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Interface Newsletter

School of Information Sciences

Fall 2004

Interface, Fall 2004

School of Information Sciences

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Interface

National Leadership Grant Awarded to School

THE SCHOOL OF INFORMATION SCIENCES has been awarded a \$446,988 grant from the federal Institute of Museum and Library Services (IMLS) to provide models to help librarians maximize their use of data on the use of electronic resources.

Dr. Carol Tenopir, the principal investigator on the three-year grant, will work with Gayle Baker and SIS graduate Eleanor Read of UT Libraries, Donald W. King, at the University of Pittsburgh, and SIS students to help librarians compare different ways of collecting data about how their users use electronic resources. Along with analyzing data collections, they will examine levels and techniques of usage log data analysis and surveys.

The Centre for Information Behaviour and the Evaluation of Research (CIBER) of the University College London will analyze the usage log data, which will then be available from the OhioLink multi-library consortium and the University of Tennessee. Tenopir and her team will measure the costs and benefits of each method studied.

“National Leadership Grants of IMLS help museums and libraries excel as learning institutions that support the needs of a nation of learners,” said Robert Martin, director of IMLS. “The grants we make today reflect an understanding of current issues in the library field and suggest creative solutions through the application of technology, creative collaboration, data collection, and projects seeking a better understanding of the informational needs of library users.”

National Leadership Grant projects provide creative solutions to issues of national importance and provide leadership for other organizations to emulate.

“Carol Tenopir clearly has her finger on the pulse of information science scholarship. She is not only an accomplished researcher but an exemplary teacher, a thoughtful mentor, and a generous contributor to the growing field of information and library sciences,” says Doug Raber, interim director of SIS.



INSTITUTE of
MUSEUM
and LIBRARY
SERVICES



Douglas Raber,
Interim Director

The vitality of the School of Information Sciences and the variety of activities that engage our faculty, staff, and students have never been more evident.

Faculty are involved in cutting-edge research and students are presenting papers at national and international conferences. Alumni continue to achieve excellence also.

This year, we established a partnership with Makerere University in Uganda. We look forward to more international connections. This issue of *Interface* will bring you up-to-date.

What's Going on at SIS?

Drs. Raber and Albright Visit Uganda

SIS forges agreement with Makerere University

Gantos Honors Center's Anniversary

Author Jack Gantos brings storytelling and humor to help CCYAL celebrate 5th Anniversary



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Editor's Desk



Joel Southern

SIS in Print

Since April 2002, the School has partnered with the *Knoxville News-Sentinel* to publish a column called "Net-working." Originally published monthly, the column now runs every fifth Monday on the front page of the Technology Section and discusses the Internet, related technologies, applications and tools for users, and its impact on society.

We rely on alumni and students to submit articles, so let me know if you are interested in seeing your name in print! A list of the past 24 articles published is available at www.sis.utk.edu/alumni/newssentinel.

1st Spectrum Scholarship Awarded

An incoming student and adult services librarian from Memphis is the recipient of the first ALA Spectrum Scholarship to be awarded to a Tennessean.

Interface

Interface is published twice yearly by the School of Information Sciences at the University of Tennessee Knoxville.

We encourage you to keep in touch with the School and send us news items, photos, or articles about your role in the wider profession. We welcome your suggestions!

Joel Southern, Editor, Writer, Designer
Dr. Doug Raber, Interim Director

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Doris Dixon

Doris Dixon has a master's degree in history from the University of Michigan and wants to develop innovative approaches to library services with a focus on African-American studies.

SIS Student Awarded Distinguished Summit Scholarship — Again



Ann Clapp (left) celebrates after being awarded the Dialog Company's Summit Award. Dr. Carol Tenopir (center) and past award recipient Rachel Kirk join in.

For the third time in six years, a SIS graduate student has been awarded the Dialog company's Roger K. Summit Scholarship. The \$5,000 award is named in honor of the founder and current chairman emeritus of Dialog and was announced during a ceremony at the 94th annual Special Libraries Association conference last spring in Nashville.

Ann Clapp graduated in 2004 from the School's distance education program and also received the School's Academic Achievement Award.

Clapp is an advocate for the Tennessee Electronic Library, which provides online educational and research services to libraries across the state. While a student, she visited state legislators to lobby for funding during Tennessee's Library Legislative Day. She currently works at Brentwood Public Library as the circulation supervisor.

The Spectrum Initiative is ALA's national diversity and recruitment effort designed to address under representation of critically needed minority librarians.

"Ann did a great job at UT, and her passion for the Tennessee Electronic Library is impressive. We have no doubt that she will continue to make a real contribution to Tennessee and librarianship as her career progresses," said Libby Trudell, Dialog senior vice-president of information professional development. Former SIS graduate students Rachel Kirk and Michelle McGinnis have won the scholarship previously.

Hyder Awarded Scholarship, Challenges Experts

Sara Lynn Hyder was honored at ALA's annual conference last summer as the 2003 recipient of the Century Scholarship presented by the Association of Specialized and Cooperative Library Agencies (ASCLA), a division of ALA.



Sara Hyder in London

The Century Scholarship is a diversity initiative aimed at promoting ALA's mission of improving service at the local level through the development of a workforce that reflects the communities served by 21st Century libraries.

"Ms. Hyder is an exemplary role model in her scholarly achievement, community involvement and advocacy on disability issues," stated scholarship chair Elizabeth Ridler.

In her acceptance speech, Hyder encouraged librarians to "Never assume that someone is not hurting or ill or fighting alongside someone who is. We as information specialists have a professional and personal obligation to never assume a person's condition, to see beyond any limitations, and to continue the fight to provide access for all."

Hyder's history of disability awareness advocacy and strong career goals in librarianship confirms her commitment to help enable diversity recruitment of librarians with disabilities.

Garnering international attention, Hyder traveled to England this fall to present a paper at the Association of Internet Researchers 5th Annual Conference.

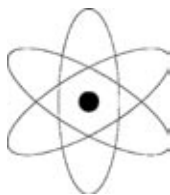
Inspired by Dr. Kendra Albright's Information Society Seminar last spring, Hyder argued that the criteria used by developed nations and international organizations to measure information's effect on societies are inadequate. Their efforts to avoid subjective considerations has created, in effect, a political measuring system that doesn't consider cultural and political biases, she said.

Hyder attempted to show that current information society measurements position advanced capitalistic nation-states at the top of world development models, leaving developing nations further behind on the scale of global influence. She showed that "advanced capitalistic societies relentlessly inundate developing nations and cultures with the ideologies and values that favor information and communication technologies, growth, and consumption."

"Sara took this idea—which wasn't her primary research interest—and ran with it. She is an amazing student. She has a solid and informed base of knowledge that is really exemplary," says Dr. Albright.

Students Track Nuclear Materials

America's homeland is more secure thanks to the research skills of five pioneering graduate students in UT's School of Information Sciences. The students teamed up last spring in Dr. Kendra Albright's Business Intelligence course to identify the production of nuclear facilities worldwide that produce radionuclides—the key ingredients required to assemble a radiological dispersal device or "dirty bomb."



Thanks to Albright's experience and connections, the student's research is being used in America's intelligence community to refine their tracking mechanisms. Plus, the students will find a larger audience for their research when they present their findings at the 6th International Conference on Grey Literature in New York City this December.

Information Sciences graduate students participating in the culminating project include Jim Carman, Althea

Creel, Steven Milewski, James Staub, and Angela Woofter.

An article detailing their accomplishments will be published in the *Tennessee Alumnus* magazine next spring.

"Special" Librarian Visits Students

Alumna Michele McGinnis (SIS M.S. 2000) visited the School in October for a brown bag lunch and open discussion with students. As the personal research librarian for Kevin Kelly, the founder and editor-at-large of *Wired* magazine, Michele shared how her path led to such an interesting position as Kelly's "special" librarian. The "New Breed Librarian" wrote a profile of Michele that can be read at: <http://www.newbreedlibrarian.org/archives/02.02.apr2002/interview.html>.

Students Tour Libraries

Student associations have been active this year visiting special libraries around the region. So far, they have visited the Knox County Archives and the Knox County Records Management Center, UT's Municipal Technical Advisory Service (MTAS), and the Blount County Public Library.

New Director Sought for SIS

The School is actively recruiting applications and nominations for a new director. We are seeking a leader with a demonstrated record of scholarship and a commitment to educational innovation and academic excellence.

See <http://www.sis.utk.edu/newsArchive/director> for more.

Moving On

Senior Secretary Nichele Johnston has left SIS to be a webmaster for the American Association for the Advancement of Science in Washington, D.C. Nichele provided office support for the School since November 2002. While working, she earned an associate of occupational science in Web development degree at Fountainhead College of Technology taking night classes.



Nichele Johnston

Incoming Class

By Tanya Arnold,
Coordinator of Student Services

This fall 78 students joined our School student body. The class was almost evenly divided among on-campus and distance education (DE) students, though interest in the DE program is rising.



Tanya Arnold

Nearly 40 percent of the new students have a graduate degree and have worked in a range of disciplines. Here are some statistics that may interest. Over half of these students are Tennessee residents, but only 18 reside in Knoxville. The School also attracted students from Virginia (12), Georgia (3), West Virginia (3), and one student each from Alabama, Indiana, Minnesota, North Carolina, Ohio, and New Mexico. This year's class also included a student from China.

Females have consistently outnumbered, and this year's group is no different. Seventy-five percent of students are female, and the medium age of all students remains around 33 years old. Our youngest student is 22 this year, while our oldest student is 60.

The School's applicant pool is increasingly competitive, and this year's students have an average undergraduate grade point average of 3.4. Thirty-one of the students accepted had previous graduate degrees with an average graduate GPA of 3.6.

Interest in traditional librarianship remains strong. Given their previous professional experiences, it is not surprising that many new students have a substantive career focus. New students have almost equal interests in public, academic, and school libraries.

Faculty News

Kendra Albright Connects HIV/AIDS Policies—Prevalence

Dr. Kendra Albright had two roles at the American Society for Information Science and Technology (ASIST) annual conference in November. She was a panelist in a workshop on Social Informatics, and she also presented a paper entitled, “The Role of Information in Uganda’s Reduction of HIV/AIDS Prevalence: The Rakai Project and World Vision Cases.” Ph.D. student Dick Kawooya was the second author.



In December, Dr. Albright will present a paper at the AIDS in Culture conference in Mexico City. Her paper is entitled “A Comparative Study of National HIV/AIDS Information Policies.”

Suzie Allard Sharpens Pen



Dr. Suzie Allard has kept busy this year pursuing her research areas—the communication of health information and digital libraries.

She was the principal investigator on a National Institute of Mental Health-funded study “Targeting Mass Media Campaigns for HIV Prevention: Processing Messages.” She and her graduate student team interviewed nearly 150 young adults to explore how they react to HIV/AIDS prevention messages they see on television, and how they share these messages with other individuals in their social network.

This study provides a better understanding of the effectiveness of specific message components and how mass media HIV prevention messages are shared within social groups.

Dr. Allard co-authored another article related to communicating health information, entitled “From two-step flow to the Internet: The changing array of sources for

genetics information seeking” in a recent issue of the *Journal of the American Society of Information Science and Technology*.

In the digital library arena, Allard has been active on several fronts. In June, she co-chaired the Seventh International Symposium on Electronic Theses and Dissertations. In addition to her duties as chair, Dr. Allard made a presentation about her work entitled “Informed Creation: The Role of ETDs (electronic theses and dissertations) in the Preservation of Digitally Born Documents.”

She also presented a paper at the Joint ACM/IEEE Conference on Digital Libraries. Her research interests on the role of communication channels on the diffusion of digital library technologies resulted in a book chapter in *The ETD Sourcebook: Theses and Dissertations in the Electronic Age*.

SIS Welcomes Dr. Mehra

Dr. Bharat Mehra comes to SIS from the University of Illinois at Urbana-Champaign (UIUC), where he received his Ph.D. in Library and Information Science and his master’s degrees in South Asian and Middle Eastern Studies and Landscape Architecture. An underlying theme in his graduate education has been acknowledgement of cultural and behavioral issues in the design and implementation of community-based services in a context of social equity and social justice.



Bharat Mehra

Mehra has also been involved in community building and community development in LIS education, especially to meet the needs of minority and disadvantaged users. Mehra has studied the effects of technology on various ethnic and “marginalized” cultures of “difference.”

Some under-served populations that have played significant roles in sharpening Mehra’s research and teaching include: local African-American women in the context of health information and services; low-income individuals at the PrairieNet Community Center in East-Central

Illinois for technology training and building culturally relevant online content; sexual minorities and their use of online resources for action-oriented change in their everyday lives; the Puerto Ricans in Chicago’s Paseo Boricua neighborhood for developing a community library as a symbol of cultural identity; residents of East St. Louis and their involvement in service-learning and participatory design efforts to build the physical, cultural, and information-related fabric of the city; and, international teaching assistants at UIUC and their “glocal” use of the Internet to fulfill ‘diasporic’ needs.

Mehra has co-authored refereed journal articles and book chapters on such topics as user-centered methodologies for information seeking and use, socially grounded user studies in digital library development, educational collaboratories as a socio-technical system, service learning in LIS education, participatory action research and digital library evaluation, and social and digital technologies to address the digital divide.

Mehra is excited to join SIS and hopes to strengthen school ties with local community organizations and networks of disadvantaged populations within and beyond the university to meet their information-related needs. Mehra will teach a course on Race, Gender, and Sexuality in the Information Professions during spring term.

Doug Raber Goes Global

Dr. Douglas Raber played a major role in negotiating and writing the Memorandum of Understanding that established a formal partnership between SIS and the EASLIS at Makerere University. His paper, “Is Universal Service a Universal Right: A Rawlsian Approach to Universal Service” appeared in *Information Ethics in the Electronic Age: Current Issues in Africa and the World*, edited by Tom Mendina and Johannes J. Britz.

In October, he presented the paper “Librarianship and Locations of Moral Choice” at the LRRT-sponsored Library Research Seminar III in Kansas City. He was recently appointed to chair the Policy

Faculty News continues on page 9

Learning from each other

By Janet Drumheller, President, SIS Alumni Board

I vividly remember the first professional conference I attended. It was a Tennessee Library Association meeting in Chattanooga back in the late 70s. I received a piece of advice at that meeting that comes back to me every time I take the time to attend a meeting of librarians.



Janet Drumheller

An old hand in the library field told me that I would always learn more from talking with my colleagues from all types of libraries than I would ever learn in a formal conference session. It is so easy to focus on our small corner of the library world that we sometimes forget how much we can learn from each other. Whether you are a public librarian like me, or whether you work in a business,

academic, K-12, or other setting, all librarians have similar challenges and frustrations, successes, and joys.

The School's Alumni Association exists to support the programs of the School and to promote professional and social interaction among its alumni. Last year the association sponsored two programs, which gave our alumni and friends opportunities to network and socialize.

The SIS Alumni & Friends Day was held on June 12 and focused on library advocacy. Judith Gibbons from ALA's Advocacy Committee gave the keynote address and other speakers and breakout sessions completed the day's activities.

On September 26, the second annual Homecoming Brunch was a spirited and fun social event.

The Alumni Board is now busy planning next year's programs and we would like your input. I invite each of you to visit the Alumni Association's Web page at www.sis.utk.edu/alumni and

read about recent activities. Please take the time to join our discussion listserv, update your personal and professional information in the Online Directory and volunteer to be a mentor for a SIS student. Please read about the scholarships sponsored by the School and remember them when you are thinking about your own charitable giving.

Speaking for every member of the SIS Alumni Board, we all hope to see you at one of our events in 2005.

Welcome New Alumni Board

The SIS Alumni Board would like to thank the nearly 70 graduates who took time to nominate a candidate and vote in our last election. Our newest members-at-large are Chrissie Anderson Peters and Tom Whisman.

President: Janet Drumheller

President-Elect: Margaret Casado

Secretary: Pat Thompson

Past-President: Thura Mack

Members-at-large:

Lexa Hooten, Jane Row, Ed Sullivan, Chrissie Peters, Tom Whisman



THE Center for Children's & Young Adult Literature

Celebrates 5th Anniversary



The Center for Children's and Young Adult Literature celebrated its 5th year by welcoming one of America's most entertaining and successful speakers of children's literature. On September 23, Jack Gantos spoke to some 300 people at UT's University Center.

To say that Gantos is energetic is an understatement. Enchanting, driven, and with a backdrop of storybook characters, Gantos wowed the group with candid antics about his own childhood, drawing connections to characters in his books.

Dr. Jinx Watson, who invited Gantos

to speak, says that "What is so magical about Jack Gantos is the way that he writes about the inner and outer life of the child in such authentic ways. He captures the hearts and minds of both kids and the adults who keep themselves surrounded by kids!"

Gantos' stories are "real" in that they speak of mischief-making, boundary-breaking, and about the thrills and heartbreaks of being a young person. He encouraged the audience to keep a journal and track the wonderful and bizarre events in our lives, saying that his stories

grow out of careful attention to the weird and overlooked aspects of his own life.

He is the author of the Jack Henry Books, the Joey Pigza Books, the Rotten Ralph Rotten Readers, *Heads or Tails: Stories from the Sixth Grade* (1994), *Jack's New Power: Stories from a Caribbean Year* (1995), *Desire Lines* (1997), *Jack's Black Book* (1997), and his award winning memoir, *A Hole in My Life* (2002).

UT Libraries, SIS, and others created the Center. For more information, visit <http://www.lib.utk.edu/refs/ccyal>.

UT SIS & MAKERERE UNIVERSITY FORGE TIES

SIS is extending its reach—globally. Drs. Albright and Raber, along with Ph.D. student Dick Kawooya traveled to Kampala, Uganda this past September to visit the East African School of Library and Information Sciences (EASLIS) at Makerere University and to sign a three-year Memorandum of Understanding that establishes formal cooperative ties between the two schools.

Why Uganda? Why now? The University of Tennessee has launched an International and Intercultural Awareness Initiative to increase the global competency of faculty and to help students think more broadly about their place in today's pluralistic world. The School's agreement with Makerere (pronounced Makerry) University reinforces SIS' role in the international arena.

The research component of the agreement will encourage the faculties of EASLIS and SIS to collaborate on research examining the role of information and information agencies in Uganda's successful efforts to prevent the spread of HIV/AIDS. Also central to the partnership is the mutual exploration of curriculum development and distance education. While both schools face the task of educating increasing numbers of students who, for a variety of reasons, cannot attend classes on campus, EASLIS has the potential of reaching out beyond Uganda's borders to serve the information needs of professionals throughout Africa.

Both schools share a mutual obligation to share expertise in their communities, particularly in the areas of national and international information policy. Both schools are also committed to protecting intellectual property and fair use, such as traditional knowledge and folklore, while also attracting investment and thus wealth for their countries.



Dr. Doug Raber shakes hands with the vice-chancellor of Makerere University Dr. Livinstone Luboobi at the official signing ceremony, while EASLIS director Dr. Kigongo Bukonya and Dr. Kendra Albright look on.

“Uganda is the only developing country to reduce its infection rates of AIDS... it is the perfect test bed to learn how information has contributed to the declining AIDS rate.”

— Dr. Kendra Albright

The agreement specifically seeks to contribute to a greater understanding of the World Intellectual Property Organization's (WIPO) intellectual property regime; to contribute to informed property agreements; and to contribute to the development of intellectual property legislation in Uganda.

Finally, a major goal of the collaboration is to provide the basis for seeking external funding from governments and organizations, especially foundation grants that support the research agenda between the schools.

While promoting the exchange of knowledge and experiences that strengthen the educational and research goals of both schools, the partnership also reflects the growing but fundamental need for librarians to have skills and

experiences in multicultural environments. The Memorandum was signed by Vice-Chancellor Dr. Anne Mayhew and Dr. Doug Raber of UT and EASLIS director Kigongo Bukonya and Makerere University Vice-Chancellor Livinstone Luboobi.

Once On the Ground

Michael Gonzales, the U.S. State Department's deputy public affairs officer for the U.S. Embassy attended the signing ceremony, along with dignitaries from Makerere University. The agreement opens opportunities for faculty and student exchanges and promotes a growing trend in library education towards global LIS literacy. The theme of this year's annual ALISE (Association for Library and Information Science Education) conference, for example, is LIS Education in a Global Context, where Drs. Albright and Raber will present a paper on “Preparing Students for the International Information Society: Studying the Global Context in LIS.”

While at Makerere University, Drs. Albright and Raber presented workshops on UT's distance education (DE)



East African School of Library & Information Science

program and discussed the possibility of using DE technologies to help in faculty and student exchanges. Dr. Albright



Dr. Kendra Albright presenting workshop at EASLIS on international HIV/AIDS policy.

presented workshops on international HIV/AIDS information policy, while Dr. Raber taught workshops on intellectual property and fair use. Notably, Dr. Raber's workshops were attended by a member of the Ugandan Parliament, the Honorable Jacob L. Oulanyah, chair of the Legal and Parliamentary Affairs Committee, and staff members from the Uganda Law Reform Project. Dr. Albright's workshop drew members from Uganda's AIDS Commission.

From Knoxville to Kampala

Do Africa and other developing countries get left behind when it comes to information and communication technologies and its effects? That is the question that has driven Dr. Albright's research for more than a decade and which is reflected in her doctoral dissertation. With Kawooya's help, Albright is examining how the *flow* of information in Uganda has helped it become the most successful developing country to reduce the prevalence rates of HIV/AIDS. Partly due to this sub-Saharan country's formal policies on HIV/AIDS, Uganda's infection rates dropped from an estimated 36 percent in 1995 to nearly 4 percent in 2003.

The past two summers, Dr. Albright has been awarded two SARIF (scholarly activities research incentive fund) grants from UT to support her to design an information model that maps the types of information that might contribute to behavior changes and the subsequent reduction in HIV/AIDS infection. During both summers, Dick Kawooya traveled to his homeland and interviewed over 300 organizations about their role in disseminating information within and between

entities in Uganda who have some role in transmitting HIV/AIDS information.

Albright and Kawooya are hoping their recent grant proposal to the National Institutes of Health (NIH) will give them a chance to establish large-scale research projects to better understand the flow of information and its role in reducing HIV/AIDS infections worldwide. They have identified foundation grants that support their research and believe that the formal agreement between the schools will help endorse their proposals.

Uganda Comes to Tennessee

Dick Kawooya's first introduction to SIS came indirectly when he contacted SIS alumnus Dr. Wallace Koehler (M.S. SIS 1997) about his paper on Web persistence in JASIST, the *Journal of the American Society for Information Science and Technology*. In 1999 while a student at EASLIS, Dick was elected editor of the Uganda Library Association (ULA), where he worked to establish international relationships. When he helped organize Uganda's 1st annual library and information science conference, he invited Dr. Koehler to present the keynote address.

After obtaining his Bachelor's degree in LIS, Kawooya attended the Valdosta State graduate library program—where Koehler is director—and earned his master's degree in 2002.

Koehler's mutual respect for Kawooya's research goals and for the University of Tennessee led him to contact Dr. Carol Tenopir about doctoral opportunities for Kawooya. Beginning fall term 2002, Kawooya began the doctoral program at SIS and has quickly proven to be an excellent teacher and scholar.

"He has managed to make bridges and connections between people that has been absolutely phenomenal. His whole

approach and demeanor is diplomatic. He is a good ambassador for the people of Uganda, as well as a good ambassador for the U.S. when he is in Uganda," says his adviser Dr. Albright. "He is a great facilitator and host, and if it weren't for Dick, we wouldn't have this agreement with Makerere. Uganda is the perfect test bed to learn how information has contributed to the declining AIDS rate."

Back to Africa

While editor of ULA, Kawooya also helped establish and then directed an internship program that paired library school students with agencies to provide records and information management expertise.

ULA officers, along with Kawooya, contacted people in corporate, non-governmental, and public service settings and surveyed them to learn their information needs. His team then recruited students to join ULA with the understanding that they would be given an internship in an organization that best matched their research interests.

The internship program—while an outstanding success—put Kawooya in a position to link organizations and coordinate training workshops using national experts. He was in a perfect position to identify experts because of ULA's surveys and with his knowledge of school faculty.

In Uganda, every organization, including libraries, has an "information resource center," which is managed by an information officer.

According to Kawooya, these information officers have one of the most important jobs in the country. They coordinate all information activities within an organization and are also in charge of publications, public relations, and records management.

The future of Ugandan business and government look to their national university—Makerere—and the library and information science school in particular, to meet their diverse information needs.



—Joel Southern



Dick Kawooya settles in on the plane in route to Kampala, Uganda.

By Joel Southern

In 1970, University of Tennessee President Andy Holt invited Suresh Ponnappa to study at UT during a visit to Bangalore, India, which honored the university's faculty exchange program. Ponnappa graduated literally at the top of his class that year and was awarded five gold medals for, among other things, obtaining the all-time record in cumulative grade points obtained at the university. For this, Ponnappa joined Holt at a celebration dinner. But it was because Holt liked what he saw in the young Indian scholar that prompted him to offer Ponnappa a full scholarship to UT to pursue graduate work.

"But my father wouldn't let me go to the U.S. without being married," says Ponnappa, who forewent the scholarship to pursue a post graduate degree in mass communications and, yes, got married.

Ponnappa, along with his new wife Latha, came to Knoxville in 1976 to pursue a master's degree in Agriculture Extension and a Ph.D. in instructional technology.

"I wanted to teach informally and be involved in research," says Ponnappa. He got a job as a circulation clerk at Hodges Library and soon after took a couple of classes at the graduate "library school." With founding director Gary Purcell as his advisor and mentor, Ponnappa got hooked on librarianship and abandoned his Ph.D. path.

Ponnappa earned his master's degree in information sciences in 1984 and became a tenured professor at UT Libraries where he coordinated Interlibrary Services and Distance Education. In 1994, Ponnappa became head of the Agriculture-Veterinary Medicine Library until 1998.

Ponnappa soon built a reputation as an advocate for using advanced technologies. In the early 1990s before the World Wide Web had been launched, he helped

Suresh Ponnappa: Librarian on a Mission



Suresh instructs nursing faculty at Salahaddin University in Erbil, Iraq.

establish the East Tennessee Online Users Group, which provided trainings to working professionals.

He taught users how to employ the tools of the budding Internet: Gopher, File Transfer Protocol (FTP), and the Internet text browser of choice: Lynx.

"I have always believed in using emerging technologies to help people rather than using technologies just because they are available," says Ponnappa.

As an adjunct instructor at SIS in the early 1990s, he taught the government publications course. He required students to join the Govdoc-L listserv to witness firsthand the issues that concern practicing professionals. The list moderator, Diane Kovac of Kent State University, later told Ponnappa at an ALA conference that he was the first instructor to use this emerging technology in the classroom.

He also planned and developed the first Web site for the Tennessee Library Association (TLA) in the mid 1990s, some years before becoming its president. As Ponnappa sifted through volumes of potential content for the professional association site, he consulted with his former professor Dr. Bill Robinson of the School of Information Sciences.

"What stands out to me about Ponnappa is how adaptable he is," Robinson says. "I've been impressed with Ponnappa's ability to manage so many

responsibilities—from public service work to the inter-library loan managerial responsibilities, to administrative functions—and do it so well. I have never heard him complain. He is always poised and cheerful. It was a great loss to UT when he left."

Today, Ponnappa directs the Quillen College of Medicine Library at East Tennessee State University in Johnson City.

UT's administrators may miss Ponnappa, though ETSU's top brass have embraced him. Dr. Phil Bagnell, associate dean of the Quillen College of Medicine, credits Ponnappa with "assuming increasing responsibilities for the information technology sectors of our college and university—from the beginning." He often leads discussions among the university's technology officers, for example, where his passion for integrating telecommunications with the medical college's library portal and outreach agenda leaves some reeling to catch up.

"I have always believed in using emerging technologies to help people rather than using technologies just because they are available."

"Ponnappa has this inner urge to stay on the cutting-edge in many areas of technology," says former coworker and SIS graduate Linda Behrend (SIS M.S. 1989).

In the Line of Duty

At the request of the U.S. State Department, the Kellogg Community Partnerships at the Quillen College of Medicine initiated collaboration in 2002 with three medical schools in the Kurdish region of northern Iraq to improve health care there.

Amidst a war-torn landscape, Ponnappa traveled to northern Iraq last December to consult with the deans at three medical schools in northern Iraq. Saddam Hussein's regime poisoned the Kurds in the early 1980s, causing a widespread public health and environmental catastrophe. This legacy continues to plague the Kurds, which is one reason Ponnappa—a minority citizen himself—feels an urgency to help Iraqi doctors access leading medical information.

Ponnappa installed medical resources onto computers, then showed Iraqi doctors how to use these new tools. Many doctors and administrators from ETSU have met with their Iraqi counterparts, however, "Ponnappa is the biggest star we've had travel to Iraq," says Dr. Bagnell. "He was so popular that he was asked



Suresh enjoys an outing in the mountains of Iraq.

over and over again to give extra trainings. Eventually, the regional Iraqi Prime Minister heard of Ponnappa's popularity.

"I was in the middle of a presentation," recalls Ponnappa, "when I was interrupted by members of the minister's staff. They requested that I leave at once to tour a library and tell them how to establish a library association."

When Iraq's medical deans came to ETSU, they requested that Ponnappa analyze the processes by which their health information is accessed and distributed.

"Everyone has been markedly impressed with Ponnappa's aplomb," says Dr. Bagnell. Most professionals would be overwhelmed by the size and complexity of Iraq's health care problems. But Ponnappa was quick to understand their capabilities and how to resuscitate existing services.

Back at Home

Ever watchful for opportunities to expand his library's mission, Ponnappa and his staff of four professional librarians write as many grants as time allows.

"Ponnappa is a born negotiator," says Rick Wallace (SIS M.S. 1994) coordinator of circulation and outreach services at Quillen medical library. "He has this great ability to go into meetings with vendors and walk out having secured better prices and expanded access."

One grant allowed Ponnappa's team to set up 20 personal computers as "information kiosks" in 17 counties in East Tennessee, providing Internet access and the clinical database, MD Consult.

Forever a technology wizard, Ponnappa and his team are now writing a grant to provide PDAs to nearly 200 rural health care workers using a "point-of-care" database that tracks evidence-based treatments. Having a PDA in-hand will allow doctors access to medical literature, which in rural Appalachian communities would be a boon to people not accustomed to excellent health care.

Ponnappa is also helping push an idea developed by the National Library of Medicine to create what is called "information prescriptions." A doctor endorsing the Prescription Pad Service would give patients an "information prescription," which is a prescription-like piece of paper that contains a Web site address of a reputable medical website that details the patient's condition. The "prescription" would also provide information encouraging the patient to contact the ETSU Medical library staff for assistance.

That ETSU's medical school is ranked third best in the United States in rural medicine programs is due—in some part—to the exemplary work of the Quillen Library staff. In 2002, they were awarded the Rural Health Association of Tennessee Exemplary Project of the Year.

If Suresh Ponnappa were to have his way, no patient would suffer unnecessarily due to out-of-date medical help, and no patient—no matter how underserved—would be left behind.

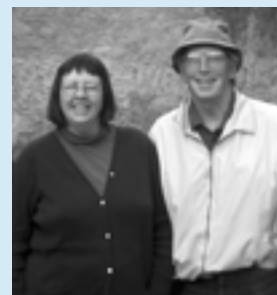


Faculty News continued from page 4

Committee of the Chancellor's Academic Outreach Council at UT.

Tenopir Awarded Fulbright

Professor Carol Tenopir has been awarded a Fulbright Senior Specialist Scholarship in library science at the University of Oulu, Finland. Beginning next September, Dr. Tenopir will spend one month in Finland where she will teach scientific electronic publishing and research methods and collaborate with faculty.



Carol Tenopir stops at Uluru (Ayres Rock) with her husband Dr. Jerry Lundeen, who is a lecturer at SIS.

In early fall, Dr. Tenopir spent five weeks in Sydney Australia where she was the John Metcalfe Visiting Scholar in the School of Information Systems, Technology, and Management at the University of New South Wales (UNSW) in Sydney.

Dr. Tenopir collaborated with local scholars to survey reading habits of faculty and students. She will use this data from two Australian universities to compare with her North American data. She also co-designed a project to analyze and compare authoring and citation patterns of UNSW faculty. Dr. Tenopir gave presentations of her research at a half-dozen universities in Sydney, Brisbane, and on the western coast city of Perth.

Gretchen Whitney



Dr. Gretchen Whitney was awarded a research stipend from the college last summer to begin a study called "Consumer-oriented Analysis of Medline Records for Osteoarthritis." While the initial study

focuses on one condition, it can be readily adapted to others.

1974

Robert Gaines is head of Documents/Microforms at the University of North Carolina at Greensboro. See his website at <http://www.uncg.edu/~rfgaines>.

RocShelle Worman is the media coordinator at Emma Elementary School in Asheville, N.C. and is a member of ALA, AASL, NCAECT, and NCAE. She was awarded the North Carolina Media Coordinator of the Year in 2004.

1977

Mary Ann Downing is a children's author in Alpharetta, Ga., and is a member of the Society of Children's Book Writers and Illustrators. Her first children's book is a middle grade historical novel called *Yankee Girl* was published last spring.

Melissa Hasbrouck is a systems administrator in the Mercer County Libraries in Lawrenceville, N.J.

1978



Doug Kaylor is director of the Learning Resources Center at Sinclair Community College in Dayton, Ohio. He previously worked in the Fordham Health Sciences Library at WSU, Kettering Medical Center, Wright-Patterson AFB Technical Library, Enoch Pratt Free Library in Baltimore, and at UT Libraries. From 1999-2001 Kaylor was chair of the OhioLINK User Services Committee. He is a member of ASIST and served on its board of directors from 1999-2002. He is a member of ALA and the Academic Library Association of Ohio and is past chair of the Ohio Council for Library and Information Services.

Melissa Hasbrouck is a systems administrator in the Mercer County Libraries in Lawrenceville, N.J.

1979

Mattye Watson is a librarian in the Memphis City Schools.

1981

Jeffrey Imparato is a reference librarian and head of the Funding Collection at Topeka and Shawnee County Public Library in Topeka, Kan. His wife, Martha Farring Imparato, graduated from GSLIS in 1981 and is an archivist at a local university.

Richard Steele is a librarian at the Desert Research Institute in Las Vegas, Nev.

Martha White is assistant director of Public Services at Columbus Metropolitan Library in Columbus, Ohio, and is a member of ALA, PLA, and Ohio Library Council.

1982

Carol Terry is a reference librarian, consultant, and contributor to Librarian's Index to the Internet. She is the co-author of *Internet Research*, a college textbook published this year and has written two reference books for Pierian Press' Rock & Roll Series. Formerly the library director at the *Commercial Appeal* in Memphis, she lives in Spokane, Wa.

1983

Betty Glass is the humanities subject specialist and resource analyst at the University of Nevada at Reno. She is a member of ALA, ACRL—Literature in English Section, and the women's studies section of the Association for Library Collections & Technical Services.

1986

Shena Hicks is a reference librarian at Lee University in Cleveland, Tenn.

1987

Mark Dickey is a technical librarian at UT-Battelle (ORNL) in Oak Ridge, Tenn. and is a member of SLA.

1988

Kay Cunningham is an electronic resources librarian at the University of Memphis and is a member of SLA, ALA, and TLA.

1991

Alice Faye Duncan is a highschool librarian and award-winning children's author living in Memphis. Her third children's book, *Honey Baby Sugar Child*, is due out next spring by Simon and Schuster. As a student at UT, Duncan served as a graduate assistant for Mr. Glenn Estes, who was "the first to inspire and encourage my interest in writing books for children." Visit www.alicefayeduncan.com for more.

1992

Mary Miller works in sales at the Sirsi Corporation in Kennesaw, Ga.

1993

Elizabeth Coxe is a research librarian at the State of Louisiana Office of the Legislative Auditor in Baton Rouge. She is a member of SLA.

Anne Langley is coordinator of the Science and Engineering Libraries and head of the Chemistry

LEGEND

AALL	American Association of Law Librarians
ACM	Association for Computer Machinery
ALA	American Library Association
ACRL	American College & Research Libraries
MLA	Medical Library Association
NCLA	North Carolina Library Association
NEA	National Education Association
SELA	Southeastern Library Association
SLA	Special Library Association
TASL	TN Association of School Librarians
TLA	Tennessee Library Association

Library at Duke University in Durham, N.C. She is a member of ASIST, ALA, and TRLN.

1994

Cindy Buih is a senior library information specialist in Technology Services at Washington State Attorney General's Law Library in Olympia, Wa. She is a member of AALL.

Kimberly Waller is a library media specialist in Knox County Schools at the Vine Middle Magnet School. She is a member of KCEA and on the executive boards of TEA, NEA, and TASL.

1995

Glenna Owens is associate director of the Appalachian School of Law Library in Grundy, Va., and is a member of ALA, AALL, VALL, and SEAALL.

1996

Carol Collins is a catalog librarian at UT's Law Library and is a member of AALL, ETLA, and East Tennessee Association for Female Executives.

Shawn Collins is program manager of Distributed Research Systems at Hewlett-Packard in Corvallis, Ore.

Jennifer Cowan-Henderson is director of the Upper Cumberland Regional Library in Cookeville, Tenn., and is a member of TLA and Friends of Tennessee Libraries.

Kim Owen is director of the Autauga Prattville Public Library in Prattville, Ala., and is a member of PLA and the Alabama Library Association. She formerly worked at Sirsi Co., the Georgia Office of Public Library Services, and Questia Media America.

1997

Cathy Cochran is a computer services librarian at UT's Law Library in Knoxville.

David Merchant is director of Integrated Technology at Louisiana Tech University in Ruston, La., and is the technology support person for CATALyST, an organization that offers professional development for middle and high school science and mathematics teachers. He is a member of the Society for Technical Communication, the North American Jules Verne Society, ACRL, and the Southeastern Medieval Association.

Elijah Scott is coordinator of reference services at Chattanooga State Technical Community College and is a member of ALA and TLA.

Sheidi Syler is a reference librarian at the University of the South in Sewanee, Tenn.

2000

Lorraine Mason is a bibliographic instruction and public services librarian at Lincoln Memorial University in Harrogate, Tenn.

Ann Petersen is a children's librarian at Hutchison School in Memphis and is a member of ALA, TLA, TASL, and the Memphis Yarnspinnners.

Sandy Smith is coordinator of library services at New River Community College in Dublin, Va.

2001

Rebecca Crawford is a librarian in the Knox County Public Library System in Knoxville.

Liz Whitson is an electronic medical record system administrator at the Sheldon Ross McNabb Center in Knoxville.

2002

Christina Jones is a children's librarian at Morristown-Hamblen Library in Morristown, Tenn., and is a member of TLA and the Hamblen County P-16 Council.

Amy Pruitt is head librarian at Randolph-Macon Academy in Front Royal, Va.

Brittany Witte is a library media specialist at Farragut Middle School in Knoxville.

2003

Katie Archambault is an information specialist in the Charlotte Mecklenburg County Public Library in Charlotte, N.C.

Elizabeth Bowker is an adult services librarian in the Harford County Public Library System in Abingdon, Md., and is a member of ALA and MLA.

Faith Hayes is a librarian in the Memphis - Shelby County Public Library and Information Center.

Marilee Glover is the service and intra-office support person at Atlas Systems, Inc. in Virginia Beach, Va.

Sarah Greene is a youth services and technology librarian at Caldwell Co. Public Library in Lenoir, N.C., and is a member of ALA and NCLA.

Tina Metzger is a library assistant and part-time reference librarian at Bedford Public Library System at Central Virginia Community College in Lynchburg, Va.

Susan (Susie) Pitts is a reference librarian at the Atlee Branch of the Pamunkey Regional Library in Mechanicsville, Va., and is a member of ALA, PLA, and VLA.

Laura Yust is a music cataloger at the Library of Congress in Washington, D.C., and is a member of MLA, ALA, and the Southeast chapter of the Music Library Association.

2004

Lynne Bowman is a librarian at Northview Elementary School in Kodak, Tenn.

Jill Carpenter is the Teen Services Librarian at Pikes Peak Library District in Colorado Springs, Colorado.

Laura Carscaddon is an assistant reference business librarian at Youngstown State University in Youngstown, Ohio.

Ann Clapp is a library circulation supervisor at Brentwood Public Library in Brentwood, Tenn.

Gina Costello is a project librarian at Louisiana State University Special Collections Library in Baton Rouge, La., and is a member of ALA. She is also the librarian for Louisiana Coastal Research Gray Literature Project.

Veronica Encinas works at Los Alamos National Lab in N.M.

Jody Hanshew is an electronic resources and government documents librarian at Emory and Henry College in Emory, Va.

Karen Hinton is a training and information specialist at Cambridge Scientific Abstracts in Knoxville.

Diana Holden is an agricultural sciences and natural resources librarian at the University of Tennessee Libraries and is a member of SLA, TLA, and ETLA.

Bobby Holt is an archivist processing political papers at the University of Tennessee and is a member of the Society of American Archivists, Southern Historical Association, the Organization of American Historians, and the Association for Documentary Editing.

Michael Hooper is an electronic resources librarian at Austin Peay State Univ. in Clarksville, Tenn.

Thena Jones is a Horizon System Administrator at Central Rappahannock Regional Library in Fredericksburg, Va.

Amy Koenig is a school library media specialist at Hayfield Secondary School in Alexandria, Va., and is a member of ALA.

Alumnus Rocks the Vote

SIS alumnus James Staub dressed up as a voting booth on Halloween as a public service. This picture, published in the *Tennessean*, shows him wearing the booth at the Belcourt Theatre election party in Hillsboro Village. Staub is the government information librarian at the Tennessee State Library and Archives in Nashville.



Photo Source: The *Tennessean*, 11/3/04.
Photo by Mandy Lunn.

Becca Oberlander is director of benefits at Shealthcare Realty Trust in Nashville, Tenn., and is a member of SHRM.

Belinda Pala is a library media specialist at Alpine Crest Elementary School in Chattanooga, Tenn., and is a member of TASL, NEA, and TEA.

Daphne Parker is an information specialist at the Office of Scientific and Technical Information in Oak Ridge, Tenn.

Ginger Peterman works at the Library of Virginia in Richmond, Va., and is a member of ALA, NMRT, and VLA.

Ashley Pillow is an outreach librarian at Monroe Library, Loyola University New Orleans in New Orleans, and is a member of ALA and ACRL-LA.

Tera Ross is a media specialist at Sessums Elementary School in Brandon, Fla., and is a member of ALA.

Faiza Coleman-Salako is a managing consultant at Business Shealth Solutions, Inc. in Laurel, Md., and is a member of the Association of Independent Information Professionals.

Abigail Sattler is a librarian in Lynchburg, Va.

Sarah Sewell is a reference and information librarian at Cumberland County Public Library and Information Center in Fayetteville, N.C. and is a member of ALA, PLA, and North Carolina Library Association.

Jane Smith is a librarian at Lavergne Middle School in Lavergne, Tenn., and is a member of ALA, TLA, YALSA, and TASL.

Georgia Williams is director of library services at Chowan College in Murfreesboro, N.C., and is a member of NCLA and VLA.

DISTINGUISHED ALUMNI AWARD



Nominations are encouraged now for the 2004 Distinguished Alumni Award.

This award honors graduates who have demonstrated professional achievement or leadership attributable to their education at the School of Information Sciences.

The next award will be announced at the 2005 Alumni & Friends Day.

For award criteria, visit
www.sis.utk.edu/alumni/distinguished

Send or e-mail your nominations by April 1 to:

Thura Mack at mack@aztec.lib.utk.edu or 152 Hodges Library, 1015 Volunteer Blvd, Knoxville, TN 37996-1000.

SIS Scholarships & Awards for 2003 - 2004

Scholarships:

Information International Award (IIa):

Beverly Ann Simmons

Carmen L. Moulton Scholarship:

Jenny Cole

Pioneer Award:

Susan McCall Fisher

H. W. Wilson

Scholarships:

Martha W. Hendricks

Heidi Holthaus Gillis

Jamie L. Payne

Marcelle Mary Savoy

Last spring SIS student awards were bestowed at the School's annual Hooding Ceremony, while the scholarship awards were announced at the College's Convocation Program.

Top 3 Awards:

Outstanding Service Award:

Katie L. Archambault

Academic Achievement Award:

Ann Clapp

Gary R. Purcell Award:

Ashley Pillow

ASIST Student of the Year Award:

James Staub

Best Paper Award:

Julie Loder

Best Technical Project Award:

Mary Bartolini,
Beverly Simmons

College Graduate Student of the Year:

Sarah Sewell

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