

# The Confluence

Newsletter of the Special Libraries Association - Pittsburgh Chapter

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December 2009

## President's Message- Donna Beck

One day in early September, I was walking along the golf course in Schenley Park towards Carnegie Mellon University. I noticed a maple tree with some of its leaves already beginning to turn red. "Oh no, not already," I thought as I picked up one leaf from the ground—half was red and half green. "Hmmm," I thought, "Nature can't decide if it wants to be summer or fall." My mind wandered, taking it a step further by thinking about what this leaf could symbolize. It could represent two sides to every story or a way to view a situation, like as a glass half empty or half full. Separately, both colors had their own charm. But, side-by-side, they made the leaf uniquely appealing.

We have come to the end of a "divided" year for our Association. The excitement of SLA's centennial year was tainted by the recession's effect on the economy and jobs. Our enthusiasm for the future has been tested by debate over a name change. That we will go through these experiences and come out stronger in the end is my sincere hope for us. My wish is that we remain thoughtful about what is best for our collective needs, and I hope that feelings of pride and celebration will dominate as we embark on our next 100 years.

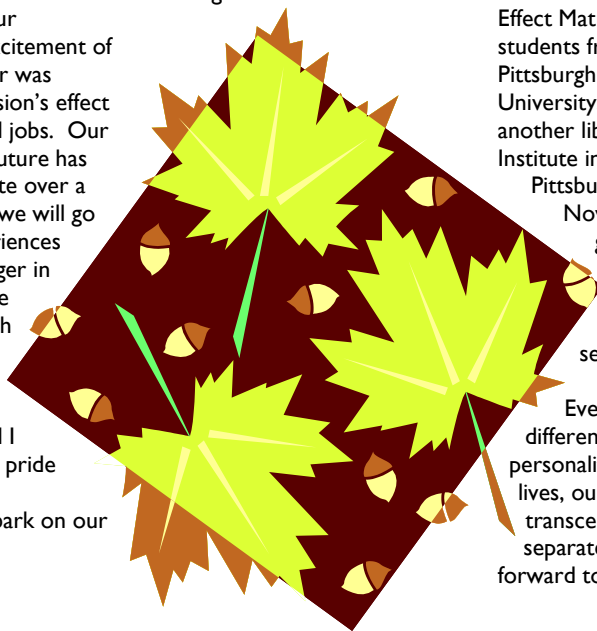
Our success stems from our members' efforts. I am very appreciative that so many of you have stepped forth in program planning and leadership roles. I would like to express my special thanks to our Executive Board for their work on the revised mission and vision (see page 4).

This year, we had chances to gather at many worthwhile events. We met at the Carnegie Library of Pittsburgh-Oakland in February for a presentation by Barry Chad on oral history projects. In September, we were at the Hill District Branch for a very special chance to hear from Vivian Hewitt, 1978-79 President of SLA. The Professional Development event in March was an all-day Dialog training at the Monroeville

Chemicals Center of PPG Industries. In April, we were treated to a dinner meeting featuring Emmy-award winner Charlee Brodsky who inspired us with her unique photographic style as shown in her books. In May, we were at the Mellon Institute Library at Carnegie Mellon University for a "reverse mentoring" event led by University of Pittsburgh MLIS students, future leaders in the field, who gave their time to bring us up to speed on Web 2.0 technologies. Many of us ran into each other at the Annual Conference in June in Washington, DC. We met in October at the Heinz Innovation Center for a tour of the library by Tim Gaus and to hear Nancy Flury Carlson's presentation on weeding a collection using the Cause and Effect Matrix. Along with students from the University of Pittsburgh and Clarion University, we met at yet another library--the PA Culinary Institute in downtown

Pittsburgh for our November student-geared event. Dean of Library Services Casey Sirochman gave her take on job searching.

Even though we have differences in approach, in personality, and in our daily lives, our camaraderie transcends anything that separates us. We can look forward to a great 2010!



### Inside this issue:

New Board Members Elected	2
President-Elect's Message	2
Alignment Update	3
Strategic Plan	4
Information Management Benchmark	5
Member News	5
Library Profile	6
Member Profiles	7
Event Recaps	8

## New Board Members Elected

The following nominees were officially voted into office at the Annual Business Meeting, December 5th, 2009.

### Office: President-Elect Haley Hodum

Haley Hodum received her Masters of Library Science degree from Clarion University in 2007. She then began, and continues, her professional career as Information Analyst at Westinghouse Electric Company. Her major initiatives include supporting the Strategic Development group through competitive intelligence and industry news, as well as establishing a global catalog and virtual library for Westinghouse employees. Prior to receiving her degree, she worked as a Teen Librarian at Hanover Public Library and as a Student Assistant at Blough-Weis Library of Susquehanna University. In addition to her library experience, Haley also taught English 101 at New Mexico State University for one year.

A member of Pittsburgh's SLA chapter since 2008, Haley has written for *The Confluence* and was the recipient of the Chapter's 2009 Promising Professional

Award. She looks forward to the professional development opportunities within the chapter, as well as the opportunity to collaborate with the area's information professionals.

Haley's interests include writing creative non-fiction, cooking, buying new cookware, running, and attempting to sew.

### Office: Treasurer Carolyn Biglow

\*Reference Librarian at University of Pittsburgh  
\* Technical Librarian at CDC/NIOSH Bruceton Research Laboratory Library  
\* Library Assistant/Copy Cataloger/Data Editor at Carnegie Library of Pittsburgh  
\* University of Pittsburgh MLIS, Library and Information Science, 1998-2001  
\* Chatham College BA, Mathematics, 1972-1976

### Office: Director Amy Watson

Amy Watson has over ten years of corporate information experience across several organizations, most

recently as an Information Specialist at PPG Industries, Inc. At PPG, she acts as the key contact for R&D associates in the Glass and Fiber Glass businesses, supporting the research needs of scientists developing breakthrough products.

Amy holds a BA in Psychology/Sociology from Grove City College, and an MLIS from the University of Pittsburgh. She is an active member of the Pittsburgh Chapter of the Special Libraries Association (SLA), currently acting as the Past-President, Bulletin Editor, and Membership Chair. In recent years the chapter has recognized her efforts with the Catalyst Award (2005), the Innovations in Technology Award (2007) and the Chapter Leadership Award (2008). In addition, she has been an annual contributor to the Bowker reference title *Magazines for Libraries*, starting with the 15th edition, and recently joined the STN® International Advisory Council to help influence the future of scientific patent information retrieval.

## President-Elect's Message: Time is so Fleeting... - Suzan Dolfi

The other day I was in the elevator with one of the attorneys where I work. It was a couple of days before Thanksgiving and he commented on how fast time was passing by. I said that I knew what he meant since it seemed like just that past weekend I had been handing out Halloween candy, and he said, "Halloween? It seems just like last month we were talking about whether or not our computers were going to work after Y2K!" And we both burst into laughter.

As many of you may or may not know, I didn't become president-elect in the traditional fashion; I was not nominated, and I wasn't elected. That honor was bestowed upon Gregory Carter, but due to circumstances beyond his control, he made the

decision to step down. It was then, back in April of 2009, that I received an e-mail asking if I had any interest in stepping into his role. After a great deal of soul-searching, asking lots of questions, and feeling like I had just bet on the long-shot horse at the Kentucky Derby, I said that I wanted to take this opportunity, and was willing to step up to the challenge.

On May 5<sup>th</sup> of this year, I received an e-mail from our current Chapter President, Donna Beck, informing me that my appointment had been approved by the board, and that I was the new Pittsburgh Chapter, President-elect. With little time to let that information actually sink in, I was thrown into the role. In June, I attended the SLA 100<sup>th</sup> Anniversary

Conference in Washington, DC, and by mid-August was coordinating my first Chapter event, "An Afternoon with Vivian Hewitt," a co-sponsored event with the Carnegie Library of Pittsburgh.

The time that I've spent as president-elect has flown by, and I know that this coming year as chapter president will pass just as quickly, so I would like to make our first step into SLA's second hundred years as a professional organization as productive and enjoyable as possible for all of our members.

Following is a list, though not comprehensive by any means, of things I would like to look into for this coming year:

**Continued on Page 11**

## The Alignment Project ... or the Forest with a Large Name Change Tree - Rachel Callison

As I write this article for 2009's last issue of *The Confluence*, the SLA membership finds itself on the cusp of what could be one of 'the' pivotal moments in the organization's 100 year long history...a vote to amend the Bylaws and Certificate of Incorporation to legally change the name of our association from *Special Libraries Association, Inc* to **Association for Strategic Knowledge Professionals**. By now, you've probably (hopefully) voted and are eagerly awaiting the outcome that will be announced on (Thursday) December 10, 2009. While there has been some interesting, lively and necessary talk in the web, blog, discussion list, and Twitter™-spheres on the name change from the pro and con perspectives (See *end of article for links*), I'd like us to take a moment to step back from the large tree that constitutes the name change in order to review the past two years worth of activities that lead us here or, in other words, to look at the entire forest that is the Alignment Project.

Since 2007, Pittsburgh chapter leadership has been communicating with chapter members on various activities related to the Alignment Project. At the beginning of my term as chapter president, Amy Watson (then president-elect) and I attended the Leadership Summit in Sparks, NV. During the Summit, SLA HQ announced that they had hired Fleishman-Hillard to work with various constituencies within SLA in order to identify and understand our core purpose, mission and value. Fleishman-Hillard and SLA HQ apparently conducted some targeted interviews and gathered a variety of data throughout 2007, but information regarding this portion of the project was not widely disseminated at the time.

January 2008 found Amy & I once again attending the Leadership Summit (Louisville, KY), where Fleishman-Hillard provided chapter and division

leadership with the first presentation on their research findings. Throughout 2008, we tried to incorporate some of what was presented to us during the Summit. For example: branding dissonance among chapters and divisions was highlighted, and this in turn resulted in the chapter's Communications Committee decision to put a project concerning the visual look of our website – including a logo creation - on hold. Amy's president's message in the April 2008 *Confluence* vol 73 (1) ([http://units.sla.org/chapter/cpit/bulletins/confluence\\_v73n1\\_08.pdf](http://units.sla.org/chapter/cpit/bulletins/confluence_v73n1_08.pdf)) provided a link to the resources & presentations from the Summit and stressed that as an organization, "we're going to be working towards a unified identity, and a unified brand - while keeping in mind that we are an incredibly diverse global organization." In addition to poring over years worth of SLA related survey and report data, Fleishman-Hillard (along with SLA HQ & Outsell) conducted an online survey in early fall of 2008 and which - I'm ashamed to admit - I only vaguely remember submitting. Although I do recall that there were many questions related to job activities and language. ([http://slablogger.typepad.com/sla\\_blog/2009/11/alignment-name-change-research-how-was-survey-and-how.html](http://slablogger.typepad.com/sla_blog/2009/11/alignment-name-change-research-how-was-survey-and-how.html))

Our current chapter president, Donna Beck, attended the 2009 Leadership Summit (Savannah, GA) and shared information regarding the Alignment Initiative at our chapter's February 2009 Board meeting. ([http://units.sla.org/chapter/cpit/meetings/board-minutes\\_2.5.09.pdf](http://units.sla.org/chapter/cpit/meetings/board-minutes_2.5.09.pdf)). She also incorporated the Alignment Project into the context of her first president's message - April 2009 *Confluence* vol 74 (1) - on language as a means to rejuvenate one's outlook ([http://units.sla.org/chapter/cpit/bulletins/confluence\\_v74n1\\_09.pdf](http://units.sla.org/chapter/cpit/bulletins/confluence_v74n1_09.pdf)).

At the beginning of July 2009, Donna forwarded an email - and a wiki url

(<http://wiki.sla.org/display/align/SLA+Name+Change>) - to our chapter discussion list where members could either propose a new association name and/or read and comment on posted name suggestions. At this time, Donna had also asked me I would be willing to serve as an Alignment Ambassador since this project had been initiated during my term in 2007. On July 16, she sent out an email announcing my agreement to serve, which included a call for other members to join me if interested. Suzan Dolfi, as president-elect, agreed to serve and long time chapter member Barbara Spiegelman is serving as an Alignment Ambassador for the Leadership Management Division. Donna's president message in the August 2009 *Confluence* once again focused on the Alignment Project, "Align in '09 was a dominant theme at this year's SLA conference... 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.", and was later reposted to the Alignment Ambassador listserv. An Alignment Portal (<http://www.sla.org/content/SLA/alignment/portal/index.html>) was created in September 2009, and again - I sent an email with the portal URL to chapter members via the mailing list on September 21. Be aware that this portal is not static and new content and tools related to alignment activities continue to be added as they become available.

On October 8 2009, SLA's Board of Directors voted to present a new name to the membership. An announcement containing the proposed new name - Association for Strategic Knowledge Professionals - was sent to all SLA members on October 14, 2009. To review the related discussions surrounding this announcement, please see the links at the end of this article. Our chapter's professional development meeting on October 28,

**Continued on Page 4**

## Chapter Strategic Plan ~ 2009 Revision

### VISION

The Pittsburgh Chapter is to be a collaborative network for life-long learning that helps to inspire, motivate and mentor our local and regional information professionals along with their strategic partners.

*Board Responsibility for Vision:* The Board will reaffirm or revise the vision every five years at the opening board meeting (2014 is the next reaffirmation/revision.)

### MISSION

The mission of the Pittsburgh Chapter is to create, promote and provide professional development and learning opportunities that will enable our

members to add value to their lives and organizations. By advocating and promoting the role that information professionals play in our community, members facilitate a network of communication among and between the association, the chapter members, and our strategic partners.

*Board Responsibility for Mission:* The Board will reaffirm or revise the mission each year at the opening board meeting or as mandated by the International SLA headquarters.

### STRATEGIES

\* Provide channels for collaboration and communication among our members, prospective members, and

others in related professions.

\* Retain chapter membership by providing programs and networking opportunities that meet members' needs.

\* Develop and mentor future information leaders in our communities and organizations through professional development and networking opportunities.

\* Increase chapter and association visibility within local universities, professional organizations and the local community.

*Board Responsibility for Strategies:* The Board will reaffirm or revise the strategies each year at the opening board meeting.

## Alignment Project Continued ~ Rachel Callison

### Continued from Page 3

2009 finds us at our chapter's most recent alignment related activity, the last one before the voting starting on November 16, 2009 and (almost) at end of this article. Prior to the great presentation by Nancy Carlson and tour of the innovative Heinz Resource Center by Tim Gaus, I briefly presented some of discussion to date, addressed questions related to the name change/voting component of the Alignment Project, and conducted a 4 question straw poll to see what the (30) members in attendance thought. The results of this straw poll can be found at the end of this article. (If you missed this program, you can read about Nancy's presentation on page 9 of this issue and take a 'tour' with Tim Gaus via his profile of the Heinz Information Center in the 2007 *Confluence* vol 72 (1), pg 5 [http://units.sla.org/chapter/cpit/bulletins/confluence\\_v72n1\\_07.pdf](http://units.sla.org/chapter/cpit/bulletins/confluence_v72n1_07.pdf))

### Next Steps on the Path thorough the Alignment Forest

As Gloria Zamora recently stated, "If this one (name vote) doesn't pass, then it's unlikely another name will be presented. We will move on." So,

**regardless of how the membership votes** - for or against a new association name - the work that relates to the Alignment project and research findings will continue.

### Alignment Project Timeline, SLA:

<http://www.sla.org/content/SLA/governance/namechange/timeline.cfm>

**Twitter Comments #slaname:** (you do not need to sign up in order to view comments)

<http://twitter.com/search?q=slaname>

### Twapper (i.e. archived version) of

**#slaname comments**, courtesy of former CPIT member, John DiGilio: <http://twapperkeeper.com/slaname/?limit=all>

### Member blogs RE: Name Change:

<http://wiki.sla.org/display/align/Mem+Blog+Postings+on+the+Name+Change+Proposal>

### Results of Name Change Straw Poll conducted on 10/28/09

Numbers are out of 30 responses received. CPIT membership is currently at 115 members, so this reflects about 25% of our membership. Although SLA HQ

sent out a clarification on October 22 indicating that an acronym would NOT be part of the vote, the acronym - ASKPro - was part of the original announcement sent by Gloria Zamora on October 14; so question #3 was included in the straw poll.

1) I am \_\_\_\_\_ a name change.  
12 were AGAINST, 9 were FOR, and 9 were UNDECIDED.

2) I \_\_\_\_\_ the proposed name, Association of (for) Strategic Knowledge Professionals.  
21 DISLIKED, 6 are UNDECIDED, and 3 LIKED.

3) I \_\_\_\_\_ the acronym associated with the above name, ASKPro.  
28 DISLIKED\*, I was UNDECIDED, and I LIKED.  
\*someone added "intensely"

4) If the vote were held today (10/28/09), I would vote the following way for the proposed name.  
23 were AGAINST, 6 were FOR\*, and I was left BLANK.  
\*someone added "(just) to save the association money"

## Information Management Benchmark: 2009 State of the Function ~ Denise Callihan

Outsell Inc. ([www.outsellinc.com](http://www.outsellinc.com)) has been benchmarking important topics for libraries and information centers for 10 years. Over the years, I have participated in the Information Management benchmark survey in order to receive an executive summary for free. This is a very inexpensive way of receiving benchmarking information for little or no cost. The time I put into answering the survey questions is well worth it. I just received my participation copy of the executive summary of the report, **Information Management Benchmark: 2009 State of the Function**, and thought it was particularly relevant and impactful for the coming year. As Outsell notes in the opening of the report, "benchmarking metrics allow information managers an opportunity to make comparisons with their own operations. Seeing how others are approaching strategic planning, gathering metrics, and performing marketing activities provides fodder for ideas and a chance to take a hard look at their internal priorities." I totally agree. In tough times like these, the more information you have, the better decisions you can make about your library, information center, or service.

A total of 591 corporate, government, education and healthcare library/information center and vendor portfolio information managers responded to the survey in the areas of Budgets, Digital Content Spending, & Staffing. As you might expect, all are expecting a decrease in projected 2010 budgets due to the economic crisis and the uncertainty in business areas. Staffing also is projected to drop, with contract numbers expected to lower (or remain flat) than the previous year. Yes, not earth shattering news for us, more confirmation than anything, but the report also provides some key information on Top Services for this function. Outsell asked survey participants what the top five services they "considered to be the most

valuable and important to their clients (see below for how they were ranked). The study also details the differences in the top services by sector (Corporate, Government, Education).

### Top Services Reported:

Access to External Content – 58%  
Document Delivery – 50%  
Physical Library – 47%  
Client Inquiry – 45%  
Secondary Research – 40%

Besides relaying the details on how the survey participants answered, and the implications for us in this uncertain time, they also call for "tactical urgency". Outsell "strongly suggests less focus on the provision of service as usual and more attention to the management of IM – always with the needs of the larger organization in mind." This seems like common sense, and really, Management 101, but I believe we need to get back to basics, and be reminded of this. Yes, the study may appear negative, and yes, bad news can be tough to hear, but rather than focus on the negative Outsell offers 6 great ideas for us to consider:

1. Take the time to visualize the possibilities. (Take a 'What If' approach to the services you offer and consider a creative alternative.)
2. Get going with an agile, tactical strategic plan. (Take initiative to try something different, but be quick about it!)
3. Use strategy to determine action.
4. Research users and stakeholders. (The more information you have on what your users want and need, will help you make hard decisions. It's also best not to rely on what you think you know about your users, but rather make certain you survey them to really know what's going on.)
5. Inspire, motivate, and lead staff. (Staff engagement is critical in these tough times.)
6. Tough times can create silver linings. (No longer business as usual!)

## Chapter Member News

**Coral Hess**, an August 2009 University of Pittsburgh MLIS graduate and chapter member, has accepted a position as Web Services Librarian at the UAA/APU Consortium Library, in Anchorage, Alaska, and has been working there since October. She maintains the library's website, proxy server, and database access, as well as serving as a liaison to several of UAA's engineering departments. If you would like to read about her 4,000 mile drive and acclimation to life in Alaska, you can check out her blog at <http://movingtoalaska.wordpress.com>. We'll miss you Coral!

**Rhonda Clark** is a new Assistant Professor of Library Science at Clarion University, as well as the SLA Student Group Advisor. She recently graduated from the MLIS program at the University of Pittsburgh and she holds a Ph.D. in Russian History. She enjoys researching and learning about classification, indexing, book history, local resource reference, and digitization. Welcome Rhonda!

I know that I'm going to frame 2010 using these principles.

Please note that Outsell Inc., and other leading research companies provide some of this type of information as part of our SLA membership. Check out the information off of the SLA homepage under RESOURCES, then select INFO RESOURCES, and scroll down to Industry News. Click on the Recent Industry Reports tab to see what information is now available. (<http://www.sla.org/content/resources/inforesour/index.cfm>)

# LIBRARY PROFILE

## Michael Baker Jr., Inc. Library~ Regina Hart

Michael Baker Jr. Inc. (NYSE Amex: BKR), founded in 1940, provides professional engineering and consulting expertise for public and private sector clients worldwide.

The company's markets of focus include Aviation, Defense, Environmental, Facilities, Geospatial Information Technologies, Homeland Security, Municipal & Civil, Pipelines & Utilities, Transportation, and Water. Services span the complete life cycle of infrastructure and managed asset projects, including planning, design, construction services, asset management, and asset renewal. Headquartered near Pittsburgh, PA, Baker employs over 4,500 people and maintains over 50 office locations domestically and internationally. The company is consistently ranked by Engineering News Record among the top 10% of the 500 largest U.S. design firms.

The Baker Library, also known as bLibrary, is located in the company's Brighton Township office in Beaver County. Staffed by solo librarian Regina Hart, bLibrary is the clearinghouse for Baker's information resource collection. The library's holdings include 9,600 volumes of monographs, standards, reports, and

government documents, over 225 periodical titles past-and-present, a small media collection, and a special collection of employee-authored works.

The Baker Library serves all of the company's offices and departments, resulting in a wide range of information needs and research requests. In addition to assisting the company's civil engineers, bLibrary aids employees in our Environmental, Human Resources, Legal, Administrative, Marketing & Business Research, Government Contracting, and Financial Services departments, among others.

On any given day, the librarian is engaged in providing reference services, circulating books & periodicals, ordering resources, cataloging materials, developing & weeding the library collection, conducting literature searches, locating hard-to-find publications, placing ILL orders, developing bLibrary web site content, and more.

Although Regina has worked for Baker

for over 15 years, her service as librarian began in February 2008 when Ruth Williams, the company's librarian of 38 years, retired. Prior to that time, Regina managed Baker's Cultural Resource



(Archaeology) laboratory. In this new position, the 2007 Drexel MSLIS graduate, has turned her attention to revitalizing the library and its services. In addition to reorganizing the physical collection, she has added access to significant digital resources including eleven online ASCE journal subscriptions and internet access to the Transportation Research Record 2004-present. Trials of other digital library resources are ongoing, and a newly redesigned bLibrary web site will be released in the very near future. Plans for the upcoming year include re-cataloging all of the library's resources to move them from a dated, proprietary system into a more modern MARC-compatible one.

Although bLibrary is not open to the public and does not have a publicly accessible catalog, Regina welcomes inquiries from fellow librarians and is happy to assist them in any way possible.

Regina Hart – 724-495-4021,  
[library@mbakercorp.com](mailto:library@mbakercorp.com)



## BOARD MEMBER PROFILE

**Name:** Casey Brady Sirochman  
**Role on Board:** Secretary  
**Education:** Pennsylvania State University- Bachelor of Science, Secondary Education, English/ Communications; Indiana University of Pennsylvania- Master of Arts, Teaching English; University of Pittsburgh- Master of Library and Information Sciences  
**Employment:** Dean of Library Services, Pennsylvania Culinary Institute  
**Member of SLA Since:** 2008  
**First Library Job:** Dean of Library Services  
**Favorite Part of Being an Information Professional:** Working with students to help them meet their information needs.  
**Least Favorite Part of My Job:** Being owned and managed by a corporate entity because of the many possible restrictions that can inhibit me to have the ability to support student, faculty, and staff information needs.  
**Being a Member of SLA has Helped Me:** To create a support network in my profession since I am a solo librarian at my institution.  
**Family/Pets:** Live with husband. I am an only child and grandchild on my father's side.  
**Hobbies:** TV junkie, karaoke, movies, riding my stationary bike, playing the Wii, and reading (of course).  
**Last Book Read:** *Morrigan's Cross* by Nora Roberts (can't wait to finish three book series—wish they would make into movies).  
**Favorite Vacation Spot:** Ireland (can't wait to return one day)  
**Four Things I Never Leave the House Without:** Purse, blackberry, blue bag (my briefcase), kiss from my husband.  
**Favorite Movie:** Interview with a Vampire (but really almost any science fiction film).  
**Three Words to Describe Me:** Outgoing, Ambitious, Cheerleader  
**Spot in Pittsburgh I Take Out of Town Visitors to:** Carnegie Library (of course—took a group of 4-H youth from Fayette County on a tour two years ago).

## BOARD MEMBER PROFILE

**Name:** Linda Rachul-Rymniak  
**Role on Board:** Student Relations Chair  
**Education:** Bachelor's of Science from University of Central Florida, MLIS from University of Pittsburgh  
**Employment:** Worked as an x-ray tech for about 15 years in Florida then worked as a HMO sales associate for a few years, then moved into technical writing. Currently working as a technical writer at MEDRAD, INC. I write user manuals and help guides, minor illustrations and photography and maintain the department website on the intranet.  
**Member of SLA Since:** 2008  
**First Library Job:** Volunteering at Animal Friends Library.  
**Favorite Part of Being an Information Professional:** So far, the people!  
**Being a Member of SLA has Helped Me:** Learn about the profession, meet other information professionals in all types of positions, expand my skills with the student relations chair position.  
**Family/Pets:** Married to Pittsburgh Public Schools Special Ed teacher at Oliver High School. No kids, two dogs (from Animal Friends of course!) One is a westie/schnauzer mix and the other is a schnauzer/dachshund mix. They are just like kids to me.  
**Hobbies:** Blogging, photography, reading, social networking on the internet.  
**Last Book Read:** *A Canticle for Liebowitz*  
**Favorite Vacation Spot:** Florida beaches.  
**Four Things I Never Leave the House Without:** iphone, keys, looking decent, and kissing my husband.  
**Favorite Movie:** The Lord of the Rings – The Fellowship of the Ring  
**Three Words to Describe Me:** Visionary, Creative, Organized  
**Spot in Pittsburgh I Take Out of Town Visitors to:** Mount Washington overlook.

## CHAPTER MEMBER PROFILE

**Name:** Brandi Liskey Belleau  
**Education:** MLIS, University of Pittsburgh 2008 Alum  
**Employment:** Student Services Specialist at the University of Pittsburgh's School of Information Sciences  
**Member of SLA Since:** 2008  
**First Library Job:** University of Pittsburgh's Katz Graduate School of Business Library  
**Favorite Part of Being an Information Professional:** Talking with prospective students about the shifting trends in librarianship and information technology.  
**Being a Member of SLA has Helped Me:** Keep in touch with the hot topics in LIS field.  
**Family/Pets:** Husband, Timothy Belleau and cat, "Monkey."  
**Hobbies:** Card-making, movie-going, reading  
**Last Book Read:** Jane Austen's *Northanger Abbey*  
**Favorite Vacation Spot:** Paris, France  
**Four Things I Never Leave the House Without:** Pitt ID, a book, Burt's Bees Beeswax Lip Balm, keys  
**Favorite Movie:** *Roman Holiday*  
**Spot in Pittsburgh I Take Out of Town Visitors to:** Pamela's Diner

Will we soon become the  
**Association for Strategic  
 Knowledge Professionals?**

**DON'T FORGET TO  
 VOTE!**

[http://www.sla.org/content/  
 SLA/governance/namechange/  
 index.cfm](http://www.sla.org/content/SLA/governance/namechange/index.cfm)

Polls are open through  
**Wednesday  
 December 9th, 2009.**  
 The result will be announced  
 on Thursday December 10th,  
 2009.

Stay tuned!

## September Event Recap: An Afternoon with Vivian Hewitt ~ Suzan Dolfi

Saturday, September 19<sup>th</sup> was the date for the SLA Pittsburgh Chapter – Carnegie Library co-sponsored event, “An Afternoon with Vivian Hewitt.” It was held at the new, contemporary styled, Hill District Branch of the Carnegie Library, (pictured at right), which had opened on October 25, 2008, not quite one year before.



Mrs. Hewitt was very happy to have been given a tour of this new branch, but was equally thrilled to know that the Gothic/Romanesque style stone mammoth where she first started her library career back in 1944, the Wylie Avenue Branch, was still standing, although it is now being used as a Muslim Mosque.

Mrs. Hewitt was impressed by the layout of the Hill District Branch, and enjoyed seeing that on a Saturday morning it was quite busy with many children and young adults utilizing the computers.

There were 22 people in attendance at this lovely event, which was catered by Myrna's Catering. They did a great job, with a brunch spread that included a variety of hot quiches, sweet rolls, muffins, bagels, and fresh fruit salad. Brunch was served at 10:00 a.m., and Mrs. Hewitt began her talk shortly thereafter.

Mrs. Vivian Davidson Hewitt, a native of the Pittsburgh area, was born in New Castle, PA in 1920. After graduating from Geneva College in 1943, she attended the Carnegie Institute of Technology Library program, graduating in 1944. For those of you who may not know, the Carnegie Institute of Technology is what we now call CMU, and the graduate program in Library Sciences is part of the University of Pittsburgh. Mrs. Hewitt, who is now semi-retired, was an SLA President (1978-79), is an avid art collector, and was the first African-American librarian hired by the Carnegie Library of Pittsburgh.

Now, on this lovely and crisp morning, just a couple of days shy of the Fall season, at the age of 89 years,

Mrs. Hewitt invited us in to hear her story, the story of a well educated, young black woman that began back in the 1940s, and is still being written today. She spoke frankly and candidly about the trials and tribulations that people of color had to face, the hardships they endured, and the barriers that were being slowly torn down, bit-by-bit, by people like herself.

Mrs. Hewitt has a wonderful way of engaging her audience, whether that audience is a large group, like we had in September, or just one person, like when I first met her in Washington, DC, but she stood at the podium and held our attention for well over an hour, all the while standing in a pair of high-heeled shoes.

As our way of expressing our gratitude and appreciation to Mrs. Hewitt for being our guest speaker, and for the great work and accomplishments she has done as a librarian, teacher, art collector, and past SLA President, the Pittsburgh Chapter presented her with a piece of original art work by a local, African-American artist, Norman Brown.

After the program, Mrs. Hewitt was surprised by several of her sorority sisters who came to say hello to her. They reminisced for about an hour talking about old times. After which I gave Mrs. Hewitt a short tour of the Hill District, making sure to drive down Wylie Avenue so she could take a look at the old library building.

Mrs. Hewitt has since sent me a letter relating how much she truly enjoyed sharing her story with us, how highly she still regards Pittsburgh and her vivid memories of the Hill District, and how much she loves the piece of artwork, which is already being showcased in her home.

Before winding up this event recap, I'd like to send our sincerest regards and thanks to the people at the Carnegie Library of Pittsburgh for their support and help in bringing this event to fruition: Mary Monaghan, Assistant Director, Neighborhood Libraries, Joyce Broadus, Manager of the Hill District Branch, Denise Graham, Department Head of the Homewood Branch, and CLP Deputy Director, Mary Frances Cooper.



Vivian Davidson Hewitt (center with bow) at the Wylie Avenue Branch of the Carnegie Library of Pittsburgh.

## October Professional Development Event Recap:

“Put the ‘Wheel!’ Back Into Weeding!” ~ Denise Callihan

Our second Professional Development event of the year was held on October 28, 2009 at the beautiful Heinz Innovation Center. Tim Gaus, Heinz Librarian, hosted us for the evening. 32 of our members (and 1 student) attended the evening event. It was a wonderfully informative event

with many takeaways (literally and figuratively). After dinner, Tim provided a tour of his library and also gave a nice Heinz history lesson for us all. There are so many innovative projects that he is working on! I most enjoyed his discussion of how his digitization/scanning project of older Heinz research materials have allowed him to learn more about his company. This archival material will help associates understand the past in order to better frame the future. Document

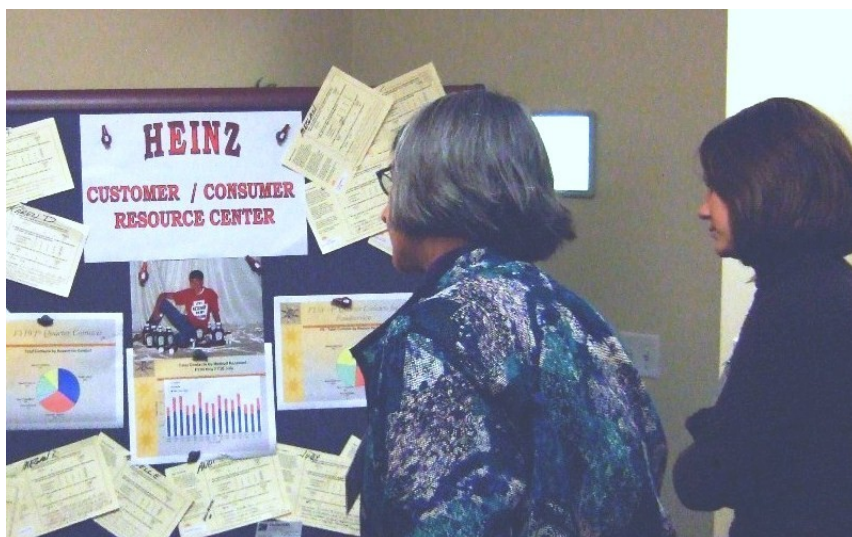
management is so much a part of corporate libraries these days, and it was great seeing how Tim incorporates this into his collection.

Later, Nancy Flury Carlson, Principal Information Analyst, Westinghouse Electric Company LLC presented the main topic for the evening on how we might “Put the ‘Wheel!’ back into Weeding!” or as Nancy noted, her alternative title (that she claimed wouldn’t put you in your seats) was, “A

Path to Data-Driven Decision Making that started with No Data.” Nancy conveyed her experience with a Six Sigma quality tool called the Cause & Effect (C&E) Matrix. When Westinghouse Electric Company decided to build a new Headquarters facility due to the nuclear renaissance, a new problem arose: what to do with two dormant print collections housed in two buildings that will ultimately be vacated? They successfully deployed a C&E Matrix to decide the details. This tool allowed them to gain intelligence about the collections, and some of the information certainly surprised them on what was considered valuable. Part of the matrix provides rankings and weights by certain characteristics, like knowing if the collection was available online, or not, or how important the collection was to the Nuclear Industry, etc. (see the chart on the next page for more detail). She also discussed how she was able to define each of the characteristics (such as using OCLC to see if the item was available elsewhere) as well as who else she may have consulted for opinions (such as R&D engineers & scientists, and even library staff alumni). The C&E Matrix combines this information into a



Tim Gaus shows chapter members the Corporate Information Center at the Heinz Innovation Center.



(L-R) Nancy Flury Carlson and Haley Hodum check out the Heinz Customer/Consumer Resource Center.

Continued on page 10

## October Recap Continued

### Continued from page 9

spreadsheet and the rating for each characteristic and weight totaled a ranking number. Using the rankings, Nancy was able to make key recommendations about the future needs of this collection, like space planning (linear feet needed), staff planning (they couldn't manage the collection without additional resources), and strategic planning (don't keep it unless they catalog, communicate and make it available globally). This key tool should be considered the next time you have a large decision to make, but think you have no data to make it.

If you have an idea, tool, or service you'd like to learn more about, please contact Denise Callihan, Chair of the Professional Development (PD) Committee, to explore possibilities for the next PD event in February 2010.

For more information on the C&E Matrix, and other Six Sigma tools, consider:

\* [http://www.innovatorstoolkit.com/Downloadable%20Files/Cause\\_and\\_Effect\\_Matrix\\_54-1.xls](http://www.innovatorstoolkit.com/Downloadable%20Files/Cause_and_Effect_Matrix_54-1.xls)

\* <http://www.kevinotto.com/RSS/Software/DMAIC%20C&E%20Matrix%20Template.xls>

\* <http://www.isixsigma.com/library/content/six-sigma-newbie.asp>



**Nancy Flury Carlson** is a Principal Information Analyst in the Nuclear Services Strategic Development department at Westinghouse

Electric Company. She is currently leading an initiative to develop global information and library services for Westinghouse employees, and providing content management consulting for the Westinghouse Intranet redesign team. Since starting with Westinghouse in 1983 she held various professional and management positions in the Westinghouse Technical Library prior to moving to the Strategy group in 2000.



Did you know that [Classico Pasta Sauce](#) is a Heinz brand? We all learned from receiving a jar of sauce for attending the event! Thanks Tim!

### Upcoming Programs at the Downtown & Business Branch of the Carnegie Library of Pittsburgh Thursday Noontime Business Program Series

12:15 - 1:00 PM

\* Census 2010: Stand Up and Be Counted - December 10

\* Addicted to Cheap Shopping?  
Why the Real Cost of Goods Keeps  
Going Down - December 17

\* Your Legal Rights in the Workplace  
- January 7

\* What You Need to Know to  
Protect Your Credit and Credit  
Scores - January 14

\* Resolution: Get Organized in 2010.  
Need Help? Ask the Experts!  
- January 21

\* Basic Estate Tax Planning  
- January 28

## What was included in the Evaluation?

Weight	Evaluated Characteristic	1	5	9
9	Online Availability of the range of Westinghouse Holdings	Complete	Partial	None
9	Importance for Nuclear Industry	Marginal, infrequently cited	Significant, cited in specific topical areas	Critical, frequently cited, widely used
9	Importance for Basic R&D	Marginal, infrequently cited	Significant, cited in specific topical areas	Critical, frequently cited, widely used
5	Googleability	First page of hits, easy to buy article	First page of hits, not easy to buy article	Not on first page of hits
5	Availability through Interlibrary Loan	More than 400 libraries	101-399 libraries	Fewer than 100 libraries
1	Demand - Past 2 Years (limited user base)	Fewer than 5	6-14	15 or more
1	Local Holdings (emergency access)	Multiple local libraries	Partial local holdings	No local holdings
0	Online Availability of the Journal	Complete	Partial	None

## November Student Event Recap ~ Linda Rachul-Rymniak

The November 20<sup>th</sup> Pittsburgh Chapter Student Event was a great success with an attendance of 25 students and 14 other chapter members. It was nice to see several of the Clarion students who drove down to enjoy the event as well. The event started out with a buffet dinner at Café 18 with pizza and a choice of salad or french fries. The food was prepared and served by the chefs from the Pennsylvania Culinary Institute. Everything was delicious! A brief tour of the Culinary Institute lead by Casey Sirochman, Dean of Library Services was next, followed by a tour of the Institute's Library. Casey described her position at the library and the fine points of an academic but for profit library. Afterwards, we all went into the Computer Lab where Casey gave an outstanding presentation on job searching for new librarians (the PowerPoint presentation will be available on the chapter website in the near future.) Everyone seemed to enjoy the whole experience and learned a lot as well. Some of the students and members ended up making an evening of it since it was Light Up Night in downtown Pittsburgh.



It was great to have students representing Clarion University join us! Front Row (L-R): Michelina Hilliard, Kristy Adams, Allison Latagliata, Hillary Newhart Back Row (L-R): Kelli Moyer, Corey Shiner, Brenda Rees, Diane Hahn, Pete Beskid



## President Elect's Message Continued

### Continued from Page 2

1. Initiate volunteer projects, in addition to the work our members are already involved with at Animal Friends, like reading to people in nursing facilities, knitting/crocheting blankets for preemies or people who are wheelchair bound, or perhaps get some ideas from our membership for volunteer or charitable projects that are near and dear to them.

2. Create a shadowing program where we can share a day in our work schedule with a student or a professional who may be interested in changing venues.

3. Have an impromptu round-table, covered-dish event where the attendees each take a few minutes to talk about what it is they really do on a day-to-day basis, so we can get a very real grasp of what it is like to work in what may be the same field, but in very different settings, and in different special library or information centers. Getting a real feel for how working in a science based library may be different and/or similar to working in a medical, law, or corporate venue.

4. In the very near future I will be sending out a survey asking our members to tell us what they want to see as far as events in the coming year:

professional development, networking, social, etc. If anyone has ideas for programming or knows of any contact(s) that we could approach for events or sponsorship, we would be very open to new or innovative ideas.

5. And lastly for now, more student input and participation.

I want to thank everyone who has been there to support me up until now, and who I hope will continue to be a source of strength and information. I would also like to express how grateful I am for this opportunity. I hope to make you all proud.

## December Event Recap - Annual Business Meeting & Awards Program

On the morning of Saturday, December 5th Chapter members came together at The Elbow Room for a delicious brunch, as well as our annual business meeting, awards program and holiday celebration.

President Donna Beck called the meeting to order - the minutes from last year's meeting had been distributed prior via the Chapter discussion list, and were approved. Treasurer Brian Steinmetz gave a brief report on the Chapter's financial status, and Committee Chairs either gave reports in person or provided Donna information prior for report. (Detailed information will be available via meeting minutes on the Chapter website.) As part of new business, Denise Callihan, Nominations Committee Chair, presented the slate of nominees for 2010. As there were no additional nominees for President-Elect, Treasurer or Director, the membership voted in Haley Hodum, Carolyn Biglow and Amy Watson, respectively. More information on the slate, as well as the incoming President's message, from Suzan Dolfi, can be found on page 2 of this issue.

Ange Pollis then presided over one of the most important events of the year - our awards ceremony. The first award given was the Publication

Award, which was split. This award recognizes members who have made a significant contribution to the published literature, or created an important electronic document. The first recipient of the award was Amy Watson for her work in publishing the Chapter Newsletter *The Confluence*. The second recipients were the author team of Kate Joranson and Eve Wider, for their article in the July/August 2009 issue of *C&RL News* entitled "[Librarians on the Case: Helping Students Prepare for Job Interviews in an Uncertain Economy.](#)"

The next award given was the Catalyst Award, which was presented to Donna Beck for her work towards Mayor Luke Ravenstahl proclaiming July 30, 2009 to be SLA Day in the City of Pittsburgh. As part of the Centennial Celebration for SLA, Pittsburgh was one of only four cities that obtained such a proclamation, the other three being New York City, Washington DC, and Chicago.

The Pittsburgh Chapter Leadership Award was a very touching presentation, given to someone who personifies what being a special librarian is all about. A dedicated leader within the chapter as well as at the division level and while teaching at the library school at the University of Pittsburgh, Denise Callihan is a mentor and an inspiration to many of

us. Denise's dedication to mentoring and professional development on so many levels is the glue that holds our chapter together.

### Welcome New Chapter Members!

July 2009

April Bennington

August 2009

Melody Ramsey

September 2009

Maria FeRacioly  
Sarantos Patrinos  
Allison Reynolds

October 2009

Rhonda Clark  
Jeffrey Crump  
Catherine Ogur  
Brian Rogers  
Michael Ross

November 2009

Debra Martin

SLA-CPIT  
Special Libraries  
Association-  
Pittsburgh Chapter

[http://www.sla.org/  
chapter/cpit/  
index.html](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 in April 2010. Article submission deadline is March 29, 2010. Please contact Amy Watson at with any submissions, or issues or concerns relating to the newsletter.



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