



the informed

A publication of the Department of Information Science

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[FROM THE CHAIR]



Dr. Dan Albertson

As we reflect on the previous year and ponder the next, the COVID-19 pandemic was and will continue to be a great challenge for higher education institutions across the U.S. University at Buffalo is no exception. First and foremost, I want to personally thank our entire community for their support during these very difficult times, particularly throughout the second half of the 2019-2020 academic year. I also want to assure our community that this department (i.e. “your” department) succeeded in so many ways in fulfilling our obligations to our students and broader community by ensuring continuity of instruction (and world class instruction at that) and sustaining our impactful work. To those of you reading this newsletter - faculty, students, alumni, advisory board members, and community stakeholders - please know that we could not have done it without you. I also want to acknowledge that even though we as a department continued to thrive and show our concern for others throughout these times, we must recognize that members of our community have been deeply hurt, and many have suffered. A number of our students live and work in the New York City area, at one time the epicenter of the COVID-19 pandemic and hardest hit area in the

entire country. The stresses placed upon the lives of these friends and colleagues cannot be overstated. It is here that I saw firsthand how our faculty advisors and instructors showed compassion to engage, mentor, and support these members of our academic community. Additionally, many of our faculty contributed their wealth of knowledge and expertise in online education to support colleagues across the university to achieve the seemingly impossible task of moving all instruction online, a task that was fully delivered upon. However, even though the State of New York and the Buffalo area are currently seeing progress in their response to the COVID-19 pandemic, let us not forget the difficulties and pain that many of our friends, colleagues, and peers have gone through; let us reinforce our commitment to each other to help all of us achieve our true academic and professional potentials. Have a great and safe year, everyone. As always, don't be a stranger.

Best wishes,

Dr. Dan Albertson

Chair, Department of Information Science

the informed

CONTACT INFORMATION:

Department of Information Science
Graduate School of Education, University at Buffalo
534 Baldy Hall | Buffalo, NY 14260-1020
Phone: (716) 645-2412 | Fax: (716) 645-3775
Email: infosci-information@buffalo.edu

THE INFORMED EDITOR**Heidi Julien**

530 Baldy Hall
University at Buffalo
Buffalo, NY 14260
Email: heidijul@buffalo.edu

[NEWSLETTER DESIGN]**Amber Winters**

Assistant Dean for Communications and Marketing,
Graduate School of Education

[IS ADVISORY BOARD]**Sheryl Knab (Board Chair)**

Western New York Library Resources Council

Dr. Dan Albertson (IS Chair)

Department of Information Science,
University at Buffalo

Timothy Galvin (Retired)

Head of Extension Services,
Buffalo and Erie County Public Library

Christopher Hollister

Interim Head of Scholarly Communication,
University at Buffalo

Susan Janczak (Retired)

Department of Information Science,
University at Buffalo

Carolyn Klotzbach-Russell

Social Science Librarian,
University at Buffalo

Joshua Mitch

Buffalo and Erie County Public Library

Sumyung Moon (Student Representative)

Department of Information Science,
University at Buffalo

Dr. Valerie Nessel (Faculty Liaison)

Department of Information Science,
University at Buffalo

Gina Nortonsmith (Alumni)

Department of Information Science,
University at Buffalo

Molly Poremski (IS Liaison)

Department of Information Science,
University at Buffalo

Kristen Squire

Senior Taxonomy Specialist,
Edelman Intelligence

FACULTY NEWS

Dr. Sam Abramovich was promoted to Associate Professor with tenure. Congratulations, Sam! After seven years with the Department, Assistant to the Chair Ben Poremski moved to a position as Assistant Dean for Enrollment and Data Analytics in the GSE Dean's office. It's a great move for Ben, but we're very sorry to see him go. Luckily, we have Arryonna Singleton back as our Assistant to the Chair. Arry worked with us in an administrative role a few years ago, and we're delighted to have her return to our Department.

STUDENT NEWS

The Information Science - Graduate Student Association (IS GSA) celebrated the end of the fall semester with a party at Misuta Chow's! We enjoyed a delightfully tasty dinner, and then spent the rest of the evening playing the various arcade games offered on the second floor. A great time was had by all. IS GSA plans on having more events in the future, both in-person, and online! We also hope to collaborate with other departments on more community outreach events. Please feel free to join us at any time - we'd be happy to have you!
-Kaitlyn Rak, IS GSA President

MS in ILS student Sebastian C. Galbo recently published "Collection Development Challenges in Slavic & East European Libraries: A Literature Review" in School of Information Student Research Journal: <https://scholarworks.sjsu.edu/ischoolsrj/vol10/iss1/4>.

Student Melissa Wilson was awarded the American Library Association (ALA) Tony B. Leisner scholarship for library support staff. She was also accepted to ALA's 2020 Student-to-Staff (S2S) Program for the 2020 ALA Conference. Unfortunately the conference went virtual, but congratulations are due nonetheless!

Student Kyle Huskin got a job as a "technician for the multispectral imaging team at the Center for the Study of Manuscript Cultures (CSMC) [in Hamburg, Germany], which is essentially the much larger and fancier European version of the Lazarus Project, for which I already work. I won't be doing much with my PhD in medieval French literature just yet, but I mostly want to do paleographic and codicological analysis anyway. I should at least have a chance to put the LIS degree to use when coordinating imaging projects with archival libraries around the world. I've never been to Hamburg either — I hadn't even been to Germany before this summer! — so this will be a big adventure for me."

ADJUNCT FACULTY

Sincere thanks to the adjunct faculty who shared their expertise with our students in courses during the 2019-20 year:

- Susan Allen
- Toni Baller
- James Belair
- Angela Boccuzzi-Reichert
- Marie Elia
- Matthew Harvey
- Chris Hollister
- Kathleen Jaccarino
- Keith Knop
- Vanessa Pannicia
- Molly Poremski
- Jim Tammaro

BETA PHI MU

Beta Delta Chapter inductees from our 2019 graduates include:

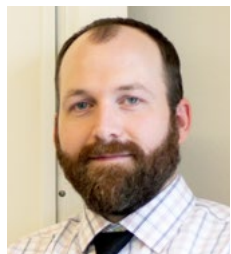
- Rebekah E. Burke
- Christine S. Fena
- Gina Nortonsmith
- Kelly Cheverko Palmese
- Melissa L. Rubin

Congratulations to all!



[event] SEMINAR SERIES

We are proud to host visiting scholars in our Research Seminar Series. Please watch for details about our 2020-21 speakers. This past year, we hosted the following scholars:



Craig M. MacDonald, PhD
**School of Information,
Pratt Institute**

User Experience Capacity-Building (UXCB): A Conceptual Model and Research Agenda
September 16, 2019



Rachel M. Magee, PhD
**School of Information
Sciences, University of
Illinois Urbana-Champaign**

Incorporating Multiple Perspectives into the Design of Youth Co-Research: Listening to Teens, Library Staff, and Researchers
February 24th, 2020

Our annual Bobinski Lecture was unfortunately cancelled due to the pandemic, but please join us in 2021!

Note to Mary Jo Sicurella, Director of the MS in School Librarianship Program, from graduating student Joe Benedetto

I just would like to thank you for your candidness and support over the past 2.5 years. The program was rigorous and you were able to support me emotionally throughout.

You are definitely an asset to the University and a rock to many. Thank you for all of your time, energy, encouragement, and ear throughout. It was much appreciated and I needed to share.

[DLIS] ALUMNI STORY

3D PRINTING PPE

Alumni Pam Pagones (Class of 2019, Children's Librarian, Bellmore Memorial Library, Bellmore NY) and Joshua Firer (Class of 2016, Head of User Experience, Merrick Library, Merrick, NY) responded to the pandemic by using their libraries' 3D printers on Long Island to print, assemble, and donate over 200 face shields and PPE to local hospitals, health centers, and essential workers in the community.



Pam Pagones



Joshua Firer

[update PHD PROGRAM]

The department launched our PhD in Information Science this year! The program focuses on preparing students for rigorous research with close supervision by a faculty member with similar interests. While the coursework is completely online, students visit campus once a year for a Residency Week that provides opportunities for developing closer working relationships with fellow students and with faculty. This year's Residency Week was online, but we are looking forward to getting doctoral students and faculty together in person in fall 2021. Four students enrolled in spring 2020, and five more students will join us for fall 2020. These enthusiastic and motivated students work in information environments across the U.S. and Canada. Supporting doctoral students is the next logical step for our department's thriving research program. We hope you'll join us in welcoming these nine new students as they join the talented students in our masters programs in information and library science and in school librarianship!

Submitted by Amy VanScoy, PhD Program Director

ENTREPRENEUR AND MS IN ILS STUDENT CHARICE THOMPSON

I first attended the University at Buffalo in 1994. Unfortunately, due to personal circumstances at that time and after completing only two semesters, I had to step away from school in order to support myself financially. I obtained my cosmetology license and began working full-time as a hairstylist. My intention was to return to UB to complete my undergraduate studies and go on to UB law school. However, my clientele grew exponentially in such a short period of time and I loved servicing clients and being able to express my creativity through hairstyling. Consequently, I opened my own hair salon in 1999. I got married in 2000 and had my first child in 2008. Like most non-traditional students, I questioned whether I would be able to manage college and all of my other responsibilities. However, after having my daughter in 2011, I came to realize that I wanted to be the example for my children that I did not have. While my mother attended college, she did not finish and expresses her regret until this day. I did not want to live my life with regrets, so I returned to UB in 2015 and graduated with my BA in Political Science (minor- History) in 2018. I applied to UB law and was wait-listed. Initially, I was disappointed but being wait-listed afforded me the opportunity to explore my other interests, something I had not done in almost twenty years. That is how I came to apply to the MS in ILS program.



Charice Thompson with her family, including her husband Jermaine Thompson, son Baron and daughter Emerald

Although it has been incredibly difficult trying to juggle running a business and raising two children while working and going to school full-time, I am determined to finish what I started. Also, I want to show my children that with determination and perseverance they can do whatever it is they set their mind to.

The pandemic has been a blessing and a curse. On the upside, having to temporarily close my business has allowed me to spend more time with my family and focus on my studies. The downside is while I am not working, I am not getting paid. Ultimately, quality time with my family and getting an education is more valuable to me than monetary gain.

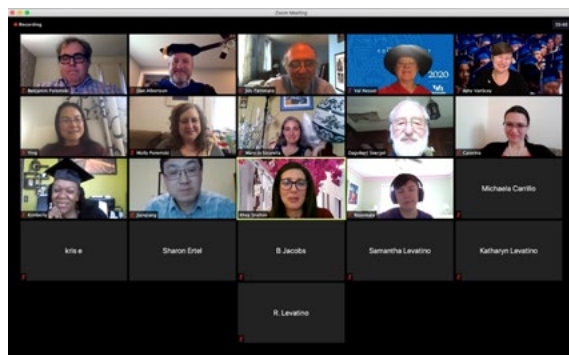
I am absolutely enjoying the MS in ILS program! The faculty and staff are very supportive and reasonable, the coursework is rich with information and there is flexibility for non-traditional students like myself because everything is online. I believe all of these things have contributed greatly towards my ability to learn and do well. My goal is to someday work at UB's Charles B. Sears Law Library. If not, maybe the Library of Congress or even a history museum. Wherever my journey may lead me, I am confident that with the tools and knowledge that I have acquired during my time spent at UB along with my life's experiences, I will be prepared.

[event GRADUATION BRUNCH]

This year, the annual Graduation Reception Brunch went virtual, due to the pandemic. We enjoyed celebrating our graduates and their families via Zoom.

66 GRADUATES
JOINED OUR

4,600+
ALUMNI



Virtual Reception



Valerie Nessel at the Virtual Reception

2019-2020 [GRADUATES]

Congratulations to our 2019-20 Graduates! We wish you well as you move forward into the future.

MS IN INFORMATION AND LIBRARY SCIENCE

Matthew Allan Alexander
Robyn Louise Avery
Lindsey Katherine Barnick
Lucy Bell
Susan Marie Bernier
Sloane Boyce
Lisa Marie Buda
James Francis Byrne
Michaela Rose Carrillo
Rebecca Chapman
Lisa M Dallessandro
Lucas Dana
Matthew C. Davis
Rosemary Claire Derocher
Anita Duka
Kimberly Filmore

Alijah Fox
David Giannetti
Michael Green
Sarah M H Johnson
Ebonipearl E Jones
Heather Marie Laribee
Katharyn Lynn Levatino
Kathleen Lynch
Jaime Lynn Mott
Laura Newsome
Andrew Harry Oppenheimer
Mallory Sue Quinn
Caterina Maria Reed
Lillian Reynolds
William Paul Rosenblum
Melissa Lynn Rubin
Sally Ann Schaefer
Steven M Shon
Lynda C Stanley

Alison Sutton
Emily Wejchert
Emily Allyn Wilson
Anne Windholz
Mien Wong

MS IN SCHOOL LIBRARIANSHIP

Carrie L Allen
Joseph Benedetto
Christopher Cabrera
Emily Centrone
Allyson Marie DeBoard
Jenna Driver
Alison Ruth Eccleston
Gwendolyn Ann Heko
Hayley Adeline Hoerner
Michelle Kuebler

Jamie M Lee
Lauren Rose MacDonald
Aliza Jacquelyn Mangefrida
Lisa Monks
Kayla Noll
Ann Frances Prior
Karensa Aven Reber
Emily J Rundle
Denise Marie Schneider
Anna Schwen
Rhea Lynn D'Amelia Shelton
Erica Ashley Soper
Casey James Spark
Josh Tomkin
Adrienne White
Whitney Elizabeth Whitfield

1980s

KATHRYN GALVIN (1989) After 30 years with the Buffalo and Erie County Public Library, Kathy retired in May 2019. From 1990-1995 she was also admissions officer for our program when it was the School of Information and Library Studies.

1990s

MARK DE JONG (1999) Mark is now the Associate Library Director for Collections and Resource Management at the United States Naval Academy's Nimitz Library in Annapolis, MD.

SAMANTHA GUST (1996) Samantha was named "Reviewer of the Year" by *Library Journal* and recently published "The Reader's Shelf: Addiction Memoirs" in the April 20, 2020 issue. She received her 20-year service award from Niagara University, where she is the Library's Head of Acquisitions.

2000s

JILL TARABULA (2005) After nearly 8 years at Clinton Community College, including 2 years as Library Director, Jill is now the Medical Librarian at Champlain Valley Physicians Hospital in Plattsburgh, NY. Since joining Physicians Hospital, she has earned her Academy of Health Information (AHIP) and level 2 Consumer Health Information Specialist credentials, both awarded through the Medical Library Association.

2010s

VANESSA ARCE (2019) In January 2020, Vanessa became the Head of Reference at the Leonard Lief Library at Lehman College (CUNY). Six weeks into the new position she had to reconfigure the whole reference unit to work remotely. She says that "having been an online student prepared me very well for this moment where everything happens online."

CHRISTINE FENA (2019) Christine is working as the Undergraduate Success Librarian at Stony Brook University Libraries in Stony Brook, NY.

MELISSA LAIDMAN (2019) Melissa has taken a position as Research and Instruction Librarian at the Montante Family Library, D'Youville College in Buffalo, NY.

MELISSA NETZBAND (2019) Melissa is now the Information Literacy and Instruction Librarian at SUNY Potsdam's Frederick Crumb Memorial Library in Potsdam, NY. She founded and is currently leading the social media committee and is working with faculty to embed standardized information literacy into the new General Education Program on campus.

GINA NORTONSMITH (2019) Gina is working as Project Archivist at Northeastern University Library in Boston, MA.

JOSEPH SCHILL (2019) Joe has taken the position of archivist with the Rakow Research Library, located at the Corning Museum of Glass in Corning, NY.

ASHLEY SENSKE (2017) In April 2019, Ashley became the Collections Coordinator and Education Liaison for the National Comedy Center in Jamestown, NY. She is also working part-time with City of Jamestown assisting in their records management. Ashley is the official Historian of Jamestown, and serves on the board of the Fenton History Center as the Vice President.

LARA (HERZELLAH) FOUNTAINE (2016) Lara currently works at North Carolina State University and recently got married! She has published a book chapter "Breaking Out of the Ordinary: Using BreakoutEDU and Escape Rooms in the Academic Library" in Crowe and Sclipa's *Games and Gamification in Academic Libraries* (2020). She was also a contributing author to "Charting a path forward in student success" which was published in vol.47, issue 4 (2019) of *Reference Services Review*.

KATHRYN GOLDBACH (2016) After working for 2 years as a Librarian for the Metropolitan Library System in Oklahoma City, Katie has taken a position as an instructional designer and project manager at SafetySkills, where among other duties, she interprets government regulations and industry standards for course development. SafetySkills is located in Oklahoma City, OK.

XANTIPPE VANARSDALE (2016) Xantippe is the Head of Technical Services at Potsdam Public Library in Potsdam, NY.

ELIZABETH PORTILLO (2015) In December 2019, Elizabeth returned to NYS, as the Finkelstein Memorial Library's Head of Youth Services. She oversees a staff of more than 20 employees at Rockland County's largest library. Elizabeth had been working as a Youth Services Librarian in rural Connecticut since 2016, but is excited to be getting experience in an urban setting now!

JOSHUA RAKOWER (2015) Josh is now the Undergraduate Experience Librarian at Western Carolina University in Cullowhee, NC.

ALLISON FISCHER (2014) Allison is a librarian at Erie Community College and serves on the WNYLRC High School 2 College Committee. Part of this committee's charge is to identify ways in which developmentally appropriate information literacy goals can be effectively addressed throughout students' educational experiences.

MICHAEL HERMAN (2014) Michael is the Library Director at Shaw Air Force Base in Florence, SC.

AMANDA MCCORMICK (2014) Amanda is the new Chemistry & Physics Librarian at the University at Buffalo's University Libraries.

SUSAN POTERA (2014) Susan is now the Youth Services Librarian at Richmond Public Library in Batavia, NY.

TIMOTHY RYAN (2014) Tim is now a reference librarian at Seymour Public Library in Brockport, NY.

JILL BOTTICELLI (2013) Jill recently received certification by the Academy of Certified Archivists (ACA). Certification requires a thorough understanding of a wide range of archival principles and practices, including document selection, arrangement and description; reference and access services; document preservation and protection; advocacy and promotion of archival collections; archival program management; and professional, ethical and legal responsibilities. Jill has been the Archivist/Special Collections Librarian at Southwestern Baptist Theological Seminary in Fort Worth, TX since 2015.

CAROLYN KLOTZBACH-RUSSELL (2013) Carolyn is now the Social Sciences Librarian at the University at Buffalo's University Libraries.

BREDNY RODRIGUEZ (2013) Bredny is now the Collections Strategist for the Life and Health Sciences at the University of California, San Diego.

KELLY SALLANDER (2013) After 6 years at Softrek, in Buffalo, NY, Kelly has taken a Business Analyst position with Farm Bureau Insurance of Tennessee in Columbia, TN.

KATIE BERTEL (2012) After working as Outreach & Engagement Librarian at Buffalo State College, Katie has started a new position as Courseware Support Librarian at the University of Pennsylvania.

ESTHER JACKSON (2012) In April 2020, Esther joined the Columbia University Libraries as Digital Scholarship's Scholarly Communication Technologies Librarian. In this role, Esther provides technical and strategic leadership in sustaining and expanding Columbia's institutional repository, Academic Commons, as a hub for scholarly communication and open knowledge across campus. Prior to starting her position at Columbia, Esther was the Public Services Librarian and the Wikimedian in Residence at the New York Botanical Garden.

AMANDA KIESL (2012) After completing her MLS, Amanda earned a master's degree in photographic preservation and collections management at the University of Rochester. She is now the Visual Materials Cataloger for the Rare Books and Manuscripts Collection at Cornell University, Ithaca, NY.

SAMANTHA QUELL (2012) Samantha is a Senior Product Owner for Innovative Interfaces (now part of ProQuest). She is specifically working with the Polaris ILS, which is used in public libraries across North America and looking to expand into other English-speaking countries. Her job involves working with multiple development teams on new feature development for the ILS and working closely with libraries to understand their needs and prioritize development efforts. She says, "my day-to-day duties relate more traditionally to software development, but since its development for libraries, my degree/experience has been essential for my success in this role." Samantha took over as the primary Product Owner for the Polaris ILS this past January (2020).

KELLIE BARBATO (2011) After working as the Outreach Librarian at Roberts Wesleyan College in Rochester, NY, Kellie is now the Access Services Librarian at Palm Beach Atlantic University in West Palm Beach, FL. She was recently promoted from Affiliate Librarian to Assistant Librarian.

RON KIRSOP (2011) In July 2019, Ron became the Executive Director of the Pioneer

Library System in Canandaigua, NY. The Pioneer System serves 42 small and rural public libraries in Western New York.

AIMEE LEVESQUE, PHD (2011) Aimee completed her PhD in Curriculum, Instruction and the Science of Learning at UB in 2018. She is founder and Executive Director of Inclusive Theater of WNY, whose mission is to seek to "reimagine our society through producing original scripts in our ongoing writing group and writing workshops, utilizing existing plays, and through the production and performance of those scripts with actors who are chosen solely on their ability and passion."

KIMBERLY (FALKOWSKI) PLASSCHE (2011) Kimberly is the Map Librarian and liaison to the Geography Department at the University at Buffalo's University Libraries.

JOSHUA GORDON (2010) Josh just took a position with the UB Libraries in their ILL Department. In response to the Covid-19 pandemic, UB's ILL has established a controlled digital lending (CDL) process, which allows them to digitize materials and lend them electronically, to anyone, internally or externally. Josh took this position in ILL, after completing a multi-year grant-funded project to make accessible 700+ static scanned government documents and deposit them with HathiTrust. Prior to that, he worked for the Center for Development of Human Services, a collaborative project between Buffalo State College and the SUNY Research Foundation, where he developed a knowledge- and content-management platform for the organization that overhauled New York State's child welfare training.

GENEVIEVE MAYNARD (2010) Genevieve is a librarian at the Lancaster (NY) Public Library System and is co-organizer of STEAMfest, an immersive event for hands-on Science Technology Engineering Arts and Mathematics learning for grades K-12.

ROBIN SULLIVAN (2010) Robin is now the Head of Media Services and Emerging Technologies Librarian at the University at Buffalo's University Libraries.

DEATHS

NANCY CUNNINGHAM, PHD (1997) Having earned a PhD in microbiology and immunology, Nancy worked with the American Red Cross overseeing blood collections in WNY. She earned her MLS in 1997 and in 2000 became Director of Roswell Park's Dr. Edward A. Mirand Library, which has one of the largest collections of cancer-related materials in New York State. She retired in 2017. Nancy passed away in April 2019 in Buffalo.

KAREN RUSS (1994) Karen was an accomplished academic librarian and worked as the Government Documents Librarian at the University of Arkansas at Little Rock for over 21 years. In 2014, her library was named Federal Depository Library of the Year, awarded by the U.S. Government Printing Office (GPO). She passed away Dec. 15, 2017.

WORDS OF WISDOM

For students who are still trying to figure out what direction to take in information science field, **LARA FOUNTAINE (2016)** says, "IT'S OKAY! I went from pursuing archives to then pursuing health sciences librarianship in school and immediately after graduation to becoming a reference and instruction librarian to now being an outreach librarian. It's okay not to have it all figured out and it's okay to change your mind. There may be those who seem to have it all figured out but most of us don't."

[NOTES]

We would love to hear from more alumni for our next issue of The Informed. Please contact Dr. Amy VanScoy at vanscoy@buffalo.edu or feel free to post your news to the LIS alumni list, is-alumni-list@listserv.buffalo.edu.

Dr. Sam Abramovich presented a workshop at the Association for Information Science & Technology (ASIS&T) annual meeting in Melbourne, Australia. He also presented papers at the Fifth Annual Maker Ed Convening in Pittsburgh, PA, at the Play Make Learn in Madison, WI, and at the SUNY Conference on Instruction & Technology in Purchase, NY. He served as Guest Editor for *Information and Learning Science*, and as Secretary/Treasurer of SIG InfoLearn for ASIS&T.

Dr. Dan Albertson presented a paper at the conference on Social Media and Society in Toronto, Canada. He also won a supplemental award from the Institute of Museum and Library Services (IMLS), for the REALIS-D in School Libraries project, with a colleague at the University of West Georgia.

Dr. Heidi Julien presented multiple invited talks and workshops at Swinburne University in Melbourne, Australia, at University of Technology Sydney, in Sydney, Australia, and at Victoria University of Wellington in Wellington and Auckland, New Zealand. She gave an invited keynote presentation at the Research Applications in Information and Library Studies conference in Canberra, Australia, and served on two panels at the ASIS&T conference in Melbourne, Australia and two panels at the Association for Library and Information Science Education (ALISE) in Knoxville, TN. Dr. Julien gave papers at the Library Research Found Table Research Forum at the ALA annual conference, at the Canadian Association for Information Science conference, the International Conference on Information Literacy in Vanderbijlpark, South Africa, and at the LOEX conference. She presented a poster at the iConference. Dr. Julien conducted an external review for the South Africa National Research Foundation, and served as a grant reviewer for the Institute for Adult Learning, Singapore University of Social Sciences, and for the Swiss National Science Foundation. She provided four external reviews for promotion to full professor, and served as Chair of the Governance Committee for ASIS&T and on the ALISE Board as immediate Past-President. She also served as Chair of the ISIC (Information Seeking in Context conference) Standing Committee, and as a member of the Western New York Library Resources Council (WNYLRC) Strategic Planning Committee. She examined two PhD theses, served on multiple conference program committees, and reviewed multiple submissions for a range of journals. Dr. Julien served on the editorial boards of multiple journals, and was appointed to the boards of the *Journal of the Association for Information Science & Technology*, and of the *Journal of Education for Library and Information Science*. She continued her work on grants funded by the Social Sciences and Humanities Research Council of Canada (SSHRC) ("Promoting Digital Literacy in the Community Through Public Library Initiatives") with colleagues at McMaster University and Ontario Tech University; and another grant from the IMLS ("Community College Librarian and Student Perceptions of Student Information Literacy Needs") with colleagues at Florida State University. She won a new SSHRC grant with colleagues at McGill University and Swinburne University, titled "Marginalisation and Missing Information: Exploring How Academic Casualization Complicates Workplace Information Practices." Dr. Julien was appointed as a Research Associate at the University of Pretoria, an honorary title.

Dr. Valerie Nessel presented papers at the iConference, and at the ALISE conference in Knoxville, TN. She served on multiple committees at the University at Buffalo, including the Campus Planning Committee: Academic Continuity, Retention, and Completion Committee, Digital Accessibility Advisory Committee, and the Task Force on Safeguarding University and Faculty Assets and Interests. Dr. Nessel also chaired the Faculty Senate IT Committee and served as the UBIT Faculty Fellow. She reviewed submissions for the ALISE, ASIS&T, and Canadian Association for Information Science (CAIS) conferences. She joined the editorial board for *The Indexer* and remain an editorial board member and reviewer for *Library and Information Science Research*, and reviewed manuscripts for *Journal of Information Science* and *FirstMonday*. She continued her work on a study funded by IMLS, titled "Producing Productive Public Library Programming for Older Adults: A Participatory Design Approach."

Dr. Dagobert Soergel presented papers at the Future of Education 2019 in Florence, Italy, International Multi-Conference on Complexity, Informatics and Cybernetics 2020 in Orlando, FL, and Colloque International d'ISKO-France in Montpellier, France. He reviewed submissions for the *Journal of Information Science & Technology*, *Knowledge Organization*, *Pakistan Journal of Information Management & Libraries*, *Perspectivas em Ciência da Informação*, and *Review of Information Science*. In addition, he served on the program committees for the ASIS&T conference, and the International Society for Knowledge Organization (ISKO) conference. He served on the University Faculty Senate Academic Planning Committee. Dr. Soergel was elected chair of the Scientific Advisory Committee of ISKO.

Dr. Ying Sun presented papers at MedINFO 2019 in Lyon, France, and at the ASIS&T conference in Melbourne, Australia. She also served on the ALISE Research Grant competition committee and as ad-hoc reviewer for the *Journal of the Association for Information Science & Technology*, for *Information Processing and Management*, and for the annual conference of ASIS&T.

Dr. Amy VanScoy presented papers at the annual conference of the Canadian Association for Information Science, the iConference, the ASIS&T conference in Melbourne, Australia, the ALISE conference in Knoxville, TN, and the Research Applications in Information and Library Studies conference in Canberra, Australia. She also served on the editorial board of *Library & Information Science Research*, as a reviewer for the Croatian Science Foundation, as School Representative for ALISE, and on the committees for the ASIS&T Watson Davis Service Award and the ALISE Methodology Paper Award. Dr. VanScoy served as a reviewer for the annual conferences of ALISE, ASIS&T, the iConference, and the Canadian Association for Information Science, as well as for the Libraries in the Digital Age Conference, and ISIC: The Information Behaviour Conference. She continued her work on two grants, one funded by the IMLS ("Student Privacy in the Datafied Classroom: Researching Instructional Privacy Practices to Facilitate Privacy Advocacy Discussions") with a colleague at Indiana University-Indianapolis, and another funded by the ASIS&T SIG-USE Elfreda A. Chatman Research Award.

Dr. Jianqiang Wang presented a paper at DEStech Transactions on Computer Science and Engineering in Prague, Czech Republic, and at the ASIS&T conference in Melbourne, Australia. He also reviewed submissions for the iConference and for the annual conference of the North American Chapter of the Association for Computational Linguistics. Dr. Wang reviewed manuscripts for *Information Processing and Management*, *ACM Computing Survey*, and *Recent Advances in Electrical and Electronic Engineering*.



Abramovich, S. & Wardrip, P.S. (in press). Can digital badges strengthen religious ethnic-cultural identity in a religious education setting? *British Journal of Religious Education*.

Albertson, D. & Johnston, M.P. (in press). Modeling users' perceptions of video information seeking, learning through added value, and using curated digital collections. *Journal of Information Science*.

Julien, H., Gross, M., & Latham, D., eds. (2020). *The Information Literacy Framework: Case Studies of Successful Implementation*. Lanham, Maryland: Rowman & Littlefield. ISBN 978-1-5381-2143-6

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Molly Poremski, Adjunct Professor

Connection in the time of Covid-19

During the middle of the Spring semester of this year, a pandemic struck and classes were forced to go to virtual formats. The Department of Information Science, while already being an online program, was well-prepared to meet this challenge. The University purchased access to the Zoom platform, and that's when the connection really started. Our previous video conferencing program was clunky, at best. Zoom provided a way for me to easily meet with my students in LIS 518: Reference & Information Services, sometimes on a bi-weekly basis, to catch up, have them ask questions about the class, and even be able to discuss how we were doing in these challenging times. I made the meetings non-mandatory and casual, and sometimes the conversations delved into Hallmark Movies or the latest releases on Netflix. Zoom provided a great way to connect with students in an uncertain and scary time, and I was able to meet students and build relationships in a way that wasn't possible before. At the beginning of isolation, it was nice just to talk to people! I plan on offering my class meetups in semesters to come!

QUOTES FROM MOLLY'S STUDENTS

For me attending Zoom chats has been a wonderful addition to class. It gave me a chance to connect with my peers and Ms. Poremski not only in a professional manner but personally as well. We always had fun discussions about the course and life in general. Since the video chat was in real time it helped immensely when I needed to have clarifying questions answered about assignments, rather than waiting on emails. I enjoyed every single Zoom meeting I attended this semester and moving forward I hope this is something all professors do in their upcoming classes.

Sincerely,
Angela Stompanado

One of the more difficult aspects of online learning for me is not seeing or communicating with my classmates through media other than asynchronous text. That being said, the regular Zoom meetings in my 518 course have been a joy: I feel like I'm getting to know my classmates and my instructor in a low-pressure environment. I would very much enjoy having the opportunity to participate in similar meetings in future courses.

Best,
Ashur Barre



Jim Tammaro, Retiring Adjunct Professor

Tell us about your adjuncting experiences with the program

1990 was a big year for me as that year I was appointed to the New York State Archives and was appointed as an adjunct professor at UB by Dr. George Bobinski, Dean of what was then the UB School of Information and Library Science (SILS). The first night of class in 1990

was a little nerve wracking as I had never taught in the classroom before but I felt I had a good command of the subject matter so it came off ok.

Throughout the years my adjunct experiences with the program have been rewarding and pleasurable. A lot of the credit for that goes to the outstanding deans, department chairs and professors I was able to work with. When I sought out guidance the professors were there to offer me the advice I needed. It made my first class easier all through the last class this spring.

Can you share a short anecdote or two that reflect your experience as an adjunct instructor?

One occurred when I was teaching an advanced archives management course. Through my teaching career I had always encouraged students to attend professional conferences to further their knowledge about the archives field and encourage networking. In keeping with that thought, during one class I offered to drive up to four students to a meeting of the Mid-Atlantic Regional Archives Conference (MARAC) being held in Richmond, Virginia. Four students took me up on that offer and so ever since I've referred to those former students as the "Richmond Four".

The second anecdote relates to my efforts with one former student who took both archives courses I was teaching at the time and whom I supervised for an archives practicum. As it turned out I was helpful in getting this former student a full-time archives position in Western New York. Later that year, when the former student and I were attending a professional conference, which the student's parents also attended, the former student's mother came up to me and said one of the nicest things anyone has said to me relating to my teaching at UB which was "Thank you for all you're doing for my daughter."

What were the highlights of your teaching experience with us?

Two highlights come to mind. One is being considered a colleague by the fellow professors I had the opportunity to work with in the

department over the years and being able to attend meetings with them as a colleague.

The other highlight is being helpful in getting some of my former students positions in the archives and records management fields in organizations as diverse as the U.S. National Archives and two counties in Western New York.

Did you experience any challenges in your teaching?

One challenge was when I was asked to develop an archives course from scratch and teach it on short notice. The chair of the department at the time asked me one spring semester in March to develop an archives course for the department. Then the chair asked me if I could be ready to teach the course the upcoming first summer semester.

The other challenge occurred about five years ago when I was asked to convert my courses to online presentation. At the time I was asked to do it, I initially thought this might be the time to retire from teaching because converting to online teaching meant a lot of work involving learning new software programs and re-organizing the two courses I was teaching but I quickly said to myself "I can do this" and so worked several weeks to convert how I taught in a classroom to how I would teach online.

What aspects of your teaching experience changed over the years, and what stayed constant?

The biggest aspect that changed over time was going from teaching in the classroom to teaching online. The aspects that stayed the same were my ability to still interact with the students, albeit in a different mode and my sense of accomplishment and pleasure at instilling in my students knowledge about the archives and records management fields and still working with them individually on archives and records management practicums.

What plans do you have for your next chapter?

I hope to increase my community service as a kind of thank you for all the good fortune I have experienced in my life. I've already started to increase this service as I've been appointed to the Village of Williamsville's Historic Preservation Commission with the goal of preserving the architectural heritage of the Village of Williamsville. I also plan to increase my travels across the U.S. and Canada. Finally, once my wife is fully retired, I plan to take her on trips across New York State to see places she didn't get a chance to go see during my numerous business trips for the New York State Archives.

Thank you for your many years of dedicated service to the program, Jim! We will miss your smiling face and infectious enthusiasm!



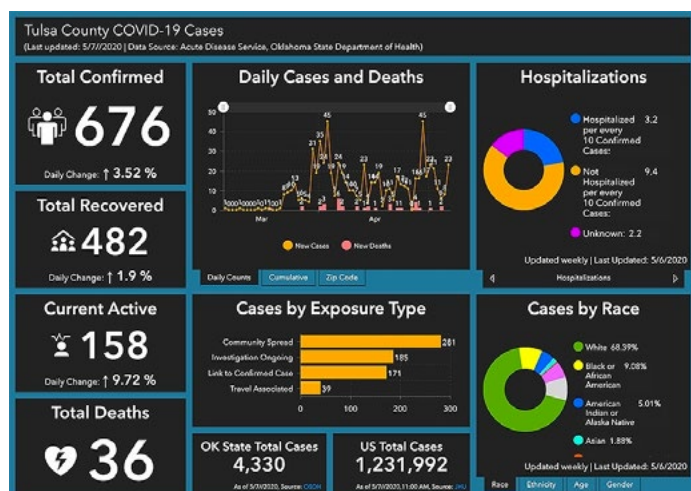
UB STUDENT CRAFTS COVID-19 DATA MODELS FOR GOVERNMENT

While most people across the nation rely on government officials for critical information regarding COVID-19, officials in one city are turning to a UB student for guidance.

Monica Rogers, a doctoral candidate in information science in the Graduate School of Education, is the information systems manager for the Tulsa Health Department.

Rogers monitors infections, hospitalizations and deaths related to COVID-19 to craft data models that provide crucial information on the peak spread of the virus and to project future rates of illness. These models assist key decision-makers in the city of Tulsa and the state of Oklahoma.

“How many people are sick? How many will die? When will those things happen? These are the questions I try to answer in my models,” says Rogers, who enrolled in the UB graduate program to expand her skillset in data science. “We work with decision-makers to show different scenarios and their outcomes, such as what would happen if we allowed limited social gatherings or lifted restrictions.”



The pandemic is the first time she has been tasked with modeling infectious disease; prior to the outbreak, she mostly forecasted community health needs and the prevalence of chronic conditions.



Monica Rogers

A challenge of creating models around COVID-19 is that essential information is constantly changing or doesn't exist, says Rogers, who has worked in information science for more than a decade.

“People should understand that we're dealing with a new disease, so there are a lot of assumptions and a severe lack of good data. We're assuming people are social distancing; we're assuming people can't get re-infected,” she explains. “The earliest models have the widest ranges of potentials. It's an iterative process. As we gain better data, we can tighten up projections so that they're closer to reality.”

Rogers reviews and adjusts her models each week. While new information, particularly from mass testing and the ability to better track the spread of infection, would improve her estimates, human behavior is the greatest influence on her projections, she says.

“Models are not written in stone. They assume how people will behave. When their behavior changes, the model is no longer accurate,” says Rogers. “Even if the model projected that the peak has already passed, that assessment was made with the assumption that people will continue to follow government guidelines.”





Congratulations to Alumna Ginger Brewer-Bennett

Rochester Regional Library Council (RRLC) is pleased to announce that Ginger Brewer-Bennett from the Rochester Public Library, Arnett Branch was chosen as a RRLC 2020 Library All Star!

Ginger was nominated by Bruce Tehan who had this to say in his nomination of Ginger, "Ginger has been both passionate and tireless

in her efforts to ensure our patrons have the computer skills they need to survive, to grow, and to enrich their lives. As we all know, computer skills are needed for most facets of life in today's world. If a person wants to further their education, land a job, or connect with family and friends a block or half a world away, they need to be digitally literate. If a person wishes to buy a plane ticket to visit a sick relative, wants to file for government assistance, or wants to volunteer for a not-for-profit organization, computer skills are needed. The list of reasons one needs computer skills can go on forever. Whatever our patrons are trying to accomplish, Ginger makes sure they are ready to succeed. In addition to her partnership with the Literacy Volunteers of Rochester, Ginger has provided top notch computer advice on our public floor. She has also conducted well-planned and well-presented formal computer classes that have proven to be wildly popular with our patrons. She also conducts many one-to-one computer sessions with our patrons that prepare

them to take the formal classes or to build on what they have learned in those classes. As the manager of the Arnett Branch Library I have had many patrons pull me aside to tell me how Ginger has made their lives better. Formerly justice-involved individuals reentering the community have found jobs, grandmothers have communicated with grandchildren via social media, parents have been able to advocate for their children, and students have passed college courses all thanks to Ginger. She has even made my life better, or certainly easier, as I find myself always asking her to explain new technology to me.

"If the work by Ginger described above was not amazing enough, she does something amazingly selfless. Oftentimes Ginger sees a student determinedly working to master tech skills who does not have the equipment he or she needs. In those cases Ginger fixes that problem using her own money to purchase gently used laptops. She is a master at finding bargains on eBay. She then cleans the laptop up and installs proper software on it and then presents the laptop to the student. This is always a heart warming and life changing moment for the student and for Ginger. Ginger's wisdom, talent, handwork, and kindness has made a big difference in the quality of many library patrons lives."

Bruce stated that in regards to her work during the NYS COVID-19 Pause, "the importance of Ginger's work has become even more vital. Speaking of the NYS COVID-19 Pause, Ginger has found ways of continuing to instruct her students using long distance learning methods. Ginger is a very special librarian."

Congratulations to Ginger! Thank you for outstanding work and dedication to the patrons in your community!

Ginger offered a few words of advice to current students: I am truly honored to have received the Rochester Regional Library Council 2020 All Star Library Award. As a UB alumna, this award speaks volumes for the UB, Rochester and library communities as a whole. Librarians are true gems with a wealth of knowledge to be shared continually. We are innovators and motivators. Never let anyone tell you that librarians are no longer needed or are not important because we are. I encourage you to embrace every educational experience whether online or in person. Seek the guidance of your professors, advisor and learn from each other. Do not let anything stop you from reaching your goals. If you've already reached your goal, continue striving for higher goals. Remember that all victories were once a challenge and challenges only make you stronger. I also encourage you to visit and/or volunteer at your local libraries. Get to know the staff, learn library procedures and ask questions. Time waits for no one and soon enough you will be in this field putting your technology skills, customer service skills and library information studies to great use. I wish you all the best as you travel on this lifelong journey of learning!



How are you putting your degree to work?

As a member of the collection development and management program at the Library of the University of California, San Diego, I have been able to apply many of the practical and theoretical concepts that I learned as a graduate student in UB's Department of Information Science.

What has been your career trajectory so far?

I have worked in libraries since the age of 15, first as a page at my local library branch at the New York Public Library. Since then, I have worked both in academic and public libraries. After graduating from UB's master's program, I accepted a position as the Eugene Garfield Resident in Science Librarianship at the University of Pennsylvania. This program was developed by Dr. Eugene Garfield, a founder of the field of bibliometrics and developer of the Science Citation Index and the Journal Citation Reports to increase diversity in STEM librarianship. After completing the residency program at Penn, I was recruited by the UCLA Louise M. Darling Biomedical Library as a health sciences informationist serving the university's Division of the Life Sciences and the School of Dentistry. After two years, I was recruited by the University of Nevada, Las Vegas, for a unique opportunity to

help build and develop the first allopathic medical school and comprehensive health sciences library in Southern Nevada. Southern Nevada, which includes the Las Vegas metropolitan area, was, at the time, the largest metro area in the United States without an allopathic medical school.

How did your experiences as a student in the Department prepare you for your current role?

As a graduate student in UB's library and information science program, I took maximum advantage of internship opportunities locally. I also took advantage of independent study and practicum opportunities, and got involved in university governance through the graduate student association. Through all of these experiences, I was able to network with subject experts and develop professional relationships.

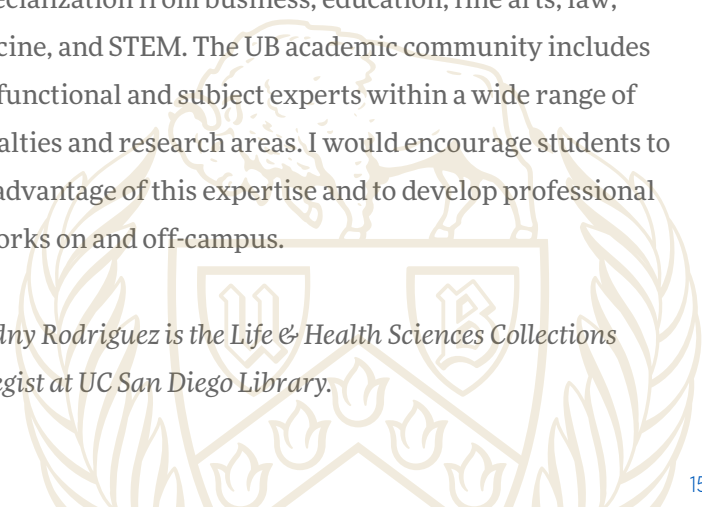
What are your passions?

Professionally I am passionate about health sciences and STEM librarianship, e-science, open access, and collection development. I am also committed to diversity, equity, and inclusion in higher education and especially in academic libraries. I have particular interests in public higher education and historically black colleges and universities (HBCUs) and minority-serving institutions (MSIs).

What advice would you give current students?

As a top tier research institution, UB gives graduate students the ability to engage in local internships in diverse areas of specialization from business, education, fine arts, law, medicine, and STEM. The UB academic community includes both functional and subject experts within a wide range of specialties and research areas. I would encourage students to take advantage of this expertise and to develop professional networks on and off-campus.

Brendny Rodriguez is the Life & Health Sciences Collections Strategist at UC San Diego Library.





I've been in Bradenton Florida for the last 17 years working for Manatee County Government and the Manatee County Public Library System (MCPLS). I work with an amazing library team here that are innovative, creative and thoughtful. Together we earned the Florida Library of the Year in 2016 along with an impressive number of statewide awards over the last 8 years. It was an honor to be selected as Florida Librarian of the Year in 2017. This honor was made

possible by the passionate work of library staff that helped me to bring an out of date library system forward by serving the community needs with unique collections and programs.

Late in 2017 my supervisor, Cheri Coryea, was promoted to Deputy County Administrator, leaving her position as Neighborhood Services Director open. She asked me to fill in as interim and I accepted. It seemed like a good position to not only learn and grow professionally, but to continue to move the library forward in terms of budget and promotion. In 2018, I was appointed permanently to that role. Cheri is now the County Administrator and has shown her impressive strength, grit and leadership in her new role.

In my new position, I oversee the majority of human services programs, grants and funds for Manatee County. This includes the Neighborhood Connections (support of neighborhood planning), Indigent Healthcare, and Veterans, Aging & special needs, Children's services. Additionally it includes the two larger divisions: the

MCPLS, and the Probation, Pretrial Release and Offender Work Program.

Our busy staff of 150 serves a community of 400,000 people and growing. However, the coronavirus pandemic has led us to oversee a number of emergency workgroups: homelessness (ensuring hygiene and water stations are available), feeding (helping get PPE to pantries and both food and volunteers to help make it accessible), and wraparound services for the non-congregate shelters (for those tested positive or awaiting results). We staff the Feeding Tampa Bay Mega Drive-Thru pantry; write thank you notes to teachers; make weekly wellness calls to our aging, special needs community, and veterans; and work with the local Department of Health and emergency management teams to assist with statistical data analysis. A few of the library team have coordinated all the research on the Executive Orders for County Administration as they were coming out quickly and often without any warning.

I feel fortunate that working in public libraries has provided me with solid social service orientation. I am exceptionally proud of my team as they show daily how to get it done while others are still debating or meeting on the merits and logistics. One of our most recent challenges was hiring a new Library Services Manager during this time. A fully virtual interview process for a position at that level was difficult, but we found some ways to test the critical thinking, presentation and communication skills of the candidates. We are looking forward to welcoming our new Manager Elizabeth Partridge as she makes her way from across the country in Washington State to start in just a few weeks. We know we have someone that can meet challenges for sure!

Ava's journey is a great example of how work managing a public library prepared her to go into other kinds of government and socially oriented work. Ava is Director of Neighborhood Services with the Manatee County Government in Bradenton, Florida.

AN INTERVIEW WITH MS IN LIS STUDENT EWA RADZISZEWICZ



What motivated you to enter the MS in LIS program?

I was always interested in international relations and wanted to work in the civil service, but I started my professional career working in several financial institutions in Warsaw, Poland.

After moving

to Brooklyn, NY, I worked as a college assistant in the library at CUNY LaGuardia Community College. It was a great experience, and I loved to work and learn there. During the time spent at the library, I realized that being a librarian is a fulfilling profession and decided to take that career direction. I am interested in academic and public librarianship and reference services but keep my mind open for other opportunities life can bring.

Can you talk about your experiences in the program generally?

It has been a great experience so far. I like the classes and the online learning style when I can study independently and at an individual pace. That learning style helps me grow academically and encourages thinking outside of the box and exploring new ideas. To this point, I could easily fit my work schedule around my coursework while taking asynchronous classes, which has been particularly essential for me as a student currently living and studying in the Philippines. I can study at my own pace and also interact with my instructors and other classmates in small groups or participate in a discussion board during weekly sessions. That flexibility allows me to juggle work, family life, and graduate school more easily.

Could you tell us what it's been like to study while living in a foreign country particularly during the lockdown?

Studying online has many advantages. One of them is that with a reliable internet connection, you can easily access the class anytime you want and virtually from anywhere. Living in the Philippines has been a new enriching experience and a great adventure that taught me a lot about

Filipino culture and a different way of life. Unfortunately, part of living and studying happened during the outbreak of Covid-19. Being in a strange country during this time was a terrifying experience. My family and I, along with the whole Manila community, were in isolation for over ten weeks to help contain the spread of Covid-19. Lack of regular, social connection, limited updates from authorities regarding the quarantine, fear about health, and uncertainty about the future was emotionally challenging for my whole family. Amidst the chaos, though, there was outpouring support from neighbors and friends who were willing to help whenever possible. Staying optimistic was difficult, but by keeping my daily schedule and studying for my classes, I was able to stay positive and healthy during the lockdown. Going through weekly activities and readings kept my mind from worries caused by the virus and the uncertainty of the whole situation. I also learned quite a bit about myself along the way. The unique experiences while living abroad, especially during uncertain times, brought a new perspective on life and made me see the world differently.

What are your goals once you complete the degree?

I would like to pursue my career in an academic or public library, possibly as a reference librarian. The courses I am planning to take will provide me with the theoretical and practical knowledge necessary to achieve my goals and prepare for working in modern and technologically advanced libraries. Our society has become overwhelmed with both good and bad information, and it will be my job as a librarian to help guide people to the resources they need and offer the best possible service.

Do you have any advice for prospective students who might be thinking about applying for the degree?

Time management skills are crucial, especially when you are studying, working, and having a family. In order to successfully balance the coursework with other life priorities, I would suggest making a study schedule and stick to it. Also, I would advise staying connected with instructors and peer-students as much as possible, especially when feeling uncertain and isolated during your studies. Sharing experience and thoughts on the discussion board and working with others on group assignments can not only help with studying but also build your professional network that could be of help when making essential career moves.



Carolyn Klotzbach-Russell

How are you putting your degree to work? What has been your career trajectory so far?

I recently returned to academic libraries after “non-traditional” positions

in the corporate and nonprofit world. My original career plan was to work in archives and special collections but directly after earning my MLS, I spent several years in marketing and sales for a software company. It seemed like a complete divergence from my original plan, but I soon realized that the information skills I gained in library school were invaluable in conducting market research and that I often used my reference knowledge when hosting product demos to prospective clients. Now that I have returned to UB as the business, social science and government information librarian, I am bringing not only my library background but what I gained from my non-traditional trajectory. I would not trade those years of experience for anything!

How did your experiences as a student in the Department prepare you for your current role?

The ability to attend conferences, gain experience in a library setting, and network with professionals as a student was invaluable to my current role. As a student, you have unique opportunities, such as discounted professional membership, potential scholarships, and practicums and I learned the most through these types of experiences. In addition to working as a library student assistant, I also served as a graduate assistant within the department and conducted a practicum with the RIT Archives. Through each position, I picked up different skills and made connections

that have carried through to my professional life. I met so many dedicated librarians who offered advice and support, some of whom now have become my colleagues. In the classroom, I formed relationships with my professors and used my time as a student to not only learn the “hard skills” of librarianship but to hear from faculty about their own careers and research, which was invaluable.

What are your passions?

One of my biggest professional passions is working with student entrepreneurs. I love hearing about students’ start-up ideas and showing them how research is an integral part to building their product or service. It is a personal mission to demonstrate how libraries can and should support entrepreneurs at all stages of their venture. Entrepreneurship also gives me a chance to collaborate across different disciplines and departments I normally would not get to work with.

Currently, my personal passion is working with my spouse to fix up our new house. Our aim is to do as much of the work ourselves as possible and lots of laughter and tears have gone into learning new home improvement skills.

What advice would you give current students?

Don’t be afraid to step outside a traditional path and explore other information-related careers and practicums. You never know where these experiences will lead and more and more, libraries are finding these types of experiences valuable in their candidates. Perhaps even more exciting, the corporate world is beginning to learn how valuable it is to have an information expert on the team. I once reported to a vice president who told me he wanted “to fill his company with librarians.” Never doubt that you have skills and expertise to bring to a wide range of jobs!



What do you teach for the department?

I have been teaching Archival Description and Processing for three years, and this fall I'll be teaching a new course, Archives & Records: Practices & Principles. The description for the course focuses on making materials accessible, and the new course will dig deeper into the theory, exploring the history and development of records and record keeping systems. In both, we look at how archival practice informs and is informed by society. In all my classes I teach from a critical archival studies standpoint and ask students to examine how systems of power affect all of us as both information seekers and information professionals.

Tell us about your day job.

I am the Archivist for Special Collections in the UB Libraries, managing the archival and manuscript collections held within the University Archives, the Poetry Collection, Rare and Special Books, and the Robert L. Brown History of Medicine Collection. My work involves appraising materials, facilitating access, and providing research and outreach services around our collections. UB has so many incredible primary source holdings, and as a public university, I feel it's important to share these as widely as possible.

What are your passions?

My goal is to help people find and tell their stories. I try to center my work around people rather than materials. I am lucky to have the opportunity to work with items that document both public history and cultural heritage, and I feel the responsibility to care for and share them. Coming to the field from a creative writing background, I pay particular attention to how the language we use can create a barrier or an invitation. I'm also interested in sharing resources with communities who want to maintain their own records independent of institutional archives.

Do you have any advice for our students?

I advise students to take an elective outside their planned career because things don't always go as planned! I also strongly encourage students to seek out professional development opportunities and meet people. In some ways, that's more difficult during the pandemic, but most conferences are moving online, offering less expensive and more accessible ways to participate. Our field has always used technology to connect people, and right now we're finding new ways to connect with each other.



Dr. Heidi Julien

2020 Outstanding Contributions Award

Dr. Heidi Julien, Professor, won the 2020 SIG-USE Outstanding Contributions to Information Behavior Research Award. Candidates are nominated by their peers for this prestigious award and the selection is made by a jury comprised of two past SIG-USE Chairs and one previous winner. SIG-USE is the largest Special Interest Group of the international Association for Information Science & Technology (ASIS&T).

For more than two decades, Dr. Julien has been researching in the areas of information behavior and information literacy, particularly focused on under-researched areas such as the affective side of information behavior and the methodologies and methods used within the field. During her career, Dr. Julien has brought in 25 research grants (including prestigious grants from the Institute of Museum and Library Services and the Social Sciences and Humanities Research Council of Canada), as well as published in top venues such as the Journal of the Association for Information Science & Technology (JASIS&T), Library and Information Science Research, and Information Research. She has 1310 citations in Scopus and 3657 in Google Scholar and has won Best Paper Award at the Canadian Association for Information Science (2014, 2019) and the Australian Conference on Information Systems (2010). In addition to her numerous peer-reviewed articles and conference papers, she has contributed 7 encyclopedia entries in the fields of information science and qualitative research methods and co-authored an ARIST chapter on Information Behavior in 2009, a distinction accorded to top scholars in their field.

Alongside her outstanding scholarly contributions, Dr. Julien has made significant international leadership contributions. She has been active in SIG-USE and ASIS&T, as well as other research communities such as Association for Library & Information Science Education (President in 2018/2019) and the Canadian Association for Information Science (President 2015/2016). chaired the ASIS&T Governance Committee, and has chaired the SIG-USE executive (2006-2007). She is also Chair of the ISIC Steering Committee (2018 – 2021) and has served on 8 editorial boards, including JASIS&T and the Journal of Education for Library and Information Science. Dr. Julien has shared her expertise worldwide, acting as a visiting scholar in New Zealand, Australia, South Africa, Scotland, and China. A former Director at the School of Library and Information Studies (University of Alabama) and Chair of the Department of Information Science (University at Buffalo), Dr. Julien has been a leader and a mentor to students and junior colleagues. Her ongoing support of young scholars has been recognized, as Dr. Julien was nominated by her students and won the Graduate Student Supervisor Award (Graduate Student Association, University of Alberta, 2010).

Her nominator and recommenders noted that Prof. Julien's work is foundational to the understanding of human information behavior and has provided valuable original theoretical contributions to the SIG USE community for many years. She has contributed several meta-analyses of the field of information behavior and has been a pivotal player in the development of its core theoretical bases. Her work is consistently outstanding in quality and contribution and has been focused on information behavior throughout her scholarly career. As a recipient of this award, Dr. Julien will be inducted into the ASIS&T SIG-USE Academy of Fellows. For the full list of inductees, please see: <https://www.asist.org/sig/siguse/sig-use-awards/>.

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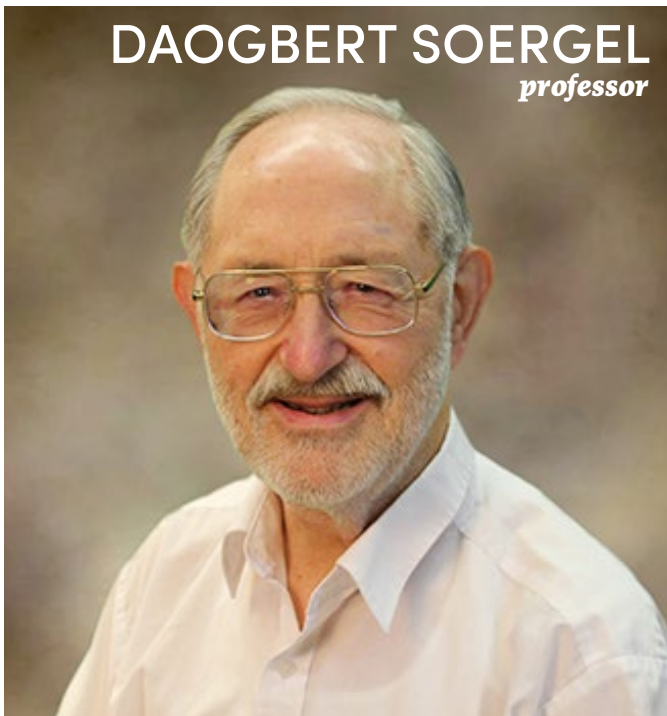
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Ms. Enjoli M. Timmons, BA '04
Mr. Robert D. Tupaj, MLS '96
Mr. Michael K. Walsh, MLS '75
Ms. Daisy P. Waters, MLS '01, BS '82
Dr. Larry N. White
Mr. James C. Worthington, MLS '02

MS IN SCHOOL LIBRARIANSHIP STUDENT WINS NEW YORK LIBRARY ASSOCIATION SCHOLARSHIP



Kaitlyn Rak, president of the Information Science Graduate Student Association, has been selected as the recipient of the 2020 New York Library Association Youth Services Section Ann Gibson Scholarship. This award is given annually to honor the memory of Ann Gibson, a librarian, storyteller, and teacher, in recognition of her contributions to the field of youth service librarianship. The scholarship provides \$1000 to a person who has chosen to pursue graduate studies that will lead to New York State certification as a youth specialist in a public library or school library media center. Congratulations, Kaitlyn!



How long have you been in the Department of Information Science, and what do you teach?

I came to UB in August 2010, teaching first Information Organization and later Information Architecture, Computer programming (which I would retitle Computer Programming and the Art of Thinking), and Research Methods.

What excites you about your experiences in the Department?

The variety of students who come to the program.

What are your passions?

To use knowledge organization to improve service to users and help users create meaning, and social justice, in particular good early childhood education for all.

Tell us about your scholarship.

I make scholarly contributions in many areas within and without information science, emphasizing connection in a wide field of ideas, including knowledge organization, relevance, sensemaking, learning, problem solving, and IT support for new ways of learning and assessment. In the coming years

I will pursue three strands of research:

1. Transforming learning and education through contributions of knowledge organization supported by information technology.
2. Mapping between many classification systems through concept analysis (collaborating with researchers in Germany).
3. Ontologies for operating smart ecosystems (smart cities, smart buildings, smart life) (collaborating with researchers in Brazil).

What challenges do you anticipate for information science in the next five years?

Helping users to learn faster, make sense out of many pieces of information, create meaning through well-structured information display and user interfaces powered by good knowledge organization. It is a challenge to give users answers, not documents. That requires intelligent information extraction from text and images. It is also a challenge to refine machine learning algorithms that can process large amounts of data with results that are free from bias. Another challenge is to personalize education and information search, as well as to develop more reliable methods to discover social media posts that violate the law or the system rules (e.g., falsehoods, advice that would be dangerous to follow, inciting violence).

What advice would you give our graduates?

Information skills are needed in many areas. Cast a wide net when you plan your career and look for a job. For academic librarians: make the academic library a hub in a physical and digital learning commons. For school librarians: turn the school library into an engine of educational innovation. Know about concept maps and graphic organizers so you can show students and teachers how to use them. Know the technology and the pedagogy of using computers in schools. There is big expertise gap to fill. For all: information professionals have big role to play in working for social justice and against racism. Changing minds through correct and persuasive information is key.



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