

ANNUAL REPORT



JULY 2021 - JUNE 2022



**COLLEGE OF
INFORMATION
STUDIES**

Information and technology for good

THE DEAN'S MESSAGE

At the UMD College of Information Studies (INFO College), we believe in developing a bold and fearless generation of students who are curious, passionate change-makers. Our world is faced with grand challenges—poverty, disease, inequity of resources and services, climate change, economic recession, and so much more. This only fuels our passion for developing students who have the power to transform grand challenges into global opportunities. Their success is our mission.

Addressing such grand challenges requires information science. In 2016, we launched our first undergraduate program, the Bachelor of Science in Information Science, affectionately known as InfoSci. InfoSci is a popular STEM major, and has quickly grown to be the third largest undergraduate program at the University.

Our InfoSci students are learning skills such as statistics, database design, information organization, and user-centered design. At the same time, they are also learning about psychology, team building, needs assessment, goal setting, and leadership.

We are not only preparing our students for their careers, but also empowering them to shape their

future—and the future of information science in our rapidly changing world. Our first graduates are making their mark at organizations such as Accenture, Amazon, Booz Allen Hamilton, Capital One, Deloitte, Microsoft, the National Institutes of Health, and Northrop Grumman.

One of the greatest strengths of our InfoSci program is its diversity of people, backgrounds, and ideas. The InfoSci student body is roughly one third Asian, one quarter Black, one quarter white, and one tenth Latinx. It is also roughly one third first-generation American and one third female. As a whole, our college community includes 2200 faculty, staff, and students from 52 countries. Our students thrive in an environment where diversity is embraced and fearless ideas flourish.

Hand in hand with such rapid growth and success comes a need for resources. We are pressed for space and for funds to support students with scholarships and external engagement opportunities. This year we are also raising funds to build the INFO Commons, a space for student labs and socializing—where students can con-



Keith Marzullo, Professor And Dean

duct information science research, experiment with fearless ideas, build, get messy, and play. A gift towards the Commons, both small donations and funding a naming opportunity, will go far in developing bold and fearless students.

Reading this annual report, as a partner, peer, donor, alumni, or parent, we hope you can join us in fostering this next generation of information leaders. And, we hope you enjoy hearing more about our research, academics, and innovation.

A handwritten signature in black ink that reads "Keith Marzullo". The script is fluid and cursive.

Keith Marzullo,
Professor and Dean
UMD INFO College



Statue of Testudo outside McKeldin Library (Image courtesy of UMD Strategic Communications).

TABLE OF CONTENTS

2 Dean's Message	12-15 Innovation	20-21 Alumni Spotlights
4 Fast Facts	12 INFO College Commons	20 Alisha Pradhan & Sarah Patrick
6-9 Year in Review	13 Internet of Things Lab	21 John Eubank & Angeal KouKoui
6 Highlights	14 Tech Training for Seniors	22-23 Diversity & Inclusion
7 Awards, Grants, Media	15 INFO Challenge Initiative	22 History of Activism
8 New Faculty	16-19 Research	23 Diversity Today
9 New Staff	16 Research Overview	
10-11 Academics	17 Faculty Spotlight: Amanda Lazar	
10 Overview	18 Faculty Spotlight: Ana Ndumu	
11 New Programs	19 Faculty Spotlight: Daniel Green	

FAST

FACTS



Assistant Professors Katrina Fenlon and Diana Marsh and their babies cheering on the Terps at the 2022 Homecoming Game.

WHO WE ARE

49 tenured/tenure-track faculty and **33** professional-track faculty who specialize in teaching, service or research, **64** staff members, and **2100** students focused on leveraging information and technology for good.

- **3** bachelor's programs, **7** master's programs, **1** PhD program
- **\$6.2M** in research expenditures, **46** active research grants, **\$35.3M** in research funding
- **208** publications by faculty and PhD students

GROWTH

- Managed one of our most successful Giving Day campaigns with over \$17,000 in donations
- Hosted approximately 140 events from July 2021 to June 2022
- Launched two dual bachelor's/master's programs with InfoSci, MIM, and MLIS
- Developed several future programs, including Professional Doctorate (Prof.D.) in Information Equity, Master of Professional Studies (MPS) in Accessibility Studies, and MPS in Sociotechnical Cybersecurity

UMD COLLABORATION

- Faculty joint appointments with Arts & Humanities (ARHU), Behavioral and Social Sciences (BSOS), Computer, Math, and Natural Sciences (CMNS), Education (EDUC), Journalism (JOUR), and Public Policy (PLCY)
- Dual or joint academic programs with Architecture (ARCH), Engineering (ENGR), JOUR, and ARHU
- Joint research units with BSOS (SoDa: Maryland Center for Social Data Science) and with University of Maryland Institute for Advanced Computer Studies (UMIACS) (HCIL: Human-Computer Interaction Lab, and CLIP: Computational Linguistics Information Processing Lab)

DIVERSITY

Students from **52** countries

42% female student body

31% undergraduate & **13%** graduate students from underrepresented minorities



UMD'S INFO COLLEGE

We are a collective of multidisciplinary researchers, scholars, and students committed to combining our ideas and strengths to tackle real-world challenges. We are united by a commitment to use

“information and technology for good.”

In our hallways, classrooms, labs, and zoom rooms—through both research and academic programs—we are sharing fearless ideas, addressing grand challenges, and fostering innovation. Our College community is developing new technologies and information systems that are accessible to people of all ages and abilities, with partners such as Adobe, Amazon, Google, Meta, and Microsoft. We are co-designing community services with libraries and community members to address inequities and to foster economic development. We are collaborating with communities and professionals to archive and democratize access to records of knowledge and culture. We are radically reconceiving the capabilities of data visualizations to educate the public about complicated, relevant issues.



Hornbake Library (Image courtesy of UMD Strategic Communications).

Our 2,200 faculty, staff, and students—who have come to us from around the world—are shaping the future of Library and Information Science, Digital Humanities, Information Justice, Accessibility and Inclusive Design, Data Privacy, and more. (See “Research Areas” on page 16.)

We believe in giving our students hands-on experience with real-world projects and issues. Through three bachelor's programs, seven master's programs, and a doctoral program, our students are learning from our passionate faculty as well as a robust team of 44 adjunct faculty members who are actively practicing professionals in the subjects they teach. Our students also work actively with our faculty on research projects, participate in weekly research talks, get involved in our annual INFO Challenges, and work with our over 400 industry partners—public and private—on projects.

Read on to learn more about our AY 2021–22 research, academics, annual Information Challenges, alumni, INFO Commons renovation, and more.



Image courtesy of UMD Strategic Communications.

YEAR IN REVIEW

HIGHLIGHTS

- Launched the Bachelor of Science in Social Data Science degree program
- Launched the Bachelor of Arts in Technology and Information Design degree program
- Grew from 1850 to 2100 students
- Welcomed a new Development Team and hosted our inaugural Homecoming event
- Broke ground on the INFO College Commons, an innovative makerspace and social space for students
- Launched the Organizational Teams & Technology Research Society (OTTRS) Interest Group and speaker series
- Launched the Gaming Lab for students
- Launched the IoT Lab for students
- Strengthened the College's commitment to Terrapin Strong, a University diversity and inclusion initiative
- Rebranded the Data Challenge as the INFO Challenge: INFO Challenge 2022: Going Beyond Data, our 5th annual challenge
- Master of Science in Human-Computer Interaction (HCIM) awarded #1 in Maryland and #6 in USA rankings (EduRank)

EXTERNAL SPEAKERS

NOVEMBER 2021

Search Mastery Speaker Series

Search Engine Results: The Bing Perspective

Michael Schechter
Vice President
Microsoft Bing's Growth and Distribution

DECEMBER 2021

Dean's Lecture Series

How Can Universities Help Bridge the Digital Divide

Dr. Jon P. Gant
Professor and Dean
North Carolina Central University
School of Library and Information Sciences

JANUARY 2022

Search Mastery Speaker Series

What it means to do research on the internet... and why so many are doing it wrong

Dr. Daniel Russell
Senior Research Scientist
Google

MARCH 2022

GEM Analytics Industry Expert Series

Data and its Application in a Streaming Media Company

Dr. David Landy
Content Data Scientist
Netflix

MARCH 2022

Celebrating the Social Data Science Program at UMD

The Art of Skepticism in a Data-Driven World

Dr. Jevin West
Associate Professor, Information School
University of Washington

APRIL 2022

UMD iSchool Presents the ALA Lecture Series

Featuring Patty Wong

Dr. Patty Wong
President
American Library Association

SIGNIFICANT GRANTS

- MD State award (partial recipient) to bring internet access to underserved MD communities – PI Mega Subramaniam (\$6M)
- MD State, Dept of Education award to make high school data science courses more accessible – PI Niklas Elmqvist (\$2M)
- IMLS Early Career award to improve crowdsourcing of data practices – PI Victoria Van Hynning (\$458K)
- IMLS Early Career award to research immigrant acculturative stress and design interventions – PI Ana Ndumu (\$100K)
- IMLS award to teach scholars and archivists how to search across US archives (SNAC) for materials related to Native and Indigenous communities – PI Diana Marsh (\$496K)
- NSF/Amazon award to build trustworthy AI systems – PI Ge Gao (\$1.6M)
- NSF award to develop accessible and reliable machine translation – PI Ge Gao (\$628K)
- NSF award to evaluate the effectiveness of messaging and modeling during pandemics – Co-PI Vanessa Frias-Martinez (\$1M)
- NSF award to look at how ML can be used to ease the burden of social content moderators exposure to toxic content – PI Katie Shilton (\$780K)
- DARPA to study emerging online social spaces in war/conflict zones – PI Cody Buntain (\$1M)



Tamara Clegg in Paw Patrol commercial (Image courtesy of Nickelodeon Studios).

IN THE NEWS

- The Washington Post: “GamerGaters inundated her with death threats. Now some are apologizing – and she forgives them” (8/6/21) – Jen Golbeck
- Equal Opportunity Today: “Trace Center Directs New Digital Accessibility Research During Covid-19 Pandemic | UMD College Of Information Studies” (9/11/21) – Jonathan Lazar
- NPR: “What Happened to Those COVID Exposure Apps?” (2/8/22) – Jessica Vitak
- Nickelodeon: appearing alongside Rubble in a commercial for PAW Patrol (2/12/22 – Tamara Clegg, Content Consultant
- Fox5: “Just Walk Out Data Concerns” (3/24/22) – Jessica Vitak
- The Guardian: “Experience: I bake recipes I find on gravestones” (4/29/22) – Ursula Gorham and Rosie Grant
- The New York Times: “V.R. Reminiscence Therapy Lets Seniors Relive the Past” (5/17/22) – Amanda Lazar
- Manchester Wire: “Tech, Politics and NFTs: MMU reveals its latest Digital Society Series” (5/27/22) – Daniel Greene
- Vancouver Sun: “Conversations That Matter: Social media, good or bad?” (5/28/22) – Cody Buntain

NEW FACULTY



Jason Aston
Lecturer



Cody Buntain
Assistant Professor



Dennis Frezzo
Lecturer



Diego Oliveira
*Assistant Research
Scientist*



Polly Lee O'Rourke
Faculty Specialist



Susannah Paletz
Associate Professor



Travis Wagner
Faculty Assistant

NEW STAFF



Katie Ambacher
Development Coordinator



Max Balagtas-Badoy
*iConsultancy Academic
Program Specialist*



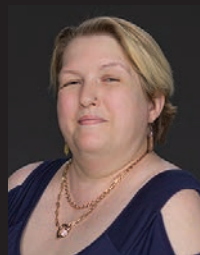
James Battle III
*Facilities Program
Management Specialist*



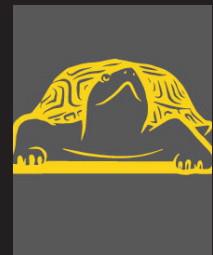
Jacob Davidson
*Academic Advisor
& Outreach Coordinator*



Neil Dhingra
*Graduate Academic
Advisor*



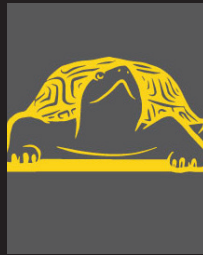
Patricia Doerfler
*Finance and
Administration Manager*



Bridget Faherty
*Assistant Director of
Sponsored Projects,
Finance, & Policy*



Madeline Georgevich
*Undergraduate
Academic Advisor*



Matt Krishnan
Web Services Developer



Oliver Masangcay
*IT Desktop Support
Assistant*



Nancy Murray
*Chief Development
Officer*



Camille Rogers
CRM Manager



Elaine Rudder
*Curriculum &
Enrollment Manager*



Chris Stark
*LAN Systems
Administrator*



Amy Vaillancourt
*Undergraduate
Academic Advisor*

ACADEMICS: OVERVIEW

DOCTORAL PROGRAM

- Doctor of Philosophy (PhD) in Information Studies

MASTER'S PROGRAMS

- Master of Science in Human-Computer Interaction
- Master of Information Management
- Dual Masters in Information Management + Community Planning
- Master of Professional Studies in Gaming, Entertainment, and Media Analytics
- Master of Library and Information Science
- Dual Masters in History + Library and Information Science
- Master of Professional Studies in Data Journalism



Student working on robot-building project.

BACHELOR'S PROGRAMS

- Bachelor of Science in Information Science at College Park
- Bachelor of Science in Information Science at Shady Grove
- Bachelor of Science in Social Data Science
- Bachelor of Arts in Technology and Information Design

CERTIFICATES & NON-DEGREE STUDY

- School Librarianship Pathways
- Certificate in Digital Curation
- Certificate in Information Risk, Privacy & Security
- Single Course Enrollment & Visiting Study



Niklas Elmquist working with students on UX design project.

ACADEMICS: NEW PROGRAMS

NEW GRADUATE PROGRAM

MASTER OF PROFESSIONAL STUDIES IN DATA JOURNALISM

The INFO College recently launched a Data Journalism graduate program, a joint program with the Merrill College of Journalism. Using both journalistic best practices and scientific methods, the program combines Merrill's training and the INFO College's STEM data management techniques to produce the next generation of data journalists. Students learn to responsibly leverage open data, results of public records requests, scraped (or otherwise automatically accumulated) data and acquired data in their assessment, evaluation and investigation of an issue. The world-class faculties at Merrill College and the INFO College prepare students to use open-source tools, application programming interfaces (APIs) and low-cost computing resources, and then use those resources to develop and visualize stories.

The curriculum, which includes a real-world, hands-on capstone experience, is designed so that students can complete the degree entirely virtually, in person, or a combination of the two. Journalists, information professionals and data reporters — who want to take their skills to the next level — will all find a home in the Master of Professional Studies in Data Journalism program.

NEW UNDERGRADUATE PROGRAMS

BACHELOR OF SCIENCE IN SOCIAL DATA SCIENCE

SDSC is a collaborative program between INFO and the College of Behavioral and Social Sciences (BSOS.) The core of this program pulls from INFO College courses related to data science and survey courses from BSOS's Joint Program in Survey Methodology (JPSM.) There are currently seven tracks students can pursue: African American Studies, Anthropology, Economics, Government and Politics/International Relations, Geography/Geospatial Information Science, Psychology, and Sociology. This interdisciplinary program leverages data science to address social challenges. SDSC prepares students to work with data science practices, technologies, tools and sources while also being subject matter experts within a particular social science context.

BACHELOR OF ARTS IN TECHNOLOGY & INFORMATION DESIGN

InfoDesign is a unique STEM major that teaches students to frame important problems at the intersection of people and information, design solutions, and deploy/iterate those solutions. The curriculum blends theory, practical skills, and hands-on learning. Students enrolled in this program engage in rapid development and prototyping grounded by rapid evaluation and assessment. Studio-based coursework emphasizes user-centered design, technology development, and cross-disciplinary communication. InfoDesign prepares students to apply their skills immediately in their careers as designers, project managers, technology consultants, and entrepreneurs in a variety of fields.

INNOVATION

INFO COLLEGE COMMONS

Just steps below Hornbake Library's hushed stacks and special collections, a new space promises a student experience that's anything but common: a playground for concocting—and building—big ideas; a tinkering lab for exploring assistive tech and IoT; real, community-led projects to make cities smarter and stronger; a social outpost, where students dish about new coding over pizza, create viral-worthy TikToks, or vie for the new high score in Mario Kart.

iCommons is the INFO College's first bricks-and-mortar entry into the hands-on, creative world of information technology, on display through a dynamic patchwork of labs, amenities, and flexible space on the ground floor of Hornbake Library. A long-awaited community home for INFO Collegeers and faculty, iCommons will give students the freedom—and a place—to make, connect, and discover.

"It's about having a place in between home and school where students don't have prescribed roles," said Katherine Izsak, Associate Dean for Academic Affairs. "It's where playing is learning, and

we know it works. They get their hands dirty and make those connections to what they're learning in class. It's dynamic and innovative, yes—but it's also fun."

At 25,000 square feet, iCommons will offer a range of flexible spaces and unconventional programming to engage and support the INFO College community. A large "swing space" connects labs specializing in IoT, gaming and AR/VR, prototyping, design, community engagement, and

accessibility, with proximity to student and career services. Access to two outdoor courtyards offer natural communal spaces for small projects, group meetings, or quiet studying. On any given day, there may be a human-computer interaction class in the

design lab or a course on social media influencers; students may be piecing together a desktop model of the internet or getting tutoring support in the campus computation center; a group may be feverishly sketching an idea on a whiteboard in the design lab, while a sea of bean bag chairs beckon others to experiment with gaming design. Floor-to-ceiling glass walls puts the INFO College Commons action and energy on display, and hopefully encourage others to join in.

"This space is not going to be neat, empty, or quiet, and that's a good thing," said Professor Wayne Lutters, Associate Dean for Strategic Initiatives. "It's a place for our students to come and feel like they belong, and a place they can call their own."

The practical experience and engagement with technology and people does more than offer fertile ground for learning—it sets the stage for the future workplace students want to make, rather than the one they'll inherit. Grounded in interdisciplinary and experiential learning that connects students with communities, industry, and their peers in other colleges, iCommons models the cultural shift needed to build the innovative, equitable and accessible systems that benefit the common good.

"That energy is contagious," said Dean Keith Marzullo. "When I bring people in and show them students working, excited about what they're learning and making, they want to be part of it. THIS is what the INFO College does."

"It's a place for our students to come and feel like they belong, and a place they can call their own."

- Wayne Lutters

Professor & Associate Dean
for Strategic Initiatives

INFO COLLEGE COMMONS

INTERNET OF THINGS (IOT) LAB FOUNDED BY DENNIS FREZZO

The INFO College Commons IoT lab has all the markings of a Silicon Valley Garage: racks of hardware blink in rapid succession alongside bins of cables, routers, and solar batteries. Smart tech—from lightbulbs and thermostats to Ring doorbells and Amazon Echos—mingle with Arduino circuit boards and fabrication tools, all begging to be taken apart, manipulated, and put back together again.

And that's precisely the idea. Everything in the IoT lab—from a live model of the entire internet to the portable lending kits of switches, routers, and cables—is an invitation to touch and tinker, and a tangible way to connect with the concepts they're learning in class.

The lab's revolving door of students build skills in ways both meaningful and fun, with mentorship opportunities, cyber competitions, and local community workshops on smart technology and home networks on the horizon. "I want students to feel empowered to deal with the emerging social practices enabled by the internet," said Senior Lecturer Dennis Frezzo. "And is there any reason it can't be fun?"



Dennis Frezzo in the Internet of Things lab.

INNOVATION

ITAP TECHNOLOGY SUPPORT FOR THE SENIOR COMMUNITY FOUNDED BY GALINA REITZ

According to Pew researchers, more than a quarter of people aged 65 and older admitted to never going online. Due to lack of confidence, support, and training, internet usage for people over 80 drops further. Galina Reitz, Senior Lecturer and Faculty Director for Information Science at the Universities at Shady Grove and head organizer of the iTAP program, seeks to remedy this problem.

The iTAP effort from the INFO College aims to support the local senior community by inviting older adults and caregivers to join community partners and students in addressing their technology needs at the Rockville USG campus. Through this initiative, the program will assign knowledgeable students who are eager to assist with basic computer skills such as internet browsing, using mobile devices, emailing, engaging with social media, and accessing county services and other resources online. Gains made by the Information Science graduate and undergraduate students include valuable research opportunities that will enhance their interactive and development skills.

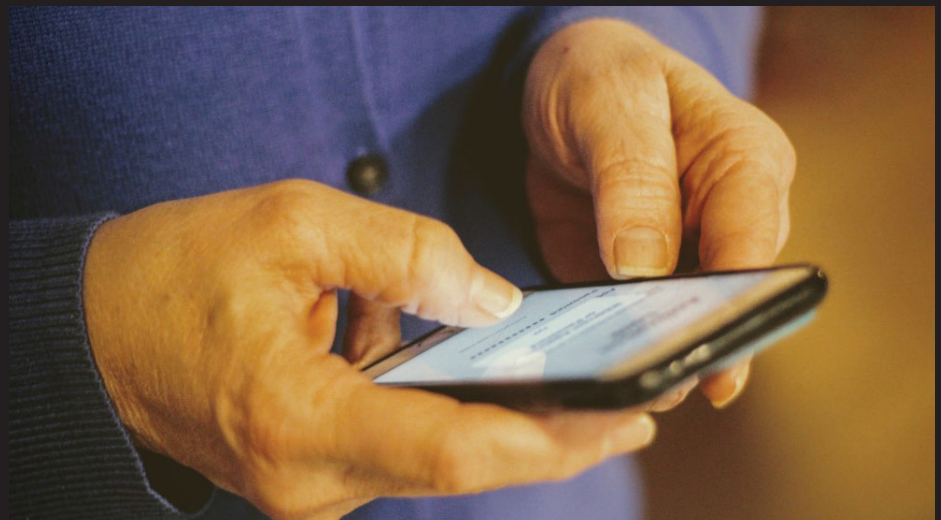
Through this project, iTAP has gained traction and support from local stakeholders, such as Montgomery County Commissioners on Aging, who have expressed a real need for this initiative. iTAP is

also collaborating with Designing for Aging graduate course instructor Amanda Lazar, Assistant Professor at the College Park campus. This partnership has constructed four in person co-design sessions between students and elders, culminating in a final presentation of the design proposals. The goal is to bring forth healthcare technologies designed for the aged.

In essence, iTAP aims to help bridge the digital divide—a lofty goal that aligns well with the Fearlessly Forward and UMD Age Friendly initiatives. Given the project's ambitious interest in the public good, Reitz also applied for a Grand Challenges Grant through UMD. According to her, iTAP could be the only initiative created by a university that has elders come to campus for educational opportunities and intergenerational relationship building. "This



project is sustainable, exciting, and will reach a part of the community that has been left behind, particularly after the digital divide was exacerbated by the pandemic. The potential to reach beyond Montgomery County and Maryland is exciting, and taking the center online would be the next tangible step to expanding the idea."



Elderly person on smart phone (iStock photo)

INFO CHALLENGE INITIATIVE

FOSTERING HANDS-ON INFO EXPLORATION FOR STUDENTS FOUNDED BY KATHY WEAVER

In 2017, the INFO College launched the UMD Info Challenge, formerly known as the UMD Data Challenge, a week-long experiential learning opportunity for college students to explore all things data and information. The formal Information Challenge Initiative (ICI) was later established in 2021 to further provide engaging opportunities for students at the University of Maryland and across the state to explore real-world



InfoChallenge participants working on their data-centered project.

information challenges, inspire analytical prowess, and create an environment that supports innovation. Through in-person and virtual ICI activities designed by UMD faculty and staff, participants at both high school and college levels are given a platform to develop their skills in information science, data analytics, design, and cybersecurity with guidance and feedback from expert mentors, industry partners, and judges from leading data and information institutions. Over the last five years since its inception, the ICI has brought

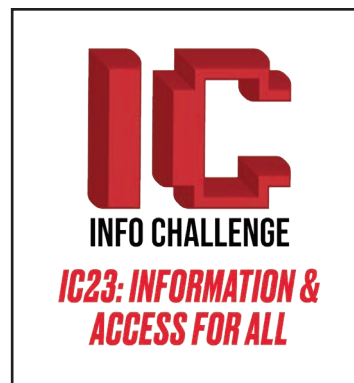
together more than 1,000 students from UMD and academic institutions across the state of Maryland, including Montgomery College, University of Maryland Baltimore County, and the U.S. Naval Academy. The ICI has partnered with industry leaders, including Accenture, AT&T, Booz Allen Hamilton, Databricks, Deloitte, Johns Hopkins Applied Physics Laboratory, Renegade Press, and Shopify. ICI has also received support from several government agencies, in-

cluding Administrative Office of the United States Courts, Library of Congress, Maryland National Capital Park and Planning Commission, U.S. Department of Agriculture, and U.S. Department of Justice.

In 2021, the ICI launched its inaugural Info Challenge Summer Camp, a week-long event designed for Maryland high school students. seventeen students from nine Maryland counties came together virtually to work with real-world datasets using Tableau to learn about data analysis. The students presented their work on the final day of the camp. This year, the camp

expanded to include both virtual and in-person sessions, with plans to expand to two in-person sessions in 2023 and one virtual session. The ICI is also looking to partner with library systems across the state of Maryland to host students participating in the virtual Summer Camp who do not have access to a computer or internet connection.

ICI events are also a way for students from underrepresented groups in STEM fields, particularly those heavily involved with data and information science, to receive low to no-cost experience to include in their portfolio, mentorship from industry professionals, and ultimately, the empowerment to pursue their career endeavors. For example, to fulfill their commitment to creating an inclusive, welcoming environment at the 2022 Info Challenge Summer Camp, 68% of students who participated identified as BIPOC and nearly 20% were first-generation students. Scholarships are also available through the ICI for students interested in participating in the Summer Camps.



The next Info Challenge will be held on-campus at UMD from February 25 – March 4, 2023. This year's theme is "Information and Access for All."

RESEARCH OVERVIEW

Our researchers combine principles of information science with cutting-edge technology to foster access to information, improve information interfaces, and expand how information is used.

TOP THREE FUNDING SOURCES

- National Science Foundation (NSF)
- Institute for Museum and Library Services (IMLS)
- Trace Center Funding: Department of Education and National Institute on Disability, Independent Living, and Rehabilitation Research (NIDILRR, HHS)

RESEARCH AREAS

- Library and Information Science
- Data Science, Analytics, and Visualization
- Accessibility and Inclusive Design
- Digital Humanities
- Data Privacy and Cognitive Security
- Social Networks and Online Communities
- Smart Cities and Connected Communities
- Information Justice, Human Rights, and Technology Ethics
- Human-Computer Interaction
- Future of Work
- Health Informatics
- Youth Experience, Learning, and Digital Practices
- Computational Linguistics, Machine Learning, and Information Retrieval
- Computational Archival Science

RESEARCH CENTERS & LABS

- Advanced Information Collaboratory (AIC)
- Center for Archival Futures (CAFe)
- Computational Linguistics and Information Processing Lab (CLIP)
- The Human-Computer Interaction Lab (HCIL)
- Social Data Science Center (SoDa)
- Trace Research & Development Center (Trace)

RESEARCH INTEREST GROUPS

- Organizational Teams and Technology Research Society (OTTRS)
- Search Mastery
- Sociotechnical Cybersecurity (STC)
- Information Policy and Access Collaborative (iPAC)

See significant grants on page 7.



Images of students and Lucy Dalglish from the 39th HCIL Symposium.

FACULTY SPOTLIGHT

AMANDA LAZAR

SEEKING TECH SOLUTIONS TO SUPPORT PEOPLE WITH DEMENTIA IN MAINTAINING AUTONOMY

Our technologies are often designed with neurotypical users in mind, and therefore the impacts of dementia on memory, language skills, visual perception, problem solving, self-management, and the ability to focus can make using information and communication technology challenging.

INFO College assistant professor and Trace R&D Center core faculty, Amanda Lazar, and her team at The Health, Aging, and Technology Lab (THAT Lab), are conducting interviews, observations, and co-design workshops with people at different stages of dementia as well as practitioners who work closely with this population to contribute to knowledge in this area. They are also developing new ways to design with people with dementia through a range of projects, including intergenerational hackathons, remote research methods, and participatory action research. Together, these projects focus on ways to support user-centered designers (in industry and academia) in working with older adults as well as people with dementia.

A common thread in Lazar's research is the essential inclusion of perspectives of people with dementia in the design of tech-

nology for their use. People with dementia must be included in the research from the beginning, not only as study participants but also as active members of research teams seeking to understand information needs and anticipating the barriers presented by new technologies.

In work focused on older adults who use technology less frequently, Lazar and Alisha Pradhan (a recent INFO College PhD graduate), along with Leah Findlater, professor of Human Centered Design and Engineering at the University of Washington, set out to understand how some older adults perceive of and use intelligent voice assistants like Alexa and Siri. In their paper, "Use of Intelligent Voice Assistants by Older Adults with Low Technology Use," they report on a study deploying Amazon Echo Dots in the homes of older adults. Through participant interviews and review of device usage logs, researchers found that these older adults used the devices consistently for accessing online information, with health-related information being the most commonly sought.

Additionally, Lazar, Emma Dixon (a recent INFO College PhD graduate), and student Jesse



Anderson worked with Mary Radnofsky and Diana Blackwelder conducting interviews and observation sessions with 16 people with mild to moderate dementia to explore these barriers to accessing online health information and how they might be overcome. In the resulting paper, "Barriers to Online Dementia Information and Mitigation," the team found that people with dementia are navigating online health information using their ingenuity as individuals and as a community. Critical to surfacing their findings, this study employed an "action research" approach, actively including two people living with dementia who served as "dementia experts" on the research team.

Lazar aims to approach information gathering and technology design from a human-rights based perspective, engaging people with dementia as partners and co-designers throughout the process—working towards a future where individuals can design and create their own supportive technologies.



FACULTY SPOTLIGHT

ANA NDUMU

CO-EDITOR OF “THE BLACK LIBRARIAN IN AMERICA” HIGHLIGHTING THE EXPERIENCES OF BLACK LIBRARIANS IN THE U.S.

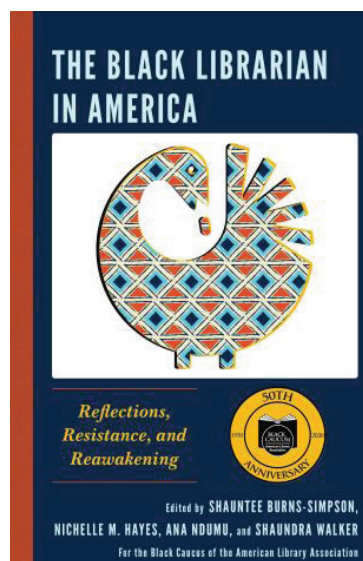
In 2020, the Black Caucus of the American Library Association (BCALA) turned 50, and with this celebration also came calls from around the country for BCALA to weigh in on various crises. With 2020 also being a year of unrest in the wake of COVID-19 and the prominence of police brutality, BCALA leaders were asked to express their feelings on the collective state of the country. The moment was fit for renewed conversations on the importance of Black library work.



Ana Ndumu, an assistant professor at the University of Maryland (UMD) College of Information Studies (INFO College) and BCALA executive board member, is one of four co-editors of this latest edition that is organized in four broad thematic sections – A Rich Heritage: Black Librarian History, Celebrating Collective and Individual Identity, Black Librarians Across Settings, and Moving Forward: Activism, Anti-Racism, and Allyship. Each section contains chapters written by librarians, archivists, library advocates—all members of BCALA.

The Black Librarian series was first published in 1970 by the late E.J. Josey, an African American library luminary. The latest edition stands out in that it is not only edited entirely by Black women, but it is officially produced by the members of the BCALA in commemoration of the organization’s 50th anniversary. The Black Librarian in America: Reflections, Resistance, and Reawakening further differs from previous iterations of the Black Librarian in America volume in that it explores broader issues pertaining to Black librarians’ intersectional identities and experiences, rather than focusing solely on the library types or settings. It particularly spotlights mentorship as a critical component of Black success in GLAM (galleries, libraries, archives, museums) institutions.

Ndumu’s hope for this book is to inspire people to think more deeply about race-making in the U.S. and how only 12% of librarians in the U.S. are people of color, of which only 6% are Black or African American. Ndumu remarked on this latest installment that, “We were trying to expand what Black librarianship means by including people on the margins even within this very marginal professional population.” The chapters throughout, including one written by Ndumu, highlight the experiences of Black librarians in the U.S. west, those who live with disabilities, and more.



Along with Ndumu, The Black Librarian in America was co-edited by Shauntee Burns-Simpson, former President of the BCALA and director of School Support & Outreach for the New York Public Library; Nichelle Hayes, BCALA president and director of the Indianapolis Public Library, and Shaundra Walker, library director at Georgia College. When asked to reflect on their time working together, Burns-Simpson shared that “being an editor for The Black Librarian was truly one of the highlights of my presidency. Having the opportunity to work on such an important project with amazing professionals is an experience I’ll never forget. I’m so proud of the work we accomplished, and the publication is a resource for the overall library profession to utilize.”



FACULTY SPOTLIGHT

DAN GREENE

RETHINKING HOW SCHOOLS, LIBRARIES, AND COMMUNITY ORGS TACKLE POVERTY

How did we learn that we need to learn to code—or else? In his new book, Daniel Greene, Assistant Professor at the INFO College, shows that technology provision and training has become the default solution to poverty not because it has saved the poor, but because it saves the institutions that serve them.

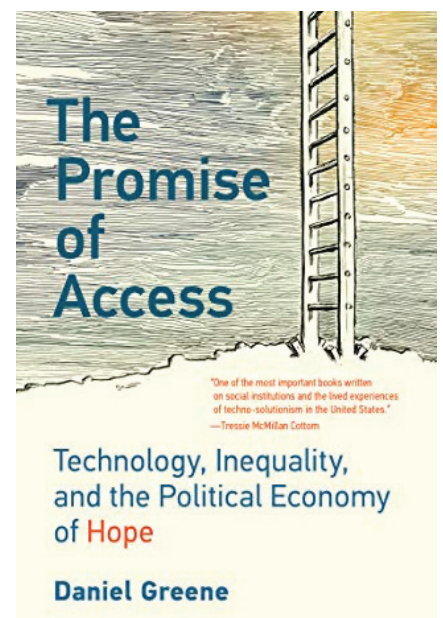
In *The Promise of Access: Technology Inequality and the Political Economy of Hope*, published in 2021 by the MIT Press, Greene describes how the Clinton administration not only put computing training and internet access on the political agenda, but trained cities, states, and regions to think of their economic destiny in these terms—what he calls the “access doctrine.” Since the 1990s, institutions like schools and libraries have been completely remodeled to focus on providing computing, coding, and technology skills to community members, with the promise that this can be life changing.

But, as Greene shows, it is analytical and critical thinking skills that have produced the greatest wage payoff since 1979, rather than technical skills. Since the 1990s, most new jobs have been in low-wage service work that does not require a college degree, particularly food and health care—not software development—and government projections predict the same for the next decade. So if the results aren’t there, why do schools keep reinventing their curriculum to train new computer scientists? Why are libraries continually remodeled to look like Apple Stores?

Embracing this mission saves institutions who are themselves under threat of budget cuts and overwhelmed by the social problems they face every day. The access doctrine provides a set of ready solutions, legible to administrators, politicians, and donors. “The problem of poverty is so much more complicated than the digital divide, yet we’re stuck in a rut of defining poverty this way,” says Greene.

Ultimately, this is not a fight that schools and libraries can win—our precarious labor market is beyond their control. Rather than schools and libraries bringing help and helped together in an unequal relationship, offering students and patrons a technological life raft, Greene proposes that librarians and teachers should instead organize alongside those who need help and plan resources that the whole community needs. A place to sleep, a community barbeque, a food pantry—all may be more economically valuable to a community than coding courses.

The Promise of Access received the McGannon Book Award honoring the best book published in 2021 concerning media policy, activism, and social justice precisely because it reframes the problem in these terms. To save themselves, schools and libraries cannot continue to approach the people they serve as a problem to be solved. Rather, they must be allies in the struggle to redesign our institutions to empower our communities and make the world we want.



ALUMNI SPOTLIGHT

ALISHA PRADHAN, USER EXPERIENCE RESEARCHER AT META - HCI '18

How did your experience with the INFO College influence you professionally?

Graduate studies at the INFO College sensitized me to complex ways in which our technologies and our societies are entangled and mutually shape each other. Moreover, the interdisciplinary nature of research at the INFO College introduced me to many different disciplines and subdisciplines. All of these leanings have shaped me as a researcher.

I'm also thankful for the many travel scholarships through which the INFO College has supported my professional development. This allowed me to attend conferences

such as CSCW and Grace Hopper.

If you benefitted from an INFO College scholarship/donation, how did it impact you?

I'm thankful for the INFO College scholarships and awards that have supported me and my research over the past few years. The INFO College's Research Improvement Grant allows graduate students to seek funding for their work. For me this grant was very helpful in expediting my research (e.g., allowing me to use transcription services for interviews). I'm also grateful for the Joan Giesecke Health Informatics Fellowship (2019), which partially helped support me during grad school.

What is your favorite memory with the INFO College?

Getting my INFO College PhD acceptance letter. I still remember how happy I was the day I received my UMD acceptance! During grad school, some of my favorite memories are associated with the HCIL Brown Bag Lunches!



SARAH PATRICK, ASSOCIATE SOLUTIONS ARCHITECT AT AMAZON WEB SERVICES - INFOSCI '22



How did your experience with the INFO College influence you professionally?

The INFO College provided me with an interdisciplinary experience that allowed me immense flexibility when determining what career to pursue. I got to explore many topics and interests in the tech and business field, which helped me learn about topics I did

not consider before my time at the INFO College or was nervous about diving into without trying it first. I also made many influential connections within the INFO College that inspired me to be the best I could to others professionally and personally.

If you benefitted from an INFO College scholarship/donation, how did it impact you?

I had the honor of receiving the Turner Family Optimal Solutions Endowed Scholarship during my time as an undergrad. The kind scholarship lessened my financial burden, which allowed me to focus on my studies and helped make my learning experience

optimal. I am incredibly grateful for this scholarship as well as all the support I have gotten from the INFO College.

What is your favorite memory with the INFO College?

My favorite memory with the INFO College was interacting with other INFO College students! I worked as an Undergraduate Teaching Assistant and an INFO College Ambassador, where I had ample opportunities to work with students, relate to them on a student level with interests and career goals, and overall connect with great people coming from different backgrounds and experiences.

ALUMNI SPOTLIGHT

JOHN EUBANK, VICE PRESIDENT OF CYBER GROWTH AND STRATEGY AT PARSONS - MIM '11

How did your experience with the INFO College influence you professionally?

My experience with the INFO College influenced my work in massive scale data management. After graduation with an MS in Information Management (MIM), I changed careers and began work in petabyte scale data management and analytics for use in defending global networks from cyber adversaries. I joined a small project called Rapid Deployment Kit (RDK), a proof of concept for big data analytics applied to network data. I ended up leading the project as it grew and evolved into the Big Data Platform (BDP). In my role, I focused on taking the

capability into new customers and on-ramping them to the platform. In total, the BDP deployments exceeded tens of petabytes of data under management. Today, my professional focus areas include Cyber Operations, ElectroMagnetic Spectrum (EMS) activities, Supply Chain Risk Management (SCRM), 3rd Party Risk (3PR), Space, Cloud Computing, Data Science, and Real Estate Management.

What is your favorite memory with the INFO College?

I attended the INFO College at night and would drive down from Aberdeen, MD after work to attend courses. By blending my

degree across disciplines, I was able to obtain the benefits of two different UMD programs. My best memories of the program were the group projects in the Civil Engineering program where I was paired with other students with much more experience who provided me life advice and mentorship.



ANGELA KOUKOU, OUTREACH AND ENGAGEMENT LIBRARIAN AT THE UNIVERSITY OF BALTIMORE RLB LIBRARY AND ADJUNCT INSTRUCTOR AT THE UNIVERSITY OF BALTIMORE - MLIS '21



How did your experience with the INFO College influence you professionally?

As a result of the outreach and diversity courses through the INFO College, I became an outreach librarian professionally. There is a need for diversity in this field, and the courses helped me understand

how to assess underserved communities and support them collaboratively with resources.

What is your favorite memory with the INFO College?

The Outreach, Inclusion, and Crowdsourcing course taught by Van Hying in the Fall of 2020 introduced me to the fantastic works of David Driskell. A transcription project for the David C. Driskell Papers was created by our class in collaboration with the David Driskell Center. It was my first time working on a Crowdsourcing project like this, and I was nervous. A favorite memory is when our class participated in a virtual

Transcribe-a-Thon. I drank my white wine as John Coltrane played (because I'm grown). On the FromThePage platform, we quietly began transcribing the Driskell Papers. Taking part in this class and collaborating with our amazingly talented group was calming and enlightening.

DIVERSITY AND INCLUSION

A HISTORY OF ACTIVISM

The INFO College (formerly the UMD School of Library and Information Services) was founded in 1965 with a mission to transform the ways in which libraries functioned in communities – bringing information related to health, housing, education, police and emergency services, consumer affairs, employment, government, and more to underserved communities. In the 1960s, this was a radical and even opposed concept.

The INFO College is credited as having the first library and information science program with a core focus on identifying and addressing the social needs of communities. The College also has a legacy of championing diversity within its own community, actively recruiting students and faculty from underrepresented populations since its inception.

CONTINUING A MISSION OF ACTIVISM

Diversity and inclusion continues to be central to the mission of the INFO College today. Our faculty, staff, and students actively engage critical issues of:

- Collaborating with the National Federation of the Blind to develop and enhance curriculum in areas of diversity and inclusion
- Organizing the annual Conference on Inclusion and Diversity in Library and Information Science (CIDLIS), the first and longest-running event of its kind
- Serving on diversity and inclusion focused boards and committees, such as the Executive Board of the Black Caucus of the American Library Association and the FAS COVID-19 Rapid Response Task Force – Societal Impacts Group
- The Anti-Racist Teaching Seminar (ARTS), now in its second year, helps make our courses and teaching more inclusive, equitable, anti-racist and anti-oppressive by providing a learning community in which faculty and students revise curricula and develop inclusive teaching practices. During the summer of 2021, 19 faculty (two from CS) along with six students revised 13 courses in preparation for teaching this academic year
- Offering an MLIS specialization in diversity and inclusion (we were the first program to do so)



LAND ACKNOWLEDGMENT

At the College of Information Studies, we believe it is important to create dialogue to honor those that have been historically and systemically disenfranchised. So, we acknowledge the truth that is often buried: We are on the ancestral lands of the Piscataway People, who were among the first in the Western Hemisphere. We are on

THE LAND ACKNOWLEDGMENT WE USE WAS ORGANIZED BY GHONVA GHOURI FROM MICA AND

AT THE INFO COLLEGE



DIVERSITY IN THE INFO COLLEGE COMMUNITY

31% of students from underrepresented groups

42% female student body

Within our STEM programs:

- InfoSci: **30%** female
- MIM: **61%** female
- HCIM: **67%** female
- PhD: **69%** female

2100 students from 52 countries

Left to right: Yen Lin, Caro Williams-Pierce, Jackie Armstrong, Joan Cole, Cecilia Penn-Diallo, & Rochelle Robinson, INFO College Staff & Faculty.



While we are proud of our diverse student body, we realize we need to do even more to make the INFO College a truly diverse and inclusive environment. Through marketing, advertising, and hiring, we are working towards increasing the diversity of all of the INFO College: faculty, staff, and students.

NEW DEI ACTIVITIES AND INITIATIVES

- Hosted session in conjunction with the UMD Speaker's Bureau regarding pronoun usage, inclusive language practices, and current social events impacting members of the INFO College
- Implementation of an EDI email to invite, welcome, and facilitate EDI needs and/or ideas
- Completed a staff salary survey to examine pay equity
- Refined salary setting process to ensure pay equity
- Developed Monthly Spotlights to celebrate underrepresented groups
- Engaged an external DEI consultant to conduct a full examination of the INFO College as it relates to DEI and help us write a DEI strategic plan
- Hired an Assistant Director at 50% FTE to provide operational support for DEI

Image of Frederick Douglass statue outside of Hornbake Library (Image courtesy of UMD Strategic Communications).

indigenous land that was stolen from the Piscataway People by European colonists. We pay respects to Piscataway elders and ancestors. Please take a moment to consider the many legacies of violence, displacement, migration, and settlement that bring us together here today.

APPROVED BY PISCATAWAY ELDERS.



Image of Hornbake Plaza at night (Image courtesy of UMD Strategic Communications).



COLLEGE OF INFORMATION STUDIES

Information and technology for good

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