President's Message: Leadership Summit 2010 ~ Suzan Dolfi

This year's SLA Leadership Summit was held in St. Louis, Missouri, from Wednesday, January 27 through Saturday, January 30, 2010. Sponsorship for the Leadership Summit was generously provided by Dow Jones & Company, (Gold Sponsor), which included supporting this year's keynote speaker, Jim Kane, and also by Dialog, (Silver Sponsor), part of the ProQuest family.

The Leadership Summit took place at the St. Louis Union Station Marriott Hotel and Conference Center. The hotel is a beautifully restored, Romanesque-style building, which had at one time been the passenger waiting area for one the busiest train station in the United States. The area that now comprises the shops and conference center was built directly over what had been the actual railroad tracks and the platforms where passengers, porters, and luggage carts would have been busily scurrying about.

The St. Louis Chapter of SLA played a key role in helping to organize the Summit, as well as planning two very special events, one of which was the St. Louis Welcome Reception held on Thursday evening at Busch Stadium. The second, which wasn't exactly an event, but rather a silent auction of gift baskets that were to be raffled off, with the proceeds from the auction helping to offset some of the Chapter's costs for

hosting the Leadership Summit. Tickets for the gift baskets were sold throughout the conference hall, and also at the Registration Desk, which was graciously staffed by volunteers from the St. Louis Chapter. The contents of the baskets were donated by local businesses, as well as some of the service providers and vendors that have relationships with the chapter members. There were lots of nice baskets and a wide range of products to choose from, such as the basket sponsored by the International Language Center in St. Louis, which contained materials to learn French, Spanish, German and Italian. The Ebsco Publishing basket contained a one-year subscription to Ebsco Business Book summaries, and the Nestle-Purina basket, a company with a long history in St. Louis, contained food, treats, and toys for your pets, just to name a few.

Unfortunately I didn't arrive in St. Louis in time to attend the opening function, the Networking Cocktail Party, that took place on Wednesday evening, but from what I've heard, it was a great success with lots of networking and the exchange of many business cards.

Thursday, the first full day of the Leadership Summit, began with a "welcome" speech, and then moved along with talks and discussions that included: the state of the association and what we can look forward to in

the year to come, including moving forward with the alignment project, where it presently stands, and where we'd like to see it going, as well as lots of excitement and talk about the 2010 Annual Conference. (Scheduled to take place in New Orleans, June 13th through the16th.) For a heads-up, the buzz word for New Orleans is *lagniappe*, which means a little somethin' extra or an added measure.

For my part, the word you need to learn before travelling to New Orleans is, *beignet* (pronounced ben-YAY) comes from the early Celtic word bigne meaning 'to raise.' It is also French for 'fritter.' Beignets, a New Orleans specialty, are fried raised pieces of yeast dough, usually about 2 inches in diameter or 2 inches square. After being fried, they are sprinkled with sugar or coated with various icings. They're a regional specialty that are not to be missed!

The Keynote speaker, James Kane, is by his own account, "a loyalty consultant, author and speaker." He's considered by many as one of the world's leading authorities on building and maintaining loyal business relationships, and has two new books in the works: "*The Loyalty Switch*" and "*Virtually Loyal*". His presentation was awesome. Through a very most personal information: birth date,

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SLA Connecting People and Information

Chapter Member Recognized - Pitt Distinguished Alumni Award

Chapter lifetime achievement award winner and SLA Hall of Fame inductee, Angela (Ange) Pollis was recognized by The iSchool at Pitt with the 2010 Distinguished Alumni Award. This award is granted to recipients who personify the ideals and mission of the School of Information Sciences, to honor their professional accomplishments and personal dedication to their alma mater.

A reception and awards ceremony was held on Friday evening, April 9th, in the Jackson Memorial Library of the Pittsburgh Athletic Association. It was no surprise that many Chapter members were present to celebrate with Ange. Ange was introduced to the reception by fellow chapter member Denise Callihan (right, in the above photo), who made specific mention of how many of us count on Ange to be a "docent through life" - leading us all to the best information no matter what the topic.

Although Ange has retired from an influential role as the Manager of the Knowledge Resource Center at the US Steel Research and Technology Center, she has not slowed down - we all know

how active she remains in the information profession. Between her many contributions to our Chapter leadership, as well as her adjunct professorship in management and business resources at the iSchool, Ange continues to mentor in the field.

During her time with US Steel, Ange maintained the corporation's scientific and technical information, and was a key leader in the automation of documentation. She was recognized there as a recipient of a US Steel Individual Achievement Award for her

document retrieval as part of a significant patent litigation suit. In addition, she was named as an inventor on US Patent 3,265,600 "*Method of Coating Silicon Steel in Conjunction with Box Annealing thereof Preparatory to Die Punching*." Outside of her time at US Steel, she is a noted author and researcher in the information field. The Pittsburgh Chapter is lucky to have Ange counted as one of our own, and this recognition was well deserved.

Congratulations to Ange!

Promising Professional Award Granted – Ange Pollis

Congratulations to Casey Sirochman, the recipient of the Pittsburgh Chapter's 2010 Promising Professional Award (PPA)!

Casey received her MLIS degree from the University of Pittsburgh in December 2008. Currently, she is the Dean of the Library Services at the Le Cordon Bleu Institute of Culinary Arts in Pittsburgh. (See a profile of Casey's library on page 6!)She also serves on the Chapter executive board as the Secretary.

The Pittsburgh Chapter's PPA is intended to encourage new

information professionals to participate more fully in SLA and Chapter activities by awarding grants that can be used to defray costs associated with attending Conferences of the Special Libraries Association (either the Annual conference or the Leadership Summit). Casey will be representing the Chapter this summer in New Orleans this June, and we are all looking forward to hearing about Casey's conference experiences and networking in the next issue of The Confluence.

Congratulations Casey and have a great Conference!

Welcome New Chapter Members!

December 2009
Arlene Sloane

January 2010
Rebecca Altes
Carolyn Biglow
Nandi Love
Kathleen Stabryla

February 2010
Edward Alvarado
Bryan Eichner
Elizabeth Orrell
Cheryl Paul
Jenny Zaret

March 2010
Tomiku Envela
Kelly Smith
Tracy Wallace

Alignment Update: Communicating Our Identity Visually – Rachel Callison

In addition to serving as the Chapter's Alignment Ambassador this past year, I've been the Communication Team Lead since 2007. This team is comprised of the bulletin editor, discussion list manager, employment team members and web manager (also me, since July 2006). I'm the third person to serve as web manager since the web site was initially launched in 1998 by Barb Folb (1998 -2002) followed by Kim Gregory (2002-2005) and we had one year (2005-2006) without a web manager. See *Evolution of a Web Site* [Confluence v. 71(3) 2006] for details regarding that revision. Wearing several chapter hats is fun for me, since I like working on diverse projects. Recently, these two roles have become much more intertwined.

Despite the fact that the membership voted to not change the association name this past December, the Alignment Project is still moving forward. And we're heading into the fourth of the five phases, ILLUSTRATE, which addresses the action of *"Bring (ing) consistency and alignment to the association's visual identity."* Remember, you can find all five phases - and information related to the first three phases - on the Alignment Portal site: http://www.sla.org/content/SLA/alignment/portal/index.html

Suzan Dolfi (CPIT President) and Haley Hodum (CPIT President-Elect) attended the January 2010 Leadership Summit in St Louis, MO and they shared with me that the topic of visual identity was mentioned during several of the sessions. One of the presentations provided during the summit by Maura Kennedy and Cara Schatz - *Moving Forward with Alignment* (ppt: http://www.sla.org/Presentations/10leadsumm/ThursdayMaster36-56.ppt) - includes a slide (#12) that shows the various logos currently in use by different units within SLA. This slide is a great example of one of the reasons to adopt a standardized visual identity across SLA units; based only on their logos, would you know that these units were part of the same association? And many units, including the Pittsburgh Chapter, do not have a specialized logo. As such, HQ is initiating activities that will lead to the creation of guidelines and/or templates to assist with the variety of communication vehicles within units such as: news releases, speech text (for external audiences), website & blogs, and newsletters & bulletins.
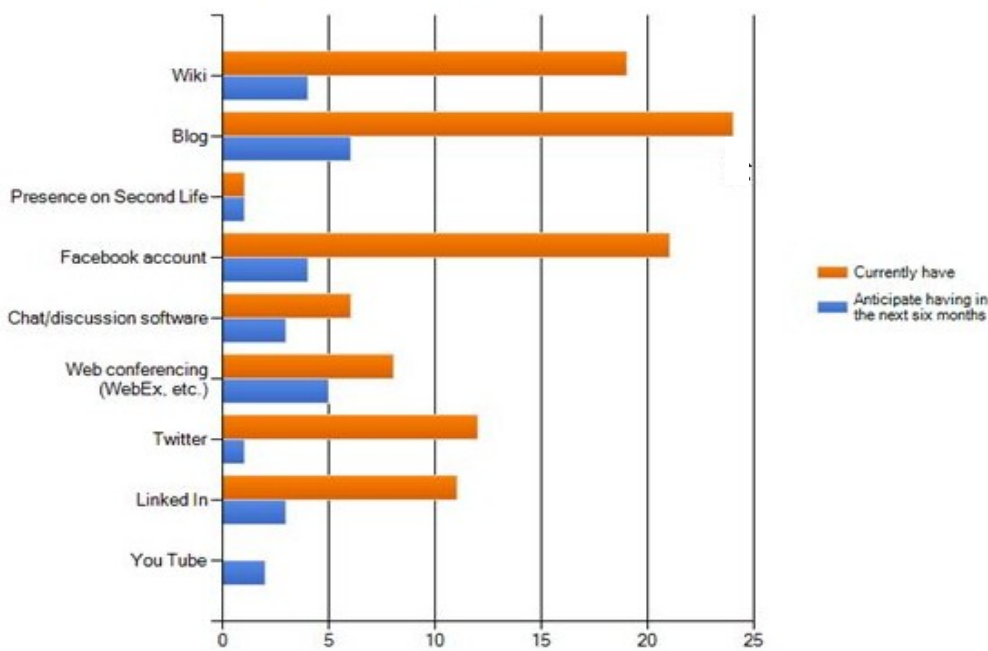
SLA Director, Daniel Lee has been tasked to specifically look at the ways units currently communicate via the web and to determine if there is a common content management system that will allow units to improve the look, feel, and functionality of our sites. It is this alignment activity that I'm now directly involved with as the web manager for our chapter. At the end of February, Dan initiated a discussion on the web manager mail forum to get a better sense of what tools and technologies are being used to create content and manage unit sites. So far, 51 units have shared information regarding what they're currently doing, what frustrations they're experiencing and what direction they'd like us to be heading in order to make communication easier and more collaborative both within our units and with HQ.

By default, many web managers have been overseeing the implementation of web-based collaborative tools - such as a wikis and blogs - in addition to managing their more static web sites.

CURRENT USAGE OF COLLABORATIVE TOOLS: CHAPTERS

Does you chapter currently have or anticipate having any of these? (check all that apply):

Legend: Currently have / Anticipate having in the next six months

WVU's Evansdale Library Renovated First Floor a Hit With Students -

Mary Strife

or nested in a corner. Many of the tables can also be moved and collapsed if needed. Plus we now have three new study/conference rooms on the first floor with six movable white boards. Systems took this opportunity to provide us with 6 iMacs and 5 Macbooks----very popular with the students. Students received a variety of display areas to display their projects, which is already being used by a senior design student this semester. It is important to them that people from other disciplines understand what is created or studied in their majors. The students seem to be happy with the results and are using the space more than ever.

On our side, this entire process took much longer than I thought it would. We were able to close to the public during the summer, although an alternate entrance for material pick-up and drop-off was maintained from 8:15-5:00 Monday-Friday. Keeping everyone off the first floor made it easier for the contractors to do their jobs. But overall, I am very happy with results.

Around 2005, we started a discussion with the provost about replacing the carpet in the building. After several stops and starts, the project morphed into a renovation of the first floor, based on student feedback. Dr. Cindy Beacham, Chair of the Interior Design Division at WVU, was generous in giving us direction and guidance on how to talk to interior designers about our needs. She also helped us to design a short online survey for students in spring 2008 and ran three focus groups for us in October 2008 that encouraged students to tell us what they wanted for a reconfigured floor.

Their answers confirmed some of what we thought but came up with some answers we did not expect. The students were interested in the color of the walls and the carpet. They wanted an opportunity to show others what they do in their majors. The results were shared with our campus designer, and the designer included what she could, based on the budget. We now have a combined service desk so students have one place to stop for assistance. There is a snack area with a

variety of options for seats and a campus information station. The students wanted color and texture so the designer gave us a warm, creamy yellow paint and dusty blue wallpaper and paint. Some of the seating is movable and can configured as needed

Bags, Boxes, Doors, Sardines! ~ Nancy Flury Carlson

This article's title refers to the confusion of doors slamming, multiple plates of sardines, misplaced bags and extra boxes in the play "Noises Off!," a farce-within-a-farce that I saw last fall. The actors played actors who couldn't get their props, entrances or lines straight and it was hilarious.

I liked the intricacy of this play partly because it reminded me of my experience when I joined our company's project team to create a new intranet using SharePoint (MOSS 2007). I felt just like those actors except instead of bags, boxes, doors and sardines we had sites, libraries, columns and lists. Page libraries and document libraries in sites or subsites. Items in lists. But wait! You can attach documents to list items but that doesn't make them document libraries! And don't forget web parts and site columns. This all makes perfect sense to me now but for a while it just sounded more like "bags, boxes, doors, sardines".

The intranet project manager invited me to participate because I was the content owner for a section of our intranet called "External Information Gateway," which provided access to external database subscriptions, industry data and news, and other information resources. I joined the project team in the summer of 2009 for the Design phase. Subsequently I became part of the Devlopment team until "Go-Live" which was December 8, 2010, and now have a continuing role with the Operations team.

My design and development focus was News, which encompassed internal Westinghouse news publications and announcements as well as external news sources. This entailed working with Westinghouse content owners to migrate their newsletters from the old intranet to the new SharePoint intranet.

The SharePoint environment was hard to conceptualize based on whiteboard drawings, wireframes, post-its, design documents and tutorials. For me it was difficult to envision the content creation, flow, and updating processes while we worked in the conceptual stage. The turning point was the day I created my first pages, document libraries, web parts, and news items. Mental light bulbs turned on one by one, as I started creating document libraries, tried out the News Navigator process, and designed web parts to display metadata. From late September to early December I designed library structures and display views and migrated over 2000 news items to the new intranet, working with 25 Westinghouse news content owners and all of the intranet team members.

The importance of a strong team cannot be emphasized enough. Our team includes leaders and experts from Westinghouse information technology, communications, and web management groups. Content owners and content managers (like me) play major roles. Fortunately we have good leadership, strong talents across the team, wise consulting experts, and an enduring sense of humor. This was one of the best teams I've worked with in close to 25 years of employment at Westinghouse, and it was my first experience as part of a major enterprise-wide IT project, complete with all-encompassing focus, dedication, and round-the-clock time commitments leading up to "Go-Live."

Once the new intranet was rolled out, I moved beyond news content creation to two other roles that are perfect for an information professional. First, I am "*george*" – and second, I write the Best Bets.

Our new intranet is branded **george** in honor of our company's founder, George Westinghouse. Each page of the intranet has a button called "Ask*george*" which allows the user to send an email to the content owner for that particular page. There is also a generic "Ask*george*" link at the bottom of every page, and I am that – "generic" **george**. This means that I manage all of the general questions not directed to a specific content owner.

This is a great opportunity to see what our company's employees are looking for. Since December 8, 2009 I've fielded 118 "Ask*george*" questions. Many of these messages are relatively simple, such as reports of broken links, typos, and minor content corrections. The majority are navigation questions along the lines of "where is the XYZ content or XYZ document?" But my favorite "Ask*george*" questions are the reference questions that provide the opportunity to connect people asking the questions with the right contacts in the company who can provide the information they seek.

Best Bets are similar to sponsored links in other search engines. I create Best Bets for frequently searched terms, important company sites and systems, major policy and procedure locations, as well as content that employees ask about frequently, through phone calls, emails or "Ask*george*" questions. To create a Best Bets link, I create a "Keyword" and any number of associated "Synonyms" and connect them to one or more URLs that will present a Best Bets link at the top of their search results page. The Keyword and Synonyms should ideally encompass all of the likely searches that an employee might use when looking for the specific content. For example, for the Best Bets item for "Time Reporting Policy" might include synonyms like time reporting policy; time reporting policies; time sheet; time sheets; timesheet; timesheets; reporting time; submitting time; etc.

Each paragraph of this brief article deserves an article or even a workshop of its own – from document libraries to Best Bets, from "Ask*george*" to the value of an effective project team. If I had to impart only one piece of advice to someone starting out with a Share-Point project, it would be to dig in with the hands-on work as early as possible. While a strong conceptual design is essential, minor flaws and opportunities to correct them will only become apparent once the pages, libraries, and associated processes are flowing.

LIBRARY
PROFILE
L. Edwin Brown Library- Casey Sirochman

Le Cordon Bleu Institute of Culinary Arts in Pittsburgh, PA is a for-profit post-secondary educational institution owned by Career Education Corporation and boasts on average 600-800 students and 100 faculty, Chef instructors, and staff with a mission to educate students for creative careers and obtain a diploma or associate degree in Culinary Arts, Patisserie Arts, or Hotel & Restaurant Management.

The course curriculum for each program requires that every class has a research assignment/component. The library and resource center supports these projects and much more. In 2004, the library was renamed and dedicated as the L. Edwin Brown Library & Resource Center after a world renowned Chef, L. Edwin Brown. Chef Brown is from the region and currently resides in Florida. He not only donated the use of his name, but consistently donates autographed cookbooks given to him from famous Chefs around the world creating the L. Edwin Brown Special Collections boasting around seventy-five books cataloged, non-circulating and shelved in archival, glass book cases.

Chef L. Edwin Brown next to L. Edwin Brown Special Collection bookcases August, 2009.

The library is dedicated to maintaining a diverse collection, despite the emphasis on culinary and management skills for the curriculum. This includes a sizable collection of audiovisual materials with an emphasis on culinary and management matters, although this collection also includes current popular movies and a selection of resort videos for viewing externship sites. According to Athena, our library catalog, there are close to 10,000 cataloged records; however, near half of these records are links to electronic books available on the Corporation's CECybrary. The Cyber-Library site provides access to full-text databases, full-text electronic books, links to web sites, cyber-guides to assist in researching and writing papers, and much more. The online library includes electronic resources and full-text electronic resources include databases from EBSCO, Proquest, Thompson-Gale, and Wilson. The electronic book collection includes items from Credo Reference, NetLibrary, Oxford Art Online, Oxford Reference Online, and Safari Business and Technology books. We are not all cookbooks!!

We conduct library orientation tours, bibliographic instruction, and classroom visits to introduce students to library services and resources frequently, with a focus during new student orientation, which takes place every six weeks. We maintain subscriptions to nearly 100 popular and industry specific magazines and periodicals including the Pittsburgh Post-Gazette. We have 24 computers with access to the internet, which includes the Cyber-Library, the Microsoft Office suite and our online catalog.

While we are a traditional library, we also provide some nontraditional social activities for students partnering with the student council government, something new that we are continually promoting and increasing. Past programs include "M&M" mix and mingle for new students, casino and gaming night events including boards games, Wii, and karaoke.

We are also in charge of all the scholarship information to be provided to students and, in coordination with the Student Services center, offer resume and cover letter help as well as publish the Institute's student newsletter, *The Ingredients*, at least once a quarter.

The library is open to the school community 6 days per week for a total of 58 hours. A typical weekday sees an average of 500 patrons come through the doors for various reasons including computer use, use of the student project room room, which includes a television, DVD player and VCR, a gathering place and a resource for in-class assignments as well as outside use.

Our staff includes Casey Sirochman, Dean of Library Services; Taneika Jones, Library Associate; Casey Chwiecko and Jeff Connelly, Library Interns from the University of Pittsburgh; and 5 work study students. We are located at 717 Liberty Ave., the Clark Building, and 15th floor. You can reach us at 412-325-3513 or csirochman@pittsburgh.chefs.edu.

Leadership Summit 2010 Continued- Suzan Dolfi

Continued from Page 1

astrological sign, height, weight, likes and dislikes, favorite colors, music, food, and even TV shows, and by exposing some of his inner most thoughts, he showed us how people can be, and are, manipulated and swayed by the appearance of common interests and common ground with the people that they are in relationships with. That person can be a spouse, your children, neighbors, or most significantly for this Leadership Summit, with and between business groups. He showed us how relationships are designed, how they can be maintained, but most importantly in the world of business, that loyalty within a relationship, especially the ones with dollar signs in their bottom line, are not predictable, and can't necessarily be relied upon. It felt sort of like a magic show with the idea of loyalty being made up of primarily smoke and mirrors, or perhaps like a lesson in "Survival of the Fittest 101". It was fast moving, so you had to keep up, and the presentation slides moved pretty quickly, too, so you had to keep your eyes open, but the bottom line, at least for me, was that things aren't always what they seem. So, you have to keep on your toes, never guarantee anything that you aren't prepared to deliver, and always, always know what your business associates or clients "bottom line" is, because that is where their loyalty really lies.

After a break for lunch, there were a couple more speeches about the alignment, and finally a wrap-up talk that encouraged us to use our social time to network.

As we left the Marriott Union Station, and were walking into the downtown business district heading towards Busch Stadium for the evening's main event, the St. Louis Welcome Reception, it occurred to me how much downtown St. Louis reminded me of downtown Pittsburgh, and how the area surrounding the Union Station Marriott was so much like Station Square just across the river. (Imagine the Freight

House Shops and the Grand Concourse Restaurant all rolled into one). These two cities have very similar architectural styles that range from the massive, stone cathedral style buildings of the late 1800s to the more contemporary skyscrapers and glass and steel office complexes of the Twentieth Century.

For me, the highlight of the Summit was about to take place. The wonderfully arranged Welcome Reception held at Busch Stadium, home of the St. Louis Cardinals baseball team. The reception ticket included a trip through a buffet line of hot and cold finger foods, and one alcoholic beverage (alcohol optional of course) for each person in attendance. There were lovely fresh fruits trays, an array of cheese and cracker platters, and to top it off, an eye-popping dessert table. The reception, in and of itself, was a unique event which was held in the Champions Club Room, but to top that off, we were each given the opportunity to purchase a ticket for a privately guided tour of the Stadium.

The tours, which began every half-hour or so, consisted of intimate groups of only six to eight people at a time. It was really great and our tour guide was amazing. He was passionate about his job and was excited to share not only the facts and figures about the stadium, the team owners, the team players, and the team stats, but you could tell that he loved sharing the little known facts, and would sort of whisper when he was telling us what might be considered secret, insider information. We got to see the inside workings of the stadium, including the batting cages where the players practice and get warmed up, some of the dressing rooms, the private dining room for big-money members, and my favorite part, we were allowed to walk out onto the playing field.

After a long, full day, it was time to head back to the hotel to wind down and get prepared for Friday morning's hands-on leadership sessions.

Friday started bright and early, and I was all geared up for some enlightening and engaging leadership sessions. The SLA website had stated that "The two-day summit offers attendees the opportunity to enhance management and leadership skills that apply to both their careers and to their work within the association. Information and knowledge professionals will engage in group learning and skill-building exercises designed to push their thinking and improve their leadership and management skills."

So, after the opening remarks, the recap of the previous day, and a few more comments/discussions about the alignment project, we finally got to what I had really come for, the meat and potatoes of the Leadership Summit, the hands-on sessions that I had hoped would help me to become a better leader, that would provide me with skill sets that would enhance my position on the executive board of my chapter, and answer my many questions about how to undertake the leadership role as president of an SLA chapter, but disappointingly, I felt that the morning's sessions failed to provide the opportunity to enhance my management and leadership skills, and as for engaging in group learning and skill-building exercises designed to push thinking and improve leadership and management skills, well, that turned into a heated and ugly debate about whether or not you should send a Thank You card after a personal interview. Just in case you find those statistics of interest, the outcome of the debate went like this: two of the nine people in the group would not even consider offering you a position if they had not received a Thank You card or Thank You e-mail, two more people stated that they would consider a Thank You card, but not necessarily a Thank You e-mail, as a positive action on the part of the perspective employee, and the five remaining group members didn't really have an opinion one way or the other.

BOARD MEMBER
PROFILE

Name: Carolyn Biglow
Role on Board: Treasurer
Education: BA, Mathematics, Chatham College; MLIS, University of Pittsburgh
Employment: Job hunting after working at Pitt's Falk Medical Library.
Member of SLA Since: 2006
First Library Job: Data Editor/Copy Cataloger at Carnegie Library of Pittsburgh
Favorite Part of Being an Information Professional: Knowing where and how to find trustworthy and accurate information, especially online.
Least Favorite Part of My Job: Keeping statistics.
Being a Member of SLA has Helped Me: To continue to believe in the continuing relevancy of librarians and libraries.
Family/Pets: I am married with two children. My daughter is a pre-med sophomore at Pitt, and my son is a sophomore at Pittsburgh Perry High School. We have a cat named Baxter.
Hobbies: Reading, knitting/crocheting, volunteering, watching TV and movies, Zumba workouts, listening to music, dancing.
Last Book Read: *Under the Dome* by Stephen King and *Shutter Island* by Dennis Lehane
Favorite Vacation Spot: Any beach!
Four Things I Never Leave the House Without: My PDA, a book, kissing my husband, my MP3 player.
Favorite Movie: Can't pick one! I love Fargo, All about Eve, The Shawshank Redemption, the Godfather I and II, Out of Sight – among many others.
Three Words to Describe Me: Determined, resilient, friendly
Spot in Pittsburgh I Take Out of Town Visitors to: Duquesne Incline/ Mt. Washington.

If you would like to be featured in an upcoming

PROFILE

contact Amy Watson at amywatson@ppg.com.

Chapter Member News

Lynn Berard will be working in Doha, Qatar (Middle East) on the Carnegie Mellon Campus from mid-May through June, 2010 in the library with its director, Bijan Esfahani. Education City in Doha is one the world's first "multiversities," a place where not just one exceptional university is placed, but six. Home to 1,300 students—of more than 70 nationalities—Education City offers world-class academic programs on a sprawling, 2,500-acre campus. Lynn can be reached via her usual email address during that time period. We can't wait to hear about your experiences when you get back Lynn!

The January 2010 (Vol.6, #1) issue of Intelligence Insights Bulletin, the Bulletin of the Competitive Intelligence Division, includes the article "My Experience as a Mentee with the CI Division Mentoring Program" authored by Chapter member **Brian Steinmetz**. The current issue of the division newsletter is available to division members only here: http://units.sla.org/division/dci/Newsletters/IIJan2010.pdf.

The April 2010 issue of ProQuest's Global Training Newsletter includes a wonderful profile of Chapter Member (and ProQuest trainer) **Sharon Palchak**. Be sure to check it out to learn more about Sharon and to see a beautiful picture of her in action during one of her favorite hobbies! http://www.proquest.com/en-US/promos/newsletters/training/0410_Global_Training_Newsletter.html

www.sla.org/NewOrleans2010

March Event Recap: Bruce Rosenstein on Drucker - Haley Hodum

Event speaker Bruce Rosenstein and Chapter President-Elect Haley Hodum

Living in More Than One World: How Peter Drucker's Wisdom Can Inspire and Transform Your Life.

Drucker has had a devoted following in the library and information worlds for many years. He coined the term "knowledge workers" in the late 1950s, and was a keynote speaker at the 2002 SLA Annual Conference in Los Angeles. In a career of more than 70 years, he published more than 40 books and was a master teacher and trusted consultant before his death at 95 in 2005.

The presentation focused on Drucker's secrets to leading a fulfilling life and revealed a number of nuances to Drucker's work—including spirituality, idealism, and self-management. Rosenstein spoke about his opportunities to interview and write about Drucker and reflected on how Drucker's wisdom impacted his own life. From the importance of having a parallel career to the benefits of teaching, Rosenstein's passion for Drucker's wisdom was insightful and inspiring to the individual.

For those members interested in exploring Drucker further in your work life or personal life, Rosenstein's book can be purchased online at Amazon or at Borders. You can also visit his website at: http://www.brucerosenstein.com.

Thank you to Bruce for sharing his work with the Chapter and to Karen Liljequist for coordinating the event!

L-R Sharon Palchak and Karen Liljequist with a signed copy of Rosenstein's book.

What do you get when you combine Peter Drucker's wisdom with the Pittsburgh SLA Chapter and good food? Equal parts insight and fun!

On April 8th, twenty chapter members met at Cornerstone restaurant in Aspinwall for a presentation by Bruce Rosenstein, a former embedded librarian at USA Today. Rosenstein spoke about his recent publication

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

Thursday Noontime
Business Program Series
12:15 - 1:00 PM
* The Unbreakable Laws of Self Confidence: How to Have the Confidence You Need to Succeed in Every Area of Your Life (Part 1) - April 15
* The Unbreakable Laws of Self Confidence: How to Have the Confidence You Need to Succeed in Every Area of Your Life (Part II) - April 22
* How Feng Shui Can Positively Influence Your Business and Your Home - April 29
* Inside the Meltdown: What Happened to the Economy? - May 6
* How to Start a Professional Consulting Business - May 13
* The Secrets of Successful Networking - May 20
* Get Your Portfolio on Track in 2010 and Beyond - May 27

Leadership Summit
Continued From Page 7

Overall, the Leadership Summit was a wonderful experience. The St. Louis Chapter did an outstanding job of making it a fun and enjoyable retreat. The St. Louis Union Station Marriott is a beautiful hotel in a unique setting. They provided us with large, clean, and inviting hotel rooms, as well as comfortable accommodations in their conference center and ballrooms. The food was well prepared and presented, and the service people, including the hotel desk staff, were polite and helpful. My only complaint is that there wasn't enough time spent on the main event...leadership.

Alignment Update Continued - Rachel Callison

Continued from Page 3

Majority of units, CPIT included, have traditional web sites hosted on the SLA server. However, some units use a wiki as their primary site, such as the Knowledge Management Division (http://wiki.sla.org/display/SLAKM/Welcome+to+SLA+KM%27s+Home+Page!), or have chosen to use a blog in this capacity, such as the Rhode Island Chapter (http://sla-divisions.typepad.com/slacri/). Most units seem to be taking a hybrid approach, by incorporating these tools into their existing web site. For example, our Policy and Procedures Manual was migrated over to the chapter's wiki site last year but we'd like to increase the usage of our wiki space as communication tool: http://wiki.sla.org/display/SLAPIT/Pittsburgh+Chapter. The 2008 chapter
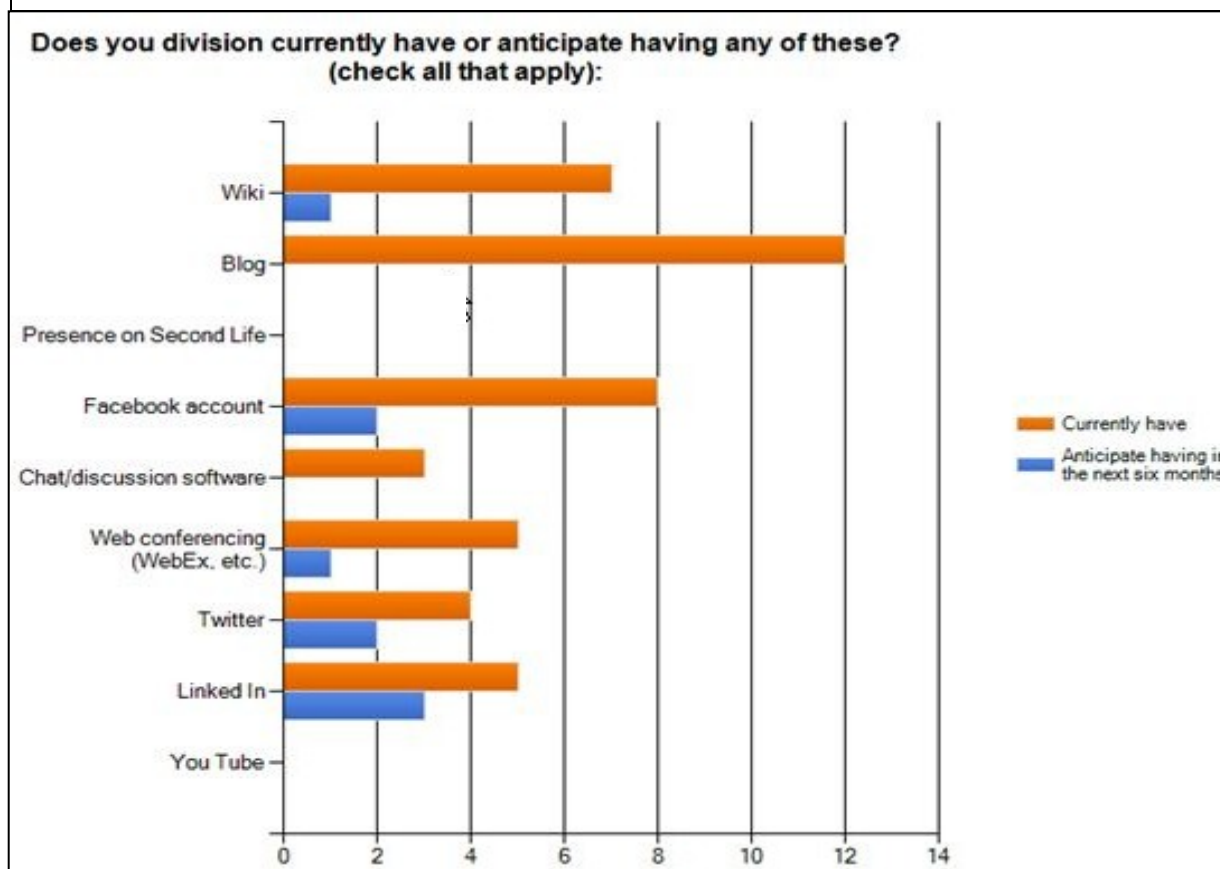
survey asked our members specific questions related to communications (summary can be found in *Confluence* v73n2 2008), and the most requested communication related item was an updated *Regional Directory of Special Libraries and Members*. So this year we're planning to recreate this publication within our wiki space. The graphs (below and on page 3, courtesy of Linda Broussard) contain recent data on current and future use of collaborative tools by SLA units (Chapters/Divisions). This information is supplied to HQ via units' annual reports.

Several web managers have expressed that in determining a new visual identity, the association should try to strike a balance; one that allows for some level of distinctiveness, but does not mandate a uniform 'one size fits all'

standard. If you've never taken a look at other chapter or division web sites, or you haven't lately, I encourage you to do so: http://www.sla.org/content/community/units/chdivsites/index.cfm. In preparation of our 2006 web site revision, Amy Watson and Earl Mounts did an extensive assessment of other unit's web sites and their benchmarking data was invaluable to me throughout the revision process. I'll continue to share more information with you as we progress through this next phase of the alignment project – ILLUSTRATE. In the meantime, I'm always curious to hear what our members think about our communication channels, what you find useful and/or what you'd like to see implemented…so please don't hesitate to let me know: callison@sei.cmu.edu

CURRENT USAGE OF COLLABORATIVE TOOLS: DIVISIONS

Does you division currently have or anticipate having any of these? (check all that apply):

The Maryland Chapter asks you to SAVE THE DATE!

Xtreme reference

october 21, 2010

Join colleagues on October 21st, for a full day of presentations, idea exchanges, networking, and exhibits devoted to the content, delivery and skill sets needed for today's reference & research services.

The keynote speaker is internationally recognized information industry leader Mary Ellen Bates, president and founder of Bates Information Services.

When:	Thursday, October 21 8:30am - 5:00pm
Where:	Kossiakoff Center at Johns Hopkins University Applied Physics Laboratory in Laurel, Maryland
What:	A full day of presentations about the content, skill sets and delivery of reference and research services for today—and tomorrow. Includes breaks, luncheon and "wine-down", with exhibitors, literature tables, and raffle give-aways.

X Session topics include:
- Mobile Reference On-the-Go
- e-Book Parade and Insights
- Building Customer Self-Service Skill Sets
- Bibliographic Citation Manager Revue
- Managing Today's Reference Function
- Staff Development and Deployment Trends

Registration opens May 1st.

For more information visit:
http://units.sla.org/chapter/cmd/xreference.htm

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Exhibit and Sponsorship Opportunities Are Available!
Companies wanting to exhibit and/or sponsor this event should visit this web site for information or contact chris@chrisolson.com
http://units.sla.org/chapter/cmd/xreference/participants.htm

3/6/10

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