



# news

## PUBLIC BROADCASTS – ONE CLICK AWAY?

iSchool team works to make archived public broadcasts available to everyone.



▲ **MARTIANS:** iSchool students and faculty working on the MARS project pause for a team photo. From left: Eydie Detera, Layne Foit, Tariq Alam, Efthimis Efthimiadis and Jens-Erik Mai.

**IMAGINE GOING TO THE INTERNET** to review broadcasts of scientific experiments from Bill Nye the Science Guy, or listening to an archived radio interview with legendary grunge star Kurt Cobain.

Thanks in part to the ground-work laid this year by several Information School students, a treasure trove of historic and current programs from local public broadcast stations may soon be available to view and research on the Internet.

During the past year, five Information School graduate students worked on the Media Asset Retrieval System, or "MARS," project. They helped Seattle's public broadcast television and radio stations determine how to give school children and the public access to stored programming through public and school libraries.

The project is part of a major undertaking by the Corporation for Public Broadcasting to make its programs more accessible to the general public via the Internet.

The immediate goal is to develop a digital online resource that will provide access to material produced by public broadcasters in the Puget Sound Region — KCTS television and KUOW radio. The material will be made available to students, teachers, media and the general public through the King County Library and Seattle Public Library systems.

Right now, it is very difficult for the public to access stored information from these broadcasters. Only uncut stock footage is available from KCTS — such as video of random scenes of Mount Rainier that can be used as filler for programs. At KUOW, the public can access archived audio reports through the station's Web site. But the search engine is weak, making it impossible to find information unless you know which show aired a specific report.

Making such programming available is a daunting task. Under the guidance of lead faculty investigators professors Efthimis Efthimiadis and Jens-Erik Mai, the Information School students first worked to answer some big questions — like whether such information would even be used by teachers and the public. They then researched how to create a searchable database — using metadata and a controlled vocabulary — for the vast stores of broadcast and audio reports.

Along the way, they learned that researching such a large government project is a hugely complex task — one that involves using a specific methodology, delving into **(continued on page 4)**

## TOGETHER WE READ

Distance MLIS student shares story with thousands of students. Plans to share story with the world.



> **SHARING A STORY:** Ian MacDonald reads *Mabela the Clever* to his sister Sarah at the Bellingham Public Library.

**SANDY ZELL HAS A SPECIAL AFFINITY** for libraries and children. Homeless and cold, she and her 3-year-old daughter hung out at the Bellingham Public Library nearly two decades ago to stay warm. All those hours in the library gave Zell time to dream of the possibilities.

"I sat there and said wouldn't it be wonderful to create a program for young children in this library," says Zell.

Seventeen years later Zell is realizing her dream. After raising her children and earning her bachelor of arts degree in early childhood education in 1993, Zell is now creating children's programs as the assistant to the children's library at the Bellingham Public Library. While holding her fulltime job in Bellingham, she's also part of the first group of Information School students to work

on a distance Master of Library and Information Science degree. The distance learning program started in fall 2002, and Zell joined 36 other students who continue to work in their jobs outside of Seattle while taking classes online.

"I couldn't do this if there wasn't a distance learning program," says Zell. The mother of five and grandmother of seven has wanted to be a librarian since she left high school, but couldn't afford to take classes until now. When she completes her 63-credit degree, she hopes to find a job as a children's reference and programming specialist.

But she's not waiting until then to make a difference in the lives of children. Zell in June launched "We Share a Story," a major reading initiative that partners the Bellingham **(continued on page 6)**

## CONTRIBUTING TO OUR COMMUNITIES



Information professionals are united by a desire to contribute to and be an essential part of the communities in which we live. Our faculty and students are the same. Through research, teaching and outreach, we seek to improve people's lives using

the resources and tools we know best — information and information technology. In this newsletter, we focus on two high-quality and high-impact projects that benefit our community.

Through the Media Asset Retrieval System (MARS) project, faculty and students are working together to develop groundbreaking technology that will provide the general public access to news content produced by public broadcasters — information that currently is not archived or is unsearchable. Once the MARS project is complete, it will add a valuable community resource to local libraries.

Distance Master of Library and Information Science student Sandy Zell's "We Share a Story" reading project is a wonderful example of the ways students can have an immediate and positive impact on their communities. While Sandy is based in Bellingham, Wash., she has broadened her sense of community to include children from around the world. Both of these projects remind me of how powerful information and technology can be when they are focused on expanding our access to the resources and people around us.

Finally, it was with mixed emotion that the School bid farewell to one of its longest-standing members. At the close of 2002, Judith Nyman-Schaaf retired as Senior Administrator. It is no exaggeration to say that Judith touched the lives of every faculty, student and staff member in the last 15 years, contributing immensely to the iSchool community. While I value the many tasks and projects Judith completed over the years, I'll most miss her leadership, loyalty and indomitable spirit. At the same time, I can't help but be pleased that she'll be free to indulge her "other" passion — adventure travel. I look forward to hearing more about her trips to the Galapagos, the Marianas and other warm-water destinations. Judith — thank you and enjoy your retirement! ☺

Mike Eisenberg, Dean

## EVENING MLIS CHANGES FUNDING MODELS

As of winter quarter 2003, the Information School has converted its part-time evening Master of Library and Information Science program from a state-supported program to a self-sustaining one. Many of the UW's stronger professional evening degree programs have made this transition in response to drastic state budget cuts.

"We hope this change will have a negligible effect on the iSchool and on students," says the School's associate dean for academics, Allyson Carlyle. "In fact, we've worked very hard to make the impact as small as possible."

Academic aspects of the program remain exactly the same, and the tuition structure has changed only slightly. The one major difference for students is in the registration process, which now occurs through University of Washington Educational Outreach.

The withdrawal of state funding was a difficult hurdle to cross, but the School is pleased with the new arrangement, which grants the School greater control of the evening program. As Carlyle explains, the transition "allows the iSchool the opportunity to expand enrollment in the evening program if the demand is there. As a state-supported program, we would not have the same flexibility." ☺

## SCHOOL BIDS FAREWELL TO LONG-TIME COLLEAGUE

Few people have come in contact with the Information School or Graduate School of Library and Information Science during the past 15 years without becoming acquainted with Judith Nyman-Schaaf (MLS '92). As the School's key administrator during that time, she skillfully balanced budgets, arranged class schedules, hired staff and worked magic to keep the School running smoothly. In December 2002, at the completion of 30 years of service to the State of Washington, Nyman-Schaaf retired from the university.



▲ "IT'S BEEN AN INCREDIBLE RIDE." Judith Nyman-Schaaf, recently retired iSchool administrator, speaking of her 15 years with the School (pictured here river rafting in Costa Rica).

Nyman-Schaaf joined the School when it was the Graduate School of Library and Information Science and supervised much of the School's recent expansion. "Judith has been with the School through good and bad times — sometimes holding it together with spit, gum and her own determination," says Dean Mike Eisenberg. "She has played a central role in the transformation and growth of the Information School, and her hard work is a big part of our success."

About her years with the School, Nyman-Schaaf says, "It's been an incredible ride and I wouldn't have missed it for the world." Fellow staff members know that Nyman-Schaaf is well acquainted with "incredible rides." They've enjoyed hearing reports of her rafting trips in Costa Rica and diving excursions to the Caribbean, and they hope she'll visit often to report on future travels. ☺

## GARY SOTO DELIVERS 2002 SPENCER SHAW LECTURE

Professor Emeritus Spencer Shaw greeted an audience of more than 200 people at the 2002 Spencer Shaw Lecture held Oct. 3. Professor Shaw introduced author and poet Gary Soto. The poet then read excerpts from his essay "The Effects of Knut Hamsun on a Fresno Boy," as the audience followed along in readers Soto provided. During the intimate evening, Soto offered insight into the life and thoughts of a young writer and answered audience members' questions about writing for both children and adults.

At the close of the lecture, Shaw thanked all who attended and received an enthusiastic response to his announcement that next year's Spencer Shaw Lecture — a lecture focusing on literature and library service for children — will be given by popular children's author Katherine Paterson on Nov. 19, 2003. ☺



▲ BE OUR GUEST: Professor Emeritus Spencer Shaw (right) welcomes special guest Gary Soto to the Information School as the 2002 Spencer Shaw Lecturer.

## ISCHOOL HOSTS FIRST MARGARET CHISHOLM LECTURE

Kathleen de la Peña McCook, distinguished professor from the School of Library and Information Science at the University of South Florida, delivered the Information School's first Margaret Chisholm "Motivate, Inspire, and Lead" Lecture on Nov. 13, 2002. McCook knew Margaret Chisholm — who served as the director of the former UW Graduate School of Library and Information Science from 1981 to 1992 — through their work in the American Library Association. After sharing some memories of Chisholm, McCook spoke on a variety of topics related to librarians and library educators.

In his closing remarks, Dean Mike Eisenberg recognized that while McCook's opinions on library and information education may differ from those held by the Information School's faculty, they all are part of the same community that believes in the power of libraries and information to do great things. Many students who attended said they felt it was a thought-provoking evening, and the lecture sparked discussions in several Information School classes the following week. ☺



▲ PAST MEETS PRESENT: Children's and youth services faculty members — past and present — attended the Spencer Shaw Lecture. From left: Mae Benne, Marjorie Hemphill, Mike Eisenberg, Spencer Shaw and Betty Marcoux.

# faculty spotlight

## HARRY BRUCE

iSchool associate dean brings research to the real world.

**HARRY BRUCE, ASSOCIATE PROFESSOR** and associate dean for research, is an expert in determining how to make research applicable in the real world. He is able to take the creative ideas brought forth by Information School researchers and turn them into grant projects that warrant funding and will make a difference in the world. Bruce's teaching, research and publishing are centered on human information behavior, information seeking and the use of personal information management in networked information environments and the Internet. In September 2002 he published *The User's View of the Internet*, a comprehensive analysis of public access to the Internet.

Bruce is working on several research projects, including one (with William Jones and Information School Dean Michael Eisenberg) entitled "Keeping Found Things Found on the Web." This project, funded by the National Science Foundation, studies how people organize information they have found on the Web for later re-use. Bruce is also working with Raya Fidel on the "Collaborative Information Retrieval" project, which examines ways workplace teams collaborate to find the information they need to effectively complete their tasks.

**Q:** *What does it mean to be associate dean for research? What do you do and what do you see as your role?*

**A:** I joined the iSchool to provide research leadership. My primary role is to nurture the iSchool research culture. Our goal is to set up services, infrastructure and facilities that will allow faculty to focus on the process of researching. We are invested in allowing faculty researchers to express their research ideas in a voice that can be heard by the community — particularly those parts of the community where the research will have its impact. We also want to draw our graduate and undergraduate students into the research culture.

**Q:** *Do you guide faculty on what research they do?*

**A:** It is important to emphasize that the research ideas begin with the faculty. I work closely with individuals and research teams to help ideas become researchable. I want faculty to find a voice for these researchable ideas that funding agencies can understand and relate to.

**Q:** *What is the Information School trying to do with its research?*

**A:** We want our research to be high quality and to have high impact. We want our research to be conducted with creativity and rigor and we want it to be useful and beneficial for the community at large. Ultimately we want to foster research that makes a contribution to the field. We want it to make a difference in the lives of people to enhance services, improve how information is used, refine how information is stored for retrieving, is organized and represented. In our doctoral program we emphasize that we want scholars to do research that makes a difference in the world.

**Q:** *Any examples?*

**A:** Sure. We actually have many examples of projects here at the iSchool that are theoretically sophisticated, as well as beneficial to the community at large — they are projects that make a difference! One example is a project recently completed by Karen Fisher called "Health Information Behavior of Residents and Stakeholders in Central Washington." Karen and her team investigated the health information behavior of residents of Yakima County and then used their findings to make recommendations for designing health information systems, improving the flow of health information between area residents and service providers. In a



*“We want our research to be high quality and to have high impact.”*

Harry Bruce, Associate Dean for Research

previous study, Karen found that the elderly are much more receptive to medical advice they hear or read in the casual environment of their doctor's waiting room than to what they actually hear from their doctor. Understanding this type of information-seeking behavior helps library and healthcare professionals find more effective ways of delivering critical health information, ultimately contributing to the health and well-being of the members of their communities.

Another example is new faculty member Betty Marcoux's work with the Washington State Library to analyze the needs and interests of various education decision makers who are involved with school library media programs. Betty will develop a curriculum toolkit for Washington K-12 school librarians. It will include an advocacy component to help school librarians promote initiatives in areas like information literacy, reading advocacy and effective information management.

**Q:** *You are working on a project called "Keeping Found Things Found on the Web." Why is this an important project and what do you hope to learn and give back to the community?*

**A:** The title "Keeping Found Things Found" describes a classic organizational problem. You know you have a particular document in your office, probably filed away in a drawer or in a stack on your desk, but you can't remember where it is. So you spend 20 minutes re-finding it. The World Wide Web adds another layer to the re-finding problem. We have a rich diversity of information retrieval tools and techniques to help us keep information we've already found, but for many of us, they aren't effective — the URL found a week ago could be in e-mail, under "Favorites" or just tacked to the laptop on a post-it note. Ultimately we hope to augment, enhance or develop new tools to help people keep and find information. We've found a whole bunch of interesting keeping and finding behaviors. People print things out to keep them, send themselves e-mail messages, prepare Word documents and put the URLs into those documents and write themselves a sort of context around that citation. People send e-mails to other people because they know it will be in their "Sent" box, and it will also be with other people, and they'll have a support network.

The re-finding behaviors are very different as well. The most common way to re-find a URL is to remember it directly. People use "Favorites" and "Bookmarks" (in their browsers), but not as much as we might have anticipated. Others rely on their ability to do searching again. Our objective is to identify the best practices and then to develop tools or devices or maybe even services that facilitate keeping and re-finding behaviors.

**Q:** *How will that information get into the mainstream, to business users?*

**A:** What we find in our research, we'd like to develop into tools. The tools might be technologies, or best practices. They might be conveyed to communities of use through consulting. We want to develop this dimension to our research program. Ultimately, we hope we will be consulting with large organizations where the workers are confronted by this challenge in their day to day work. ☺

## ISCHOOL RESEARCH COMMONS TO OPEN SOON

The Information School's growing number of funded research projects will soon be housed in a new research facility. The iSchool Research Commons will be located on the fourth floor of the recently completed Roosevelt Commons building near the UW Seattle campus. Opening in May 2003, the research space will provide the School with an additional 8,000 square feet of labs and offices.

Several research groups are ready to move into the space, including the Center for Human-Information Interaction, headed by Raya Fidel, and the Content Management System (CMS) Evaluation Lab. The CMS lab, run by Bob Boiko, allows students and faculty to design and evaluate content management products and track the emerging content management industry. ☺



▲ **NEW DIGS:** The new Roosevelt Commons building (4311 – 11th Ave NE) will be home to the iSchool Research Commons, a facility dedicated to Information School research.

## PUBLIC BROADCASTS continued from page 1

questions about workplace psychology, learning to successfully work simultaneously with multiple organizations, and witnessing the uncertainties associated with funded research.

Their efforts with this project are already serving them well. Now that phase I is complete, some students are taking the lessons they learned into the workplace. One wants to take the methodology used in the research with him to future jobs. Another is inspired to consider academic research and a potential doctoral degree.

"We've been involved in everything from the beginning. We were treated as peers in all the meetings and we were immersed in the issues," says 2002 Master of Library and Information Science (MLIS) graduate Layne Foit. After graduating in August, Foit worked fulltime on the MARS project. He then landed a job indexing and developing a controlled vocabulary for the corporate library's intranet at Microsoft. Working on the project, he says, helped him get the job.



▲ **BACKGROUND READING:** PhD student Joe Tennis assists with the literature review in the first few months of the MARS research project.

Foit was among the five students who have worked since January 2002 on the MARS project. He brought an interest in the problems associated with describing and indexing audio and videotapes — non-textual materials — and developing a controlled vocabulary to index such materials. Foit helped interview executives at KCTS and KUOW to determine how best to implement such a project. He also presented a poster about the project's research methodology at a conference for the Association of Moving Image Archivists.

Eydie Detera, a MLIS student near graduation, has a background in usability and information design. She is interested in information retrieval, cognitive work analysis and human-computer interaction. With her MARS colleagues, Detera helped analyze the interviews with KCTS and KUOW employees to determine how to

make such a project succeed within the stations' corporate structures and workplace environments.

The process was such a positive experience for Detera that she is now inspired to consider pursuing a doctoral degree in the field of library and information science. "It is an area where one can be creative and make a positive impact," she says.

Tariq Alam joined the project with a background in electrical engineering and system analysis. He was particularly impressed with the methodology used for the research — Cognitive Work Analysis Framework. The methodology was developed by Annelise Mark Pejtersen of Riso National Laboratory, Denmark, an affiliate professor at the Information School. Alam and the other students examined how employees at KCTS and KUOW interacted with each other and used the information systems already in place.

"By using this methodology, a number of issues come up that help us understand the constraints in which people work, the structure of the organization, and the interactions in the system," explains Efthimiadis.

Alam, who will graduate in June with a Master of Science in Information Management, hopes to use the methodology in his future work. "I learned how to analyze the existing system. That helps me to see the organization as a whole and to see the individual task and how it relates to the organization," he says. "It's really good to understand their whole organization to understand how everything is working and how everything is linked together."

Two other students — PhD student Joe Tennis and MLIS graduate Jennifer Bisson — also worked on the project.

Now that the MARS team has completed phase I of the project — which includes delivering a detailed report to the Corporation for Public Broadcasting and the local public broadcast stations — leaders Mai and Efthimiadis are excited to proceed with a new set of students on phase II. This next phase will entail creating a controlled vocabulary to index the audio and video and developing a search engine to make it possible to find what is hidden in the vast stores of data. They should hear later this year whether that part of the project will be funded.

Meanwhile, the students are excited about the impact their project could have in the future. "When people hear we're working on this, they think 'wow' because they have experience listening to KUOW or watching KCTS," says Detera. "We tell them one day you can access these in the libraries or one day your kids will be in a classroom and their teachers will be able to integrate clips in the classroom. You feel very proud to see how relevant information science is to this." ☺

## NOTED FOR THE ALUMNI

### CELEBRATING 90 YEARS OF GRANTING DEGREES

The Information School is preparing to commemorate 90 years of granting library and information science degrees (1913–2003), and the iSchool Alumni Association is helping to plan the celebration. For the January alumni board meeting, we invited distinguished alumni award recipients, former board members, and student organization officers to join us in planning for the 90th anniversary. With their help, we hope to gather memories and stories from former students, identify other alumni who might wish to participate, and plan activities to help mark this milestone for our school. ☺

### PROJECT NETWORK

The iSchool Alumni Association's big event this year will be Project Network Night on Monday, Feb. 24. Our guest speaker will be Jean Holcomb, director of the King County Law Library.

Join us for a fun and casual evening of networking with alumni, students and local professionals. This will also be a time for mentors and mentees from Project Network to meet in person.

Project Network Night will be held in the Husky Union Building, room 106B, from 7 to 9 p.m. Alumni may register for the event online at [www.uwalum.com](http://www.uwalum.com). ☺

### JOIN US!



Our alumni association has been active for decades. Thank you to the many graduates who have given their time and energy to serve as board members, participate in our events, and serve as mentors for many iSchool students. We invite you to join us as we plan the future of our organization. We currently have openings for President-Elect and Members-at-Large.

Please contact us at [maberry@u.washington.edu](mailto:maberry@u.washington.edu) or send us a note via U.S. mail in care of the Information School, Box 352840, Seattle WA 98195-2840. ☺

# program notes

## INFORMATICS (BS)

### INFORMATICS INTERNS AT INTEL

Intel Research Seattle, a research facility closely affiliated with the UW, focuses on finding useful and desirable ways to embed computers into hundreds of devices people use every day. Three Informatics students — Eithon Cadag, Lenny Lim, and Jeff Towle — are contributing to this exciting research as Intel interns.

Towle, who will graduate from the Informatics program in June, says the best thing about his internship is the emphasis Intel places on providing a learning experience. "They really put the emphasis on my learning, as opposed to just getting the work done quickly," he says. "I get to stay with a task until the end of the project, so I can really see how my work has affected the outcome of the project as a whole."

Towle's duties include designing user interfaces, conducting user studies, and producing usability reports. This work allows him to contribute alternative viewpoints to his Informatics classes, enhancing the learning experience for his classmates. "For example," he explains, "in some user studies there are many variations of the techniques, and since I may have done it differently at Intel than we do it in the iSchool, I can bring that perspective with me."

His positive experience as an intern has influenced Towle's future plans. He is applying to graduate school because he enjoys the research so much.

The students aren't the only ones who benefit from the internships. Sunny Consolvo, a member of Intel's research staff, says the students have helped amplify Intel's research in user-centered design for ubiquitous computing. "Their enthusiasm, work ethic, and breadth of skills in the areas of evaluation, user interface design, and software engineering make a wonderful addition to our team," she says. ☺

## INFORMATION MANAGEMENT (MSIM)

### FROM JD TO MSIM

Doug Duncan realized after 20 years of practicing law that the trial work he loved was losing its luster. It wasn't as exciting, rewarding or challenging as it once was. Duncan decided it was time for a "shiny new direction that had the sparkle law once had."

It was then that a brochure for the Master of Science in Information Management program arrived in the mail with a note attached: "This sounds like you." A friend in the Information School's Master of Library and Information Science program had heard about the School's new master's degree and thought it would be a good fit for Duncan. Duncan agreed, applied for the program, and is now getting ready to graduate with the Information School's first class of MSIM students.

Even before completing the degree program, Duncan has landed a job in his new field. In November 2002, he began work as the institutional planning and assessment coordinator at Seattle University. When he completed his first major project there, Duncan reported that the taxonomic skills he learned in his "Taxonomy, Classification and Metadata" class and the expertise he gained in a series of management and leadership courses had proven invaluable.

Duncan has definitely taken a shine to his new field, and the leap from law to information management

wasn't as difficult as one might expect. In fact, Duncan already had many of the necessary skills. "Preparing a case for court requires that the lawyer be skilled in identifying, gathering, synthesizing and presenting relevant information to a discerning, often skeptical audience," he says. "That's information management." ☺

## LIBRARY AND INFORMATION SCIENCE (MLIS)

### CAMARADERIE AT ASIS&T MEETING A HIGHLIGHT FOR MLIS STUDENTS



▲ **SEEING THE SIGHTS:** MLIS students visit the Liberty Bell in Philadelphia during a break from the ASIS&T annual meeting. In back: Steve McCann, Cathy Billings, Elaine Chu and Aaron Louie. In front: Maria Ovalles and Kim Prater.

Seven MLIS students traveled to Philadelphia in November 2002 to attend the American Society of Information Science and Technology's annual meeting, making up the largest student contingent of any university at the conference.

The students enjoyed rubbing shoulders with faculty and professionals from around the globe while attending a variety of sessions and events. Like most ASIS&T conference attendees, the students' favorite session was the purely entertaining meeting of SIG/CON, the special interest group whose mission is to lampoon the conference by presenting phony research. The students were delighted to find that SIG/CON's most frequent and revered presenter is one of their own professors, the Information School's Joe Janes.

The best part of the annual meeting, say the students, was the camaraderie they shared with peers from other universities. UW student Kim Prater enjoyed talking to other students about their programs, but observed that the programs often seemed too focused on either libraries or information technology, rather than a combination of the two. "It renewed my appreciation for what the iSchool is trying to do in building an interdisciplinary faculty and set of programs, and made me more aware of how challenging that can be," Prater says.

Student Aaron Louie offers this advice to his classmates about attending future ASIS&T conferences: "Go! You'll learn a lot about future job opportunities, explore new research and technologies, and meet some really interesting people. You'll arrive home exhausted, behind in your schoolwork, and \$600 poorer, but the benefits of attending the ASIS&T annual meeting are definitely worth it." ☺

An expanded version of this article appears in the December issue of *The Silverfish*, the online newsletter of the UW Association of Library and Information Science Students: <http://students.washington.edu/aliss/Silverfish/>.

## INFORMATION SCIENCE (PhD)

### STUDYING THE GROWTH OF DIGITAL REFERENCE

With the U.S. Congress receiving 120 million e-mail messages a year, PhD student Lorri Mon recognizes a growing need for digital reference services.

Mon worked as the coordinator of reference services for the U.S. State Department's Foreign Affairs Network (DOSFAN) partnership at the University of Illinois at Chicago, a program in which the university's librarians provide digital reference services for questions submitted to the State Department's Web site. Based on her experiences there, Mon (in collaboration with University of Illinois professor John Shuler), wrote a chapter for the recently published book *Implementing Digital Reference Services: Setting Standards and Making It Real*.

In her doctoral research, Mon is exploring questions related to digital reference, particularly in government settings. As more government information is provided online, Mon believes a new generation of librarians will be needed to supply "virtual" patrons with the same quality of service provided in face-to-face settings.



▲ **PROUD AUTHOR:** Doctoral student Lorri Mon proudly displays the book to which she contributed a chapter.

But is the need for virtual reference really growing that quickly? Mon's research provides some statistics that she believes help explain public interest in digital reference. "When you say there are 'lots of people' who want to ask questions via e-mail, that doesn't necessarily convey the need that exists," she says. "But when you say that Congress received 80 million e-mails in 2000 and 120 million e-mails in 2001, and that the National Archives alone receives 150,000 e-mail questions per year, that helps people understand the growing need for digital reference services on a more concrete level." ☺

## TOGETHER WE READ continued from page 1

Public Library with the Bellingham Public School district. Zell wanted every K-5 student in Bellingham to read the same book on the same day and then do a project relating to that book.

On Nov. 19, 2002, Zell watched her dream come true when Gov. Gary Locke read Dav Pilkey's book, *When Cats Dream*, on a Bellingham radio station as students in 200 classrooms listened. The students followed up by creating their own books or art projects related to Pilkey's book.

"It was great working with her. It was very impressive," says Ted Sturdevant, special assistant to the governor on community relations. "Not only what she did in Bellingham, but what she wants to do internationally."

Zell wants to follow up with a bigger, international "We Share a Story." She's working on sharing another story — *Mabela the Clever*, an African folktale retold by Margaret Read MacDonald (MLS '64) — with students in all four of Bellingham's sister cities. If she is successful, students in 1,333 classrooms in Bellingham, Port Stephens, Australia, Punta Arenas, Chile, Tateyama, Japan, and Nakhodka, Russia, will read the book together on Nov. 18, 2003.

"I think it's important for the kids in Bellingham to know they have a sister city and for the kids in those cities to know they have friends in Bellingham," says Zell, who has worked for the Bellingham Public Library for nearly nine years. "We're going to connect kids all over the world. It will just be an amazing thing when it happens."

Zell says she was encouraged to broaden her program in part by the response she received from

teachers in Bellingham. "I was so pleased...that a whole community can be positively effected and want to participate," she says. "I had a teacher come to the library with tears in her eyes to say thank you so much because we never had anything connect us like this, where kindergarten through fifth grade students were all doing the same thing."

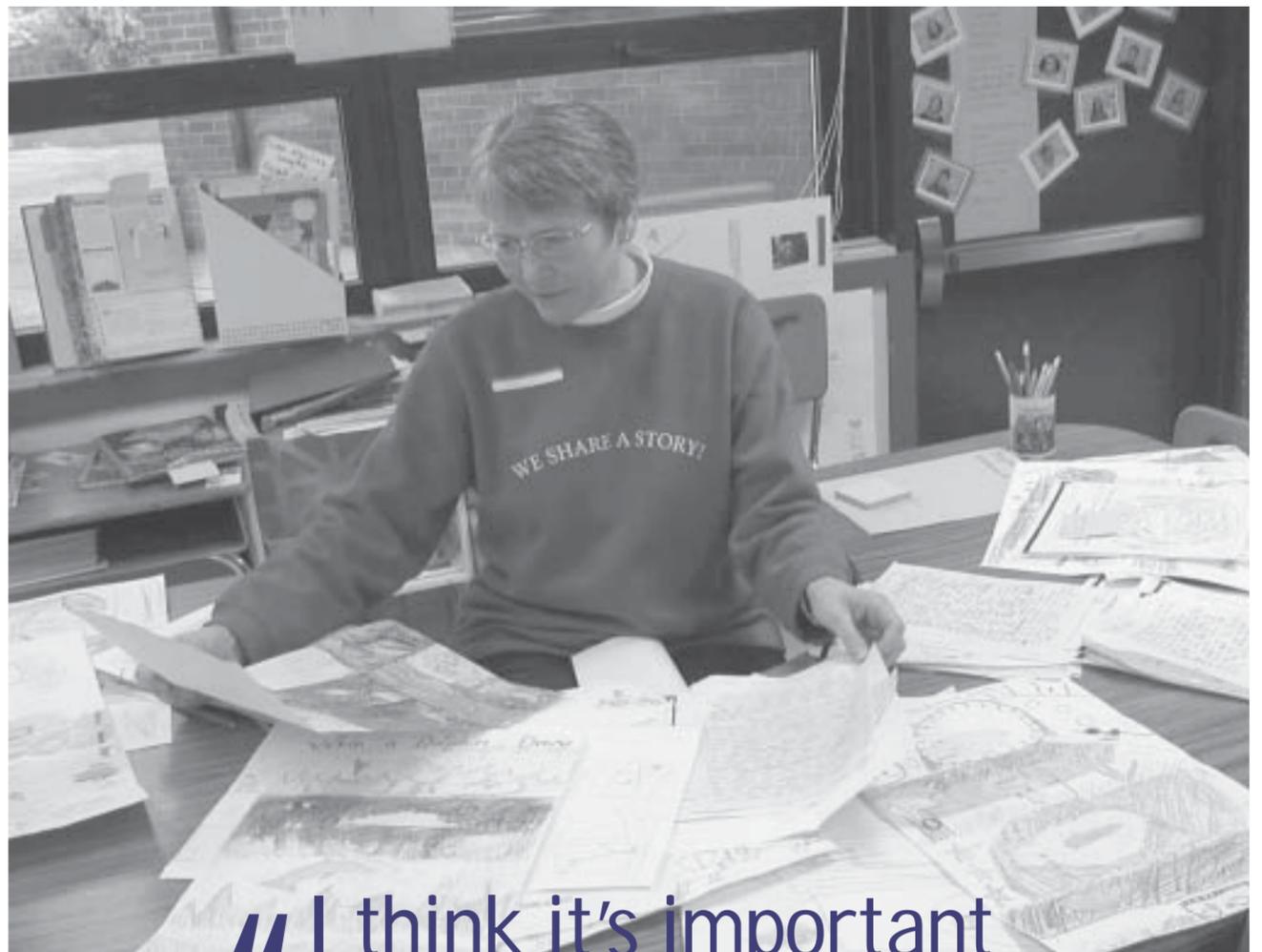
Although Zell started "We Share a Story" before joining the Information School's distance learning program, the classes and her online classmates have already helped her in her work. She entered the program "not knowing the difference between an ATM and HTML" and is now able to create her own Web pages to help her communicate with people in far off countries. She bounces ideas off her online classmates and listens to their feedback. She has also received independent study credit for her project.

"I feel more confident," she says. "I think every course I'm going to be taking is going to help somehow. I can't say what I'll be learning and how I will apply it, but I tend to find ways to apply what I learn."

Sometimes Zell is overwhelmed with the amount of class work she must complete in addition to the duties of her fulltime job. But, she says, becoming a librarian is something she has wanted to do for a long time and something she looks forward to achieving.

"I want to be learning and applying what I'm learning and I want to give back to the community," she says. "This community gave me and my children a lot and I want to give back as much as I can." ☺

> **LABOR OF LOVE:** Distance MLIS student Sandy Zell surveys art projects created by students who participated in her "We Share a Story" program.



**// I think it's important**  
for the kids in Bellingham to know they have a sister city  
and for kids in those cities to know they have friends in Bellingham.  
We're going to connect kids all over the world.  
It will just be an amazing thing when it happens. **//**

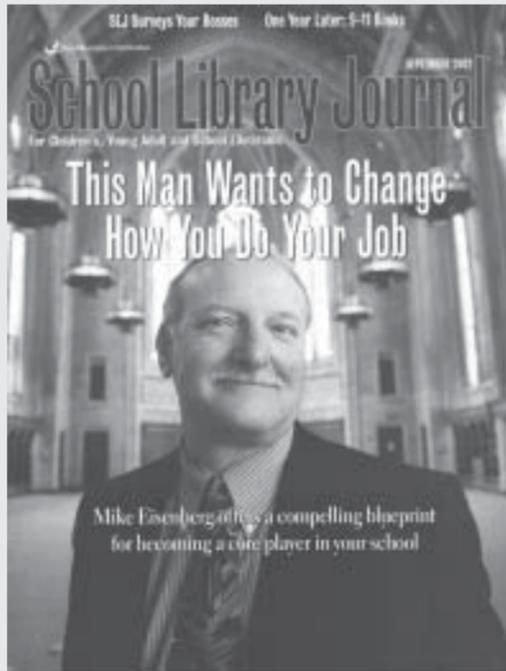
Sandy Zell, Distance MLIS Student

# FACULTY UPDATE

## AWARDS, APPOINTMENTS AND NEWS

**Terrence Brooks** has been asked to write an occasional column for the electronic journal *Information Research*.

**Harry Bruce** was featured in the November 2002 issue of *Seattle Magazine* as one of 19 Seattleites who have "it" — that special something that sets them apart from the rest of the pack. He was chosen for his research in the very "it" field of information behavior.



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**Mike Eisenberg** appeared on the cover of the September 2002 issue of *School Library Journal*. He and Master of Library and Information Science student Danielle Miller wrote the issue's cover story offering school librarians a "simple yet powerful strategy" for becoming central players in their schools.

**Joe Janes** is the new Internet Librarian columnist for *American Libraries*. His first column appeared in the September 2002 issue.

**Wanda Pratt** won the 2002 Diana E. Forsythe Award for her paper "Asking Questions: Information Needs in a Surgical Intensive Care Unit," which was published in the *Proceedings of the American Medical Informatics Association Fall Symposium (AMIA'02)*. The award recognizes the year's best paper at the intersection of medical informatics and social science.

## GIFTS AND GRANTS

**Batya Friedman, David Hendry** and **David McDonald** each received gifts of \$24,000 in support of their research from Intel Corp.

**David McDonald** received a \$17,500 grant from the UW's Royalty Research Fund for his project "Technology in Transition: The Cooperative Appropriation of Wireless Networking."

## CONFERENCES AND PAPERS

**Harry Bruce** and doctoral student **Marc Lampson** published "Information Professionals as Agents for Information Literacy" in the October 2002 issue of *Education for Information*.

**Bruce** also presented "A Comparison of the Collaborative Information Retrieval (CIR) Behaviors of Two Design Teams" at the Information Seeking in Context Conference in Lisbon, Portugal, in September 2002. **Raya Fidel, Jonathan Grudin** and **Annelise Pejtersen** also contributed to the paper.

**Efthimis Efthimiadis** and **Jens-Erik Mai** organized and presented a panel session — "Media Asset Retrieval Systems" — at the American Society for Information Science and Technology annual meeting in Philadelphia in November 2002.

**Karen Fisher** and doctoral student **Kent Unruh** (with Joan Durrance) published "Facilitating Community Information Seeking Using the Internet: Findings from Three Public Library-community Network Systems" in the September 2002 issue of the *Journal of the American Society of Information Science and Technology*.

**Fisher** also published "Toward Developing Measures of the Impact of Library and Information Services" in the Winter 2002 issue of *Reference and User Services Quarterly*.

**Sherrilynn Fuller** presented "Modeling a Concept-based Information System to Promote Scientific Discovery: The Telemakus System" at the National Library of Medicine in Washington, D.C., in September 2002.

**Joe Janes** published "Finger on the Pulse: Librarians Describe Evolving Reference Practice in an Increasingly Digital World" in the Fall 2002 issue of *Reference and User Services Quarterly*.

**William Jones** and **Harry Bruce** (with Sue Dumais) presented "Once Found, Then What?: A Study of Individual 'Keeping' Behavior for Web Information" at the American Society for Information Science and Technology annual meeting in Philadelphia in November 2002.

**Jeff Kim** presented a poster titled "Applying Social Network Analysis Techniques to Measure the Efficacy of Computerized Medication Records" at the American Medical Informatics Association annual symposium in San Antonio, Texas, in November 2002.

**Kim** also presented "Challenges in the Study of Ubiquitous Computing" at the International Conference on Information Systems (ICIS) 2002, in Barcelona, Spain, in December.

**Matthew Saxton** (with Melissa Gross) published "Integrating the Imposed Query into the Evaluation of Reference Service: A Dichotomous Analysis of User Ratings" in *Library and Information Science Research* (volume 24, number 3). [🔗](#)

# ALUMNI UPDATE

**Esther Franklin** (MLS '65) published a novel, *The Others at Monticello*, which is available through Xlibris Publishing.

**Marilyn Clapp Dorfman** (MLS '67) retired as dean of learning resources and library director of Golden West College in Huntington Beach, Calif. To acknowledge her many years of service to students and the college, the Golden West College Library reference room was named the Marilyn Dorfman Reference Room.

**Grove Koger** (MLS '74), a reference librarian at the Boise Public Library, published a book, *When the Going Was Good: A Guide to the 99 Best Narratives of Travel, Exploration, and Adventure*, through Scarecrow Press in November 2002. In addition, his article — "Extraordinary Voyages: Jules Verne's Geographical Imagination" — appeared in the September–October 2002 issue of *Mercator's World*.

**William B. Hassler** (MLS '75) passed away Sept. 20, 2002, at Tripler Army Medical Center in Hawaii. Hassler received his Master of Library Science after retiring from the military and then worked as a Navy and Air Force librarian for 17 years. Donations in his memory may be made to ALA's Freedom to Read Foundation.

**Alvin Dong** (MLS '81) is a reference/documents librarian and lecturer at the University of Pennsylvania Law School. In summer 2002 he taught a United States legal research class to foreign-trained lawyers pursuing LL.M. degrees. An avid runner, Dong won awards for finishing among the top three in his age division in 10 of his 15 road races in 2002.

**Rose Welton** (MLS '87) has been employed by the Alaska State Library for 12 years. She recently self-published a book, *We Clear the Way*, which tells the story of Welton's uncle's participation in World War II.

**Laveda Altenhofer** (MLS '93), a reference librarian for the Vancouver Community Library in Vancouver, Wash., and her husband, Karl, welcomed a daughter, Julia Brontë Altenhofer, on Sept. 18, 2002. Julia joins her brother, Micah.

**Emily Dagg** (MLIS '97) began a new position in July 2002 as the senior young adult librarian and teen library coordinator at the Denver Public Library after working as a young adult librarian at Seattle Public Library for nearly five years. Dagg is the only official young adult librarian in the Denver system, which includes 22 branches and a large central library.

**Amy Roberts** (MLIS '98) accepted a position as a children's librarian with the San Antonio Public Library in June 2002. She previously worked as the children's/reference librarian at Asotin County Library in Clarkston, Wash.

**Debra Revere** (MLIS '99) is research coordinator of the UW Telemakus Project and has received a clinical faculty appointment by the School of Public Health and Community Medicine. Two of her academic papers were recently accepted for publication and/or presentation.

**Betsy Harper** (MLIS '01) has a new position as a reference librarian at Montana Tech of the University of Montana in Butte. Harper is one of two professional librarians in the small library, which has a collection emphasizing mining, mineral resources and geology.

**Beth Daugherty Tilley** (MLIS '02) married Jonathan Tilley in Holstebro, Denmark, on Nov. 9, 2002. The couple lives in Germany.

**Rachelle Pacchiano** (MLIS '02) was recently hired as a law librarian for Preston Gates & Ellis LLP in Seattle. [🔗](#)



# winter 2003

## UPCOMING EVENTS

### MSIM PROGRAM CAPSTONE POSTER SESSION

**Saturday, March 15**  
*Mary Gates Hall Commons, 10 a.m.*  
 The general public is invited to view posters of final projects from the Information School's first cohort of Master of Science in Information Management students.

### BEVERLY CLEARY CELEBRATION AND SILENT AUCTION

**Thursday, April 10**  
*WLA 2003 President's Reception*  
*Yakima Capitol Theatre, 9 to 11 p.m.*  
 Join the Information School at WLA 2003 and celebrate Beverly Cleary's birthday with a silent auction to support the Beverly Cleary Endowed Chair for Children's and Youth Services.

### UW SCHOOL OF DRAMA PRESENTS "DESK SET"

**May 25 - June 8**  
*The Playhouse Theatre*  
 The Information School encourages alumni and friends to support the School of Drama's production of this 1950s hit featuring four fabulous reference librarians.

### ALA ANNUAL CONFERENCE AND ALUMNI REUNION

**June 19-25**  
*Toronto, Ont., Canada*  
 As always, the Information School will hold an alumni reunion during the American Library Association's annual conference. Stay tuned for further details.

### AALL ANNUAL MEETING AND ALUMNI REUNION

**July 12-16**  
*Washington State Convention Center, Seattle*  
 The American Association of Law Libraries is holding its 2003 annual meeting in Seattle. A reunion of UW law librarianship graduates and Information School graduates who work in law libraries is scheduled for Sunday evening, July 13.

### Future Events

**Dublin Core 2003 Conference**  
**September 28 - October 2**  
 The Information School is hosting DC-2003.

**PLA National Conference**  
**February 2004**  
 The Public Library Association is holding its 2004 conference in Seattle.



**ISCHOOL COLLOQUIA SERIES**  
 Colloquia for winter and spring quarters will be held on intermittent Fridays from 3:30 to 5 p.m. Check the Information School Web site for speakers and times.



# what's new?

## NEW JOB? NEW NEWS?

**Send alumni news via:**

**MAIL:**  
 The Information School  
 University of Washington, Box 352840  
 Seattle, WA 98195-2840

**FAX:**  
 206-616-3152

**EMAIL:**  
 newsletter@ischool.washington.edu

NAME (Please include maiden name)		GRADUATION DATE
EMPLOYER		TITLE
BUSINESS ADDRESS		
BUSINESS PHONE	BUSINESS FAX	BUSINESS EMAIL
HOME ADDRESS		
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**News:**

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May we use this information in the next newsletter?  YES  NO

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