# $500,000 Grant to Study Online Users

**T**he University of Pittsburgh's Sara Fine Institute for Interpersonal Behavior and Technology, directed by José-Marie Griffiths, has received a grant of nearly $500,000 from the Institute of Museum and Library Sciences, the Federal agency that supports the nation's 15,000 museums and 122,000 libraries. Researchers at the Sara Fine Institute will conduct a national study of the information needs and expectations of users and potential users of online information, and the effects of having such information.

"The online information environment has changed dramatically since the earliest online systems emerged in the 1960s," said Griffiths, principal investigator of the project. She holds the Doreen E. Boyce Chair for Library and Information Science.

"Growth has occurred both in the number of users of online information and the number of online information resources and providers. Museums and libraries have been particularly affected by these changes," she said. "IMLS has commissioned this study to provide critical information and recommendations as how best to serve users in this new online world. The work we have already been carrying out at the Sara Fine Institute provides a foundation for this study, and we are delighted that IMLS has chosen us to further extend such research."

A preliminary model of the online information universe brings together the size, scope, and complexity of the population of users and non-users, their information needs, and use of various sources, providers, access modes, and information content. The project team includes Donald W. King as co-principal investigator, SIS graduates, and students. The team, Griffiths said, will conduct an iterative process with the model to focus and narrow a set of research questions that will lead to the final design of a national survey to be conducted in 2005.

The data from that survey will be used to provide recommendations about the mechanisms and resources necessary to efficiently and effectively connect users to online content. While many previous studies have focused on certain aspects of the online world and its users, Griffiths said, no study to date has taken this far-reaching approach. "We want to acknowledge the social use of access to knowledge," she said. "There has been much work on the technical side, but we need to catch up on the human side. Our study will focus on what people actually need, not just on what has been provided to them."

## AT&T Grant Will Help Define 21st Century Information School

**W**hat should an information school look like in the 21st century?

The long-held values of librarianship are being challenged — rapidly advancing technologies present new and exciting opportunities for access, but also introduce vexing challenges for intellectual property protection and digital preservation. Evolving national policies inspired by homeland security and terrorist threats pose serious challenges to access and individual privacy. In the atmosphere of these challenges, information schools are the training ground for professionals to navigate this dynamic labyrinth with its complex technological, social, and policy dimensions.

## Welcome to SIS Link

**W**elcome to the inaugural issue of SIS Link, the newsletter of the School of Information Sciences. The purpose of this newsletter is both to inform you of newsworthy events at SIS and to share with you news from your SIS colleagues. The first part we can do by ourselves, but the second depends on your contributions. Please let us know of the significant events in your life . . . promotions, awards, career changes, etc., via email to Link@mail.sis.pitt.edu. We will include as much alumni news as feasible in future issues. News items of broad interest will also be featured on the School's web site, www.sis.pitt.edu.

### In This Issue

# Pitt and CMU — New MLIS in Digital Librarianship

**T**he School of Information Sciences will offer a new area of concentration in its Master of Library and Information Science graduate program — Digital Libraries and Information Management. Offered in cooperation with Carnegie Mellon University, students are being accepted for the fall semester.

Digital libraries are arguably the most important development in librarianship since the introduction of machine-readable cataloging systems, said Ron Larsen, dean of the School of Information Sciences. "In essence, digital libraries are distributed systems that store, organize, and provide access to materials in electronic formats.

"They have long been viewed as a natural area for SIS," he said. "Academic and other institutions are creating digital libraries, so it's timely that we offer the resources and expertise of our two universities to shape such a program. Students in this concentration will receive a thorough grounding in information architecture, digital document design, and database design and implementation, as well as the core areas of librarianship." The National Science Foundation, he said, has characterized digital libraries as "exploring new relationships between computing, communication, and digital content from human-centered perspectives in order to support communities of users in scholarly, social, and work contexts."

A core intellectual construct of the DLIM program will be the notion of knowledge representation, Larsen said. Advanced techniques in knowledge representation will support increasingly powerful and sophisticated approaches to organizing, classifying, retrieving, analyzing, summarizing, and otherwise using information and knowledge. The traditional classification systems of library science, he said, will be extended and supplemented with technologies such as automated ontologies and description logics. "Because of the combination of breadth and depth required in the diverse technologies and skills of digital librarianship, this program requires 48 credits instead of the 36 required of our conventional MLIS degree."

Although CMU final approval is pending, Gloriana St. Clair, dean of university libraries at Carnegie Mellon, said that the university is proud of the many librarians who graduated from its program before it moved to Pitt. "We are looking forward to contributing to educating future librarians through this digital librarianship joint program. We believe the future is digital," she said.

This DLIM degree is envisioned as a four-term, full-time program, including a project-oriented summer practicum. CMU brings unprecedented technological strength in the advanced technologies of digital libraries to the program, Larsen said, while SIS situates these strengths on a strong foundation of library and information science, offering the first ALA-accredited master's program with a specific concentration in digital libraries.

Students interested in this MLIS concentration will find more information at:
www.sis.pitt.edu/~dlis/academics/specializations/digital.html

# Dialogue with the Dean

**W**elcome to the 21st century. Two decades beyond 1984, many of us wonder about this brave new world where spam competes for our attention, network-borne viruses compete for our machines, and out-sourcing competes for our jobs. Fundamental values that comprise the intellectual foundation of our profession, from open access to information to the protection of patron privacy, are threatened by visceral concerns for security. How should a professional school that positions itself as a leader in information-related disciplines respond?
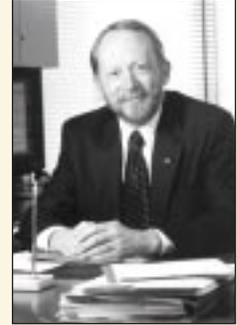
With historical perspective, with resolve, and with reason.

**Historical perspective.** Every generation faces its threats and opportunities. We are neither surprised nor intimidated by those that we face now. The School of Information Sciences has weathered more than a century of change, always alert to the dynamics of the information needs of society, always adapting creatively to address those needs. One hundred years ago, this involved training children's librarians to realize the dreams made possible through Andrew Carnegie's philanthropy. Today we continue to educate new librarians, but with a skill set that is vastly greater, and we also prepare students for professional careers in information sciences and telecommunications, spanning a spectrum from highly technical design specializations to management, economics, and policy analysis. The issues we address increasingly become front page reading in the nation's newspapers. In short, where there is information, there is likely a SIS graduate.

**Resolve.** Our strength is in our understanding of the power of information and the techniques by which this power can be exercised. It is, indeed, our duty to communicate this effectively and forcefully to society, to elucidate and inform both those who make policy and those who are affected by it, and to fully understand the ramifications of the decisions they confront.

**Reason.** Ultimately, SIS graduates are placed in critical positions affecting information technology, resources, and policy at the local, regional, national, or international level. They may find their careers in libraries, in networks that deliver information, or in the systems and facilities that end-users employ to interpret information. Regardless, the common denominator is the fundamental role of information in contemporary society.

In the nearly two years that I have been dean of the School, I have had the privilege to experience, first hand, the professional commitment and the depth and breadth of expertise of our faculty and staff, students, and alumni. This is the strong foundation upon which SIS sustains its tradition of leadership in education and pursues research on information and its role in contemporary society. SIS Link aspires to build on this foundation and to establish a dialogue that contributes to the evolution of our education and research programs.

*Ronald L. Larsen,* Dean and Professor
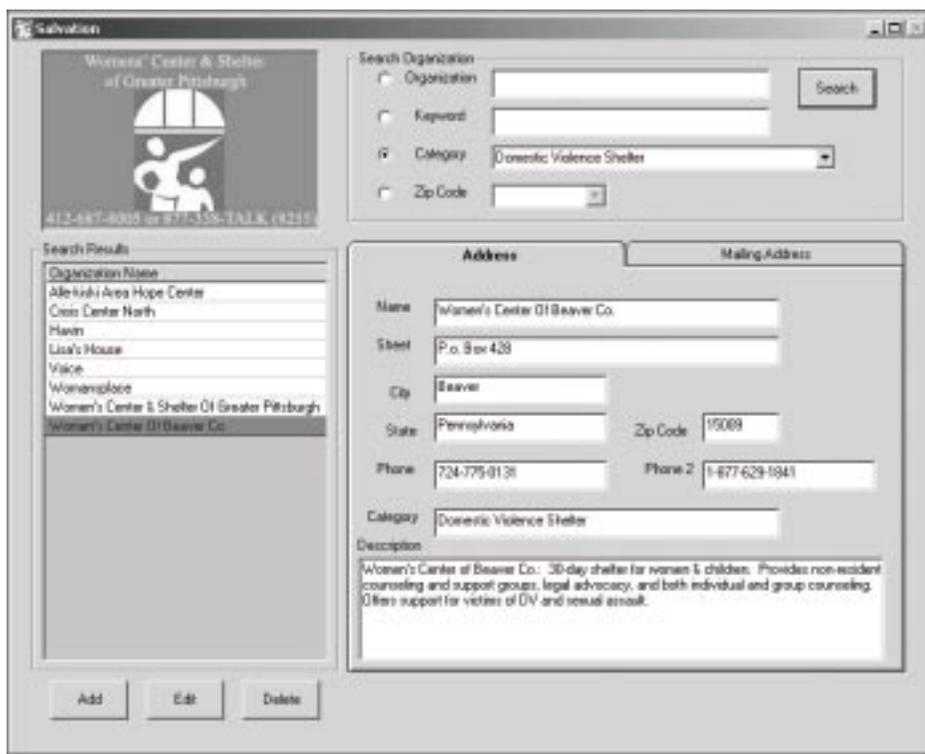
# SIS Grad Student Offers 'Salvation'

**T**he Women's Center and Shelter, a 30-year-old Pittsburgh organization that serves victims of domestic violence and their children, has replaced its paper resource binders with Salvation. Designed and implemented by a former MSIS graduate student, Salvation is a computer application that provides up-to-date online resource information to Center staff. The Women's Center and Shelter provides a 24-hour crisis hotline, temporary shelter, counseling, support groups, advocacy, and support services. The Center serves more than 9,000 individuals each year — women, children, and some men.

Salvation is an application with a front end graphical user interface written in Visual Basic and an Access database on the back end. Salvation not only stores all resource information, but is searchable in numerous ways, thus providing faster and more effective use of resources. Written during a semester-long internship at the Visual Information Systems Center (VISC) by former graduate student Harish Khemani, the application ensures that all departments have access to the same updated information.

Before Salvation, says hotline manager Camille McNutt, each person receiving hotline calls at the Center used a resource information binder. Each time the information changed, someone had to update each binder. In the evenings and on weekends, hotline calls are routed to a different department within the agency, so binders at that location also had to be updated. "We were concerned that all departments in the agency may not have had all and complete information," says McNutt, "and there was no easy way to find out." The Center, founded in 1974, was one of the first six shelters for battered women in the United States.

The project started with visits to the Center by former graduate student Shana Michaels and Dave Perini, systems analyst at the VISC. They observed operation of the crisis line and how hotline advocates search for information. "They were very respectful of confidentiality," says McNutt. "They asked how we do our work, what drives our searches, and what would we like to be able to do that we couldn't do with the resource binders." Michaels graduated with an MSIS, and now works for the University of Pittsburgh Medical Center.

"Using computers is a culture change for our staff," says McNutt, "so we decided to have only one screen because the skill range of our users is so wide." Salvation will improve service to clients, she says, provide instant access to information, and improve consistency. "For the agency, this will save staff time and financial resources. My full-time advocate can make changes that will instantly be available to everyone."

Salvation is password protected, and only allows authorized users to update information in the database. The database resides on the server, while user machines access the database through a front end. The application includes a wizard to help front-end users who have system administration privileges locate the database on their network drive and change its location or path if desired.

The application also has a detailed help system and an auto-install feature that brings up an installation wizard. "My internship at VISC was a great opportunity to integrate my academic knowledge with hands-on technical skills to create a practical real world application," Khemani says. He graduated with an MSIS in December, and earlier received a BSIS in 2001. He is working part time in technical support at the School of Education while he looks for a career-related full time job.

Perini, who received an MSIS in 2002, supervises internship projects at the VISC. He said that Salvation is typical of the experience that students get. "Almost everyone who has passed through here has worked on something for a non-profit agency," he says. Other students have completed projects for United Cerebral Palsy, Neighborhood Academy, Pittsburgh Action Against Rape, and the Pennsylvania Resources Council, among others.

## Horrocks Receives Award

A Pitt alum has received an international award for distinguished service.

Norman Horrocks, professor emeritus and former dean at the School of Library and Information Studies at Dalhousie University, Halifax, Nova Scotia, received the International Kaula Gold Medal and Citation. The award is named for the retired head of the Library School at Banaras Hindu University in Varanasi, India.

Horrocks received MLS and PhD degrees from Pitt in 1964 and 1971.

## James B. D. Joshi

After completing a PhD in computer engineering at Purdue University, James Joshi joined the SIS faculty last fall. While at Purdue, Joshi worked on several National Science Foundation (NSF)-funded research projects in the Center for Education and Research on Information Assurance and Security (CERIAS). Earlier he received an MS in computer science at Purdue. After receiving a bachelor's degree in computer science and engineering in India, he returned to his native Nepal for three years as a lecturer in those fields at Kathmandu University, where he developed the first undergraduate computer science and engineering curriculum.

His research interests include information systems security, role-based access control, XML security, distributed systems, multimedia systems, and systems survivability.

He was recently recognized by a committee of the National Security Agency for his leadership of a University of Pittsburgh team that assembled a curriculum which was approved for training security professionals in three computer security standards. Committee reviewers praised the curriculum submission, saying "The robust course descriptions . . . solidly reflect course content and otherwise facilitated the evaluation process. All of the input suggests that the University of Pittsburgh is determined — and well on its way — to becoming a national leader in information assurance education and training."

The curriculum was approved for three standards — training for information systems security professionals; training for designated approving authorities, and training for system administrator professionals.

Last fall Joshi developed and taught an introductory graduate course on computer security, and in the next academic year will be involved in developing two other security courses, Security Management and Developing Secure Systems. With these courses and others, students will now be able to opt for a new track in Security Assured Information Systems (SAIS).

Along with other faculty members in the Dept. of Information Science and Techecommunications, he established the Laboratory of Education and Research on Security Assured Information Systems (LERSAIS) with a Dean's Entrepreneurial Initiatives award.

## Amanda Spink

Amanda Spink, one of the newest members of the SIS faculty, recently published the first book to look at how people search the web, *Web Search: Public Searching of the Web*, co-authored with Jim Jansen of Penn State. Spink joined the University after four years at Penn State, where she was a founding faculty member of that university's School of Information Sciences and Technology. Using 20 million data sets, the book contrasts searches performed by American and European users of search engines. At an upcoming worldwide web conference, Spink will present a workshop on evaluating web search engines.

Her research interests include human information behavior, interactive information retrieval, web retrieval, information seeking, and information science theory. She is currently working on a study of how business consultants work with multiple kinds of information, and how they multitask on a daily basis. "How effective are people in using the different kinds of information that are available to them, and does multitasking allow them to be more productive," asks Spink. "We're finding that people go through rapid topic switches, which has implications for those whose job it is to provide information for people."

A native of Australia, she received a PhD from Rutgers University and an MBA from Fordham University, and earlier received two degrees in Australia.

## Joe Kabara

The art of telecommunications system design changes as new technologies emerge, says Joe Kabara, even though the fundamental physics of telecommunications is constant. Kabara is one of three new faculty members in the School of Information Sciences. "In my wireless networking course, students learn that the design of a 900 Mhz network is not the same as one that transmits information at 2.4 Ghz or the upcoming 5.2 Ghz. With this field evolving so quickly, new content in my classes from year to year may be as high as 25 percent."

Kabara, who has a PhD in electrical and computer engineering from Vanderbilt University, operates the departmental wireless telecommunications labs. Earlier he received an MS from Johns Hopkins University in electrical engineering. In the last few years, he said, the number of labs for each course has been able to nearly double because the amount of equipment has significantly expanded.

Although Kabara moved into the university tenure track last fall, he began teaching at Pitt in the fall of 1997, and over the last six years, has taught 14 different courses. In his upper level graduate class on wireless data systems, students are introduced to the next generation of wireless networks that will transmit all kinds of data, not just voice.

In the future, he says, virtually every node will have wireless capacity — laptop, cell phone, PDA, camera, etc. As these appliances are able to communicate with each other, data from all sources will be integrated. "Right now people sit at a desktop computer to find information, but as networks become more sophisticated, you will be able to do a Google search from wherever you are." This provides interesting technical and security challenges, he said, so that any network can verify a user's right to connect to it.

# Online FastTrack MLIS Enrolls Fourth Cohort

**T**echnology has forever changed the face of library and information science, including how people learn about the field.

"Many students told us that they wanted an MLIS from Pitt, but there was no way they could leave their jobs to return to campus," says Sue Alman, director of Distance Education Services for SIS. "They wanted an online program. The faculty committed to distance education — FastTrack — only when an infrastructure consistent with high-quality education was in place." The program, first offered in May 2001, was designed for students who want to pursue a degree in library and information science, but due to career and family obligations are unable to attend a traditional on-campus program.

The FastTrack Master of Library and Information Science program, which has enrolled its fourth cohort, is offered in an asynchronous web-based format. The six-term program provides an opportunity for each student to progress through the program as a member of a cohort. While students benefit on an individual level from the flexibility and convenience of the program, they are also a part of a rich online community. "We advertised that this would be an online community of learners, but we had no idea how strong the cohorts would be. Students relied on each other much more heavily than if they had been on campus," Alman says. "During their first visit to campus, they really get to know each other and later feel very comfortable conversing via e-mail." Students spend six days on campus during the first term, and then one weekend during each of the subsequent five terms. The 36-credit program runs year round.

FastTrack students are highly motivated, Alman says, and work hard to integrate their studies with jobs, families, and other obligations. "The students juggle work, family, and academic studies," she said, "but the quality of their work is excellent."

The SIS master's program in library and information science is nationally recognized, says Dean Ron Larsen. "When we launched FastTrack MLIS beyond the bounds of the Oakland campus three years ago, it was the first online degree program at the University of Pittsburgh. It was an experiment in a number of ways, from transforming our instructional delivery to building a community among students distributed across the country.

"The first cohort that graduated last year were pioneers who helped us explore new territory and design a program to respond to the needs of today's students," says Larsen. "Their commitment to the process, as well as ours, has birthed a highly successful program for which the demand continues to grow."

FastTrack is flexible --- students in each of the cohorts have remained enrolled in the program even after job changes caused them to move to locations such as Missoula and Salt Lake City. The application rate for the FastTrack MLIS program has more than doubled since 2001, and applicants continue to have excellent academic and professional experience. Many FastTrack MLIS students are in the midst of changing careers. The array of their job titles includes university development officer, theme park librarian, actuary, Egyptologist, urban planner, and lawyer.

The FastTrack MLIS program includes courses offered by the instructors who teach the same courses to on-campus students.

Students may pursue areas of concentration in academic, public, special, or school libraries and may choose from specializations in school library certification, medical librarianship, children and youth services, or develop an individualized program of study.

FastTrack instructors have learned much about distance education, instructional design, and electronic course delivery. Christinger Tomer, who teaches both campus and FastTrack courses, said that developing asynchronous courses has broadened his perspectives about teaching and learning. This sentiment is echoed by other instructors who feel that teaching in the electronic environment causes them to challenge both content and structure of existing courses, and that students in the on-campus program have benefited from the instructors' renewed approaches to teaching.

One member of the first cohort of FastTrack students was Leah Rudolph, a librarian at the Abington Community Library near Scranton. "The real draw of the FastTrack MLIS program was that I could do the work at home at my own pace, and the Pitt program was appealing to my boss because SIS is so well known and respected." Rudolph says the campus visits were a valuable part of the program because the students got to know the faculty and each other.

Dan LaValla was another member of the first cohort of FastTrack students. With a 1985 undergraduate degree in social work from Penn State, LaValla worked for 11 years as a brain injury therapist at Moss Rehab Hospital near Philadelphia.

In January 2001 he started a new job as library director at the Biblical Theological Seminary, also near Philadelphia, a school with 340 students and a 50,000-volume library. As a condition of his contract, LaValla needed to enroll in a library masters program within a year. When he enrolled, the then 38-year-old LaValla was finishing two other master's degrees — a master of arts in counseling and a master of divinity. His two children were 3 and 5 years old when he enrolled.

When he became library director at the seminary, it was strictly a paperbound library, LaValla says. "There were no online services and no internet connections. Now we have an internet connection at all the carrels and reference tables and an online catalog."

LaValla did a structured independent study project during his FastTrack program to investigate which would be the best system for an online catalog at the seminary. "This is a major investment and I needed to find the right system for our library. It was a big undertaking."

One student currently enrolled in the FastTrack program graduated from Pitt in 1999, and now lives in Orlando, Fla. "I received degrees in Business and Interdisciplinary Studies," said Stacy Schoff, a research analyst at the Walt Disney World Library & Research Center, a corporate research library and archives "I fell into my job as a result of an internship, but have since fallen in love with being a researcher. The main reason I'm pursuing my MLIS is to legitimize myself in the field and to learn more about being good at what I do. I'm enjoying learning more things to use in my current position."

# SIS Graduates Assess Current Job Opportunities

*Four recent SIS graduates offer their perspectives on current job opportunities in information sciences.*

There is and will likely continue to be a significant demand for information science and information technology staff within the healthcare field. This will be true for all sectors of healthcare, including insurers, hospital and professional providers, software vendors, and pharmaceutical firms. There are a couple of reasons for this trend, but the most significant is that a very large portion of the work performed by and within healthcare organizations involves the transfer or manipulation of information. In addition, biotechnology will continue to expand strongly. Since there is unlikely to be any decrease in the demand for healthcare services, graduates should be encouraged to think about working in this sector.
— *Todd Schryer (MSIS 2003), support analyst, QuadraMed Corporation, Reston, VA*

The field of information science is very broad and very volatile these days. Three different areas immediately come to mind — web-based application development, security and recovery, and network engineering.

I am seeing a common trend in enterprise software development. All of the major software companies are developing the new versions of their software with web portal technologies. With this trend, there appears to be a lot of demand for developers with the skills to build applications using the portal technologies such as Java, .NET, or ASP. From an applications perspective, I see an increase in e-commerce, dashboarding, and business process monitoring such as key performance measures and balanced scorecards.

With the ever increasing volume of spam, viruses, trojans, and other malicious agents via e-mail and other sources, there appears to be a rise in the need for network administrator positions to protect and manage corporate assets. Strongly associated with this is the need for companies to do a better job of generating and maintaining disaster recovery plans. There is also an increasing demand for network engineers. Network technology is changing so rapidly from both a hardware and software perspective that it is very important to keep up with current offerings.

With the advances in hand-held devices, the internet, wireless technologies, global positioning and satellite communications, there appears to be a growing need for more and more resources to communicate on a common network. These technologies expand the capabilities of most information systems and present new demands on mobile access to corporate networks by remote users or telecommuters.
— *Tammy Datri (MSIS 1988, CAS-IS 1996), IT project manager, Pittsburgh Corning Corporation, Pittsburgh, PA.*

## FastTrack MLIS

Shoff was attracted to the FastTrack program because she loved her undergraduate experience. "I had no idea Pitt even had a MLIS program when I was last a student there, but I was happy to discover that not only did the school have the program, but it was one of the top-rated in the country, *and* there was this very convenient FastTrack program available to me in Florida."

This is Schoff's first experience with distance learning. "I can work at my own pace and don't have to rush off to any set classes. I'm also glad that we get together every semester so we can meet our classmates and professors."

The first FastTrack cohort was 36 students, followed by second and third cohorts of 40 and 55. The program has recently gained international recognition, and students from outside the U.S. have enrolled in the fourth cohort.

For more information about the FastTrack program MLIS, visit the website at http://fasttrack.sis.pitt.edu

My situation may be somewhat different from the typical library science graduate. My specialty is music librarianship, where most of the jobs are in academia. I also have practical experience and some class work in preservation. While touring Preservation Technologies plant in Cranberry (PA) with the preservation management course during graduate school, I learned that they were looking for someone to work with the music libraries. This led to an opportunity for me to use my MLIS degree and particular specialties outside of a library.

My feel for the job market is that there are still many traditional librarian positions, but it's a little lean and being able to relocate is a tremendous advantage. There also seem to be quite a few 9-month or short-term opportunities, especially in instruction, and also more part-time jobs, sometimes electronic theses and dissertations or reference. Experience is the biggest plus.

I do see lots of opportunities for MLIS students in the business world. There are many companies that serve the needs of libraries in almost all capacities. Some places are offering 'enhanced' services, e.g., providing cataloging for purchased electronic resources. Librarians are often excellent choices at these businesses, not only to provide professional level services such as cataloging and content control, but also because they are familiar with the needs and workings of libraries and can lend credence to the company within the library community.

Database content and management, as well as information organization and searching mechanisms, are increasingly critical, from internet searching to supporting the information needs of large corporations. And despite all the digital innovations, booksellers such as Borders and Amazon are stronger than ever. Job searchers may want to think of their skills and knowledge in a new light, find a subject they enjoy, and then explore the tools, businesses, and support structures around it.
— *Lisa Lazar (MLIS 2003), preservation program specialist, Preservation Technologies, L.P., Cranberry, PA.*

# *Obituaries*

## Thomas J. Galvin, Former SIS Dean

**U**nder the administration of Thomas J. Galvin, dean of the School of Information Sciences at the University of Pittsburgh from 1974 to 1985, the school more than doubled its enrollment, introduced a new telecommunications program, added 10 new degree and certificate programs, increased its annual budget from $775,000 to $2.5 million, and made enormous headway in developing its information science programs. During this period of dynamic growth, the school became the largest, most diversified school of the information professions. Galvin died in Chicago on Feb. 18.

Well-known for his expertise in reference, a field in which he published extensively, Galvin began his career in 1954 as a reference librarian at the College of General Education at Boston University. He served as chief librarian at the Abbot Public Library, Marblehead, Mass. from 1956 to 1959, when he became assistant director of libraries at Simmons College. In 1962, he joined the Graduate School of Library and Information Science at Simmons, and was named associate dean and professor in 1972. He was named dean at the University of Pittsburgh in 1974.

Following his deanship at Pitt, Galvin was executive director of the American Library Association from 1985 to 1989. Earlier, he served a term as president of the organization. At the time of his departure from ALA, he was one of only six people, including Melvil Dewey, to have served as both president and executive director.

In 1989, he became professor of information science and policy at the Nelson A. Rockefeller College of Public Affairs and Policy at the State University of New York at Albany. He was also the director of Albany's interdisciplinary PhD program in information science until he retired in 1999.

Born in 1932 in Arlington, Mass., Galvin received an AB degree with distinction in English (1954) from Columbia University, an MLS from Simmons College (1956), and a PhD in library and information science (1973) from Case Western Reserve University. He was a member of Phi Beta Kappa and Beta Phi Mu.

Galvin received numerous awards, including the ALISE Award for Professional Contributions to Library and Information Sciences Education (1993), the Distinguished Service Award of the Pennsylvania Library Association (1985), and he was cited by the American Society for Information Science for the best information science book (1979). Other honors included the Isadore Gilbert Mudge Citation of the American Library Association and distinguished alumnus awards from Simmons College and Case Western Reserve University.

A fund in honor of Galvin has been established by the School of Information Sciences. Contributions may be sent in care of Dean Ron Larsen.

## Ahmad F. Gamaluddin, Well-Known Pitt Graduate

**K**nown to legions of his former students simply as 'Dr. G', Ahmad F. Gamaluddin received a PhD from the University of Pittsburgh and taught at Clarion University of Pennsylvania for 30 years. During his career at Clarion, he served in various capacities in the Department of Library Science (formerly the College of Library Science), ranging from assistant professor to department chair and professor, including a brief period as interim dean. Gamaluddin taught at Clarion from 1970 to 2000, when he retired due to ill health as professor emeritus of library science. He died on Jan. 19 and was buried in Egypt.

In recognition of his service to the department, the library science faculty named the department's colloquium series in his honor. Gamaluddin is survived by his wife, Connie, a reference librarian at Clarion University, and a daughter, Dr. Shereen, a physician at Hershey Medical Center in Hershey, PA. Condolences may be sent to the family at P.O. Box 119, Shippenville, PA 16254.

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## Graduates Look at Job Opportunities

From my perspective in corporate America (as opposed to public or academic libraries), it seems that the 'alternative' career path is becoming more fruitful than a typical librarian position. Typical library jobs do not turn over very often, so library graduates are finding jobs where information/research/analysis skills sets are needed. Core competencies in research and collection management are skills that are needed, but with a new spin such as collection development of both print and electronic resources, copyright issues, cataloging, or document management.

I think jobs are developing in 'new' areas — consultants to provide more advice and remote consultation rather than research and reference work; analysts to work with and interpret the increasing volume of information for end users; facilitators and trainers to teach end users how to find and access information and develop access and support tools to facilitate end-user access; intranet content managers to work from design through to cost-benefit analysis; product planners and marketers to assess user needs and package information for an internal audience; and corporate knowledge managers who can merge information functions such as database management, and manage corporate knowledge as a strategic resource.

'Traditional' libraries skills can be used in new areas such as web organization and knowledge management, database design, sales and customer service, information service delivery, desktop services manager, webmaster, interface design, and usability.

*— Denise Callihan (MLS, 1992), manager of library shared services, PPG Industries Chemicals Technical Center, Monroeville, PA.*

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# Student Paper Named Best at IEEE Conference

A PhD student in information science and telecommunications won the best paper award at the 2004 IEEE Consumer Communications and Networking Conference.

Shuju Wu said she chose to attend Pitt because SIS offers teaching and research that closely matches her interests. Earlier, she completed her undergraduate and master's degrees in Beijing, China. The paper, "Improving the Performance of Overlay Multicast with Dynamic Adaptation," was co-authored with SIS adjunct faculty member Sujata Banerjee.

Wu said the paper addresses two problems — how to build an efficient tree and maintain application performance in a dynamic working environment. She plans to finish her degree this summer.

Potential candidates for this award were identified from the submitted papers during the normal review process. An award committee then evaluated the candidate papers together with their presentations and selected the best paper from the 110 accepted papers and 35 posters.

## $500,000 Grant to Study Online Users

The Sara Fine Institute for Interpersonal Behavior and Technology was established in 1999 by SIS in honor of Dr. Sara Fine upon her retirement. The Institute continues Fine's work exploring interpersonal behavior and technology, and leads projects focusing on learning and teaching, collaboration, knowledge creation, communication and community, under-represented populations in science and technology, and leadership and management. It is presently involved in many private and government-sponsored studies. More information is available on the Institute's website, http://www.sarafineinst.pitt.edu.

## Defining the Future Information School

With the help of a $50,000 grant from the AT&T Foundation, the School of Information Sciences is launching a study designed to evaluate how emergent information, technology, and societal factors will shape information schools in the foreseeable future. The description of the school emerging from the study will also recommend strategies to align future educational programs.

The grant to the University was announced on Jan. 23 during a visit by J. Michael Schweder, president of AT&T Pennsylvania. "AT&T has a long and rich heritage of supporting education," he said. "This grant brings together the components of education and research with technology, another area in which AT&T's innovation is well-known."

Pitt Chancellor Mark A. Nordenberg praised the AT&T grant. "It is by harnessing innovations that we will best educate our students while simultaneously strengthening the infrastructure of our home region. The generosity of the AT&T Foundation will enable Pitt's School of Information Sciences to evaluate and implement a revitalized, progressive strategy designed to ensure that our University continues to build upon its many academic and technological strengths."

As the world becomes increasingly networked, said Ron Larsen, SIS dean, information schools will be called upon to train professionals to manage digital information in a broad range of uses, from entertainment and healthcare to scholarly research and national defense. SIS faculty and students, he said, have emerged as leaders in their fields by exploring the integration of information and technology while considering societal and organizational factors.

"This grant helps to ensure that future graduates will continue to be among the very best in the nation as they enter the full range of workplaces with the knowledge and skills necessary to quickly become leaders in the information-driven economy," said Larsen. "This endeavor is exciting for us, and thanks to AT&T's generosity, we will explore the complex dimensions of an information school for the 21st century through school-wide and profession-wide conversations led by local and national experts. We are fortunate that AT&T shares our sense of enthusiasm for this project and has chosen to express its confidence in SIS through this grant."

## SIS Recruitment Initiative Wants YOU

**W**e've launched a recruitment initiative to attract diverse and highly qualified applicants to our degree programs. This initiative actively engages faculty, staff, current students, and alumni in our recruitment efforts. We want to emphasize the diverse career opportunities that are available across the information professions.

If you would like to help with recruitment efforts in your location, please contact Mary Kay Biagini, associate dean, at mbiagini@mail.sis.pitt.edu. The School also recruits at state, regional, and national conferences. Please check the SIS website for information on alumni events at these conferences:

- Pennsylvania Association of School Librarians
  April 29-30/May 1, Hershey
- Medical Library Association Annual Meeting
  May 21-26, Washington
- Special Libraries Association Conference
  June 5-10, Nashville
- American Library Association Annual Conference
  June 25-30, Orlando
- Pennsylvania Library Association
  Sept. 26-29, King of Prussia
- American Society of Information Science & Technology
  Nov. 13-18, Providence