

FCC/SLA Bulletin

Winter 2003

An update from the Fairfield County Chapter of the Special Libraries Association

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A Message from the President

Dear Colleagues,

What an eventful time in our Association! As our professional roles change and corporate libraries close, our organization is facing a crossroads. Do we continue down the same path hoping to remain relevant to current and future members or do we modernize our image and our vision?

Cindy Geremia and I attended the SLA Winter Conference in New Orleans in January and came back inspired and excited about the long-term potential for the Association. We participated in several strategy sessions to help define the future of our group. SLA is working hard to maintain current members while exploring ways to expand opportunities. At the same time, some of the news we heard was of great concern. For example, membership in SLA declined almost 10% from 1997 to 2001.

We see these same dynamics reflected in our own Chapter and, in some ways, we may be leading the way. During those same years, Fairfield County Chapter membership fell almost 22%. Looking at the number of libraries that have closed or downsized in our area, it's easy to understand these numbers, but hard to accept them.

SLA is aware of the critical issues we face and is showing strength of leadership in addressing them. How?

- Proposing a name change for the organization that will help us to expand our roles and membership beyond the traditional special library walls
- Developing a new "brand" for the Association
- Reviewing and redefining our mission and our vision
- Changing the governance structure of our Chapters and Divisions

Cindy and I were fortunate to be able to hear a presentation by Stephen Abrams for the Branding Taskforce that outlined the rationale for changing the name of the Special Libraries Association. Stephen's arguments were cogent, thoughtful, and persuasive. Many attendees who had come to the conference firm in their opposition to a new name developed an open enthusiasm for the concept of creating a new brand.

In Stephen's words, our brand is broken. The word "special" has come to mean "special needs" and suggests programs like special education and the Special Olympics. Executive management and other people do not understand who we are and we need to fix that.

The Taskforce has proposed two new names for consideration. One of these is SLA – just the letters, not Special Library Association. The other choice is Information Professionals International. It was acknowledged at the meeting that people may not be happy with these choices, but they were derived through a lengthy process including surveys of the membership. Since this issue has been under study for so long, it was deemed more important to move ahead with a simple vote than to continue to drag out the discussion.

A PowerPoint version of Stephen's presentation is available on the SLA site along with

Continued on p. 4

Safeguarding Our Patrons' Privacy: The USA PATRIOT Act Videoconference

December 11, 2002

On December 11, 2002, WCLC organized a videoconference at the Norwalk Community College on "Safeguarding Our Patrons' Privacy: What Every Librarian Needs to Know About the USA PATRIOT Act & Related Anti-Terrorism Measures". In an innovative twist on sponsorship, the Fairfield County Chapter provided dessert and beverages for attendees. Despite inclement weather, this topic drew a good turnout of both public and special librarians.

Panelists for this discussion were attorneys Tracy Mitrano, Policy Advisor for Cornell University, and Thomas M. Sussman, Partner, Ropes and Gray, Washington, DC; and librarians Gary Strong, Director, Queens Borough Public Library, and James Neal, Vice President and University Librarian, Columbia University Libraries.

Following brief opening statements, these panelists provided an analysis of the PATRIOT Act, and an assessment of the Attorney General's Guidelines expanding the investigative powers of the FBI, and the new Homeland Security Act. It was interesting to learn that the name of the law is actually an acronym. The full name is "Uniting and Strengthening America by Providing Appropriate Tools Required to Intercept and Obstruct Terrorism".

This Act is quite vague: It lacks definitions of certain terms, such as "content", enabling the FBI to interpret as it sees fit (as one of the speakers noted, the FBI "is not likely to apply narrow standards to terms"). The Act also allows for the investigation of computer-based activity, even if no terrorism-related intent has been exhibited. It allows the seizure of any existing records, including computer use logs, patron records, or electronic reference communications. These legal orders are produced and signed by undisclosed parties, and the

library is not free to inform the public that such an order has been received.

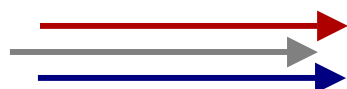
This isn't the only legislation or policy that has been impacted. The Freedom of Information Act has been altered by the Homeland Security Act; because of this, it is now more difficult for the public to obtain information on people or businesses that have been the focus of investigations. Hence, the public's right-to-know has been significantly limited.

How do we react if we're approached by investigators? What is our legal obligation as a representative of the library and as an individual?

The panel gave recommendations, and emphasized this advice several times during the discussion. If a search warrant is presented, we must allow investigators to conduct their search. However, if a subpoena is served, we should refer the document to the library's legal counsel immediately.

It was strongly suggested that libraries be proactive and establish a policy for staff to follow should any of these scenarios arise. It should be clearly communicated that if no legal paperwork is presented, the staff should not hand over materials or give any type of information. Without legal paperwork, the request does not have to be honored on the spot. Staff should, however, contact their supervisor to have the request moved upward to legal counsel as quickly as possible. The panelists stressed that it's important for libraries to know that they have legal rights to review and challenge any subpoena. This, too, should be part of the library's policy.

One very important point that was raised during the conference is that these laws and regulations apply to private libraries as well as public. As librarians, we all need to be prepared.



Save the Dates!

More details for both of these meetings will be available shortly.

Watch for your announcement or check our website:

<http://www.sla.org/chapter/cffc/>

april **23rd**

On April 23rd Anne Caputo of Factiva will present *Perception is Reality: Creating and Executing A Good Elevator Speech and Other Successful Marketing Techniques*. Purdue Pharma (Stamford, CT) will host this meeting.

may **20th**

On May 20th, we have the honor of hosting Cynthia Hill, SLA President-Elect. We'll also elect our Executive Board for 2003-2004, and conduct our annual business meeting.

We want to know what you think!

The Special Libraries Association is considering a name change. This very important issue will be discussed over the next few months and voted on at the Annual Conference.

In the meantime, the Fairfield County Chapter is conducting a very brief survey to assess our members' attitudes on this issue. Your response would be greatly appreciated and will be kept confidential. The survey takes less than a minute to complete, and must be submitted by March 31, 2003.

Please [click here](#) to register your opinion.

Be sure to read about this important issue in the President's Letter on page one of this issue. Thank you for your participation!

Welcome New Members!

Ms. Barbara Bentley
Cummings & Lockwood LLC
Information Center
Four Stamford Plaza
Stamford CT 06902
Phone: 1-203-351-4375
e-mail:
bbentley@cl-law.com

Mr. Matt Finn
Lexis-Nexis Enterprise
Group
125 Park Ave., 22nd fl.
New York NY 10017
Tel: 212-370-7420
e-mail:
matthew.finn@lexisnexis.com

Ms. Barbara A. Ekelund
Deloitte & Touche
10 Westport Rd.
Wilton CT 06897
Tel: 203-761-3051
e-mail:
bekelund@dtus.com

Congratulations!!

Barbara Bentley accepted a position in December 2002 with Cummings & Lockwood as a Reference Librarian in the Information Center at Stamford, CT. Prior to joining Cummings & Lockwood, Barbara contracted for a few months with Gartner Group as an Information Specialist in their Information Center — Worked part-time as a Reference Librarian at Greenwich Library — moved back to San Francisco, California, and contracted with Accenture as a Research Analyst in their Knowledge Management Network. Barbara graduated from Southern Connecticut State University with an MLS in 2000 after completing an internship in the Exploratorium Science Museum's Learning Studio in San Francisco, California.



Raquel Fereres-Roder of Purdue Pharma was promoted from Supervisor, Library Electronic Services to Electronic Resources Manager in January 2003. Raquel has been with Purdue since 2000. Prior to joining Purdue, Raquel worked and developed special exhibitions at the Bruce Museum in Greenwich, Connecticut. She also worked for the Thomson Group (IAC) in London as well as other electronic information providers in Europe. Raquel holds a Master's Degree (MSc) in Electronic Information Management from Sheffield University, England.



Greenwich Library appointed **Barbara Ormerod-Glynn** as the new Head of Resources Management in November, 2002. In recent years, Barbara was the database Contract Manager for Credit Suisse First Boston, managed the Stamford-based Marakon Associates Research Group, and conducted competitive intelligence and market research for The Investext Group. For 19 years, she managed the Morgan Stanley Library Research Group.



After more than 19 successful years of service as an Information Scientist with American Cyanamid (now Cytec) in Stamford, **Ms. Eve Mountford** has taken an early retirement and has moved south to New Orleans.

During her career at Cytec, Eve says there was "never a dull moment with constant change and lots to learn!" She enjoyed working with research chemists, engineers, and patent lawyers, as well as being with fellow SLA professionals. Eve liked being an active member of SLA; she played an instrumental role in the association and took on a leadership position as the FCC/SLA Chapter President.

Though she misses colleagues at Cytec and SLA professionals, retirement has provided her with the opportunity to enjoy her family. She moved to New Orleans this winter so she could spend more time with her beautiful granddaughter, and of course enjoy the warm weather there also.

All of us wish Eve good luck and a happy, fulfilling retirement!



Editor's Corner

Thanks for your notes of appreciation and positive feedback on the first issue of our new bulletin. As promised, we will continue to provide you with insightful news items and programs that we feel will be of interest to you. But to keep the bulletin alive, we want to give you the opportunity to tell us what you want to read, so please continue to call with your ideas and input.

Please contact: Josephine.Ndinyah@pharma.com or call (203) 588-8166.

Hope you enjoy this issue of our Chapter bulletin.

Thank you.

Josephine Ndinyah
Editor/Content Manager

In Memoriam

Nancy Hennen

Nancy Hennen passed away on December 20, 2002 at age 70. She resided in Norwalk and Killingworth Connecticut. Nancy graduated from Skidmore College. She was a research librarian at Greenwich Associates, before retiring in 2000. Previously, she was a researcher at Leading National Advertisers.

Nancy was an SLA member for over 40 years, joining in 1960. During her life, she was a member of the Fairfield County Chapter, New York Chapter, Connecticut Valley Chapter, Business & Finance Division, and the Advertising & Marketing Division. Nancy was well known and respected among colleagues in our Chapter. She frequently attended Chapter meetings and will be deeply missed.

Nancy was an avid sailor, gardener, and participant in her local church.

Memorial donations may be sent to Emmanuel Episcopal Church, P.O. Box 686, Killingworth, CT 06419.

President's Letter (from p. 1)

supporting documentation. I urge every member to look at this important information and to participate in the discussions going forward. Here is a link to the information: <http://www.sla.org/content/SLA/assocbrand/index.cfm>

In addition to the material on the website, Stephen will be the guest speaker at the New York Chapter meeting on May 6 and we are invited to attend. I will forward details when they are available. If you are able to attend this meeting, I think you will find it well worth your while.

In the meantime, what can you do?

- Participate in a very brief survey our Chapter has created to let us know where you stand on this issue. [Click now!](#)
- Read the material on the SLA website.
- Send your comments to our Chapter discussion list. [FCC discussion list](#)
- Look for the April issue of Information Outlook which will have more details.

One important point to understand is that the vote for this change will take place at the SLA Annual Conference in New York. In order to vote, you must be present at the business meeting. As a member of SLA, you can attend the business meeting without registering or paying for attendance at the conference. Procedures to accommodate non-registered members will be announced.

As if this weren't enough to think about, we had brainstorming and strategy sessions in New Orleans on several other major issues. Among these was a review and reconsideration of our Mission and Vision statements. This session was capably led by our own Christine De Bow Klein and many useful ideas were contributed by the participants.

In another area, SLA is also moving toward a simpler form of governance. This change will do away with Chapter and Division by-laws. Instead we will adhere to a simplified Model Chapter Governing Document supplemented by a uniform set of Practice Guidelines. If you are interested in reading more about this change and other events at the Winter Conference, see the Leadership section of the SLA website.

<http://www.sla.org/content/leadership/resource/ldi/LeadershipSummit2003.cfm>

This has been a very long letter, but the issues are so critical to us as professionals that I wanted to communicate as much to you as possible. Please continue to be aware of these issues and to register your opinions. It is a time of great opportunity for us and it's important that we have full participation.

Best regards,

Kathryn Walsh
President, FCC/SLA

A Student's View: The MLS Distance Learning Program at Syracuse University

by Cynthia C. Proctor

I am currently a student earning my MLS degree through the distance-learning program at Syracuse University. My graduation in May 2003 will cap almost three years of distance study via the Internet. I chose Syracuse's MLS program for three reasons: 1) national reputation, 2) its distance learning opportunities, and 3) the diverse curriculum. The program has proven to be quite challenging, extremely rewarding - and fun. Though professors and fellow students are not quite "next door," distance students do have virtual access to the same resources, nationally recognized faculty, and courses as on-campus students. Clearly, we also have the added benefit of performing our studies and "attending" class when it suits our schedule. The structure and flexibility of the distance program combined with the diverse/cutting edge curriculum and top-notch faculty really contributed to the positive experience I have had with Syracuse University's MLS distance learning program.

Syracuse University's School of Information Studies centers its educational goals around its mission to educate information professionals to meet the technological and information needs of users in the 21st century. Its MLS curriculum places an emphasis on effective information management and use of information technologies. Additionally, identifying and meeting the needs of users is a predominant theme throughout all of the program's courses. The diversity of the curriculum is illustrated by courses in subjects ranging from information architecture, database design, digital libraries, and data mining to offerings in youth services, storytelling, strategic planning for information organizations, etc. For those interested in special libraries, specialized research areas, such as biomedical, business, scientific and legal, are covered. The following is a link for those who want to learn more about the program's requirements and curriculum:

http://www.ist.syr.edu/academics/graduate/mls/mls_curriculum.asp

Syracuse University recognizes the importance of making distance students feel like they are a part of the school's student community. Its emphasis on limited residencies helps to achieve that goal. All MLS distance-learning students begin the program with a required 9-day residency in Syracuse in July. Housing is provided in campus dorms. The residency includes two introductory courses as well as an orientation to the school and hands-on instruction to facilitate the online work performed at home. The residency classes, broken into small groups, allow students to meet each other and form bonds that last throughout and beyond the duration of the long distance study program. My group included students who live in Alaska, Brazil, and Japan, as well as throughout the United States and Canada.

Many of my MLS courses also had a limited residency requirement of two to four days in Syracuse, followed by the online component of the course. However, a few of my courses were Internet-based only. In those cases, I never had an opportunity to meet my professor or many of the students.

In terms of the "nuts and bolts" of Syracuse's distance learning program, each course has a web site containing links to the syllabus, lectures, assignments, real-time chat rooms (used primarily for group projects), and bulletin boards for class discussion and news. Students are not required to be online at specific times and therefore, I logged onto the course site whenever I had time. However, I found it beneficial to be online frequently because the volume of discussion postings for each class can be quite large, and potentially overwhelming, if not frequently monitored. It seems that everyone has a point to make and/or a perspective to share! Also, participation is always part of the final grade! Deadlines are primarily for the completion of papers, group projects and exams.

Distance learning may not be for everyone, but Syracuse's program certainly met my expectations. I have been taught by some of the profession's leaders in subjects that are critical to a successful career as an information professional. The diverse professions and cultures of my fellow students contributed immeasurably to my classroom learning experience. Finally, I have been exposed to leading edge information technologies and practices in the field of library science.

Can You Trust What You Find on the Web?

by David Veinot
Information Searcher
Purdue Pharma LP

A November 2002 study published by Consumer WebWatch found that Internet users generally do not use rigorous criteria when assessing a Website's credibility.

More than 50 percent of the U.S. population now has Internet access. Whether it's booking travel, finding health information, or buying consumer products, the World Wide Web has become a major part of people's everyday lives for gathering information and choosing services.

However, as the Web integrates into our everyday life and culture, there is a growing need for people to verify whether a Web site is credible or not: Can I trust the information on this site? Can I trust in the services this site describes?

More than 50% of the U.S. Population has Internet access. But is the information on the Internet reliable?

The researchers at Consumer WebWatch, a project of Consumers Union, the nonprofit publisher of *Consumer Reports*, invited more than 2,600 average people to rate the credibility of Web sites in 10 content areas. The study found that Internet users generally do not use rigorous criteria when assessing a Website's credibility.

Rather, they pay more attention to superficial criteria - such as overall visual design of a site, typography, font size and color schemes - than they do to more substantive information about the identity of the site's operator, its customer service, or privacy policies.

Click [here](#) to view *How Do People Evaluate a Web Site's Credibility?* in its entirety.

Greenwich Library Breakfast Meeting

February 5, 2003

On February 5, 2003, the Fairfield County Chapter held a breakfast meeting at the Greenwich Library. Our hosts, Wynne Delmhorst, Deirdre Sullivan, Jasmine Posey, and Library Director Mario Gonzalez graciously provided tours of this fabulous place. Twenty-five attendees enjoyed the tours, made some new friends, and had a wonderful breakfast which was catered by our perennial favorite, Hay Day Market.

Picture this: 9:30 in on a weekday morning, and the Library is bustling with activity. Many of the 170+ public computers are already occupied. The Children's Room, a delightful, playful area, is packed with children waiting for the next storytelling session.

And we understand why! Greenwich Library, all 100,000 square feet of it, is inviting; the staff, friendly and helpful; the resources, abundant.

The Peterson Wing, designed by Cesar Pelli, architect and former Dean of the Yale School of Architecture, completed the Library's \$16.5 million renovation and new construction project. The Library's main desk serves as the center of Pelli's "town square" design. Walking down "Main Street", the Library's main

hallway, patrons pass the New Book and Check-Out areas, the Reference Area, and the Peterson Business area. This design enables new patrons to find their way around the library quickly and easily.

The second floor is the site of an art gallery, which hosts several exhibits a year. There are also meeting rooms, the music area, including listening stations and a composition room, and Teen Central, an area designed specifically with teenagers in mind. The Children's Room, located on the third floor, has a wonderful storytelling room topped by an illustration of the constellations.

But the jewel in the crown of Greenwich Library is a room called *The Jewel*. This stunning room, a small tower, really, is studded with tiny windows and is paneled in a rich, warm wood. The room, with data connections for 18 laptop computers, is intended for quiet study only. I can imagine being easily inspired to write the next Great American Novel while tucked away in this tranquil area.

If you haven't had a chance to visit the Greenwich Library, please do. I guarantee, you'll be enthralled.



An outside view of the Peterson Wing at the Greenwich Library.



The Jewel, a room for study and meditation, is located on the East end of the Library.

Your Membership Profile – Online!

Did you know that you could check and update your SLA membership profile online? To do so, visit this website: <http://www.sla.org/content/memberonly/index.cfm> .

Events in Our Region



SCORE* (Service Corps of Retired Executives)

<http://www.score.org>

Counselors to America's Small Business is sponsoring two programs in its Spring Small Business Information Series. Members who are interested in starting consulting businesses may be interested in these two seminars. Register by calling the Ferguson Library in Stamford at 964-1000, ext. 221. Refreshments will be served.

Business Plans Made Easy

Tuesday, March 4, at 6p.m.
The Ferguson Public Library; 3rd Floor
Bedford and Broad Street
Stamford, CT

101 Ideas for Success to Help Small Businesses

Tuesday, April 1, at 6:00 P.M.
The Ferguson Public Library; 3rd Floor
Bedford and Broad Street
Stamford, CT

**The SCORE Association, a non-profit organization, is a resource partner with the Small Business Administration. SCORE is dedicated to aiding in the formation, growth, and success of small business nationwide.*



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FCC/SLA Bulletin

Editor: Josephine Ndinyah

Contributors: Cynthia Proctor, Roseanne Shea, David Veinot, Kathryn Walsh, Cynthia Geremia

For additional information, please contact the Bulletin Editor, Josephine Ndinyah: josephine.ndinyah@pharma.com