

PER BULLETIN

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From The Chair...

In January, the SLA Leadership Summit was held in Albuquerque. The meeting was well-attended and very informative. As you may already know, the October board meeting also formalized SLA's new Vision, Mission, and Core Value Statements which can be found at <http://www.sla.org/content/SLA/index.cfm>.

At the Division Cabinet meeting, it also was announced that new Governing Documents took effect on February 1st and will replace the Division's bylaws. A communication from SLA headquarters reads, "As a result of the Association Bylaws revision, units are no longer required to have bylaws, but instead are required to have governing documents. The ultimate goal

of the Bylaws revision process and the establishment of governing documents is to provide simplification in the administration of SLA units. This document provides the minimum essential requirements for the governance of all SLA Divisions. Divisions may further revise and customize this document, if so desired, by following the formal amendment process outlined by the Association Bylaws...." The Model Division Governing Document is posted at <http://www.sla.org/content/resources/leadcenter/leadresour/moddivgov.cfm>

Richard Todd, Secretary of DPER, has agreed to review the new governing documents and report back on any changes that might need to be made for our division. A report on any changes will be discussed at the Outgoing DPER Board Meeting and at the DPER Annual Meeting in Nashville in June.

Final plans are being made for the upcoming 95th Annual Conference in Nashville, and I look forward to seeing those of you who will be attending the conference at the DPER board meetings and the Division's Annual Business Meeting on Monday morning. The final program has been posted on the SLA web site and early registration is now in progress.

If you haven't logged onto the SLA web site recently, it is well worth it. The web site has been revamped! Communities of Practice (CoP) is a "new online member interaction tool designed to give up-to-date industry news, links to resources and most importantly, solutions and ideas from peers." The CoP site can be found at:
<http://cop.sla.org/COP/>

The SLA Board has been hard at work for us! I encourage all of you to look at the new SLA web site, the CoP, and the Nashville conference to see all of great new things that are happening for members of the Special Libraries Association. Again, I look forward to meeting with all of you who are attending the Annual Conference in Nashville.

Until then,

Gina Williamson

PER Officers & Committee Chairs 2003-2004

Chair

Regina (Gina) R. Williamson
Information Analyst
ExxonMobil Chemical Americas
4500 Bay Way Dr., Rm 1439
Baytown, TX 77520-2101
Tel 1-281-834-1567
Fax 1-281-834-5558
Email
gina.r.williamson@exxonmobil.com

Chair Elect

Lynnette L. Jordan
Advisor
ExxonMobil Global Information
Management Services
PO Box 650232, Rm. 5D13

Dallas, TX 75265-0232
Tel 1-214-951-2712
Fax 1-214-951-2996
Email
lynette.l.jordan@exxonmobil.com

Secretary

Richard L. Todd
Tech Center Librarian
Halliburton Energy Services
2600 S. Second St.
Duncan, OK 73536-0400
Tel 1-580-251-3516
Fax 1-580-251-3008
Email richard.todd@halliburton.com

Treasurer

Sarah Paciorek
Librarian
Salt River Project
1600 N Priest Dr MS 1SB 552
Tempe, AZ 85281
Tel 1-602-236-5676
Fax 1-602-220-1191
Email sepacior@srpnet.com

Past Chair & Awards Chair

John Galloway
KBR Library Kellogg Brown & Root
601 Jefferson Ave
Houston, TX 77002-7900
Tel 1-713-753-4015
Fax 1-713-753-4669
Email john.galloway@halliburton.com

Financial Development

Marlene Vogelsang
Resource Specialist
Energy Resource Ctr Pacific Energy Ctr
851 Howard St
San Francisco, CA 94103
Tel 1-415-973-7206
Fax 1-415-896-1280
Email mxv6@pge.com

Membership

Daran L. Bishop
Tech Information Specialist
Marathon Oil Co.
PO Box 3128
Houston, TX 77253-3128
Tel 1-713-296-3640
Fax 1-713-296-4499
Email dlbishop@marathon_oil.com

Webmaster And Networking Chair

Ellen Sartorius
Ernst & Young - Research
1401 McKinney, Ste. 1200
Houston, Texas 77010
USA
Tel 1-713-750-8664
Fax 1-713-750-1501
Email ellen.sartorius@ey.com

**Bulletin Editor & Business Manager
For Bulletin & Publications**

Ann Coppin
Technical Librarian
Library, Jet Propulsion Laboratory
4800 Oak Grove Dr.
Pasadena, CA 91109-8099
Tel 1-818-354-6911
Email ann.s.coppin@jpl.nasa.gov

Division Archivist

Jan Heagy
Librarian Specialist
ExxonMobil Upstream Research Co.
PO Box 2189
Houston, TX 77252-2189
Tel 1-713-431-4466
Fax 1-713-431-4157
Email jan.b.heagy@exxonmobil.com

International Relations Chair

Joyce Fedeczko
Information Resources Director
BP America Inc.
150 Warrenville Rd., F1/IS
Naperville, IL 60563
Tel 1-630-420-4850
Fax 1-630-420-3697
Email joyce.fedeczko@bp.com

Invitation to DPER Board Meeting

2003-2004 DPER Board Meeting will be held on Saturday, June 5th from 7:00 p.m.-9:00 p.m.? I have made a reservation at Ristorante Volare which specializes in Italian cuisine. The restaurant is located at the Gaylord Opryland so there will be easy access for members interested in attending. If members would like to attend, please RSVP by Friday, June 4th to Gina Williamson at 281-834-1567 or via e-mail at gina.r.williamson@exxonmobil.com

Nominations for the Petroleum and Energy Resources Division

According to the Bylaws "In the event the Nominating Committee presents only one candidate for each office and there are no further nominations by petition for any of the offices, the election of officers shall be held at the Division's annual business meeting rather than by mail ballot. In this instance, there shall be no further nominations accepted from the floor.

The Nominating Committee making the following nominations for the for the 2004-2005 SLA year:

Chair-Elect: Rob Rogers
Information Management Services
ExxonMobil Upstream Technical
Computing

Employment History at ExxonMobil
Exploration Company:

Librarian: 2001 - Present
Technical Assistant for Database
Administration: 2000 - 2001
Library Technician: 1997 - 2000
Records Technician: 1995 - 1997

Education

MS Information Science, University of
North Texas 1999

BA Psychology, University of Houston
1990

Other Activities

Member of Montgomery County Search
and Rescue Team 2001 – Present

Currently serving as Sergeant at Arms
Awards & Honors

Member, Beta Phi Mu

Treasurer: Sarah Paciorek

My name is Sarah Paciorek and I am
running for my second term as Treasurer

for the Petroleum & Energy Resources
Division. I am currently a Librarian for
Salt River Project in Tempe, Arizona.
We are the second largest public power
and water utility in the country. I have
been here for a little over 2 years...prior
to this I was the librarian for the
American Compensation Association
(now WorldatWork) in Scottsdale,
Arizona. I have a MA in Information
Resources & Library Science from the
University of Arizona and a BA in
Anthropology from Arizona State
University.

I also just started working on my
Master's in Public Administration at
ASU.

On a personal note, I recently married an
engineer here at SRP! We just finished
building a house in the foothills of the
Utery Mountains and are busy settling
in.

I have enjoyed working with the
wonderful members of our division the
last two years and I would love to be
able to continue my involvement.

Nominating Committee

Joyce L. Fedeczko, Chair
(630.420.4850), fedej1@bp.com
Greg Browder (214.670.1609),
gbrowder@dallaslibrary.org
Marlene Vogelsang (415-973-7206),
mxv6@pge.com

PER Member Update

What's new with you? It's time to toot
your own horn and let PER members
know what's going on in your
professional life. If you have recently
changed jobs, earned a promotion,
received an award, presented at a
conference or workshop, been involved
in a interesting project, or published an
article or book, please drop PER
Membership Chair Daran Bishop a line

at dlbishop@marathonoil.com and we'll include your news in the next PER Bulletin.

Also, let Daran know if you know of someone else who has news to share, and she will follow up with them regarding the details prior to printing anything in this column.

Treasurer's Reports

PER Division Balance Sheet as of
12/31/03
Submitted by Sarah Paciorek

ASSETS

	12/31/02	12/31/03
Balance		Balance
Cash and Bank Accounts		
Checking		
\$21,511.68		\$17,773.81
SLA Money Market		
\$6,857.29		\$7,102.46
-----		-----
TOTAL Cash and Bank Accounts		
\$28,368.97		\$24,876.27
-----		-----
TOTAL ASSETS		
\$28,368.97		\$24,876.27
-----		-----

LIABILITIES & EQUITY

LIABILITIES	0.00	0.00
EQUITY		
\$28,368.97		\$24,876.27
-----		-----
TOTAL LIABILITIES & EQUITY		
\$28,368.97		\$24,876.27
-----		-----

PER Year End Financial Statement
1/1/03 Through 12/31/03

Submitted by Sarah Paciorek

INCOME

Interest Inc	\$ 245.17
SLA allotment	\$1,980.00
Sponsorship	\$2,735.00
TOTAL INCOME	\$ 4,960.17

EXPENSES

Bank Charge	\$ 10.00
Meeting Expenses	\$8,442.87
TOTAL EXPENSES	\$8452.87*

TOTAL INCOME - EXPENSES
\$-3,492.70

*This includes expenses for the 2002 and 2003 conferences.

Internet Corner – Needs Assessment?
Information Audit?
by Ann Coppin

Needs assessment, strategic assessment, information audit, mapping information flow – what do I need? What is the difference between these concepts? How does it differ from an old fashioned library survey? How does it differ from a questionnaire handed out to evaluate a service (which is called transactional analysis) like “does this literature search you’re your needs?” What is essential?

Quantum², Dialog’s leadership development program for information professionals has a section on Needs Assessment. According to them: “The objective of Needs Assessment is to understand in detail what information employees in different functional groups need (in addition to, or as opposed to what they say they want!), how they prefer to receive it, and what difficulties

they may encounter in accessing it. The needs assessment requires that employees (the library's total potential market) be segmented according to characteristics placing them in logical information-need groups. Those groups are then placed in priority order; the focus of the library's efforts must be the client groups with the greatest influence over the organization's fortunes. The members of each group are then approached in order to discover the full range of their information needs. Methods include informal conversations, individual interviews, focus groups, and surveys. Their responses are then analyzed for clues as to what information offerings are appropriate.”
<http://quantum.dialog.com/about/framework/needs.shtml>

An information audit goes beyond looking at user needs. It is a process to examine the ways in which an organization acquires or creates needed information and how information is managed and disseminated. Its is to understand what information is necessary to support the organization's operations, what information people currently use, how this information is maintained, where people obtain this information, and identifies any gaps, inconsistencies or duplications.

Quantum2 Workshops (distant learning via webex)

Assessing Clients' Needs: Gather the Data (not currently scheduled)
Presentation: Based on the author's book *The Information Audit, a Practical Guide* by Susan Henczel, KG Saur, 2001)

Assessing Clients' Needs: Analyze the Results (not currently scheduled)
Presentation: This session focuses on the key to defining the requirements for your information services.

Assessing Clients' Needs: Map the Information Flow (May 6, 2004)
Presentation: A detailed view of how information flows within an organization benefits the information professional in efforts to define services, allocate resources, and create budgets.

Quantum2 White Papers

http://quantum.dialog.com/q2_resources/whitepapers/analyze.pdf
Assessing Clients' Needs: Analyze Results – based on a Quantum2 Presentation by Outsell, Inc. Quantum2 Whitepaper 7.10.02, 17 p.

http://quantum.dialog.com/q2_resources/whitepapers/mapping_info_flows.pdf
Mapping Information Flows: A Practical Guide by Betty Jo Hibberd, Manager, Information Professional Development, and Allison Evatt, MLIS Consultant at Dialog.

<http://www.dlapr.lib.az.us/cdt/commneeds.htm>
Community Needs Assessment - Arizona State Library, Archives and Public Records. Includes what it can do for you, how to do it, and further reading.

Quantum2 Web Links

<http://trochim.human.cornell.edu/kb/index.htm>
Research Methods Knowledge Base by William M. Trochim, Cornell University
“The Research Methods Knowledge Base is a comprehensive web-based

textbook that addresses all of the topics in a typical introductory undergraduate or graduate course in social research methods.”

<http://informationr.net/rm/>
Electronic Resources for Information Research Methods
by T.D. Wilson, PhD, Professor Emeritus, University of Sheffield, UK.

Quantum2 Book Suggestions
From Needs Assessment to Action: Transforming Needs Into Solution Strategies by James W. Altschuld and Belle Ruth Witkin, Sage, 2000.

Needs Assessment: A Creative and Practical Guide for Social Scientists by Rebecca Reviere, Susan Berkowitz, Carolyn C. Carter and Carolyn Graves Ferguson, eds. Taylor and Francis, 1991.

Conducting Needs Assessments: A Multidisciplinary Approach by Fernando Soriano, Sage, 1995.

Articles of Interest

<http://www.clir.org/pubs/reports/pub120/pub120.pdf>

Carol Tenopir, Carol, “Use and Users of Electronic Library Resources: an Overview and Analysis of Recent Research Studies,” Council on Library and Information Resources, Washington, D.C., CLIR Report 120, August 2003, 72 p.

This report is has a section reviewing the variety of research methods (observation, surveys, interviews, experiments, and transaction log analysis) used in the various studies. According to Tenopir, conclusions of a study are dependent upon the method used in the study. Briefly the types of

methods include: 1. logs which cover what groups do - but does not give motivation; 2. interviews/surveys/journals which find opinions, what the individual and group say they do and why - but people do not always do what they say they do; 3 critical/last incident which focuses on what individual say they do and why - but these incidents may not represent usual practice; 4. observation/experiment (typically just a few people included in study) which shows what an individual does in a controlled or natural setting and why - but being small and controlled may not represent what actually is done; and 5. citation analysis which shows what authors cite - but not everyone is an author.

<http://www.infotoday.com/online/sep02/Plosker.htm>

Plosker, George R. “Conducting User Surveys: An Ongoing Information Imperative,” Online, v. 26, no. 5, September/October 2002. (p. 64+) Practical suggestions on how to survey user needs.

<http://www.infotoday.com/mls/jul98/story.htm>

Schulz, Lisa, “Strategic Planning in a University Library,” Marketing Library Services, v. 12, no. 5, July/August 1998. Description of strategic planning process includes doing interviews of user groups.

Stratigos, Anthea, “Information Centers and the Marketing Equation,” Online, v. 23, no. 5, September/October 1999, p67, 5p.

“Focuses on the targeted marketing strategy of information service providers in delivering their services.

Pratt, Allan and Ellen Altman, "The JAL Guide to the Professional Literature: Use & User Studies," *Journal of Academic Librarianship*, v. 25, no. 2, March 1999, p161, 1/9p.

Document Type: Article

Provides an overview of the study 'The University of Iowa Libraries' Undergraduate User Needs Assessment,' by Leo Clougherty, John Forys, Toby Lyles, et al.

Leo Clougherty, John Forys, Toby Lyles, et al, " The University of Iowa Libraries' undergraduate user needs assessment," *College & Research Libraries*, v. 59, no. 6, November 1998, p572, 13p

Zemke, Ron, "How to do a needs assessment when you think you don't have time," *Training*, v. 35, no. 3, March 1998, p38, 5p

Nicholas, David , "The information needs interview: A long way from library-use Statistics," *Education for Information*, v. 15, no. 4, December 1997, p343, 7p.

Jones, Rebecca, and Bonnie Burwell, "Information Audits: Building a Critical Process," *Searcher*, v. 12, no. 1, January 2004, p. 50-55.

Discusses the information audit as a process which is a starting point for establishing strategies. Includes checklist of key "Do's and Don'ts."

www.sla.org/division/dst/LangleySLA062003.pdf

Information Audit as a Holistic Approach: A Case Study
Emily A. Langley Information Services
Manager Miller Brewing Company - text

June 10, 2003 (Sci-Tech Division Annual Conference Contributed Paper 2003)

www.sla.org/division/dst/Langley%20SLA%20Presentation.ppt

SLA PowerPoint presentation 25 slides
Setting the objectives, how the internal team did the audit, data collection and analysis, benefits realized, and critical success factors are covered.

<http://www.sla.org/content/memberonly/electrinfo/audit.cfm>

Information Audit - SLA Information Portal Bibliography

<http://www.infotoday.com/searcher/jul02/dobson.htm>

Dobson, Chris, "Beyond the Information Audit: Checking the Health of an Organization's Information System," *Searcher*, v. 10, no. 7, July/August 2002, p. 32, 6p.

<http://www.sla.org/content/memberonly/infoonline/2001/jun01/Henczel.cfm>

http://www.findarticles.com/cf_0/m0FW/E/6_5/75958767/p1/article.jhtml

Henczel, Susan, "The Information Audit as a First Step Towards Effective Knowledge Management," *Information Outlook*, v. 5, no. 6, June 2001, p48, 10p.

DiMattia, Susan S., and Lynn Blumenstein, "In Search of the Information Audit: Essential Tool or Cumbersome Process?" *Library Journal*, v. 125, no. 4, March 1, 2000, p48-50.

<http://www.batesinfo.com/audit.pdf>

Bates, Mary Ellen, Information Audits: what do we know and when do we know it?" *Library Management Briefings*, Fall 1997, 10 p.

Includes a section on asking the right questions.

The Information Audit. Special Libraries Association, An SLA Information Kit. Washington, DC, 1996.

Evan-Wong, Sue, and Claudette de Freitas, "Marketing an information service: A case study of the OECS Economic Affairs Secretariat..." *Information Services & Use*, v. 15, no. 2, 1995, p. 117, 14p.

<http://www.infotoday.com/searcher/jul02/shamel.htm>

Shamel, Cynthia L. Shamel, "Building a Brand: Got Librarian?" *Searcher*, v. 10, no. 7, July/August 2002. (p. 60+) (does not add to understanding of needs assessment)

<http://www.sla.org/content/memberonly/infoonline/2002/jul02/dinerman.cfm>

Dinerman, Gloria, "If You Don't Know, Ask: The Art and Craft of Survey Development and Analysis," *Information Outlook*, v. 6, no. 7, July 2002.

Sites of Interest

From AGI: "A total of \$3,431.7 million was requested for the Department of Energy's Office of Science in President Bush's FY 2005 budget request. This represents a reduction of 2.0%, or \$68.5 million, from FY 2004 funding of \$3,500.2 million." The complete DOE budget documents can be found at www.mbe.doe.gov/budget/05budget/index.htm.

<http://www.osti.gov/energycitations/>

Energy Citations Database
Provided by the DOE and covers 1948 to the present.

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

FirstGov for Science

This contains "reliable information resources selected by the respective agencies as their best science information. Two major types of information are included—selected authoritative science Web sites and databases of technical reports, journal articles, conference proceedings, and other published materials...The Web pages and the databases can be searched individually or simultaneously from the search page."

<http://www.transtats.bts.gov/>

TranStats: The Intermodal Transportation Database

The new website from the U.S. Bureau of Transportation Statistics is for transportation researchers and analysts, aimed at providing "one stop shopping" for transportation data.

<http://www.charlestonco.com/>

The Charleston Advisor

It provides free and subscriber-based access to "Critical Reviews of Web Products for Information Professionals." Submitted by Joyce L. Fedeczko

SLA Announcements

March 19, 2004 — The Special Libraries Association (SLA) has re-launched its Career Center, offering enhanced services and an interactive job board. The new service is available at www.sla.org/careercenter.

SLA Professional Development

<http://www.sla.org/content/learn/onlinepres/lab2002/index.cfm>

