



Newsletter of the Special Libraries Association - Pittsburgh Chapter

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Summer/Fall 2016

### President’s Message – Leslie Poljak

Happy fall and thanks for reading this issue of the *Confluence*! Before we know it, it will be time for winter, our annual meeting will have arrived, and a new year started. This summer has proved another great season for our chapter, starting with a Seminar on Competitive Intelligence in May, the SLA Annual Conference in June, and an event at the Andy Warhol Museum in August. Additionally, all chapters and divisions have migrated to SLA Connect, a new communication platform for members, and I’ve included information about the uses of this platform as a replacement for our list serv in this issue of the *Confluence*.

I was fortunate to be able attend this year’s annual conference in Philadelphia with many of our chapter members and learned a lot from conference sessions, the Info-expo, and had a great time exploring the city.



Photo Credit: Brooke Hyatt

This was my third SLA conference and I found this conference to have a positive atmosphere with members looking forward to new changes at the HQ level.

There are a few upcoming events remaining this year, including our annual meeting, awards ceremony, and an upcoming election to elect new chapter executive board members. If you have any interest in becoming more involved with the chapter or any chapter questions in general, please let me know. Have a wonderful fall and I hope to see you at a chapter event soon!

### Welcome New Chapter Members!

Adrenne Duris  
Ole Villadsen

The SLA membership directory is available online. You will need to log in and select Pittsburgh chapter as the unit.

## My 2016 SLA Annual Conference Experience in Philadelphia, PA — Ryan Splenda

As a relatively new member of the SLA community, I was very excited to attend this year's annual conference in Philadelphia, PA. I had never been to an SLA Conference and didn't really know what to expect. Just knowing that it is a much smaller and concentrated gathering made me feel like I could connect with more people and better understand the organization as a whole. Additionally, having such wonderful fellow chapter members show me the ropes (thanks Carrie, Lynn, Denise, Leslie, and Margaret!) was a tremendous help as well.

My goals were to gain a deeper understanding of the organization and to network with some of my fellow business librarians who I haven't yet met. Both of these goals were accomplished as I got to meet some of the executive board members (Tom Rink, Jill Strand, etc.) and worked with business librarians at the College & University Business Libraries

**“SLA provides one of the greatest opportunities to meet with fellow colleagues from across the country on a personal level.”**

(CUBL) Section's breakfast get together. SLA provides one of the greatest opportunities to meet with fellow colleagues from across the country on a personal level. As a relatively new librarian, this was greatly appreciated.

There were two major highlights during my trip to the City of Brotherly Love. The first was getting a chance to tour the famous Lippincott Library at the University of Pennsylvania. This, of course, is the business library for the legendary Wharton School. The two wonderful librarians that I met graciously provided me with a history

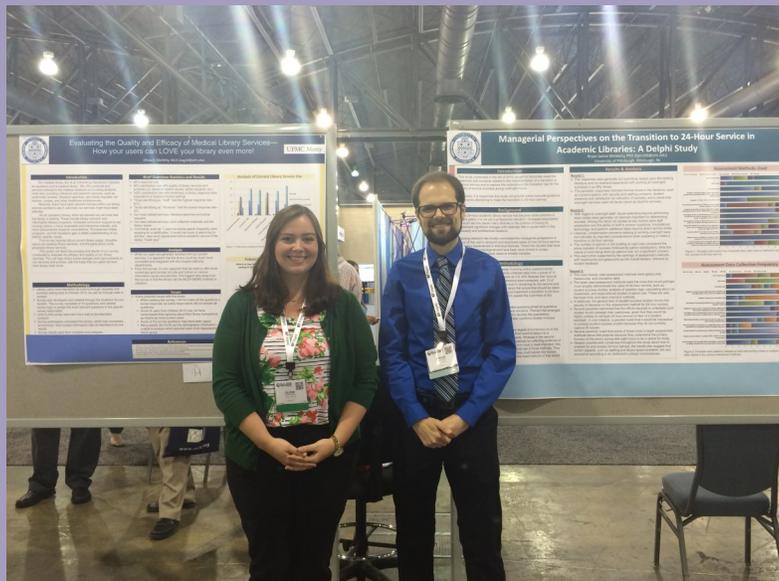
of the library and the Wharton School as well. Although it has decreased in size, it still packs a powerful and professional punch with its glass doors and wood paneled walls. It really does feel like you are in a professional board room. Lastly, they let me take a glance at some of the most coveted business resources in existence, including EMIS, eMarketer, Forrester, CB Insights, and MarketResearch.com. It truly was a heavenly experience!



The second major highlight was getting a chance to meet fellow business librarians in-person at the CUBL Breakfast. We participated in an ice breaker where we would ask each other questions that were provided to us on a piece of paper and then switched tables in order to keep meeting new people. It was here that I got to meet some of the top business librarians: Marcella Barnhart (Penn), Arlyne Jackson (Boston U), Hilary Schiraldi (Cal-Berkeley), Angela Horne (UCLA), and the legendary Terese Mulkern Terry (formerly at Penn). I gained more confidence and knowledge after meeting with them and discussing important business information issues of today.

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## 2016 SLA Annual Conference



Student Chapter Members Olivia Glotfelty and Bryan McGeary in front of their conference posters.

Photo Credit: Leslie Poljak

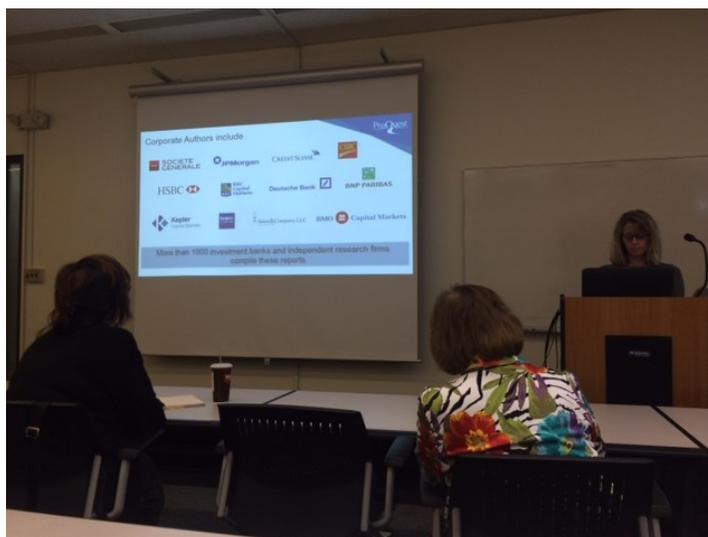
*My 2016 SLA Annual Conference Experience in Philadelphia, PA continued from page 2*

Overall, the 2016 SLA Annual Conference was everything that I hoped it would be. In addition to learning more about the organization and the “special” nature of certain libraries, I got to expand my network that will be invaluable to me in the future. Philadelphia was also a great host! We were perfectly situated within the heart of the city, and were very close to major historical landmarks (Constitution Hall, Reading Terminal Market, and others). Attending this conference has cemented my commitment to this organization and to our Pittsburgh Chapter as well.

### May Program Photos: Seminar on Competitive Intelligence Presentation by Terri Sawyer, ProQuest Dialog



Photo Credits: Leslie Poljak



## August Event Recap, Andy Warhol Museum – Carrie Wardzinski

On August 5th, the staff of the Andy Warhol Museum welcomed our chapter for a discussion and a behind-the-scenes tour of their facility. It was an absolutely enlightening and enjoyable evening. The three archivists had a presentation planned for the first hour, which turned into an informal roundtable. We openly discussed the problems inherent with acquiring archives like Andy's, including property disputes, copyright claims, and even bug infestations.

The second half of the program was spent in the processing area of the archives, viewing some rare and personal artifacts from the collection. The archivists also discussed some other collections that they have sought out, to augment the already-existing collection. Most of these collections are from close friends of Andy Warhol, and are considered to be important for the sake of preserving the history of underrepresented groups, particularly those of transgendered individuals from the 1960s, 1970s, and 1980s. The program was so fascinating and the archivists were so gracious that we ended up staying until the museum closed. Many thanks to the Andy Warhol Museum for a wonderful program, and we hope to hold something similar again in the future.



Photo credits: Eve Wider



SLA Social Media  
[facebook.com/slahq](https://www.facebook.com/slahq)  
[twitter.com/slahq](https://twitter.com/slahq)



## Executive Women's Council - Women on Boards Committee Talk on Cyber Security by: Brooke Hyatt

How can we protect ourselves from cyber crime? How does cyber security impact us? These questions and more were addressed at the [Executive Women's Council](#) talk "Cyber Security – Safeguard Your Virtual Life and Business from Invisible Threats." The talk, which took place on the evening of September 28th at the Rivers Club in downtown Pittsburgh, included two experts in the field of cyber security. Michelle Pirtle is a Special Agent with the Federal Bureau of Investigations. SA Pirtle has 12 years with the FBI and her duties include securing our nation's critical infrastructures through collaborative relationships and information sharing. Her investigations incorporate criminal and national security matters both state-side and internationally. She is also the FBI Coordinator for both the Pittsburgh and West Virginia InfraGard Members Alliance. Holly Ridgeway is the Director of Information Security Programs and Global Government at FireEye/Mandiant. Holly is also an Adjunct Professor teaching Cyber Security at the University of Maryland and currently serves on the Board of Directors for the National Cyber Forensics and Training Alliance (NCFTA). Her previous experience includes serving as Chief Information Security Officer for PNC Financial Services and at the Department of Justice.

The FBI helps to protect our nation by monitoring 16 critical infrastructures. SA Pirtle explained that from our water supply to transportation to nuclear reactor safety, the FBI plays a key role in keeping us safe from cyber crime that could potentially disrupt our nation's security. These threats come from a wide array of sources. "Threat actors" include hactivists that are motivated by moral code, criminals that are looking for an easy buck, and state-sponsored actors that will work for political interests of a government entity. It is fairly simple and rather inexpensive to conduct a cyber crime. Distributed Denial of Service



Photo credit : Yuri Samoilov via Flickr

(DDoS) attack is an attempt to make an online service unavailable by overwhelming it with traffic from multiple sources. The attacks target a wide variety of important resources, from banks to political sites, and present a major challenge to business and organizations. The going rate for a DDoS attack can be as little as \$500 for a cyber criminal to initiate. Phishing and spear phishing can target your organization by enticing emails. Ordinary phishing involves malicious emails sent to any email account while spear-phishing emails are designed to appear to come from someone the recipient knows. Departments like human resources, customer service, sales or any outward facing group within an organization is at risk. Simply clicking on a link or opening an attachment can activate a malware attack. Malware, which is short for malicious software, can damage an organization in a matter of minutes. It works by implementing spyware, adware, phishing, viruses, trojan horses, worms, rootkits, ransomware or browser hijackers to disrupt, steal, or even shut down an organization's information infrastructure.

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## Slate of Candidates for SLA Pittsburgh Chapter Office 2017 Denise Callihan and the SLA-Pittsburgh Nominating Committee

### President-Elect: Ryan Splenda

Ryan Splenda is the Business & Economics Librarian at Carnegie Mellon University, where he serves as the liaison to the Tepper School of Business. He graduated from Wheeling Jesuit University with a Bachelor's in History in 2010 and continued his studies at the University of Pittsburgh where he earned his MLIS in 2011. After graduating from Pitt, he worked as Production Manager and Research Librarian for the Behavioral Measurement Database Services company. Following this position, he became the Liaison Librarian for Business at the University of Pittsburgh and served in this capacity until arriving at Carnegie Mellon in his current position. Ryan currently serves as Secretary for the Pittsburgh Chapter of SLA.

### Secretary: Liz Hogan

Liz Hogan is the Information Specialist at Development Dimensions International in Bridgeville, PA. Liz holds a B.A. from the University of Dayton, and an M.L.I.S from the University of Pittsburgh. After she graduated from the University of Pittsburgh in 2009, she worked at Green Tree Public Library as the technical services librarian. She served three years with Green Tree Public Library and then accepted the position at DDI where she oversees the informational service center available to all DDI associates around the world. DDI's mission is building better leadership capability. The scope of Liz's research at DDI is broad but she specializes in leadership development, HR, selection and assessment research. She also manages DDI's corporate archives.

### *Executive Women's Council - Women on Boards Committee Talk on Cyber Security* *Continued from page 5*

What can we do to protect ourselves? Holly Ridgway put it best by saying, "it's not if you will be breached, it's when you will be breached." We are all at risk and it will happen eventually. There are things we can do now to prepare. We must analyze our common challenges:

- Most organizations have employees use a username and password to log into a system. That is not enough these days. Two Factor Authentication, also known as 2FA, is a two step verification process. The second factor could be an additional physical item that is carried with you such as a card or token. It could also come in the form of a fingerprint scanner connected to the system.
- Every organization should walk through breach scenarios by creating tabletop exercises. When a breach happens to your organization, making decisions on the fly could be devastating and a plan must already be in place.

- Who has the keys to the kingdom? These people should be prepared and aware of attacks at all times and they need to keep high value assets separate from vulnerable systems.
- Have you already been hacked? Google yourself to see if there are instances of identity theft.

These are only just a few examples of how we can protect ourselves and our organizations. Don't be afraid to ask for help. Here are a couple of useful links:

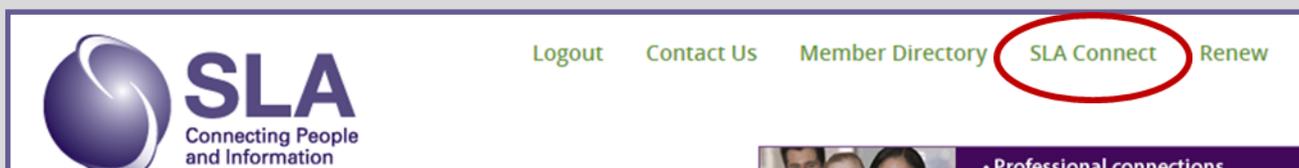
- [InfraGard Members Alliance Pittsburgh](#) - a Federal Bureau of Investigation program dedicated to promoting information sharing and dialog between the public and private sectors concerning critical infrastructure protection issues.
- [Internet Crime Complaint Center](#) - whose mission is to provide the public with a reliable and convenient reporting mechanism to submit information to the Federal Bureau of Investigation concerning suspected Internet-facilitated criminal activity and to develop effective alliances with law enforcement and industry partners.

## SLA Connect Tips and Resources– By Leslie Poljak

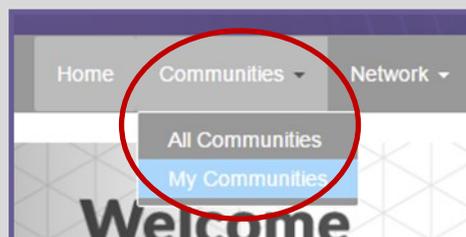
This Spring, SLA introduced a new communications platform, SLA Connect. SLA Connect has replaced our chapter list serv and Wiki as the primary mode of communication for chapters and divisions. You can login to SLA Connect at any time to view messages and posts within your communities. Below are a few resources, tips, and instructions to help you get started!

Please be sure to login to Connect and check your settings to ensure you are not missing any conversations or posts!

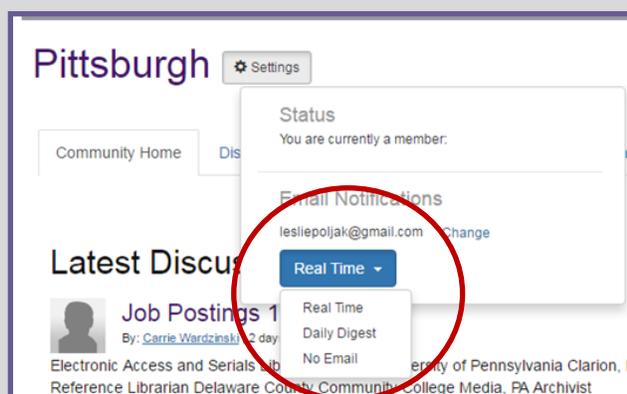
SLA Connect is open to all SLA members. To login, visit [connect.sla.org](http://connect.sla.org) or start at the **SLA Homepage, [SLA.org](http://SLA.org)** and select **“SLA Connect”**. Your login credentials are the same for [sla.org](http://sla.org) and SLA Connect



To view and edit the frequency in which you receive emails from Connect, select:  
Communities —> My Communities



To set your preferences for each community, select a community name, then select “Settings” within the community.



Each community will default to “Daily Digest”. You may choose to set your community emails to Real Time, Daily Digest, or No Email.

More information about Connect notifications, emails, and additional Connect options can be found in these videos by David Stern:

- [Community Settings, Sending and Receiving Messages](#)
- [Features of SLA Connect: Communities, Discussions and Libraries](#)
- [Email Capabilities and Quick Messages to Others in Connect](#)

## Upcoming Chapter Events and News:

### The Walking Data: Surviving and Slaying the Monster of ROT (Redundant, Obsolete & Trivial) Records!

Presented by the Pittsburgh Chapter of SLA in conjunction with ARMA  
Wednesday, October 19

### Pittsburgh Chapter Annual Meeting and Awards, Winter 2016

### SLA Pittsburgh Chapter Bulletin Digitization Project

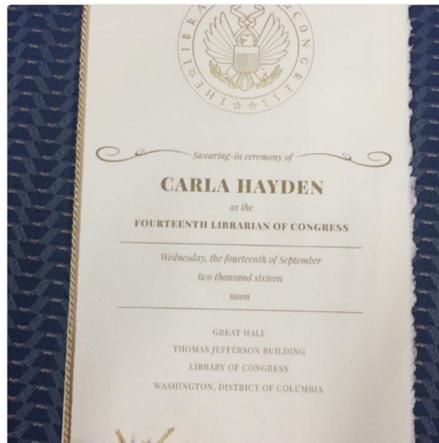
## What's trending at SLA

Click the pictures for more information!



SLA @SLAhq · Sep 14

Dr. Carla Hayden has been sworn in as  
14th #LibrarianofCongress!  
Congratulations, Dr. Hayden!



SLA @SLAhq · Oct 7

Submit your #SLA2017 proposal!  
@SLAhq is seeking creative, cutting-edge  
conference sessions. Learn more:  
[bit.ly/2d7UXLy](http://bit.ly/2d7UXLy)



[pittsburgh.sla.org](http://pittsburgh.sla.org)

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Article submission deadline is  
TBA. Please contact Brooke  
Hyatt ([brookehyatt@gmail.com](mailto:brookehyatt@gmail.com))  
and Leslie Poljak  
([lesliepoljak@gmail.com](mailto:lesliepoljak@gmail.com)) co-  
editors, with any submissions,  
issues or concerns relating to  
the newsletter.



Special Libraries Association (SLA)

September 22 at 10:38am · 🌐

Meet SLA's newly elected board members!



Welcome SLA's 2018 President,  
Roberto Sarmiento! - Special  
Libraries Association

Roberto Sarmiento, head of the Transportation Library  
and acting director of the Distinctive Collections...

SLA.ORG



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