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Message from the President

The Conference from Behind the Scenes

Agnes Mattis, President

I have attended every SLA conference since 1984. Some conferences I remember for the city they were in, some for a program or reception I attended and still others for a colleague I met. The 2003 conference will hold the most memories for all of these reasons.

I had the privilege of being Conference Chair this year. I thank Hope Tillman for appointing me and giving me a wonderful committee to work with. Andrew Berner, Janice Keeler, Ty Webb and I met in San Antonio in June 2001 to begin the process of holding the conference in New York for the first time in fourteen years. The job of the conference committee is to pick a logo, a theme, the tracks and, most importantly, the keynote speaker(s). The committee then works with the Division planners to organize all the programs into what we all hope is an exciting and compelling conference that the membership will attend and enjoy. Not only was I the conference chair, the program was coming to my hometown and I was President of the host chapter. Talk about your perfect storm!

The Conference Committee decided during our very early sessions that New York would be a different conference. So many SLA members are from New York and the surrounding area that there would be many one-day attendees. We wanted to offer each member a “full conference experience” no matter which day they attended. We wanted to have a keynote speaker each day and have a theme (or track) for each day. We tried to match our keynote to the theme. The selection of keynote speakers is always a challenge and sometimes controversial. There are members who feel the keynote speaker should be a librarian or address the information industry. Others feel the speaker should present a local perspective. From the beginning the committee wanted high quality speakers who would inspire or energize the audience and we wanted at least one “WOW!” speaker. I was just looking at the very first list the committee put together. It was our dream list. We did not limit ourselves by the mundane – but would they come? Could we afford them? From this list, each member of the committee selected his or her top ten. Then we got practical. We culled the list by eliminating the too political, those who wouldn’t come, and others who were way too expensive. When we were down to the final ten possibilities, I had to go before the Board of Directors for approval of the budget for speakers. (The Board of Directors gives final approval to the speakers, logo and theme.)

Over the summer of 2001, the committee was hard at work on the logo design. We worked with artist Mark Stone to come up with a bold design that would signify New York. Mark gave us hundreds of drawings that were copied and sent by FedEx to each committee member. We would get on a conference call and

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discuss what we liked and didn't like. Mark likes strong colors and clean lines. The SLA logo had to be incorporated into the design. We finally decided on a modern skyline of NY with only three to four buildings, the SLA logo and "NY" in what I now know are called Architectonic letters. Mark and I played with coloring the design in different color schemes. On more than one occasion, Mark told me that he knew I went to Catholic school but to put down the blue and gold markers. Well, the logo was ready in time to submit it the design to the Board of Directors. It was the week after Labor Day and we were ready for the October board meeting. Then, two planes hit the World Trade Center and changed the NY skyline forever. It was clear we could not go forward with our logo. Please understand this was not my first thought, nor my 101st thought. In the weeks that followed, Mark went back to work on a new design. The final design used more symbolic representations of New York architecture and it was colored, printed and copied the day before I had to go to Washington for the Fall Board meeting. The Board approved our theme, our logo and the speaker's budget. We were well on our way. And we hadn't even met with the program planners yet.

We met face to face with the planners at three meetings before the NY Conference, in Chicago in January 2002, in Los Angeles in June 2002 and in New Orleans in January 2003. At the first meeting, the planners are given the "bible" prepared by SLA staff. The deadlines for when all program-related information is required get discussed. Then, the panic sets in and the real work begins. We spent the sessions in Chicago putting program topics on flip charts. We tried to get the Division planners to find topics of mutual interest so they could co-sponsor programs. There were so many program ideas and only a finite number of time slots. The process is similar to herding cats. Poor Janice Keeler! She had the job of translating the pages and pages from the flip charts into a spreadsheet that was sent to the planners right after the Chicago meeting. That's what you get for being close to your office PC.

Truly, one of the benefits of the planners' meetings is meeting everyone face to face. It is so much easier to pick up the phone and talk to someone after that initial contact has been made.

The time between Winter Meeting and the 2002 annual conference was spent developing an idea into a program. The meetings in Los Angeles were spent playing an enormous Pin the Tail on the Donkey game. The planners take post-it notes with the program title and put them on huge time grids. It becomes the task of the Conference Committee to convince a planner that they really can't put another program on Monday at 11:30

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because there are 87 there already! It is truly a balancing act for the planners and the committee to fit programs, keynotes, meal functions, and exhibit time into a three-day meeting that only has 24 hours in each day. By the time Winter Meeting 2003 arrived, the programming was essentially completed and we only had to figure out how to pay for it. This was the first time SLA was requiring Divisions to pay a 50% deposit for audio-visual (AV) and meal functions in advance of the conference. It was sticker shock to see what the AV and meals were going to cost. The Division planners were able to work with their treasurers and sponsors to insure they could afford these expenses. If not, there was time to modify requests before everything was set in stone. The Conference Committee and Division planners are assisted throughout the entire process by the two SLA staff members from the Conference and Meetings Department, Alicia Dimaio and Kristin Foldvik. I will miss our weekly, and near the end, daily messages. We could never have done it without them. Can you imagine finding a room for every program? Making sure the right AV gets to the room? Trying to hire additional busses to do a double-decker NYC tour in the pouring rain?

Somehow, before I knew it, the conference was here and I was in a conference room stuffing kits. I'm sure Ellen Miller will have more to say about this in her column. I had the pleasure of introducing President Bill Fisher each morning at the keynote sessions. I was so nervous the first morning. I kept telling myself, "don't trip on your way up, don't trip on your way up." In retrospect it was probably good I was nervous because I did not realize that I was on those "jumbotron" screens until I sat down. Maybe it was scarier for you than for me. I got to ask you turn off all those cell phones; some of you just don't listen. The most exciting thing of all was that each morning, before the keynote speech, the committee got to have breakfast with the keynote speaker, Bill Fisher and the session's sponsor. In the case of Dr. Albright, I moderated a small Q&A session for invited guests. These three events were the biggest thrill of the whole two year process.

But the burning question is, was it successful? I think the answer is yes! Each day I would be stopped in the hallway or in the street walking between hotels and a person would say, "Wow, great speaker!" or ask, "Why didn't you hire David McCullough to speak all day? I could have listened to his stories forever." or, "Wow, how did you get Madeline Albright?" It worked; people were energized and inspired and our speakers were a "WOW!"

And you thought the conference "just happened." It takes dozens of people two years to bring a conference to the members. There are so many people to thank: the Committee, the planners, SLA staff and the local arrangements committee are all given my eternal grati-

tude. A very special thanks goes to my husband Rick who had to live through the two years. I think I almost put him over the edge when I told him I had been asked to become NY Chapter President after a resignation. He told me he did not want to hear me complain about all the work; yet he listened patiently while I complained about all the work. He sat in the audience each day with my conference buddies and then told me how well it went. He went to the exhibit hall with me and waited patiently while I would run into someone I had to talk to. He even listened to me rant and rave after the vote at the annual meeting did not go the way I wanted. Thanks, Rick! You're the best!

— Agnes Mattis

Message from the President-Elect:

I am honored to serve as President-Elect this year. I also feel extremely fortunate to have Agnes Mattis as President of the Chapter. Agnes is a knowledgeable, experienced and energetic President, which makes her the ideal mentor for everyone on the board of the Chapter. I am fortunate to be serving with all the other members of the board this year, which include Steve Johnson, Mike Gruenberg, Andrew Gazzale, Susan Gormley and Lilith Newby.

I will do my utmost to bring you interesting programs this year and would be very happy to hear your ideas and feedback throughout the year.

I would like to thank Konrad Will for all the great work he has accomplished on the website over the last 2 years. It was a pleasure working with him. Konrad has done a fantastic job for the NY Chapter, especially his work on the website Calendar, the Annual Conference in NYC, and in bringing *ChapterNews* to the website. And many thanks must go to Laura Kapnick, who as Advertising Manager for *ChapterNews*, has been doing a quiet, though phenomenal, job for the Chapter.

I would also like to thank Mike Gruenberg and Jennifer Kellerman for taking on the roles of Director of Publications and *ChapterNews* Editor, respectively. Together, they will do a truly fantastic job for the Chapter.

Thomas Pellizzi

President Elect

Thomas Pellizzi is a principal in his library design and consulting firm, InfoSpace Consultants. He can be reached at thomas.pellizzi@infospace-consultants.com

Message from the Director of Publications:

I am deeply honored to have been chosen to be the Director of Publications for *ChapterNews*. It is with pleasure that I accept the responsibility and promise to produce a newsletter of the highest quality.

I would like to thank Tom Pellizzi for the great job he has done as the Director of Publications over the last two years. I have mighty big shoes to fill and I hope to do as well as he did in this important role.

A Chapter newsletter is only as good as the information that it contains. We get that information from you, the members. All of us have unique and interesting stories to tell. Having been in this business for twenty-five years as a vendor, I am able to give you my perspective from the other side of the Librarian's desk. By combining my experiences with yours, the result will be that we will have information that can be shared by all of us. We learn and grow from one another. To that end, it is incumbent upon you to think about what types of professional experiences you can share with the group and then put it all on paper for inclusion in the Newsletter. Feel free to call me or e-mail me with any suggestions on possible articles and/or improvements to the Newsletter. Also, feel free to contact me if you like something we have done.

I look forward to hearing from you.

Mike Gruenberg

Michael Gruenberg is the Strategic Accounts Manager at OneSource Information Services. He can be reached at Michael_Gruenberg@onesource.com or 212-836-4161.

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Members in the News...

Regina Landi, formerly an Assistant Librarian at the Advertising Research Foundation, recently joined Grey Worldwide as an Information Specialist. Grey Worldwide is a leading global marketing communications company. She conducts secondary research for Grey Worldwide's account groups and assists in the everyday operations of the Information Center.

Chapter Members Rise to the Occasion

By Ellen Miller

SLA's 2003 Annual Conference gave the New York Chapter the opportunity to once again display our dedication to the Association, our willingness to work hard, and our love of the city we call home. No one should be surprised that our members came through with flying colors. As chair of the Local Arrangements Committee, I was given the chance to observe your energy and enthusiasm up close and it's an experience I will always treasure.

Beginning in the spring of 2002, the Committee attended bi-monthly meetings to put together a game plan for making our visitors' time in New York a special treat. By the time we completed our assignment in June, the Chapter could be proud of the work done.

After all our outreach efforts of the past year, the final weeks leading up to the Conference were busy but rewarding. *The Restaurant Guide*, based on members' suggestions and compiled by **Andrew Gazzale**, was printed and looked terrific. Any of you who weren't at the Conference can find a copy of the Guide on our Chapter website. We will also have extra copies at the first Chapter meeting in the fall for those who would like them. With the assistance of **Jamie Russell**, we also developed a *Survivor's Guide to New York City* to be placed in each of the kits given to attendees. This publication turned out to be a big hit. It is also available on the website. I even heard conference goers quoting from it during the week! Thanks to **John Ganly** for securing sponsorship for both of these publications so that we could give Conference attendees a tangible take-away to remind them of the great time they had in New York.

Konrad Will, the Chapter webmaster, used this time to update and expand our conference website, giving out-of-towners a last minute chance to get New York information before leaving home. The site looked very professional and reflected well on the New York Chapter's technology capabilities. As we became aware of special events that would be taking place during Conference week, such as the Philharmonic concert in Central Park, Konrad added them to the site.

While our publications were taking shape, **Jo Howell** and **Bert Schachter** were finalizing another conference success: self-guided tour sheets to various libraries in the city and guided tours on Thursday. The one-pagers covered a diverse group of libraries open to the public such as SIBL, the Schomburg Center, the Horticultural Society, the French Institute and more. Each sheet included travel directions, hours of operation, and other sites of

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interest in the same neighborhood – including restaurants and shops. From personal experience in re-stocking them, I can tell you that these sheets flew off the table at the Information Booth. For those Conference attendees who preferred to travel around the city with local guides, on Thursday morning, Jo led a group to the libraries at the Brooklyn Museum and the Brooklyn Botanical Garden while Bert took hers to lower Manhattan and visited the Municipal Reference Library, the Museum of Jewish Heritage in Battery Park, and the Museum of the American Indian in the Old Customs House.

Things really began to heat up the Thursday before the Conference began, when a dedicated group of volunteers showed up at the Hilton to help with the kit stuffing. With over 5000 kits to load with 15 or more items each, we set up an assembly line that was in constant motion for two days. **Suzan Lee** was particularly generous with her time and in supplying yummy muffins and cakes to get us through the day on Friday. While the Association staff was very involved in this process, our ability to provide so many volunteers to help out allowed them to spend more time preparing the other areas of the Conference for which they were responsible.

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On Friday, while many of us were still stuffing kits, **Sandi Kitt** was working to set up our Information Booth. We used a subway station theme and had a backdrop that looked like white tile walls, with real subway signage. We even had a turnstile to get into the area behind the booth. With all the brochures and maps gathered by **Jane Reed** as handouts, the booth was THE place to visit. With its location immediately adjacent to the registration and exhibit areas, at the top of the escalator, we were in everyone's line of vision with our distinctive design. Special mention should go to **Donna Abbaticchio**, who provided subway maps from the supply at the Donnell Library when we ran out, and **Chris Hardesty** for arranging to have complimentary copies of Newsday delivered to the booth each morning.

Thanks to a wonderful group of volunteers who were incredibly conversant about the city, we were able to staff the booth whenever the registration area and the exhibits were open, starting Friday afternoon through Wednesday. Having spent many hours working at the booth myself, I have to say that I was amazed at the breadth of knowledge our members displayed and their ability to patiently work with attendees who had myriad questions about things to do, places to see, and how to get to them. Whether it was suggestions about what to do in the rain on Saturday, how to get around the Puerto Rican Day parade on Sunday, or the logistics of attending Museum Mile on Tuesday evening, our volunteers had the answers. I hope all of you who gave of your time had as much fun as I did. The feedback from the Association's leadership, members and staff was outstanding. All of you helped to make this a conference all of SLA will remember fondly for years to come.


Ellen Miller retired from JP Morgan in 1999 after 35 years managing various investment banking and consulting libraries. A two-time President of the New York Chapter, she continues to be active in SLA, where she has held numerous positions at both the local and national level. Since her retirement, Ellen has done consulting work for a variety of special libraries in New York and New Jersey, where she resides. She can be reached at libelady@aol.com.

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SLA Meets in the Big Apple

By Megan D'Errico

This year, the Special Libraries Association held their 94th Annual Conference in a strange, exotic location. Not visited by the SLA big meeting since 1989, this Metropolis is famed for its pretzel carts, yellow cabs, Library with the Lions, and the Today Show Live. It is . . . New York City! An estimated 7,000 attendees mobbed the Hilton, Marriott, and Sheraton Hotels in midtown from June 7th to 12th, 2003 for the proceedings. Countless other venues, from our great Research Center at Proskauer Rose to the New York Times, to the United Nations and even Ground Zero, played host to hundreds of other visiting and local librarians. This Conference was unusual in that there was an unprecedented number of "commuting and working" participants. The Research Team at Proskauer Rose was no exception! Library Director Kit Hartnett, Reference Services Supervisor Alma De Jesus, Reference Librarians Ruthie McGonagil, Joann Doria, Sarah Kagen, Maria Maida, and Megan D'Errico, and Circulation Manager Wesley Beato all attended. Each one has a story. Here is mine.

The 2003 SLA Conference began for me with the privilege of hearing Pulitzer Prize winning author **David McCullough** speak at the Opening General Session on Monday, June 9th at 9:30 a.m. I have been a David McCullough fan ever since reading "The Great Bridge" back in the early 1980s. Mr. McCullough's love of libraries and appreciation for librarians began back in college, when he did the "nerdy" thing (nerdy was his term) of spending an entire school vacation in the college library. It was the best vacation of his life, and it launched a career filled with the love of books, manuscripts, and the English language. Mr. McCullough was working on a biography of Richard Wright at the time, and this experience honed his skill as a writer who figuratively enters the lives of his biographical subjects.

David McCullough recently won the Pulitzer Prize for his superb narrative John Adams; he has written on the life of Harry Truman; he has chronicled The Johnstown Flood, and he is currently working on a biography of George Washington. All of the aforementioned, and more, are produced on his trusty black Royal typewriter. He has no patience for a word processor which might devilishly erase months of work, or which might go faster. In his opinion, the use of language is not improved by "going faster." It is improved by writing, by thinking, by speaking, and most importantly, reading. He decries the fact that our society is quickly losing the art of com-

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munication through the written word. As he creates a portrait of his biographical subjects, he feels that there is nothing like reading the letters and manuscripts penned by these individuals so many years ago. To hold the actual fragile manuscript imparts a kinship to its author which no email can duplicate. Mr. McCullough holds real concern that future generations will believe our society created tons of terse business memoranda. He proposes that one true way to be remembered for posterity in these times is to write a diary, and then present it to a library as one feels one's passing to be imminent. In his estimation, there will not be many written personal diaries to emerge from this era. Written letters from our time will also present a rarity. By contrast, John and Abigail Adams exchanged over 1500 letters.

And yet there is an abiding interest in history in our country, in our time. We love movies such as "Gone with the Wind" and "Titanic," and the History Channel is a staple in most cable packages. As Mr. McCullough says, "We need stories." Unlike most other nations, we know exactly when our nation got its start. Our history weaves

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a web of uncharted territory. As American citizens we tend to take our history for granted, but the signers of the Declaration of Independence were truly putting their lives on the line. In addition to needing stories, Mr. McCullough emphasizes that we need libraries. It is interesting to note that during the Great Depression, no public libraries were closed for lack of money. No other country on earth affords readers the opportunity to enter unhindered, look at books and manuscripts freely, request rare materials, and most importantly, request the assistance of a librarian. Mr. McCullough reported his experience at the Bibliotheque Nationale in Paris, where he was “monitored” in his work by two eagle-eyed attendants who stared at him constantly, waiting for him to do something “wrong.” Our librarians have a credo of helpfulness which is unique in the world.

But, Mr. McCullough admonishes, never pretend to know something you don’t because the librarians will find you out! He admitted that just prior to entering the session he was trying to judge the “noise level” of the audience, which he has found to be an accurate gauge of how the group will react to him. Then, he realized, librarians are not known to be noisy types. However, this crowd proved that theory wrong!

David McCullough says that he makes his living doing what he loves best. He also says that he could not have done it without librarians.

After the speech, and having returned to earth, I proceeded to the next conference session. This was “Collecting Market Research Online.” I had envisioned it to be guidance for librarians who needed to find web or vendor sources for market or industry information. However, this presentation was one in which three professionals in the field of primary survey and focus group research spoke of their techniques for information gathering from end-users. Two of the speakers, **Lynn Edlen-Nezin** of Grey Healthcare Group, and **Will Febbo** of MedPanel, Inc., deal chiefly with physicians and other medical professionals. The moderator, Carol Fitzgerald of the firm Buzzback, relies on focus groups and other qualitative techniques to connect companies to consumers. Although I learned about survey and focus group technique, it was not exactly the information I need in my day to day research. No handouts were provided.

Exactly on point, and perfect, was the next day’s (June 10th) “Public Records from Commercial Vendors.” This is the presentation I have been waiting for all my life. **Sammy Alzofon** of the Palm Beach Post feels that the fact that she has a twelve member library is proof of her paper’s recognition of the librarian as a professional. Her library staff is allowed use of any and all commercial public records vendors at any time. She mentioned that Florida has excellent public records; in fact, it is one of



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the most open in the nation. Most Florida public records are very available and digitized. On the other hand, California has one of the most restrictive due to the number of celebrities living there. After the tragic stalking death of young actress Rebecca Schaeffer, access to California public records tightened even further. One rule for research which Ms. Alzofon has laid down for her library staff is that a librarian is as responsible for the outcome of her research as much as any reporter.

The next speaker was **Sandy Levy**, Library Director at the Baltimore Sun. She said that their librarians and reporters use public records heavily in doing criminal research on both the perpetrators and their victims. The staff likes LexisNexis; Smartlynx; PeopleFinder; Court-Express; Courtlink; PACER and the Judicial Information System—JIS Maryland Courts, which at \$50.00 annually is the cheapest and best source for (Maryland) court records which she knows. Autotrack is particularly favored by the reporters. However, she pays close attention to the disclaimers contained in most public record databases, and uses them judiciously, because “the last thing we want to do is ruin an individual’s life.”

Besides the library staff, the reporters are avid users of online public records sources such as the aforementioned Autotrack, plus ChoicePoint and Accurint. However, often the reporters need to be reined in, as the cost of

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using these services can skyrocket! Ms. Levy recommends the Sourcebook of Public Records Information (4th edition, BRB Publications). She also mentioned that the Graham-Leach-Bliley Act has had a big impact on the retrieval and use of public records for journalistic purposes.

The next speaker was **Liz Donovan**, the Research Editor at the Miami Herald. They like to use Accurint, Auto-track, and Florida Public Records Online. Another favorite is www.flatrateinfo.com which, for a subscription of \$1400.00 per year, provides unlimited people finder searching with justification for “journalistic endeavors.” First American Real Estate Solutions, at www.firstamericanres.com, is another favorite. It provides superior property records. PACER and ReferenceUSA are well-liked at the Miami Herald. As usual, the reporters want access to everything! However, the popular www.rapsheets.com which provides a National Criminal Index search of multiple state and county criminal records is sometimes under-used by the reporters as it requires a credit card!

Interestingly, Autotrack Florida has some diverse public records such as teacher certifications; driving records; and concealed weapon permits. Ms. Donovan said that the currency of a database is crucial, as timing may be a critical factor. There is the horror story of a convicted sex offender who was hired by a church as a youth minister because his criminal record took so long to enter into the database. She also advised that the researcher should retrieve the official public record from the Secretary of State after viewing the online version. The official record often contains information, such as telephone numbers, lacking in the online version.

One agreement among all three of the presenting librarians is that there is currently no accessible database which provides cell phone numbers. I have the handouts from this presentation, and will make them available. They are a treat; enjoy!

The next program on June 10th was “Marketing Your Information Center.” The moderator was **Jill Konieczko** of Giant Eagle, Inc. The first speaker was **Joan Morris** of the Lazard Freres library. Her formula for marketing the library was to establish a global contract among the New York, London, and Paris offices to communicate the library’s success. This success took the handy format of how the library could actually save the offices money in servicing their clients. Ms. Morris advocated talking to as many end-users as possible, and cultivating at least one friend high in the company’s rank who understands the library’s contributions. Being proactive rather than reactive at all times and analyzing library user patterns also enters into the equation. She also devised a very specific online library request form which had templates for a

synopsis of the request, how much time the user would like the librarian to spend, how quickly the answer was needed, delivery options, etc. This library request form has greatly increased the library’s presence and usage in the firm.

Ms. Morris also encouraged the librarian to partner with the information vendor, and to present products and services to the firm users in terms of their value to the researcher. In short, the librarian should market the products for the vendor. The librarian should also stay a step ahead by being ready for new products, and offer “roll out” introductions (use food if necessary!) and training. Above all, when a method works, “keep doing it.”

Sheila Sterling was next. She is one in a two person library at Converium AG. Her specialty is “Marketing the Library in Times of Organizational Change” as her insurance firm has merged, unmerged, remerged, emerged, been public, then private, and then public again. Her modus operandi includes needs assessment talks with the users; targeting user groups; presentations and “road shows”; open house (with food!); orientation and tours; and a library services database and information request database, the latter two designed by IT. Sheila has made great use of the firm’s Global Intranet (they also have offices in Zurich and Cologne) and provides an update service called Newsedge on the company Intranet. The Global Intranet features library branding and has sections for industry news, library services, library request form, and a company search page. In addition, Ms. Sterling recommends sending out an e-mail whenever new content is added to the library page. Above all, be the “go to” person in your firm for any information request. There were no handouts for the above program.

On Wednesday morning, June 11th, I had the rare opportunity to hear former Secretary of State **Madeline Albright** speak at the Hilton. SLA participants began lining up before 9 a.m. to get a good seat. Due to tight security, all SLA attendees had to show conference badges before gaining admittance. It was well worthwhile. When Dr. Albright approached the podium, she had more of the relaxed air of a family friend (albeit a very wise one!) than of the 64th U.S. Secretary of State.

Dr. Albright remarked that when she took her first overseas trip as Secretary of State, covering countries from Italy to China, the mission could have been called “26 suits and a skirt.” In response, she organized a closely-knit group of women ministers from across the globe. They were called the “Fearsome Fourteen” and they all pledged to take each others telephone calls! In time, the male diplomats grew jealous and suspicious of this friendly female coterie.

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While working on both her Master's Degree and her Ph.D., Dr. Albright spent "weeks in libraries." She made her notes on 3" x 5" file cards and typed on an Olivetti typewriter with a ribbon and a return carriage. When she had to change the ribbon, she actually remembers getting ink on her fingers! She also remembers when hearing a clicking noise in class did not mean an avid student taking notes on a laptop but indicated a bored female student knitting! However, Dr. Albright was the first U.S. Secretary of State to have her own website. She was also the first U.S. Secretary of State to participate in a video conference. She hails the Internet as having been invaluable in reuniting families in Kosovo within days, rather than within months as with the older methods. However, she did warn of the potential of the Internet as a purveyor of hatred. She said that "hate is available wholesale" rather than being slowly passed from person to person.

Right now, Dr. Albright is working on her memoirs, to be titled "Madame Secretary." She is also the founder of The Albright Group, which is currently sponsoring a public and private partnership to fight AIDS/HIV. At the end of her talk, Dr. Albright invited questions, and quipped that now, not being the Secretary of State, she could "actually answer your questions."

I reluctantly felt the Conference coming to its end. However, my final session was yet to come. It was "You Can Search What You Can't See", and was presented by **Gary Price** of Resourceshelf. Mr. Price has long been a proponent of the "Invisible Web" (as a matter of fact, he and **Chris Sherman** have recently released a book with that title), and holds the theory that most internet researchers place an inordinate reliance on Google. "If it's not in the first ten results, it's invisible to most people!" was the comment of one person at one of his sessions. Mr. Price feels that public library websites are among our greatest treasures in terms of "invisible information" and that the information there has certainly been verified. He cites the New York Public Library website as superior for this.

Mr. Price found that the relevancy feature of Altavista had recently been enhanced and that Teoma, formerly AskJeeves, has a resources feature which is very useful. He also talked about the "Wayback Machine" which allows you to access web pages as they looked as of specific dates for historical purposes. He also explained reverse links, query rewriting, and even access to a math calculator! Two SEC websites he likes are SECInfo.com and EDGARIQ.com. He encourages use of www.lii.org, or the Librarian's Index to the Internet.

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I printed out the session handout with descriptions of and links to the mentioned sites (and many others!). They are at www.freepint.com/gary/sla03biz.htm. I will also make copies of this handout.

Well, SLA 2003, New York, New York, USA has come to an end. It featured exciting keynote speakers, many relevant sessions, great field trips for the tourists, and a Legal Divison Hospitality Suite second to none. Let's not forget the Dialog party, where we were all transported back to the great sounds of Tommy James and the Shondells! This was a unique Conference for me because I was able to attend many sessions and speeches, and enjoy the parties and get-togethers, without even leaving home! Thank you for this opportunity, and for the chance to attend this, my second, SLA Conference!

Megan D'Errico is a Reference Librarian at Proskauer Rose LLP. She can be reached at MDerrico@proskauer.com or 212.969.5005