financial, automotive, real estate development — others are showing stability and even growth! These include government, healthcare, information technology (especially green technology), and energy. Think creatively about how your skills and experience could transfer into these growing industries.

**Good news for MSI grads!** U.S. News & World Report released its picks for the best careers in 2019. Selection was based on such factors as job outlook, average job satisfaction, difficulty of the required training, prestige, and pay. "Library information scientist" and "usability/user experience specialist" were featured.

**In this economy, job postings are down. Any advice?**

In the job search, it is very easy to get caught up in and spend a lot of time scouring job posting sites. It can be all-consuming. While this should be one of the steps you should take in your job search, your activities should be 20 percent looking at Web sites for job postings and 80 percent networking.

There is a whole hidden job market out there that is difficult to tap into without strong networking efforts. People pay a lot of lip service to the concepts of networking and the hidden job market, but now is the time to really pay attention to these buzz words. Networking efforts should be thoughtful and strategic. Take the time to consider how people you know can help you. If you are unsure who is in your network, do some research. Be proactive and use every opportunity to connect to people in your professions of interest (conferences, professional associations, professional journals, past and current supervisors, co-workers in other departments, etc.). Networking works! Eighty-five percent of recent MSI grads report that networking directly led to their job offers.

Plan networking goals — for example, a certain number of connections each week — then track and measure weekly progress. In the long run, it will be time well spent.

**Use unconventional resources to gain an “in” or get a contact to an organization — and make a great impression. For instance, if you see someone from an organization in which you are interested quoted in a publication, send an E-mail or LinkedIn message to that person and ask for an informational interview. This can lead to insider information about potential positions and the application process, and maybe an interview or a job!**

Tell me, does social networking really count? Yes! But be mindful of your professional presence online. Many social networking sites for personal intentions (such as Facebook or MySpace) are NOT where you should be conducting professional networking. LinkedIn is a business-oriented social networking site. Recruiters often tap into LinkedIn to identify qualified talent. Create a strong, professional profile and ask others to make professional recommendations on your page.

Additionally, consider contractual positions, as this is becoming a more common recruiting trend for employers (as it is more economical for them). Many companies partner with reputable, professional staffing/recruitment firms to help identify qualified talent for their organizations. Let everyone know you are looking for a job, and be sure to say what you are looking for. Create your 60-second marketing pitch about what you have done and what you want to do. Reference this Web site for tips on how to develop an effective pitch: www.jobsearchinformation.com/pond/tip37.asp

Give it to me straight. Are my skills critical? Diversified skills and strong transferable skills lead to more resiliency in a tough job market. Emphasize transferable skills, regardless of specialization of industry: communication skills, strong work ethic, teamwork, initiative, analytical skills, computer/technical skills, flexibility/adaptability, interpersonal skills, and problem-solving.

Think about and effectively convey to an employer how these skills can transfer into their organization.

**Why my job is cool**

"I work on a social communication client which is actively used by more than 300 million users around the world. My role is to ‘lead without authority’ as an end-to-end owner of design and implementation of features for the product.

"I work with researchers and designers to brainstorm and bring in the world closer together. My job is to ‘lead without authority’ as an end-to-end owner of design and implementation of features for the product.

"It’s all about service.”

"Service is the only reason why we’re in business," Alford stresses, talking about not only libraries, but any of the information professions that deliver a product to others. “It doesn’t matter if you’re in K-12, public libraries, university or college libraries, or a private corporation. We are indeed in the business of serving users.”

During his career, Alford saw his share of technological revolutions before retiring. He’s also seen some whose developers apparently forgot that people favor less confusion and more ease of use. Toward that end, he encourages the kids of students that SI attracts, in all specializations, to remember the needs of end users.

"You’re not building a service or a collection for yourself,” he reminds you “SI has done a marvelous job bringing into the curriculum a wide variety of fields that are about service to others.”

His advice to students and grads? Listen and communicate, be open to new ways of doing things, and never forget who your “customers” are.

This was especially true when he worked in Queens, New York. The Queens Library system had the highest specializations, to remember the needs of end users.

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This was especially true when he worked in Queens, New York. The Queens Library system had the highest
AIDS database now online

A searchable, online trove of AIDS-related literature gathered by a prominent science writer is now available online, thanks in part to the work of SI students, faculty members, and alumni.

The materials digitized and organized by the School of Information and the University Library include transcripts of government meetings, obscure documents from across the globe, and investigative reports from government agencies, among other items.

The database (spoold.lib.umich.edu/cohenaids) is a digital version of the Jon Cohen AIDS Research Collection. Cohen, a correspondent for Science since 1990, has written extensively about the epidemics for decades. The items in this online archive came from 36 file drawers of raw materials behind his articles and his 2001 book, Shot in the Dark: The Wayward Search for an AIDS Vaccine.

Cohen sees the new Web site as a resource for anyone interested in HIV/AIDS, such as those infected with HIV, as well as journalists, policymakers, lawyers, academics, and non-governmental organizations.

“The files have proven to be a terrific, unique resource for me, and I think many people could benefit from them,” Cohen says. “There also are loads of historical documents that may interest people in the future. Many of these documents would be extremely difficult to obtain elsewhere.

“I have extensive documentation of investigations of alleged wrongdoing, old brochures from drug makers, reports from stock analysts that hilariously attempt to predict which vaccine will make it to market first, as well as many scientific papers and newspaper articles.”

For 70 percent of the records, the University obtained copyright permission to display the actual documents to the general public. In the other 30 percent of cases, general public users can see only a citation. Users from within U-M and other universities will have access to a higher percentage of the documents through subscriptions held by the institutions.

“The University of Michigan Library is proud to play a role in bringing this important collection online, and in particular, to have done so in collaboration with the School of Information. The library’s commitment to long-term access will ensure its availability into the future,” said John Willen, director of Academic Computing Services and School of Information, in an email to the collection organizers.

The archive project, funded by a grant from the John D. Evans Foundation with additional support from the School of Information, began in May 2007. It was initially under the direction of School of Information Professor Emeritus Gary M. Olson. Doctoral student Dharma Akmon (MSI ’05) served as project manager responsible for organizing the collection and securing the copyright permissions.
A Little Something in Common …

Three alumni share something special — their employer. All work for the University of Michigan School of Information.

Joel Scheuher (MILS ’97) is a senior information scientist at General Motors in Detroit.

“What SI students learn about online learning environment. My job is to help the professors design courses and tailor degree programs here to tailor courses to meet the needs of diverse learners.”

Seth Turner (MILS ’07)

Instructional Designer, Saint Joseph’s University

Why my job is cool

"I work as an instructional designer at Saint Joseph’s University, where I work with faculty to design courses for online learning. I get to work with a diverse range of clients and projects, from undergraduate to graduate courses."
Prathibha Bhaskaran received her master’s degree this past spring with a specialization in human-computer interaction. On hand at the ceremony in Mendelsohn Theatre were her mother Premila and her father Prom.

Mark A. Bard (MSI ‘06), 26, died Sept. 11, 2009 as a result of injuries suffered when he was struck by a drunken driver in Alexandria, VA, on Oct. 1, 2007. At the time of the accident, he was working as an information technology policy analyst for the American Library Association in Washington. He passed away in a hospital near his home in Fannville, MI.

Malisa Lewis (MSI ‘09) is an archives technician at the National Archives and Records Administration. malisa.lewis@gmail.com

Angélique Richardson (MSI ‘09) is a project archivist at Winthrop Group, Inc., in Morton Grove, IL. angelique.richardson@gmail.com

Lance Stuchell (MSI ‘09) is a digital preservation projects coordinator at the University of Michigan. lstuch@umich.edu

Alison Trulock (MSI ‘09) is busy keeping the U.S. House of Representatives up to date while serving as a research assistant. amtrulock@gmail.com

Alexis Zirpoli (MSI ‘09) is a librarian for the Internal Revenue Service Chief Counsel Library in Washington, D.C. alexis.zirpoli@irsconnsel.traes.gov

IN MEMORIAM

Paul Wasserman (Ph.D. ’61) was founding dean in 1963 of what is now the College of Informa- tion Studies at the University of Maryland. He died at age 85 on May 9, 2009, in College Park, Maryland. He devoted his life to the education of others and was a faculty of the University of Maryland until his retirement in 1995, although he continued to teach occasion- ally until 2005. In addition to his doctorate, he held a bachelor’s degree from City College of New York and two master’s degrees in library science and economics from Columbia University. He was highly regarded internationally for his commitment to improving librarians- in developing countries. He contributed to projects in more than two dozen countries and worked with numerous governmental and nongovernmental aid agencies to improve library services worldwide. Dr. Wasserman was considered a visionary by his colleagues for his view that library studies should be multidisciplinary and also incorpo- rate rapidly evolving technology. The Maryland master’s program was among the first to require a course in technology for library students. His first faculty hire included an engineer, a physicist, and an industrial- istic psychologist. He is survived by his widow, Kristyna, a son and a daughter, six grandchildren, and three great-grandchildren.

Lucia Skeman (AML ’73) died July 22, 2009, at age 87 in Ann Arbor. At age 46 she took her first college class at the newly opened Washt- enaw Community College. She was a librarian at the Washtenaw Intermediate School District until her retirement.

Stacey Donahue (MLS ’93), 57, died Sept. 2, 2009, in Ann Arbor of amyotrophic lateral sclerosis (commonly called Lou Gehrig’s disease). She received her bach- elor’s degree from Queens College of the City University of New York, and a master’s in science educa- tion from New York University. Before coming to Michigan in 1988, she taught in New York City and Maine. She worked as a computer systems analyst at U-M for 14 years. She returned to her passion for teaching in 2004. She is survived by her husband Kevin, a daughter, and her sister. The family suggests that memorials be made to www-wal- softhineman.org in Mrs. Donahue’s memory.

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It's Time to Nominate!

The SI Alumni Society seeks nominations to honor three alumni who have distinguished themselves in and made noteworthy contributions to the information professions.

You may nominate someone for the Distinguished Alumni Award (at least 25 years of service); the Alumni Achievement Award (at least 15 years of service), and the Alumni Early Achievement Award (up to 15 years of service).

Alumni, faculty, and professional colleagues may nominate. Include a short statement with your reasons for the nomination. Recipients will receive a certificate and recognition on a plaque in the School. Awards will be made during the 2010-11 academic year; nominations are due Jan. 29, 2010.

Send nominations to:
Kelly Roan
304 West Hall
1085 S. University Ave.
Ann Arbor, 48109-1107

Questions? Contact her at kkryzan@umich.edu or (734) 763-2281.

All Hail the Class of 2011

Entering students get a quick introduction to working in groups at fall orientation. This year, 157 students composed the entering class of the Master of Science in Information program and participated in two days of sessions geared toward learning what SI is like from the inside. Second-year master's students led the newbies in various exercises that exposed them to what group work would be like in their Foundations courses. In short, they got a lesson in getting down the "grad school thoughtful look" that comes when they make sense of numerous readings. Of course, the exercises also gave the students the opportunity to meet each other and share stories about themselves.

Above left: Kristen Kogachi, Morgan Keys, and Lauren Chen

Left: Ryan Burton