

**Dedicated to
Dr. Doreen Keable (1943-2002)**

information media news

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Dean's Corner

The Center for Information Media said goodbye to a dear friend and a consistent advocate this past summer. Emeritus faculty member Dr. Doreen Keable died in July after a decade-long struggle with cancer. Doreen taught for the Center for Information Media beginning in 1974 and served as the Center Coordinator from 1993–2000.

Doreen had the ability to envision programs and services to meet the needs of our students and then make those visions a reality. Two examples of the many areas in which she made her mark are the Children's Literature Workshop and our new undergraduate major. Both of these programs are still going strong (the Children's Lit Workshop is in its 23rd year!!!) because of the solid base she built and her ability to transfer her vision to her colleagues.

Doreen's career serves as an example of the theme of this issue of our newsletter: "Consistency through Transition." She was a consistent professional and a supportive colleague. She paid attention to detail but also saw the big picture. She was committed to students, serving in the role of advisor, mentor, intern supervisor, and friend.

Doreen's family has chosen to honor her memory through the creation of the Dr. Doreen Keable Learning Resources Services Memorial Scholarship. This endowed scholarship is targeted to assist undergraduate students majoring in Information Media. Through this donation, Doreen's family has ensured the continuance of Doreen's vision for CIM and her commitment to future students. If anyone else wishes to remember Doreen in this manner, inquiries and/or donations can be made to the SCSU University Foundation (320-255-3177).



Dr. Kristi Tornquist

Consistency through Transition

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CIM News

by **Mert Thompson**



Dr. Mert Thompson

The theme for this issue of the CIM Newsletter is “Consistency through Transition.” As I begin my third year as Coordinator of CIM, it strikes me there was no better role model I could have had than Doreen. She daily demonstrated “Consistency through Transition.” During her years of leadership, the Center for Information Media flourished by offering a quality program in a world that is continually changing. Doreen’s quiet and effective manner demonstrated that it was possible to move forward in what sometimes seems like chaos. As I struggle with the meetings, reports, and paperwork that are associated with the coordinator role, I need only remind myself that Doreen kept the focus on the students in our program. That is why this program exists and why both consistency and transition are so important.

So, with Doreen as our model and inspiration, CIM continues to move forward. A couple of examples:

The Spring, 02 Newsletter included our plan for course offerings through 2006. When you look at the course listings for Spring, 03 included with this newsletter, you will see that we closely followed that plan.

One of our successful ventures of the past few years has been the graduate Instructional Technology Certificate. The certificate has been recently changed to 10-12 credits as follows:

- IM 504 Instructional Design I
- IM 554 Microcomputer Applications in Education and Training
- IM 555 Design and Preparation of Multimedia Presentations I
- An additional 1-3 credits chosen with the consent of an adviser.

We would like to begin offering this series of courses as a package to teachers in a school district or a group of districts in a region. We feel we have a package that provides a consistent set of skills and knowledge as teachers continue to integrate technology into the teaching/learning environment. One option for the final credit would be an independent study course in which each teacher applies the concepts from the other courses to one topic area or unit of instruction for his or her classroom. Let me know if your school or district might be interested.

One of the next major transitions we face is the retirement of Dennis Fields at the end of this academic year. He will be extremely difficult to replace. Dennis was instrumental in creating the Human Resources Development/Training Track over 20 years ago. He has taught and advised students for CIM for over 30 years. For the sake of consistency, it is imperative that we find a high caliber faculty member to continue Dennis’ work.

Finally, as a unit we take great pride in the fact that students out of our program continue to be successful leaders, technology coordinators, media specialists, trainers, instructional designers and information specialists throughout Minnesota and beyond. This continues despite the ups and downs of the economy. It is true that good people get good jobs, and we feel very fortunate that a number of the good people making a difference in schools and businesses have been associated with our program. They are able to deliver “Consistency through Transition.”

Congratulations to the following graduates:

Fall Semester 2001

Barbara Almanzo
Byron Anderson
Janet Clements
Gail Ivers
Jared Juusola
Lori Melton
Xiaojing (Jane) Xu

Spring Semester 2002

Kathy Berg
Melanie Berg
Bettina Christopherson
Laura Krueger
Christopher Michaelson
Valerie Zahara

Undergraduates

Scott Bryant
Jean Forsberg
Yuki Iwakawa
Anthony Nathe



Doreen Keable

by Phyllis LaCroix

As a retired friend and colleague, it is a special privilege to be asked to write a tribute in honor of my colleague and friend, Doreen Keable. I am also pleased to learn that the theme chosen for this newsletter is “Consistency through Transition” because it describes Doreen so well.

It has been heartwarming to search through my many memories of Doreen to find those that are most descriptive of what it was like to work with her. I first met Doreen in 1974 when I was working on my Master’s degree in Information Media. Although our contacts were limited at the time, my first memory was that I enjoyed visiting with her. Our work assignments in LRS, however, did not bring us in close contact until a dozen years later when I was assigned to the Center for Information Media. It didn’t take long for us to realize that we worked well together, but then, Doreen seemed to work well with everyone. One quality that I especially enjoyed was that she knew when to work hard and when to take things a bit less seriously. Without her, CIM would have been a much less inviting place in which to work. There were many stressors in the department and on campus during those years, but Doreen managed to handle each with grace and kindness. She was a wonderful role model for anyone who was lucky enough to be involved with her, whether as her colleague, her student, an administrator, or her friend.



Dr. Doreen Keable

A sampling of her many gifts would certainly include a passion for education, her excellent leadership abilities, her wonderful communication skills, her vision for the future tempered with a touch of realism, and her remarkable sense of humor. I remember many long sessions working with Doreen on accreditation reports, planning curriculum for the Bachelor’s degree program, and working through the many problems associated with the conversion of a quarter system to a semester system. Working on major transitional projects such as these, we rediscovered her skills of providing consistency in transition. In any attempts to bring about change, she was always gently reminding us that we must not destroy the good things that were already in our program, thereby providing consistency while moving forward. Without Doreen’s gentle manner, her superb organization skills and humor, these transitional tasks would have been arduous indeed.

As we worked together more and more frequently, we developed a compatibility that was quite remarkable. Those who did not know her well sometimes failed to catch her sense of humor, as it was usually subtle and quite easily missed. We sometimes had to avoid looking at one another during meetings because some crazy idea would strike us simultaneously and occasionally cause us great difficulty in focusing on the task at hand. I loved laughing with her. I miss those great days.

As much as the world of education meant to her, Doreen’s great love in life was her family. She was a devoted daughter, wife, and mother and looked forward to a future including all that a close family can bring. She had dreams of the future that she occasionally shared. Those dreams probably would have changed over time, but I would have liked to have seen her pursue at least some of them. She earned and deserved more years than she received, but we very seldom have a voice in such matters.

Thank you for your friendship, Doreen. I miss you. We all miss you.



Doreen, A Hard Act to Follow!

by Dennis Fields

What can one say about Doreen that hasn't already been said? Perhaps very little, yet she was so special that we are all inspired to try. So here goes my effort!

I met Doreen in the early 70's, when she worked as a graduate assistant (GA) in the Division of Production Services (PDS). To the best of my memory, she was assigned to more than one area, but did work in PDS for several hours per week assisting us in producing instructional materials for faculty. At that time, she spent a lot of her time in the photo lab developing black and white prints and developing color slides for faculty and administration.

I remember her as an excellent student and a very resourceful GA in whatever assignment we provided for her. I don't know how long she worked there or when she left, but one thing was already clear -- this was a young professional that was going to make her mark on the organization if she stayed around.

My subsequent memory of Doreen was when she completed her IM Master's degree and applied for and received a faculty contract. With a new master's degree in hand, she and many others of that era were faced with the challenge of earning another degree or accumulating 45 more credits. Doreen decided to accumulate more credits with the hope of being promoted to full professor. A sudden change in the rules made it very clear that she would need a doctorate. Therefore, Doreen was caught in a rule change that required her to spend more time in school and away from her family and work.

By the time this previous saga was complete, we were convinced that Doreen was an outstanding faculty member and headed toward a successful career in higher education. She did just that, "knocked us out"! She was an excellent writer, solid thinker, sensitive listener, and superb teacher.

To say that I miss her would be a huge understatement, and does not begin to describe the void I, and many others, feel as we begin another academic year without her. True, Doreen was retired and wouldn't have been here, in the physical sense, but she was always a phone call or a short drive away. Every time we met after her retirement, I had a sense of comfort and peace during and after our visits. She had an uncanny way of seeing through both real and perceived problems and challenges, and bringing a fresh perspective to them. Clearly, many of the qualities that we all found calming and reassuring could be traced to her deep spiritual and religious convictions, but she also added a wonderful sense of humor and wisdom to her advice and comments.

So wherever you are Doreen, I often feel your presence even now, and I will always be reminded of your gentle spirit, mischievous smile, and ability to see and verbalize the obvious when the rest of us were still searching. Good-bye for now and I hope to see you in the future.



Doreen, One of a kind - a real “gem”

by **Lucy Supan**

I do not recall the first time I actually met Doreen, for it seems I have known her all my life. Even prior to her beginning graduate work in CIM, I knew of Doreen through my sister, who was a highschool classmate. At the time of her retirement, Doreen was the coordinator of CIM, and my direct supervisor.

As both of us were born and raised in Stearns County, Doreen often said we must be related. There were times when her students approached me with questions. Only after explaining they should perhaps see their instructor, did they realize they were not talking to Doreen. Even one of our GMW's had the two of us confused. Doreen sometimes took advantage of the situation, knowing she would get me into a bit of trouble. When I would explain it couldn't have been me since I was not in the area, you could hear chuckling coming from her office.

Doreen took great pride in her professional accomplishments, from her master's degree to completion of her doctorate. Education was so very important to her. She carried this through to the classroom, and to her professional affiliations and organizations.

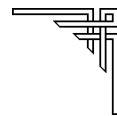
Doreen was a kind, gentle person who showed respect to anyone who walked through her door, qualities that she instilled in her own children. I watched them grow up to be fine young adults. For Doreen, family was always her first priority.

I find myself at times picking up the phone or thinking I need to call her about something happening in the office that she may want to know, but reality sets in and tells me she will not be on the other end. Just knowing why I am writing this article saddens me. I miss her. But I do have such wonderful memories “from the good ole days.”

I can only describe Doreen as one of a kind--a real “gem.”



Doreen



Sweet, Smart

Wise, Witty

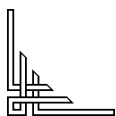
Humble, Holy

Loved her family, her students and life

Grinned nonstop

Opened her heart to the stranger

I will remember



by **Judith Rodgers**



New Faculty

Doris Bolliger

Doris earned her B.S in Management at Park University in Parkville, Missouri. In 1995, she received an M.B.A. from Bowie State University in Bowie, Maryland. After spending twelve years in the banking industry, she decided to enroll at the University of West Florida. She completed her Ed.D. in Curriculum and Instruction in 2002. During this time, she worked as business analyst, instructional designer, instructor, and project manager. At St. Cloud State University, she is the newest member of the InforMedia Services team at LR&TS. In addition, she will teach courses for the Center for Information Media. Her research interests include communication in the online environment, professional development, and Web-based education and training.



Dr. Doris Bolliger

Susan Schleper

Susan is very excited to be a part of the faculty here at St Cloud State University. She is the Periodicals Librarian in the Learning Resource & Technology Services building--more commonly called the Miller Center. Susan is fairly new to the area having moved here two years ago from Madison, Wisconsin, where she finished her graduate degree in Library and Information Studies. Susan moved here when she married her husband Alex, who was born and raised in St. Cloud. They have a wonderful daughter, Olivia, and a newborn daughter, Eliana! Susan says, "I look forward to working with you all as a faculty member, but also as the Serials Librarian." *At the time of this publication, Susan is on maternity leave.*

CIM Graduate Assistants

Tony Tao writes: This is my second year as a CIM Track III graduate student. The past year was busy, but it was also exciting and productive. I have acquired a lot of knowledge from the classes and research. Working as a graduate assistant is very important and helpful in developing my future career. I hope I can achieve even more this year.

Beth Bruestle writes: I returned as a GA in IMS for Fall Semester. I will be assisting in classes and workshops, and helping students in the MC East lab with computer questions. It has been great working in the IMS Department.

Isnen Fajar writes: I graduated from University of Indonesia majoring in Electrical Engineering, specializing in Telecommunications in 1998. This is my first year as an Information Media Graduate Student. I am interested in Track III, Human Resources and Training. I hope my engineering background will help me to become a professional trainer. I also enjoy working as an Information Media specialist who can help students that are having problems while using computers to study in the library.

Marlene Peterson writes: I am a first year GA working in the CIM Office. I completed my undergraduate degree at SCSU with a major in Information Media and a minor in Microcomputer Studies in 2001. I teach part-time high school technology classes and electives at St. Cloud Christian School. My husband and I live on Koetter Lake near Richmond. We have two children in college, and a 9th grade son at ROCORI High School in Cold Spring.



Tony Tao



Beth Bruestle



Isnen Fajar



Marlene Peterson



Trends and Ideas from the European Union

by Plamen Miltenoff

In the second week of September 2002, the Austrian Library Association met at the Klagenfurt University (the youngest university in the country). The annual meeting of the Austrian Librarians had a title: Informationszeitalter--Epoche des Vergessens (The time of information--Epoch of Forgetting)

As the title suggests, the meeting emphasizes the cautions and disadvantages brought to the library industry by the new millennium and the electronic age. The meeting strongly accentuates the importance of books. The choice of Klagenfurt as a town of literary importance (writers Robert Musil and Ingeborg Bachmann) further perpetuates that notion.

A glimpse at the schedule, however, shows a heavy emphasis also on information techniques and technology. Electronic processing of information, online database development and presence on the Internet were the silver lining in most of the presentations. In the same fashion (librarianship and technology), I was invited to present on trends and tools of e-Learning. The lingua franca of the conference was German, yet the majority of the audience did understand English and was versed in the latest trends in e-Learning. The presentation and the paper are available at:

<http://condor.stcloudstate.edu/~plamen/2002_2003/elearning/elearning_paper.html>

I also represented a colleague from the InforMedia group at LR&TS, Doris Bolliger, with her paper and PowerPoint presentation on strategies for e-Learning.

There were interesting differences from the usual trends at similar conferences in the U.S.: one of them is the second level of caution (versus the first level of enthusiasm by the new developments in the library world). Further, the orientation of the presentation targeted gender (e.g., Helga Kloesch-Melliwa from the Frida Organization and her presentation "Female-Related Information and Document Work in Austria") and international cooperation (e.g., Anete Rath-Beckmann from University of Bremen and her presentation "Impulses for Establishment of Contacts between Library Unions of Neighboring Countries). There is also the more general (versus specialized in the U.S.) focus of the conference.

The meeting had a heavy presence of sponsors. It is noticeable that the consortium of Austrian scientific libraries signed with Ex Libris, the company that is integrating the new library system at MnSCU.

Another prominent point at the conference is the fact that it is used as a meeting ground between libraries consortia from the East, Central and West Europe and as an attempt to forge a closer relationship between those areas. The selection of Klagenfurt (near the Slovenian and Italian border, not far from Hungary, Switzerland, and Germany) helped greatly such endeavor. The attempt for integration of European libraries, without a doubt, is of a great importance for the American libraries, since it can streamline contacts and communications. I was invited to sit at the integration discussions and asked to forward a message to LITA and ALA for a closer working relationship between ALA and the European library organizations.

In conclusion, one can eloquently use the words of the President of the Austrian Library Association, Dr. Reinitzer, and summarize the meeting as a reflection of the time of a transfer of the library industry to time of information. Its opposite would be the Forgetting. While Forgetting is inevitable in the new age of information, librarians need to strive and control the sea of data and information, yet should not let Forgetting dry out our knowledge and past. That will lead to cultural poverty and spiritual ambivalence.



Graduate Profile

Verna Goebel is a 1992 graduate of the CIM Track III program. She is employed at Siemens Energy Management and Information Systems Division as the Manager of Training and Documentation.

Since her completion of the program, an Information Media Master's degree in Training and Development, her focus is on technical training. Her career began in the medical field as a Manager of Training and Implementation for Dynamic Healthcare Technologies (DHT), supporting Radiology Information Systems (RIS) for seven years. She has been with Siemens for over four years.

The position with DHT focused on the automation and streamlining the flow of information throughout the radiology department through the implementation and training of the RIS. The target audience for training included people working in a variety of areas (patient registration, order entry, exam tracking, film tracking, and transcription). Throughout her work, she found that communication skills were essential to success. The skills taught during the program focusing on Instructional Design were critical for defining the workflow and process for the computer system and certainly essential for the training to the end users. This was an exciting position and involved 75% on-the-road travel throughout the US and Canada.

Wanting to spend more time home, she decided to find a position that required less travel. Siemens provided just the opportunity as Training Coordinator reporting to Human Resources focusing on Employee Development. The challenge was to migrate an entire technical staff from an existing technology to a new technology for the development of a new product line during an aggressive market for technical resources. The transfer of technology was done by conducting a Technical Skills Inventory of all employees and developing a development plan for all employees to ensure their success within Siemens. The technical training was conducted within the Siemens facility for the local and German colleagues to ensure the success of the new product development. After a year with Siemens, she assumed responsibility for customer training, documentation, as well as employee development. The challenge was to add a professional flavor to traditional technical product training, and the customers have appreciated as well as purchased additional training. A role-based training program was developed and the skill levels noted for each curriculum to ensure the customers are training the correct people. By listening to what the customers really need and are willing to purchase has helped the training group within Siemens grow during economic struggles within the industry.

Siemens is a large global company with German roots and has several operating companies within the United States. Verna's group's new opportunity is to provide the training services for the Siemens Transportation Systems group within the United States. Currently, they are providing the training services (definition, development, and delivery) for the new computer system for the New York City Transit over the next few years.

It is an exciting time to be working in the training world within the business world. She encourages people to give it a try and take advantages of the opportunities that exist.

Faculty and Staff who received Service Awards at the Convocation this Fall

10 Years--Sam Johnson

25 Years--Bonnie Hedin, Fred Hill, and Richard Josephson

30 Years--Ann Chmielewski, Melodie Dukowitz, and Randal Kolb

35 Years--James Pehler



British Literature, Landscape and Photography

June 16 - June 30, 2003

This summer **Chris Gordon**, English Department, and **Mert Thompson**, CIM, will be offering a two-week study program in Northern England. Participants in the program will be staying in historic Alnwick Castle and studying British Literature and photography. The emphasis will be on authors who lived and wrote in that region and the influence that the landscape and environment had on their writings. Students will create a photographic portfolio that documents that influence.

The program consists of six undergraduate or graduate credits and includes field trips and a series of speakers from the region. The estimated cost is \$2700 for undergraduates and \$3065 for graduate students. This covers airfare, ground transportation, tuition, lodging, two meals a day, two nights at a B&B in the Lakes District, tour guides and entrance fees. Early enrollment is strongly recommended. The program is limited to 20 students. For more information contact Chris Gordon (cmgordon@stcloudstate.edu) or Mert Thompson (methompson@stcloudstate.edu). Deadline for applications is February 1, 2003.

Faculty Update

Karen Thoms continues as the director of the Faculty Center for Teaching Excellence at SCSU (75%) and professor, LR&TS (25%).

A big change for Karen: Fall 2002 she is teaching IM 245: Microcomputers in Education, a course she has not taught before. "Steep learning curve" says KJT.

This past year she has served on the e-Learning committee at SCSU, exploring many of the intricacies of distance learning. She is also a member of the Steering Committee for the MnSCU Center for Teaching and Learning in St. Paul, providing input and advice to the director and staff of the statewide faculty development center. She just completed a term on the advisory committee for the JSTOR Project through the Minnesota Private Colleges group.

Karen's moving into the "high tech." arena by participating in the four-part workshop series on electronic portfolios, led by Plamen Miltenoff (LR&TS IMS) and David Rogers (Special Education). She also attended a short workshop on the new e-Folio program for all Minnesotans. In addition, Karen attended "Teaching for Deeper Understanding," one of the new MnSCU CTL-sponsored Weekend Seminars.

Karen recently presented at the 2002 ITCONF Technology Conference at Middle Tennessee State University, MnSCU CTL, and the POD Conference. She was part of the planning and implementation team for the MITSS Institute, as sponsored by the MnSCU Office of Instructional Technology, and the Center for Teaching and Learning.

Robert Hauptman recently published *Ethics and Librarianship* (McFarland and Co.), articles, responses, and letters in *American Libraries*, *Learned Publishing*, *The Dictionary of Literary Biography Yearbook*, and *The Chronicle of Higher Education*, and he just received a contract for *The Mountain Encyclopedia*, which he is coauthoring with his climbing partner.

Sandra Q. Williams, Government Documents Librarian, presented a session at the Fall MEMO Conference in Bloomington. It was entitled "Government Documents Go To School." The session highlighted the latest news about government publications and how they can help media specialists and classroom teachers with their resource needs at all levels.



CMLE

by **Patricia Post** as interviewed by Marlene Peterson

How did you come to be the new Director of CMLE?

After 19 years of service, Trish Peterson officially retired on June 10, 2002. My first day at CMLE was on June 6, 2002.

What attracted you to this position?

Many things, but mostly location, setting and variety. I have been commuting to the Twin Cities daily for the past seven years and I was growing tired of that beaten path. I was raised in Central Minnesota, so this is a bit like coming home, which feels good. For several years now, I have been pinning for a return to the academic setting, where my career began. I like the energy and stimulation on a college campus.

This position is loaded with variety, with no two days quite the same. My job allows me to serve libraries and media centers in all settings, including K-12, public, special and academic. We are a small shop, so in addition to the administrative aspects of the job, I get healthy doses of reference work. I find this keeps me grounded and in touch with library issues and customer service, which I like.

Where was your past experience?

I began my library career at the College of St. Catherine, then moved on to Cray Research, yes, the supercomputing company. There, I provided services to employees internationally, mostly through electronic means. Much of my research was in the areas of quantum chemistry and physics, which seems rather unbelievable now!

Looking for abstracts that I could fully comprehend and something other than the corporate setting, I moved my sites to the public health, non-profit arena. For the past seven years, I have been with the Minnesota Institute of Public Health, where I started as a librarian and then became Manager of Information Services. In that position, my main responsibilities included managing a special library, a statewide clearinghouse, several Web sites, publishing and grant writing, in addition to providing reference services to a diverse set of off-site clients. I was networked with the international SALIS organization, Substance Abuse Librarians and Information Specialists. Often, reference work in this arena runs closer to espionage, which has a special element of interest all its own.

What challenges do you see in the future for yourself or CMLE?

I like a healthy challenge, and the future will hold many.

In early June, the Office of Library Development and Services (LDS), the agency that administers the CMLE grant, through legislative action, was reduced from thirteen staff to three. This action complicates and confounds the workings of all libraries in the state, including CMLE. I am still trying to figure out all of the ramifications of this downsizing. As services disappear for our member libraries, they will inevitably hope we can fill some of the gaps.

Several positive actions took place this summer in response to the LDS cuts. One of the critical issues articulated in interviews and surveys conducted through earlier statewide planning work, was a call for stronger, unified leadership from the MN library community. This led to the creation of the Minnesota Library Council, an elected/appointed body of 20 members representing the Minnesota library community. The Council's purpose is to become the voice for Minnesota libraries. I was elected and serve on this group as a representative of the multitype library systems. This is both an honor and a challenge.

Funding for interlibrary loan and delivery are at risk. Other new initiatives are often more exciting or glamorous, but ILL and delivery are at the heart of good customer service. They are the baseline. Sixty-one percent of our requests last year involved securing loans and delivery of books. Therefore, I will be down at the legislature advocating for dollars to continue to serve our members with these services.

On a much lighter note, my biggest challenge is trying to meet all of our 285 CMLE members, my SCSU colleagues, and trying to remember their names (not my greatest strength)! If I have already met you, we meet in the hall, and you notice that I do not call you by name, do not be afraid to repeat it to me. I would consider it an act of kindness!

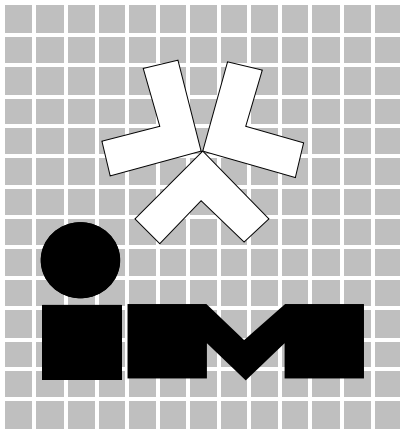


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The Center for Information Media and Learning Resources and Technology Services welcome news of former students. Please remember to keep us updated and that includes a simple change-of-address notification.

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