



# Diana's Upcoming Activities

## IS Lab Staff Training

Began this week, will continue for the first month.

## Office Hours & Class Sessions

Some faculty and TAs have reserved IS Lab space to hold office hours and/or class sessions.

- Roger Kelly's Storytelling course & office hours

- Shawn VanCour's Audio Archiving course: Disc transfer session

  - Need to order supplies

- IS 260 TA Office Hours

Have scheduled regular meetings with a GSR and two IS 199 students for the term.

- DSSI project on LIS co-authorship & diversity

- Podcast planning

- Alumni data & visualization

## Meetings

Meeting with Ginny Steel on Friday.

Step 1 meeting on Tuesday, October 8.

Going to the LA Philharmonic on Wednesday, October 9, with Shawn VanCour to receive donated equipment.

- Will need to rent a vehicle or set up a courier service.

Innovate @UCLA Thursday, October 10.

MLIS Student – UC-AFT Meet & Greet, Thursday, October 10.

Collections Council Meeting, Wednesday, October 16.

Presiding over Society of Policy Scientists Annual Institute, October 24-27.

LAUC-LA meetings (Librarian of the Year Committee)

Malinda Muller, Rikke Ogawa, Rachel Green: Special Librarianship Workshop Series

## Ongoing projects

Subscription renewals for serials & software

Establish workshop schedule

Did we get access to the display(s) from Laura Lindberg?

**Subject:** Re: Data update

**Date:** Monday, April 8, 2019 at 1:24:43 PM Pacific Daylight Time

**From:** Diana Ascher <ascher@gseis.ucla.edu>

**To:** Gregory Leazer <leazer@g.ucla.edu>

**CC:** Anne Gilliland-Swetland <gilliland@gseis.ucla.edu>, Shawn Vancour <vancour@gseis.ucla.edu>, Jean-Francois Blanchette <blanchette@gseis.ucla.edu>

Hi Greg,

The current employment information came from tedious research, I'm afraid. However, the survey, which we can send via the Alumni Board and/or directly, should help us fill in the blanks going forward. The key issue will be to assemble all of the alumni email addresses. I have many, but certainly not all. I was assuming that the alumni board would have this info, but if we can get it elsewhere, I have no problem with a direct approach.

Best,  
Diana

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**From:** Gregory Leazer <leazer@g.ucla.edu>

**Date:** Monday, April 8, 2019 at 12:24 PM

**To:** Diana Ascher <ascher@gseis.ucla.edu>

**Cc:** Anne Gilliland-Swetland <gilliland@gseis.ucla.edu>, Shawn Vancour <vancour@gseis.ucla.edu>, Jean-Francois Blanchette <blanchette@gseis.ucla.edu>

**Subject:** Re: Data update

This is great, thank you! I saw the stuff that JFB announced yesterday, but I know all the credit goes to you.

I can't tell where Anne is or wants me to be on all of this, so, for the meantime, I've had my head down a little bit.

Where did you get the current employment data from? My instinct is not to go through the alumni board but to try to contact the alums directly. But you're the one that just gathered a bunch of data, so... you're more in a position to judge.

On Mon, Apr 1, 2019 at 3:31 PM Diana Ascher <[ascher@gseis.ucla.edu](mailto:ascher@gseis.ucla.edu)> wrote:

Hi Greg,

I just had a conversation with Shawn about the data for Anne, and wanted to make sure you know I've been pulling together data for a visualization to track students over time. I have a dataset of the graduates from 2015-2018 (n=175) and have current employment information on 145 of them. For those who work in public institutions (n=~35-40), I have salary data, as well.

The quality of the data acquired from various campus offices is not great. For example, data from Institutional Research and Grad Division don't always match. However, I think we can provide a sense of how recent graduates are faring in the job market. And I'm putting it all together in a visualization with corporate logos and a map. In the longer term, I hope to be able to track what experience and education students have coming into the MLIS, what courses and internships they complete while here, and what they end up doing when they depart. Right now, that data is spotty at best.

More importantly, I've crafted a survey for our graduates, which we may want to distribute via the Alumni Board, to gather more accurate data and to fill in the blanks on jobs in the private sector. For all of the graduate with whom I'm connected on LinkedIn, I also have their skills/endorsements, which we can use to match up to the course learning outcomes and to the data base of MLIS job descriptions I've collected over the 2015-8 time period. Again, this is not bulletproof data, but it does paint a picture.

As soon as I get the more complex visualizations completed, I'll share them with you. If there's anything you need immediately, please let me know, and I can see whether I have something that could be useful for you.

For the retention, time to degree, and work relevance for ALA, you can view the visualizations [here](#). Other visualizations I'm working on can be viewed [here](#) ← this isn't public (pw gseis2019), so you may not be able to see it; let me know. I'll be making some changes to these and providing a more useful link once I hear back from Jean-François on some changes he'd like me to make. The

Just wanted to keep you in the loop.

Best,  
Diana

**Diana L. Ascher, PhD, MBA**  
Director, Information Studies Research Lab  
Department of Information Studies  
Graduate School of Education & Information Studies  
University of California, Los Angeles  
[ascher@gseis.ucla.edu](mailto:ascher@gseis.ucla.edu)

**Subject:** Re: America Begins Book  
**Date:** Friday, March 22, 2019 at 9:57:54 AM Pacific Daylight Time  
**From:** Diana Ascher <ascher@gseis.ucla.edu>  
**To:** Kelly Sipan <kellysipan@yahoo.com>  
**Priority:** High

Dear Kelly,

I hope this email finds you well. I'm writing to let you know that I finally have located *America Begins* by Alice Dalgliesh. As we discussed in August, the book is non-circulating. I would like to invite you and your daughter to read the book (and any others in our collection) here in the cozy children's area of the IS Lab. Alternatively, I can have the book digitized for exclusive use by you and your daughter. Please let me know if the book is still one you want to access.

Best,  
Diana

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**From:** Kelly Sipan <kellysipan@yahoo.com>  
**Date:** Tuesday, August 28, 2018 at 11:29 AM  
**To:** Diana Ascher <ascher@gseis.ucla.edu>  
**Subject:** Re: America Begins Book

Thanks for the update and the efforts!! I appreciate it!

Kelly

[Sent from Yahoo Mail for iPhone](#)

On Tuesday, August 28, 2018, 11:24 AM, Diana Ascher <ascher@gseis.ucla.edu> wrote:

Hi Kelly,

Just following up on *America Begins*. I am unable to locate this title in our collection here in the IS Lab. I've found Dalgliesh's *Silver Pencil*, *the Courage of Sarah Noble*, *the Bears on Hemlock Mountain*, and *the Columbus Story* (signed with a personal note by the author), but *America Begins* is nowhere to be found. I'll try the Young Research Library next. I've also joined the waitlist for viewing a scanned copy at the Internet Archive.

More soon,

Diana

On 8/24/18, 2:01 PM, "Diana Ascher" <[ascher@gseis.ucla.edu](mailto:ascher@gseis.ucla.edu)> wrote:

Hi Kelly,

Thanks so much for your email. Now that I understand your objectives, I'm sure we can make something work. I will be back in the Lab on Monday, and will look for the book. I will have to determine whether it has been scanned/digitized, or if we have a physical copy. If we have it, you absolutely are invited to visit us in the Lab to read the book with your daughter.

I'm actually working on a new set of policies for the Lab this week, so interpreting the fair use regulation is a timely request. At the extreme, I believe reproducing portions of the book in response to a series of requests is merited. However, since the book is out of print and \$150 is outside the typical homeschool budget for a single title, we should be able to provide a copy of the work in its entirety for your exclusive use with your daughter.

That said, once I know the status of the title in our collection, we can decide whether you want to trek out to UCLA for an adventure, or you'd like me to send you a reproduction (either print, or digital). There likely will be a small fee for the processing associated with your selected format. Photocopying at UCLA is charged by the page; I will investigate charges for digitization. Either way, it should be much more affordable than \$150.

I hope this information helps, and I will reach out again on Monday once I lay hands on the book or find its digital counterpart. Thanks for providing a delightful treasure hunt for me as I acclimate!

Best,

Diana

On 8/24/18, 1:34 PM, "Kelly Sipan" <[kellysipan@yahoo.com](mailto:kellysipan@yahoo.com)> wrote:

Hi Diana,

No problem!

I am a homeschooling mom of a 6 year old, and I have heard by several homeschooling educators I admire that America Begins by Alice Dalgliesh is the dream book to use for teaching Early American history to younger children. I've read a few other (in-print) books by Miss Dalgliesh and they are wonderful, so the recommendation doesn't surprise me!

I have tried acquiring it by Inter Library Loan via my Pasadena library, but so far no one has been willing to lend it because it's so hard to find.

So I saw that UCLA carries it and since we aren't that far away, was interested in seeing if it would be available through you, at least to view within your library.

Quite frankly, if I had been able to get it via Inter Library Loan, I planned to make a photocopy of it to use for our homeschool lessons throughout this year. I would love your input (as I imagine this is an area of expertise for you) on whether that's legal. I was basing my information on an article from Stanford University that seems to indicate that photocopying an entire work applies as "fair use" for a book which is out of print, exorbitantly expensive, and used solely for personal educational use - all of which apply in this case.

(<https://fairuse.stanford.edu/overview/academic-and-educational-permissions/library-photocopying/> )

If I were able to access America Begins at your location, I'm not sure if that would be permissible or feasible (is there a copy machine for public use?)

However, even if copying is not possible, I would still be interested in viewing the book, or maybe being able to read parts of it aloud to my daughter if I bring her?

I did happen to notice there are a number of other out of print Dalgliesh titles listed in your collection. If it were possible to look at any of those titles, it would be wonderful as well, but if not, just America Begins would be fantastic, and a resolution to my summer-long hunt!

Thank you so much for your consideration!

Kelly Sipan

[Sent from Yahoo Mail for iPhone](#)

On Friday, August 24, 2018, 10:55 AM, Diana Ascher <ascher@gseis.ucla.edu> wrote:

Hi Kelly,

Thanks for checking in—I'm sorry my last email didn't find its way to you. I've recently started as the new director of the Information Studies Research Lab, and am catching up on items that remain outstanding, including your request for access to America Begins. I'm afraid I have no information on the background of your request, so perhaps you could fill me in on your specific need.

It appears that UCLA may have two copies of this book, one in our collection in the IS Lab, and another in the Young Research Library Special Collections. Typically, these books are not available for checking out of the library, but are available for viewing on premises. Once I hear more about your needs, I'd be happy to help in any way I can.

Best,

Diana

America begins;: The story of the finding of the New World; Hardcover &ndash; 1958

Title: America begins; the story of the finding of the new world.

Author: Dalgliesh, Alice,

Record ID: 3921721

Publisher: New York : C. Scribner's sons, c1938, c1958.

Format: Book

Holdings Information

Database: Local Database

Location Information Studies Lab Collection

Call Number: 973.1 Da

Shelving Title:

Number of Items: 0

Status: No information available

Notes:

Title: America begins; the story of the finding of the new world,

Author: Dalgliesh, Alice,

Record ID: 3645123

Publisher: New York, C. Scribner's sons; London, C. Scribner's sons, ltd.  
[c1938]

Format: Book

Subjects: Columbus, Christopher Juvenile literature.

Native American Juvenile literature.



### Holdings Information

Database: Local Database  
Location YRL Special Collections Stacks

Call Number: E101 .D17 1938

Shelving Title:

Number of Items: 0

Status: No information available

Notes:

### **Diana Ascher, PhD, MBA**

Director, Information Studies Research Lab  
Graduate School of Education & Information Studies  
University of California, Los Angeles

[@dianaascher](mailto:dianaascher@ucla.edu)

<https://linkedin.com/in/dianaascher>

On 8/24/18, 10:21 AM, "Kelly Sipan" <[kellysipan@yahoo.com](mailto:kellysipan@yahoo.com)> wrote:

Thank you! I didn't receive anything (nothing in spam either) so hopefully it will come through again. Thanks!

Kelly

[Sent from Yahoo Mail for iPhone](#)

On Thursday, August 23, 2018, 3:50 PM, Andrew VanSchooneveld  
<[vanschooneveld@gseis.ucla.edu](mailto:vanschooneveld@gseis.ucla.edu)> wrote:

Hey Kelly,

Diana said she emailed you a week or so ago. Her email address is Diana Ascher <[ascher@gseis.ucla.edu](mailto:ascher@gseis.ucla.edu)> so check your spam folder just in case.

She said she would follow up with you again.

Thanks,

Andrew VanSchooneveld  
Assistant to the Chair  
Department of Information Studies  
UCLA/GSE&IS Bldg, Rm 254  
300 Charles E Young Dr N  
Los Angeles, CA [90095 - 1521](#)  
Phone: [\(310\) 825-8799](tel:(310)825-8799)  
Fax: [\(310\) 206-3076](tel:(310)206-3076)  
[vanschooneveld@gseis.ucla.edu](mailto:vanschooneveld@gseis.ucla.edu)

On Aug 23, 2018, at 3:45 PM, Andrew VanSchooneveld  
<[vanschooneveld@gseis.ucla.edu](mailto:vanschooneveld@gseis.ucla.edu)> wrote:

Hey Kelly,

I forwarded your request to Diana but it doesn't sound like, from your email, she has contacted you. I'll ping her about it.

Best,

Andrew VanSchooneveld  
Assistant to the Chair  
Department of Information Studies  
UCLA/GSE&IS Bldg, Rm 254  
300 Charles E Young Dr N  
Los Angeles, CA [90095 - 1521](#)  
Phone: [\(310\) 825-8799](tel:(310)825-8799)  
Fax: [\(310\) 206-3076](tel:(310)206-3076)  
[vanschooneveld@gseis.ucla.edu](mailto:vanschooneveld@gseis.ucla.edu)

On Aug 23, 2018, at 2:18 PM, Kelly Sipan  
<[kellysipan@yahoo.com](mailto:kellysipan@yahoo.com)> wrote:

Hello,

Just checking in on the America Begins book... were you ever able to find out more about it?

Thanks so much,  
Kelly

[Sent from Yahoo Mail for iPhone](#)

On Friday, July 27, 2018, 2:34 PM,  
Kelly Sipan <[kellysipan@yahoo.com](mailto:kellysipan@yahoo.com)>  
wrote:

Thank you, I sure  
appreciate the help!

Kelly

[Sent from Yahoo Mail for iPhone](#)

On Friday, July 27, 2018,  
2:11 PM, Andrew  
VanSchooneveld  
<[vanschooneveld@gseis.ucla.edu](mailto:vanschooneveld@gseis.ucla.edu)> wrote:

Hey Kelly,

Thanks for your  
patience about  
this book!

We have a new  
IS Lab  
manager, Diana  
Ascher, who  
just started  
yesterday and  
could tell you if  
the book would

be available for you to either come by and look at, or possibly check out. Since you're not in the UCLA system as a student/faculty/staff member, I don't believe we can check it out to you, but Diana can confirm. I looked at the price on Amazon and the cheapest copy is \$150 so if the book could be loaned to you, you would probably need to provide a deposit in that amount and some contact info.

I'll let you know once I'm able to talk to her about it.

Best,

Andrew  
VanSchooneveld  
Assistant to the  
Chair  
Department of  
Information Studies  
UCLA/GSE&IS  
Bldg, Rm 254  
300 Charles E  
Young Dr N  
Los Angeles, CA  
[90095 - 1521](tel:90995-1521)  
Phone: [\(310\) 825-8799](tel:310825-8799)  
Fax: [\(310\) 206-3076](tel:310206-3076)  
[vanschooneveld@geis.ucla.edu](mailto:vanschooneveld@geis.ucla.edu)



**Subject:** Re: scanning

**Date:** Friday, December 13, 2019 at 1:28:38 PM Pacific Standard Time

**From:** Diana Ascher <ascher@gseis.ucla.edu>

**To:** Blank, David <blank@humnet.ucla.edu>, Green, Valerie <valerie.green@arts.ucla.edu>

Dear David,

I'm writing to update you on our search for a film negative holder that will accommodate negatives 75mm x 100mm in size. I've contacted the Lux Lab in the UCLA Library, to determine whether we can create a 3D-printed negative holder for the items you wish to scan, because the items Canon offers are not the right size. I think this should be feasible, and will update you again as soon as I hear back from the Lux Lab.

All best,  
Diana

**Diana L. Ascher, PhD, MBA**  
Director, IS Lab  
Digital Instructional Support Librarian  
Department of Information Studies  
Graduate School of Education & Information Studies  
University of California, Los Angeles

signature\_560007075

On 12/3/19, 12:11 PM, "Blank, David" <blank@humnet.ucla.edu> wrote:

Dear Dr. Green,

I have over 100 negative images (7.5x10.0 cm) of ancient manuscripts that I am trying to have digitized. When the VRC was dismantled, the Dodd Humanities group kept its Epson flatbed scanners (EXP 12000 series), but no film holders for them.

I've been to see Diana Ascher in GSEIS, who is very willing to help and is trying to find a film holder large enough to fit these negatives. I wonder whether you might be in a position to help me with this digitization project?

Thanks for your time.

Best,  
David Blank  
Professor of Classics and Philosophy  
blank@ucla.edu

**Subject:** Re: Response to requests --- Recovery of the Internship site application form  
**Date:** Friday, January 24, 2020 at 4:16:21 PM Pacific Standard Time  
**From:** Diana Ascher <ascher@gseis.ucla.edu>  
**To:** Jean-François Blanchette <blanchette@gseis.ucla.edu>  
**CC:** Marco Mascari <mascari@gseis.ucla.edu>, Sandoval, Lilia <liliasandoval@library.ucla.edu>

Dear Jean-François,

As I mentioned in my update to you last week, I have reached out to ETU for assistance on this. The link provided below, which I believe is the same link I shared with you, opens a spreadsheet with 29 internship sites.

You should be able to create a new Microsoft Form very easily with the information in the headers of this spreadsheet. It would be much less time consuming than having multiple people attempt to restore a form provided to you in early October. I doubt that it can be retrieved, if you didn't duplicate the shared form into your own account.

I have several looming deadlines, and am not able to devote more time to this issue. I've supplied you with the form and the spreadsheet. There's not much else I can do.

Best,  
Diana

**From:** Diana Ascher <ascher@gseis.ucla.edu>  
**Date:** Thursday, January 16, 2020 at 12:35 PM  
**To:** Marco Mascari <mascari@gseis.ucla.edu>  
**Subject:** Microsoft Forms retrieval

Dear Marco,

I'm trying to retrieve a form I created several months ago, which I shared with Jean-François in early October. Apparently, he didn't duplicate the form on his own account, and now he nor I have access to it.

I followed the instructions Justin provided for restoring the form, but the recycle bin that is referenced in those instructions does not appear on my Forms dashboard. Is this something you can restore?

The form URL is/was:

<https://forms.office.com/Pages/ResponsePage.aspx?id=yr2mRcuSNk-SLVyWm1g-Dc-oPHVanCxMqze0PWT0ww1UM1ZMSkQzRU5QOTBXTjIMNFNNMkM5QUZLRS4u>

I do have the Excel spreadsheet associated with the form, which may be accessed here: [https://gseis-my.sharepoint.com/:x:/g/personal/islab\\_gseis\\_ucla\\_edu/EQHv3-MU\\_S5lrHiECmqaIYoBJyaT50dkaiebU-EmC3xlhQ](https://gseis-my.sharepoint.com/:x:/g/personal/islab_gseis_ucla_edu/EQHv3-MU_S5lrHiECmqaIYoBJyaT50dkaiebU-EmC3xlhQ)

Could you please let me know whether the form can be restored?

Many thanks,  
Diana

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**From:** Jean-François Blanchette <blanchette@gseis.ucla.edu>  
**Date:** Friday, January 24, 2020 at 3:58 PM  
**To:** Diana Ascher <ascher@gseis.ucla.edu>  
**Cc:** Marco Mascari <mascari@gseis.ucla.edu>, "Sandoval, Lilia" <liliasandoval@library.ucla.edu>  
**Subject:** Response to requests --- Recovery of the Internship site application form

Dear Diana,

I am following up on your response regarding the issue of the deleted Internship Site Application Form.

First, I wanted to reiterate that the file I am referring to is the Internship Site Application Form. This is an Office 360 form that was created by you and accessible through a direct link on the IS website.

In the all, as part of the transfer of the duties of the Internship Coordinator, you sent me a link to the form, so that I could access it. However, I had no power to delete it, as you were the owner of the form.

In December, I tried to access the file but it was no longer accessible and reported by Office 360 as no longer existing. When I asked you about it, you said that you had turned everything over to me and that the file was not accessible to you.

I then asked Marco to trace the file and he was able to confirm that the file still existed in the system. I then asked you to collaborate with him in retrieving the file.

The link to the backup excel file you provided in your response is indeed one you have provided me in the past, but it is not the file I am referring to. The file you are providing me is one of the assignments for the Internship course, filled out by students. As such, I still don't have access to the Internship Site Application Form, which contains valuable applications from potential internship sites.

I am asking you to report to me on your collaboration with Marco on retrieving the original file. Please provide me with such a report by Wednesday, 5pm.

Many thanks,  
Jean-François

—

Jean-François Blanchette, Associate Professor and Chair  
Department of Information Studies, UCLA  
[pages.gseis.ucla.edu/faculty/blanchette](https://pages.gseis.ucla.edu/faculty/blanchette)

For scheduling meetings, please contact or cc:  
Andrew VanSchooneveld <[vanschooneveld@gseis.ucla.edu](mailto:vanschooneveld@gseis.ucla.edu)>



**Subject:** Re: Response for Miriam  
**Date:** Tuesday, April 9, 2019 at 9:17:16 AM Pacific Daylight Time  
**From:** Diana Ascher <ascher@gseis.ucla.edu>  
**To:** Justin Scott <scott@gseis.ucla.edu>

Thanks so much! I'll send it to her now.

Btw, I really enjoy working with you. d

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**From:** Justin Scott <scott@gseis.ucla.edu>  
**Date:** Tuesday, April 9, 2019 at 9:00 AM  
**To:** Diana Ascher <ascher@gseis.ucla.edu>  
**Subject:** Fw: Response for Miriam

Hey, looks good. I did some light editing of my own comments mostly. It may not be what she wants but we didn't get a lot of guidance about what level of detail to get into... I think this is enough to send.

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Hi Miriam,

Justin and I did a quick brainstorm, and have come up with the following priorities. These are by no means exhaustive, but get us moving in the right direction. We weren't sure what level of specificity you need, so please feel free to edit and/or ask us for more depth if required.

#### Day-to-day Resource Needs

1. Staffing
  - a. Coverage in the IS Lab is the greatest challenge we face. In the recent past, the IS Lab had five student staff members each term. This year, we have four, which makes it impossible to have staff coverage full time.
2. Supplies
  - a. Lack of a clear budget allocation for specific line items and lack of access to the purchasing system make it nearly impossible to make informed purchasing decisions.
3. Climate control
  - a. We are unable to control the temperature
  - b. Would like to try weatherproofing film for the windows
4. Data-driven decision making
  - a. Better tracking of resource use and traffic
    - i. Labstats
    - ii. Traffic counts
    - iii. Barcoding
    - iv. Surveys

#### Required Resource Renewals/Replacements

1. Equipment replacement

- a. Computer renewal is fairly regular (3-4 years), and software license renewals come up every year, yet these costs seem to be a surprise each year. They are predictable to a large extent and these costs shouldn't be seen as surprises, but as planned expenditures. (you can extend this to staff costs as well)
  - b. printers are near the end of their cycle; we'll need to replace soon
2. Journal subscriptions & books to update our collection
    - a. have had to cut these numbers every year...
3. Software licenses
    - a. Should be able to plan these purchases, but need to implement a streamlined process for evaluation and implementation (whom do I ask to get a new software operational for my course?)

### Resource Expansion

The Lab has received any number of requests over the years for expansion of resources in new directions, such as 3D printers, more video equipment, etc. Some is relevant to a lot of classes, some more specialized, but we almost always can't buy it and have to rely on donations or good luck/fortune for technology to show up. It would be nice to be able to design resources/facilities in a more coherent manner.

1. Commercial-grade AV Transfer Station
2. Display case for our small special collection
3. Server blade so we can do more true informatics and data visualization work and host software platforms (e.g. ArchivesSpace, Zotero)
4. Laptop for those situations when we are asked for one
5. Sound booth/studio like the one in ethnomusicology
6. Charging station
7. Pod-ish furniture and comfortable seating
  - a. Students usually use their own laptops, and are more likely seeking comfortable study space and group collaboration space, unless they want to print (we need to re-evaluate the current print environment)
8. Contingency planning for equipment we borrow, rather than own

### General issues

1. Lack of support from faculty/administration: everyone has ideas for what the perfect lab would support, but will rarely work with the lab to actually accomplish them or provide input about how a

process should take place. When asked for opinions, usually it's silence. When the Lab has needed a push of support from the administration, it often does not happen. Reconstituting ISC is helping in this but it takes a long time to change perspectives and experiences.

2. Business office/budgeting questions. There is a lack of school-wide support which makes simple issues, such as planning a budget, more difficult than it needs to be.

3. AC/climate control is a definite issue for the people, equipment, resources, projects, working in the lab...

----- Forwarded message -----

From: **Posner, Miriam** <[mposner@humnet.ucla.edu](mailto:mposner@humnet.ucla.edu)>

Date: Mon, Apr 8, 2019 at 3:06 PM

Subject: time-sensitive but hopefully quick question

To: Ascher, Diana <[ascher@gseis.ucla.edu](mailto:ascher@gseis.ucla.edu)>, Scott, Justin <[jmscott@ucla.edu](mailto:jmscott@ucla.edu)>

Hi Justin and Diana,

I have been asked, in the self-study document I am producing for ISC, to identify issues or resource gaps that affect the IS Lab I am planning to mention funding to pay for full staffing. Could you tell me your top five (or about that) issues/resources you'd like me to include? (Bearing in mind that everyone in the department will see this, obviously.)

Anne has asked for this with a pretty quick turnaround, so if you're able to get back to me soon-is, I'd really appreciate it!

All my best,  
Miriam

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Miriam Posner, Ph.D. | UCLA | Assistant Professor, Information Studies & Digital Humanities  
MY OFFICE HAS MOVED! → GSE&IS 231 | (310) 206-7575 | @miriamkp | <http://pronoun.is/she>

**Diana L. Ascher, PhD, MBA**  
Director, Information Studies Research Lab  
Department of Information Studies  
Graduate School of Education & Information Studies  
University of California, Los Angeles  
[ascher@gseis.ucla.edu](mailto:ascher@gseis.ucla.edu)

**Subject:** Self-study input

**Date:** Tuesday, April 9, 2019 at 9:22:28 AM Pacific Daylight Time

**From:** Diana Ascher <ascher@gseis.ucla.edu>

**To:** Posner, Miriam <mposner@humnet.ucla.edu>

**CC:** Justin Scott <scott@gseis.ucla.edu>

**Priority:** High

Hi Miriam,

Justin and I did a quick brainstorm, and have come up with the following priorities. These are by no means exhaustive, but get us moving in the right direction. We weren't sure what level of specificity you need, so please feel free to edit and/or ask us for more depth if required.

#### Day-to-day Resource Needs

1. Staffing
  - a. Coverage in the IS Lab is the greatest challenge we face. In the recent past, the IS Lab had five student staff members each term. This year, we have four, which makes it impossible to have staff coverage full time.
2. Supplies
  - a. Lack of a clear budget allocation for specific line items and lack of access to the purchasing system make it difficult to make informed purchasing decisions.
3. Climate control
  - a. We are unable to control the temperature
  - b. Would like to try weatherproofing film for the windows
3. Data-driven decision making
  - a. Better tracking of resource use and traffic
    1. Labstats
    2. Traffic counts
    3. Barcoding
    4. Surveys

#### Required Resource Renewals/Replacements

1. Equipment replacement
  - a. Computer renewal is fairly regular (3-4 years), and software license renewals come up every year, yet these costs seem to be a surprise each year. They are predictable to a large extent and these costs shouldn't be seen as surprises, but as planned expenditures. (you can extend this to staff costs as well)
  - b. Printers are near the end of their cycle; we'll need to replace soon
2. Journal subscriptions & books to update our collection
  - a. Have had to cut these numbers every year...
  - b. Our collection is very outdated. Collection Development Plan will include suggested acquisitions plan.
3. Software licenses
  - a. Should be able to plan these purchases, but need to implement a streamlined process for evaluation and implementation (whom do I ask to get a new software operational for my course?)

## Resource Expansion

The Lab has received any number of requests over the years for expansion of resources in new directions, such as 3D printers, more video equipment, etc. Some is relevant to a lot of classes, some more specialized, but we almost always can't buy it and have to rely on donations or good luck/fortune for technology to show up. It would be nice to be able to design resources/facilities in a more coherent manner.

1. Commercial-grade AV Transfer Station
2. Display case for our small special collection
3. Server blade so we can do more true informatics and data visualization work and host software platforms (e.g. ArchivesSpace, Zotero)
4. Laptop for those situations when we are asked for one
5. Sound booth/studio like the one in ethnomusicology
6. Charging station
7. Pod-ish furniture and comfortable seating
  - a. Students usually use their own laptops, and are more likely seeking comfortable study space and group collaboration space, unless they want to print (we need to re-evaluate the current print environment)
8. Contingency planning for equipment we borrow, rather than own

## General issues

1. Lack of support from faculty/administration: everyone has ideas for what the perfect lab would support, but will rarely work with the lab to actually accomplish them or provide input about how a process should take place. When asked for opinions, usually it's silence. When the Lab has needed a push of support from the administration, it often does not happen. Reconstituting ISC is helping in this but it takes a long time to change perspectives and experiences.
2. Business office/budgeting questions. There is a lack of school-wide support which makes simple issues, such as planning a budget, more difficult than it needs to be.
3. AC/climate control is a definite issue for the people, equipment, resources, projects, working in the lab...

Hope this is helpful! Please note that if we were asked to do a formal self-study, we'd likely come up with a more strategic assemblage, but this captures the gist.

Best,  
Diana & Justin

**Diana L. Ascher, PhD, MBA**  
Director, Information Studies Research Lab  
Department of Information Studies  
Graduate School of Education & Information Studies  
University of California, Los Angeles  
[ascher@gseis.ucla.edu](mailto:ascher@gseis.ucla.edu)

**Subject:** Staff Meeting Update  
**Date:** Tuesday, October 1, 2019 at 11:01:21 AM Pacific Daylight Time  
**From:** Diana Ascher <ascher@gseis.ucla.edu>  
**To:** Andrew VanSchooneveld <vanschooneveld@gseis.ucla.edu>  
**Attachments:** image001.png, 191002 Staff Meeting Update.docx

Hi Andrew,

Attached please find my update from this morning's staff meeting.

Best,  
Diana

**Diana L. Ascher, PhD, MBA**  
Director, Information Studies Research Lab  
Digital Instructional Support Librarian  
Department of Information Studies  
Graduate School of Education & Information Studies  
University of California, Los Angeles  
[ascher@gseis.ucla.edu](mailto:ascher@gseis.ucla.edu)  
*she/her*



**Subject:** Re: End of the year newsletter

**Date:** Saturday, June 15, 2019 at 4:59:37 PM Pacific Daylight Time

**From:** Diana Ascher <ascher@gseis.ucla.edu>

**To:** Anne Gilliland <gilliland@gseis.ucla.edu>

**CC:** Jean-Francois Blanchette <blanchette@gseis.ucla.edu>, Magid, Helen <hmagid@support.ucla.edu>, Laura Lindberg <llindberg@support.ucla.edu>

Dear Anne,

I was composing this response in our Seubert thread, but it's probably more appropriate as an update to you and Jean-François for the newsletter, as well as for development efforts.

Each of the projects presented in Friday's IS Lab Independent Study Showcase demonstrates that we can strategically advance toward an IS Lab that serves as a hub of activity supporting the research, instruction, and professional development of students, faculty, and staff in the Department of Information Studies—and beyond.

In particular, as a result of these projects, the IS Lab now offers enhanced access to:

- A treasure trove of perspectives on the issues that have challenged—and continue to challenge—Library & Information Studies
- Guidance and workflows for using new technologies to preserve and provide access to information stored in obsolete formats and/or on obsolete equipment
- Concrete examples of sociocultural and professional trends that our graduates must be able to contextualize in their work
- A general sense that the IS Lab is a place where our constituents may tackle the problems facing our field with collaborative, creative, and experiment-friendly support.

Our recording of the event yesterday was successful, and I'll be editing it next week to include the presentation slides and images of the processes and deliverables described. I'll share the video with you all as soon as it's edited.

The IS Lab Independent Study Showcase is but one initiative on our strategic roadmap. Among other projects, we've developed a handful of workshops that adhere to accreditation standards for aligning learning objectives and outcomes, which supplement the MLIS curriculum.

Some of these workshops arose in response to faculty requests for research and/or software training (e.g., MySQLite, ContentDM, LibGuides, ArchivesSpace, Cataloger's Desktop, Oxygen XML, OpenRefine, Literature Reviews), while others were created to support the crucial internship program and/or our long-term IS Lab enhancement projects. For example, we provided hands-on opportunities working with materials in our collections for students to learn how to prepare our holdings for circulation for the first time in the history of the IS Lab (e.g., shelf reading, barcoding).

In addition, we held workshops and one-on-one training sessions on accession & digitization, film

handling, and getting familiar with the Zone C equipment. This fall, we'll be offering a new series of workshops to supplement the informatics specialization, as well.

We held professional development workshops and one-on-one advising sessions (e.g., Resumes & Cover Letters, Interview Preparation).

We hosted faculty- and special-guest-led class sessions during which students acquired skills in emergency archival preservation techniques, librarianship practices, audio format identification & assessment, and film & video handling & assessment. Importantly, students engaged in stimulating conversation with notable experts employing such skills in the wild.

We've also moved closer to our aspirational goal of leveraging state-of-the-art technology and practice to act as a liaison between academia and industry. Adam Foster & Brianna Toth's fantastic independent study project, along with Adam's work as an IS Lab Staff member, demonstrates that it is now feasible for us to think differently about the types of projects and collaborations we can pursue in Media Archival Studies, such as the community archives projects Shawn VanCour has been developing.

In the Library Studies arena, we have a proposal out to the Los Angeles Fire Department for a long-term collaboration to overhaul their library, which will provide paid internships for our students and serve as a model for how we can strengthen our ties to the community through sponsored research and experiential learning opportunities for our students.

Emerita Professor Ginny Walter's generous donation of a contemporary collection of multicultural children's literature was the impetus for Cassandra Gergis's independent study project. Now that we have a much more relevant collection aligned with the values of our department, we can move forward to reestablish collaboration with the UCLA Lab School and its librarian, alumna Judy Kantor. Furthermore, we can start thinking about similar collaborations with other entities, establishing pipelines for students pursuing careers in children's librarianship. Were our faculty search to yield a scholar in children's librarianship, we would have the opportunity to recover our top-ranking status among the iSchools in this specialty.

The independent study projects and the initiatives we've accomplished during this academic year will reap benefits for our community for years to come. Furthermore, each of these projects provides a case suitable for academic publication, which I am cultivating with the students.

There have been numerous other accomplishments in the IS Lab during this academic year, which are less visible, but, perhaps, even more important. Many of these deal with strengthening our ties and relationships in the UC Libraries ecosystem and/or across units at UCLA. Most of these also involve time- and labor-intensive bureaucratic navigation that may not be suited for an end-of-year newsletter, but which likely are important for you to know. Several examples follow:

1. Our affiliate status has never been acknowledged on the UCLA Library website, nor internal systems. By the end of the month, this will be rectified.



2. Until recently, the IS Lab has lacked access to instrumental library systems and resources, such as:
  - a. An allocation for deposits to the Southern Regional Library Facility (SRLF)
  - b. A presence on the internal communication and collaboration Confluence/Jira network
  - c. Access to library software via Citrix
  - d. Barcodes within the UCLA series
  - e. Access to develop IS-specific LibGuides
  - f. Access to the UCLA Library Data Lake
  - g. Our own instance of ArchivesSpace
3. We now have representation on the Library Collections Council.
4. We now have representation in the Digital Research Consortium and the North Campus Research Initiative (which may end up being one entity).
5. We have restored representation in LAUC-LA through my participation on the Librarian of the Year Committee and attendance at relevant events.
6. I have forged new relationships with all of the UCLA affiliate librarians, which has contributed to an increase in opportunities for our students throughout the UC Libraries. We will be hosting the UCLA Library Grand Tour in August—another first, which will enhance the visibility of the IS Lab and the department.
7. The data collection, analysis, and visualization that was instrumental to our accreditation efforts will be enhanced by our participation in Slate-managed admissions. We also now have an informatics-oriented GSRship as a result of a DSSI seed grant based on my long-term research on the intellectual and professional paths of individuals in the iSchools ecosystem, which enables improved alignment among curriculum development, measurement of achievement, and market demand for our graduates. I anticipate great progress in this work in the coming academic year.
8. It is an understatement to note that our progress was hampered by my lack of access to BruinBuy and other financial systems. Despite this constraint, we accomplished a lot. My hope is that continued conversations with Olivia & Karla will rectify this problem so I may bring my financial acumen to bear to the benefit of the IS Lab and the department, particularly as we prepare for the planned financial system overhaul. I'm pretty proud of my financial forensics, which uncovered a long-standing misdirection of student printing funds into an account to which the IS Lab did not have access. Now that this has been corrected, we may better support student printing in the IS Lab.

I hope this provides a good summary of some of the strides we've made in my first nine months as director of the IS Lab. I look forward to seeing these initiatives take root and evolve to the betterment of the IS Lab, the Department of Information Studies, and the Graduate School of Education & Information Studies.

Best,

Diana

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**From:** isfac-request@lists.gseis.ucla.edu <isfac-request@lists.gseis.ucla.edu> on behalf of Anne Gilliland <gilliland@gseis.ucla.edu>

**Sent:** Saturday, June 15, 2019 2:19 PM

**To:** IS IS-FAC

**Cc:** Jean-Francois Blanchette; Magid, Helen; Laura Lindberg

**Subject:** [isfac] End of the year newsletter

Now that we have reached the end of this academic year, Jean-François and I, as IS Chair and Associate Dean, are preparing a brief newsletter to be sent to our alumns and other friends bringing them up to date on all the many activities of this year.

I wanted to ask you one last favor for this year - if you have an activity or achievement that you would like us to brag about or publicize - and I know you all do! - please could you drop me an email by the end of next week with a few lines and/or a link to whatever you would like to have included.

Thank you very much. I hope you have a refreshing and fruitful break. You have certainly earned it!

Anne.

**Subject:** Updates and a request for guidance

**Date:** Thursday, February 21, 2019 at 12:21:38 PM Pacific Standard Time

**From:** Diana Ascher <ascher@gseis.ucla.edu>

**To:** Johanna Drucker <drucker@gseis.ucla.edu>

**CC:** Anne Gilliland <gilliland@gseis.ucla.edu>, Jean-Francois Blanchette <blanchette@gseis.ucla.edu>

Dear Johanna,

I hope this email finds you well and keeping as warm as possible in New Haven! I’ve been putting together a laundry list of items to report, and would appreciate your guidance on the handling of a potential equipment acquisition that came up yesterday in the ITAC meeting.

I’m nearly finished with a draft of the IS Lab’s Collection Development Policy, which will go to the ISC members for review, input, revision, and, finally, on to faculty. The ISC meetings have been very helpful, and I am grateful for that venue. In general, the mandate that guides decision making here in the IS Lab—and which rings in my mind ceaselessly—can be summed up by something Anne said in one of our early meetings (paraphrasing): **Increase the visibility of the IS Lab and the Department through delivery of services and support to faculty, students, and staff.** This mandate is very much in line with the goals and guiding principles of the UCLA Library, which I’ve adapted slightly in the pending Collection Development Policy to emphasize GSEIS:

| Goals   | Guiding Principles   |
|---|--|
| <ul style="list-style-type: none"> <li>• Play a visible, vital, and valued role in the GSEIS and greater community</li> <li>• Ensure effective access to information and resources</li> <li>• Function as the heart that enables research to thrive</li> <li>• Become a platform and catalyst for innovation in teaching and learning</li> <li>• Develop a strong culture of engagement and leadership</li> <li>• Provide excellent spaces for people to be productive</li> </ul> | <ul style="list-style-type: none"> <li>• Balance core services and innovation</li> <li>• Create and foster partnerships</li> <li>• Empower staff and coordinate efforts</li> <li>• Prioritize user-centric planning</li> <li>• Encourage assessment and feedback</li> <li>• Align with Department, University &amp; UC initiatives</li> <li>• Maintain a global and diverse perspective</li> </ul> |

Our initiatives are progressing well. Here’s a partial list:

- I’ve been working closely with Snowden on planning the Internship Fair. We are ahead of last year’s schedule, and already have 29 sites registered. The communications and logistics have been scheduled and the IS Lab will be one of three spaces used for internship site tables.

- Our shelfread and barcoding initiative is nearly complete. In his web development course this Spring, Josh Gomez and his students will create a search interface tied to our new holdings database, making the collection more accessible to faculty, students, and staff than ever before! We're very excited about this accomplishment, as we will be poised to synchronize this database with the new LMS that the UC Libraries select and implement over the next two years. In the interim, we will be able to format the interface according to the new website design coming from Eldertree for seamless navigation.
- Reconciled and renewed subscriptions and memberships via EBSCO.
- Faculty interviews continue, and I'll be putting together a report of findings to submit to ISC and then to faculty, which should shine light on the varying opinions folks seem to have with respect to the role of the IS Lab.
- Workshop development continues, as well. We've offered a handful of workshops already (Shelfreading, Intro to the IS Lab Media Space, Film Handling, Film Inspection & Preparation, Archival Preservation, ContentDM, MySQLite, Sound Technologies & Society Audio Transfer, PhD Student Research Introduction) and are working on several others using a continuing education and training framework that aligns learning objectives with measurable outcomes. One that is nearly ready is on accession and digitization. And, of course, the three workshops preceding the Internship Fair are nearly finalized: My Resumes & Cover Letters and Snowden's Crushing It.
- Course reserves are being used by students, and we are now preparing to provide a single copy of a majority of the readings for Spring term. This has been labor intensive, but will be less so once the foundational articles are added to the database and the binders.
- I've been organizing a massive Zotero library, which I intend to integrate with the course reserves offerings. When it's ready for prime time, we'll offer a Zotero workshop to introduce this shared library to faculty, students, and staff.
- I met with the first-year PhD students after their recent workshop (per Anne's request) led by Diane Mizrahi. Their interests and vision for the IS Lab will be included in the report comprising faculty, student, and staff findings.
- We've provided the following software on request by various faculty: ContentDM, MySQLite, ArchivesSpace (with server), RDA Toolkit, Cataloger's Desktop. Working on an additional request for Springshare Libguides, as well as scheduling workshops on Descriptive Cataloging, Bibliography, .
- Provided/providing periodic instructional support to faculty, including Kathy Carbone, Dino Everett, Jonathan Furner, Josh Gomez, Greg Leazer, Leah Lievrouw, Luiz Mendes, Ellen Pearlstein, Rose Roberto, Gregg Rugolo, Shawn VanCour, and Ginny Walter.
- Provided/providing periodic advisory and research support to students (long list, but happy to report that people are referring one another to me for assistance!)
- Joined the LAUC Librarian of the Year Committee and presented info on its behalf to FEC.
- Gathering and visualizing departmental data for the 8-year review and the follow-up materials for ALA. It's shaping up nicely, and I'll share it with you as soon as I have all the data from the various campus entities.

I hope this list of activities provides a glimpse of the many ways the IS Lab Staff and I are contributing to enhanced visibility for both the IS Lab and the Department. Next quarter, we plan to focus on communication efforts to let the community know what the IS Lab has to offer and increase engagement.

Bearing this in mind, I'd appreciate your thoughts on ITAC's suggestion that the poster printer, which currently resides in Moore Hall, should be moved to the IS Lab. I have not yet seen the printer, but from what I understand it is very large. Apparently, the investment to purchase the printer was significant (in the thousands of dollars), and the decision has been made that ETU will no longer provide post printing services. Basically, if we don't take it, the printer will be a lost asset.

I'm torn on this issue, because having the Hayes Collection materials in the back of Zone A for a few weeks created a noticeable infringement on the space available for students. Fortunately, we've finished cataloging almost everything we received when Facilities cleared out Bob's office, and that space is accessible again. (Next week our database of Hayes items will be compared against the UCLA Library catalog so we will know what materials are unique holdings that should be accessioned into our collection; the duplicate items may be offered at a book sale, with proceeds going toward printer paper. You can view the collection [here](#) – this hasn't been shared with anyone else yet.)

I'm just not sure that the poster printer's space requirements are offset by the benefits of having the ability to offer poster printing capabilities here in the IS Lab. From what I understand, printer use is low—about 75 posters printed last year. However, student representatives on ITAC said most people are unaware of the existence of the printer, and use would increase were we to promote a poster-printing service. Marco suggested several different models for offering the service, including fee per poster (could be integrated into the PaperCuts payment system) and sponsored printing (some fund underwriting free printing for GSEIS students). I've asked Marco and his team for specifications on the space required to house the printer—apparently one must have space to access all sides of the printer—and a record of the costs of ongoing maintenance. I'll forward this information as soon as I receive it, but I thought I'd get your take on this before people get too excited about offloading a giant piece of equipment on the IS Lab.

Another facet of this decision may be whether the poster printer is used for promotional campaigns in addition to conference posters. This prospect would support the mandate of increasing the visibility of the IS Lab and the Department of Information Studies. For example, we could create banners and posters to display in the front windows of the building and along the hallways, as well as at conferences and other public events. However, there are other resources on campus we could tap to meet this need. As you can imagine, I just want to make sure that we are using space in the best ways possible. What do you think?

Best,  
Diana

**Diana L. Ascher, PhD, MBA**  
Director, Information Studies Research Lab  
Department of Information Studies  
Graduate School of Education & Information Studies  
University of California, Los Angeles  
[ascher@gseis.ucla.edu](mailto:ascher@gseis.ucla.edu)

**Subject:** Re: Access to IS electronic resources  
**Date:** Wednesday, December 18, 2019 at 3:51:40 PM Pacific Standard Time  
**From:** Diana Ascher <ascher@gseis.ucla.edu>  
**To:** Jean-François Blanchette <blanchette@gseis.ucla.edu>, Justin Scott <jmscott@ucla.edu>  
**CC:** Marco Mascari <mascari@gseis.ucla.edu>

Hi All,

Justin already has access to the jobs database, if what you're referring to is the software plugin to Wordpress that generates our jobs board postings on the IS Lab website.

The MLIS student achievement data is another ball of wax entirely. The information has to be gathered from a variety of sources and then visualized, which is not something that can be made redundant within 24 hours.

Diana

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**From:** Jean-François Blanchette <blanchette@gseis.ucla.edu>  
**Date:** Wednesday, December 18, 2019 at 1:54 PM  
**To:** Diana Ascher <ascher@gseis.ucla.edu>, Justin Scott <jmscott@ucla.edu>  
**Cc:** Marco Mascari <mascari@gseis.ucla.edu>  
**Subject:** Access to IS electronic resources

Dear Diana and Justin,

Given the issues we have experienced in the last few weeks with respect to access to various electronic resources, I do want to make sure that we are organized in the event of other incidents and that we remain able to provide our services to students.

I am thinking first and foremost of two important electronic resources: the jobs database and the MLIS student achievement data.

Diana, I am aware that you were instrumental in creating these resources and that you are currently maintaining them. They are likely running with software and/or data that is tied to your GSEIS account.

Could you kindly work with Justin to ensure that these resources are fully accessible to Justin, and that he is able to access, maintain, and update them on his own? Such redundancy should obviously be standard practice for all of our resources, but again, the repeated glitches of the last few weeks are a reminder that we need to ensure that we have proper safeguards in place.

Given the importance of these resources for our operations and compliance, I am asking that you make this an immediate priority, review the current status of the software, and devise a redundancy solution before campus closure tomorrow.

Thank you for your help and please report to me before leaving tomorrow.

Many thanks,  
Jean-François

—

Jean-François Blanchette, Associate Professor and Chair  
Department of Information Studies, UCLA  
[pages.gseis.ucla.edu/faculty/blanchette](https://pages.gseis.ucla.edu/faculty/blanchette)

For scheduling meetings, please contact or cc:  
Andrew VanSchooneveld <[vanschooneveld@gseis.ucla.edu](mailto:vanschooneveld@gseis.ucla.edu)>

**Subject:** Re: Internship coordinator responsibilities  
**Date:** Thursday, October 17, 2019 at 1:42:33 PM Pacific Daylight Time  
**From:** Diana Ascher <ascher@gseis.ucla.edu>  
**To:** Jean-Francois Blanchette <blanchette@gseis.ucla.edu>  
**CC:** Andrew VanSchooneveld <vanschooneveld@gseis.ucla.edu>

Hi Jean-François,

Any emergencies related to the IS Lab will be covered by the IS Lab Staff members and/or Justin Scott, in the same way as last year. I can't determine from your email whether you are finding this problematic—just to refresh your memory, I've mentioned my annual participation in this conference in our one-on-one meetings and departmental staff meetings, and I shared this on the IS Staff calendar months in advance both last year and this year.

I'm a bit concerned that you may feel I am not sharing everything with you to make the handoff of coordination of the Internship Program as smooth as possible. I want to assure you that I am deeply committed to supporting the successful delivery and evolution of the Internship Program, even when it is not under my purview. I put a significant amount of time and effort into preparing everything for IS 498 and the relationship management with the Internship Sites this summer, so I'd be able to focus on the responsibilities associated with the IS Lab once classes began. Shifting gears to redirect these resources during the first weeks of the term has thrown a monkey wrench into my planned activities, actually increasing my current workload, even though the decision to effect this change aimed to decrease it.

Nevertheless, I think you should have everything you could possibly need to get through the next few weeks of coordinating the Internship Program—all but the relationship management are on autopilot. I'd appreciate the opportunity to meet with you to tie up any loose ends in November. In addition, I'd be happy to share with you the plans I had for streamlining the coordination process and leveraging its relationship management component to the benefit of the department, if that is of interest.

However, we have other things to discuss that must be resolved prior to this, due to the CAPA/LHR timeline. Could we plan to cover the following items at our next one-on-one meeting?

1. Update on equipment donated to the IS Lab by the LA Philharmonic
2. Update on workshop development and scheduling
3. Update on OpenUCLA initiative
4. Intersection of the ISC mandate and my SoR with respect to collection, management, and analysis of departmental data
5. Discussion on the status of my SoR and any changes we should consider

I hope this information is helpful. Since my job is intensely customer-service oriented, I'm often limited as to the time I have available during the day to correspond via email, particularly with responses that require concerted attention. I anticipate that the more I am able to automate tasks that do not require my engagement and to formalize operations and training in the IS Lab, the easier this will become over time. Over time I also anticipate increased flexibility in my schedule for changes to meeting dates and times.

Thanks for your understanding.

Best,  
Diana



**From:** Jean-François Blanchette <[blanchette@gseis.ucla.edu](mailto:blanchette@gseis.ucla.edu)>  
**Date:** Thursday, October 17, 2019 at 11:49 AM  
**To:** Diana Ascher <[ascher@gseis.ucla.edu](mailto:ascher@gseis.ucla.edu)>  
**Subject:** Re: Internship coordinator responsibilities

And sorry, any emergencies related to the lab (e.g., lab assistant sickness) will be covered by whom?

Thank you,  
Jean-François

On Oct 17, 2019, at 11:41 AM, Diana Ascher <[ascher@gseis.ucla.edu](mailto:ascher@gseis.ucla.edu)> wrote:

Hi Jean-François,

I'll be presiding over the Society of Policy Scientists Annual Institute. I'm the president this year.

Best,  
Diana

---

**From:** Jean-François Blanchette <[blanchette@gseis.ucla.edu](mailto:blanchette@gseis.ucla.edu)>  
**Date:** Thursday, October 17, 2019 at 11:37 AM  
**To:** Diana Ascher <[ascher@gseis.ucla.edu](mailto:ascher@gseis.ucla.edu)>  
**Subject:** Re: Internship coordinator responsibilities

Dear Diana,

Could you kindly refresh my memory as to what you'll be doing in Brown?

Many thanks,  
Jean-François

On Oct 17, 2019, at 9:01 AM, Diana Ascher <[ascher@gseis.ucla.edu](mailto:ascher@gseis.ucla.edu)> wrote:

Hi Andrew,

I'm so sorry, but I am booked solid Monday and Tuesday because I leave for Brown on Wednesday. I sent an email with all of the information I have and links to all of the electronic resources to Jean-François last night. Will forward to you and Justin, as well.

Best,  
Diana

---

**From:** Justin Scott <[jmscott@ucla.edu](mailto:jmscott@ucla.edu)>  
**Date:** Thursday, October 17, 2019 at 8:49 AM  
**To:** Andrew VanSchooneveld <[vanschooneveld@gseis.ucla.edu](mailto:vanschooneveld@gseis.ucla.edu)>, Jean-François Blanchette <[blanchette@gseis.ucla.edu](mailto:blanchette@gseis.ucla.edu)>  
**Cc:** Diana Ascher <[ascher@gseis.ucla.edu](mailto:ascher@gseis.ucla.edu)>  
**Subject:** Re: Internship coordinator responsibilities

I should clarify that I meant I could meet any time at 10:30 or later.

Justin

On October 17, 2019 7:58:36 AM PDT, Andrew VanSchooneveld <[vanschooneveld@gseis.ucla.edu](mailto:vanschooneveld@gseis.ucla.edu)> wrote:

Dear Diana and Justin,

Do you have any availability Monday morning?... anytime between 9:00 am - noon?

Thanks,

Andrew VanSchooneveld  
Assistant to the Chair  
Department of Information Studies  
UCLA/GSE&IS Bldg, Rm 254  
300 Charles E Young Dr N  
Los Angeles, CA 90095 - 1521  
Phone: (310) 825-8799  
Fax: (310) 206-3076  
[vanschooneveld@gseis.ucla.edu](mailto:vanschooneveld@gseis.ucla.edu)

On Oct 16, 2019, at 2:11 PM, Jean-Francois Blanchette <[blanchette@gseis.ucla.edu](mailto:blanchette@gseis.ucla.edu)> wrote:

Dear Andrew,

Could you reschedule my meeting with Diana on Thursday and find a time on Monday morning for myself, Diana and Justin to go over electronic internship resources? I have office hours at 10 but will leave a note if students need to find me in the lab.

Many thanks,  
Jean-François

On Oct 15, 2019, at 3:36 PM, Diana Ascher <[ascher@gseis.ucla.edu](mailto:ascher@gseis.ucla.edu)> wrote:

Hi Jean-François,

Attached please find the spreadsheet from last year. This year's will be slightly different, and will be autogenerated from the Microsoft Office 365 form.

Best,  
Diana

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**From:** Diana Ascher <[ascher@gseis.ucla.edu](mailto:ascher@gseis.ucla.edu)>  
**Date:** Tuesday, October 15, 2019 at 1:23 PM  
**To:** Jean-François Blanchette  
<[blanchettejf@gmail.com](mailto:blanchettejf@gmail.com)>  
**Cc:** Andrew VanSchooneveld  
<[vanschooneveld@gseis.ucla.edu](mailto:vanschooneveld@gseis.ucla.edu)>  
**Subject:** Re: Internship coordinator responsibilities

Hi Jean-François,

I don't have access to the Microsoft Access databases, and they are woefully outdated. They were not used for the past few years, and I have never seen them, much less used them. As I explained to Andrew, the Internship Site Application form I created in preparation for this year automatically creates the spreadsheet of sites for the year. I can share with you the spreadsheets that circulated last year, but that information will not match the new spreadsheets, and I'm not sure how useful they will be to you going forward. I will share these with you as soon as I get out of the PPC meeting this afternoon, which starts in a few minutes.

Last year's Internship Fair was organized using Microsoft Office 365 Teams. I'm happy to add you to the relevant team, but I know you don't use the software. Please let me know if you want me to add you anyway.

Best,  
Diana

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**From:** Jean-François Blanchette  
<[blanchettejf@gmail.com](mailto:blanchettejf@gmail.com)>

**Date:** Tuesday, October 15, 2019 at 11:43 AM  
**To:** Diana Ascher <[ascher@gseis.ucla.edu](mailto:ascher@gseis.ucla.edu)>  
**Cc:** Andrew VanSchooneveld  
<[vanschooneveld@gseis.ucla.edu](mailto:vanschooneveld@gseis.ucla.edu)>  
**Subject:** Re: Internship coordinator responsibilities

Hi Diana,

I am following up with the process of transferring all documents and electronic resources related to the internship program to me as internship coordinator. You have so far transferred the paper files, but I don't have access yet to the Excel spreadsheets and the Microsoft Access database that were created by Keri Botello and used by Snowden and yourself in your role as internship coordinator.

Please provide me with access to these resources by the end of the day, as they are essential to the performance of my functions.

Many thanks,  
Jean-François

On Oct 7, 2019, at 7:04 PM, Diana Ascher  
<[ascher@gseis.ucla.edu](mailto:ascher@gseis.ucla.edu)> wrote:

Hi Jean-François,

For some reason, I no longer have access to the CCLE site, even though I am supposed to have this access to prepare course reserves, download syllabi, and support instructors for every course each term. Could you please ask Christian Reyes to re-enable me as Instructional Assistant, as I am for every other course?

Part of the configuration for the IS 498 CCLE site bakes the weighting into the gradebook, so all the instructor has to do

is grade on the scale provided in the dialog when the instructor selects “Grade all submissions” or “View all submissions” (can’t remember exactly which off the top of my head, but you get the drift) and the final grade calculation will churn itself.

As for the supervisor agreements, most were uploaded by the students, others were emailed (and forwarded), and one was scanned and forwarded. A few students are still nailing their supervisors down, but they are verified by me because I have had direct contact with the supervisors and know the students have been hired. Every student must submit the form for the record, so I have not excused anyone. I have, however, told those few students that they could submit their forms late without penalty.

I have encouraged the class to submit everything electronically via CCLE, because I was trying to build a digital database of and for the Internship Program. This would remove the burden of having to scan and run through optical character recognition all of the internship reflection essays that are a valuable, yet underutilized, resource generated by the course. Those few students who have used the paper files have found their content to be extremely useful, but the process time-consuming and inconvenient. Students likely would make better use of this resource if they could search through the corpus on their phones.

We placed the boxes of Internship files outside your door this morning, so you should have everything you need. If you’re missing anything, please let me know and I’ll do my best to assist.

Best,  
Diana

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**From:** Jean-François Blanchette  
<[blanchettejf@gmail.com](mailto:blanchettejf@gmail.com)>  
**Date:** Sunday, October 6, 2019 at 3:01 PM  
**To:** Diana Ascher  
<[ascher@gseis.ucla.edu](mailto:ascher@gseis.ucla.edu)>  
**Subject:** Re: Internship coordinator responsibilities

Hi Diana,

Thank you very much. The CCLE website is really great and very detailed, so everything is mostly clear.

I do have a couple of questions: in the syllabus, I see a section titled "Assignments and Evaluation", but I am not seeing any mention of a grading rubric. Yet, in CCLE, the first assignment is graded on 25. Is it 25% for each assignment?

Also, are the supervisor agreement forms for each student on the CCLE course site, or are they in paper form only?

Many thanks!  
Jean-François

On Oct 4, 2019, at 1:09 PM,  
Diana Ascher  
<[ascher@gseis.ucla.edu](mailto:ascher@gseis.ucla.edu)>  
wrote:

Hi Jean-François,

Thanks so much for sharing this with me. Now I know

exactly how you've framed it, and will follow your lead whenever I'm asked.

There are a few arrangements that I worked out with students who have to leave class a little early. And some have turned in assignments via email, which I have forwarded to you with carbon copy to Andrew. If anything arises that seems out of the ordinary, please let me know and I'll do my best to assist.

Best,  
Diana

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**From:** Jean-François  
Blanchette  
<[blanchettejf@gmail.com](mailto:blanchettejf@gmail.com)>  
>

**Date:** Friday, October 4,  
2019 at 12:09 PM

**To:** Diana Ascher  
<[ascher@gseis.ucla.edu](mailto:ascher@gseis.ucla.edu)>

**Subject:** Re: Internship  
coordinator  
responsibilities

Hi Diana,

So sorry, I sent it through MyUCLA and assumed it would reach you. Here it is. Also, yes, I would be handling the Internship Fair. Let me know if you have

any other questions or concerns.

Thank you and all the best,  
Jean-François

On Thu, Oct 3, 2019 at 5:12 PM [blanchette@gseis.ucla.edu](mailto:blanchette@gseis.ucla.edu)<[blanchette@gseis.ucla.edu](mailto:blanchette@gseis.ucla.edu)> wrote:

Dear students,  
Effective today, I will be the instructor for the Internship course, as well as the internship coordinator for the Department. This is due to concerns with Dr. Ascher's workload as IS-Lab director, as well as my own desire as Departmental Chair to become more familiar with our internship program. The course will proceed as planned by Dr. Ascher, but please email your questions to myself and please cc: Andrew VanSchooneveld so that he help with scheduling.  
All the best,  
Jean-François

On Oct 4,  
2019, at 9:36  
AM, Diana



Ascher  
<[ascher@gseis  
.ucla.edu](mailto:ascher@gseis.ucla.edu)>  
wrote:

Dear Jean-  
François,

Could you  
please copy  
me on the  
message you  
sent last night  
to the  
students in the  
Internship  
course? I was  
flooded with  
inquiries, yet  
had no idea  
what had been  
communicated  
when.  
Typically, a  
transition is  
smoother  
when  
communicatio  
ns are shared  
among the  
stakeholders.

Many thanks,  
Diana

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**From:** Jean-  
François  
Blanchette  
<[blanchettejf  
@gmail.com](mailto:blanchettejf@gmail.com)>  
**Date:** Thursda

y, October 3,  
2019 at 1:59  
PM

**To:** Diana  
Ascher  
<[ascher@gseis.ucla.edu](mailto:ascher@gseis.ucla.edu)>

**Cc:** "Sandoval  
, Lilia"  
<[liliasandoval@library.ucla.edu](mailto:liliasandoval@library.ucla.edu)>,  
"Robledo,  
Gloria P."  
<[grobledo@library.ucla.edu](mailto:grobledo@library.ucla.edu)>,  
Olivia Díaz  
Ramírez  
<[diazramirez@gseis.ucla.edu](mailto:diazramirez@gseis.ucla.edu)>

**Subject:** Inter  
nship  
coordinator  
responsibilities

Dear Diana,

Thanks very  
much for a  
productive  
meeting today,  
it was very  
helpful to be  
able to hear  
your  
perspective  
and to be able  
to focus on the

specifics of the SoR that you feel are problematic. I look forward to continuing to make progress in a forward-looking manner.

As I indicated in the meeting, so as to resolve any concerns over workload and so as to familiarize myself better with our internship program, I have decided to take on the internship coordinator responsibilities, including the instruction for the internship course, effective immediately, and until the position for MLIS program coordinator is filled.

Andrew will

assist us with the transition. If you could provide him with copies of relevant documents and anything that would help ensure a smooth transition, that would be most helpful. I do remember that Snowden had created a binder with material related to internships, if you have a copy, that would be great.

Thank you again and best regards,  
Jean-François

—

Jean-François  
Blanchette,  
Associate  
Professor and  
Chair  
Department of  
Information  
Studies, UCLA  
[pages.gseis.ucla.edu/faculty/blanchette](http://pages.gseis.ucla.edu/faculty/blanchette)

For scheduling meetings,  
please contact  
or cc:  
Andrew  
VanSchooneveld  
<[vanschooneveld@gseis.ucla.edu](mailto:vanschooneveld@gseis.ucla.edu)>

<2019 UCLA IS Internship & Career Fair(1-51)-2.xlsx>

—  
Jean-François Blanchette, Associate Professor and Chair  
Department of Information Studies, UCLA  
[pages.gseis.ucla.edu/faculty/blanchette](http://pages.gseis.ucla.edu/faculty/blanchette)

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Andrew VanSchooneveld <[vanschooneveld@gseis.ucla.edu](mailto:vanschooneveld@gseis.ucla.edu)>

—  
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—  
Jean-François Blanchette, Associate Professor and Chair  
Department of Information Studies, UCLA  
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For scheduling meetings, please contact or cc:  
Andrew VanSchooneveld <[vanschooneveld@gseis.ucla.edu](mailto:vanschooneveld@gseis.ucla.edu)>



**Subject:** LA Fire Department Recordkeeping and Archives Management Consultation  
**Date:** Tuesday, April 16, 2019 at 10:51:57 AM Pacific Daylight Time  
**From:** Diana Ascher <ascher@gseis.ucla.edu>  
**To:** Jean-Francois Blanchette <blanchette@gseis.ucla.edu>  
**CC:** Magid, Helen <hmagid@support.ucla.edu>, Snowden Becker <becker@gseis.ucla.edu>

Hi Jean-François,

An update before our first official status meeting, to ensure you're aware of budding opportunities:

I've been talking with LAFD Captain Cecco Secci about a potential collaboration that would provide one full-time librarian/archivist position and several paid internship opportunities to implement a plan for overhauling their recordkeeping system and archives. Secci will be visiting tomorrow afternoon to talk about the opportunity with Snowden and myself. I'll report back with an update after the meeting tomorrow.

Best,  
Diana

**Diana L. Ascher, PhD, MBA**  
Director, Information Studies Research Lab  
Department of Information Studies  
Graduate School of Education & Information Studies  
University of California, Los Angeles  
[ascher@gseis.ucla.edu](mailto:ascher@gseis.ucla.edu)

**Subject:** Re: Response to requests and status report  
**Date:** Monday, February 3, 2020 at 11:58:59 AM Pacific Standard Time  
**From:** Diana Ascher <ascher@gseis.ucla.edu>  
**To:** Jean-François Blanchette <blanchette@gseis.ucla.edu>  
**CC:** Sandoval, Lilia <liliasandoval@library.ucla.edu>

Dear Jean-François,

The January 2020 IS Lab progress report is now available [here](#).

Best,  
Diana

---

**From:** Diana Ascher <ascher@gseis.ucla.edu>  
**Date:** Friday, January 31, 2020 at 1:08 PM  
**To:** Jean-François Blanchette <blanchette@gseis.ucla.edu>  
**Cc:** "Sandoval, Lilia" <liliasandoval@library.ucla.edu>  
**Subject:** Re: Response to requests and status report

Dear Jean-François,

Apologies for the delay. Here's a copy of the SoR in Word. I've also attached the sample SoR provided by CAPA after which mine was modeled. Please also note that Adobe Acrobat can [export files to a variety of formats](#), including Word, should you ever have difficulty accessing text in a PDF.

Updates for this month will be posted [here](#) once the report is complete.

Best,  
Diana

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**From:** Jean-François Blanchette <blanchette@gseis.ucla.edu>  
**Date:** Friday, January 31, 2020 at 9:16 AM  
**To:** Diana Ascher <ascher@gseis.ucla.edu>  
**Cc:** "Sandoval, Lilia" <liliasandoval@library.ucla.edu>  
**Subject:** Re: Response to requests and status report

Dear Diana,

I have not received your answer to this request. Please respond by EOB today.

Many thanks,  
Jean-François

---



**From:** Jean-François Blanchette <blanchette@gseis.ucla.edu>  
**Sent:** Friday, January 24, 2020 3:24 PM  
**To:** Diana Ascher <ascher@gseis.ucla.edu>  
**Cc:** Sandoval, Lilia <liliasandoval@library.ucla.edu>  
**Subject:** Re: Response to requests and status report

Dear Diana,

I am following up for a second time on your response. I have not received a reply to my earlier request, dated January 17. In point 4 of your response, "SoR", you state: "

1. I have provided via email a Word version of my SoR, modeled after the one in the Librarians' CALL, and reviewed by several librarian mentors.

Could you forward me the original email that you sent me with the attached SoR? I am not aware of having received it.

Please do so before Wednesday, 5pm.

Many thanks,  
Jean-François

On Jan 17, 2020, at 12:32 PM, Jean-François Blanchette <[blanchette@gseis.ucla.edu](mailto:blanchette@gseis.ucla.edu)> wrote:

Dear Diana,

You say in point 4 your response that you shared a Word version of your SoR at a unspecified date. I am not aware of having received such a document. If you can kindly forward the original email and document, I'd be most grateful.

Many thanks,  
Jean-François

On Jan 16, 2020, at 6:42 PM, Diana Ascher via Adobe Document Cloud <[message@adobe.com](mailto:message@adobe.com)> wrote:

 Adobe Document Cloud



Diana Ascher has shared [Response to requests and status report.pdf](#).

You can also comment on it.

[Open](#)

|           |                              |
|-----------|------------------------------|
| SENT BY   | Diana Ascher                 |
| SHARED ON | 16-January-2020 06:42 PM PDT |

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—

Jean-François Blanchette, Associate Professor and Chair

Department of Information Studies, UCLA  
[pages.gseis.ucla.edu/faculty/blanchette](https://pages.gseis.ucla.edu/faculty/blanchette)

For scheduling meetings, please contact or cc:  
Andrew VanSchooneveld  
<[vanschooneveld@gseis.ucla.edu](mailto:vanschooneveld@gseis.ucla.edu)>

—

Jean-François Blanchette, Associate Professor and Chair  
Department of Information Studies, UCLA  
[pages.gseis.ucla.edu/faculty/blanchette](https://pages.gseis.ucla.edu/faculty/blanchette)

For scheduling meetings, please contact or cc:  
Andrew VanSchooneveld <[vanschooneveld@gseis.ucla.edu](mailto:vanschooneveld@gseis.ucla.edu)>

**Subject:** Data update

**Date:** Monday, April 1, 2019 at 3:31:36 PM Pacific Daylight Time

**From:** Diana Ascher <ascher@gseis.ucla.edu>

**To:** Gregory Leazer <leazer@g.ucla.edu>

**CC:** Anne Gilliland-Swetland <gilliland@gseis.ucla.edu>, Shawn Vancour <vancour@gseis.ucla.edu>, Jean-Francois Blanchette <blanchette@gseis.ucla.edu>

**Priority:** High

Hi Greg,

I just had a conversation with Shawn about the data for Anne, and wanted to make sure you know I've been pulling together data for a visualization to track students over time. I have a dataset of the graduates from 2015-2018 (n=175) and have current employment information on 145 of them. For those who work in public institutions (n=~35-40), I have salary data, as well.

The quality of the data acquired from various campus offices is not great. For example, data from Institutional Research and Grad Division don't always match. However, I think we can provide a sense of how recent graduates are faring in the job market. And I'm putting it all together in a visualization with corporate logos and a map. In the longer term, I hope to be able to track what experience and education students have coming into the MLIS, what courses and internships they complete while here, and what they end up doing when they depart. Right now, that data is spotty at best.

More importantly, I've crafted a survey for our graduates, which we may want to distribute via the Alumni Board, to gather more accurate data and to fill in the blanks on jobs in the private sector. For all of the graduate with whom I'm connected on LinkedIn, I also have their skills/endorsements, which we can use to match up to the course learning outcomes and to the data base of MLIS job descriptions I've collected over the 2015-8 time period. Again, this is not bulletproof data, but it does paint a picture.

As soon as I get the more complex visualizations completed, I'll share them with you. If there's anything you need immediately, please let me know, and I can see whether I have something that could be useful for you.

For the retention, time to degree, and work relevance for ALA, you can view the visualizations [here](#). Other visualizations I'm working on can be viewed [here](#) ← this isn't public, so you may not be able to see it; let me know. I'll be making some changes to these and providing a more useful link once I hear back from Jean-François on some changes he'd like me to make. The

Just wanted to keep you in the loop.

Best,  
Diana

**Diana L. Ascher, PhD, MBA**

Director, Information Studies Research Lab

Department of Information Studies

Graduate School of Education & Information Studies

University of California, Los Angeles

[ascher@gseis.ucla.edu](mailto:ascher@gseis.ucla.edu)

**Subject:** My draft email from Friday, June 21, 2019  
**Date:** Monday, July 29, 2019 at 2:17:45 PM Pacific Daylight Time  
**From:** Diana Ascher <ascher@gseis.ucla.edu>  
**To:** Marco Mascari <mascari@gseis.ucla.edu>  
**Attachments:** image001.png

Hi Marco,

Just wanted to give you an update on ElderTree. Apparently Anne had a similar experience to mine yesterday.

I was scheduled to receive a call from Morgan Trout at 2pm. I got to my desk five minutes before our meeting, but 2pm passed without a call from her. I checked my email, and saw that around 1pm (while I was in another meeting), she emailed me what I assume is the same document that caused concern among others, and asked if I were free at 3pm. I had another meeting scheduled at 3, so I scrambled to rearrange things, and sent her an email saying:

Hi Morgan,

We were booked for 2pm, which is the time you said you were available. Not a best practice to send material for review an hour prior to the appointment and ask to move the appointment, especially since my days are packed. The document you forwarded around 1pm today seems to ignore the complexity of what we need this website to accomplish, which concerns me. Please forward the sitemap and functionality specs so I can provide useful feedback.

Diana

She responded:

**My apologies!** The FAQ was created to navigate you through the research that Elder Tree has done on this project; where we are in terms of a timeline; what we've learned from the research; what we may need from teams at SEIS, and how we think things will improve once the project is complete.  
The purpose of our conversation is for me to learn what pages you manage and what content on those pages need to be updated or created.

So I sat there, having rescheduled my 3pm meeting, and she neither called, nor rescheduled. And she didn't send me the information I requested, either.

Not sure I want to reach out to her again, but I'm really worried after this experience. How much did we pay for this??

Is there anything you'd like me to do? Anne was pretty pissed.

D

**Diana L. Ascher, PhD, MBA**  
Director, Information Studies Research Lab  
Department of Information Studies

Graduate School of Education & Information Studies  
University of California, Los Angeles  
[ascher@gseis.ucla.edu](mailto:ascher@gseis.ucla.edu)  
*she/her/hers*



**Subject:** Re: Follow-up to Interview for Data Informatics Project  
**Date:** Wednesday, December 4, 2019 at 9:46:30 PM Pacific Standard Time  
**From:** Diana Ascher <ascher@gseis.ucla.edu>  
**To:** KEITH LOCANTORE <klocantore@g.ucla.edu>  
**CC:** carrimarie@gmail.com <carrimarie@gmail.com>

Dear Keith & Carrie,

Thanks for your email. I'm in NYC to give a talk on data ethics, and won't be back in the office until Monday. However, I would be happy to respond to additional questions via email.

I reviewed the notes, and have a few minor suggested changes. The first is just a spelling thing: I think you intend to use the term "extent," rather than "extant" in a few places. The second is that the data on alumni was collected as part of a personal research project over a period of five years. Only a small portion of this data was made publicly available, and this was done in aggregate.

Updates of note include (1) the pending distribution of an alumni survey that's now been vetted by members of the Alumni Board, and (2) a determination from the IRB that this project does not require IRB review/approval. We added the financial and demographic questions raised in our discussion (debt load, gender identity, ethnic identity) using guidance from organizations that advocate for inclusive survey methodology. We hope responses to the survey will yield helpful insights for the development of IS Lab resources and services, as well as curriculum and internship development.

I hope this is helpful. Again, feel free to send additional queries via email—I'll do my best to respond in time for your Monday deadline.

All best,  
Diana

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**From:** KEITH LOCANTORE <klocantore@g.ucla.edu>  
**Date:** Wednesday, December 4, 2019 at 5:23 PM  
**To:** Diana Ascher <ascher@gseis.ucla.edu>  
**Cc:** "carrimarie@gmail.com" <carrimarie@gmail.com>  
**Subject:** Follow-up to Interview for Data Informatics Project

Hi Diana,

I hope you are well.

We are finalizing our report and presentation for our data informatics project due this upcoming Monday. Attached are some notes that were taken during our interview several weeks ago.

We were hoping you would be able to review it to ensure that we have the correct information based on what you said during interview.

We also might have some things I would like to follow up on. If you have any time the next few days to discuss and clarify some of these questions that would be fantastic.

Thank You,

Keith and Carrie

**Subject:** Re: Updates and a request for guidance  
**Date:** Thursday, February 21, 2019 at 5:06:14 PM Pacific Standard Time  
**From:** Diana Ascher <ascher@gseis.ucla.edu>  
**To:** Johanna Drucker <drucker@gseis.ucla.edu>  
**Attachments:** image001.jpg

Hi Johanna,

Thanks for your email. We are feeling good about the progress, though we still have a lot to accomplish by the end of the academic year. I'm very grateful for the diligence of the IS Lab Staff, who approach each set of tasks with interest and gusto.

I just now received more detail about the poster printer, and I think it makes sense to take it in as a pilot project. As long as it pays for its upkeep, I think it would be viewed as a valuable new service. It's also not that large. It seems to be about the size of a large desk (see pic). If we decide it isn't worthwhile after the pilot, we can ask Marco to list it for sale. Drivers are available for updating, and reviews are mixed. However, Heath reports that it works fine. There was one cable replacement since purchase in 2014, and that fell under the 5-year warranty.



I do not miss ice sheets one bit! If it's any consolation, we've had quite a bit of damaging rain here. Nah, that can't be any consolation.....California is just great. Fortunately, it will be July in no time!

More soon,  
Diana

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**From:** Johanna Drucker <drucker@gseis.ucla.edu>  
**Date:** Thursday, February 21, 2019 at 12:36 PM  
**To:** Diana Ascher <ascher@gseis.ucla.edu>  
**Subject:** Re: Updates and a request for guidance

Diana,

What a wonderful, impressive, upbeat report!!! This is all fabulous. Wonderful to hear. I hope you are feeling



good about all this.

As far as the printer goes, it is probably a standing printer, not a table top? If so, it won't take up as much space as all that... the really hard issue is keeping the ink supplied. This is a non-trivial matter, as you know. If the printer isn't used, nozzles get clogged and ink dries out. If it is used, it is expensive. If one color goes, then it sometimes won't print at all.

But letting it be thrown out is silly. We could adopt it and see if / how it is used?

A thought would be to put it in the room that was used by the doctoral students, up on the 2nd floor across from Bob Hayes's old office if it is too big. Maybe not put it on the network? Do a direct connection by cable?

Did you check the model online in terms of ratings? Troubleshooting or known bugs? Is the software still available online? All that stuff...?

I miss California. This morning I had to wait for an ice sheet to melt before I could walk to the Library.

Cheers,

Johanna

On Feb 21, 2019, at 3:21 PM, Diana Ascher <[ascher@gseis.ucla.edu](mailto:ascher@gseis.ucla.edu)> wrote:

Dear Johanna,

I hope this email finds you well and keeping as warm as possible in New Haven! I've been putting together a laundry list of items to report, and would appreciate your guidance on the handling of a potential equipment acquisition that came up yesterday in the ITAC meeting.

I'm nearly finished with a draft of the IS Lab's Collection Development Policy, which will go to the ISC members for review, input, revision, and, finally, on to faculty. The ISC meetings have been very helpful, and I am grateful for that venue. In general, the mandate that guides decision making here in the IS Lab—and which rings in my mind ceaselessly—can be summed up by something Anne said in one of our early meetings (paraphrasing): **Increase the visibility of the IS Lab and the Department through delivery of services and support to faculty, students, and staff.** This mandate is very much in line with the goals and guiding principles of the UCLA Library, which I've adapted slightly in the pending Collection Development Policy to emphasize GSEIS:

| Goals  | Guiding Principles                     |
|--|--|
| 1. Play a visible, vital, and valued role in the | • Balance core services and innovation |

|   |  |
|---|--|
| <ul style="list-style-type: none"> <li>2. GSEIS and greater community</li> <li>3. Ensure effective access to information and resources</li> <li>4. Function as the heart that enables research to thrive</li> <li>5. Become a platform and catalyst for innovation in teaching and learning</li> <li>6. Develop a strong culture of engagement and leadership</li> <li>6. Provide excellent spaces for people to be productive</li> </ul> | <ul style="list-style-type: none"> <li>• Create and foster partnerships</li> <li>• Empower staff and coordinate efforts</li> <li>• Prioritize user-centric planning</li> <li>• Encourage assessment and feedback</li> <li>• Align with Department, University &amp; UC initiatives</li> <li>• Maintain a global and diverse perspective</li> </ul> |
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Our initiatives are progressing well. Here's a partial list:

- I've been working closely with Snowden on planning the Internship Fair. We are ahead of last year's schedule, and already have 29 sites registered. The communications and logistics have been scheduled and the IS Lab will be one of three spaces used for internship site tables.
- Our shelfread and barcoding initiative is nearly complete. In his web development course this Spring, Josh Gomez and his students will create a search interface tied to our new holdings database, making the collection more accessible to faculty, students, and staff than ever before! We're very excited about this accomplishment, as we will be poised to synchronize this database with the new LMS that the UC Libraries select and implement over the next two years. In the interim, we will be able to format the interface according to the new website design coming from Eldertree for seamless navigation.
- Reconciled and renewed subscriptions and memberships via EBSCO.
- Faculty interviews continue, and I'll be putting together a report of findings to submit to ISC and then to faculty, which should shine light on the varying opinions folks seem to have with respect to the role of the IS Lab.
- Workshop development continues, as well. We've offered a handful of workshops already (Shelfreading, Intro to the IS Lab Media Space, Film Handling, Film Inspection & Preparation, Archival Preservation, ContentDM, MySQLite, Sound Technologies & Society Audio Transfer, PhD Student Research Introduction) and are working on several others using a continuing education and training framework that aligns learning objectives with measurable outcomes. One that is nearly ready is on accession and digitization. And, of course, the three workshops preceding the Internship Fair are nearly finalized: My Resumes & Cover Letters and Snowden's Crushing It.
- Course reserves are being used by students, and we are now preparing to provide a single copy of a majority of the readings for Spring term. This has been labor intensive, but will be less so once the foundational articles are added to the database and the binders.
- I've been organizing a massive Zotero library, which I intend to integrate with the course reserves offerings. When it's ready for prime time, we'll offer a Zotero workshop to introduce this shared library to faculty, students, and staff.

- I met with the first-year PhD students after their recent workshop (per Anne's request) led by Diane Mizrahi. Their interests and vision for the IS Lab will be included in the report comprising faculty, student, and staff findings.
- We've provided the following software on request by various faculty: ContentDM, MySQLite, ArchivesSpace (with server), RDA Toolkit, Cataloger's Desktop. Working on an additional request for Springshare Libguides, as well as scheduling workshops on Descriptive Cataloging, Bibliography, .
- Provided/providing periodic instructional support to faculty, including Kathy Carbone, Dino Everett, Jonathan Furner, Josh Gomez, Greg Leazer, Leah Lievrouw, Luiz Mendes, Ellen Pearlstein, Rose Roberto, Gregg Rugolo, Shawn VanCour, and Ginny Walter.
- Provided/providing periodic advisory and research support to students (long list, but happy to report that people are referring one another to me for assistance!)
- Joined the LAUC Librarian of the Year Committee and presented info on its behalf to FEC.
- Gathering and visualizing departmental data for the 8-year review and the follow-up materials for ALA. It's shaping up nicely, and I'll share it with you as soon as I have all the data from the various campus entities.

I hope this list of activities provides a glimpse of the many ways the IS Lab Staff and I are contributing to enhanced visibility for both the IS Lab and the Department. Next quarter, we plan to focus on communication efforts to let the community know what the IS Lab has to offer and increase engagement.

Bearing this in mind, I'd appreciate your thoughts on ITAC's suggestion that the poster printer, which currently resides in Moore Hall, should be moved to the IS Lab. I have not yet seen the printer, but from what I understand it is very large. Apparently, the investment to purchase the printer was significant (in the thousands of dollars), and the decision has been made that ETU will no longer provide post printing services. Basically, if we don't take it, the printer will be a lost asset.

I'm torn on this issue, because having the Hayes Collection materials in the back of Zone A for a few weeks created a noticeable infringement on the space available for students. Fortunately, we've finished cataloging almost everything we received when Facilities cleared out Bob's office, and that space is accessible again. (Next week our database of Hayes items will be compared against the UCLA Library catalog so we will know what materials are unique holdings that should be accessioned into our collection; the duplicate items may be offered at a book sale, with proceeds going toward printer paper. You can view the collection [here](#) – this hasn't been shared with anyone else yet.)

I'm just not sure that the poster printer's space requirements are offset by the benefits of having the ability to offer poster printing capabilities here in the IS Lab. From what I understand, printer use is low—about 75 posters printed last year. However, student representatives on ITAC said most people are unaware of the existence of the printer, and use would increase were we to

promote a poster-printing service. Marco suggested several different models for offering the service, including fee per poster (could be integrated into the PaperCuts payment system) and sponsored printing (some fund underwriting free printing for GSEIS students). I've asked Marco and his team for specifications on the space required to house the printer—apparently one must have space to access all sides of the printer—and a record of the costs of ongoing maintenance. I'll forward this information as soon as I receive it, but I thought I'd get your take on this before people get too excited about offloading a giant piece of equipment on the IS Lab.

Another facet of this decision may be whether the poster printer is used for promotional campaigns in addition to conference posters. This prospect would support the mandate of increasing the visibility of the IS Lab and the Department of Information Studies. For example, we could create banners and posters to display in the front windows of the building and along the hallways, as well as at conferences and other public events. However, there are other resources on campus we could tap to meet this need. As you can imagine, I just want to make sure that we are using space in the best ways possible. What do you think?

Best,  
Diana

**Diana L. Ascher, PhD, MBA**  
Director, Information Studies Research Lab  
Department of Information Studies  
Graduate School of Education & Information Studies  
University of California, Los Angeles  
[ascher@gseis.ucla.edu](mailto:ascher@gseis.ucla.edu)

**Subject:** Update on inspection and prep items  
**Date:** Monday, October 14, 2019 at 9:54:18 AM Pacific Daylight Time  
**From:** Diana Ascher <ascher@gseis.ucla.edu>  
**To:** SHAWN VANCOUR <svancour@ucla.edu>  
**Attachments:** image001.png

Hi Shawn,

Hope you had a relaxing weekend and that the air quality hasn't been too brutal for you. Just wanted to provide an update on where we stand with the items you requested I order for audio tape inspection and preparation. I've put a flip-top archival box in Zone C, marked "Audio Maintenance," which contains the following:

- 1/8-inch audio cassette splicing tape
- Isopropyl alcohol
- Q-tips
- Demagnetizer
- Ferro paper (if it doesn't work, we'll buy the magnetic viewer)
- Record brush
- Cleanser
- Microfiber cloths

We've also put the book you requested on reserve in the course reserves area.

One outstanding item is the 1/8" splicing block. It has been ordered, and I am just awaiting its delivery. I'll let you know as soon as it arrives.

Best,  
Diana

Diana L. Ascher, PhD, MBA



**Subject:** Re: the website email  
**Date:** Friday, June 21, 2019 at 5:14:17 PM Pacific Daylight Time  
**From:** Diana Ascher <ascher@gseis.ucla.edu>  
**To:** Justin Scott <jmscott@ucla.edu>

I agree with you! This is terrible. I've been through a good number of website development and redesign projects, and I've never seen such refusal to share details of the project along the way. I wonder how the milestones were scoped and whether they have met any of them. I also know that I will not be picking up the slack. I hope you don't get roped into it, either. Anne said she wasn't going to let ElderTree touch any of her faculty pages, lol. And that update document was pathetic. I was tempted to call Pam (the woman we first spoke with several months ago), because I feel like she'd be appalled at her colleague's behavior, but I didn't pull the trigger on that.

I'll cc you on a heads-up note to Marco and JFB. Haven't scheduled with Olivia yet, but maybe I'll send her an invitation for next week.

Hope you have a great weekend~

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**From:** Justin Scott <jmscott@ucla.edu>  
**Date:** Friday, June 21, 2019 at 4:13 PM  
**To:** Diana Ascher <ascher@gseis.ucla.edu>  
**Subject:** Re: the website email

Wow! What a mess. JFB sent a pretty scathing response to my email to Marco-- it sounds like he had a bad experience with them as well. He called out the FAQ for being useless, too. I would definitely let Marco and/or JFB know, you can mention maybe we had talked and you just wanted to express your own concerns or something? I'm almost tempted to go straight to Olivia but I think that's more for Marco to do, but I'm not sure. (did you ever have your lunch with Olivia? Might be a good time to bring this up...)

I would've made this much progress in 6 months for \$50,000 easy. ;) Last I heard is they pushed through a \$100,000 invoice, designed to go right to the penny that would trigger an automatic bidding process.

I hate to admit but this is going as bad, and possibly worse, as all of the other redesigns and this is the one that was supposed to be done "right" because of having professionals working on it. ha!

On Fri, Jun 21, 2019 at 4:01 PM Diana Ascher <[ascher@gseis.ucla.edu](mailto:ascher@gseis.ucla.edu)> wrote:

Hi Justin,

Just wanted to give you an update on ElderTree. Apparently Anne had a similar experience to mine yesterday.

I was scheduled to receive a call from Morgan Trout at 2pm. I got to my desk five minutes before our meeting, but 2pm passed without a call from her. I checked my email, and saw that around 1pm (while I was in another meeting), she emailed me what I assume is the same document that caused your concern, and asked if I were free at 3pm. I had another meeting scheduled at 3, so I scrambled to rearrange things, and sent her an email saying:

Hi Morgan,

We were booked for 2pm, which is the time you said you were available. Not a best practice to send material for review an hour prior to the appointment and ask to move the appointment, especially since my days are packed. The document you forwarded around 1pm today seems to ignore the complexity of what we need this website to accomplish, which concerns me. Please forward the sitemap and functionality specs so I can provide useful feedback.

Diana

She responded:

**My apologies!** The FAQ was created to navigate you through the research that Elder Tree has done on this project; where we are in terms of a timeline; what we've learned from the research; what we may need from teams at SEIS, and how we think things will improve once the project is complete. The purpose of our conversation is for me to learn what pages you manage and what content on those pages need to be updated or created.

So I sat there, having rescheduled my 3pm meeting, and she neither called, nor rescheduled. And she didn't send me the information I requested, either.

Not sure I want to reach out to her again, but I'm really worried after this experience. How much did we pay for this??

Do you think I should let Marco know? Anne was pretty pissed.

D

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**From:** Justin Scott <[jmscott@ucla.edu](mailto:jmscott@ucla.edu)>  
**Date:** Wednesday, June 19, 2019 at 8:15 PM  
**To:** Diana Ascher <[ascher@gseis.ucla.edu](mailto:ascher@gseis.ucla.edu)>  
**Subject:** Re: the website email

Hey-- nope, I haven't seen anything. I've been kept totally out of the loop which is fine (and in a way preferred, I've done this before and it's awful) unless it somehow comes back on me/us/whoever that somehow "we" dropped the ball because Eldertree promised we'd have a website by August. I was kind of assuming as part of this call I would see something, but it honestly went pretty bad. When it was obvious I stumped her on my first question she started making excuses and saying she had just been hired on the project a month ago and was still getting familiar with it. It was pretty bad. I think the whole call was less than 5 minutes, partly because I think she wanted to talk to me about "my page of responsibility" and when I didn't have one specific page she had no idea what to talk to me about. Any specific question I asked I could tell sailed over her head, it was the complete opposite experience to talking to the first woman back in January, which I thought went quite well. (but obviously didn't if it's 6 months later and we have almost nothing to show for it)

Last I heard Hector was setting up a development server for them that'd be done by today. I'm not sure if anything actually exists beyond the wireframes, to be honest. There's no way to take this to production by August unless there's a LOT that's magically happened behind the scenes that no one is talking about. (end of August maaaaybe if they want to drive the staff insane and then launch an incomplete site, which is

always a possibility).

Justin

On Wed, Jun 19, 2019 at 7:18 PM Diana Ascher <[ascher@gseis.ucla.edu](mailto:ascher@gseis.ucla.edu)> wrote:

Hi Justin,

Wow. Thank you SOOOOO much. I'm supposed to speak with a woman from Eldertree tomorrow about content.

Have you seen the site at all? I keep hearing talk about it but no one has said they've actually seen it.

D

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**From:** Justin Scott <[jmscott@ucla.edu](mailto:jmscott@ucla.edu)>  
**Sent:** Wednesday, June 19, 2019 6:12:08 PM  
**To:** Diana Ascher  
**Subject:** the website email

Hey Diana-- just wanted to let you know that I sent you a bcc on my email to Marco and JFB about the site mainly as a head's up that the site redesign looks to be a mess and I'm sure that the lab staff would be seen as an easy place to pick up "free labor" to clean up after Eldertree. I know it'd put you in a rough position but I wanted you to least have a head's up.

Justin