

FCC/SLA Bulletin

Winter 2004

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

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President's Message

Dear Colleagues,

Spring is in the air! As we move closer to warmer weather, we also move closer to the end of another Chapter year. With just a few months left, I have to say that I can't believe how quickly this year has passed! Our meetings thus far have been very successful with excellent speakers, wonderful venues, delicious food, and very good attendance. If you missed the November or February meetings, you can read about them [here](#).

In January, Chapter President-Elect Marianne Cirrito and I attended Winter Meeting in Albuquerque, New Mexico. We quickly discovered that this year's Leadership Development Institute was filled with interesting and helpful presentations.

The energizing keynote address was given by Ann Rhoades, who bills herself as PRES - Person Responsible for Extraordinary Service. Ann was "executive vice president of people" at JetBlue Airways, and was one of the five principal leaders who launched the airline back in February, 2000. Ann's message about people-centric policies, hiring and retaining A-players, and "getting to yes" have made her a much sought after advocate for the human side of business. Her presentation can be found on the [SLA website](#).

Other presentations included [Communicating to Get What You Want](#), by Barb Speigelman; [Successful Fundraising](#), presented by Carol Hoover and Heather Kotula, both of the Rio Grande Chapter; and [Program Development for Chapters](#), with individual presentations by [Dav Robertson](#) and [Gloria Zamora](#).

On Friday morning, SLA President Cindy Hill announced this year's Fellows of the Special Libraries Association. This award is bestowed on an individual "in recognition of his/her leadership in the field of special librarianship and for his/her outstanding contributions and expected future service to the Association".

I'm honored to report that our own **Susan DiMattia** has been elected a Fellow of SLA. Susan has long been a much admired and respected figure in the Association, and has devoted much of her career to the SLA and its many Chapters, Divisions, and Committees.

A founding member of the Fairfield County Chapter, Susan served as President in 1987-88. She has held countless positions at the both the Association and unit levels, including Chair of the Business & Finance Division, and served as President of SLA from 1999-2000.

Our Chapter is filled with extraordinary people who have accomplished so much in their professional and personal lives; Susan is a shining example. Her enthusiasm for the people and the business of information is inspiring. Congratulations Susan! We're so proud of you!

Best regards,

Cindy
President, Fairfield County Chapter

Meeting Updates

November 13, 2003

By Kathryn Walsh, FCC Past President

Sponsored by:



Achieving Results through Relationships: The Power of Influence

The FCC/SLA November meeting was enlightening and delightful. Before the program began, we had an opportunity to spend a social hour in casual conversations with our speaker, Tesse Santoro or Thomson's Quantum² program.

Following dinner, Tesse presented an innovative skills development program. Speaking on Achieving Results through Relationships: The Power of Influence, Tesse encouraged us to evaluate our professional images. Does your sphere of influence reach across your organization and up to the highest levels of management?

It's essential that we have an accurate understanding of the way our managers and clients perceive us. Have we earned credibility with our accomplishments, integrity, and research skills? Tesse recommended techniques to assess our visibility and performance such as opinion audits, peer reviews, and benchmarking.



Cynthia Geremia, FCC President; Tesse Santoro, Speaker; and Grace Filipak, FCC member

Information professionals need to understand the culture of the organization. Assess your environment to make sure that you are conforming to expectations for executive behavior and communication style. There may be subtle differences from one department or team to another. Because we have opportunities to work with so many groups in our companies, we are well placed to perceive and react to these differences.

Understanding the stakeholders' information needs is particularly important. We have value to add to the decision-making process by providing relevant and

timely information. If we wait for management to send us requests, we may be missing important opportunities to contribute. Tesse advised us to move beyond the information center walls, and develop partnerships that will involve us in critical activities.

New relationships will bring us greater respect among our colleagues and increase the influence we wield in our positions. So how do we determine our power to influence? Tesse provided copies of a self-assessment tool and encouraged us to analyze our own Components of Influence. This exercise gives us a structure for considering the impact we have on our organizations. It asks us to look at five components: Role, Respect, Relationships, Rhetoric, and Research. Each category lists several skills or qualities that we can use to rate ourselves. Tesse also provided a matrix for us to use in conducting a Respect and Relationship Inventory. Meeting attendees were encouraged to use these simple tools to evaluate their images and to set goals for increasing our influence through the power of professional relationships.

This meeting was outstanding and I wish all members of the Chapter had been able to attend. We had an excellent turnout of both members and guests at a new venue for the Chapter, Il Falco restaurant in Stamford. The hors d'oeuvres were bountiful and delicious, followed by an excellent Italian dinner. Our sincere thanks to Thomson Micromedex for sponsoring the meeting and to Dialog for providing such an excellent program. ❖

February 20, 2004

By Marianne Cirrito, FCC President-Elect

Rare Books & Special Collections

On February 20th, the Chapter held a late-morning meeting at beautiful Westport Public Library, one of the most vibrant and dynamic libraries in Connecticut. After a gracious introduction by Library Director, Maxine



Deirdre Stam, DLS

Bleiweis, our guest speaker was introduced.

Dr. Deirdre Stam is Associate Professor at the Palmer School of Library and Information Science at Long Island University and Director of the school's Rare Books and Special Collections Program. Dr. Stam started by speaking about what makes a book rare. She then moved on to significance of special collections within special libraries,

and how we as librarians are best positioned to recognize the importance of them.

On the subject of rare books, Dr. Stam made the point that not only age, but also circumstance can make a book rare.

She brought several items from her personal collection that illustrated this point. One book was an example of fiction paperbacks that were printed and given to U.S. soldiers fighting overseas in World War II. The books were designed to slide easily into a uniform pocket. They were also not supposed to be brought back into the U.S., as that would have violated current copyright law.

Another example was a beautifully bound book from Japan, written in English that extolled the country's tourist attractions. The publication date was 1936, and its appearance on the eve of World War II lent it great poignancy.

Special collections may have special significance within our organizations from a number of standpoints. They may reflect the history of the organization. An example given from the audience is the preservation of the complete run of Bridgeport Hospital's Annual Reports, dating from the year of its founding by P.T. Barnum. Special collections may contain an archival record of the organization. Or they could provide important historical information on the state of an organization's industry at a particular point in time.

Dr. Stam also discussed the looming shortage of people trained to curate these types of collections. Many library schools have discontinued courses in this area; so fewer people have followed it as a career. Those currently holding positions as curators of rare books or large special collections do not have people following in their footsteps. Part of Dr. Stam's mission at the Palmer School is to foster growth in this area. She did mention that some people are starting to enter this facet of librarianship as a second career or as a change from the path that their current library career has taken. Let us hope that there will continue to be enough people with a lively interest in this field to protect and preserve these important records of our past. ❖



Editor's Corner

When I was soliciting for articles for this issue, all I said to the contributors was to write on any subject that they felt would be of interest to our readers. To my amazement, two people wrote on topics dealing with the same theme - "change".

In thinking about this theme, I am reminded of the saying,

because this old adage aptly describes our profession. "Change" is indeed alive and well with us; it has affected and continues to affect us everyday.

Yet, the more we examine the changes that have occurred, the more we are brought to realize how little things have changed after all. And that reminds me of another old saying, "*the more things change, the more they stay the same.*"

Though change is constant, some things will certainly remain the same in our profession. Our SLA mission for example "promotes and strengthens its members through learning, advocacy, and networking." This will continue to be the same. Our chapter leaders will remain committed, and most significantly, our bulletin will continue to provide you with innovative news items about our chapter and its members. So please continue to keep in touch. Your contributions to the newsletter in the form of articles, seminar presentations, continuing education, et cetera are all very significant.

This is a leap year and I happen to be writing this column on the 29th of February. I would therefore like to take this opportunity to wish all Leap Year babies a very happy birthday. Though your birthday will change to March 1st for the next three non-leap years, you are in no doubt going to celebrate this special day again in 2008!

The next issue of the bulletin will be in spring 2004. Please submit your items for publication via e-mail by April 30th to Josephine.Ndinyah@pharma.com

Enjoy!

Josephine
Editor/Content Manager
(203) 588-8166

Mark Your Calendar **Great Events Are Coming Your Way!**

- ▶ **Mary Ellen Bates to Speak on March 15, 2004**
[Details & Directions](#)
- ▶ **Wayne Pasternak to speak April 13, 2004**
"Don't Fall off the Balance Sheet: How to Analyze Business Finances"
- ▶ **Janice Lachance, SLA Executive Director, to Visit on May 12, 2004**

Back, Bewildered, Enlightened: Changes Here and There

By Maureen Young, Forecast International

I never adequately appreciated: how knowledgeable special librarians need to be, how fast special librarians need to adapt to change.

After working in corporate libraries for over 20 years and being laid off one more time, it took 4 years for me to find a corporate library position. During those 4 years a lot had happened—in the corporate world and in special libraries.

Dialog was still around, but now Thomson owned them and had acquired NewsEdge. One day, I was mystified by the name Factiva, until I could “equate” it with Dow Jones.

The June SLA show was a real eye-opener! The name changes were around every corner. To understand the chronology of mergers, acquisitions, and name changes, plus the transformation of vendor products/services, I relied on the patience of innumerable vendors who explained the present company and how it differed from what I remembered.

A whole new generation of special librarians with extensive Internet knowledge had arrived. I was glad to see such competent, technology savvy librarians, but how could I keep up with their talents? Slowly, blogs, hacks, XML, RSS, P2P become meaningful, but far from fathomable.

Of course, the Internet was one of the biggest factors in the altered corporate library environment. Special librarians were using it constantly and so was everyone else! Google dominated the search engine arena and searchers didn't mind relying on just one search engine. I quickly learned to think Internet to find out anything --no need to buy a dictionary for your desk, just check the Internet. Quite a transition from the “should we make the Internet available to everyone” days!

Everything was on e-mail—snail mail (if that term is still being used) was disappearing. Vendors could look on company web sites or MapQuest, etc. for directions for sales calls. Vendor product information could be sent in PDFs. SLA communicated with members through e-mails that were far from plain text. And most importantly, no need to lug product information back from SLA conferences!

The full-image searching I had imagined would be readily available by now on systems like Dow Jones wasn't mentioned, since Web access to full articles with photos were now de rigeur and how the article appeared in paper wasn't nearly as important.

The move to video e-mail and corporate cell phones hadn't advanced as I had envisioned years before, but I suppose they're just over the horizon.

Thankfully, SLA members, Tara Calishain of ResearchBuzz, Corporate Library Update, and many others will help me catch up, but I have a long way to go to master the depth of knowledge SLA members must maintain in this ever-changing world! ❖

Library Consulting Services Celebrates 20th Anniversary

Change: Learning from the Past, Preparing for the Future

By Shirlee Schwarz, FCC Secretary & President, Library Consulting Services

As I prepared to write this article for our SLA Fairfield County Online Newsletter I reviewed an article that I had written for our company's 10th anniversary. Since so much of it remains relevant today, I have decided to reprint the same article ten years later. Today I compose on my computer, I use e-mail and I respect the tremendous explosion of Internet and automate services. Much has changed; much has stayed the same.

In March of 1994, I attended a meeting of Women in Management, an organization to which I have belonged for many years. This group gives me the opportunity to interact with women who are entrepreneurs, or managers of departments and who experience some of the same situations and challenges that I meet every day. The topic was “21st Century Trends, the Impact on Professional and Personal Perspectives”. The speaker, Edith Weiner, describes herself as a futurist.

Ms. Weiner delivered a lively, energetic and informative lecture which kept me and the audience spellbound. What she had to say was not all that new, but her delivery and her examples were excellent. She spoke of decision making; opting for a career and then finding yourself outplaced. She spoke of financial remuneration and the inequalities between men and women. She described the need for building professional relationships. She also used examples of INTERNET and information retrieval as the means of education and communication for the 90's. (And, this was not a library meeting.) She emphasized the reality of the temporary workplace as the strongest option for the workforce based on changing lifestyles, cutbacks at corporations and the rise of working women with children. (Sound familiar.)

Back in 1984, I didn't think of myself as a futurist. But, in view of the acceptance of LIBRARY CONSULTING SERVICES as an option for staffing in libraries, there must have been a part of me that identified this need, as I sought to fulfill it. The trend was there for librarians to use outside sourcing for personnel.

What has changed in the last ten years? (Now 20 years?) Many of you who were clients and used my services, then came to me looking for jobs as you were outplaced. This was not a happy time and we commiserated together. Some of you moved away or retrained and found work and some of you were hired by other companies and again became clients. Some of you asked my support in salary comparisons as you sought to increase your own worth financially. A few of you opted for temporary or part time assignments due to changing lifestyles.

So, now the nineties are here. (And now it is 2004.) It is easy to reflect on what we did right. But what must we be aware of for the future? As I see it: (This is what I said 10 years ago!)

- 1) Temporary services for libraries are here to stay. The New York Times in a feature article predicted that 40 percent of the work force in the next ten years will be in the temporary market. So, those of you who use temporary help are assured of the availability of qualified personnel. Those of you who choose to work in the temp area MAY be assured of work.
- 2) I say MAY because unless you are training and retraining all the time, you will not be qualified to work in tomorrow's corporate libraries.
- 3) Candidates whose resumes list online experience as a qualification will be asked to demonstrate their searching ability. Completing an online search with strategy will be a part of the interview process.
- 4) "Niche" markets for whatever service you provide will garner the most respect if you have experience in competitive intelligence, consumer research, marketing, engineering or chemistry.
- 5) The "fit", or compatibility and awareness of corporate culture will be as significant as your course work in library school. An MLS is no guarantee of a job and library schools must respond by requiring an in-service or "on the job" assignment for credit.
- 6) Temporary assignments provide a significant training experience, an income and a job opportunity and should not be regarded with less respect.

Today we embrace new technologies. Our vocabulary consists of terms such as virtual libraries/information centers, telecommuting opportunities, knowledge management, and outsourcing and off-shoring, value-added research services taxonomies, portals, webmasters and communities of practice. Change will continue and we can all become "futurist" by accepting change and moving forward.

Thank you for your support for the last 20 years. ❖

Communities of Practice

By Marianne Cirrito, FCC President-Elect

Communities of Practice (COP) have been described as the next step in the evolution of the modern, knowledge-based organization. Just one year ago, FCC/SLA hosted a meeting at GE Headquarters on this subject. Our guest speaker, Eric Lesser, gave us a practical explanation of the COP concept.

We were ahead of the curve. Communities of Practice have now made an appearance on the revamped SLA web site, and this looks like a tool that could play a very helpful role in our day-to-day efforts. SLA's Communities of Practice is an online member interaction tool designed with members' needs in mind: up-to-date industry news, links to helpful resources, and, most importantly, solutions and ideas from peers.

With Communities, you can:

- ▶ Network with your peers
- ▶ Share best practices that you've learned on the job
- ▶ Search for other members in similar situations
- ▶ Access members-only resources and references
- ▶ Problem-solve
- ▶ Find links to useful sites
- ▶ Create your own opportunities for leadership by suggesting new communities based on needs and interests
- ▶ Become a facilitator

Within each Community are areas for FAQs, News, Links, Resources & Best Practices, and Discussions. The SLA Chapter/Cabinet Community already has a number of documents in the Resources section that could be helpful to chapter and cabinet officers, such as Programming Tips & Topics, Budgeting for Programming, Recruiting Leaders.

Communities have formed for some subgroups of divisions, such as the Medical Section of the Biomedical & Life Sciences Division. One of the Michigan Chapters has also set up a Community. But, these communities don't have to follow Division or Chapter formats. Ideally, communities will form around common issues that cross chapter or division lines. Do you negotiate with vendors? Are you concerned with getting your patrons to understand the issues surrounding copyright for electronic documents? Do you need to pick people's brains about taxonomy? All of these subjects could form the basis of a community.

This concept is still in its infancy. It needs input from the members to really get rolling. But, check it out. Think about the burning issues you face in your library. Chances are, some of your peers are facing the same issues. Maybe you should think about starting a community of practice.

SLA Communities of Practice can be found at:

<http://cop.sla.org/COP/> ❖

Congratulations!

Congratulations are in order for **Eileen Dang** who was promoted to the position of Information Manager II in the Library's Technology Services Group at Purdue Pharma. Prior to joining the Library in Stamford, Eileen was a Senior Library Coordinator at Purdue's Ardsley Research & Development Library.



Cynthia Geremia has been promoted to the position of Assistant Director, Library Technology Services at Purdue Pharma in Stamford, Connecticut. Before joining Purdue in 2001, Cynthia was a Senior Information Scientist at Bayer Pharmaceutical Division in West Haven, Connecticut.



Cytec Industries recently appointed **Dana Moore** as Associate Information Scientist in the Technical Information Center in Stamford, Connecticut. Before joining Cytec, Dana worked in the Education and Social Science Library at the University of Illinois at Urbana-Champaign.



Roseanne Shea has accepted a full-time position as a Law Librarian at the Connecticut Judicial Branch Law Library at the New Haven Superior Court. She also works part-time at the Robert S. Young library at Western Connecticut State University as a Reference Librarian at. Prior to these positions, Roseanne worked as a Law Librarian for Cummings & Lockwood and Union Carbide.



Elaine Tai-Lauria was recently promoted to the position of Director, Information Services at Purdue Pharma. Elaine joined Purdue in 1997, after having worked in the Business Library at Texaco Inc. Prior to that, she was Head of Reference Service at Stanford University's Lane Medical Library. Elaine also worked at the Jackson Library at Stanford's Graduate School of Business, and at USC's Norris Medical Library.



Congratulations to **Kathy Walsh** of Purdue Pharma who has been elected to the Information Services Advisory Council of The Conference Board.

ISAC consists of information managers chosen from top companies to explore issues involved in the strategic management of information resources. The Council meets twice a year with the first meeting for this year scheduled on April 19-20.

Congratulations and best wishes to all!

Did You Know . . . ?

. . . that our chapter member, **Sara van der Voort**, will be speaking at the SLA Pharmaceutical and Health Technology Division Spring 2004 Meeting at in Philadelphia, Pennsylvania, April 25-27, 2004? The theme of the meeting is: "Business Intelligence... An Oxymoron or The Road to Success?"

Sara will be co-presenting a paper with Sharon Mosenkis (her former GE colleague) on *"Moving Up from Data to Analysis: Polishing Your Image as well as your Data"*.

Sara has previously written an article that ties in with the theme. The title of her article, *"Are you into analysis? Remember to emphasize the value you add"* was published in the January 1998 issue of Online Magazine.

Best wishes to Sara on her presentation.

Welcome New Members!

Christine Bradley

Executive Director
Connecticut Library Consortium
2911 Dixwell Ave Ste 201
Hamden, CT
cbradley@ctlibrarians.libet.org

Diane Chernin

Darien, CT
pdchernin@aol.com

Daniel L. Magida

dlmagida@optonline.net

Dana B. Moore

Associate Information Scientist
Cytec Industries, Inc.
Technical Information Center
1937 West Main Street
Stamford, CT 06904-0060
(203) 321-2445
dana.moore@cytec.com

Mary E. Shah

4 Puddin Hill Road
South Salem, NY 10590-2628
(914) 533-5221
maryshah@optonline.net

Catherine Siddiqi

Milford, CT
cjherrmann@yahoo.com

Celebrate in April!

Mark your calendar for two library celebrations in April: International Special Librarian Day (ISLD) and National Library week.

This year, International Special Librarians Day (ISLD) will be observed on April 22nd. ISLD celebrates this day to honor the unique contributions made by information professionals in the global information community. The theme for this year is: Leadership, Partnership, Membership.

Also in April is National Library week. It will be celebrated from April 18 to the 24. It is a time set aside to celebrate and honor the contributions of our nation's libraries and librarians.

If you celebrate any of these events, please share your activities with us.

To learn more about International Special Librarians Day and how special libraries and information centers are celebrating it, please call the SLA Public Relations office, at 202-939-3633; or email anthony@sla.org. For more information on National Library week, check the website: www.ala.org/@yourlibrary.

A New Look for the SLA Website!



Check it out at <http://www.sla.org> ! While at the website, remember to check and update your SLA membership profile.