Social Science Division
BULLETIN
Winter 2006

In this issue:

The Social Science Division is published three times per year.

Deadline for articles for the Spring issue is March 15. Send articles to Heidi Yacker at hyacker@crs.loc.gov

From the Chair

Linda Richer

Fatigue sometimes grabs us during December. During the fall, we all experienced complex new initiatives, staffing issues, the preparation of budget proposals, and the evaluation of past initiatives. I must admit that I am tired after bringing up a new integrated library system in October which involved more than a full year of overwhelming and all-consuming effort.

During the fall, I also served on a search committee for a regional library cooperative in Michigan which allowed me to learn to know other information professionals from many different types of libraries in my local area. It was delightful to meet these persons and work with them through the process of choosing leadership for libraries in the region. It provided a new setting for my skills; I learned from my colleagues and from the process; my own organization was promoted within that group; my own perspective was broadened; and I became energized for work in my own setting.

These are the very same reasons that the Social Science Division and its sections are so important to all of us. We gain a broader perspective on our work when associating with colleagues at the national level. We learn from each other and teach each other. We feel supported by each other, especially those of us who work in very small settings without other professional colleagues. Finally, we experience renewal when working with others beyond our immediate setting.

Our Sections

This month we are featuring our sections and encouraging consideration of membership within those sections. Our section chairs are writing about their members and the commonalities that section members share. As you read these contributions from our chairs, I encourage all of you to consider joining one or more sections.

Thanks

Thanks to Brandy King for accepting the Webmaster position for the Division. Brandy is from the Center on Media and Child Health at the Children's Hospital (Harvard Medical School) in Boston. We welcome her as a new Division member and appreciate her willingness to share her skills.

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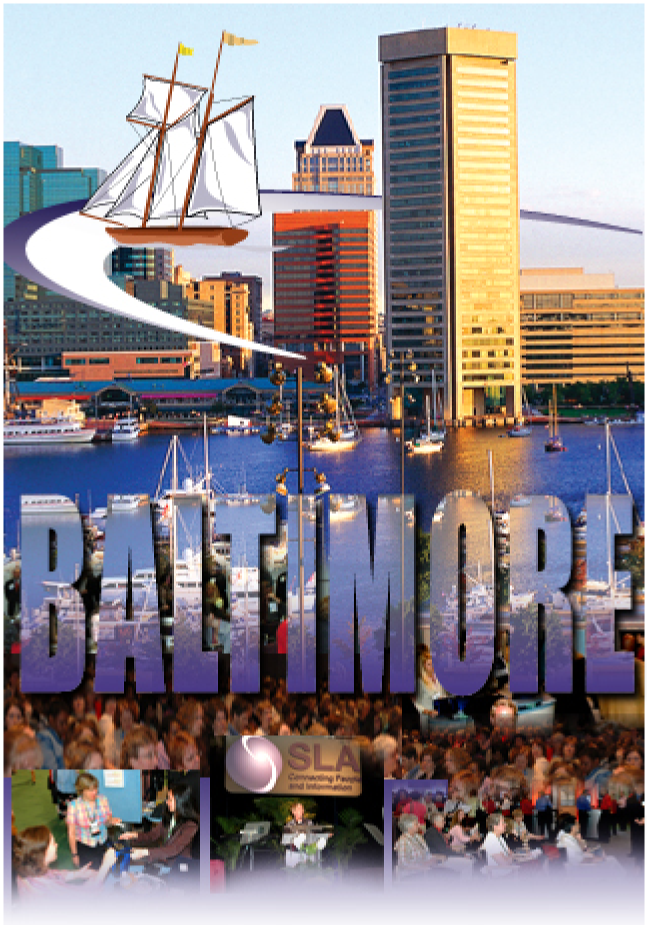
Baltimore 2006
Please consider attending the conference in June 2006. The program offerings and the location should result in large attendance and a stimulating conference. We have descriptions of some of our programs and will have more in the next issue, but if you'd like to get a head start…



CONSIDERING BALTIMORE 2006…

Baltimore 2006—Where Tradition and Transformation Converge

SLA will hold its Annual Conference in **Baltimore, Maryland, June 11-14, 2006** at the Baltimore Convention Center. This is your chance to be in an environment that encourages networking, learning, and sharing among other information professionals. It also is a chance to visit the historic city of Baltimore. These sites may help you make your decision.

General Tourism Sources
Baltimore Area Convention and Visitor Association   http://www.baltimore.org

Official Baltimore City: Visiting Baltimore
http://www.ci.baltimore.md.us/visitor

Portal to Maryland: Baltimore City
http://www.portaltomaryland.com/baltimore.htm

Arts and Culture in Baltimore
Arts and Entertainment InfoCenter from the Baltimore County Public Library
http://www.bcpl.info/info/arts

Arts & Culture at Johns Hopkins University http://webapps.jhu.edu/jhuniverse/arts_&_culture

Historic Places in Baltimore   http://www.cr.nps.gov/nr/travel/baltimore/baltlist.htm

Section News

Please consider joining the section or sections of your choice. We also invite those who are already a member of one section to join additional sections if interested. The Social Science Division is broad and diverse. The sections allow bonds to form among those with related interests or from similar types of libraries. The section memberships are free.

To join the Division or its Sections, use one of the following methods:
--- Call 1-703-647-4938
--- Fax the information to 1-703-647-4901
--- E-mail the information to membership@sla.org

Geography and Map Section

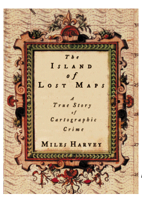
Vanette Schwartz

Preview of Baltimore Conference Programs

The Geography and Map Section is sponsoring great programs at the upcoming conference in Baltimore. Many thanks to our conference planner, Jim Gillespie, for his work in organizing and scheduling the programs.

On Sunday, June 11, from 1:00-5:00 pm G & M will again offer the continuing education course, "**GIS for the Special Librarian: A Hands-On Introduction to Mapping with ArcGIS.**" The course will be taught by Angela Lee from ESRI, Inc., the major provider of GIS software. She will be assisted by Anita Oser, map librarian at Western Carolina University and by Jim Gillespie, Government Documents and Maps Librarian at Johns Hopkins University. This course provides a foundation for librarians interested in a hand-on orientation to the capabilities and potential of Geographic Information Systems (GIS) in library settings. Participants will learn the basics of ArcGIS software and the components of geospatial data. Course content includes fundamental GIS concepts blended with actual map making and geospatial data query using ArcGIS. No previous experience with GIS software is required. The course will be held in a GIS classroom at Johns Hopkins Medical Institutions, about one mile from the convention hotel. Subway and taxi information will be provided to course participants.

On Monday, June 12, from 9:30 am-12:00 noon, author Miles Harvey will talk about his book,



The Island of Lost Maps: A True Story of Cartographic Crime, the story of a curious crime spree that came to an end in 1995 in Baltimore's George Peabody Library. Harvey will tell the story of Gilbert Bland, the most prolific map thief in American history. This program is jointly sponsored by the Museums, Arts & Humanities Division and the Geography and Map Section. It will be held at the "scene of the crime," the George Peabody Library, which is a short walk from the Baltimore Convention Center.

On Monday afternoon from 3:30 – 5:00 pm, the **Mary Murphy Contributed Papers** session will focus on historical mapping. Digital scanning has enabled a new era of reproducing and sharing historical maps and images. Learn about the authoring and editing of two recently published books:

The Maryland State Archives Atlas of Historical Maps of Maryland and

The Great Baltimore Fire. Speakers will by Dr. Edward C. Papenfuse, Maryland State Archivist and Commissioner of Land Patents and Dr. Peter Peterson, Professor, School of Professional Studies in Business and Education, Johns Hopkins University

On Wednesday June 14, from 1:00 – 2:30 pm will be the **Government Mapping Update.** Learn about the latest, cartographic products, geospatial data, and mapping services available from selected federal government agencies. This session will include a special look at Maryland and Baltimore City mapping.

Meet Members of the Geography and Map Section

Tracey Hughes is student at the University of Michigan, School of Information, doing a joint degree of Information and Spatial Analysis (GIS). She serves as president of the SLA student chapter organization and will graduate in April 2006. In joining the G & M section, she hopes to keep current with news in the library/GIS/geography world, perhaps hear of job opportunities, and get to know the players within SLA.

Linda Richer, chair of the Social Science Division, works at The W.E. Upjohn Institute for Employment Research, a nonprofit agency, which was founded in 1945 to conduct research on the causes and consequences of unemployment and many related areas of economics. The Institute's staff of 55 includes internationally known Ph.D. economists who often partner to complete research with the U.S. government, state governments, OECD, EU, World Bank, and national governments of countries such as Canada, Australia, Hungary, Poland, Serbia, and Korea. The staff also includes research associates (master's level economists and statisticians) and support staff. The Institute also administers job training and job counseling services (funded by the State of Michigan) for the unemployed in the local area and thereby employs social workers and other administrators. Finally, the Institute issues grants to scholars throughout the U.S.; the resulting research is published by the Upjohn Institute Press, a publisher of academic books on employment-related issues. Linda joined the G & M section to keep up with happenings in each section, and to stay in touch with new mapping trends especially as the tools intersect with data retrieval and presentation. She says, "Only a few of our research associates have used GIS products, but it seems that we should be more aware of GIS and its versatility for those who use data in such intensive ways. I find the G&M section programs of great value. I also am quite aware that I am acquainted with some of the best "GIS-informed" information professionals in the nation who would give me direction if I ever had a question!"

Vanette Schwartz, chair of the Geography and Map Section, is the Social Sciences and Maps Librarian at Illinois State University. Vanette has been the map librarian since 1990 and works with a large collection containing some 300,000 maps, aerial photos, and other cartographic materials. She joined the G & M section to make contacts with other map librarians and learn new developments the field.

International Relations

Karen Shaines

The International Relations Section has approximately 70 members, of whom three are from outside the United States and Canada. The membership represents diverse types of libraries and businesses. These include:

- embassies, international organizations, and NGOs such as the World Bank, IMF, European Commission Delegation, and Mercy Corps;
- nonprofit organizations with international involvement such as the Upjohn Institute, Lilly Endowment, the Lubuto Library Project, the Carnegie Endowment for International Peace, and the Population Reference Bureau;
- academic libraries; and
- U.S. government libraries such as the State Department, the Library of Congress, and the Pentagon.

Members of the section have a range of backgrounds and professional responsibilities. For example, one librarian who has worked for international organizations in the past is now an independent information specialist. She provides consulting services to small international information centers, many of which have limited budgets. She uses her contacts in the International Relations section to learn "about free or low-cost information solutions, and to identify relevant resources that can support them [small documentation centers] in their work."

Another International Relations section member founded the Lubuto Library Project (www.lubuto.org), a nonprofit organization that builds libraries for orphans and vulnerable children in Africa. This librarian joined the section to "bring a different perspective on special librarianship and nonprofit entrepreneurial activities in our profession ... and to benefit from their [SLA members'] professional guidance and support." From her SLA contacts with law librarians she has received pro bono assistance from law firms, and donations of equipment have come from libraries in the DC area.

By far the most important reason for joining the section is to network with other information specialists in similar settings. Several members provide services in organizations where staff are located around the world, and find it useful to exchange ideas on how best to reach users in a global setting. Liberians from smaller libraries can receive feedback – and in some cases can share resources – from the larger libraries.

Non-Profit Section

Melanie Sciochetti

Where exactly do nonprofit librarians work and whom do they support? And just what do members hope to get out the Social Science Division's nonprofit section? These questions were dutifully answered by nearly 20 members of the nonprofit section and their responses provide insight into their roles, the organizations they work for, and their reasons for belonging to the nonprofit section. Interesting, but perhaps not surprising, are the many similarities among members' responses, highlighted below.

<u>Where do you work?</u>
The nonprofit section includes librarians and information professionals from a wide variety of organizations: foundations, research institutes, think tanks, membership associations, hospitals, universities, and even a for-profit company. Members come from as far as Australia and New Zealand, as well as from throughout North America.

The foundation members include librarians from the Lilly Endowment, the Fannie Mae Foundation, the Marin Community Foundation, the Andrew W. Mellon Foundation, the David and Lucile Packard Foundation, and The Pew Charitable Trusts.

At least two survey respondents work for organizations that deal with aging including the Institute on Aging at the University of North Carolina, Chapel Hill, and the Polisher Research Institute at the Madlyn and Leonard Abramson Center for Jewish Life, which studies the psychosocial aspects of aging.

Some of our members work for nonprofits that are devoted to children's research and include the National Dissemination Center for Children with Disabilities; the Center on Media and Child Health (which is affiliated with Children's Hospital Boston, Harvard Medical School, and Harvard School of Public Health); and the National Center for Children in Poverty at Columbia University.

Still other members are employed at think tanks and research institutes such as the RAND Corporation, W.E. Upjohn Institute for Employment Research, the Brookings Institute, National League of Cities, and Carnegie Endowment for International Peace, Library of Congress - Congressional Research Service, and the Urban Institute.

Even for-profits are interested in the work of the non-profit section! Section member Eiko Fukai is the Information Director at Kittleman & Associates, LLC, an executive search firm that works exclusively with nonprofit organizations.

<u>Whom do you serve?</u>
Most of us serve individuals within our own organization, including faculty, program officers, staff members, and occasionally board members or consultants. However, many of us also provide support to individuals outside of our respective organizations, such as the general public, the media, public officials, policy makers, and government agencies.

<u>What do you hope to gain?</u>
Member responses to the "what do you hope to gain" question were very similar. Most are interested in better understanding the not-for-profit world and keeping up to date with nonprofit and general research resources. Knowledge sharing, networking, and learning about trends in the field were also common themes.

- Marcia Schmitz of the Center for Nonprofit Management is interested in “knowledge sharing related to common needs among nonprofit information providers, best practices in program management, current state of KM activities, opportunity for collaborations, and professional development training.”

- Jennifer Melinn of the National Mental Health Consumers’ Self-Help Clearinghouse is a solo librarian and is hoping to gain advice and mentoring from her fellow nonprofit section members.

- Beth Hansen, librarian at the Lilly Endowment endorses nonprofit section membership for the networking and learning that comes from talking with those who share the same work experiences. Because of the narrower focus of the sections, Beth feels that they provide members with specific benefits vis-à-vis their jobs that the division as a whole may not be able to.

- Brandy King, librarian at the Center on Media and Child Health hopes to learn how to deal with some of the complexities of working for a nonprofit—justifying one’s role and work to management, not earning the salary of the corporate world, and developing grantwriting skills.

To learn more about the role of nonprofit librarians, I encourage you to attend the “Meet the Nonprofit Sector” program in Baltimore at the annual SLA conference. This session will explore the important and wide-ranging responsibilities of information professionals within the nonprofit sector. Panelists include Evangeline Alexander, information specialist at the Bill & Melinda Gates Foundation; Regina Oliver, senior reference librarian at the Urban Institute; and Marcia Schmitz, director of information services at the Center for Nonprofit Management. Stay tuned for more details!

Special thanks to everyone who participated in this survey. This has been my first year as a member of the nonprofit section and like many of you, I am involved in the nonprofit section to stay abreast of trends in the nonprofit information field, to learn from my colleagues, and to network, network, network! -- Melanie

Public Policy Section

Elana Broch

The Public Policy section consists of more than 60 DSOC members. I was pleased to hear from many of you, to get a better sense of who my fellow Policy section members are.

As you may recall, we asked people to answer three questions. The first, “Where do you work and who do you serve?” gives you an idea of the wide range of jobs our colleagues are filling. My favorite job title was “Bilingual Collections & Rights Management Librarian.” Do you know which of our members has this title? For partial credit, can you guess what country she works in?

The length of time our members have been in their current position ranges widely—one respondent had been in his current position for 6 weeks, while several had been working for their current employer for more than 30 years (and who says time doesn’t fly when you’re having fun).

Like members across all the sections, public policy members affiliated with our section because they hoped to gain one or more of the following:

- Opportunities for networking/connections/contacts
- Job opportunities
- Information on Market Trends / Keep up with issues /Information resources, e.g., what is the best blog to answer this “zinger”?
- Venue for telling other librarians about their library

Two respondents wrote that one of the functions of the sections should be to assure that the program planning is relevant. On that note, I will take the opportunity to mention the sessions I am involved in for this year’s annual meeting.

I am very excited to be organizing a session entitled "Juggling Career and Family" with Pauline Steinhorn, the producer of the documentary with that title that aired on PBS. We'll watch the video, then Pauline will facilitate a discussion about this important topic. Karen Shaines, chair of our International Relations section, will be moderating this event. This session is co-sponsored by the Physics, Astronomy, and Math Section.

Some of you may know that I presented a session last year, Taking the Sting out of Statistics (a write-up of that session can be found at http://www.sla.org/division/dsoc/Bulletins/Fall2005/index-print.htm#sting.) At the annual meeting in Baltimore, I will be offering a repeat of that session and presenting a continuation of that session. The continuation session "Does She or Doesn't She? Only Her Statistician Knows for Sure," is an introduction to statistical decision-making. We'll focus on how you can use information from a sample to make inferences about a population. I'll try to give you an intuitive understanding (no formulas) of confidence intervals and what it means when we say something is "statistically significant." (A prize will be awarded to every attendee who can tell me which products used the slogan "Does She or Doesn't She?".)

On a final note, if you're not sure you're a Public Policy section member, or would like to become one, please let me know. Embarrassing as it may sound for the section chair, I have had trouble getting SLA to list me as a Public Policy section member.

South Atlantic Regional Conference (SARC)

Heidi Yacker

Last September, I attended the SLA South Atlantic Regional Conference in Williamsburg, Virginia. The conference was hosted by the Virginia, North Carolina, South Carolina, Georgia, Florida, and Caribbean Chapters of SLA. It was a terrific conference in a beautiful setting. In addition to the stimulating sessions, we had a great meal at one of the authentic colonial restaurants in the historic area and we saw a reenactment of the only witch trial in Virginia. As if that wasn't enough, we had a lunchtime discussion with the young Thomas Jefferson. But it wasn't all play and no work. Here are brief summaries of a few of the excellent seminars I went to.

Jumping on the Blogwagon:
Catherine LaVallee-Welch presented a very informative session on blogging, using her own (and many other) library blogs as examples. Blogs are online journals with entries dated in reverse chronological order. They provide comments on subjects; they can provide links to other relevant sources. They're "social software" – creating relationships and interactivity among people. The *biblioblogosphere* is the library-related part of the blogosphere. The first of these blogs was created in 1998.
Why should libraries blog? Because it's easy to do (you don't need to know HTML to participate), blogs are a very "democratic" way to communicate.

- You can distribute up-to-the-minute news without waiting for enough material for a full newsletter.
- Blogs build communities of interest – groups who follow a particular issue or have another common link.
- They're easy to correct, so can be more timely.

What should a library consider before starting a blog?

- The objectives
- The audience. In addition to the staff, will it be available to the public? Will it accept comments from readers?

- The content (both what will be in the blog and what won't). A survey of the audience might be helpful to determine this. Some suggestions: new acquisitions, training, staff news, policies. Blogs can build knowledge databases, e.g., what people learned at conferences or from vendors. Be sure to consider a search engine!
- The means and resources available. Blogs are time-consuming to research, edit, and respond to comments.
- Consider server space availability and money needs: software (commercial or freeware?), salaries of blog monitors.
- Will the blog use an offsite host, which means an exterior server? This means no possible security breaches for the onsite server, but it means less control or customization.
- Will it be an onsite blog using blog software or using in-house programming? This provides more design and control options, but could lead to security problems.
- Will there be RSS feeds for the readers?
- How will the blog be publicized?
- How will its effectiveness/usefulness be assessed?

Some challenges:

- Time to create and monitor the blog
- Support from your administration
- Publishing must be consistent and timely
- Links must be active

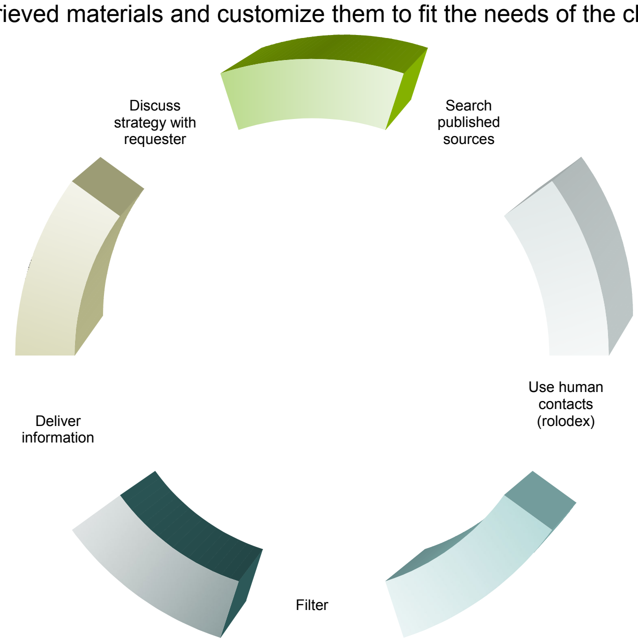
The slides from this presentation can be found at:
http://www.sla.org/conf/conf_sar/Presentations/051103_0919%20(D)/Lavallee-Welch%20-%20blogwagon.pdf

Competitive Intelligence: An Expanding Universe of Resources
Speaker Judith J. Field provided interesting insights into business information retrieval for your clients. There are a number of exercises in "mining" –

- Biblio-mining – tracking authorship, citations, and articles
- Text mining – keyword retrieval
- Data mining – manipulating data

Business intelligence is internal information on an organization. It relies on internal reports and personnel. It provides a true picture of the organization's competitive advantages. *Competitor intelligence* looks at how the organization interacts in its field. Researching relies on personal contacts. Information must be verified.

It's important to filter the retrieved materials and customize them to fit the needs of the client. The formula is circular:



Some good tips:

- Know the audience and tailor the response: filter, prioritize, recommend
- Develop listening skills
- Always question the sources
- Brainstorm with requester and colleagues
- Briefly summarize material being sent: bullets – but keep the supporting documentation
- Don't send everything you find – just the best
- Limit the scope of the search to conform to the deadline ("Here's what I found; after a hasty reading, here are the main points.")
- Background competencies:
    - Know your data sources – visit them often to identify any additions or deletions
    - Use more than one database or internet source to get seemingly similar information. Don't just Google; know many search engines; blogs, RSS feeds.
    - Develop search strategies for comprehensive searches: if you had 50 hours, what part of the strategy would you use? If you had 10 hours? 15 minutes?
    - Know the organization – be a mediator among people who don't work together

Digitizing Library and Archival Collections

Jennifer Marshall spoke about the pros, cons, and what you need to know about digitizing archival materials.

Pros include:

- By digitizing, the materials can be made available to many users on the inter/intranet
- The access is enhanced: the material is searchable; allows users to compare or analyze material
- It is an important factor in material preservation because it reduces wear and tear. However, the digitization process itself can be hard on the materials.

Cons:

- It's expensive and labor intensive to digitize materials (the original process, maintenance, and access maintenance).
- Users will have problems accessing your materials; must have technical support staff to answer questions.
- There are the limitations of the applications – formats go out of use. It might be wise to both digitize and microfilm archival materials.
- These materials are fragile.
- Their increased access increases demand for use of the originals.

Some hints and considerations:

- When selecting materials to digitize, make decisions without regard to copyright, then consider copyright. Digitizing and putting material online is a form of publishing. Are the materials in the public domain? Is author permission needed? Does Fair Use or educational use factor in?
- Need to establish appropriate metadata tags for access.
- What level of quality is appropriate for the images? Balance fidelity to the originals with the functional requirements of the users. Will they be able to view the digitized images on their computers?

Content, Not Containers

Alane Wilson from OCLC gave an engaging presentation about how "the content has left the containers." Here are some observations:

People *expect* to self-serve; libraries must let them.

Move the *content* of the information center to where the people are; "disaggregate" the service from the building and the staff.

Content is being disaggregated from the containers, e.g., in e-books. E-books are still discrete entities being turned into electronic entities. People are looking for the content, not the covers. Content is not static.

Among libraries, the catchword is not "collaboration" (it's limited and formulaic), but "interdependence" – libraries working together on issues such as collection development in order to limit duplication.

When content leaves the container:

- There is a permanent decrease in human oversight
- The material can be repackaged and repurposed by users
- Think *context* over content: provide contextual services (e.g., Amazon has services "People who bought this book also bought these.")

Some possible library applications: on-demand purchasing from the publisher if an item is NOS; go for a “franchising look” – libraries are set up similarly so patrons know where everything is.

Continuing Education Grant
Pam Osborne

This last spring I was the recipient of the first DSOC Continuing Education Grant. With the award I took the course called “Building a Knowledge Exchanging Culture” at SLA’s Annual Meeting in Toronto, hoping to get some ideas to take back to the Organizational Learning Task Force which I am a member of at work.

I am the Digital Librarian at Mercy Corps, an international relief and development organization that currently works in about thirty-five developing countries around the world. The Org Learning Task Force has been working hard for the past year on projects that strengthen our commitment to being a learning organization. After a year of campaigning, every employee’s position description now states that 5% of that person’s time will be spent on learning—looking up best practices, perusing lessons learned documents, researching a topic in greater depth, etc. High turnover is a problem in development work, so one of the next challenges in this project is getting people to take the time to share what they know before they move on. Since a lot of this knowledge is tacit, we are struggling with several questions—how can we get people to write down what they know or present it to others? How can we get people to take the time to read what their co-workers have written or attend their presentations? How can we get people to share knowledge when having it makes them feel more important?

The workshop’s presenter was Elizabeth Orna, author of *Making Knowledge Visible: Communicating Knowledge Through Information Products.* Her first point was the difference between knowledge sharing and knowledge exchanging. Knowledge sharing has no relation to business objectives, no criteria, and no incentive to action. The idea is that it is nice to share, but few will actually do it. They won’t know which knowledge to share, whom to share with, what not to share, or what they will get in return. In knowledge exchanging, there are clear incentives and purposeful exchanges related to business objectives both within and between departments/functions and between the organization and the outside world.

Ms. Orna challenged the workshop participants to think about how we can determine whether our organizations have a knowledge exchanging culture. We can watch for clues in the way people behave with information. For example, how are job handovers handled? What Human Resources policies exist? Does communication occur between levels or functions or only within the same level or function? Is there a policy for the ethical use of knowledge and information? What are the dominant directions of information flow—always top down? Are there reciprocal flows of knowledge? Is there interest in or knowledge of other professional or functional groups? Is information behavior recognized in performance assessment? How are errors, mistakes, or failures treated?

We then learned that to move towards supporting knowledge exchange, organizations need to:

- Be self-aware (Does the culture encourage or discourage knowledge exchange? For example, are mistakes credited to having learning something or as failures?)
- Define the knowledge and information needed to succeed in that type of business. (What do we need to know to do our jobs? What do we need to do to maintain the knowledge and information? What kinds of exchanges need to be taking place within the organization and between organizations to keep its information moving forward?)
- Spread the understanding of the value of knowledge exchange to the staff which has an effect on training and HR policies.
- Tell job-holders who their knowledge-exchange partners are as part of their job description.
- Give a clear statement of limits and reasons of what should & should not be exchanged.

- Train, educate, encourage, and reward constructive knowledge exchange.
- Make a top-level policy for using knowledge and information ethically.
- Invest in the infrastructure and tools to support transformations, exchanges, access.
- Manage the information into which knowledge is transformed, making it accessible and usable
- Provide people face-to-face opportunities and/or electronic sharing time.
- Allow time to go shopping for information

The presenter also pointed out that those who work in knowledge sharing organizations need to:

- Be aware of what they need to know to do their job & what information they have that others might need
- Keep their knowledge fit to support their work (best practices)
- Exchange information & knowledge inside & outside the organization with appropriate partners
- Contribute to the organization's information resources so it is accessible to others.
- Use knowledge and information ethically.

Last, we broke into small groups and looked at what needs doing in an organization to support key objectives and critical successes that cannot be done without knowledge exchange. We brainstormed what the exchanges might look like in a number of areas: cost reduction (sharing consultants, ROI, incentives); legal compliance (confidentiality, ethics training); supporting external stakeholders (information professionals residing in work units); implementing new policies/objectives (best practices database, after-action reviews, succession planning, exit interviews, job shadowing); selling ideas/alliance building (share lessons learned, cross training, partnering with other department with a common purpose, mentoring, communities of practice, employee orientations, portal development, blogs, stories); information/communication audit (interviews, surveys, focus groups, casual conversations).

I am excited to exchange the knowledge I gained from this workshop with other members of our Org Learning Task Force which will help us take our work forward. I hope that sharing this new knowledge with all of you will be a thank you to the Division for the opportunity to attend this workshop.

News from SLA

2006-2007
SLA Board of Directors
Election

VOTE ONLINE
Polls Open **23 January**
www.sla.org/evote2006
(site will not be available until 1/23/06)

Eligible members will receive an email linking to the secure VoteNet site
Ensure SLA has your email address. Check or update it at: www.sla.org/update
Polls Close 3 March. The results will be announced 15 March
Watch for bios in January *Information Outlook* or check on the SLA website now at:
http://www.sla.org/content/SLA/governance/bodsection/bodcandidates/0506candidates/index.cfm
Voting members must be in good standing as of 9 January.

SLA
Connecting People and Information