

# CENTRAL BULLETIN

## President's Message

By Larry Olszewski, President 2003 - 2004

OCLC Library & Information Center

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## After All the Renaming Fuss

In a strategic move to more appropriately reflect its vision and mission, the SLA Board of Directors recently made the decision for the Special Libraries Association to operate publicly using its acronym in place of its extended name. The Association will continue to operate legally and financially as "Special Libraries Association." The change to "doing business as" SLA occurred after the concern was raised that many information professionals outside the United States and Canada are confused by the concept of a "special library" and hesitate to connect with or join SLA.

## New SLA President and Board

Pam Rollo is the new President-Elect of SLA. Rollo is the founder of Collaborative Consultation Inc., of New York City. Her experience includes professional positions at LexisNexis, Library for the Americas, and Credit Suisse First Boston. She currently serves on the Board of Directors as the Division Cabinet chair.

Others elected to the SLA Board of Directors for the 2004/05 Association year are:

Chapter Cabinet Chair-Elect: Patricia Cia, Teck Cominco Ltd., Vancouver, British Columbia.

Division Cabinet Chair-Elect: Trudy Katz, MasterCard International, Purchase, New York.

At-Large Directors: Susan Klopper, Emory University, Atlanta, Georgia; and Dan Trefethen, Boeing Corporation, Seattle, Washington.

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Deadline dates for articles and information contributions to future newsletters.

### June 18, 2004:

[July 2004 newsletter.](#)

It is with regret that I tell you the July newsletter will be my last. My husband and I will be first-time parents in late September. I feel I will not have the extra time and energy that is needed to create the newsletter.

I wish to thank Connie Ostrove, Larry Olszewski, Mary Lynn Banish and everyone else who has contributed to the newsletter and made me proud to be the editor.

If you are interested in the editor position, please contact Mary Lynn Banish @ [mary.banish@abbott.com](mailto:mary.banish@abbott.com).

Sincerely yours,

Kathleen Hipes, Editor

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### Coming Up...

April 30 . . . *Managing and Working in the Collaborative Environment: Techniques and Technology to Make Collaborations Easier*, workshop led by Dr. Mary Stansbury, Kent State University and sponsored by ASIS&T and SLA of Central Ohio.

May 12 . . . CO-SLA annual business meeting at Ann and Tony's.

June 5-10 . . . 2004 Annual SLA Conference, Nashville, Tennessee, "Putting Knowledge to Work."

More information about these programs will be found in this newsletter.

Finally, this is my last message to you as President of the Central Ohio Chapter of SLA. It was a rewarding experience and a fun year, with a series of exciting programs that culminated in the grand 40<sup>th</sup> anniversary celebration. I want to thank all of you for the opportunity of serving you over the past year and I encourage you to support Mary Lynn Banish as you did me. I look forward to remaining involved in the chapter as past president. ❁

## SLA Leadership Summit 2004

By Mary Lynn Banish, President-Elect  
Ross Products Division, Abbott Laboratories  
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This year, I had the opportunity to attend the SLA Leadership Summit in Albuquerque, New Mexico. It was a very exciting and informative experience. Along with the general leadership topics of determining communication styles of individuals, providing exceptional customer service, and conducting meetings, I also had the opportunity to conduct Chapter Cabinet and SLA business and network with other chapter leaders in various sessions.

I learned some new techniques and reinforced others in the general leadership sessions I attended. The keynote speaker for this event was Ann Rhoades who is an executive office for JetBlue Airlines. She shared with us JetBlue's motto: "Find a Way to Yes!" Through a variety of examples, Ann showed us when a company truly cares about employees; employees tend to care more about the customers leading to customer loyalty. She also provided steps for organizations to become more people centric. It provided me with a great opportunity to reflect on how I handle client requests and what is and is not within my control. Other general leadership sessions I attended included identifying and tailoring presentations to your audience's communication styles and learning about Robert's Rules of Order when conducting formal meetings. These sessions were very informative and I learned a lot.

Chapter business included sessions on program planning and pricing and marketing our programs. For these sessions we were assigned to tables with other chapter leaders who share our issues. I was assigned to a table with the Rocky Mountain, Western Canada and Maryland chapters.

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Although our geographic area covers 36 counties, the Western Canada Chapter covers 2.6 million square miles! As a group, we shared our successful events, which tended to be more social in nature and other programming ideas such as using the V-paks available through SLA, getting all of the programming done for the year ahead of time (like in January) vs. throughout the year, technology days and membership recruiting meetings. Many were impressed that our overall costs for meetings (excluding professional development workshops) were relatively inexpensive. I explained in some cases we are able to get corporate sponsorships for meetings (e.g. the lunch sponsored by Central Business Group, refreshments provided by Ross Products Division) and being able to hold meetings and workshops at OCLC, Chemical Abstracts and LexisNexis. Many thought that these places were a great asset for our chapter and impressed that all we usually have to do is ask.

After these sessions, Brian Weisman from SLA showed us the Communities of Practice area of the new website (<http://cop.sla.org/COP/>) that is available for every SLA member. This is another resource provided by SLA in an attempt to network with your peers and get ideas and solutions for various issues. For a community, there is the requirement of having a facilitator, which can be anyone not just a person in chapter leadership. We were reassured that this would not replace listservs right now, but would be another resource for people to go to and use. If you are interested in becoming a facilitator or want more information, follow the link above and take a look!

The Chapter Cabinet meeting had some lively discussions regarding membership dues and “Doing Business As SLA”. James Manasco, President of the Kentucky Chapter, brought a recommendation for the chapters to consider proposing to the Board (and ultimately the Finance Committee) to investigate an alternative membership and dues structure. The Kentucky chapter was finding a drop in membership recruitment and retention because of the cost to join SLA. In the document sent to the Board, examples of alternatives were listed, but the chapter did not want the Finance Committee to limit their investigation to just those in the document. After some discussion, the proposal was voted on and passed to the Board. The other discussion centered on the defeated name change in June. Ethel Salonen wanted the Chapter and Division Cabinets to discuss the possibility of “Doing Business as SLA” (just the acronym and not Special Libraries Association). After a long discussion, many people thought it was fine to “do business as SLA”. Since this was just to be a discussion to find out what the representatives thought, no vote was taken.

The Summit was a great venue for learning, networking, refining leadership techniques and getting an idea of what goes on within the larger organization. Since this was my first Leadership Summit, I found it to be a great learning experience as well as being fun. I encourage anyone in the Chapter who is interested in becoming a Chapter leader (remember we will be needing a President-Elect to vote on in May) to attend the SLA Leadership Summit! ❁

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## Knowledge Management Workshop

By Mary Lynn Banish, President-Elect  
Ross Products Division, Abbott Laboratories  
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LexisNexis graciously hosted *Knowledge Management: Dimensions and Tensions*, presented by Dr. Thomas Froehlich from Kent State University on March 18, 2004. His presentation for this workshop provided an overview of the different aspects of knowledge management. This includes understanding the difference between tacit knowledge (an employee's specialized "know-how" for their job), latent knowledge (potential knowledge) and explicit knowledge (articulated, already known knowledge). Part of what knowledge management does is to make tacit and latent knowledge more explicit so that organizations do not waste time and resources doing things that have already been done or lose clients or relationships because a particular employee left the organization. He also went into detail on other areas of knowledge management such as establishing communities of practice, best practices, the knowledge of management versus the management of knowledge.

Dr. Froehlich did mention a couple of resources pertaining to knowledge management if you are thinking about this type of initiative for your organization. The first is <http://www.km.gov> by the federal government. This site contains many links such as courses available in knowledge management, special interest groups and links to full text journal articles. Another resource that can help you plan for knowledge management in your organization is the book, *Frid Framework™ for Enterprise Knowledge Management: A Common KM Framework for the Government of Canada* by Dr. Randy Frid (2004). For those who are interested, Dr. Froehlich's presentation is available on the CO-SLA website on the Features page. ❁

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## Now It's Your Turn!

By Mary Lynn Banish, President-Elect  
Ross Products Division, Abbott Laboratories  
[mary.banish@abbott.com](mailto:mary.banish@abbott.com)

The 2003-2004 CO-SLA Chapter Membership Survey has been sent to you through the CO-SLA listserv. The purpose of this survey will be to evaluate the programs for the 2003-2004 year, generate ideas for the 2004-2005 year, and evaluate Chapter communications along with determining our Chapter's demographics. This is an opportunity for you, the membership, to let your chapter leaders know how we are doing in planning programs and communicating to you. For anyone not on the listserv, please contact me at 614-624-3978 or email: [mary.banish@abbott.com](mailto:mary.banish@abbott.com) and I will make sure you get a copy. The deadline for responses will be **April 30, 2004**. I will report the results at the May Annual Business meeting on May 12 at Ann & Tony's Restaurant.

Thank you for your feedback! ❁

## Welcome New CO-SLA Members

Submitted by Kathleen Whitt, Membership Chair  
Battelle Memorial Institute  
Technical Information Center  
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Andrew R. Whitis  
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Richard Wisneski  
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## Calendar of Events

**April 23:** CO-SLA has been cordially invited to SLA Cleveland Chapter 2004 Betty Burrows Seminar entitled:  
*Making Our Hard Work Count: Demonstrating Our Value with ROI.*

**Speaker:** Bill Fisher, a professor with the School of Library & Information Science at San Jose State University.

**Location:** Kent State University

**Time:** 9:00 a.m. - 4:00 p.m.

**Cost:** Member: \$50.00

Student, Retired or Unemployed

Member: \$40.00

Non-member: \$60.00

**Registration Deadline:** April 19, 2004.

**Questions:** Sally B. Fell @ 440-871-2663 or  
[sally.fell@il.proquest.com](mailto:sally.fell@il.proquest.com).

**April 30:** Joint CO-SLA and CO-ASIST presents workshop entitled:  
*Managing and Working in the Collaborative Environment: Techniques & Technology to Make Collaborations Easier.*

**Speaker:** Dr. Mary Stansbury, Assistant Professor at Kent State University's School of Library and Information Science.

**Location:** OCLC, Smith Auditorium.

**Time:** 8:30 a.m. - 12:00 noon.

**Cost:** Members of ASIS&T & SLA: \$35.00

Non-members: \$45.00

**A \$ 5.00 DISCOUNT IS APPLIED IF PAYMENT IS RECEIVED BY APRIL 15<sup>TH</sup>.**

A brief CO-SLA business meeting will be afterward.

**Questions:** Ginny Browne @ 614-761-5217 or  
[browneg@oclc.org](mailto:browneg@oclc.org).

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## Calendar of Events Continued

**May 12:** Annual CO-SLA meeting.  
**Location:** Ann & Tony's Restaurant, 211 E. Main St., West Jefferson, OH 43162.  
**Time:** 6:00 p.m. - 9:00 p.m.  
**Questions:** Mary Lynn Banish @ 614-624-3978 or [mary.banish@abbott.com](mailto:mary.banish@abbott.com).

**June 5-10:** SLA Conference 2004.  
**Location:** Gaylord Opryland Hotel, Nashville, TN. [www.sla.org/nashville2004](http://www.sla.org/nashville2004).  
**\*Early Bird Registration ends May 1, 2004.**

**August 1-3:** 2004 OLSSI Institute.  
Location: TBA  
[www.olssi.lib.oh.us/](http://www.olssi.lib.oh.us/)