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Message from the President

Preparing for the Season Ahead

Agnes Mattis, President

I've been back from vacation for a week now after spending two weeks on the beach in Aruba. When **Mike Gruenberg** and **Jennifer Kellerman** told me they needed my column as soon as possible, I assured them they would have it Monday because I could write it over the weekend. Well, it's 3 PM on Sunday and I am just sitting down to write. We have worked all weekend to take the summer flowers out of the garden. We packed the summer clothes away and got all the fall and winter clothes out. In an hour, we are going to our neighbor's house to watch the Jets game and the baseball playoffs. So, inspiration for this column had better come quickly or I will never be able to deliver on my promise. Maybe I'll do book reviews of the seven books I read on vacation but, since most were "beach trash," I don't think you would be very interested. So, perhaps I'll simply tell you about what is going on in the Chapter and about upcoming events.

The annual holiday party will be held on Wednesday, December 10, at The Museum of Arts and Design, 40 West 53rd Street. President Elect **Tom Pellizzi** is working with the Arrangements Committee to put this event together. Watch your email for the invitation which will have all the details. Keep in mind that the only way to be notified of Chapter meetings and events is by email. Be sure your email address is current with SLA headquarters. Why don't you check it right now to be sure?

Steve Johnson, our Director of Professional Development, is continuing to schedule the Virtual Seminars offered by SLA. The Chapter is offering the seminars for free to all Chapter members. They are held at NYPL Science Industry & Business Library. The upcoming topics are: Knowledge Management by Michael Kull on Wednesday, October 29, 2:00-3:30 PM; The Invisible Librarian by Judy Seiss on Wednesday, November 19, 2:00-3:30 PM; Business Planning by Jane Dysart and Rebecca Jones on Wednesday, December 3, 2:00-3:30 PM. Future seminars are planned (but details are not available yet). They include: Competencies for Information Professionals: The Critical Balance; Work/Life Balance: Common Pressures & Coping Strategies; Collaborative Techniques: Tips & Best Practices for Working in Teams; Exploring Alternative Careers and The Influential Networker: Networking to Get Things Done. You can contact Steve at slohnsn@westnet.com to register for the next seminar or to get more information. The seminars are also listed on the Chapter website.

Right now I have the entire Chapter's history in my office. The Medical Library Center of NY closed in August and we had to move the Chapter Archives. All fourteen boxes are in my office taking up valuable real estate. The first ten boxes

(Continues on page 2)

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PUBLICATION SCHEDULE

ChapterNews, the bulletin of the New York Chapter of the Special Libraries Association, is published four times a year.

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- Fall issueAugust 15
- Winter issue.....November 15
- Spring issue.....February 15
- Summer issue.....May 15

Submit all material to:

Jennifer Kellerman
ChapterNews Editor
 E-mail: jkellerman@paulweiss.com

Submissions: Articles on topics of general interest to information professionals and the New York Chapter are welcome. Authors can send submissions via e-mail as text file or MS Word for Windows attachments, or with article in the body of the e-mail. Please use single-line spacing, Courier font, with minimal use of boldface and italics. Include a byline with your full name and place of work.

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ChapterNews Editor	Jennifer Kellerman
Advertising Manager	Laura Kapnick
Webmaster	Shirley Loh
Assistant Editor	Brenda Ling

are all organized and indexed. That task was accomplished a number of years ago by **Jane Reed** and **Shaw Kinsly** when the archives were stored at the University Club. Now, **Ellen Miller** has volunteered to reorganize all the material and bring the index up to date. When the project is complete, we will be looking for a place to house the archives on a more permanent basis. If you want to house the archives, just let me know.

Do you know a fellow SLA member who you think deserves recognition for an article, a project or a career? If so, there are a number of association awards that are given annually at the conference. **Andrew Berner** is head of the Awards Committee and he would like to hear from you. The deadline for the awards is approaching quickly. More information about the particular awards can be found at the SLA website (www.sla.org) or contact Andrew at: aberner@universityclubny.org.

Well, that's about all for this issue. If you would rather have had my vacation reading recommendations, just give me a call.

Agnes Mattis

Agnes K. Mattis is head of the Corporate Library at Skadden, Arps, Slate, Meagher and Flom LLC. She can be reached at amattis@skadden.com.

Message from the Director of Publications:

Everyone has a story to tell. We have members in the NY Chapter whose interests and contributions to society would interest us all. Many of our members have had varied careers both within libraries and other professions.

In the last issue of *ChapterNews* (Fall 2003 vol. 72, no. 2), I noticed an ad for Wontawk directly next to my "Message from the Director of Publications." Naturally, I saw the name of **Sarah Warner**, Co-Founder of the firm. At one time, she was a Corporate Librarian at Wang Labs in Massachusetts when I called on her as a salesperson many years ago. It would certainly be of interest to our members how Sarah made the transition from behind the reference desk to the world of recruitment.

We have members who are actively involved in charitable works. Some of our members have written books. It seems to me that knowing how your peers have entered new worlds successfully would add impetus to understanding how you too could further enrich your life with new interests. We learn from others and grow as a result of new experiences.

For those of you who have a story to tell, please feel free to contact us so as to share your experiences with the group.

In closing, I would like to thank **Jennifer Kellerman** and **Laura Kapnick** for producing the most recent issue of *ChapterNews*. I would like to welcome **Shirley Loh** as our new Webmaster. On behalf of the group, I can promise you that *ChapterNews* will be relevant and interesting to all the members.

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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New York Chapter Renews Membership in Midtown Executive and Chemists' Club

We have great news this Fall! The New York Chapter will renew our membership in the Midtown Executive and Chemist Club for 2003/04. It is conveniently located at 40 West 45th Street. The privileges of individual membership include catering and conference facilities, hotel accommodations at lower rates, dining room, club room, and bar, domestic and international reciprocal clubs and more. It is a great place for informal meetings, interviews and enjoying a delicious meal. There is limited membership, so do not miss out now – join or renew.

It is easy to sign up or renew!! The annual low rate is \$25.00 for 2003/04. Send your business card with your address, telephone number(s) & email along with a check for \$25.00 made out to:

*SLA New York Chapter
c/o Sarah Warner at: Wontawk
25 West 43d Street, Suite 812, NY, NY 10036.*

Questions: swarner@wontawk.com or 212/869-3348.

Welcome to the Following New Members of the New York Chapter of SLA

By Sarah Warner - Membership Chair

Amy Autrey	Judy Ganeles	Leslie Mahtan
Jane Barrer	Jason Grubb	Kevin Manion
Ellen Bennett	Marlene Gruenfelder	Marianne Merola
Lawrence Black	Megan Hauer	Hayley Mink
Terry Canavan	Laura Heinrich	Charles Nelson
Nicole Chase Iverson	Sara Hill	Jean Ogrinz
Debra Curtis	Steven Kaye	Mary Park
Carol David	Brian Krawczyk	Rebecca Pawlas
Colleen Dippold	Peter Kristoph	Anita Postyn
Abigail Dreyer	Marianne Leavell	Bruce Pribram
Noelle Dull	Gail Leslie	Rebecca Rich Wulfmeyer
Judy Evans	Victoria Levitski	Michael Roffer
Mitchell Feir	Stephen Lippman	Stephanie Rubino
Tracey Friesen	Charles Lowry	Danielle Rudi
		Rosalinda Rupel

I would like to take this opportunity to welcome all new and returning NY Chapter members to the Association year 2003/04! We welcome you to New York's dynamic and innovative special librarians' community. You have an opportunity to make the information network work for you. We look forward to meeting you at our events, such as the Virtual Seminars.

The Global Outreach Committee Seeks Your Support

The Global Outreach Committee (GOC) is the brainchild of Lilleth Newby and Lois Weinstein. Both women have witnessed firsthand how the lack of basic supplies affects special libraries in underdeveloped countries. Many of these countries are experiencing conditions of poverty and violence, and governments generally do not provide funds for items they deem "unnecessary" including library supplies. Lilleth's and Lois's experiences prompted them to create the Global Outreach Committee, which provides gift certificates for library supplies from Brodart (www.brodart.com). The GOC sends these certificates to libraries in areas such as Africa, the Middle East and SouthEast Asia, and the funds also cover shipping and handling charges of the items ordered. The GOC began holding raffles at SLA-NY Chapter events in 2002 as a way to raise funds and increase member awareness.

Last year, the committee was able to provide two gift certificates for supplies to libraries in Indonesia and Kenya. Another certificate was awarded to a library in Zimbabwe, but conditions in that country made it difficult for the librarian in Zimbabwe to make contact with the Committee or Brodart until months later. The GOC is making every attempt to ensure that the library receives an award.

This year, Lilleth and Lois have passed the torch to new co-chairs, Rita Ormsby and Jennifer Kellerman. The new co-chairs hope to continue the goodwill and efforts upon which the GOC was founded. The committee is currently reviewing applications from special libraries all over the world and will soon announce its selection of award winners. Suggestions or recommendations for libraries that may benefit from an award are welcome and should be directed to Rita (rita_ormsby@baruch.cuny.edu) or Jennifer (jkellerman@paulweiss.com). This award is not available to libraries in countries the US State Department's State-Sponsored Terrorism list.

A very successful raffle was held at the Fall Chapter Meeting on September 17, 2003. Thanks to everyone who participated! Another raffle will be held at the Holiday Party, December 10, 2003. With the support of SLA-NY Chapter members (tickets are 1/\$1 and 6/\$5), the Global Outreach Committee commits itself to helping our colleagues in underdeveloped countries serve their patrons.

From Corporate to Corps: Is It Really Any Different?

By E. E. Rourke

Lesson #1: Learn From Your Environment

“Clap your hands once!”

(Some students respond with a soft clap”)

“Clap your hands twice!!”

(More response, “clap, clap”)

“Clap your hands thrice!!!”


(A thunderous applaud of “clap, clap, clap”)

It worked! I have just succeeded in gaining back the attention of all twenty people in my class! It's not that they were being rude; it's just that, in this culture, it is not necessarily considered disrespectful for students to be speaking to one another during class. It's part of the learning process. This clapping technique is used by teachers to get the students' attention — it works with both children and adults alike.

I learned this from one of my workshop participants — a Peace Corps volunteer, who, in turn, learned this trick after working in a school in the Gambia, West Africa.

Besides, my students were engrossed on their computers after being “unleashed on the web” — some of the them for the very first time! Even for those who have used the web and e-mail, it is a luxury to have both the time and free access to the Internet during this workshop. Banjul, the Gambian capital where the workshop is taking place, is a small but settled place, more workable in comparison to some other places on the continent. On the one hand, there are a fair amount of Internet cafes in town; on the other hand, you can predict that the power will go out for a short time each day, inevitably around 7pm each evening. The director of the computer center at the YMCA, where the technology portion of the training is being held, tells me that, although the computer equipment is very good there, it is unusual to hold a workshop and not have a technical problem. By day two, he is amazed that the only time our Internet connection goes down occurs coincidentally during lunch hour. I am relieved but still have my back-up plan — CD-ROMs in case of a failed Internet connection, and handouts and flip charts if the electricity goes out completely. For Peace Corps overseas trainings, we learn to prepare workshops for varying circumstances. This leads to the next “lesson learned” ...

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Lesson # 2: Be Flexible

No matter how much one prepares a training in advance, as the week evolves, one inevitably needs to make some adjustments- to the content or schedule or to participants' needs — whatever comes up. Sometimes, circumstances outside the training itself have an impact, such as delayed or cancelled flights, the weather, or a participant getting sick midstream. All of these are common problems, particularly in developing countries.

So, what does this have to do with being a librarian for Peace Corps in Washington DC?

My work at Headquarters is not unlike other traditional library jobs. One of the most enjoyable aspects of my job is training at Peace Corps posts overseas. Part of my responsibility is supporting the Peace Corps IRC managers (In-Country Resource Centers), whose purpose is to provide technical information to our staff and volunteers. That's where the training part comes in. I mostly train the IRC managers who are usually natives to that country, but some of the workshops include Peace Corps volunteers and native external colleagues who are working in libraries and schools. My workshops include basic library organization and technology skills. Although Peace Corps still has projects in basic areas, such as edu-

(Continues on page 5)

cation, health, and agriculture, which have been around since the beginning of the Agency, other areas are becoming increasingly important as Peace Corps grows into the 21st century. Information and Communication Technologies (ICT) is one area, although Peace Corps has a long history of ICT-based projects. Currently, 1,559 Peace Corps Volunteers are promoting the use of ICT in their projects. As Peace Corps programs match development needs, it will become critical to provide the right information at the right time. The job librarians have always had. Therefore, it's my goal to have Peace Corps IRC Managers be a valuable resource by preparing for new challenges and emerging technologies. The Peace Corps IRC of the future may look very different. Right now, they are hard-copy driven, but in the 21st century, Palm Pilots and other wireless technology may be the tools. The IRC managers' capabilities vary with their background; most wear multiple hats (multi-tasking, as we like to call it in the corporate world) depending on post needs. Thus, one of the training challenges...

Lesson #3:

Know Your Audience/ "Their Universe"

One of the challenges I sometimes face in trainings is having a varied range of skill levels. The people I train may be a professional librarian with a degree, an IT person, or the receptionist who's been assigned part-time to "take care of the books" (sound familiar?). Breaking the participants into small groups or pairs based on skill and language level works to address that disparity. Another technique is to take advantage of the special skills a participant has and make it part of the training. An example is to conduct part of the training in a different language, or have an IT expert lead a portion of the class. Although a needs assessment is done in advance, you get a better picture after meeting and working with the participants in person. I have concluded that, whenever possible, it is worth the time and expense of an overseas phone call rather than e-mail to discuss needs. E-mail does not always pick up subtle cultural nuances or misinterpretations due to language. Not only does a phone conversation elicit a more in-depth and accurate sense of the skills and expectations of the workshop participant, but it also gives you an opportunity to establish a personal connection that is so important to the success of the training.

So, these are just a few of the lessons learned from training overseas at Peace Corps. Ironically, the same skill sets are needed for success in any business. Having transitioned from the corporate to the non-profit sector, I'm often asked by my colleagues "how different is it?" I've had positive experiences, worked with wonderful colleagues, and gained knowledge from both. The expertise I honed in the corporate world benefits Peace Corps and

other non-profit organizations I will work for some day. Since joining Peace Corps staff a little over two years ago, I've grown in a different way, an experience I hope to continue at a later date as a Peace Corps volunteer.

The most unique aspect of working at Peace Corps is a sense of what a privilege it is each day to go to work with colleagues excited about their jobs taking on making a difference in the world. It may be through a program-wide structure such as HIV/AIDS, or just making an impact on one life. Even when difficult situations arise, one is motivated by a mission that, for me, far exceeds stock options. (In recent history, the stock market hasn't been as valuable anyway!)

Uncertainty exists equally in the corporate and non-profit sectors. It is ironic that on September 11, 2001, I had recently returned from an overseas trip to a developing Muslim country that many Americans would be hesitant to visit. Yet, had I chosen to stay in the business world of New York City, there is a chance that I would have been working in or near the World Trade Center, where I had previously worked. Although I was horrified at what was happening that day in NY and DC, (and worried about the fate of my colleagues and friends who worked in or near the targets), on September 11th, I was even more certain of the choice I had made to work for Peace Corps. The job of promoting cultural understanding became more critical on that day.

So, in this increasingly chaotic society, these lessons learned are useful for both the corporate and the non-profit world. We may not be able to control the uncertainties of either environment, but we can powerfully face the challenges by working together and learning from each others' culture. In that sense there is not as big a gap between the corporate and non-profit sectors. In America or any other culture, all anyone anywhere wants to do is to make a difference. Thus, we have our task at hand, as all types of librarians can contribute to bridging the gap through the sharing of information globally.

Eileen Rourke is a Resource Development Specialist with the Peace Corps and is active in SLA and a member of both the DC and NY Chapters. Prior to her joining Peace Corps, her experience was primarily in the financial services corporate sector. She is available for career guidance through the Career Disruption service of SLA, or by contacting her.

SLA Executive Director Lachance Speaks at Fall Chapter Meeting

By Jennifer Kellerman

The New York Chapter of the Special Libraries Association (SLA) held its Fall Chapter meeting on Wednesday, September 17, 2003 at the JP Morgan Chase office building on Park Avenue. The room was filled to capacity as members were eager to hear the new Executive Director of SLA, **Janice Lachance**, speak at her first chapter meeting.

Ms. Lachance comes to SLA with an impressive resume. She is an attorney admitted to the bar in both Maine and Washington DC. She has worked in the government in a variety of capacities, including with Jimmy Carter's 1980 re-election campaign. Long interested in the political process and public policy, Ms. Lachance transformed those interests into a career in the US Office of Personnel Management (OPM). In 1997, she was appointed to the position of Director of the OPM by then-President Bill Clinton, who raised this position to Cabinet-level status for the first time.

Ms. Lachance was unanimously confirmed by the Senate, sworn in at the White House, and served as Director of the agency until 2001. The dynamism Ms. Lachance has demonstrated in her career was evident during the meeting. After introducing herself, Ms. Lachance outlined the state of the Association and the opportunities and challenges she sees ahead and then opened the floor to members.

Financially, the Association is in great shape and Ms. Lachance sees "nothing but opportunities" for SLA. The Association is considering two offers on the headquarters building that are above the asking price. They have also identified a building in Old Town, Alexandria, VA that will be a terrific new headquarters for the association.

Ms. Lachance has targeted three key areas in which she will concentrate her efforts: advocacy, learning and networking.

Advocacy: Librarianship is a critical part of the global economy but its value is frequently overlooked. SLA needs to have a "voice," according to Ms. Lachance. The Association must work to improve the visibility of the profession and be able to quantify the value of information professionals. Ms. Lachance notes that strengthening SLA's public relations and communications efforts will go a long way in increasing visibility and knowledge of the industry.

Learning: SLA should be a source for professional development and continuing education for the industry. Several meeting attendees noted that the Association website is not as informative or user-friendly as it should be. Ms.

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Lachance assured the group that improving the site and making it a resource for information professionals is a priority.

Networking: Networking is a critical component in promoting the profession to the world. As a group, we must develop relationships with other information industry associations and work together to increase awareness of the value and the skill information professionals provide.

Ms. Lachance offered members at the meeting the opportunity to ask questions and share concerns. Several members mentioned the general negative mood in the industry and the continuing struggle to improve the image of librarians. Ms. Lachance believes that increased marketing of the profession, quantifying the value of information professionals and providing examples of librarians' successes will help demonstrate the worth of the profession and, thus, improve our image. Ideally, the publicity will also encourage more people to consider librarianship as a career.

Finally, Ms. Lachance encouraged NY Chapter members to be active in the Association. Mentoring a person new to the profession is a great way to promote librarianship and create a sense of community in the profession. Taking on a leadership role in the Chapter, whether it be volunteering to help at an event or filling a position on a committee, is vital to the success of the Chapter and to SLA. She also encouraged members to contact her with input. Any comments, criticisms or ideas can be emailed to Ms. Lachance at janice@sla.org.

Jennifer Kellerman is a Corporate Research Librarian at Paul Weiss Rifkind Wharton & Garrison. She is also the ChapterNews editor. She can be reached at jkellerman@paulweiss.com.

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Knowledge Services: Building the Organization's Knowledge Nexus

by Guy St. Clair

**Think connections.
Think collaboration.
Think constructive cooperation.**

In difficult economic times, staying relevant is the challenge. Managers of specialized research libraries must constantly innovate, in order to demonstrate their department's value to the organization. Your library's strength (and indeed its very existence, in some organizations) depends on your ability to demonstrate to management that the contribution to the organizational bottom line is worthwhile.

Yet as an information specialist, you know the biggest challenge for today's organizational leaders is finding solutions for:

- ▲ handling massive amounts of information
- ▲ dealing with the accumulated knowledge building up in the enterprise every day
- ▲ getting people to share the knowledge they develop.

You want to work with management to ensure that your department's contributions support the organizational mission. And yet, if you are like most managers in the knowledge services community, you hardly have time to deal with the basics. Many management issues that should be given your consideration, such as thinking about innovation, identifying expanded markets for your department's services, developing new training and learning goals, often fall by the wayside.

What you need is a goal, a plan for moving your specialized research library to a new level. You need to re-invent the library, to make it the organization's knowledge nexus, to re-focus your library to function as the central knowledge services connection for your organization. Given the services it provides and, more importantly, the services, products, and consultations it has the opportunity to provide, assuming the role of knowledge nexus is a natural evolution for specialized research libraries. With the library as the organization's knowledge nexus, knowledge services — the convergence of information management, knowledge management, and strategic (performance-centered) learning — becomes the foundation on which the organization is enabled — and empowered — to achieve its organizational mission.

This takes us back to the idea of the nexus. What is it? And, why is a specialized research library particularly positioned to serve this function? The term refers to a connection. Or an interconnection. A tie. A link. A nexus is nothing more than an entity that pulls things together, as it were. Throughout our history, specialist librarians have performed that role exceptionally well. Collaboration is our bread and butter (particularly, for example, collaborating as research liaisons for particular projects and other organizational efforts). Take the old idea of confidentiality about library requests. In some types of libraries, the librarian dare not ask what the information sought is to be used for, lest the privacy of the requesting party be compromised. That approach has always seemed to me to be something a cop-out, since refusing to know what the request is about gets the librarian off the hook — he or she can simply direct the user to where the information might be found, instead of providing it directly.

Not so in the specialized research library. An in-depth reference interview, drilling down to exactly why and how the information will be used, is the only way the specialist librarian can be sure he or she can provide the best information. In most cases, the information will not only be provided, it will be sliced, diced and formatted and, if necessary, re-formatted to fit the user's specific requirements. It's a totally collaborative interaction, this coming together of the specialized research library's user and the specialist librarian, and it's the foundation of knowledge services. It's what organizational managers are crying out for as they attempt to meet those challenges listed at the beginning of this article. And knowledge services — as an enterprise-wide management methodology — provides the structure that matches the role of the specialized research library in the organization.

Is it hard to get started? Not at all. You take it one customer at a time, one interaction at a time, one collaboration at a time, until you have built an operational ambiance that literally positions the library as the organization's knowledge nexus. You structure the library's services for customer focus, constantly seeking opportunities for improved services and proven results. In so doing, you change the organizational culture, and the specialized research library becomes de facto — and eventually is established as — the organization's knowledge nexus.

Basically there are three steps that specialist librarians can take to get themselves up to speed and to position their specialized research libraries as the organizational knowledge nexus.

The first step is self-education and then educating others. As a specialist librarian, you are already aware of the

(Continues on page 10)

value of knowing what's going on and understanding management trends. Do some research about knowledge services. Learn all you can about this convergence of information management, knowledge management, and strategic learning that's being talked about. Take the "larger" ideas and pare them down to match your organization's goals. For many, a useful exercise is to take the terms and put them in the lay person's language. We use "information management," "knowledge management," and "strategic learning" so casually that they've almost become professional jargon. Do they mean anything to our colleagues? To our managers? Learn all you can about knowledge services, and you'll soon begin to understand why, with knowledge services as the management methodology you're going to use, the specialized research library is a natural for becoming the organization's knowledge nexus.

The second step involves asking some hard questions and getting at some of the underlying organizational and cultural issues that affect service delivery in the organization. The established methodology for identifying these issues, and for coming up with solutions to problems uncovered in the discovery process, is the knowledge services audit. Building on the techniques of the information audit (now recognized for its value to the larger organization), the knowledge services audit seeks to determine how well the organization is managing information, knowledge, and strategic learning, and to determine what the knowledge services stakeholders in the organization require for their work. In almost every case, the specialized research library will be identified as the logical and appropriate operational function — the knowledge nexus — for the organization.

But having the information in hand means little if nothing is done with it. Strategy planning for knowledge services is the next step. Simply put, strategy planning enables the organization's leaders to think about mission, values, and vision. For the manager of a specialized research library, identifying strategies now in place, determining how well they are working, and focusing on needed new strategies isn't an "empty exercise." It's a critical and essential undertaking that should — in any well-managed specialized research library — be in place already. By moving to a knowledge services focus, the specialist librarian is simply identifying strategies that match the needs of the larger organization's knowledge stakeholders, and then implementing those strategies to ensure exceptional service delivery.

Is it worth the effort? When the specialized research library has been re-focused to serve as the organization's knowledge nexus, the results are impressive and benefits accrue all around:

- ▲ Better leverage of resources and capabilities
- ▲ Better staff utilization
- ▲ Better performance
- ▲ Higher quality of deliverables
- ▲ Just-in-time, performance-centered learning and training
- ▲ Collaboration as the norm (with no disincentives for collaboration)
- ▲ More customer engagements and interactions, both with internal customers and with the organization's external clients, customers, and stakeholders
- ▲ Improved customer/staff satisfaction

E.M Forster had it right. Remember the famous epigraph that introduces Howard's End? "Only connect," he wrote. Knowledge services is about connections, about collaboration, about pulling information management, knowledge management, and strategic (performance-centered) learning into one overarching framework that ensures performance excellence. With the specialized research library focused — and identified — as the organization's knowledge nexus, knowledge services provides the management methodology for making the connections.

It only makes sense in today's knowledge-centric organizations. And specialist librarians are the ones to do it.

Guy St. Clair is Consulting Specialist, Knowledge Management and Learning, SMR International, New York, NY. He is the author of Beyond Degrees: Professional Learning for Knowledge Services, just published by K. G. Saur. A past president of the Special Libraries Association and of the New York Chapter, St. Clair actively solicits readers' responses to this column. He can be reached at GuyStClair@cs.com.

Website Resources:

Banking Regulations

by Louise Klusek

United States

Banking: An Overview

<http://www.law.cornell.edu/topics/banking.html>

Cornell's Legal Information Institute provides a brief overview of the regulatory and legal structure that oversees the banking sector in the U.S. The site includes links to federal and state statutes, regulations, and judicial decisions.

Conference of State Banking Supervisors

<http://www.csbs.org/>

CSBS, the industry association for state banking regulators, maintains a collection of state banking supervisory agreements and an excellent set of links to state banking departments or agencies that charter, regulate, and/or supervise financial institutions. Its newsletter, *The Examiner*, is also available on the site.

Federal Deposit Insurance Corporation

<http://www.fdic.gov/>

The FDIC, created in response to the banking crisis of 1933, insures the deposits in banks and savings associations. It also acts as the primary regulator of state-chartered banks that are not members of the Federal Reserve System (non-national banks). The section titled "Regulations and Examinations" includes an on-line, searchable version of the 'Rules and Regs', an essential compilation of FDIC and banking law. FDIC staff advisory opinions and Federal Register citations pertaining to the FDIC are available, as is information about deposit insurance.

Federal Financial Institutions Examination Council

<http://www.ffiec.gov/>

The Council is an interagency body composed of representatives from the Office of the Comptroller of the Currency (OCC), the Federal Reserve System (FRB), the Federal Deposit Insurance Corporation (FDIC), the National Credit Union Administration (NCUA), and the Office of Thrift Supervision (OTS). It is responsible for prescribing uniform standards for bank financial reporting across all regulatory organizations. The site offers press releases, reports, and standardized reporting forms.

Federal Housing Finance Board

<http://www.fhfb.gov/>

The Federal Housing Finance Board regulates the Federal Home Loan Banks. Its main regulatory function is to set standards of community investment for its members. Forms and regulations are posted on the site.

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Federal Reserve Bank of Kansas City

<http://www.kc.frb.org/home/subwebs.cfm?subWeb=2&menu=4>

The Kansas City Fed has extensive information about banking regulations, including laws, existing and proposed regulations, interactive study guides, and supervision manuals. Banking Regulation, its Purposes, Implementations, and Effects (<http://www.kc.frb.org/BS&S/Publicat/PDF/RegsBook2000.pdf>) is an excellent history and overview of the regulatory regime for the banking sector in the U.S.

Federal Reserve Board: Banking Information and Regulation

<http://www.federalreserve.gov/banknreg.htm>

The Federal Reserve Board regulates and supervises state Federal Reserve System member banks, bank holding companies and their non-bank subsidiaries, and branches of foreign banks operating in the U.S. Its responsibilities and powers are described in the Fed publication, *The Federal Reserve System: Purposes and Functions* (<http://www.federalreserve.gov/pf/pf.htm>). The site contains a list of federal banking regulations, legal opinions of Fed staff, and releases detailing enforcement and other actions taken by the Fed in its regulatory capacity. The Fed also makes available electronic versions of its various supervisory manuals.

(Continues on page 12)

United States (Continued)

Federal Trade Commission

<http://www.ftc.gov/>

The Federal Trade Commission has jurisdiction over certain unfair credit activities. The statutory jurisdiction of the FTC is outlined. The site also features the financial privacy rules under the Gramm-Leach-Bliley Act.

National Credit Union Administration

<http://www.ncua.gov/>

The National Credit Union Administration charters, supervises, and insures federal credit unions. In the section called "Reference Information" users find the complete text of the Federal Credit Union Act, the complete "Rules and Regulations" promulgated under that act, and NCUA legal opinion letters, manuals, and special reports. Recent final rules, proposed rules, and the regulatory agenda are found under "News".

Office of Foreign Assets Control

<http://www.treas.gov/offices/enforcement/ofac/>

OFAC, a unit of the Treasury Department, is responsible for administering and enforcing U.S. government sanctions against countries and organizations imposed for reasons of national security or foreign policy. The current state of sanctions imposed on various industries is described in "Regulations by Industry". The site also offers primary legal documents, country/area summaries, and lists of organizations and countries currently subject to OFAC sanctions.

Office of the Comptroller of the Currency

<http://www.occ.treas.gov/index.htm>

The OCC charters, regulates, and supervises national commercial banks (those banks that aren't chartered by a state banking agency and that have to belong to the Federal Reserve System). The site provides information on federal banking legislation and a database of enforcement actions. Current regulatory activity is reported in the monthly Interpretations and Actions.

Office of Thrift Supervision

<http://www.ots.treas.gov/>

The Office of Thrift Supervision is the primary federal regulatory body for all federal and most state-chartered thrifts including savings banks and savings and loans associations. Relevant laws/regulations, enforcement orders, legal opinions, and OTS operational handbooks can be found in the section called "Supervision".

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U.S. House Committee on Financial Services

<http://financialservices.house.gov/>

The House committee responsible for legislation and oversight of the banking/financial services sector has made available legislation, reports, meetings, committee transcripts, and the committee rules of procedure at this site.

U.S. Senate Committee on Banking, Housing, and Urban Affairs

<http://banking.senate.gov/index.cfm?fuseaction=Home.Home>

This Senate committee is responsible for the banking sector. The site offers committee documents, hearing transcripts, and a video archive of selected hearings.

(Banking Regulations—International
Continues on page 13)

Website Resources:

Banking Regulations

by Louise Klusek

International

Bank for International Settlements

<http://www.bis.org/index.htm>

As the world's oldest international financial organization, the BIS functions as a bank for central banks and a forum for cooperation and standardization of international financial and monetary policy. The site contains extensive documentation on the upcoming New Basel Capital Accord, which will set the worldwide standard for capital adequacy requirements for the banking industry.

Bank of England

<http://www.bankofengland.co.uk/>

The U.K.'s central bank is responsible for stabilizing inflation and interest rates (see "Monetary Policy" and "Financial Markets"), maintaining the Stability of the banking system, and regulating the financial service industry.

World Bank Group – Bank Regulation and Supervision

http://www.worldbank.org/research/projects/bank_regulation.htm

This site contains a database based on a World Bank survey of how banks are regulated and supervised. It includes data on ownership, capital, auditing, and disclosure regulations. Excel spreadsheets of country data are also available.

European Central Bank

<http://www.ecb.int/>

The European Central Bank is responsible for guarding price stability in the Euro zone. "Legal Documents", found under the section titled "Publications", contains the basic statutes, regulations, legal instruments, and bank legal opinions relevant to the ECB's regulatory role. It includes the banking acts of all the EU national central banks.

Global Banking Law Database

<http://www.gbld.org/>

This IMF/World Bank banking law database contains the text of banking laws of 39 countries. The database is searchable by keyword or users can browse by topics such as capital adequacy, formal powers of supervisors, and money laundering.

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International Monetary Fund: Standards and Codes

<http://www.imf.org/external/standards/index.htm>

The International Monetary Fund is responsible for the stabilization of the international financial system and the maintenance of exchange rate stability. "Standards and Codes" contains information on the guidance provided by the IMF to national governments and borrowers in areas including financial transparency, banking regulation and supervision, accounting, auditing, bankruptcy, and corporate governance.

World Bank Group. Financial Sector

<http://wbln0018.worldbank.org/html/FinancialSectorWeb.nsf/>

One aim of the World Bank is to foster the development of banking systems and this site supports that mission with e-forums, training handbooks, and numerous papers from World Bank staff. The Regulation and Supervision of Banks around the World database is especially

Louise Klusek is the coordinator of the Research Services area of the Corporate Library at Salomon Smith Barney, part of Citigroup, where she has worked for the last fifteen years.

Student Guide to the NY Chapter of SLA

By Suzan Lee

The New York Chapter is dedicated to our members. We realize that our members' needs begin even before they are practicing professionals. We hope that student members will take full advantage of the programs and events that the Chapter organizes exclusively for their career development.

In the past few years, our membership has come full circle, with student members becoming full regular members of SLA. Many of our former student members are now professionals sponsoring internships and volunteering their time for the benefit of current student members. We hope that you will follow their lead with your full participation and student membership. We hope you will come to depend on us as an important professional resource. Please contact us with your questions and suggestions.

Benefits of Membership

The New York Chapter of Special Libraries Association is your source of information about what's going on in our profession. We organize programs and events that benefit our members. In the last six years, we have extended the benefits of membership to students.

We encourage you to become a member of SLA-NY. The membership is \$35 and entitles you to be invited to all SLA-NY Chapter events. We will keep you abreast new events through our chapter website — <http://www.sla.org/chapter/cny/>, through our discussion list (please sign up immediately), as well as through our *ChapterNews* (now available electronically on our chapter website). You are also connected to the association with journals and magazines that are relevant to our profession. Student Membership form is available on our chapter website. <http://www.sla.org/chapter/cny/>

Below are just some of the benefits that student membership provides:

- ▲ Student database workshops
- ▲ Student-to-Student letups
- ▲ Professional-to-Student Mixer
- ▲ Resume / Job Searching Technique Workshops
- ▲ Internship Program
- ▲ Scholarship Eligibility
- ▲ MLS program & NY Chapter co-sponsored seminars
- ▲ Chapter meetings
- ▲ Subject-specific group meetings
- ▲ Chapter newsletter
- ▲ Professional development programs, e.g. Virtual Seminars
- ▲ Networking Luncheons
- ▲ JobLine
- ▲ Discussion Lists
- ▲ Publications

Participating MLS Programs

Long Island University

*Palmer School of Library and Information Science
Brookville, NY
<http://palmer.cwpost.liu.edu/>*

Pratt Institute

*School of Information and Library Science
Brooklyn, NY
<http://www.pratt.edu/sils/>*

Queens College

*Graduate School of Library and Information Studies
Flushing, NY
<http://www.qc.edu/GSLIS/>*

Rutgers University

*School of Communication, Information,
and Library Studies
New Brunswick, NJ
<http://www.scils.rutgers.edu/>*

St. John's University

*Division of Library and Information Science
Jamaica, NY
www.stjohns.edu/pls/portal30/sjudev.school.sjc*

Southern Connecticut State University

*Department of Information and Library Science
New Haven, CT
<http://www.southernct.edu/departments/iils/>*

Student Programs NY Chapter of SLA

By Suzan Lee

Database Workshops — This is a two hour hands-on database training for our student members. Participating information providers include Dialog, Factiva and Lexis-Nexis. This program is an upgrade from the “Evening with an Information Provider” sessions offered in the past two years. Each database workshop will include a comprehensive overview and database searching techniques most frequently used in corporate libraries. The NY Chapter would like to send a big THANK YOU to the vendors for their continuing sponsorship of the NY Chapter’s student programs.

Student-to-Student Meet Ups — This is a social networking opportunity for students held during a week-night. Your student peers of today will be valuable colleagues of tomorrow.

Professional/Student Mixer — A Mixer is held in late fall. This is a social event where information professionals and students meet. This two hour event is geared towards students who have many questions about a multitude of topics concerning the information profession. This event is set in a relaxed environment where peer friendships and mentoring relationships are readily formed.

Resume Workshop — This workshop is held immediately following the Mixer (see above). It is a 1-hour session devoted to resume writing skills and/or interviewing skills. Resume reviews are offered to attendees as follow-up to the workshop.

Business Fundamentals — This is a program co-sponsored with the NY Chapter and an MLS program. This year, the NY Chapter and LIU-Palmer School in Manhattan will be co-sponsoring a full-day seminar on business basics and terminologies relevant to our profession in the financial services industry. The seminar takes place on October 25, 2003.

Internship Program — Internships range from information interviews to for-credit internships. This program does not follow an academic calendar. It was designed to be as flexible as possible for both students and sponsors. Applications are available on our chapter website under “Students”.

Evening with an Information Provider — This is a two hour program in which students are exposed to databases that are regularly used in our profession. A presentation is followed by hands-on training or a career-chat session with the information provider/speaker. For comprehensive database training, please refer to our Database Workshop.

Speakers Bureau — We have speakers available to meet with student groups or in a class setting. Our speakers are well-versed on a wide variety of topics. At the invitation of MLS programs, our speakers have also held job/interview process workshops as well as spoken about careers in Special Libraries.

Career Day — Held in the spring, this program is opened to the public. Representatives from MLS programs, placement agencies and information providers are present. Seminars and workshops are held to provide full exposure to the information profession.

Networking — Networking lunches and dinners are planned throughout the year by the Midtown and Downtown networking teams. Students are encouraged to attend. This is a wonderful opportunity to meet potential mentors.

Scholarships — We have several scholarships based on merit available to students every year. Please visit our chapter’s and the association’s websites for application details. The NY Chapter offers three scholarships each year — one \$1,000 scholarship and two \$1,500 scholarships.

Student Checklist:

- ▲ SIGNUP for student membership online
- ▲ subscribe to the SLA-NY Chapter DISCUSSION LIST and your MLS program’s DISCUSSION LIST
- ▲ apply for the Fall 2003 SCHOLARSHIP
- ▲ RSVP to student programs
- ▲ REVIEW the Student Guide 2003-2004 for your student membership benefits
- ▲ VOLUNTEER at Chapter events! It’s an excellent networking opportunity.

Suzan Lee is a Senior Research Librarian at UBS Securities LLC. She is the Library School Liaison. Her responsibilities include chapter student programs.

She can be reached at suzan.lee@ubs.com or by phone (212.821.3128).

Fall 2003 Student Calendar of Events

The SLA-NY Chapter provides multiple programs for its NY Chapter Student Members. If you are not yet a member, please visit our headquarter's website — <http://www.sla.org> where you can sign up for student membership (\$35/year) online. You must be a NY Chapter Student Member to be eligible to attend our Chapter student programs. Please join our Chapter discussion list as well as your MLS program discussion list in order to receive up-to-the-minute program announcements.

Student-to-Student Meet up is a new initiative of the SLA-NY Chapter.

— *Thursday, October 2, 2003*

This is a peer-to-peer networking opportunity where students can discuss issues most relevant to their current academic and future professional careers. This is a student-driven program. The attendees will determine the next meet up date and location. Information professionals will be on hand to answer general career-related questions. The first meet up will be held on Thursday, October 2, 2003 at the Union Club (Upper East Side, NYC). You must RSVP to Suzan Lee <suzan.lee@ubs.com> by Tuesday, September 30, 2003. Please bring a photo ID with you.

Business Fundamentals with LIU

— *Saturday, October 25, 2003*

SLA-NY Chapter is pleased to announce a co-sponsored Student Program with LIU-Palmer School Manhattan. Business Fundamentals is a full-day program to introduce students to business terminologies and the basics of the securities market as well as a broader picture of the financial services sector. The full-day program is in two parts: First Session (12:00 to 2:30) and Second Session (3:30 to 6:00). Students will be treated to a speaker well-known in our information profession. Interactive discussions are encouraged. LIU Students must RSVP by Thursday, October 16 to Evangeline King, Director of Manhattan Campus <eking@liu.edu>. Space is limited. Please bring your LIU ID or a photo ID with you.

Database Workshops:

You must RSVP to Suzan Lee (suzan.lee@ubs.com) by the Thursday just prior to a scheduled workshop. Please bring a photo ID with you. Students are encouraged to bring database search questions.

Fall 2003 Student Schedule:

Factiva

— *Tuesday, October 7, 2003*
at 6:00pm to 8:00pm

(Space is limited to 12 students)

Lexis/Nexis

— *Tuesday, November 11, 2003*
at 6:00pm to 8:00pm

(Space is limited to 20 students)

Dialog

— *Tuesday, December [TBA],*
at 6:00pm to 8:00pm

SLA-NY Chapter Scholarship (\$1,500) Application Deadline.

— *Wednesday, October 29, 2003*

Please visit <http://www.sla.org/chapter/cny> under 'Students' for eligibility and application requirements. The scholarship will be awarded during the Professional/Student Mixer held in November 2003.

Professional/Student Mixer

— *Saturday, November 8, 2003*

Our annual mixer will be held on Saturday, November 8, 2003, noon to 2pm at Open Society Institute/Soros Foundations, 400 West 59th Street, 3rd Floor, NYC

The Fall 2003 NY Chapter Scholarship (\$1,500) will awarded at this time. The time and location will be announced via NY chapter and MLS program discussion lists. RSVP is required by Monday, Nov 3, 2003 to Suzan Lee <suzan.lee@ubs.com>

Resume Workshop

— *Saturday, November 8, 2003*

A resume workshop will be held immediately following the Mixer from 2:00pm to 3:30pm in the same location. A separate RSVP is required by Monday, Nov 3, 2003 to Suzan Lee <suzan.lee@ubs.com>.