

The Confluence

Newsletter of the Special Libraries Association - Pittsburgh Chapter

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April 2009

President's Message - Donna Beck

In his presentation to us at our February meeting, Barry Chad said that everyone's life story has a treasure in it. Barry works at the Carnegie Library of Pittsburgh and has conducted numerous oral histories. He attempts to put people's lives into a context where the "gem" in their personal stories can stand out. When Barry captures a person's narrative to create a permanent oral record, he works to present his subjects in the best possible light. To see his success with documenting "Pittsburgh Oral Histories" visit the Carnegie Library's website.

The type of oral history that your project wants to capture determines the approach used. A method could be controversial if those who generate the final recordings and transcripts have censored out foul language, prejudicial or hateful words, and sorrowful or regretful experiences. I don't know about you, but with the nation in a state of recession and many of our colleagues and friends losing their jobs, I've been quite uninspired of late. I've been told by certain family and friends that everything coming out of my mouth these days is negative. I hope no one comes near me with a voice recorder. ☹️

Not too many of us are seeing the world right now through rose-colored glasses. One

hundred years from now, do we want to be remembered for this—our pessimism? What can we do to rally?

A good way to start might be to do some reflecting on how we are presenting ourselves to others with the words that we use. Chapter member Brian Eckel-Hare's video submitted for SLA's Centennial celebration contest puts the power of words to work. Information

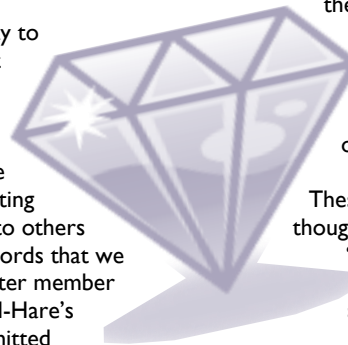
professionals of the future need the qualities that Brian so effectively depicted with his use of positive adjectives to describe us. SLA as an organization has given a lot of effort this past year with its "Alignment Project" to come up with the "right" words to project our core values and mission. Coincidentally, our Chapter is reviewing our mission and vision this year as well. If you have suggestions on the phrasing to use for these statements, please send them to our Directors: Kim Gregory and Chris Heil.

Does our nice rhetoric have the substance to back it up? I

would like our Chapter to try, like Barry did with his oral histories, to "construct" our experiences in a way that puts the emphasis on our "gems." Emphasizing our strengths is an idea that will never grow old.

Thesaurus.com has some thoughtful synonyms to say "rally" in another way, and they are all very uplifting words such as: rejuvenate, revive, bring together, get second wind, make a comeback,

bounce back, enliven. Oddly, included in this list is the informal term: wreak havoc. Using this as a verb would appear at first to be pretty negative. But, think about it—this might work! If we could all just "wreak a little havoc" and destroy some of the negative surrounding us lately, we can better concentrate on the mindset we need moving forward. With you all as my inspiration, I look forward to what we can accomplish as a Chapter this year. 😊



Let's put the emphasis on our "gems" - and wreak a little havoc!

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Haley Hodum - Chapter's 2009 Promising Professional ~ Rachel Callison

Haley Hodum, an Information Analyst at Westinghouse Electric Company is the first recipient of the Chapter's **Promising Professional Award**. Ms. Hodum was nominated for this award by Mr. Michael J. Latsko, VP for Strategy at Westinghouse, and her application materials demonstrated a strong commitment to continuous education and learning.

A 2007 graduate of Clarion University (MS, Library Science), Ms. Hodum has a BA in Creative Writing from Susquehanna University. She's been working in libraries since 2002 and joined SLA and the Pittsburgh Chapter in August 2008. Ms. Hodum's work at Westinghouse primarily focuses on competitive intelligence, including industry and company research. Recently, she's been instrumental in the (global) implementation of a new online catalog for Westinghouse and has participated in the redesign of the Westinghouse intranet.



The Pittsburgh Chapter's '**Promising Professional Award**' was designed to encourage the participation of new (5 years of experience or less) information professionals in SLA and Chapter activities by defraying the costs associated with attending either the Annual (Summer) or Leadership (Winter) Conference(s) of the Special Libraries Association. SLA International will be launching a similar initiative this year with the recent announcement of their **Rising Stars**

Award. More information about this initiative and how to apply can be found here: <http://www.sla.org/content/SLA/awardsrecognition/risingstar/>

Ms. Hodum plans to attend the June 2009 'Centennial' Annual Conference in Washington, DC and will write an article for the Confluence (our Chapter's bulletin) on her conference experience. Her recent member profile, and information regarding the development of the Promising Professional Award, can be found in the Winter 2008 issue of the Confluence, V73(3):

http://units.sla.org/chapter/cpit/bulletins/confluence_v73n3_08.pdf
- Chapter Member Profile(s): Haley Hodum, pg. 4
- Promising Professional Award, pg. 5

Pittsburgh Chapter Awards: <http://units.sla.org/chapter/cpit/awards.htm>

2009-2010 CPIT AWARDS COMMITTEE MEMBERS

Kate Joranson
Ange Pollis (Chair)
Marge Rhodes
Amy Watson
Rachel Callison (Member, 2008-2009)

Welcome New Chapter Members!

January 2009

Kristen Edwards
Neal King
Jennyann Noack
Heidi Patterson

February 2009

Jenelle Elmquist
Zack Hicks
Jamie Keller
Jen Martin
Shelley Peters
Lois Smith
Marcia Stiller
Andrew Whiteside

March 2009

Broede Armstrong
Noel Kopriva
Sandy Russell

Discussion List Update - Betsy Tuttle

Many thanks to Amy Watson who this month completed a massive Chapter membership 'clean-up' exercise and has the Google Docs to prove it. One perk of being a current SLA member is access to the many chapter and division, discussion lists. Therefore, as of mid-March 2009, all non-current members were removed from the list. (This process is confusing because when members 'expire' from SLA they are not automatically removed. Also, sometimes SIS students sign up with a Pitt email address and then move on but are still 'on' the list with an expired address).

This 'clean-up' uncovered one key piece of data: we now know there are about 54 Pittsburgh Chapter members who are not on the discussion list.

Amy is in the process of contacting these members to determine if we can add them to the list. There are currently 73 Chapter members on the CPIT discussion list. In addition, there are about 16 non-chapter members on the list. They are all members of SLA International. Are you with me? This makes a total of 99 "normal" members on the Chapter's discussion list. We now have a much clearer idea of who is reached through the discussion list. Thanks Amy!

If you are reading this and realized you are one of the 54 Chapter members who is not on the list and you would like to be, follow this link: <http://www.sla.org/content/community/lists/joinlists.cfm> or email betsytuttle@yahoo.com.

LIBRARY PROFILE

Reed Smith Library - Brian Steinmetz

Reed Smith is a national law firm founded in Pittsburgh in 1877. Reed Smith is one of the largest law firms in the world, with more than 1,600 lawyers in over 20 offices across Europe, the Middle East, Asia and the United States. The firm draws clients of all sizes from numerous industries – from individuals to tech start-ups to Fortune 100 corporations. Reed Smith's practice areas include patents, financial services, technology, corporate, appellate litigation, intellectual property and health care. The Pittsburgh office has a storied history that includes representation of many of the city's leading companies and founding families.

The Pittsburgh library is located on the second floor of the Reed Smith offices on Sixth Avenue in downtown Pittsburgh. The library moved into its current location in 1985 from the Union Trust Building. The library's collection can be seen from the first floor main lobby through glass windows. The library will be moving this year to Three PNC Plaza, located at the intersection of Fifth Avenue and Liberty Avenue. The 23-story 780,000

square foot office/condo/hotel/retail/parking complex will meet LEED-certified "green" building standards.

The Pittsburgh library has a collection of approximately 3,300 volumes and 130 journals. The reference collection contains information on judges, lawyers, courts, law firms, government bodies, and state and federal laws. Our general collection supports our various practice groups, such as Bankruptcy and Commercial Restructuring, Employment and Labor, and Environmental Law. It also contains United States and Pennsylvania codes, reports, digests, laws, legislature histories, court cases and bills. Online resources include legal, business, and public record databases. iLink, Reed Smith's US integrated library catalog, is available globally on the Reed Smith Intranet. Libraries are also located at 13 other Reed Smith locations in the United States and Europe.

The Pittsburgh library staff consists of 9 people, including managers, librarians, and library technicians. There is constant interaction among the different library locations for such things as document delivery and research assistance.

Library users are attorneys, paralegals, and legal secretaries who work in the various Pittsburgh practice groups. We also receive questions from the Marketing and Human Resources departments.

The Library offers a wide range of services. We provide legal research on federal and state litigation; statute, docket, and case retrieval; court rules and jury instructions; and cite- and quote-checking for briefs. Public record research supplies information on real property and other assets, licensure, criminal records, litigation history, bankruptcy records, and witness location. We also provide



biographical data on attorneys, judges, experts, arbitrators, clients, and witnesses. Company research of domestic and foreign, public and private companies is often requested to find basic background and history information, SEC and Secretary of State filings, company executives, newspaper and wire stories, credit risk/payment histories and current litigation. Intellectual property research involves domestic and foreign patent searching and retrieval, patent translations, copyright research, and literature research and document retrieval.

Sample research requests range from finding current litigation against a particular company to finding background information on a Pennsylvania judge that is handling one of our cases to researching a company's family tree to make sure there isn't a conflict of interest for a possible client. Most requests are needed rather quickly and therefore have very short turnaround times.

Brian Steinmetz is the Competitive Intelligence Librarian for Reed Smith LLC.



BOARD MEMBER PROFILE



Name: Gregory Carter
Role on Board: President-Elect
Education: BA University of Pittsburgh, MLS University of Pittsburgh

Employment: Drexel University, Adjunct Instructor (2006-), Carnegie Library of Pittsburgh Science and Technology Department Reference Librarian (1990-2005)

Member of SLA Since: 2008

First Library Job: Carnegie Library of Pittsburgh Science and Technology Department Reference Librarian

Favorite Part of Being an

Information Professional: Learning new things constantly.

Least Favorite Part of My Job:

People with a false sense of urgency.

Being a Member of SLA has

Helped Me: Enjoy the friendship and knowledge of my colleagues.

Family/Pets: My wife, Mary, son Matthew, and two Labrador Retrievers: Norah and Maggie.

Hobbies/Interests: Deep politics and history, European motors 1950-1970, Cinema, Vegetarian cooking, Shooting
Last Book Read: (reread) *The Hunt for Zero Point*, Nick Cook. A highly regarded Defense Industry analyst (Aviation editor for *Janes Defence Weekly*) explores the very real world of anti-gravity research.

Favorite Vacation Spot: The west coast of Ireland

Four Things I Never Leave the House Without: Cash

money, eyeglasses, keys, clothes

Favorite Movie:

“Performance” Donald Cammell (filmed 1968, released 1970)

Three Words to Describe

Me: Kind, bemused, humorous.

Spot in Pittsburgh I Take

Out of Town Visitors to: The view coming out of the Fort Pitt Tunnel from the Parkway West, revealing the splendor of Pittsburgh at night.

BOARD MEMBER PROFILE

Name: Christina (Chris) Heil
Role on Board: Director
Education: B.A Russian, Clarion; MLS University of Pittsburgh
Employment: MEDRAD Information Center Manager since 1996
Member of SLA Since: 1996
First Library Job: High School Librarian (part-time), Chartiers-Houston High School

Favorite Part of Being an

Information Professional: Matching people to the info sources they need.

Least Favorite Part of My Job:

Negotiating anything (licensing agreements, budgets, etc.).

Being a Member of SLA has

Helped Me: Meet extremely talented colleagues who provide great support, also to keep informed of trends, new technologies required by the profession.

Family/Pets: Eldest of 3 siblings, owner of/servant to two Maine Coon cats.

Last Book Read: *The No Complaining Rule* by Jon Gordon

Favorite Vacation Spot: St.

Georges, Bermuda

Four Things I Never Leave the

House Without: Car keys, wallet, cell phone, something to drink

Favorite Movie: *The Sound of Music*

Three Words to Describe Me:

daughter, sister, aunt

Spot in Pittsburgh I Take Out of

Town Visitors to: Phipps Conservatory

BOARD MEMBER PROFILE



Name: Alice Bright
Role on Board: Archives Committee Chair
Education: BA English, Carnegie Mellon; MLS University of Pittsburgh

Employment: Serials Librarian, Carnegie Mellon University Libraries

Member of SLA Since: 2005 (also a few years in the early 1980s)

First Library Job: Clerk at both the Circulation Desk and in the Children's Department of my hometown public library

Favorite Part of Being an

Information Professional: Helping people.

Least Favorite Part of My Job: Statistics.

Family/Pets: Husband and SLA member Bob Sullivan, son and occasional SLA meeting attendee Tommy (14).

Hobbies: Bobbin lace-making, knitting, reading, reading

Last Book Read: *The Good Earth* by Pearl Buck

Favorite Vacation Spot: At home

Four Things I Never Leave the

House Without: Cell phone, keys, tissues, chocolate

Three Words to Describe Me:

Quiet, quirky, troublemaker

Spot in Pittsburgh I Take Out of

Town Visitors to: Café Brugge

Chapter Member News

Nancy Flury Carlson was recognized in a January 2009 issue of “*Your Monroeville*” newspaper for her integral contributions to the creation of a Swiss Nationality Room in Pitt’s Cathedral of Learning. The article can be read online here: <http://www.yourmonroeville.com/timesexpress/article/couple-integral-funding-effort-pitts-new-nationality-room> and information about the project can be found here: <http://www.swisspittsburgh.org/>.

Diane Eldridge retired from her position as Analyst in the Nuclear Services Strategic Development group at Westinghouse Electric Co., LLC, effective April 1, 2009. She was employed by Westinghouse since 1992, first as an Intern during her MLS studies, and then as a Senior Information Specialist in the Technical Library until 2000, when she moved to the Strategy group to support competitive intelligence and market research initiatives.

February Event Recap - Starting an Oral History Project - Gregg Carter

The Pittsburgh Chapter of The Special Libraries Association presented a program on Thursday, February 19 at the Carnegie Library of Pittsburgh. Barry Chad, a veteran Senior Librarian of the Carnegie's Pennsylvania Department, graced us with a presentation on "Starting an Oral History Project". Mr. Chad shared some of the knowledge he gained in producing 42 interviews with Pittsburgh seniors. Practical

considerations- equipment, legal niceties, setting, etc. - were covered, as well as the more subtle nuances of interviewing technique and objectivity. Numerous anecdotes enlivened his presentation. Mr. Chad kindly provided numerous worksheets, templates and resource guides as an aid to those who wish to start their own Oral History project. An altogether enjoyable and educational evening was had by the twenty SLA members in attendance.

March Event Recap - Professional Development with Dialog - Denise Callihan

You Asked for It, You Got It!

When I asked our Chapter members for ideas & suggestions for an upcoming Professional Development meeting, a few suggested asking if Dialog would be available to offer training. After meeting with my account rep, Pat Currie, late last year, Pat thought the idea would help them "re-introduce" Dialog to our members, now that they are part of the ProQuest family. On Thursday, March 19, Pat Currie, enlisting help from veteran Dialog presenters, Ron Kaminecki and Ron Rodrigues, offered a day long training session at the Monroeville Chemicals Center of PPG Industries. 24 people attended the full day and most were SLA Pittsburgh Chapter members. Dianne Howard, Manager of Library Services for the Lord Corporation, took the award that day, for going out of her way to attend...driving from Erie for this training event! We're such a close knit "family"; it felt great being among friends.

Our trainers for the day, Kaminecki, Rodrigues & Currie, or as Nancy Carlson from Westinghouse called them - The Rock Stars of Dialog -- didn't disappoint. Pat Currie started off the day discussing ProQuest's plans for Dialog, and provided updates on content, functionality and plans for new platform

releases. She then provided a Dialog "Refresher" reviewing basic search and format commands, as well as detail on better database selection and other tips. Many of our members offered their own ideas related to searching, as well as several exclaiming A-Ha moments related to things that they didn't realize existed, and will now make searching easier. I'll admit that I have become "comfortable" in my search habits, and this refresher reminded me to try searching outside of my comfort zone.

Ron Kaminecki was the perfect "first up after lunch" speaker with his informative presentation covering various strategies used in searching for new technologies, such as nanotechnology, as well as his various display of kooky inventions that kept us guessing. If you've never searched patent classification codes before, Ron showed why it's imperative to incorporate more comprehensive searching. He also showed the importance of finding various synonym terms using other databases, as well as generalizing or broadening out your search topic.

Ron Rodrigues provided an overview when searching for new technologies in the non-patent literature: Dissertations & Conference Papers may be the first to cover brand new areas. Ron

Upcoming Programs at the Downtown & Business Branch of the Carnegie Library of Pittsburgh

Thursday Noontime Business Program Series 12:15 - 1:00 PM

- * Finding Your Next Career Step - April 9
- * 10 Keys for Healthy Aging: Healthier Today's and Tomorrow's - April 16
- * Grant Seeking Basics for Non-Profits - April 23
- * Public Speaking: Tips, Tools, Techniques - April 30
- * Stop, Look & Listen: How to Get More Business Through Active Listening - May 7
- * Is a Home Based Business Right for You? - May 14
- * Negotiation Skills - May 21
- * Caring for Another and For Yourself - May 28

also demonstrated the importance of using database classification codes and controlled terminology to uncover additional materials when searching. He also showed how to select certain databases for searching using journal names in the Journal Name Finder file (file 414) and ranking databases which include a particular journal by descending record count. This method allows you to review & select databases that include indexing of a specific journal for supplemental searching.

Pat Currie finalized the day (some thought with a huge exclamation point) on showing how to meet the challenges facing today's information professionals by creating and adding value to their information 'product'. Paula Reed, Market Intelligence Analyst from

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March Event Recap - Continued

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MSA, commented on this presentation in a shared email letter to Pat Currie. "...Yes, this new role for librarians / information professionals certainly does require a shift in professional skills. I know I personally had to take a deep breath and dive in making the transformation from my 'rip & ship' days to delivering 'actionable intelligence' to the decision-makers that I serve. The chart accompanying the slide 'What is the Value-Add Continuum?' and subsequently 'Where does DIALOG fit in?' was one of the 'Aha Moments' for me last Thursday."

Pat Currie explained that Outsell, Inc. introduced this "Value-Add Continuum" in the Quantum workshop they created. As the sophistication and comprehensiveness of the information 'product' increases, so does the level of skill required to produce that product.

If you have other suggestions for professional development topics you'd like to learn more about, please contact me at callihan@ppg.com.

Links mentioned during coursework:

<http://support.dialog.com/howdoi/> - Great new series offered by Dialog that covers step-by-step help for basic queries asked regularly to the Dialog Help Desk.

<http://training.dialog.com/> - Main site providing links to content available for more in-depth training support on various Dialog platforms.

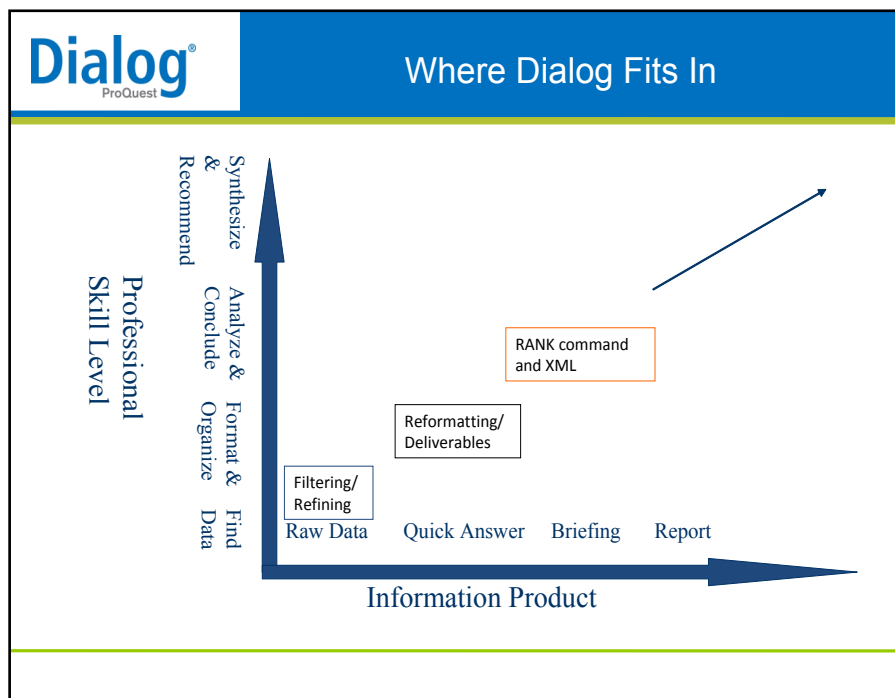
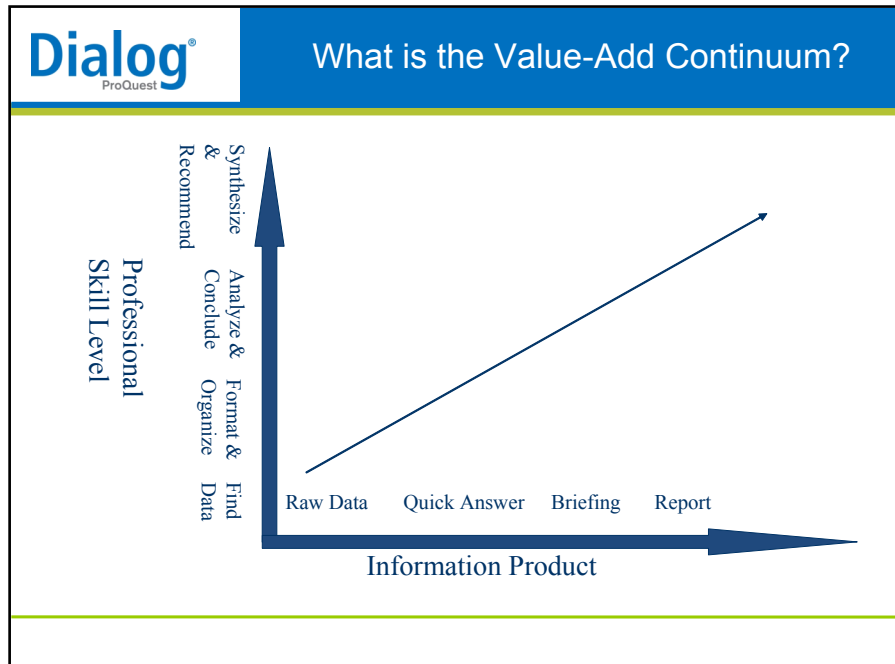
<http://support.dialog.com/searchaids/dialog/pocketguide/pktgde.pdf> - Dialog Pocket Guide for searching

<http://quantum.dialog.com/> - Quantum² is an innovative skills development program provided free of charge by Dialog, a ProQuest Company. The program is designed to help information professionals expand their services and improve the flow of information within their organizations. You'll find a wide array of hands-on training and

resource materials to help you evolve professionally and gain support from your management.

<http://www.outsellinc.com> - Outsell is the only research and advisory firm focused on the publishing, information,

and education industries. (Be aware that a number of executive summaries of Outsell reports have been made available on SLA's website at: <http://www.sla.org/content/resources/recindreps/index.cfm>)



Networking - Not a "Saab" Story - Haley Hodum

I graduated from Clarion University in December 2007 after being in school for 19.5 straight years. I had a BA in Creative Writing, a partially completed MFA in Fiction, and an MLS to show for it. I also had an uncomfortably large amount of student loans. I was eager to be a brilliant librarian and eager to receive my first job offer. To my surprise, the first offer I received came in the form of a car.

An engineer that worked with my boyfriend at Westinghouse was selling his Saab 9-3 Convertible for cheap, and I was getting tired of putting a quart of oil in my Dodge Neon at each gas station. Even more tired of men asking me at each gas station if I needed help—I had a bright red funnel in my hand. I clearly knew what I was doing. After a test drive through the parking lot, my boyfriend reported back to Chuck that I loved the car (I really did), but I wasn't willing to purchase it until I held a job. And so it began.

For the next three weeks, I received phone calls from local community librarians, academic librarians, and even

former librarians who knew Chuck. He had forwarded my resume, via email and even in a few mailboxes, to neighbors, co-workers, and acquaintances. Each person I spoke with had advice and tips and gave me hope; until finally, my resume fell into the hands of Nancy Carlson, Senior Analyst at Westinghouse and networker extraordinaire, who graciously offered to take me to lunch.

At Max & Erma's she told me stories of the long-lost corporate library and the growing field of information professionals. She pointed me to SLA and other avenues for finding job postings, and she reaffirmed my confidence in my career choice. I left knowing I would find a job eventually and that Library Science was still a promising profession.

Less than a month later, Nancy contacted me with a contracting opportunity at Westinghouse, opening the door for me into the corporate world. She introduced me to a number of professionals who could utilize my skills and built a case to management to

hire me before someone else did.

Networking no matter the shape it comes in—a dinner, an organization, a Saab—is a powerful tool for the new MLS graduate. As a writer, I had once viewed networking as 'cheating' or as 'faking,' but I see now that without that connection to Westinghouse through my boyfriend, or that desire for a new car, or those individuals who pushed my resume and persuaded others of my abilities and value, my professional life would be very different. Networking doesn't simply lead to a job, it leads to a foundation of people who believe in you, and that is enough to see you through the job search, no matter how long it is.

In the end, I didn't buy the convertible. But, I did buy a newer and faster Saab that was, through no fault of my own, totaled less than two months later. Luckily my investment in Westinghouse didn't turn out similarly as I am now a full-time Information Analyst...and proud Subaru driver.

The Continuum of Excellence - Earl Mounts

By looking into the past, we can see the future. Since our beginnings, the Chapter has actively and successfully pursued improvements and innovations that enrich our organizations and the profession. Enjoy these gems from the past as we continue to excel into the future.

October 27, 1933--The speaker for this meeting was Dr. George McCabe, economics professor at Pitt whose subject was "The Bright Side of Depression". Professor McCabe discussed the greater interest in cultural subjects during the current Depression as well as the uselessness of excess savings efforts.

December 1, 1933--Ever rising and uncertain prices of foreign journals, especially German, would encourage closer cooperation among libraries

through interlibrary loan. Regarding new technologies, the November 1933 issue of the ALA Bulletin reported "With the camera, the offset process, the rubber blanket, the film slide, the phonograph record--to say nothing about radio broadcasting, television, sound pictures, so emphatically at our elbow, what can we as librarians do but ask earnestly where we may find the man with vision extensive enough and accurate enough to picture exactly whither we go and what we are to encounter."

February 29, 1936--The first meeting of the University and College Departmental Librarians Group was held at the Pennsylvania College for Women.

October 1936--Edith Portman's (Mellon Institute) President's Message: "Let us all work together to advance

SLA--to make this a banner year for the Pittsburgh Chapter. It will be very hard to equal or excel the good work of the past but if each member helps, we can accomplish much. Come to our meetings, take an active part, and interest others in what we are trying to do."

April 1939--"Do you have any scraps? Do you know that we have a scrapbook? Well, we do, and it has lots of space for all the printed notices or articles about the Chapter, our Libraries, and even the Librarians themselves. It will grow more and more interesting as time goes on if you remember to send any clippings that you find to the President so that they may be added to its pages."

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Student Group Update - University of Pittsburgh - Jamie Keller

SLAPSG has had an eventful semester, and from the looks of it, we will be having a very eventful summer! Many of us have attended the various SLA Pittsburgh events. In addition, we have held some library tours of our own.

In January, we toured the National Aviary. Coral Hess set this up for us, as she is currently cataloging and organizing their library. During the tour, we saw many birds, feed the lorikeets, and met Sydney the Penguin, up close and personal!

In February, we toured the Hunt Institute for Botanical Documentation. We saw the archives, learned what the archives contained, and saw a functioning card catalog. The card catalog led

to a lively discussion of the merits of a card/paper catalog versus an electronic/online catalog. Then we viewed some rare botanical books and toured the library portion of the Institute.

In March, we toured four law libraries. Jamie Keller set up the tour to include the libraries at Eckert Seamans, Meyer Darragh Buckler Bebenik & Eck, the Third Circuit Court of Appeals, and the Allegheny County Law Library. Harrison Behl led the group, and the participants thoroughly enjoyed the afternoon-long tour.

Also in March, we teamed up with the Society of American Archivists to present a speaker about cemetery archives and tour the archives at Homewood

Cemetery. Harrison Behl and Broede Armstrong put together this informative lecture and tour.

Looking ahead, six SLAPSG members will be attending the SLA annual conference in Washington, D.C. in June. Jamie Keller, Coral Hess, Anthony Micchelli, Harrison Behl, Broede Armstrong, and Karson Kiesinger are busy planning for this adventure. SLAPSG is able to fund the hotel rooms and part of the registration fee for the SLAPSG conference attendees.

Also this summer, probably in July, SLAPSG will be planning another tour of a special library. If you would like us to come visit your library, please email Jamie Keller at somcak@gmail.com.

Special Librarians Can Facilitate Ethical Management of Information - Sallie Smith

As information professionals, our daily dealings with the production, dissemination, and consumption of information can present many dilemmas involving privacy, copyright protection, intellectual freedom, accountability, and security. What guidelines do we rely on for professional decisions and solutions to situations involving responsible information service? As newly named Ethics Ambassador for the SLA Pittsburgh Chapter, I hope to explore these and other issues as I participate in the Association's Ethics Initiative.

The SLA Ethics Initiative was launched a few years ago as a focus for highlighting the important role librarians and information professionals can play in facilitating the ethical management of information within the global business community. One goal of this effort is to craft a set of Information Ethics Guidelines for SLA. A second goal is to launch a Global Information Ethics Event to showcase how and why special librarians are the best knowledge managers of Information Ethics in their organizations.

To facilitate this initiative, chapters and divisions are encouraged to appoint Ethics Ambassadors to help collect and summarize feedback from members concerning examples of workplace ethical issues that arise when gathering, sharing and using information. To coordinate this effort at the Association level, an Information Ethics Advisory Council has been established, co-chaired by Toni Carbo, University of Pittsburgh, and Thomas Froelich, Kent State University.

At the local level, our Chapter hosted a Town Hall meeting last fall to initiate member discussion on the meanings and interpretations of ethics. Area resources include our Chapter's President-Elect Gregory Carter, a Drexel University I-School Adjunct Instructor who teaches two courses on Information Ethics, and the University Of Pittsburgh School Of Information Sciences' Institute for Information Ethics and Policy which provides selected electronic resources on the ethics topic (<http://www.sis.pitt.edu/~ethics/resources.html>).

SLA continues to work toward supporting its membership by developing information ethics guidelines and events. The Association adheres to all good practices of information delivery such as those principles of related professional organizations (<http://www.sla.org/content/membership/Genfaq.cfm>). Professional ethics are included in best practices for the profession as detailed in SLA's *Competencies for Information Professionals in the 21st Century* (<http://www.sla.org/content/learn/members/competencies/index.cfm>). It is important to learn to distinguish between rules and ethics (ethics are the value-based principles that underlie the rules), as well as legal issues versus ethical issues (behavior can be legal but unethical, or illegal but ethical).

As the Ethics Ambassador for our Chapter, I look forward to working with members to support our ability to respond responsibly to the many challenges that arise throughout information's life cycle.

From a Fellow's Perspective ~ Lynn Berard

In this stressful economy, let's **invest** in our members...

Having recently lost a great deal of my retirement dollars in our global economic turnaround, my thoughts are yearning and turning towards the light, much like the new spring flowers, and so naturally I am drawn to the positive power and energy of my Pittsburgh SLA colleagues and friends – otherwise affectionately known as “my people”. The countless hours I have spent involved in volunteer activities with SLA members has made me a stronger, smarter, and more thoughtful professional.

What is the price of being a volunteer?

Dues = \$160.00+;

Attending annual conferences = \$1000.00+;

Networking & Friendship = Priceless.

So I share my thoughts with you today on how we can all help each other during this stressful time of lost investments, lost jobs, and, for some, low spirits. My mother always said that charity begins at home and in SLA we've always said that 'you are never alone – just dial the phone and a member will be there to assist you'. With this spirit in mind, I offer the following advice to our current Pittsburgh Board.

Ideas to consider...

We can use the vitality and strength of SLA, and of our members, to find ways to assist those who seek employment. How about forming a job hunting committee/ information sharing support group to assist members who have lost their jobs, are going to lose their jobs, or who need to find more stable employment? Employed members could offer space and online access for meetings and job searching discussions. I got this idea from the New York Chapter as they are providing exactly this type of support for their current members. I remember back in the late 90's when the North Carolina Chapter had 100 members out of work; they formed a support group, shared job ads

with each other, prepared for interviews together, critiqued each others resumes and generally kept each others spirits up and eventually all 100 found jobs – (this is a true story). We can do this! I will begin by offering space at CMU with computer access to anyone who needs it – and we make a mean cup of java, so come on by!

Tax Status: SLA is a not-for-profit corporation, incorporated in the State of New York, which is exempt from federal tax under Section 501 (c) (3) of the Internal Revenue Code. As a non-profit, SLA has to keep reserves of money to a low-level, as the whole reason we can be a non-profit is **by re-investing our monies in our members**. It is the job of our executive board to determine how any surplus should be distributed. A bit of history: during the 1990's SLA HQ was investigated for over 2 years by the IRS. The IRS was looking at our large surplus and questioning if we could continue to be considered a 'non-profit' since it appeared that we were not putting our money back into 'services' for our members,, Here in Pittsburgh we have been blessed with fantastic leadership – leaders who were fiscally minded and dedicated to providing excellent programming for the membership while at the same time taking care with our treasury and building it. Because of those who came before, we now have a modest surplus. I recommend to our current board that we review our surplus, taking into account the best practice of keeping enough funds to do business without additional income for at least 1 year, and target a set amount to be dedicated to offering services to our members for free or at a reduced charge. Free program ideas are already being discussed but we need some funding to continue to offer the level of services our members deserve. We could consider supporting/partially supporting travel to our 100th Centennial; dinner meeting fees could be reduced; some meetings could be sponsored as no fee; or just include free drinks and a snack with a speaker instead of a full dinner venue. This opens

the door for participation without feeling the pressure to pay, especially for those who are on a tight budget. I propose that we make 2009 the **Year of the Member** and invest some of our surplus where we are, by law, required to spend it, on our members. As a start to the conversation, I will suggest a sum of \$1000.00 - \$2000.00 to be dedicated to this initiative. I am confident that our Board can “put our funds to work” - **for us**.

In this difficult economic time effective advocacy is critical to success, both on a personal level and as a professional group. We need to step up our efforts to promote ourselves, toot our horn, and educate our employers and our future employers how much value WE bring to an organization. Let's consider planning a “brainstorming session” with the whole Chapter and see what we can do to promote ourselves and play a vital part towards the re-building our economy.

I believe in all of you – so let's get moving! Spring has sprung, life is good, and we shall overcome, if we work together.

Lynn Berard is a Fellow of the Special Libraries Association, and a proud member of the Pittsburgh Chapter.

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Continuum of Excellence - Continued

Continued from Page 7

January 1, 1940--"Our third meeting, one filled with professional value, was held in the Women's Reading Room of the University of Pittsburgh Library. Edith Portman (Mellon Institute) led an instructive discussion of Library Ethics. Each in her own way, Marian Grosh (Geneva College), Rosemary Hanlon (Mine Safety Appliances), and Hazel Anderson (Tuberculosis League of Pittsburgh), spoke on 'Personal Relations', 'Relations with Other Libraries', and 'Relation of the Library to the Profession'."

May 1940--"When an organization grows beyond the point where it is possible to rely upon memory, it becomes necessary to formulate a definite procedure for collecting and preserving its records. As a first step, the committee prepared a tentative filing outline and arranged the presidents' files according to their system. Later it hopes to call in all outstanding records and establish a union file which will contain the records of the Chapter from December 1922 to date."

December 19, 1940--The Science-Technology Group was formed in the Chapter by Carolyn Foote (Bureau of Mines).

November 7, 1941--"Less damage than might be expected, but plenty' was the

way Arundell Esdaile, former secretary of the British Museum and President of the Library Association, summed up the effect of enemy action on English libraries in his address to the Pittsburgh librarians and their friends at Carnegie Lecture Hall. The British Museum lost during [air] raids a hundred thousand books published since 1850, and the Newspaper Library was destroyed with losses chiefly of the eighteenth century provincial newspapers."

October 1943--"WANTED--Reporters wanted for the Bulletin. News items; feature stories on local libraries, librarians, or collections; reports of meetings; papers on new routines or equipment solicited."

December 1943--In an article on public relations policies, Florence E. Hatch, Heinz Business Research Librarian, says "Many contacts have been chiefly personal. I become acquainted with a member of the firm and learn his interests. I make it a point to watch for things he would like to see and bring them to his attention. I hope to develop this kind of service, but it is slow work since it takes time to know the people and the department setup."

December 1944--Letter to the Editor--"Do we have to call this magazine the Bulletin? Of seventeen active chapter bulletins, about fourteen are named

the 'Bulletin'. There are a few magazines with interesting names--the Indiana Slant, the Illinois Informant, and the St. Louis Slate. Why can't we change our name to something more original? Pittsburgh is an active and vigorous Chapter. Let's give our bulletin a name that reflects the activity and stands for Pittsburgh. Why not the 'Slab', a rolling mill product made here in quantity. It means Pittsburgh and it can mean SLA too. Besides, our present name is mouth-filling and not easy to write when you refer to it in official communications. Let's be both imaginative and lazy, and have a new name."

October 1945--"The Mellon Institute Library has forwarded the first shipment of the scientific journals donated to the library by members of the Institute for reassignment to libraries in devastated countries. The first shipment has gone to the library of the Netherlands Institute of Engineers and Technicians in the Hague".

November 1945--"The Alien Property Custodian's Office of the United States Government is making a special offer to libraries of a 1,282 page catalog listing some 45,000 seized patents. While the supply lasts, the price for the catalog is \$2.00 post-paid. The catalog groups the patents into 300 subjects and lists the patents by number and title."

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