

SCHOOL OF INFORMATION
AND LIBRARY SCIENCE

@Carolina

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Carolina.

*LOSS & DISRUPTION
RESILIENCE & HOPE*



MESSAGE FROM THE DEAN



As I write this annual column, I am struck by how much life has changed in less than one year's time. I miss handshakes and hugs, smiling with my whole face rather than just my eyes, and walking across campus with my mind on the upcoming meeting or event rather than whether the people walking toward me are masked and how to cross paths with safety and congeniality.

Information theory tells us that impact is signaled in the changes in data streams – that novelty and uncertainty can map to significance – the intellectual energy we call information. As we navigate the challenges and uncertainty of a global pandemic, social and economic strife, and environmental calamities, we must remember that we are in this together and need to help each other meet the challenges – as well as the opportunities – we encounter.

I am inspired by how our students, faculty, staff, and alumni have adapted and achieved, and know we are resolute in our collective strength as we reflect on what we have lost, what we have accomplished, and what lies ahead.

In 2019 and 2020, we lost two giants of SILS and the information professions – Evelyn Daniel last fall, and Barbara Moran in the spring. Evelyn was a transformational dean of SILS, inspiring teacher, champion of online education, and smiling friend to all. Barbara served as dean twice, seeing SILS through significant transitions, achieved world-renown for her work in library management, remembered the names of thousands of students she taught, and championed international programs for SILS.

Other transitions include the retirements of Claudia Gollop and Paul Jones who both brought joy and creativity to SILS. We wish them long and happy next chapters.

We welcomed three new SILS faculty members: Associate Professor Tressie McMillan Cottom, Assistant Professor Francesca Tripodi, and Assistant Professor Anita Crescenzi (PhD '19), whose primary appointment is in the Eshelman School of Pharmacy.

We also welcomed new staff members: Kathryn Peters, Executive Director of the Center for Information, Technology, and Public Life (CITAP); Joanna Burke, CITAP Project Coordinator; Nicole Boryczka, Contracts and Grants Specialist; and Shayna Flint, Undergraduate Student Services Coordinator.

This year brought new achievements and honors across the SILS community. The Carolina Health Informatics Program (CHIP) celebrated its 10th anniversary and its first PhD graduates. CITAP completed its first year of operation and is already coalescing into a research powerhouse, offering important insights and analysis during the COVID crisis and in the run-up to the election.

Tressie McMillan Cottom won the MacArthur "Genius Grant", Helen Tibbo received the SAA Council Exemplary Service Award, and Zeynep Tufekci was commended by *The New York Times* for "getting the big things right."

In addition to the many multi-year research awards already in place at SILS, new research grants were awarded to Mohammad Jarrahi (NC Policy Collaboratory funding for research on COVID-19's impact on gig workers); Maggie Melo (NSF CAREER grant for creating more equitable makerspaces); Sayamindu Dasgupta (NSF grant to foster data literacies among young people); Javed Mostafa (NSF funding to study the impact of undergraduate research experiences); Brian Sturm, Casey Rawson, Sandra Hughes-Hassell, and Sayamindu Dasgupta (IMLS grant to help transform LIS youth services education); Arcot Rajasekar and Ray Wang (multi-university NIDA-funded project to improve neuroscience data sharing); and David Gotz and Ray Wang (DOD funding to create a new data visualization system to synthesize structured and unstructured data).

Our alumni continue to impress and support us in numerous ways. Though we didn't get to celebrate them in person at Spring Commencement, we are enormously proud of our 2020 Distinguished Alumni Award recipients Meredith Evans (PhD '06) and Kathryn Cole (MSLS '07). We had also looked forward to hearing the commencement address from Jason Griffey (MSLS '04), who was kind enough to share his inspiring remarks in both written and audio format.

Knowing that recent grads were facing limited opportunities for networking and a tough job market, several alumni took part in SILS Connections, virtual information

sessions where they shared career advice and answered questions. Career Services Coordinator Lori Haight did a great job organizing and facilitating these Zoom meet-ups, which were recorded and shared on our YouTube channel. The SILS Alumni Association took a similar approach by turning their annual speed-networking event into a virtual panel discussion focused on getting a job during the pandemic.

SILS students and faculty adapted to remote instruction in the spring and continue to find new ways to learn, teach, and interact with virtual tools and carefully limited face-to-face meetings. Since hallway conversations and casual office drop-ins were not possible most of this year, our faculty delivered a series of online lightning talks to introduce themselves and their research to students. All of these talks were recorded and posted to the SILS YouTube channel and I encourage you to watch them if you have some time. At about 10 minutes each, they are a fast, engaging way to learn about our faculty and how they are making an impact in North Carolina and beyond. Find the playlist at <https://go.unc.edu/sils-lightning>.

Our online professional science master's degree in digital curation and management continues to attract new students and our proposal to deliver an online certificate in applied data science has been approved. SILS continues to work with the University administration and other departments at Carolina to define a new campus-wide initiative in data science.

With our commitment to diversity, equity, and inclusion further galvanized by the tragedies and protests of the summer, we have introduced new racial equity training opportunities for faculty and staff. We are reexamining our curriculum with equity in mind, and I have charged the Diversity Committee with finding new ways to gauge and improve the climate at SILS to ensure that all members of our community feel welcome and supported.

In the fall of 2020, we hosted a distinguished panel of evaluators as part of our UNC Graduate School Review, and we look forward to reviewing their report and responding to suggestions for advancing our graduate programs.

We know that many challenges await in 2021 and beyond. We will move forward with cautious optimism and adapt prudently to leverage the novelty and uncertainty ahead.

Virtual handshakes and hugs are not as satisfying as face-to-face encounters, but they are far superior to isolation. Be sure to offer your good words and positive deeds to others in any way you can. Stay safe, stay productive, stay compassionate, and be resilient.

Gary Marchionini
Dean and Cary C. Boshamer Distinguished Professor



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Make checks payable to UNC-Chapel Hill and notate "SILS" or a specific SILS fund name or number in the memo line.

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ON THE COVER

In the garden adjacent to Manning Hall, a statue wears one of the Carolina masks that faculty and staff received this fall.

Photo by Katherine Perales

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SILS Commitment to Diversity

The UNC School of Information and Library Science (SILS) embraces and promotes diversity and inclusion in all their forms.

We broadly define diversity to include ability, age, ethnicity, gender, gender identity, gender expression, immigration status, national origin, race, religion, sexual orientation, and socioeconomic status. SILS is committed to preparing our graduates to be leaders in an increasingly multicultural and global society.

To this end, we strive to:

- Ensure that our leadership, policies, and practices are inclusive.
- Integrate diversity into our curriculum and research.
- Promote and nurture an environment in which diverse perspectives and experiences are respected and valued.
- Recruit and retain students, faculty, and staff from traditionally underrepresented groups.
- Participate in outreach to underserved communities in North Carolina and beyond.

We are committed to cultivating an academic environment that is open, representative, and equitable to all.

~UNC School of Information and Library Science Faculty & Staff

Letter from the SILSAA President

Dear SILS Alumni,

This year paints a different picture of Carolina than most of us remember. 2020 is certainly not what we expected, but as Tar Heels and SILS alumni, I admire the ways that we have been able to adapt and carry on. Although challenging at times, there is still much to be celebrated!

Summer marked the beginning of a new SILS Alumni Board. I am excited to be serving as this year's President and look forward to collaborating with the rest of the Board to better connect the alumni of the SILS community.

The Board is also comprised of Sarah Carrier (Past President), Erin Carter (Vice President), Meggie Lasher (Secretary), Jennie Goforth (Communications Director), Meghan O'Riordan (Treasurer), Anita Jotwani (SAID Representative), Advait Deo (ILSSA Representative), and of course, Dean Gary Marchionini.

In light of the current social climate and the pandemic, the Alumni Board has been and will continue to work hard to support efforts that will serve the best interests of students and graduates. The Board is dedicated to improving equity, diversity, inclusion, and anti-racism practices by working alongside different committees on the UNC campus, such as the SILS Alumni Inclusion and Diversity Committee (SAID), and implementing and advocating for change.

We are especially proud that we have developed a new member role that liaises between the Alumni Board, the SILS Diversity Committee, and SAID. More events that celebrate diversity will be planned, including a poetry reading by the SILS alumni writers featured in *All the Songs We Sing*.

The Board is also working to support students during this uncertain time. October featured a live Q&A panel of information industry and library professionals discussing "How to Get a Job During COVID-19." Additionally, we will provide five professional development awards for SILS students to use for conferences or other professional endeavors.

For alumni, we are planning virtual happy hours and navigating what networking events might look like as spring approaches. The best way to stay up to date and get involved is to connect with us on Facebook, Twitter, LinkedIn, and through the SILS alumni email listserv. If you have a suggestion for an activity that will make the social and physical distancing seem not so far, please reach out to us. We want to hear from you!

I'd like to leave you with a favorite quote that I hope will inspire you during this time: "Do your little bit of good where you are; it's those little bits of good put together that overwhelm the world." - Desmond Tutu.

To the SILS Alumni, we want to remind you that you always have a community in your fellow graduates. It's good to be a Tar Heel.

Warm Regards,

Hillary Fox (MSLS '14)
SILSAA President



Hillary Fox

Keep in Touch

Sign-up for the SILS alumni listserv by sending a message with the subject SUBSCRIBE to contactsils@unc.edu. Once you have subscribed, you can send/receive using sils-alumni@listserv.unc.edu. Find links to update your contact information at sils.unc.edu/alumni/stay-connected.



sils.unc.edu



Spring Bre-ak

On March 11, the University of North Carolina at Chapel Hill announced plans to extend spring break by a week, giving faculty a brief window to convert their classes to online instruction and students some additional time to decide where they would be living and learning for the rest of the semester. The abrupt changes were among many occurring across the nation and world in an effort to slow the spread of COVID-19.

In addition to moving classes online, the University placed limitations on gatherings, effectively cancelling all spring events. For the UNC School of Information and Library Science (SILS), this meant losing a day of discussion about the power and problems of digital technology with the 2020 Kilgour Lecture by Arvind Narayanan, leader of the Princeton Web Transparency and Accountability Project, and a panel featuring lead researchers with Carolina's Center for Information, Technology, and Public Life (CITAP).

We didn't get to see posters and presentations of student research at the annual Symposium on Information for Social Good or the SILS Project Fair.

We also missed the chance to hear about "Magic, Spaceships, and Explosions: Pushing Through Fear and Anxiety to Save

the World" from author and librarian Megan K. England (MSLS '13), who was set to deliver the 2020 Steinfirst Lecture.

SILS didn't get to make its debut at the Dean E. Smith Center, where the School had chosen to move its commencement ceremony to accommodate its annually growing number of graduates and guests. And we didn't get to hear Meredith Evans (PhD '06) deliver the keynote address at the University's 2020 Doctoral Hooding Ceremony.

SILS saluted its 2020 graduates online. During an April 29 All-School Meeting on Zoom, Carolina Chancellor Kevin Guskiewicz presented several of the awards that are usually conferred at commencement. SILS Alumni Association representative Sarah Carrier announced that MSLS grad Katie Kehoe had been selected for the Outstanding Service to the School Award in recognition of her contributions to the Community Workshop Series.

At the time these virtual alternatives seemed like temporary measures that could help sustain us until we could gather together later in the year. As we'd soon learn, Zoom meetings, online office hours, and cyber celebrations would become the norm for 2020.

For the Good of the Order

In recognition of the countless hours they spent and innovative solutions they devised to help faculty, staff, and students make the transition to remote learning and working this spring, SILS IT Director Aaron Brubaker and Help Desk Manager Brian Nussbaum received the Edward G. Holley for the Good of the Order Award in May.

This marked Brubaker's second time receiving the award, and unprecedented achievement. Both Brubaker and Nussbaum are past recipients of the SILS Staff Excellence Award and the UNC Information Technology Award.



Aaron Brubaker



Brian Nussbaum

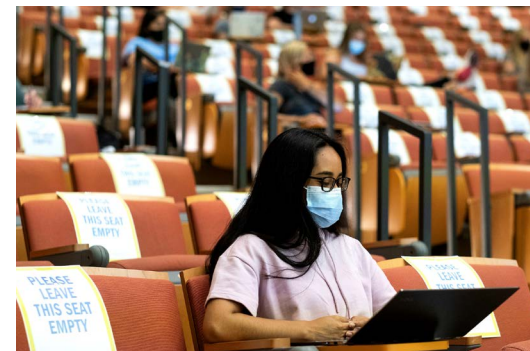
In case of (more) emergencies

Recognizing the variety of financial hardships caused by the pandemic, SILS has established a new emergency fund to help students with challenges related to COVID-19, as well as expenses due to other short-term emergencies. Learn more about supporting the fund at sils.unc.edu/giving/make-your-gift.

Fall Back

Throughout the summer, Carolina made extensive preparations to welcome students back to campus in the fall. Classrooms, libraries, dorms, and dining areas were modified to encourage social distancing. Students had to commit to a set of community standards, including wearing masks during any public interactions, in order to stay enrolled.

All of the planning did little to slow the virus' spread, and on August 17, less than a week after classes began, the University announced it would shift back to remote instruction and decrease the number of on-campus residents. SILS had already planned for most of its fall courses to be taught online or in a low-contact hybrid modality, so the transition required much less scrambling than the spring switch.



Above and far right, scenes from Carolina's fall semester. Photos by John Gardiner, UNC-Chapel Hill.

Meeting the Moment

SILS faculty confront the challenges of 2020 with research and advocacy

Creating a data-viz dashboard to track COVID-19 deaths

SILS Associate Professor David Gotz teamed with two other UNC-Chapel Hill researchers this spring to create an interactive, online visualization system to help public health officials track and respond to COVID-19 deaths.

Project leaders included Smiti Kaul, a computer science master's student at Carolina, and Cameron Coleman, MD, a preventive medicine resident at the UNC School of Medicine. Kaul is also a research assistant with the Visual Analysis and Communication Laboratory (VACLab), which Gotz directs.

Working with the NC Department of Health and Human Services, the team developed a system that aggregates online datasets for COVID-19 infection rates and morgue utilization. Data is then tabulated at the county and region levels and presented through an interactive, web-based application.

Users can adjust interactive maps and other statistical charts to view live reports of metrics at multiple aggregation levels. This enables health agencies, hospitals, and other key stakeholders to visualize fatality data in real-time and identify areas where extra support might soon be needed.

Kaul, Coleman, and Gotz describe their work in an article published by the *Journal of the American Medical Informatics Association* (doi.org/10.1093/jamia/ocaa146).

Measuring COVID-19's impact on gig workers

SILS Associate Professor Mohammad Hossein Jarrahi has been awarded funding from the NC Policy Collaboratory to document the impact of COVID-19 on gig workers and their ability to work independently.

The project will examine how the skills used for location-based gig work can translate into the skills needed for online digital work and develop educational materials that can help with the transition.

The social and professional upheavals caused by COVID-19 have reduced or eliminated many location-based gig work options. For instance, clients of dog walking companies are now staying home and no longer need the service.

As a result, some gig workers are switching to location-independent work, such as online freelancing and paid crowdsourcing.

"While these workers might already be familiar with gig work and digital labor platforms, the dynamics of location-independent digital labor can still be different and overwhelming," Jarrahi said. "Instead of meeting local clients in person, workers must learn to distinguish themselves in a global market through remote communication, using online tools."

Asking libraries to take a stand

SILS Assistant Professor Amelia Gibson was first author on "Struggling to Breathe: COVID-19, Protest and the LIS Response," published ahead-of-print in August by *Equality, Diversity and Inclusion: An International Journal*.

A follow-up to "Libraries on the Frontlines: Neutrality and Social Justice," which was published by the journal in 2017, the article addresses institutional responses to protests and uprising in the spring and summer of 2020 after the deaths of Ahmaud Arbery, Breonna Taylor and George Floyd, all of which occurred in the context of the COVID-19 pandemic. The article expands the previous call for libraries to take a stand for Black lives (doi.org/10.1108/EDI-07-2020-0178).

Offering an online anti-racist resource

The 2020 Black Lives Matter protests and the injustices they helped publicize prompted many people to search for guidance on how to actively combat racism, and some found the necessary resources through Project READY (Reimagining Equity and Access for Diverse Youth).

The free online curriculum was designed to help youth services library staff learn to create more inclusive and equitable programming, but many of the modules cover foundational issues related to race, racism, and racial equity work, making them useful for a broader audience.

Starting in June, the Project READY website, ready.web.unc.edu, saw a surge in visitors. Over a period of 90 days from August through October, the site logged more than 27,000 unique visitors.

SILS Professor Sandra Hughes-Hassell and Teaching Assistant Professor Casey Rawson led Project READY as Principal Investigator and Co-PI and developed the online curriculum with SILS doctoral student Kimberly Hirsh. Made possible by a grant from the Institute of Museum and Library Services (IMLS), the project represents the work of more than 40 scholars, library and school practitioners, and youth from a wide variety of racial and cultural backgrounds.



Claudia Gollop and Paul Jones embark on retirement

SILS removes GRE requirement for graduate programs

The UNC School of Information and Library Science (SILS) has stopped requiring graduate program applicants to submit Graduate Record Exam (GRE) scores. SILS implemented the change over the summer, so students matriculating in January will be the first cohort admitted under the revised standards.

“We were very pleased when the UNC Graduate School gave us the option to remove this requirement,” said Brian Sturm, Professor and Associate Dean for Academic Affairs at SILS. “The majority of SILS faculty did not believe the test scores were a good predictor of student success, and we were concerned that the test was an unnecessary barrier, especially for applicants from underrepresented backgrounds, first-generation college students, and people returning to school after a long break.”

The UNC Graduate School is allowing professional schools and academic departments at Carolina to suspend the GRE requirement through at least 2024, during which time they will collect data on the change’s impact.

Faculty accept new leadership roles at SILS

Over the summer, three SILS faculty members transitioned to new academic leadership roles within the school.

Professor Brian Sturm became Associate Dean for Academic Affairs, taking over for Clinical Associate Professor Ron Bergquist, who had held the position since 2016. Among other duties, Sturm is responsible for developing the course schedule each semester, working with faculty to review and revise the curricula, and administering financial aid.

Sturm had previously served as coordinator of the Master of Science in Library Science (MSLS) program. Teaching Assistant Professor Casey Rawson, who earned both her MSLS and PhD from SILS, assumed that role.

Associate Professor Brad Hemminger became coordinator for the Master of Science in Information Science (MSIS) program, which had previously been led by Clinical Professor Paul Jones, who retired this summer.



Claudia Gollop in the SILS Library in 2017. Photo by Katherine Perales, UNC SILS.

Claudia Gollop, PhD, joined the UNC School of Information and Library Science (SILS) in 1994 as an assistant professor. She became an associate professor with tenure in 2000 and served as associate dean from 2004-2007.

In addition to teaching courses in reference services, health information resources and services, and information issues related to diverse user groups, she served as advisor for numerous master’s papers and dissertations.

Her research centered on issues of consumer health information acquisition and dissemination, particularly among older adults. Her groundbreaking article “Health Information-Seeking Behavior and Older African American Women,” published by the *Medical Library Association* in 1997, has been cited more than 100 times.

After undergoing angioplasty and cardiac rehabilitation in 2007, Gollop launched a new line of inquiry into cardiac rehabilitation information referrals practices with the goal of improving the heart health of women and minorities.

Gollop received the Edward G. Holley for the Good of the Order Award from SILS in 2012, held the Frances Carroll McColl Term Professorship at SILS, and received the Round Table for Ethnic and Minority Concerns (REMCo) Roadbuilders’ Award in Library Education from the North Carolina Library Association.

Most recently, she was named the 2018 winner of the Association for Library and Information Science Education (ALISE) Award for Professional Contribution. The award is presented to ALISE members for regular and sustained service that promotes and strengthens the broad areas of library and information science education through the holding of appropriate offices and positions within the profession.

A native of New York City, Gollop received her BA from City College-City University of New York (CUNY) and MLS degree from Columbia University. She worked as a library/information professional in public, special, and academic libraries for nearly 15 years prior to returning to school to earn her doctorate from the University of Pittsburgh.



Paul Jones in his Manning Hall office in 2017. Photo by Johnny Andrews, UNC-Chapel Hill.

Paul Jones spent 42 years at the University of North Carolina at Chapel Hill, holding various roles in information technology services and then academic appointments in the UNC Hussman School of Journalism and Media and the UNC School of Information and Library Science.

He retired this summer as a Clinical Professor at SILS, Coordinator of the Master of Science in Information Science (MSIS) degree program, and Director of *ibiblio.org*.

One of the largest “collections of collections” on the internet, *ibiblio.org* was formed as a collaboration between UNC-Chapel Hill’s MetaLab, formerly known as SunSITE, and the Center for the Public Domain in September of 2000. The online public library now offers freely available software and information on topics such as music, literature, art, history, science, politics, and cultural studies, and regularly registers between 12 million to 16 million worldwide transactions per day.

Jones was involved with many firsts during his time at Carolina, including UNC’s first website, email service, and internet radio at station WXYC-FM. Though he’d been one of its earliest adopters, Jones quit using email in 2011 and shifted his electronic communications almost exclusively to social media. Jones had grown tired of the tedious and time-consuming work of managing his email inbox, and decided to try a more interactive approach with other platforms.

In 2013, he made headlines by “rediscovering” the first web page ever created, Tim Berners-Lee’s Demonstration Page for Hypertext 91. Berners-Lee had copied the page to Jones’ NeXT cube during a visit to Carolina in 1991, and the page still remains accessible through *ibiblio.org*.

Most recently, Jones was an advisor on the Arch Mission Foundation Lunar Library project. The spacecraft carrying the 30-million page library crash-landed on the moon in 2019, but the Foundation believes the 25-layer nickel disc containing Wikipedia, the Gutenberg Project, and more remains intact.

In addition to a bachelor’s degree in computer science from North Carolina State University, Jones holds an MFA in poetry from Warren Wilson College. His first chapbook, “What the Welsh and Chinese Have in Common,” was a North Carolina Writers’ Network publication winner. His reviews have been collected in *Contemporary Literary Criticism* (Gale) and some of his poems are collected in *Best American Erotic Poetry: 1800 – Present* (Scribner’s), and in *27 Views of Chapel Hill* (Eno Publishers). He is also a contributing editor to the *Heath Anthology of American Literature*.

When Digital Gets Political

CITAP researchers offer important insights to the media and public as the Center navigates its first year of growth

Just over a year after its launch, the Center for Information, Technology, and Public Life (CITAP) has made significant progress on multiple fronts.

Organizational growth

Over the summer, CITAP welcomed Senior Faculty Researchers Tressie McMillan Cottom, Shannon McGregor, and Francesca Tripodi, as well as the Center's first executive director, program coordinator, and post-doctoral fellow. (Read more about these additions on the next four pages.)

This fall, 25 new research affiliates representing seven institutions and several graduate research assistants joined the organization. Additional post-docs and staff hires are anticipated as various projects mature, and the Center plans to recruit new affiliates and fellows annually.

Months of renovations transformed a computer lab in Manning Hall into a multi-functional space for CITAP, including offices, partitioned desks, and meeting areas.

Publications and perspectives

During the tumultuous events of 2019-2020, CITAP Principal Researchers helped clarify the ways digital media both amplify and reflect our beliefs, affiliations, and behavior. They shared their findings through more than 50 publications and dozens of interviews and analyses for national news outlets.

Zeynep Tufekci tackled a variety of topics related to COVID-19 in columns for *The Atlantic*, *New York Times*, and other popular venues (See more on page 12.)

CITAP welcomes Rachel Kuo as first postdoc

Rachel Kuo writes, teaches, and researches about race, social movements, and digital technology. She holds a PhD and MA in Media, Culture, and Communication from New York University. Her current manuscript, *Movement Media: Racial Solidarities Across Platforms*, demonstrates how technologies enhance and foreclose possibilities for political organization across uneven racial and class differences.

She is a founding member and current affiliate of the Center for Critical Race and Digital Studies and a co-founder of the Asian American Feminist Collective. Learn more about her research and writing at www.rachelkuo.com.



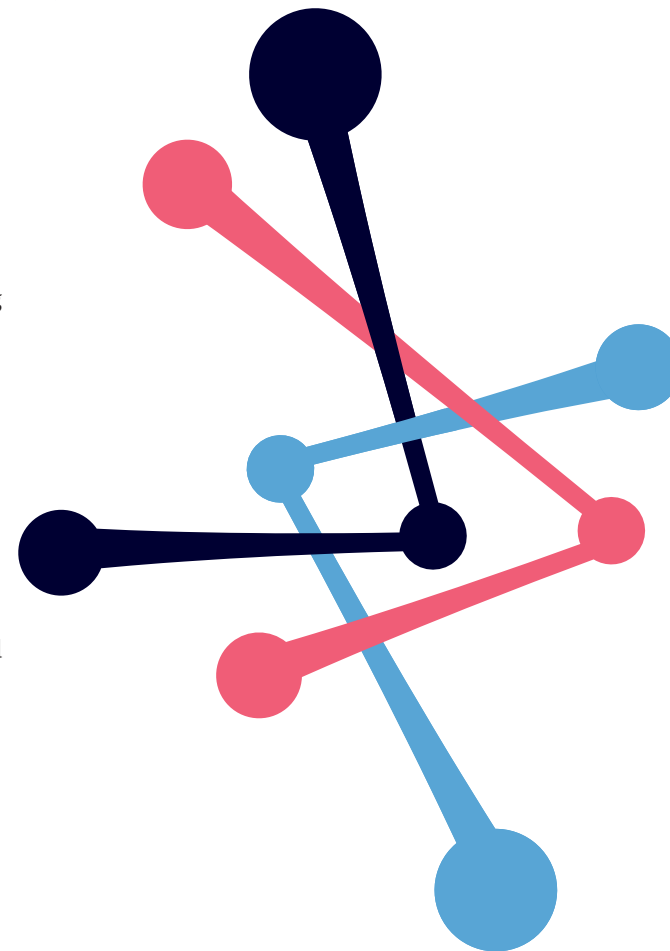
Rachel Kuo, PhD

Drawing on her research into the far-right's use of social media to spread disinformation, Alice Marwick spoke with several news outlets, including the *Today Show*, about conspiracy theory QAnon. In May, Marwick was awarded a prestigious Andrew Carnegie Fellowship to further her research into online radicalization.

Deen Freelon continued his pioneering work on race and identity's roles in social media behavior, publishing "Black Trolls Matter: Racial and Ideological Asymmetries in Social Media Disinformation," in April's *Social Science Computer Review* ([doi: 10.1177/0894439320914853](https://doi.org/10.1177/0894439320914853)).

This fall, Freelon had back-to-back publications in *Science* magazine, the first focusing on computational social science obstacles and opportunities ([doi: 10.1126/science.aaz8170](https://doi.org/10.1126/science.aaz8170)). The second, co-authored with Marwick and Daniel Kreiss, appears in *Science's* "Democracy in the Balance" issue and explores how left- and right-wing activists use digital and legacy media differently to achieve political goals ([doi: 10.1126/science.abb2428](https://doi.org/10.1126/science.abb2428)).

In their report "Enforcers of Truth: Social Media Platforms and Misinformation," Kreiss and CITAP graduate research affiliates Bridget Barrett and Madhavi Reddi present a comparison of misinformation policies across six popular social media platforms. This examination of selective fact-checking has tremendous value for practitioners wishing to establish a system of digital political ethics, as well as for social media users in general. See citapdigitalpolitics.com for the report.



CITAP

Center for Information, Technology, and Public Life

Carolina established CITAP in 2019 with a \$5 million gift from the John S. and James L. Knight Foundation, and support from Luminata and the William and Flora Hewlett Foundation.

Learn more at citap.unc.edu, follow CITAP on social media, or subscribe to its newsletter at citap.substack.com.



@unc_citap

Democracy Works co-founder Kathryn Peters named executive director of CITAP

The Center for Information, Technology, and Public Life (CITAP) welcomed Kathryn Peters as its first executive director in July.

Peters is a civic technologist and nonprofit entrepreneur, who co-founded Democracy Works, a nonpartisan, nonprofit that works to make voting a simple, seamless experience for all Americans. She has been recognized as one of *Forbes* magazine's "30 Under 30" in the field of law and policy and as a Champion of Democracy by the National Priorities Project.

"Katy stood out in a pool of outstanding candidates," said Alice Marwick, Principal Researcher at CITAP. "Her experience founding Democracy Works gives her the perfect skillset to help develop CITAP into a leading research institute. She fully understands the interplay between democracy and technology and the challenges of growing a team into a mature organization."

Peters' belief in better democracy has taken her from campaign organizing in Southeast Missouri to a master's in public policy at the Kennedy School of Government to political rights monitoring in Afghanistan. Her previous experiences include positions with the National Democratic Institute and the United Nations Department of Safety and Security.

During her tenure at Democracy Works, she led the development and launch of TurboVote, an election reminder and voter registration tool that now serves more than 7 million voters in partnership with 175 colleges, several national nonprofits, and corporations that include Snap and Google.

Joanna Burke joins CITAP as Project Coordinator

Joanna Burke is a program administrator with a background in the cultural sector. A classical vocalist by training, she holds master's degrees from the Jacobs School of Music and the O'Neill School of Public Affairs at Indiana University.

Her top areas of professional interest are public arts, humanities, and interdisciplinary learning, and she has held positions across a variety of organizations and functional areas, including museum education, festival management, and fundraising. Most recently she worked at Carolina's University Development Office as an analyst specializing in relationship management.



CITAP Executive Director Kathryn "Katy" Peters

She also led Democracy Works' acquisition of the Voting Information Project, a national open data collaboration that publishes official state polling locations and ballot data.

Peters said the 2016 election changed how she and many other democracy advocates view technology's relationship to voting. While technology can be a valuable tool in streamlining the voting process and improving access to information, it can also be an instrument for spreading disinformation and eroding public trust in the democratic process.

"The research that CITAP faculty are doing to understand how digital platforms shape our civic conversation gives me hope for being able to address these challenges," she said. "The Center brings together an excellent community of scholars spanning the many fields contributing to this understanding. I'm eager to support this community and their work."



Joanna Burke

"Her experience . . . gives her the perfect skillset to help develop CITAP into a leading research institute. She fully understands the interplay between democracy and technology and the challenges of growing a team into a mature organization."

-Alice Marwick, CITAP Principal Researcher

VOICE OF REASON

2020 brought plenty of fuel for Zeynep Tufekci's writing, as well as national recognition for 'Getting the Big Things Right'

It wasn't hard to predict that 2020 was going to be a busy year for anyone who studies and writes about technology, society, and politics like Zeynep Tufekci, Associate Professor at the UNC School of Information and Library Science (SILS). Then came a global pandemic and massive protests sparked by the murder of George Floyd.

As soon as a topic came to the national forefront, Tufekci seemed ready and waiting with a new column that deconstructed the issues, provided global perspectives and expert insights, and offered advice for moving forward.

Tufekci's talent for analyzing complex social and technological issues was lauded in an Aug. 23 *New York Times* feature, titled, "How Zeynep Tufekci Keeps Getting the Big Things Right."

Times media columnist Ben Smith wrote a glowing profile of Tufekci for the Sunday edition, recounting how her early life and career as a computer programmer in Turkey shaped her worldview and highlighting the many accurate predictions she has made in recent years.

"In 2011, she went against the current to say the case for Twitter as a driver of broad social movements had been oversimplified," Smith writes. "In 2012, she warned news media outlets that their coverage of school shootings could inspire more. In 2013, she argued that Facebook could fuel ethnic cleansing. In 2017, she warned that YouTube's recommendation algorithm could be used as a tool of radicalization."

In early 2020, Tufekci condemned the CDC's recommendations against mask use on Twitter and in an op-ed for the *Times*, titled "Why Telling People They Didn't Need Masks Backfired." Her public criticism was reportedly the tipping point that convinced the agency to change its stance in April.

Tufekci also joined over 100 experts – including two Nobel laureates and the editors of *Nature* and *The Lancet* – to sign an open letter to all U.S. governors, asking them to "require cloth masks to be worn in all public places, such as stores, transportation systems, and public buildings."

On top of all of the columns she wrote throughout the year, Tufekci gave interviews and delivered talks, including a Tar Heel Talks live on Sept. 30, titled "Whose Facts? Misinformation and Disinformation in 2020."

Tufekci and UNC Hussman School of Journalism and Media Associate Professor Deen Freelon, both principal researchers at the Center for Information, Technology, and Public Life (CITAP), were the evening's featured speakers.

Though she often discusses the failures and dangers of new technologies, Tufekci remains hopeful that the internet and social media can achieve some of their initial promise.

"I have this saying, Is the internet good or bad? Yes," she said during the Tar Heel Talks live discussion. "I still have not lost the early optimism, because everyday I see amazing things that digital technology allows."



Zeynep Tufekci delivers a talk on truth in the digital world at the 2019 Big Challenge Science Festival, hosted by the Norwegian University of Science and Technology. Photo by Kai T. Dragland, NTNU

Zeynep Tufekci is a contributing writer for *The Atlantic*. Below are titles of some of the columns she published this year, demonstrating the breadth of issues she addressed. These and others can be found at www.theatlantic.com/author/zeynep-tufekci.

- "The Pandemic is No Excuse to Surveil Students" (Sept. 30)
- "The Tragic Loss of Coronavirus Patients' Final Words" (July 9)
- "Scolding Beachgoers Isn't Helping" (July 4)
- "I Can't Breathe: Braving Tear Gas in a Pandemic" (June 4)
- "Trump is Doing All of This for Zuckerberg" (May 29)
- "The Real Reason to Wear a Mask" (April 22)
- "The WHO Shouldn't Be a Plaything for Great Powers" (April 16)

Tufekci is also the author of *Twitter and Teargas: The Ecstatic, Fragile Politics of Networked Protest in the 21st Century*, published by Yale University Press. This fall she launched a newsletter at zeynep.substack.com.

GENIUS MOVE

Tressie McMillan Cottom wins MacArthur Foundation 'Genius Grant' shortly after joining SILS and CITAP

Author, professor, sociologist, and National Book Award finalist Tressie McMillan Cottom joined the faculty of the UNC School of Information and Library Science (SILS) as an associate professor, effective July 1, 2020.

McMillan Cottom's move to Carolina also included an affiliation with the Center for Information, Technology, and Public Life (CITAP) as a senior faculty researcher.

"We are thrilled to welcome Dr. McMillan Cottom," said SILS Dean Gary Marchionini in the announcement of her appointment. "Her insightful research into the ways technology, race, class, and gender intersect in the realms of higher education and public life perfectly align with SILS' and CITAP's missions to quantify the impact of our new digital landscape and shape its evolution for the benefit of humanity."

In October, McMillan Cottom was named a fellow in the MacArthur Foundation's Class of 2020. MacArthur Fellows are selected for their "extraordinary originality and dedication in their creative pursuits," and receive a \$625,000 award, often referred to as the "Genius Grant," distributed over five years.

The foundation's announcement described McMillan Cottom's work as "shaping discourse on pressing issues at the confluence of race, gender, education, and digital technology. In work across multiple platforms, ranging from academic scholarship to essays and social media engagement, McMillan Cottom combines analytical insights and personal experiences in a frank, accessible style of communication that resonates with broad audiences within and outside of academia."

A faculty affiliate at Harvard University's Berkman Klein Center for Internet and Society, McMillan Cottom holds a BA from North Carolina Central University and a PhD from Emory University. Her dissertation research formed the foundation for her first book *Lower Ed: The Troubling Rise of For-Profit Colleges in the New Economy* (The New Press 2016).

Her most recent book, *THICK: and Other Essays* (The New Press 2019), is a critically acclaimed Amazon best-seller that situates Black women's intellectual tradition at its center. *THICK* won the Brooklyn Public Library's 2019 Literary Prize and was shortlisted for the 2019 National Book Award in nonfiction.



Tressie McMillan Cottom at a computer station in Manning Hall.

"Right now, I'm studying how African American women piece together economic security through their activity on social media platforms like Instagram," she told Carolina's *The Well* in August. "Part of my work is to connect the dots between things people might consider disparate or not relevant to their daily lives. Connecting those dots in academic discourse and public life brings me a great deal of personal and professional satisfaction."

As a researcher and public intellectual, McMillan Cottom has appeared on *Amanpour & Co.*, *MSNBC*, *The Daily Show*, and *National Public Radio*, and she testified before U.S. Senate subcommittees on student loan debt. She is also an influential voice on Twitter and co-host of *Hear to Slay*, a Black feminist podcast with writer Roxane Gay. Prior to joining SILS, she was an associate professor at Virginia Commonwealth University.

For more about McMillan Cottom's writing, research, and appearances, visit her faculty page at sils.unc.edu/directory/faculty or her homepage tressiemc.com.

"McMillan Cottom combines analytical insights and personal experiences in a frank, accessible style of communication that resonates with broad audiences within and outside of academia."

-MacArthur Foundation 2020 Fellows Announcement

Sociologist and media scholar Francesca Tripodi joins SILS & CITAP

The UNC School of Information and Library Science (SILS) welcomed sociologist and media scholar Francesca Tripodi as an assistant professor this summer. Tripodi's research examines the relationship between social media, political partisanship, and democratic participation, revealing how Google and Wikipedia are manipulated for political gains.

In addition to her appointment with SILS, she is a senior faculty researcher with the Center for Information, Technology, and Public Life (CITAP).

"Dr. Tripodi brings expertise that fits well with SILS' focus on the human side of human-technology interaction," said SILS Dean Gary Marchionini. "Her previous and ongoing research is sure to help advance CITAP's mission to determine the full impact of social media and other forms digital information sharing on democracy."

An affiliate at the Data & Society Research Institute, Tripodi comes to Carolina from James Madison University, where she was an assistant professor of sociology. She holds a PhD and MA in sociology from the University of Virginia, as well as an MA in communication, culture, and technology from Georgetown University.

"It is exciting to be part of such a vibrant academic community," Tripodi said. "I feel like I am part of a dream-team when it comes to studying sociotechnical systems and its impact on the democratic process."

In 2019, Tripodi testified before the U.S. Senate Judiciary Committee on her



Francesca Tripodi

research, explaining how search processes are gamed to maximize exposure and drive ideologically based queries. This research is the basis of her book, which is under contract with Yale University Press. She also studies patterns of gender inequality on Wikipedia, shedding light on how knowledge is contested in the 21st century.

Her research has been covered by *The Washington Post*, *The New York Times*, *The New Yorker*, *The Columbia Journalism Review*, *Wired*, *The Guardian*, and *The Neiman Journalism Lab*.

"It is exciting to be part of such a vibrant academic community. I feel like I am part of a dream-team when it comes to studying sociotechnical systems and its impact on the democratic process."

-Francesca Tripodi, SILS Assistant Professor
and CITAP Senior Faculty Researcher

New CITAP researcher Shannon McGregor wins research grant from Facebook

Shannon McGregor, who joined the UNC Hussman School of Journalism and Media and the Center for Information, Technology, and Public Life this summer, has received a Facebook Foundational Integrity Research: Misinformation and Polarization Award. She will use the nearly \$100,000 in funding to explore how political advertisers on Facebook define voter identity groups, shape expectations around those identities, and use identity to motivate political supporters.

McGregor's research addresses the role of social media and their data in political processes, with a focus on political communication, journalism, public opinion, and gender. Her work examines how three groups – political actors, the press, and the public – use social media in regards to politics, how that social media use impacts their behavior, and how the policies and actions of social media companies in turn impacts political communication on their platforms.



Shannon McGregor

Quick Introductions

For several Fridays in August and September, SILS faculty members gave online lightning talks, introducing themselves and their research interests to students and anyone else who wanted to tune in. The talks were recorded and posted on the SILS YouTube channel.

The following questions contain details faculty mention during their talks. See if you know who said what, or use the answer guide to decide which talk to watch first.

1. Which faculty member moved to Prague in the early 1990s and developed historical walking tours using "state-of-the art Walkman technology?"
2. Which two faculty members are a deep sea divers?
3. Who studied biology as an undergraduate with the intention of becoming a geneticist, but instead caught a glimpse of her future through a work-study job in the bio-sci library?
4. Which faculty member used ethnographic methods to study how alligator hunters in Louisiana bayous think about their representation on the television series *Swamp People*?
5. Which faculty member became a champion of open-access after learning it would cost the University more than a thousand dollars to make a paper he wrote available to his students electronically?
6. Whose interest in electronic health records grew from her experience obtaining medical records related to her son's broken arm in preparation for a cross-country move?
7. Whose challenging experience as an electronic engineering major inspires him to advise his own students, "Try to be okay with not understanding things at first. If you don't feel unease and confusion, then I haven't taught you anything that you didn't already know?"
8. Who was delighted and intrigued by the acronym FOOSH early in her research on natural language processing and electronic health records?
9. To help explain her book on everyday data stories, who relates an anecdote about a MasterCard data entry error that resulted in an alternate version of her name that better reflected her "crotchety and cussing" inner self?
10. Who advises students, "When you take a course with me or we work together on a project, I'm going to be all about the context?"
11. Who did his dissertation research on applying Toyota production systems, also known as lean concepts, to health care?

1) In addition to developing her historical walking tour business, **Megan Winget** worked with the Czech National galleries to develop an education program for their collection, sold real estate, and worked briefly for Radio Free Europe during her time living in Prague. 2) **Brian Sturm** and **Ray Wang**. 3) After some frustrating years as a middle school teacher, **Casey Rawson** eventually saw library science as a way to combine what she liked about teaching with what she liked about her job at the bio-sci library. We won't mention at which university she earned that undergraduate degree, but she now holds an MSLS and PhD from SILS. 4) **Francesca Tripodi** found that while the show portrayed alligator hunting as a male-only space, women were an integral part of the industry and it's very often a familial enterprise. 5) **Brad Hemminger**. 6) **Fei Yu**. 7) **Jaime Arguello**. 8) **Stephanie Haas** eventually learned that FOOSH stood for "Fell on Outstretched Hand" a term that helped convey both the urgency and type of injuries involved. 9) **Melanie Feinberg** greatly appreciates the mistake that resulted in her "Meanie Feinberg" MasterCard. 10) **Tressie McMillan Cottom** says she is always pushing students and collaborators to think about "Who's here and who's missing? How can we better understand this if we change the context or problematize the context?" 11) **Lukaz Mazur**.

Watch all of the SILS Faculty Lightning talks at www.youtube.com/uncsils.

Congratulations

SILS GRADUATES

The next few pages spotlight the UNC School of Information and Library Science (SILS) Winter 2019 and Spring 2020 graduates who would have been invited to participate in the 2020 SILS Spring Commencement Ceremony, which was postponed indefinitely due to COVID-19. For more about these graduates and their experiences and achievements, visit sils.unc.edu/people/2020-grads.

Bachelor of Science in Information Science (BSIS)

Khalaf Nesreen Bassam Abu	Janavie Gandhi	Isa Shamir Paschall
Ehinome Jason Akhimien	Kayla Gardner	Chase Andrew Pasciuto
Matthew Hyatt Allison	Alexis Ryan Gaviola	Saumil Patel
Hasan Asadi	Ian Cooper Goodson	Alfredo Miguel Quiros
Ashley Marie Baich	Gauri Nitin Goswamy	Mirabel Thea Salmon
Jeremy Thomas Beeker	Jade Kiana Hampton	Esha Shah
Elizabeth Anne Bueche	William Berkeley Hayes	Mahnoor Siddiqui
Rishi Nilesh Champaneria	Rachael Lauren Head	Preston Smith
Chia-Ling Chen	Riley Thomas Head	Elizabeth A. Soucaze
Emily Lynn Clinton	Lydia Jeanette Heater	Melissa Williams Stewart
Rosiyah Cordaro	Shane Prashad Heeralall	Sarah Jane Stonehouse
Carson Cy Cutright	Marwa Jaafar	Zoe Sandra Strafford-Price
Stephen Lawrence Deluca	Michael Jabar	Bryant Alexander Thai
Haley Anna Dezwaan	Radhika Kamleshkumar Jagani	Bryan Edward Truong
Justin Lee Do	Rahul Jain	Azeem Ahmad Uraizee
Alexander R. Donovan	Suvrat Jhamb	Adrianna Vu
Michael Joseph Doucette Jr.	Joshua Eric Krause	Aylish Wastchak
Kayla Rose Dowdy	SunJin Lee	Karley Wheeler
Solomon Edward Duncan	Gregory Majeski	Hugh White
Torin Edwards	Lucas Maynard	Christopher Graves Williams
Allegra Ramazani Fiets	Andrew O'Neil McClenney	Mackenzie Locklear Williams
Carter Holden Frye	Michael McGinniss	Jingyuan Zhou
Kyle Nathaniel Gabbard	Neil Nainesh Mehta	
Jeet Galani	David Nguyen	

SILS Undergraduate Honors Thesis - Highest Honors

Preston Smith - "Human AI Partnership In Underwriting: A Task-Centered Analysis of the Division of Work." Advised by Mohammad Hossein Jarrahi

SILS Undergraduate Scholarship

Elizabeth Anne Bueche
Solomon Duncan
Rachael Head
Lydia Heater
Karley Amanda Wheeler

Phi Beta Kappa

Chase Andrew Pasciuto

• Hayden B. Renwick Academic Achievement Award

• J. Stanley Tucker London Honors Scholarship

• Shuford Study Abroad Scholarship + more

Kayla Dowdy



Photo by John Gardiner, UNC-Chapel Hill



Elizabeth Bueche

BSIS '20,
BA in Economics '20

"SILS has allowed me to expand my horizons through valuable internships, a semester abroad, and classes applicable to real life. My management class with Dr. Haight, my systems analysis class with Professor Casden, and my capstone with Dr. Jarrahi are a few of my favorite classes that had great discussions and provided me with the necessary skills to thrive in the business world. SILS also allowed me to experience international perspectives in information science when I studied at the University of Sheffield."



**Phillip Thomas
MacDonald**

MSLS '20

"I value my experience in INLS 501 Information Resources and Services with Professor (Maggie) Melo. My professional focus was very specific when I came into the program. I thought I only wanted to work in archives and special collections. But this class exposed me to many other fascinating aspects of academic librarianship - reference, data visualization, makerspaces, etc. This experience opened my mind to other aspects of librarianship that I now can see as various careers."

Read more about these and other 2020 SILS graduates at sils.unc.edu/people/2020-grads-qa

Doctor of Philosophy (Phd)

Heather Lynn Barnes

"Conceptualizing and Curating Digital Documentaries."
Advisor: Helen Tibbo

Anita Marie Caywood Crescenzi

"Adaptation in Information Search and Decision-Making Under Time Pressure."
Advisor: Rob Capra

Elliott Ayers Hauser

"Making Certain: Information and Social Reality."
Advisor: Ryan Shaw

Colin Christopher Post

"Networked Alternatives: Digital Curation and Artistic Production on Artist-Run Platforms."
Advisor: Cal Lee

Emily Elizabeth Roscoe

"Potential Risks of Legal Liability for Collecting Institutions: An Empirical Study of Legal Claims and a Comparison with Legal Issues Included in LIS Graduate Curricula."
Advisor: Cal Lee

Megan Vaness Threats

"Information Behaviors and Engagement Along the HIV Prevention and Care Continuum."
Advisor: Amelia Gibson

Yinglong Zhang

"Beyond Searching: Understanding How People Use Search To Support Their Creative Endeavors."
Advisor: Rob Capra

Master of Science in Information Science (MSIS)

Eden Joelle Andes	Caroline Goray	Zhaohui Man	Anusha Suresh
Lynnee Argabright	Anna Catherine Groves	Samantha Rae Gaufo Mandani	Marler Slate Tuttle III
Erin Allison Black	Samantha Helen Haughton	Mariesha Rosalita McAdoo	Manhua Wang
Dorothy Lee Blyth	Jiesong He	Megan McMahon	Peilin Wang
Claire Eleanor Cahoon	Charles Michael Higgins	Hely Rajendra Mehta	Qishun Wang
Yuru Cao	Rui Hou	Chenlu Meng	Yuan Wen
Julia Elizabeth Cavalier	Andrew Daniel Jacober	Lingqi Meng	Venkatapraveen Wunnava
Bennett E. Chapman	Hyun Seo Albert Kang	Nkechinyere Nwoko	Lu Xu
Cai Chen	Paul Michael Khawaja	Suchi Kamal Parekh	Yuxuan Xu
Jonathan Clancy	Whitney-Jocelyn Badou	James Wyatt Patterson	Ruiting Yang
Emily Claire Crockett	Aude Ursule Kouaho	Carson Nicole Pence	Yukun Yang
Rucha Hareshkumar Dalwadi	Meng Li	Guanru Peng	Yuxiao Yao
Leah Epting	Yanan Li	Teresa T. Phan	Wei Zhang
Julie Elizabeth Fieldsteel	Zihao Li	Nicole Robertson	Bo Zhou
Elizabeth McWhorter Ford	Ziyue Liang	Diane Judith Rodden	Jingyi Zhou
Luzita Francis	Songzi Liu	Todd Smith Jr.	
Kayla Nikkole Angelique	Zhangsinong Liu	Karina L. Soni	
Michelle Gibson	Kathleen Diane Lowry		

Master of Science in Library Science (MSLS)

Anicka Austin	Melissa Ashley Ferens	Kathryn Julia Kehoe	Katherine Orth
Taylor Barrett	Deane Antonio Rynerson	Jennifer Lorraine Kirby	Holly Nicole Roper
Christopher S. Bishop	Macy S. Ferguson	Meredith Lindsey Kite	Erin Melissa Rutherford
Yuqiao Cao	Catherine Gallagher	Hannah Sophia Link	Michelle Suzanne Runyon
Clare Therese Carlson	Courtney George	McKenzie Louise Long	Sabine Hua-Wei Schmalbeck
Alexander J. Chisum	Cary Gentry	Phillip Thomas MacDonald	Marissa Rachel Straw
Peter Owen Conlon	Christina Elizabeth Getaz	Mariel Ann MacGowan	Tierra Marie Thomas
Isabel Erin Crevasse	Emily Elizabeth Gering	Gillian Mary Mahoney	Allison Thompson
Stephanie L. Crowell	Graceon Brooke Gordon	Abigail Mann	Katherine Elizabeth Trathen
Brooke Csuka	Gerald Henry Groom III	Brittany N. McCarver	Caroline Lynn Waller
Nicole Cvjetnicinanin	Sarah Catherine Guy	Joseph Allen McGraw	Julia Marie Wiker
Shannon Marie Delaney	Gabrielle Elyse Hale	Margaret Christine McGuire	Jordan Wrigley
Alexandra Deyneka	Alexandra G. Helms	Veronica Dolan McGurrin	Wuyan Yao
Rachel Elizabeth Duffus	Christopher Edward Hill	Evan Jared Miles	Caitlin Marie Zimmerman
Leon Sebring Dure V	Olin Johnson	Lydia Jean Neuroth	

Dean's Achievement Award

Meg McMahon
"A Makerspace of One's Own? An Exploratory Study of Women and Gender Non-Conforming Individuals' Experiences of an Academic Makerspace." Advisor: Maggie Melo

Jon Clancy
"Breakdowns in Human-AI Partnership: Revelatory Cases of Automation Bias in Autonomous Vehicle Accidents."
Advisor: Mohammad Hossein Jarrahi

Elfreda Chatman Student Research Award

Lynnee Argabright
Lauren Wise
Jordan Wrigley

Outstanding Service to the School Award

Katie Kehoe, Community Workshop Series Coordinator

SILS Diversity Advocate Certificate

Stephanie Crowell
Catherine Gallagher
Meg McMahon

Archives and Records Management (ARM) Concentration

Yuqiao Cao
Clare Carlson
Stephanie Crowell
Leon Dure
Gabrielle Hale
Meredith Kite
Tierra Thomas
Katherine Trathen
Caroline Waller

Adams Apprenticeship Program

LEND/UCEDD Trainee/Fellowship
Nkechinyere Nwoko

American Library Association Spectrum Scholar

Karina Soni

ACRL Kaleidoscope Program Diversity Scholar

Phillip Thomas MacDonald

Beta Phi Mu Epsilon Chapter Scholarship

Alexander Chisum
Paul Khawaja
Nkechinyere Nwoko

Carolina Academic Library Associate

Anicka Austin
Claire Cahoon
Alex Chisum
Samantha Rae Gaufo Mandani
Lydia Jean Neuroth
Todd Smith

Environmental Protection Agency Library Internship

Brooke Csuka
Macy Ferguson
Sarah Guy
Margaret McGuire

Michael Hooker Fellowship

Anusha Suresh

Humanities Professional Pathway Award

Lorraine Tansey Travel Award

Garneta Taormina Memorial Student Travel Award
Emily Claire Crockett

Margaret Ellen Kalp Fellowship

Evan Jared Miles
Michelle Suzanne Runyon
Jordan Wrigley

Lisa Burmeister Computer & Information Science Fellowship

Lynnee Argabright
Mariesha McAdoo

Medical Library Association Scholarship

Student Vision Scholar, Mid-Atlantic Chapter of the Medical Library Association

Jordan Wrigley

Kathleen Moore Fellowship

Katie Kehoe

Amy Elizabeth Morgan Assistantship

Isabel Crevasse

Society for Scholarly Publishing Student Fellow

Lynnee Argabright

Anusha Suresh

BSIS '18, MSIS '20



"SILS gave me a community, people to speak to in hallways, faculty and staff to connect with on both personal and professional levels. It really was like a home for me. Professionally, I got to work as Project Manager for RATOM (Review, Appraisal, and Triage of Mail project) last year and I got to teach 60 students in 161 this year. Every opportunity or experience I've had at SILS has been an unexpected, but welcome challenge. Because of that, I've been able to make connections I know are going to last a lifetime."

Colin Post

PhD '20,
MA Art History '20



"Before coming to SILS, I was living in Missoula, Mont., where I completed my Master of Fine Arts in poetry. I saw the need for information professionals to work with creative communities to archive and document their works and activities, and so I decided to pursue research in this area at SILS. As a doctoral student, I've greatly appreciated my experiences teaching classes and working on exciting research projects with faculty members. This mix of experiences has prepared me as I begin my career as a tenure-track professor (at UNC-Greensboro)."

The World We Dream About And the One We Live in Now



Jason Griffey
(MSLS '04)

On February 12, 2020, I received an email from Gary Marchionini, the Dean of UNC School of Information and Library Science (SILS), asking if I would be the commencement speaker for graduation this year.

I have rarely been so emotional about a speaking engagement, and about the honor of being asked. SILS changed the course of my life and career, and the idea of being in a place that was sufficient for them to ask me to speak is one of the most humbling and wonderful outcomes of my work.

Then March happened. Things begin falling apart at a pace, and among the myriad of swirling chaos (quarantine, canceled vacations, emergency preparation) one of the things that stopped was commencement at UNC SILS. And so this, too, went away.

Here's some of what I would have said, in another timeline, standing in the Dean Dome on the stage in front of a few hundred students and family members. I hope that all of you who would have been there are safe, and that the uncertainty of the future is kind to you and yours. (Excerpt from May 13, 2020 post on jasongriffey.net)

What a wonderful spring day here in Chapel Hill! Thank you to Dean Marchionini and everyone involved in making me a part of your day. I'm honored to be here, as I have been where you are, wearing my UNC gown and hood and accepting my MSLS (although in my day we didn't need the Dean Dome as a venue).

When I was asked to give this talk, I thought a lot about what a commencement speech should be. Dean Marchionini gave me the advice to "inform and inspire our current graduates," and while I took that to heart, I decided that ultimately what I wanted to do was give you the advice that I wish I had heard earlier in my career. I gave this talk a title, since I needed something to ground it as I was writing, and as a result I give you "The World We Dream About, and the One We Live in Now."

The title is from *Hadestown*, the Broadway musical by Anais Mitchell, directed by Rachel Chavkin, about the story of Orpheus, Eurydice, Persephone, and Hades. In the play, the line in question is found in a toast given by Orpheus on a day much like today, in honor of Persephone's return to Earth and the subsequent growth and plenty that comes with her. The line is delivered with the recognition that the world of momentary plenty is transient, that we know there are hard times ahead in the world, even if right now is comfortable. Winter, as they say, is coming.

The play itself is a meditation on telling stories, about love, and most of all it is a song about hope. I saw it last year and have rarely stopped thinking about it since. I wanted to take just a few minutes with you here today to

talk both about the World We Dream About, as well as the challenges of the One We Live in Now.

The One We Live in Now

The world that you are moving into, the one we live in now, is unlike that of any generation before. The promise of worldwide instantaneous communication and publication that was nascent during my time here in 2004 has been transformed into a panopticon for selling people better versions of themselves.

The revolution of a supercomputer in every pocket enables social movements like the Arab Spring, but also allows for the data necessary to hypertarget political opinions and manipulate the population and elections. The removal of gatekeepers for publication didn't result in a thousand flowers blooming, but instead an advertising-clickbait economic model that centralizes and destroys agreement about what is true in the world.

The pressure of gathering eyeballs has pushed partisanship to a never-before-seen level, where the arguments aren't about policy or perspective, but about the nature of facts and recorded history. Blatant and direct lies are being told, repeated, reinforced, and supported by powerful platforms that are unwilling to take responsibility for the slow-motion destruction they are causing. Foreign powers are manipulating information to their own ends, and our own country has neither response nor reply. Epistemology is at war with ideology.

And so, I ask you: What can we do, in the face of this?

The World We Dream About

I hope that we build the World We Dream About, of course. A world of equity and inclusion, of facts and truth. Bringing this world into being will be neither easy nor free, and it isn't fair that this burden falls partially to you. Building this world is a fight against willful ignorance, a fight against anti-intellectualism and the denigration of expertise that is rampant today.

This is not a fight that can be won by the Campbellian Hero, riding forth upon a white horse to vanquish foes. This work, this necessary effort, is a different kind of thing than that. It takes the type of work that maintains, that builds, that gathers people together towards a vision. It takes the work of different people, all wanting to make the world fair and equitable for all people. It is often quiet work that goes unrecognized. It takes people who are willing to stand up for the truth of reality, that insist on rationally understanding the world through expertise and evidence.

You all leave here today as proud graduates of UNC, members of a tradition and curriculum dedicated to the equity of access to both information and knowledge. The former is a pathway to the latter, and the work that is

done by graduates of this program is wide-ranging and important.

I graduated from SILS in 2004, and my fellow graduates went on to far-flung corners of the world, working in start-ups, libraries, government, and corporations. In the time since then, they have moved across the U.S. and around the world and have accepted increasingly more responsible positions. You, too, will go out into the world, find your communities, and work to make them better than they were when you arrived.

My first piece of advice to you is: look around yourself right now, at your fellow graduates. As big as the world of libraries and information is, you will see and probably work with some of these people again. Libraries and information are everywhere, but librarians and the information professions are a small and tightly knit bunch. The people you see around you now will be the people you hear about in the next decade making their names and changing the world. Don't lose them.

Keep your community with you, and grow it as you move along, because absolutely no one succeeds without the support of others. There really is no such thing as succeeding by yourself. Everything is contingent on the community you are in, the people you surround yourself with, and the world that you help to build for others.

As you gather your communities around you, be aware of the connections between you and them, of the support necessary for society to thrive. The myth of the "self-made" person is just that...a myth. Don't fall prey to it, and find the people, places, and connections that make you the best you can be.

Jason Griffey (MSLS'04) is the Director of Strategic Initiatives at the National Information Standards Organization (NISO). You can listen to a recording of this address at jasongriffey.net/2020/05/25/audio-of-my-2020-unc-sils-commencement-speech.

Finally, here are a few last pieces of advice, the ones that I wish I had learned a bit earlier in my life.

Learn from history.

As Faulkner said, "The past is never dead. It's not even past." Learn from the history of place, the history of people, the history of struggle and the history of pain and sadness that make up the world. I never thought that I would live in a time when I had to explain to adults why Nazis were bad, and yet here we are.

Build your community through radical inclusion. Treat others as agents and actors in the world, and believe them when they show you who they are, both good and bad.

Make good choices.

Not necessarily the best choices, just make good ones, in the moral sense. When you have an important choice to make, ask yourself: Will this make me better, and will this make my community better? It's okay if the answer is Yes to only one of the two sometimes...but if you find yourself in a situation where it's always the same one, you should rethink your moral position.

Do not condone or allow evil in your community.

This is more challenging than it should be, but it is easier if we all do it together. You are all now information professionals. Information is the gift we give to the future, so choose carefully the gifts you leave behind for the generations that follow you.

And with that, to you all I raise a glass: To the World We Dream About, and the One We Live in Now.

Thank you.



Photos of 2020 Carolina graduates, including Libby Soucaze (BSIS '20) who appears in the picture leaning against the camera, sit on the bleachers at Kenan Stadium in May. University Photographer Johnny Andrews captured the initial images via Zoom and then used a vintage Polaroid 195 camera to create a unique photo essay that was published online at www.unc.edu/discover/capturing-the-celebration.

Terika McCall earns first PhD in health informatics from Carolina

The Carolina Health Informatics Program (CHIP) celebrated a significant milestone this summer when Terika McCall became the first student to graduate with her Doctor of Philosophy in Health Informatics.

CHIP launched its PhD program in the fall of 2016. Just one year later, the National Institutes of Health–National Library of Medicine awarded a T15 Biomedical Informatics and Data Science Training Grant to CHIP Director and Professor Javed Mostafa. The highly competitive award provides financial support and training opportunities for CHIP’s PhD students, as well as funding for post-doctoral researchers.

McCall, a member of the initial T15 cohort, said she chose the CHIP program because its interdisciplinary nature offered her the chance to combine her interests in public health, technology, and business. She had previously earned a Master of Business Administration from Wake Forest University and a Master of Public Health from the University of Michigan.

“I felt that it would be a great place for me to grow as a researcher,” she said. “I remember sharing my research interests with Dr. Mostafa and he was completely supportive. That made me feel comfortable with my decision.”

McCall’s dissertation examines the attitudes and perceptions of African American women towards using mental

health services, and the feasibility of using mobile technology to deliver those services and other resources to help manage anxiety and depression. She also worked to develop and conduct usability testing of a prototype mental health mobile app tailored to help African American women manage anxiety and depression.

Saif Khairat, McCall’s dissertation advisor and an assistant professor with CHIP and the UNC School of Nursing, said McCall’s research focus was especially critical from a health equity perspective.

“African American women have yet to receive adequate digital mental health care, and this is what she has been working for,” Khairat said. “Her work will help bring attention to an area of research in clinical medicine that is yet to be fully explored.”

McCall started a postdoctoral research fellowship in biomedical informatics and data science at Yale University this fall. Going forward, she said she plans to continue working to find ways to use technology to reduce health disparities in underserved communities.

“I would like to launch a health tech startup that is focused on making health care more accessible and affordable,” she said. “I am a big advocate for [mobile health] interventions because I believe the best solutions incorporate technology that patients can already access and need minimal education on how to use.”



Terika McCall, PhD, MBA, MPH

McCall said she appreciated the guidance she received from Khairat and her dissertation committee members, Javed Mostafa, Todd Schwartz, and Fei Yu from UNC and Paul Fontelo from the NLM, as well as the support of the CHIP administrative staff, particularly CHIP PhD Program Coordinator Lindsey Womack.

Womack said McCall’s passion, drive, and positive attitude made working with her a joy.

“The pace she set in her research inspired the program to grow and stretch to meet her needs as a student,” Womack said. “As our first graduating doctoral student, she helped shape the PhD program at CHIP and we are better for it!”

Javed Mostafa finishing term as JASIST editor

Javed Mostafa, Professor and Director of the Carolina Health Informatics Program (CHIP), will complete his five-year term as Editor-in-Chief of the *Journal of the Association for Information Science and Technology (JASIST)* in January 2021.

Mostafa brought extensive editorial and publishing experience when he accepted the role as editor in 2015. He had served as an editorial board member of *JASIST* from 2012-15 and as an associate editor for *ACM Transactions on Information Systems (ACM TOIS)* and *ACM Transactions on Internet Technology (ACM TOIT)*.

During Mostafa’s tenure, *JASIST* maintained its reputation as the premiere journal in information science and

technology. Responding to the complex nature of the field, Mostafa restructured and expanded the editorial board to ensure coverage of expertise. His editorial team was complemented by Managing Editor **Julia Khanova (PhD ’13)**.

In the announcement of his departure as editor, the ASIS&T Board recognized Mostafa for his outreach efforts to develop junior authors and his coverage of new intellectual areas through special themes.

In addition to CHIP, Mostafa directs the Laboratory of Applied Informatics at UNC-Chapel Hill. He has a dual appointment with SILS and the UNC School of Medicine, Biomedical Research Imaging Center.



Professor Javed Mostafa

CHIP PhD candidates investigate a wide range of health-related topics

Several PhD students in the Carolina Health Informatics Program (CHIP) have entered the research phase of their dissertations, and two more successfully defended this fall. Current research topics include computational drug repurposing, self-medication management through chatbots, and developing a biomedical use-case library.

Rachel Stemerma, who successfully defended her dissertation on Sept. 8, applied machine learning to clinical notes in the electronic records of mental health and substance use disorder patients who frequented emergency rooms to identify social determinants of health.

A CHIP National Library of Medicine (NLM) T-15 fellow, Stemerma presented her research as a plenary speaker at the 2019 NLM trainee conference in Indianapolis. Her talk, “Using Interactive Data Visualization to Drive Quality Improvement in Pre-Hospital Emergency Medical Services,” reflected on her experiences

from working as a paramedic and won Best Plenary Presentation.

Emily Pfaff, Administrative Director of Informatics & Data Management at NC TraCS, also completed her PhD in September.

Her dissertation examined the practicality and effectiveness of using clinical ontologies and graph database technologies to identify patient cohorts in electronic health records.

Pfaff, who earned her MSIS at Carolina in 2011, said she was inspired to study health informatics because health and health care affect everyone.

“Though actual patient care is far outside my expertise, applying my technical skills to health informatics is my small way to contribute to high impact, high priority research,” she said. “Plus, health care data is just about the most interesting data you can work with. It’s not just numbers. It represents people, in all their complexity.”



Rachel Stemerma

Emily Pfaff

“Health care data is just about the most interesting data you can work with. It’s not just numbers. It represents people, in all their complexity.”

-Emily Pfaff, MSIS ’11, PhD ’20

CEDI Lab at SILS joins campus partners for NC Pregnancy & Birth Journeys Project

The Community Equity, Data & Information Lab (CEDI), led by SILS Assistant Professor Amelia Gibson, has teamed with the UNC Center for Maternal and Infant Health (CMIH) for the Pregnancy and Birth Journeys project, an interdisciplinary study of maternal health care experiences in North Carolina.

This fall, the project collected stories from North Carolina adults who had been pregnant or given birth in the last 12 months. Using this information, the research team will disseminate accounts of what has been working well and reexamine priorities for improving health care for pregnant and birthing parents across the state.

“The U.S. has been in a maternal health crisis for a few years now,” Gibson said. “Pregnant people of color – particularly Black and Native women – are at especially high risk. About half of rural counties in the United States have no obstetric care.”

COVID-19 has made access to care even more complicated. Telehealth is a

popular option for providing safer care, but not everyone has internet access, and little is known about how these changes are working from the patient perspective, Gibson said.

The U.S. is ranked #56 in the World Bank’s maternal mortality ratio. In the state of North Carolina, the maternal mortality rate of non-Hispanic Black women is more than double the rate of white women, according to the United Health Foundation and CDC data.

“There are interpersonal and systemic clinical factors preventing birthing parents from achieving their health goals,” said Dr. Kristin Tully of the CMIH. “We are seeking firsthand accounts of pregnancy and birth journeys in order to improve care for future families.”

The CEDI Lab has an ongoing partnership with the 4th Trimester Project, which aims to improve postpartum wellness and care. For links and more information, visit cedi.unc.edu/birthstories.



CEDI Lab Director Amelia Gibson

Helen Tibbo receives SAA Exemplary Service Award

The Society of American Archivists (SAA) presented the 2020 SAA Council Exemplary Service Award to Helen Tibbo, Alumni Distinguished Professor at the UNC School of Information and Library Science (SILS), at its annual meeting in August. The award recognized Tibbo for her work on the Archival Metrics project.

Tibbo shares the honor with two other project leaders, principal investigator Elizabeth Yakel of the University of Michigan and co-investigator Wendy Duff of the University of Toronto.

According to the SAA award proclamation, Archival Metrics “set a model for the archives profession to evaluate and understand the impact of archives in society.”

The idea for the project emerged from the “Users, Metrics, Archives” meeting SILS hosted in 2004. Funded by the National Historical Publications and Records Commission (NHPRC), the project resulted in several notable publications, including “The Development, Testing, and Evaluation of the Archival Metrics Toolkits” in 2010.

The award proclamation cites the project’s development of seven easy-to-use, publicly available, user-based evaluation toolkits, which help archive professionals assess online finding aids, repository websites, student orientations, teaching and instruction, the economic impact of government archives, and the use of the focus group method in data collection.

“The user-based evaluation toolkits developed by Archival Metrics and the findings generated through the continued use of these toolkits have helped archivists make evidence-based decisions to improve archival programs, services, and resources for their users,” reads the proclamation.

Tibbo, Yakel, and Duff were also praised for their mentorship of junior scholars, which helped to “widen the pool of researchers who continue to engage in the area of user-based evaluation and assessment in the field.”

A fellow and former president of the SAA, Tibbo has been principal investigator on several Institute for Museum and Library Services (IMLS)-funded projects that have helped define digital curation best practices, particularly for government and scientific research data. Most recently, she received IMLS funding for “Curating Research Assets and Data using Lifecycle Education: Data Management Education Tools for Librarians, Archivists, & Content Creators” or CRADLE, a project that funded the creation of the Research Data Management and Sharing MOOC.

At Carolina, Tibbo developed the Archives and Records Management (ARM) concentration for SILS master’s students and the Professional Science Master’s Degree in Digital Curation—the first master’s degree focused on digital curation in the U.S.—which she now directs.



Professor Helen Tibbo

Megan Threats (PhD '20) spotlighted by Forbes

In April, *Forbes* magazine profiled UNC School of Information and Library Science (SILS) student Megan Threats in an article about soon-to-be doctoral graduates. The story focused on doctoral women of color who are thriving despite the interruptions and disappointments caused by COVID-19.

Threats’ dissertation, “Information Behaviors and Engagement Along the HIV Prevention and Care Continuum,” examines how Black gay and bisexual men acquire and use HIV/AIDS information and how that motivates or deters their adoption of protective and risk reduction behaviors.

During her time at SILS, Threats earned multiple awards and honors, including the Horizon Award from the UNC Graduate School, Clarivate Analytical/MLA Doctoral Fellowship, Chancellor’s Doctoral Candidacy Award, International P.E.O. Scholar Award, Beta Phi Mu Eugene Garfield Doctoral Dissertation Fellowship, and UNC Dissertation Completion Fellowship.

In the fall, she joined the faculty at the School of Communication & Information at Rutgers University-New Brunswick. She was also selected as a REIDS Fellow in the Center for Interdisciplinary AIDS Research at the Yale School of Public Health.



Megan Threats

UPDATES ON SOME OTHER RECENT SILS PHD GRADS

Heejun Kim (PhD '19) completed a post-doctoral research appointment at Drexel University before joining the University of North Texas Information Science Department as an Assistant Professor.

Anita Marie Caywood Crescenzi (PhD '20) is an Assistant Professor in the Practice Advancement and Clinical Education Division of the UNC Eshelman School of Pharmacy, with a joint appointment at SILS.

Elliott Ayers Hauser (PhD '20) is an Assistant Professor at the University of Texas at Austin School of Information.

Yinglong Zhang (PhD '20) is a Quantitative User Experience Researcher at Google in San Francisco.

Sayamindu Dasgupta awarded NSF grant for project to advance youth data literacy

Sayamindu Dasgupta, Assistant Professor at the UNC School of Information and Library Science (SILS), has been awarded funding from the National Science Foundation (NSF) for a two-year project aimed at fostering data literacies in middle-school and high-school-aged children.

The \$175,000 grant is part of the NSF’s Computer and Information Science and Engineering (CISE) Research Initiation Initiative (CRII).

Dasgupta will lead the development of a data-focused visual, block-based programming environment, which will be adjusted and improved iteratively through formative research studies with children.

“The broad goal of this project is to discover ways in which we can support children in inventing and developing their own data tools, rather than just using them,” Dasgupta said. “This process offers children opportunities to not only develop their understanding of important data concepts and practices, but also to recognize the ethical risks and pitfalls of data collection, access, and analysis.”

The findings from the research will help the scientific community better understand what it takes to meaningfully engage children in a broad spectrum of data-related activities. Additionally, the software product and educational materials from this project will be made publicly available for learners and educators to use. The NSF funding will also support a graduate research assistant, who will help develop the system.

“As society and everyday lives become more data-driven and data-mediated, everyone—not just STEM workers—needs to have some degree of fluency with data concepts and practices,” Dasgupta said. “This project seeks to find ways in which children can become prepared early on for a STEM competency that is becoming increasingly important.”

Wikipedia edit-a-thon facilitators aim to grow more than just content

SILS Doctoral Student Laura March and Assistant Professor Sayamindu Dasgupta authored a paper, titled “Wikipedia Edit-a-thons as Sites of Public Pedagogy,” (doi.org/10.1145/3415171) that was published in the October 2020 Proceedings of the ACM on Human-Computer Interaction.

Through the analysis of interviews with 13 edit-a-thon facilitators, March and Dasgupta found that motivations for running edit-a-thons extend far beyond adding content to the site or encouraging new editor participation. Personal values inspire facilitators towards broader goals, including fostering information literacy and establishing community relationships outside Wikipedia. The paper also explores strategies used by organizers and challenges they face.



Sayamindu Dasgupta

“The broad goal of this project is to discover ways in which we can support children in inventing and developing their own data tools, rather than just using them.”

-SILS Assistant Professor Sayamindu Dasgupta



Maggie Melo awarded \$715K NSF grant for research on creating more equitable makerspaces

Maggie Melo, Assistant Professor at the UNC School of Information and Library Science (SILS), has been awarded funding from the National Science Foundation (NSF) to study how the physical and affective characteristics of makerspaces encourage or inhibit participation by students from marginalized communities.

The NSF CAREER award will provide more than \$715,000 in funding over five years to support the project, titled “Equity in the Making: Investigating Spatial Arrangements of Makerspaces and Their Impact on Diverse User Populations.”

According to Melo’s grant proposal, as makerspaces have grown in popularity and importance at universities across the U.S., educators have struggled to attract users from marginalized undergraduate communities, particularly Black, Indigenous and People of Color (BIPOC).

Melo believes a student’s first impressions of a makerspace can significantly affect their attitude and future behavior.

“When you’re visiting a university makerspace, it isn’t uncommon to see students stop at the door, peer inside the room, and within a matter of moments, walk away,” Melo said. “This interaction may seem banal, but it has profound implications for makerspace educators as they strive to engage with students from diverse backgrounds.”

Through interviews, surveys, and naturalistic experiments conducted in both physical and virtual reality (VR) environments, Melo and her team will seek to develop a better understanding of the everyday life information seeking (ELIS) practices that students perform when deciding whether to use a STEM-rich learning environment like a makerspace.

Pictured below, high school students who visited campus in 2018 through a partnership between SILS and 100 Black Men of Charlotte listen to a presentation inside the BeAM (Be A Maker) Space in Murray Hall. Throughout the tour, students glanced at decorations hanging from the ceiling, which included plastic tubing and laser-cut Star Wars fighters. The Equity in the Making Project led by Maggie Melo will study how physical characteristics, like decorations, can influence a student’s decision to engage with a makerspace.

The research will evaluate both macro features, such as the paint color of the walls, the arrangement of furniture, and the organization of various tools and technologies, as well as micro details, such as the background music, lighting, projects on display, signage, and decorations (e.g. laser-cut Star Wars fighter jets hanging from the ceiling).

Melo will be working closely with Carolina’s BeAM, a network of makerspaces that serves approximately 4,000 students during the academic year. Through this partnership, Melo will re-design the training curricula for staff members with attention to equity and inclusion. She and the BeAM team will also pilot a re-designed makerspace that embodies key findings from the research program.

In addition to publishing through open access venues, Melo plans to circulate an open-source VR makerspace simulator for communities, STEM educators, and administrators to leverage for their own design and re-design efforts. She also intends to work with BIPOC and women-owned businesses to develop the necessary tools for the project.

With the NSF funding, Melo recruited SILS doctoral students Kimberly Hirsh and Laura March as research assistants for the project at the start of the fall term.

Melo joined the SILS faculty in 2018 after completing her PhD at the University of Arizona, where she co-founded and operated an R1 makerspace for over four years.

Learn more about the Equity in the Making Project at eitm.unc.edu



“When you’re visiting a university makerspace, it isn’t uncommon to see students stop at the door, peer inside the room, and within a matter of moments, walk away. This interaction may seem banal, but it has profound implications for makerspace educators as they strive to engage with students from diverse backgrounds.”

-SILS Assistant Professor Maggie Melo

Maggie Melo and Emily Roscoe honored for teaching excellence

This spring, the UNC School of Information and Library Science (SILS) presented the 2020 Deborah Barreau Awards for Teaching Excellence to Assistant Professor Maggie Melo and Emily Roscoe (PhD ’20). Normally, the awards are conferred at commencement, but since the ceremony was postponed, Carolina Chancellor Kevin Guskiewicz announced the winners via Zoom during a special appearance at a SILS All-School meeting in April.

Melo, who was honored as a full-time faculty member, was described by students as “incredibly understanding, dynamic, and kind” and “an excellent teacher by almost any metric.”

One of the students who nominated her for the award praised Melo for her “passion for teaching, the subject matter, and her students’ learning,” as well as for her innovative approach to the classroom experience and responsiveness to students’ needs.

“She works hard to decenter her own power within the classroom by creating teaching exercises that value and center the learner where they are in relation to the subject being taught,” the student wrote. “She continually allows for student input in her class and tailors her own lessons – sometimes in the moment – to fit students’ expectations of what they will learn.”

Another nomination commended Melo for her preparedness and openness to feedback, and for her ability to create a space where students could express themselves. All these qualities combined make Melo a role-model for many.

“She is a great and inspiring representation to every student, but especially to students of color in the program,” one student wrote. “She is the kind of teacher that creates those footprints onto the path that I want to follow because of how well she does her job.”

Roscoe, who received the adjunct instructor teaching award, was lauded as “very knowledgeable of information science and the law, and always extremely prepared to answer questions about these topics with poise and objectivity.”

The nomination goes on to praise Roscoe’s approachable personality and positive attitude, and her efforts to make lectures engaging by relating topics to both current and historical events. That same student thanked Roscoe for helping them explore and apply to graduate school. “She has been my north star through the application process, and for that, I’ll be eternally grateful.”

In another nomination, a student applauded Roscoe’s dedication to her students.

“She shows her students that she genuinely cares about their professional development and overall well-being, in and outside of class,” the student wrote. “She does not give up on students. If a student is not participating in class, she finds a way to encourage them. If a student is struggling, she dedicates additional time out of her schedule to help them succeed.”



Emily Roscoe, PhD '20
JD '15, MPA '12, MSLS '12

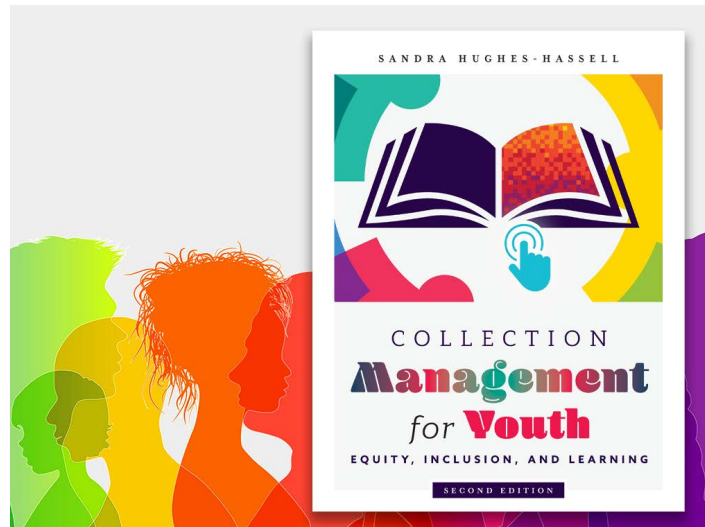
Book by Sandra Hughes-Hassell offers guidance on fostering equity through collection management

This summer, ALA Editions published an updated and revised second edition of *Collection Management for Youth* by UNC School of Information and Library Science (SILS) Professor Sandra Hughes-Hassell.

The book offers models and tools that will help library staff develop and maintain collections that provide equitable access to all youth. To accomplish this goal, Hughes-Hassell demonstrates that collection managers must be confident information guides, change agents, and leaders.

Based on the latest educational theory and research, the book:

- Presents the argument for why collection management decisions and practices should focus on equity, exploring systemic inequities, educational paradigm shifts, developments in the information environment, and other factors.
- Lays out the theoretical foundation for developing and managing a library collection that facilitates learning, supports the development of multiple literacies, and provides equitable access to an increasingly diverse group of young learners.
- Uses a learner-centered and equity perspective to cover core issues and criteria such as selection and removal of materials, budgeting, and cooperation among libraries.
- Discusses how library staff can work collaboratively to create policy and negotiate budgets.
- Includes customizable tools and templates, including a stakeholder contact/SWOT analysis, decision-making model for selecting resources, and collection development analysis worksheet.



Graphic and cover image from ALA Editions. For more information and to purchase the book, visit www.alastore.ala.org.

Maggie Melo co-authors book on cultivating inclusive, equitable makerspaces

Maggie Melo, Assistant Professor at the UNC School of Information and Library Science (SILS), and Jennifer Nichols, Digital Scholarship Librarian at the University of Arizona, have co-authored a new collection that captures how librarians and educators have transformed their makerspaces in response to the constraints of the predominant “maker culture.”

Re-making the Library Makerspace, published by Litwin Books and Library Juice Press in November, offers a critical examination of library makerspaces at the site of praxis: theory, reflection, and action.

The book is comprised of four sections: (1) Who belongs in the makerspace? (2) Power and Critical Theories; (3) Movement, Empathy, and Inclusion in Makerspaces; and (4) Counternarratives and Re-imagined Makerspaces: Policies, Procedures, and Culture.

According to the publisher’s description, “Makerspaces, like libraries, are not neutral, but rather are imbued with ideologies stemming from Silicon Valley that consequently dictate who makes, why making occurs, and what is considered making.”

In their book, Melo and Nichols examine the limitations and challenges emerging from this brand of maker culture, and highlight the critical work that is being done to cultivate anti-oppressive, inclusive and equitable making environments.

Topics explored in the book include STEM-rich maker activities in public rural libraries that do not rely on the costly, high-threshold technologies often associated to makerspaces and the problems with representation as the sole indicator of success of diversity and inclusion efforts.



Cover image from Litwin Books and Library Juice Press. For additional information and to purchase the book, visit litwinbooks.com/publisher/ljp.

Brian Sturm leading IMLS-funded project to transform LIS youth services education

Brian Sturm, Professor and Associate Dean for Academic Affairs at the UNC School of Information and Library Science (SILS), has been awarded nearly \$150,000 from the Institute of Museum and Library Services (IMLS) to help facilitate a national conversation about enhancing education for library professionals who intend to serve young people.

The project will culminate in a two-day symposium where innovators, scholars, and practitioners will explore developing trends in youth services in public libraries and identify needed changes in library and information science (LIS) program curricula.

SILS Professor Sandra Hughes-Hassell, Assistant Professor Sayamindu Dasgupta, and Teaching Assistant Professor Casey H. Rawson are co-investigators for the “The Future of Youth Public Librarian Education” project.

With input from a nine-member advisory board, the project team will gather data on young people, analyze research and recommendations from professional organizations, host social media discussions, and conduct surveys of librarians and library administrators. This first phase of the project will begin the national conversation about youth and youth librarians’ needs and will help shape the symposium’s focus and discussions.

“Our goal is to create a deeper understanding of the youth of today, their lived experiences, their challenges and aspirations, and what that means for the education of public librarians serving youth,” Sturm said. “We intend to provide a platform for youth experts and advocates to engage in zero-based thinking, so that future curricular decisions are guided by, but not limited by, past directions. We wish to be future-oriented and innovative in our approach to education while still being guided by the profession’s core values.”

Public libraries are evolving “from information centers to community engagement centers of experiential, connected, and informal learning,” and serving an increasingly diverse population, according to the project’s preliminary proposal.

In response to these changes, the Association for Library Service to Children (ALSC) and the Young Adult Library

Services Association (YALSA) have revised their professional competencies to include youth and family engagement, cultural competency, and equity of access. They have also developed continuing education programs that focus on topics such as career and college readiness, media literacy, connected learning, and coding.

In 2019, Hughes-Hassell, Rawson, and their team completed work on the IMLS-funded Project READY, an online professional development curriculum to address gaps in cultural competency and equity of access among youth services librarians.

“These programs are incredibly valuable, but they are almost always ‘opt-in’ offerings,” Sturm said. “We hope that this project will spark a reevaluation and reimagining of the LIS curricula on a national scale, so that all youth librarians can begin their careers with the knowledge and awareness needed to best serve their communities.”

“Our goal is to create a deeper understanding of the youth of today, their lived experiences, their challenges and aspirations, and what that means for the education of public librarians serving youth.”

–SILS Professor Brian Sturm



Top photo: SILS Professor Brian Sturm. Lower photos, from left: SILS faculty members Sandra Hughes-Hassell, Casey Rawson, and Sayamindu Dasgupta.

David Gotz and Ray Wang awarded grant to create integrated data visualization prototype

UNC School of Information and Library Science (SILS) faculty members David Gotz and Yue (Ray) Wang received over \$200,000 in grant funding to develop a system that will allow users to bring unstructured contextual information into structured data visualizations.

The year-long project, which commenced in spring 2020, is part of a collaboration between Carolina and the Laboratory for Analytic Sciences at NC State University. The research is supported by funding from the U.S. Department of Defense.

Analysts often need to synthesize information found in both structured and unstructured data sources. For instance, social scientists may study both government data and social media posts; cyber intelligence analysts review event logs and textual reports; physicians and medical researchers examine health records and medical literature.

Discoveries and insights identified through one resource usually serve as the context for subsequent analysis within the other, but because current systems use separate tools to manage structured and unstructured data, analysts must transfer these contexts mentally.

Gotz and Wang believe that an ideal system should offer a unified interface for examining and analyzing data in both forms, and that a consistent analysis context should be shared across resources to facilitate a fully-integrated visual data exploration.

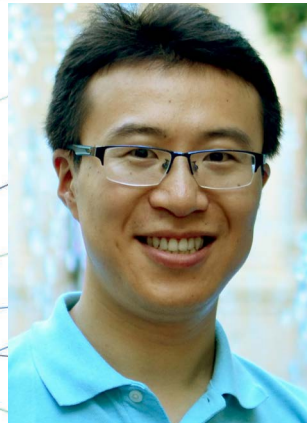
They aim to make progress toward this goal with their current project. While their work will be applicable across domains, they are developing their initial prototypes and algorithms using medical data, specifically electronic data for roughly 30,000 patients from the UNC Clinical Data Warehouse, 29 million scientific abstracts from PubMed, and over 300,000 clinical trial descriptions from ClinicalTrials.gov.

“We already have access to these datasets and have successfully utilized this data in prior work,” Wang said. “We hope to demonstrate how a health analyst who has identified poor outcomes in a patient population that has undergone specific treatments can interactively merge patient data with related documents from medical literature that can either provide support for the discovery or suggest alternative explanations.”

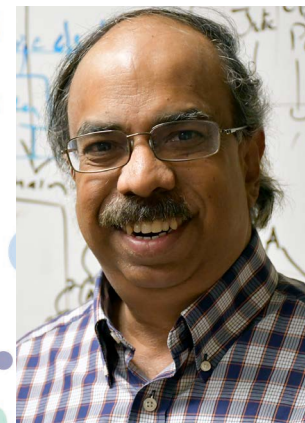
An associate professor at SILS, Gotz also serves as Assistant Director of the Carolina Health Informatics Program (CHIP) and Director of the Visual Analysis and Communication Laboratory (VACLab). Wang is an assistant professor at SILS whose research focuses on developing principled interactive machine learning algorithms to minimize data scientists’ efforts in producing high-quality results.



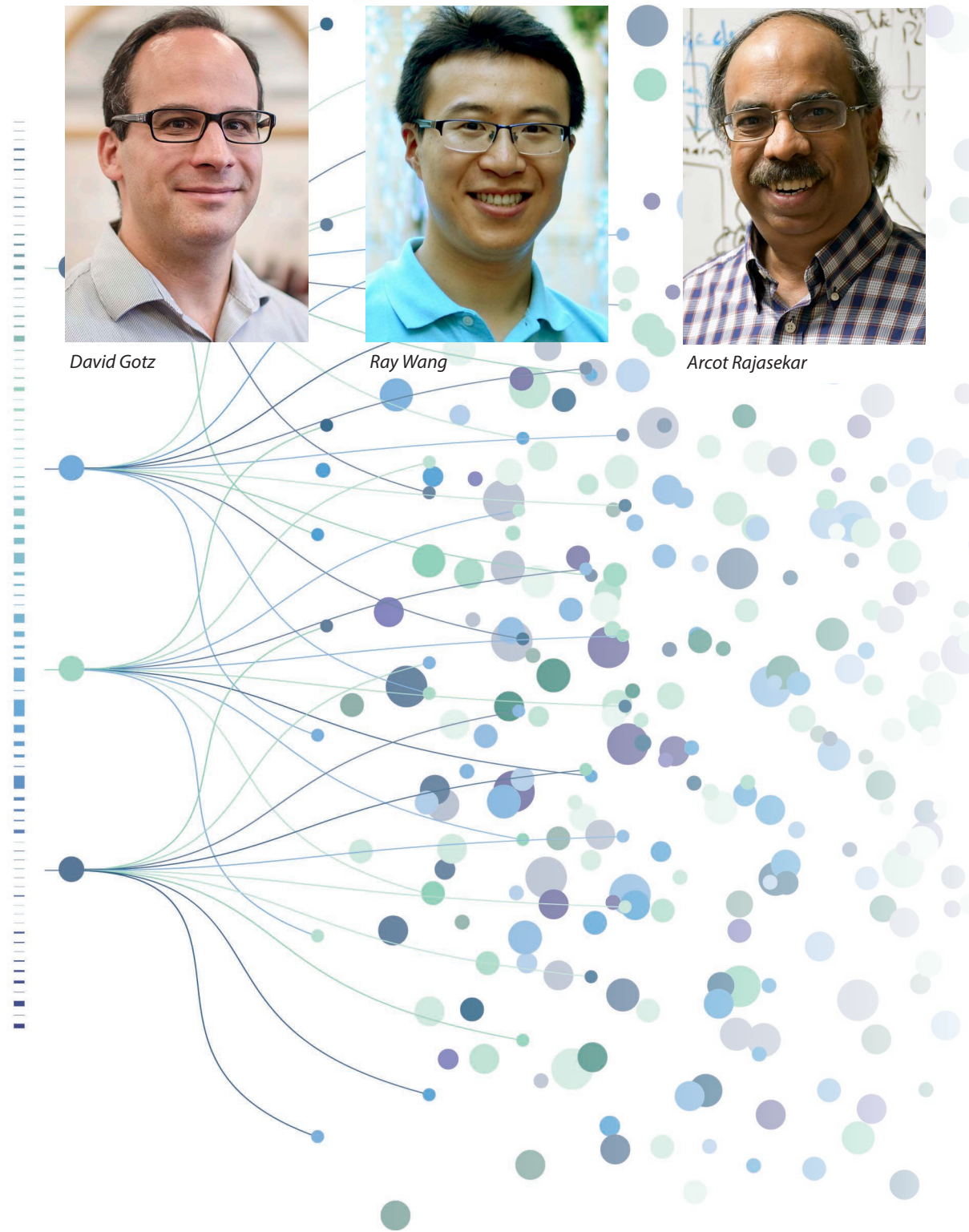
David Gotz



Ray Wang



Arcot Rajasekar



SILS researchers collaborate on project to improve neuroscience data sharing

Given the significant time and resources needed for most neuroimaging research, scientists in the field could greatly benefit from reusing data collected by other scientists. Unfortunately, current databases are disconnected, incomplete, and often difficult to search.

Professor Arcot Rajasekar and Assistant Professor Yue (Ray) Wang from the UNC School of Information and Library Science (SILS) are working with researchers from across the country to solve this problem by creating a new data sharing infrastructure called NeuroBridge.

In August, the National Institute on Drug Abuse (NIDA) awarded over \$432,000 in funding for the project. Lei Wang of Northwestern University’s Feinberg School of Medicine, Jessica Turner from Georgia State University, José Luis Ambite from the University of Southern California, and Rajasekar will lead the multi-site collaboration as principal investigators.

The research team will include Ray Wang from SILS, Howard Lander and Hao Xu from the Renaissance Computing Institute (RENCI), and Daniel Marcus from Washington University.

While large amounts of data are available through different neuroimaging databases, these systems generally do not communicate with each other. Moreover, vast amounts of neuroimaging data are collected in hundreds of laboratories each year but not archived, though many of these datasets are described in journal publications. These underutilized data are part of the “long tail of science.”

“Not only do neuroscientists need a resource that is more comprehensive, but they also need one that will efficiently allow them to identify the most useful datasets available, ones that align with their own experimental methods, subjects, and other criteria,” said Ray Wang.

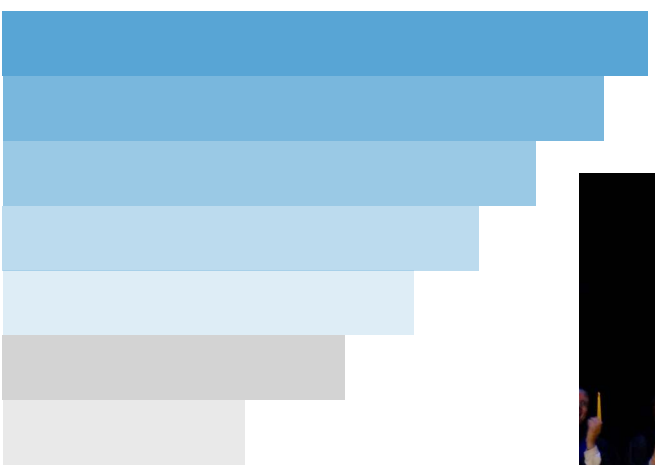
The NeuroBridge project will develop a user-friendly web portal, a mediator and text miner for generating metadata from databases and journals, and a data bridge for processing metadata to help assign rank and relevance for searches. To test the new system, the team will extend an existing collaboration with the XNAT platform on a use case of schizophrenia and related disorders.

NeuroBridge builds on the success of two previous projects, DataBridge for Neuroscience and SchizConnect.

“Not only do neuroscientists need a resource that is more comprehensive, but they also need one that will efficiently allow them to identify the most useful datasets available, ones that align with their own experimental methods, subjects, and other criteria.”

-SILS Assistant Professor Ray Wang

REMEMBERING
 TWO
 GREAT
 COLLEAGUES
 VISIONARIES
 EDUCATORS
 FRIENDS
 TEACHERS
 MENTORS
 LEADERS
 SCHOLARS



Evelyn H. Daniel

Evelyn H. Daniel, PhD, Dean and Professor Emerita of the UNC School of Information and Library Science (SILS), passed away on November 24, 2019.

Dr. Daniel was a significant leader in the field of information and library science, rising through the ranks at Syracuse University from 1976 to 1985 and serving as Dean from 1982-85. She arrived at UNC-Chapel Hill in 1985 and served as dean until 1990, transforming SILS into the precursor to an iSchool.

Under her leadership the School's curriculum and research broadened significantly, symbolized by a change in name from the School of Library Science to the School of Information and Library Science and by the addition of two new degrees.

Since 1998 she also was an online instructor at the University of Illinois and was the catalyst for online courses at UNC-Chapel Hill. She continued teaching and inspiring students and her colleagues until her passing.

She was a remarkable scholar, adding significant models for faculty governance and information leadership. She was passionate about educating students, always engaging with faculty on numerous scholarly topics and devoting many hours to School governance issues.

For her exceptional ability as an educator, she received the SILS Award for Teaching Excellence in 1999 and again in 2009. She was the recipient of the ALISE Service Award in 2000 and was given the Edward G. Holley for the Good of the Order Award during the 2010 Spring Commencement Ceremony.



Evelyn Daniel at the SILS 75th anniversary celebration in 2007.



Evelyn Daniel accepts the For the Good of the Order Award from Barbara Moran at the 2010 SILS Spring Commencement Ceremony.



Barbara Moran in her Manning Hall office.

Barbara Burns Moran

Dr. Barbara Burns Moran, PhD, long-time faculty member and former dean of the UNC School of Information and Library Science (SILS), passed away on May 2, 2020.

Dr. Moran graduated from Mount Holyoke College in South Hadley, Mass., earned an MLS from Emory University, and a PhD from the State University of New York at Buffalo.

She joined the SILS faculty in 1981 and taught primarily in the areas of management and academic librarianship. She received the SILS Award for Teaching Excellence in 2003.

Dr. Moran served as dean of the School from 1990 to 1998, and again as interim dean in 2009. During her tenure as dean, she enhanced technical resources, added an undergraduate minor program, and increased graduate enrollment by 32 percent.

She expanded the international involvement of SILS and began the very successful London and Prague summer seminars, a legacy that SILS is working to continue and expand through the Barbara B. Moran Fund for Global Programs.

After her deanship concluded, Dr. Moran again became an active member of the SILS faculty and was named the inaugural Louis Round Wilson Distinguished Professor.

Her research focused on various aspects of management including leadership, organizational structures, and career progression patterns. She authored more than 85 journal articles and book chapters and co-authored *Library and Information Center Management*, a textbook used by library science programs worldwide.

She retired in 2017, but stayed in close contact with the School.

"She truly cared about every single student and colleague. I never ceased to be awed by her memory of alumni names and accomplishments," said SILS Dean Gary Marchionini, who was hired by Dr. Moran. "Barbara's kindness and remarkable smile warmed every meeting and uplifted us even in difficult and contentious decisions. SILS is great because Barbara was at the helm, whether dean or senior professor – leading, inspiring, and nurturing each of us as individuals and as a collective greater than the sum of its parts."

In Deepest Sympathy

Helen N. Diggs of Arden, N.C. and formerly of Saltville, Va., died Oct. 20, 2020, at the age of 93.

Born in Saltville, she was the wife of the late Henry Edwin Diggs, and the daughter of the late Chester Irving and Helen Gould (Nye) Neighbours. She was preceded in death by a sister, Lucille Reynolds.

Mrs. Diggs received her bachelor's and master's degrees at the University of North Carolina at Chapel Hill. For several years, she was a teacher and librarian at Saltville Elementary School. She also served as librarian at schools in Buncombe County, N.C., Johnston County, N.C., Portsmouth, Va., and Chattanooga, Tenn. She was an active member of St. Paul's Episcopal Church while living in Saltville, and was instrumental in the formation of the Saltville Community Library, which later became part of the Smyth-Bland library system.

Survivors include her sons Hank and wife Chrissie of Connecticut, Whit and wife Sue of Toccoa, Ga., Tim and wife Julia of Houston, sister Jane Holmes of Sewanee, Tenn., five grandchildren and several nieces and nephews.

More than a decade ago, Tim and wife Julia established the Helen Neighbours Diggs Endowment for Collections Support at SILS. The SILS Library uses the fund to acquire and preserve materials and for other areas of greatest need.

Ruth R. Gambee died April 24, 2020, in Burlington, N.C., at the age of 102. She was the widow of Budd Leslie Gambee, a long-time professor at SILS and namesake of the Gambee Memorial Library Fund, which supports the SILS Library.

Mrs. Gambee was born in Detroit, Mich., on Feb. 9, 1918, the daughter of Rev. Emil G. Richter and Martha Lembke Richter. She was a graduate of Wayne State University, Detroit, and received her Bachelor of Arts in Library Science from the University of Michigan, Ann Arbor. She held public library and university library positions in Michigan and Indiana. She was also a librarian at New York State Library, Albany, and at the West Virginia Library Commission.

During her residency in Chapel Hill from 1963 to 1994, she spent 11 years as book reviewer for *Library Journal* and did indexing of several academic publications. She also served as editor of the *Index of the Chapel*

Hill Weekly from 1923-1928, which was published by the Chapel Hill Historical Society in 1992.

Among Mrs. Gambee's interests were short story writing and playing the recorder. Three of her stories were published in college magazines and she also won several awards. She belonged to the Triangle Recorder Society and the Triad Early Music Society. She was a member of Macedonia Lutheran Church in Burlington.

W. Gene Story died July 24 in Kansas City. He was born Aug. 1, 1931, in Wayne, Mich., and attended the Michigan State Normal College (now EMU) and Indiana University, majoring in business and accounting. He served in the U.S. Army in Japan during the Korean conflict.

He settled in Cincinnati after grad school and worked for Proctor & Gamble for 35 years, mostly as a budget analyst for the packaged soap and detergent department. He married Joanne Geist Story in 1961. They traveled extensively during their marriage, beginning with a honeymoon in Greece, and welcomed daughter Alison in 1964. They filled their lives with art, theater, symphony, travel, books, and lots of cooking and baking until Joanne's death in 1985.

Gene became a frequent guest at dinner parties hosted by Jane Steinfir, and at one of these gatherings he met Susan Steinfir, a professor of children's and young adult literature at the UNC School of Information and Library Science (SILS). Gene and Susan married in 1987. After retiring from P&G, he helped Susan run her children's bookshop, and the two enjoyed a life filled with travel, books, art, and good food.

After Susan's death in 1997, Gene established the Susan Steinfir Memorial Lecture in Children's Literature fund at SILS to bring renowned authors, illustrators, and other children's literature experts to speak in Chapel Hill. He enjoyed being part of these events and especially hosting dinner parties for the speakers and special guests.

He remained in Carrboro, N.C., until 2015 when he moved to Kansas City to be closer to family. In lieu of a memorial gathering, which did not seem practical even before the pandemic because he had friends and family all over the world, Gene's daughter Alison asks that everyone who knew him think of Aug. 1 as "Remember Gene Day."

SILS extends condolences to the family and friends of the alumni who passed away during the previous year. The following were drawn from obituaries published from Nov. 1, 2019, to Nov. 1, 2020.

John M. Johnson (MSLS '67) – November 9, 2019
Andrea L. Rohrbacher (MSLS '90) – November 11, 2019
Phyllis C. Otto (MSLS '76) – December 13, 2019
Robert D. Davis (MSLS '71) – December 24, 2019
Ben R. Tucker (MSLS '59) – December 26, 2019
Frances H. Hall (MSLS '57) – January 18, 2020
Judith A. Music (MSLS '71) – February 1, 2020
Connie E. Bolden (MSLS '67) – February 6, 2020
Alita R. Cooper (MSLS '74) – February 7, 2020

Margaret M. Knoerr (MSLS '70) – February 10, 2020
Alice S. Richmond (MSLS '71) – March 16, 2020
William R. Pollard (MSLS '65) – April 1, 2020
Jean Rhyne (MSLS '61) – April 12, 2020
Naomi D. Butler (MSLS '66) – April 18, 2020
Juanita D. Wilks (MSLS '86) – May 8, 2020
Jacksie M. Cumby (BSLS '54) – August 6, 2020
Lucy T. Vecera (BSLS '56) – September 25, 2020

ALUMNI PERSPECTIVES ON

WORK LIFE & COVID



Earlier this fall, SILS Alumni Association Communications Director Jennie Goforth (MSLS '10) asked other SILS graduates to share how COVID-19 had affected their professional lives. As the following edited responses demonstrate, some transitions went smoother than others and much uncertainty remains.

Remembering we're only human, even with all this tech

Elisabeth Schwalbe Ball (MSLS '91), Librarian, Florida State College at Jacksonville

When COVID moved us to 100% remote work in March, the Florida State College at Jacksonville (FSCJ) librarians' learning curve in virtual steepened. LibChat screen sharing, Big Blue Button conferencing, WebEx integration, Canvas course embedding were all new technologies to tackle, but there was (and still is) a wonderful "culture of clemency" when using these tools. Dropped conferences, unforeseen microphone and camera issues, breakout room failures – we accept all with a sense of humor and a "carry on" attitude that liberates us from any idea of perfection.

When I hear "we're all in this together," I specifically picture the FSCJ library staff succeeding remotely, with some bumbles and laughter along the way. This "culture of

clemency" has strengthened my compassion for our students, who are in a learning curve of their own.

Sustaining students in an unsustainable situation

Kathleen Byrne Heidecker (MSLS '96), Assistant Professor, Library Information Resources HACC, Central Pennsylvania's Community College

Our department was able to pivot to remote quickly and adapt to using online tools and systems because we already had been working toward efficient blended service. But with our college leadership committing to a remote work environment until mid-May 2021, the dread and disconnect have resurfaced.

Students are struggling for all of the reasons discussed in higher education media. Yes, we were able to send a student a hotspot, and another when the first didn't work. The second didn't work either, so now they just do all of their work at someone else's house. IT is now recalling all equipment from our adjuncts. Like most community colleges, we rely on adjuncts to teach, and taking back laptops, hotspots, webcams, headsets, etc. deprives them of adequate teaching tools.

We are working extraordinary hours to support students and saying yes to almost every request, but after two years without a COLA and a vote of no-confidence, this is not sustainable. I work with tremendous people and we will continue to serve our students with joy and professionalism, while encouraging each other in spite of everything.

Let the sunshine in

Heidi Butler (MSLS '00), Local History Specialist, Capital Area District Libraries

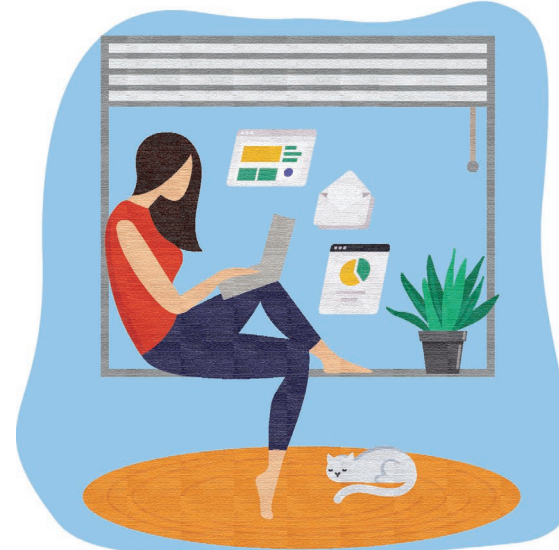
For the first time in literal decades, I'm not working in a dusty basement or annex, but instead on the all-season porch of my home where I have windows and daylight and nature all around me. Although it is not always easy to work with archival materials from home (so many spreadsheets and database cleanups) looking out a window has been so helpful for keeping positive during this challenging time.

Detouring with Dad

Justin Watt (MSIS '04), Fresno, Calif.

After spending the whole of 2019 on a self-funded sabbatical, I begin poking around for jobs at the end of January of this year. I had a good interview in early February, and then, radio silence. By the end of that month it had become clear why. Four months later, I'd put almost 60 different plants and trees in the ground, built a fence, and completely overhauled our irrigation system. Thinking it was about time to start looking for jobs again, I asked an innocent question of my 71-year-old father in June, "Would you have hiked the Continental Divide Trail this year if not for the pandemic?" His answer sent me in another direction. Over the months of July, August, and September, I supported him as he hiked over a thousand miles from South Pass, Wyoming to Cuba, New Mexico (read more on my blog, justinsomnia.org). Now I'm home again, and I'm not sure what's next.

Continued on page 36



Finding ways to train without travel

Tyler Dzuba (MSLS '11), Manager, Learning and Organizational Development, DeEtta Jones & Associates Before, 40% of my work was on the road. I delivered workshops and training for libraries (among other industries) across the continent. This lifestyle was a change from my comfortable and very-much-in-one-place librarian job, but it excited me and kept me connected to new skills and people every day.

In March, everyone canceled or postponed their workshops. I didn't really care to travel either—or spend three days in a cramped conference room with 40 people—but with most of my small employer's revenue coming from this work, we needed to figure out a different path fast.

After a brief period of flailing, we noticed that our clients were going all in on online training. We had set up a few online programs in the past year and a half: what's a few more? By the end of April, I had developed six new courses, with a few more in the hopper. Over the summer, I designed a flexible structure for large online conversations. Now, we're redeveloping our most enduring in-person workshops as remote trainings. It's hard work, but we're moving forward.

Remote is now the whole gig. And I still get to deliver workshops and trainings to support managers and leaders, just with fewer planes in between.

Coping with cuts and chaos

Matthew Wood (MSLS '12), Editor and Writing Trainer, Valnet, Inc. Already working as a remote editor, not much changed for my work, except our compensation. Valnet is a web content company, and the price of internet

advertising plummeted early during the COVID-19 lockdown. As a result, all writers and editors took a temporary 30% pay cut. This was just as I jumped from the editorial team to the training team, resulting in some real financial chaos. It's no fun to sign a contract for one amount of pay, and to be asked to take a large pay reduction about three days later. And payroll got confused as well, leading to some chaos that's only now getting straightened out.

My point – whether you were already working from home or not, there's no way this chaos isn't effecting you.

Home, but not alone

Corey J. Webster (BSIS '13), Web Developer, Financial Independence Group

As a Web Developer, I have long had the opportunity to work from home a few days here and there. But as soon as COVID-19 revealed itself as a worldwide pandemic, going into the office was no longer an option. I built a workstation in my kitchen, ran an ethernet cable across the room, and bought monitors and accessories to resemble my in-office setup. The biggest adjustment was not having immediate access to a babysitter. My wife, brother, and I would have to divide our time to make sure our toddler was occupied and looked after. She's been delighted to have so much more facetime, and luckily at her age, she hasn't known a world without masks.

From virtual to flexible

Sara (Thomas) Cooper (MSLS '16), Reference & Instruction Librarian, Nova Southeastern University

Starting in March, the entire University went virtual. Some departments had more difficulty with this than others, but our library and specifically the reference department transitioned pretty seamlessly since we already offered a range of modalities for our services and use distance education technology regularly.

Returning to campus [this fall] was incredibly stressful at first, especially since Florida's state government is notoriously bad at anything requiring planning, funding, or limiting people from harming themselves and others. But the University has a heavy

focus on natural and physical sciences, and medical professionals and epidemiologists headed our reopening task force.

Thankfully, we're one of the few universities that have resumed in-person classes with very few cases of COVID-19. Students are allowed to attend in-person or virtually for almost all classes, which are taught Blend-Flex (in-person and remote); most students currently attend virtually.

Classrooms have been retrofitted with cameras, microphones, and better sound systems. Masks are required on campus, folks are mostly compliant, and Public Safety enforces it well. A lot of our cool new collaboration-friendly furniture has had to be stored for physical distancing, but it's otherwise going surprisingly well.

Online just in time

Brad San Martin (MSLS '17), Digital Archivist Apollo Theater

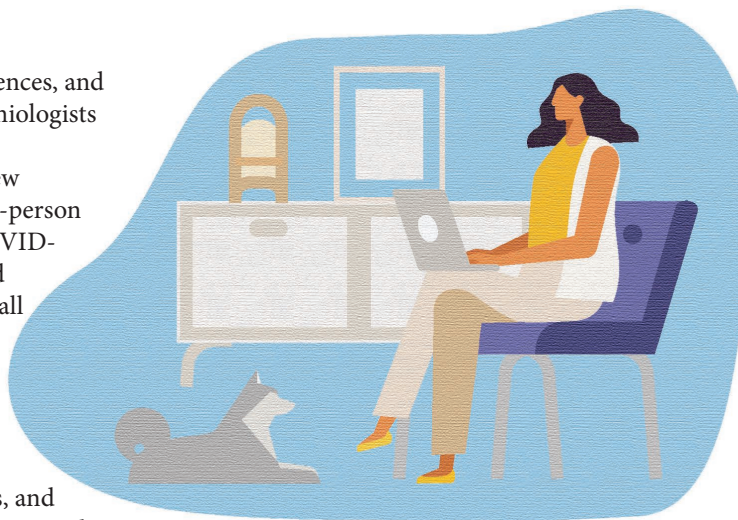
I have been working for the past two years on getting our collections digitized and searchable via a secure private web-based database platform. While I still have a lot of materials to digitize, we were able to get the platform online in early 2020, which turned out to be incredibly fortuitous.

While most of our artifacts are in our offices, which are currently closed, I can search them and review (and share) digital surrogates from home, allowing me to continue to be productive and helpful to the organization. Now that our programming is entirely online, having access to our library of digital videos and photos from anywhere has been an incredible asset, and we've been using the materials for education, fund-raising, and marketing – in addition to assisting researchers, journalists, and fans. So while my location has changed, a lot of my job has remained the same.

Staying cool and connected

Hongyi Dong (MSIS '19), UX Engineer, Evalueserve

This isn't my first remote job, but this is a first for many of my U.S. and international coworkers. Both my biggest goal and challenge have been my ability to empathize with others' difficulties in the midst of this pandemic.



Whenever I end up in a tense situation during a conference call or upon seeing a heated email reply chain, I remind myself that (A) I should approach the conversation with the attitude of a mediator, and (B) I should trust that things will improve in time for everyone. It's not easy and I don't always succeed in maintaining a cool-head, but I do my best. Because, what's worse than missed deadlines or budget cuts? Teammates that miscommunicate and harbor resentment while talking about missed deadlines or budget cuts. I also try to reach out people in my network to check in on them, whether it be former colleagues or classmates, to see if they need any help with job search or life in general. In times like these, a helping hand is more valuable than ever.

In related alumni news . . .

Leah Wright Stephenson (MSLS '97) was named Educator of the Month for April by Botetourt County Schools in Virginia. Stephenson, who also holds a degree in educational leadership from Virginia Tech, has been with the school system for 18 years, first as a librarian and then in her current role as an Instructional Technology Resource Teacher. In an article in the *Fincastle Herald*, Stephenson talked about the challenges that came with the COVID-19 transition to remote schooling. "The technology team has been very busy during this time, helping teachers, and troubleshooting problems with hardware and software," she said. "However, there is nothing better than being able to help someone find a solution to their problem. That is one of the reasons why I love my job."



ALUMNI NEWS

John E. Ulmschneider (MSLS '81) was named the **2020 ACRL Academic/Research Librarian of the Year**. The award recognizes an outstanding member of the library profession who has made a significant national or international contribution to academic/research librarianship and library development. In its announcement of the award in January, the ACRL cited Ulmschneider's many achievements as Dean of Libraries and University Librarian at Virginia Commonwealth University.

"Ulmschneider successfully advocated for increased financial support, doubled professional staffing, championed diversity, equity, and inclusion, strengthened state and regional partnerships, and created a culture of innovation at the VCU Libraries," said Jeannette E. Pierce, Chair of the Academic/Research Librarian of the Year Award Committee.

Ulmschneider, a past recipient of the SILS Distinguished Alumni Award, retired from his position at VCU in June.

Julie White Walker (MSLS '82), SILS Board of Visitors member and Georgia's State Librarian, has been elected as Vice President/President Elect of the Chief Officers of State Library Agencies (COSLA). Walker will serve as Vice President in 2020-2022 and President in 2022-2024. She currently serves on the board of directors and as chair of the public policy committee. COSLA is an independent organization of the chief officers of state and territorial agencies responsible for statewide library development. Its purpose is to provide leadership on issues of common concern and national interest, further state library agency relationships with the federal government and national organizations, and initiate cooperative action for the improvement of library services across the U.S.

The Georgia Public Library Service (GPLS), which Walker leads as State Librarian, won *Library Journal's* **2020 Marketer of the Year** honor for its work to not only promote the many services libraries offer beyond books, but also to empower individual libraries to market their services more effectively to their own communities.

The Alexandria Library in Virginia, led by SILS Distinguished Alumna **Rose Timmons Dawson (MSLS '86)**, won the **2020 ALA Excellence in Library Programming Award** for "We Are the Alexandria Library Sit-In." The yearlong program commemorated a 1939 protest of the city's whites-only public library. The library involved family members of the protesters in planning for the events and engaged the community through a variety of programs, including school visits, a yearlong film festival, anniversary week events, posters, commemorative library cards, pins and postcards. The events, which also involved Alexandria city leadership, drew standing-room-only crowds and served as a model for programming for other libraries across the nation, according to ALA's award announcement.

Nathaniel King (MSLS '09), Director of Library Services at Nevada State College, and his team at the college's Marydean Martin Library, including SILS alumna **Alena Principato (MSLS '17)**, won the **2020 ACRL Excellence in Academic Libraries Award** for their "digital transformation and dedication to textbook affordability." As part of the program, librarians lead a six-week institute to support instructors as they convert their courses from using paid textbooks to open educational resources (OER) or library-provided e-books. Over two years, more than 15% of full-time instructors participated and students saved nearly \$600,000 on textbook costs.

Martha Waters (MSLS '14) had her debut novel, *To Have and to Hoax*, published by Atria, a Simon & Schuster imprint, in April. The book was named a Best Romance of April by Goodreads, Popsugar, Bustle, and more. The publisher's website calls the novel a "fresh and hilarious historical rom-com" in which "an estranged husband and wife in Regency England feign accidents and illness in an attempt to gain attention—and maybe just win each other back in the process."



John Ulmschneider



Julie Walker



Rose Dawson

SILS Distinguished Alumna Irene Owens (PhD '95) establishes fund for diversity and global programs

SILS Distinguished Alumna Irene Owens (PhD '95) has created a fund to support new students of color and those interested in issues of diversity, equity, and inclusion at the UNC School of Information and Library Science (SILS).

The fund will make it easier for such students to matriculate to SILS and enable them to engage in local, national, and international programs related to their interests. It will also further enhance local and global opportunities already offered by SILS.

Dr. Owens' own experience with study abroad at SILS inspired her gift. While completing her doctorate, she studied at Hebrew University in Jerusalem, Israel. She credits her time there with helping her more fully understand that "information and library science – at its very core and essence – is local, national, and international, as well as interdisciplinary."

In addition to her PhD from SILS, Owens holds a BS from Barber-Scotia College, an MA in Religious Studies from Howard University, and an MS in Library Science from the University of Maryland.

While working at Howard University, Dr. Owens accomplished several of her goals as an LIS professional, and then decided that she "needed another moun-

tain to climb." At the time, she had no idea where that mountain was or how best to climb it, but she did realize that SILS was a great place to prepare her. Dr. Owens said her doctoral studies were challenging and equally rewarding, supported by effective mentoring, especially that of Ed Holley and Barbara Moran.

Dr. Owens spent 10 years at the University of Texas at Austin, Graduate School of Information, and was the first African-American to receive tenure there. She returned to North Carolina in 2005 to become Dean of the School of Library and Information Science at NC Central University, a position she held until her retirement in 2016.

Her numerous accolades include the Howard University Outstanding Service Award, the University of Texas Excellence in Teaching Award, the UNC Distinguished Alumni Award, the NCLA Library Education Award, the Demco/BCALA Award for Excellence in Librarianship, and the National Council of Negro Women Award for Distinguished Professional Achievements.

She is currently a member of the SILS Alumni Inclusion and Diversity (SAID) Committee and the SILS Campaign for Carolina Committee.



Dr. Irene Owens

2020 SILS DISTINGUISHED ALUMNI AWARDS

Established in 1981, the Distinguished Alumni Award recognizes UNC School of Information and Library Science (SILS) alumni who have demonstrated outstanding professional library or information science achievements at national, state, or local levels, or who have provided exceptional service to SILS or its Alumni Association. Recipients are selected by the SILS Alumni Association Board each year.



Meredith Evans (PhD '06)

Meredith Evans is Director of the Jimmy Carter Presidential Library and Museum in Atlanta and served as President of the Society of American Archivists (SAA) from 2018-2020.

Throughout her career, Evans has worked to preserve and expand access to collections of national importance. In her first professional position as an archivist, Curator of Printed Materials for the Atlanta University Center, she collaborated on a grant to digitize materials in the Morehouse College Martin Luther King Jr. Collection.

As Director of the Special Collections Research Center at George Washington University, she led the acquisition of more than 80 years of National Education Association records and more than a century of records for the International Brotherhood of Teamsters.

At UNC-Charlotte's J. Murrey Atkins Library, she helped launch an LGBTQ collection with ties to the local community and was instrumental in acquiring the Congressional papers of Sue Myrick, who served as a U.S. Representative from 1995 to 2013.

During her time as Associate University Librarian at Washington University in St. Louis, she helped expand the university's Documenting Ferguson digital repository, which includes community members' submissions of video and audio files from the aftermath of the death of Michael Brown in August 2014.

Evans joined the Carter Presidential Library and Museum in 2015. Administered by the National Archives and Records Administration, the library maintains the records and artifacts of former President Jimmy Carter and his White House administration (1977-1981) along with materials related to his post-presidency and family. Evans and her staff coordinate exhibits and programming for visitors, as well as access for researchers from around the world.

In 2017, Evans worked with SILS to host a special alumni event at the library. She has been a member of the SILS Board of Visitors since 2017 and became Chair of the board in 2020.



Kathryn Cole (MSLS '07)

Kathryn Cole is the School Librarian and Media Specialist at Northside Elementary School in Chapel Hill, N.C. Her efforts to make the library a more inclusive space and reach students during the summer months earned her an "I Love My Librarian Award" from the American Library Association in 2016.

Cole helped establish Northside's library when the school opened in 2013. When she learned that most of the underserved students enrolled in the school were not participating in the public library's summer reading program, she won grant funding to create a new joint program.

She opened the school library over the summer break to help serve families that lived within walking distance of the school. She made the reading program more attractive by featuring local performers, including storytellers and hip-hop dancers, hosting movie days with popcorn, and making the MakerSpace and Wii gaming systems available.

Throughout the year, Cole strives to make the library a welcoming space for all students through programming and materials that reflect and represent a wide range of cultures and experiences. "She explicitly works to be anti-racist, anti-queer-phobic, anti-ableist and to provide 'windows and mirrors' for all of her students but especially for her non-white, non-male, non-cisgendered, non-abled, non-heterosexual students," wrote one of the recent SILS graduates who nominated Cole for the distinguished alumni award.

Cole has also been active in local, state, and national school library conversations, presenting her work at conferences including the North Carolina School Library Media Association Annual Conference and the National Council of Teachers of English Annual Conference.

She has stayed closely connected to the school librarianship program at SILS, collaborating with Professor Sandra Hughes-Hassell for project-based learning opportunities, as well as mentoring SILS students during field experiences.

Starting this spring, SILS Career Services Coordinator Lori Haight organized and hosted a series of virtual networking events called SILS Connections. SILS students and recent graduates had the opportunity to learn from and chat with SILS alumni representing a variety of different backgrounds and career paths.

The sessions were recorded and posted to the SILS YouTube channel for anyone who could not attend in person. Topics included preparing for career fairs, special library administration, the future of information professions, navigating uncertainty and change, UX careers, and leveraging your unique talents and connections.

One event featured four SILS alumni – Jennifer Manning (MSLS '91), Sundeep Mahendra (MSLS '10), Kathleen Marchsteiner (MSLS '14), and Anna Groves (MSIS '19) – who discussed their roles with the Library of Congress' Congressional Research Service. Marchsteiner also took part in the "Day in DC" event in late October, which introduced students to Sofia Becerra-Licha (MSLS '12) from the Kennedy Center and Teri DeVoe (MSLS '07) from the Institute of Museum and Library Services.

Other alumni presenters included Susan Perry (MSLS '66), Lois Ireland (MSLS '86), Leo Yakutis (MSIS '91), Jason Griffey (MSLS '04), Samira Creel (MSIS '04), Anita Jotwani (BSIS '05), Stephen Sherman (MSLS '08), Alani Perry (BSIS '11), Kate Moran (BSIS '13, MSIS '15), Sara Trettin (MSLS '13), Hillary Fox (MSLS '14), Brittney King (BSIS '15), and Connor Paul (BSIS '18). Thanks to these and other SILS alumni who took time to help recent graduates contend with the challenges of 2020.



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