



Newsletter of the Special Libraries Association - Pittsburgh Chapter

Volume 74, Issue 2

President's Message- Donna Beck

At a recent family gathering, my father pointed out a goldfinch flying by, making note of its characteristic dipping motions. I marveled at the little bird with all its energy and beautiful vibrant yellow color. The goldfinch passes by quickly, unaware of its classification, unaware of the name chosen by humankind to identify it.

We choose names for our children and our pets. We provide tags or labels to our blog entries and our Flickr photos. We classify and catalog, as well as understand the meaning of subject headings and the importance of vocabulary and thesauri. We use nicknames as well. I know that I drive my family crazy with words that I make up when I can't think of the correct word. They still laugh at the time that I referred to myself as "lazydackical" when I meant "lackadaisical." Now, SLA is asking us to take a second look at how we are classifying our organization.

What do you think about SLA considering a name change? Do you think we need a new name? If so, do you have a suggestion for a new name? You can follow the comments and add your own at the "SLA Name Change" wiki. Or, feel free to send them to me and I will relay them on. SLA President Gloria Zamora "tweeted" this summer: "We are definitely rebranding SLA with or without [a] new name but alignment info is applicable to the entire information profession."

Align in '09 was a dominant theme at this year's SLA conference. As many of you know a PR firm, Fleishman-Hillard was hired by SLA. They are leading a team working to provide statements distinguishing central values of information professionals and of SLA.

Does our own Chapter name best represent our membership? As members, we should feel welcome to help decide on a "flight path" for our future. Rachel Callison was Chapter President when all of this alignment talk started. I am pleased that she has agreed to take on the role of "Alignment Ambassador" for our Chapter. Suzan Dolfi, our new Chapter President-elect (Welcome, Suzan!) has also agreed to assist in this role.

Hey, here's an idea: Use binomial nomenclature to make a new name for SLA! In fact, we, *Homo* sapiens designated *Carduelis tristis* as the scientific name for the American Goldfinch...Ahh, better yet; perhaps the proposed Taxonomy Division should be approved quickly so that they can be charged with all this rebranding!

As I learned at a session at this year's annual conference titled, "Science of Imagination: The Neurobiology of Constructivist Learning," the brain wants stories. Even when you are resting, your brain is really active and "talking" to itself. This edition of our newsletter provides stories for and about our Chapter members. For more photos of our Chapter gatherings and programs, see the "<u>Photo Album</u>" (Flickr) link on our <u>Chapter's website.</u>

I look forward to seeing you at events, now in the planning stages, as we continue into the second half of SLA's centennial year. Until then, enjoy the bird songs of summer while you can, AND Thank you Mayor Luke Ravenstahl for declaring July 30, 2009 as SLA-Special Libraries Association Day in the City of Pittsburgh! (See the official proclamation on page 2 of this issue!)

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By virtue of the authority vested in me as Mayor of the City of Pittsburgh, I do hereby issue this proclamation honoring

SLA-SPECIAL LIBRARIES ASSOCIATION DAY July 30, 2009

WHEREAS, 2009 marks the 100th Anniversary of the Special Libraries Association (SLA). The mission of SLA is to promote and strengthen its members through learning, advocacy, and networking initiatives; and

WHEREAS, SLA is the global organization for innovative information professionals and their strategic partners. The core value of the association is geared toward strengthening the role of their members as information leaders in communities and organizations; and

WHEREAS, the Pittsburgh Chapter of SLA is made up of approximately 140 members who serve as information professionals in Pittsburgh and surrounding areas of Western Pennsylvania and West Virginia; and

WHEREAS, 2009 also marks the 87th Anniversary of the Pittsburgh Chapter of SLA. Our members are employed by local law firms, universities, health facilities, and well-known Pittsburgh companies such as Rand, Heinz, Alcoa, MEDRAD, and PPG.

NOW THEREFORE BE IT RESOLVED that I, Luke Ravenstahl, as Mayor of the City of Pittsburgh, recognize the past and present members of SLA and thank them for the continued service within the information industry and the business community. I do hereby declare July 30, 2009, "SLA-Special Libraries Association Day" here in our most livable City of Pittsburgh.



LUKE RAVENSTAHL Mayor

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Promising Professional Award - Conference Recap - Haley Hodum

The 2009 SLA Conference in DC was my first conference experience. Thanks to the Pittsburgh Chapter's Promising Professional Award I was able to participate in a number of exciting events and represent our city and chapter. Here, in all my young wisdom, are a few of the events and tips I would recommend to anyone attending the SLA conference for the first time:

Register for pre-conference education seminars if you are able. The first day there, I took a course on researching international standards and a course on information centers and best practices. I chose these courses as introduction courses aimed at existing areas in my job. On my second day, I took the competitive intelligence fullday course taught by Mary Ellen Bates which provided excellent resources, CI processes, and just the right amount of humor. While the pre-conference courses are additional costs, I think they provide good content and are focused enough to leave you with valuable information relevant to your information needs.

GO PENS! One of my greatest discoveries at the SLA Conference is that everyone, vendors, librarians, and even robots, know something about Pittsburgh. Being from Pittsburgh is one of the best ice breakers I have been able to use, and I think that for future conferences I might even brush up on some of Pittsburgh's history.

You can't, and shouldn't, avoid the INFO-EXPO. Even if you aren't looking to buy anything, don't currently subscribe to anything, or like free stuff (though, I did not see a librarian there that didn't), the information you can get from vendors on industries, as well as handouts on available and emerging resources, are great takeaways to present to your company when you return. NOTE: Nothing can possibly prepare you for how tired you will be after this experience, especially if you are being guided by Nancy Carlson. I actually had to leave her at one point because I was too lightheaded to continue.

Whim away. I tried to plan most of my daily

schedule beforehand, and in the future, I think I will allow more flexibility in my schedule for those instances where I meet someone interesting and want to spend an evening conversing with them or anything else I would like to do on a whim. The conference provides a unique environment for networking which is invaluable. So, whim away.

Bring snacks to share. Thank God for Denise Callihan on the drive to DC. With the extra two hours of traffic we endured in both DC and on the PA turnpike, I would not have survived without her Swedish fish to appease my stress.

Everyone knows your name. Okay, they might not know your name, but most people (hotel employees, conference HQ employees, tourists) can recognize what you are doing in the city. For that reason, we as librarians should be on our best behavior especially when we think no one knows us. I witnessed a woman in my hotel lash out at a Starbucks employee and a group of kids in the line while wearing her SLA conference nametag. I was so embarrassed for her that I made a special note to treat those I interacted with throughout the week as though I were in my company's HQ in my own home-city.

Carry a pocket mirror. While not a professional concern, this was definitely a "lesson learned" for me after I walked around the vendor hall for over an hour with chocolate from my café mocha on the tip of my nose. Trust me—no vendor is going to tell you if you have something on your face!



(L-R) Haley Hodum and Nancy Flury-Carlson at the annual conference in Washington DC.

The conference experience was overwhelming at times, but I enjoyed every event I was able to participate in thanks to the Pittsburgh Chapter's Promising Professional Award. I was able to experience what the conference had to offer to the fullest and am grateful to the Pittsburgh Chapter for that.

Welcome New Chapter Members!

April 2009

Harrison Behl Daniel Hickey Melanie Johnston Anthony Micchelli

May 2009

Rachel Szymczak

June 2009

Jennifer Bishop

July 2009 Jenna Kensey

Class Cancelled? Make Your Own! - Nancy Flury Carlson

Disappointed that my CE class had been cancelled, I was able to engineer an even better session. The CE course teacher, Ulla de Stricker

(www.destricker.com), had emailed me and let me know that even though the class had been cancelled, she would be at SLA and would be very happy to talk with me. In addition, she suggested that I might want to get her book, *Business Cases for Info Pros: Here's Why, Here's How*, since it captures the essence of the course. I bought and read the book in advance, and invited Ulla to have dinner with me on Monday evening. We got together for a long and informative discussion about the topic of business cases for information resources and services, good communication techniques, and ways to document and express the value of what we propose to deliver. We also had a chance to get to know each other personally, and the evening was extremely valuable since it was completely one-on-one. The discussion gave me lots of new ideas for presenting information to decision makers in my company, and I highly recommend Ulla's book to anyone interested in this topic. http:// books.infotoday.com/books/ BusinessCasesforInfoPros.shtml



Dr. Roger K. Summit, founder and Chairman Emeritus of Dialog, with Nancy Flury Carlson, principal information analyst at Westinghouse Electric Co."

"Got a Quarter?" ~ Karen Liljequist

In this challenging fiscal climate, solo librarians are often asked to step beyond their job titles and their "research comfort zones" to tackle diverse and often challenging requests from customers. Until recently, my research as a medical librarian was predominately clinical in nature and databases like Medline, CINAHL and **Rehabilitation & Sports Medicine** Source were my closest friends. However, in the last year, I have been asked by non-clinical departments to do more financial, business and government research. Patrons were interested in the newest trends in healthcare management, the buzz about evolving hospital programs, noteworthy news and state/local budget updates.

It was clear that traditional peerreviewed journal articles, evidencebased reviews and clinical studies were not always available nor always appropriate. Blogs, chat rooms, message boards, social networking sites and alternative news aggregators often provided diverse and unconventional information about key players and useful competitive intelligence content. However, I had to accept that there would be gaps in the research and holes in the content. Could I settle for "good enough" in my research, but still reinforce quality information seeking behavior in my colleagues? How could I promote and instruct my non-clinical colleagues on effectively crafting queries while using alternative tools and resources?

It was during a competitive intelligence session at SLA 2009 that I had a minor epiphany and when I returned to the office I created a series of training sessions entitled "Got a quarter? I5 minutes that is." I selected specific tools like <u>www.addictomatic.com</u>, <u>www.bing.com</u>, <u>http://boardtracker.com/, http://</u> www.google.com/insights/search/#, <u>http://www.wolframalpha.com</u> and <u>http://www.wolframalpha.com</u> and <u>http://www.silobreaker.com/</u> and created customized information search examples based on non-clinical department strategic goals and

inquiries. I showed small groups how to search the opaque web, follow the industry buzz and explore the web using alternative tools and techniques.

Perhaps it was the short duration of the sessions, the targeted content or the fascination with new web tools, but the classes were well received. They also provided a tremendous opportunity to increase the library's presence and helped position me as a valuable business partner throughout the entire organization.

A few quick lessons I learned:

Some of these sites may be blocked by your company's technology department. You may need to justify why you need to access a site like www.truveo.com for business reasons.

Be prepared to let go of controlled vocabulary and play around with the vernacular instead.

Ask yourself who cares about the trend, the company or the person of interest. Follow that lead using people searches, social networking sites and actual company blogs, newsletters and websites.

Customers don't always care WHAT tools you use to get them an answer. They care more about the outcome, deliverable format and benefits you provide.

And finally, don't hesitate to promote your value as an information provider throughout your organization whether it's championing new technology or reinforcing proven research methodology . Don't let your title limit what you can do and the customer base you can serve.

Practical Strategies for Improving Return on Investment (ROI) - Jenny Gelman

Sponsored by the Business & Finance and the KM Divisions, this session included four speakers each providing valuable insights from his or her experience. This was one of the best sessions that I attended.

Karen Kreizman Reczek, Senior Manager at Bureau Veritas used word play on the ROI acronym. R stands for realignment (find an unmet information need that will affect business and fill it), reach (reach out and collaborate with other departments or divisions; reach out to executives), and reality (you can't do everything – focus on what is value-added and business critical). O stands for objectivity (revisit resources every 3 months, consider what you can stop doing that doesn't add value) and operational excellence. I stands for initiative, impact, and innovation.

Vicki Platt from Willamette Management Association pointed out that return on investment is a fungible concept. Each year she was asked by the firms partners to do something different. In year one she was asked to increase utilization rate (time billed). The next year the emphasis was on increasing publishing/speaking to influence customer base, and in the third year she was asked to cut costs. It's important to be flexible and to try to stay ahead of the curve.

Steve Lastres, Director of Library and Knowledge Management, Debevoise &

Plimpton emphasized the need to align with strategic business goals of the organization. When considering adding a resource or a service, ask the question: "what business problem does this solve?"

Nancy Anne Brydges from Statistics Canada emphasized the need for proactive reporting. She developed a toolbox of measures and a communication plan for reporting purposes. The toolbox includes qualitative measures to provide context for the transactional measures. For example, if you have 1,200 hits on a database, what does that mean? You need context. How does the employee use the information? Does it save time, increase productivity. increase quality? Embedded/portfolio librarians can get that qualitative information. They can look at the circulation statistics for each division & then go talk to the division. Using interviews, focus groups, surveys, and e-mails, ask researchers how they are using your search results, how much time did it save you, what was the impact? When communicating to executives, make sure to speak their language and provide context. Communicate to executives how a database, resource, or service can further the mission of the organization. Tie usage to impact. For example, highlight the divisions & number of people that use the database and why.

More With Less: Time Management - Tim Gaus

An early morning Tuesday session, "More with Less : Successful Time Management", presented by Pat Wagner of Pattern Research, was the best session that I attended this year at the annual conference. Ms. Wagner offered a great deal of common sense advice not only about structuring your workday, but also realistically managing your information center. Rather than miss anything by giving my own higlights, please go to the <u>SLA website</u> and download the session handout. The session was timely and of great interest, even if just measured by the classic yardstick of a small conference room with attendees lining the walls and grabbing places on the floor to sit.

I find that the SLA convention sessions,

Chapter Member News

Ange Pollis was recognized at the SLA annual conference during the Science-Technology Division's Annual Business Meeting with a 2009 Longevity Award, for 35 years of sustained membership in the division. Way to go Ange!

Casey Brady Sirochman, a recent Pitt graduate and Research Specialist at the university, has been hired as the Librarian for the Pennsylvania Culinary Institute in Pittsburgh. Casey has said that she is "overjoyed to officially enter the profession and looks forward to relying on more seasoned Chapter members and events to help guide her through this transition." Congratulations and good luck!

Marge Rhodes is now a Senior Information Analyst in the Strategic Development group at Westinghouse Electric Company. Her responsibilities include researching technical information, document delivery, and managing and administering a variety of subscriptions to support technical and business units. Congratulations Marge!

for the most part, are not so much about "aha" moments as about reinforcing and reminding us about what we've learned over the years, especially for solo librarians. If career building can be compared to actual construction, I feel that the sessions correspond more closely to building and maintaining walls and systems as opposed to adding new spaces.

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LIBRARYDevelopment Dimensions InternationalPROFILEResource Center - Krista Ford



Founded in 1970, Development Dimensions International (DDI) is a global talent management expert with 41 offices in 26 countries. DDI works with organizations worldwide to implement talent management systems including behavioral interviewing, testing and assessment for hiring and promotion; leadership development; performance management; and succession management.

DDI was recently named one of the top 10 Best Medium-Sized Companies to Work for in America by the Society for Human Resource Management and the Great Place to Work Institute, Inc. The DDI Resource Center was one of the factors that led to the recognition.

Located at the DDI's headquarters in Bridgeville, the Resource Center is a complete business library, archive and research service that supports DDI associates and clients around the world.

The Resource Center has a comprehensive book and journal collection tailored to the interests and needs of DDI associates and clients. The current collection consists of approximately 3,660 books, 202 industry-specific conference materials, 400 new and archived DDI specialty products, 47 journals, and many other resources. It houses a significant collection of literature on management, human resources, training, and organizational psychology as well as an archive of materials produced by DDI. Non-print materials, including video and audio tapes, CD-ROMs, and DVDs, are also available. Books and journals are accessible to DDI associates around the globe through an online catalog. The collection grows daily and is constantly monitored and maintained to ensure that materials are high-

quality, relevant and current.

The Resource Center is also home to a large archive of DDI historic materials including out of print DDI books and publications, products, tests, pictures, and monographs. Since our archived content is not readily available to DDI associates, we are currently in the process of cataloging and digitizing all our archived content for future use.

The Resource Center is staffed by a full -time librarian and business researcher with extensive experience researching HR and business topics such as training, assessment, leadership development, and selection, as well as management and workplace issues.

One of the primary Resource Center services is filling targeted, topical research requests from DDI associates and clients. Typical requests include gathering information on specific companies or industries; finding current articles about hot topics in business; and identifying resources to support personal development plans. The Resource Center also generates company profiles for strategic accounts which include an overview of the company, strategic analysis, SWOT analysis, and key contacts.

Krista Ford is the Manager of the Resource Center at Development Dimensions International.



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BOARD MEMBER

Name: Suzan E. Dolfi Role on Board: President-Elect Education: School of Information Sciences at the University of Pittsburgh (2004)

Employment: The law firm of Thorp Reed & Armstrong, LLP

Member of SLA Since: 2003. I joined the student chapter when I was in graduate school.

First Library Job: I was a part-time student employee of the University Library System of the University of Pittsburgh, working in the School of Information Sciences library. It was great being able to literally walk to work right after my classes. I learned a great deal there, and worked with some great people.

Favorite Part of Being an Information Professional: The feeling that what I do really matters and has a positive impact on peoples lives. Least Favorite Part of My Job:

Throwing away books. I know the information is outdated, and therefore not relevant, but it still gives me a pang of guilt every time I throw one away.

Being a Member of SLA has Helped Me: I think SLA is a great organization and has a wonderful network of really good people. Being a member makes you feel like you aren't alone out there...if you have question or need help, there is always someone just a listserv or e-mail away with answers and support.

Family/Pets: My "furry" little girl, Kaylee. She's a Cairn Terrier/Toy Poodle mix that looks a lot like Toto from the "Wizard of Oz," and she's my heart. She's quite a character, she makes me laugh, and though she'll be 14 this November 24th, she's still pretty spry, although lately when we go on long walks, I end up carrying her home... all 15 pounds of her. **Hobbies:** Walking is by far my favorite, but I also like to read and work with my hands.

Last Book Read: Dark of the Moon by John Sanford. I love whodunits! Favorite Vacation Spot: I'd have to say the south of Spain, although I like to

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CHAPTER MEMBER PROFILE



Name: Roye Werner Education: BA, Mt. Holyoke College; MLS, University of Wisconsin-Madison Employment:

Current: Business & Economics Librarian, Carnegie Mellon University Libraries. *Last:* Head of Business Department, Carnegie Library of Pittsburgh

Member of SLA Since: 2007 First Library Job: Organizing a library for the Instituto de Desarrollo Económico y Social in Buenos Aires, Argentina.

Favorite Part of Being an Information Professional: Answering questions.

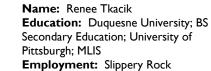
Least Favorite Part of My Job: Keeping statistics.

Being a Member of SLA has Helped Me: Connect with terrific people.

Family/Pets: I husband, 3 grown children, I ancient cat Hobbies: Cooking, knitting, reading, salsa dancing Last Book Read: House of Cards: A

Tale of Hubris and Wretched Excess on Wall Street by William Cohan Favorite Vacation Spot: Block Island, RI

Four Things I Never Leave the House Without: bus pass, credit card, phone, 72% dark chocolate Favorite Movie: Lawrence of Arabia Three Words to Describe Me: My son calls me "chipper elfin mom." Spot in Pittsburgh I Take Out of Town Visitors to: Bike-riding trails.



PROFI

University; Librarian – Education and Instructional Materials Center Member of SLA Since: 2006 First Library Job: Robert Morris University; Patrick Henry Library; Public Services Librarian

CHAPTER MEMBER

Favorite Part of Being an Information Professional: Teaching and working with college students. Least Favorite Part of My Job: Meetings

Being a Member of SLA has Helped Me: Network; form relationships with librarians outside the academic world; attend social functions and enjoy the company of the wonderful librarians in SLA.

Pets: TOBY – my golden retriever and "favorite child"; Tiger the Cat; Callie the Calico

Greatest Passion: my three children – Amanda (22), Eric (18) and Andrew (17)

Hobbies: Swimming; Spinning; Reading

Last Book Read: A Year on Ladybug Farm by Donna Ball (nice beach read) Favorite Vacation Spot: Bethany Beach, DE Four Things I Never Leave the House Without: Keys; Cell Phone; Water bottle; Rosary Favorite Movie: Anything with Audrey Hepburn

Three Words to Describe Me: Honest, Enthusiastic and Loyal Spot in Pittsburgh I Take Out of Town Visitors to: Definitely the Incline.

Now available!

Handouts and contributed papers from the 2009 Annual Conference are available online!

http://www.sla.org/content/Events/ confpresentations/index.cfm

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ALA Conference Recap - Casey Brady Sirochman

Library 3.0???!....Even though it was only this past May that some Chapter members discovered the basics of some popular Web 2.0 social networking tools such as Twitter, Facebook, Linkedln, Google Docs, and their relevance to special libraries, several workshops at the national American Library Association (ALA) Conference in Chicago focused on determining if these tools have fulfilled their promise and previewed the era of Library 3.0.

One conference program titled, The Ultimate Debate: Has Library 2.0 Fulfilled its Promise?, featured key speakers who found it difficult to find any disagreement in their opinions when reflecting on the outcomes of the 2.0 promise. The panelists agreed that in most cases the social networking tools have met the promise of promoting a sense of community and open communication among library customers. Similarly, another conference presentation, Life After 2.0, highlighted that these tools have successfully engaged and connected customers with library staff, services, and each other in meaningful ways. The speakers believe that these tools continue to promote the personalization, enrichment, and empowerment of customers' online experiences with the library.

Despite some noted successes of these tools, both presentations highlighted the difficultly of maintenance and upkeep. Because of constant changes in technological updates and popular trends among users making it difficult to determine the most effective social tool to use and assessing their effectiveness once established. One speaker commented how libraries are entrusting their time and knowledge into third party sites that might not be there in the future. In addition, another speaker suggested that library mangers need to take a risk management approach with the third party sites and assertively set aside time for learning new technologies in addition to personally contacting companies to determine their stability.

Since the Web 2.0 social networking tools supported the implementation of Library 2.0, Web 3.0 tools will do the same at the dawn of the Library 3.0 era. So, what are some examples of Web 3.0 tools? Web 3.0 tools will enable users to interact in real-time when sharing information which will enhance multimedia, networking and research interactions. Some of the Web 3.0 tools presented during the 3rd Annual Social Software Showcase at the ALA conference include: Google wave, cloud computing, drupal, mobile applications, and text-a-librarian. All of these tools have an on-demand quality and a sense that all users will have access to scholarly, reliable, and relevant information and/or an information professional at their fingertips anytime and anywhere.

For instance, countless free cloud computing-based tools can aid libraries in establishing real time digital communities through file sharing and document collaborating within communities across the country by using <u>box.net</u> or Dropbox; publish community documents using Scribd; and/or create community histories or records of events with books from Blurb or Lulu. However, when considering the future of these tools, librarians, computer scientists, and technological visionaries must collaborate to establish a set of core principles that govern the development and implementation of these tools with library services. As such, if you are

interested in being a part of this movement or simply learning more about the Web 3.0 tools, you can view presentations at <u>http://</u> www.yourbigwig.com/

Overall, if your library has not already jumped on the Library 3.0 or 2.0 bandwagon, I would consider the recommendations made by both of these presentations. The first recommendation is to review your library mission and role in your company. Second, create or revise library policies and guidelines for embracing and determining the usefulness of new technologies. Remember, just because most Web 3.0 or 2.0 tools are free doesn't mean they will be useful. Instead, focus on tools that fulfill an immediate information need of customers rather than what is popular. However, it is important to always be aware of and familiar with popular tools as they may prove useful in some way. Finally, establish an assessment method using surveys and focus groups to evaluate the effectiveness of these tools and be assertive in modifying, changing, or discontinuing tools if customers are not using them. After all, with the continuous speed of technological updates, I would not be surprised if a few sessions at next year's ALA conference did not question if Library 3.0 has fulfilled its promise and begin whispering about 4.0. Library Infinity.0...here we come!!

Upcoming Programs at the Downtown & Business Branch of the Carnegie Library of Pittsburgh Thursday Noontime Business Program Series 12:15 - 1:00 PM * Why Don't We Naturally Make Good Decisions - August 13 * The nowU Pennsylvania Guaranteed Savings Plan: The Tax-Smart Way to Save for College - August 20 * Commuting to Work or School? Now You Have a Choice! - August 27 * Emotional Alignment: The Missing Link to Being Successful - September 3

* The Convincing Cover Letter: Get It Red. Get An Interview - September 10

* "Tell Me About a Time...": Behavioral Interviewing Strategies - September 17 * Interview Follow Up - September 24

April Chapter Event Recap - NOT Just Picture Books - Donna Beck



Charlee Brodsky, Emmy award winning documentary photographer and professor at Carnegie Mellon's School of Design presented her work in great detail, as well as, showed off several of her published photo books. Charlee suggested that donations be made to one of her favorite nonprofit organizations: Sparshlife. To learn more about the work they do for disadvantaged women and children in India, please see: <u>http://sparshlife.org/</u> Please contact Donna Beck, if you would like to donate to this group in Charlee's honor.



Thank you, Charlee for speaking to the Chapter! Charlee's published works include: Knowing Stephanie by Charlee Brodsky, Jennifer Matesa, and Stephanie Byram; A Town Without Steel: Envisioning Homestead by Judith Modell and Charlee Brodsky; STREET: Poems by Jim Daniels, Photographs by Charlee Brodsky; and I Thought I Could Fly: Portraits of Anguish, Compulsion, and Despair by Charlee Brodsky



Program attendees at our April event were captivated by Charlee's descriptions of her subject matter. Topics that we don't typically see so poignantly tackled via photographs--such as mental illness, poverty, cancer, obesity, hopelessness, and despair.



Rachel Callison commented that the program was "...wonderfully creative, energizing & inspiring...Intertwined with her clear passion for photography & socially meaningful projects, Charlee demonstrated an equal love for books/ bookmaking via the beautiful, handmade books that she shared with us."

Student Group Update - Clarion University - Edna Reid

December 2008-April 2009

Received \$150 grant funding from Clarion University. Started collecting books, CDs, videos for the soldiers. Collected 14 boxes of resources and purchased some things. In April 2009 had them delivered to Operation Troop Appreciation in Pittsburgh, PA. Operation Troop Appreciation will make arrangements to have the books delivered overseas to soldiers.

December 2008-April 2009

Received \$800 grant funding from Clarion University for a collection development project to diversify the university's music collection. Analyzed Carlson Library's music collection, developed a collection development plan, selected, and purchased world music resources (books, CDs) for the university's collection.

April 7, 2009

Clarion University student Noni Vidal won the SLA Information Professional of the Future Centennial Video contest in the student category. She is a student member of the Ithaca, NY, SLA Chapter.

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May Chapter Event Recap - Reverse Mentoring - Coral Hess



Normally when an SLA chapter hosts a mentoring activity, the goal is to invite LIS students to learn from seasoned library professionals. But this is Pittsburgh, a city with a tradition of innovation, and sometimes we just have to turn tradition upside-down for the day. The Networking Committee did just that by hosting "Reverse Mentoring: Social Networking Tools Demystified with the Help of Library School Students" at the beautiful Mellon Institute Library. Six University of Pittsburgh LIS students set up stations in a vendor/exhibit format, inviting chapter members and other local

librarians, notably a number of members of MLA, to learn about various social networking technologies.

Each student had chosen a theme ahead of time and prepared specific technologies for demonstration. Jamie Keller, Vice President of the SLA Pittsburgh Student

Group (SLAPSG), showed participants how to blog using Blogger and Wordpress, as well as how to read RSS feeds through Google Reader. She didn't want anybody to walk away saying they'd never blogged before, so each participant had to make a post in Jamie's blog before they could leave her station. Michelle Crouch, SLAPSG's Webmaster, demonstrated Facebook and LinkedIn and discussed their general strengths and weaknesses. In talking with participants, Michelle found a general consensus that Facebook is more useful for "the social aspect of organizations, especially hosting events and general publicity and

communication," while LinkedIn is best for demonstrating one's own professional achievements and networking on a personal level. Karson Kiesinger showed off Carnegie Mellon's Kindle 1.0, and,

happily, Denise Callihan shared her own Kindle 2.0, allowing participants to try both

devices. The chance to see two generations of ebook readers side-by-side gave participants a good

idea of the usability of the devices and the speed at which the technology is developing. Anita Riley's

theme was "<u>collaborative workspaces</u>," and she gave participants an overview of Google Docs and <u>wikis</u>, including sharing some Google Documents with each participant for experimentation and future reference. Participants tended to be more familiar with Google Docs than with wikis, in general, but were excited about wikis' potential usefulness in committee work



Clarion Continued

April 17, 2009

Participated in the undergraduate student research fair at Clarion University. Wrote a report and prepared a poster describing the Books for Soliders Project organized by Clarion SLA Student Group.

April 19, 2009

Participated in the graduate student research fair at Clarion University. Wrote a report and prepared a poster describing the Collection Development project for world music. This was an and development of research guides. Karen Lillis covered <u>social tagging</u>, with emphasis on del.icio.us and LibraryThing. Attendees were interested in potential uses of del.icio.us for information sharing.



Coral Hess, SLAPSG's Membership Coordinator, demonstrated the <u>Twitter</u> microblogging service and several related applications. Participants seemed somewhat bemused by the Twitter phenomenon, though they agreed that real-time access to other librarians' daily thoughts and opinions might be useful. (I suggest the tag "#pittsla," in all lower

case, for Twittering about the chapter.)

Overall, the event was a great success, and both the mentors and mentees learned a lot from one another. If you missed the event and would like to see the handouts, they are available on the <u>Chapter's website on the Events page</u>.

important diversity project that built upon the diversity grant that the SLA student chapter received in 2007-2008 to expand the multicultural collection at the Clarion Free Public Library. The grant was also used to fund a Cultural Awareness Day (April 2008) at the Clarion Free Library. The 2007-2008 diversity grant was described in the <u>Pittsburgh Chapter newsletter The</u> <u>Confluence</u> (page 10). It also appeared in a journal article in *Rural Libraries*.

June 2009

A student will attend the SLA Annual Conference in Washington D.C.

Needle Network - Debbie Hartzman (Southern CA Chapter)



Chapter member Karen Liljequist (bottom row, far left) is pictured with other crafty volunteers at the Annual Conference in DC

SLA-CPIT Special Libraries Association-Pittsburgh Chapter

http://www.sla.org/ chapter/cpit/ index.html

The Confluence is the newsletter of the Special Libraries Association - Pittsburgh Chapter. The next issue will be published December 14th, 2009. Article submission deadline is November 30th, 2009. Please contact Amy Watson at with any submissions, or issues or concerns relating to the newsletter.



Crafty librarians from across the country caught up at SLA's Centennial Conference in Washington DC to meet, swap, and donate knitted and crochet squares for a blanket to be donated to charity. 2009 marked the second "Needle Network" meeting - an informal event (not sponsored by SLA) that brought crafters together for fun and charity. In 2008, the group donated several bags of yarn and supplies to a Seattle knitting shop that worked with families in transition. The 2009 project required participants to knit or crochet 7x9" rectangles that will be joined to form a blanket. The blanket will be donated to "Warm Up America," a non-profit organization that donates blankets and accessories to people who have lost their homes, fled abusive relations,

or are being cared for in hospices, shelters, hospitals and nursing homes. One adult blanket requires 49 squares and our group donated enough to make a full sized blanket plus a baby afghan! Organizer Debbie Hartzman, of the Southern California Chapter, has taken on the task of joining the squares and sending the items to the charity.

As a bonus, those who wished brought a hand-crafted bag of their choice to trade and swap. Members showed their creativity and bags were not limited to knit or crochet items. Among the selections were a creatively knitted bag made from recycled grocery bags (great for wet bathing suits!), a beautifully sewn wristlet with key pocket, a needle felted eyeglass case, a strawberry mesh grocery bag and a velvet evening bag. The swapping involved much hilarity and admiration of everyone's creations.

The project provided a fun interlude in the busy conference, and we hope to do it again next year.

Dolfi Profile Continued:

think I haven't found my favorite spot yet. Four Things I Never Leave the House Without: My cell phone, a credit card, my Starbucks coffee card, and though I have on more than one occasion left without them, I try never to leave home without my keys. Favorite Movie: La Belle et La Bête (1946) (Beauty and the Beast) directed by lean Cocteau. This film has the most amazingly beautiful special effects. Remember, in 1946 there were no computers to make your magic for you, and this film is truly magical.

Three Words to Describe Me: Determined, loyal, honest Spot in Pittsburgh I Take Out of Town Visitors to: I love to drive them through the Fort Pitt Tunnels in the evening when it's just starting to get dark. As you emerge on the bridge, it's like the curtain going up on a stage, and there is downtown Pittsburgh all dressed up in lights. Then I like to take them up to Mt. Washington for the panoramic view.

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