



FaultLine

March / April 2002

Volume 22, Issue 2

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Special Libraries Association

FaultLine

San Andreas Chapter
Special Libraries Association
January/February 2002
Volume 22, Issue 1

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Special Librarians Day

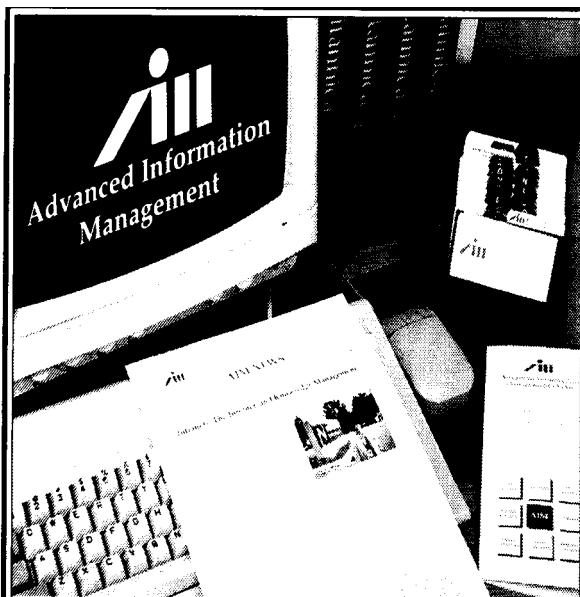


International Special Librarians Day is April 18, 2002. Check out the Special Libraries Association site with the latest on how to celebrate that day, promote activities, tips on how to generate some exposure for your library/information center, and more on:

FaultLine Advertising Rates 2001-2002

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THOMSON
—★—
DIALOG

From the President

The Neighborhood Dinner Meetings are coming up next month throughout the San Andreas Chapter. For more details check page 8 in this issue of FaultLine. The dinners provide an excellent opportunity for you to get together to enjoy a night out with a few other professionals from your area to share stories, ideas, etc. One of the topics we hope you will share your views on is the proposed by-law changes for the Association. In this FaultLine is reprint of an article from the Boston Chapter Bulletin outlining the proposed changes and highlighting the differences between the documents.

On the lighter side, perhaps another topic for the neighborhood meetings might be your library anecdotes. One of my colleagues on the Solo Librarians Discussion List has been collecting library stories aka library funnies and I am sharing some of those with you in this issue. If they trigger stories in your mind, please send them to me at speciallibrarian@mindspring.com and I will pass them along to **John Welford** for his "collection."

International Special Librarians Day is coming up next month. Share with us for the next issue how you promoted your Library. For ideas see the short reference on page 2 of this issue.

Also in this issue we have the Biographies of the Candidates for the Executive Board of the Chapter; namely **Libby Trudell** for President Elect; **Joe Langdon** for Treasurer and **Jane Bomberger** for Director. Thanks go to **Nancy Myers** and her Nomination Committee for finding such an excellent slate.

Congratulations to **Cindy Hill** for winning the election as SLA president. Next year the Preseident, **Bill Fisher**, and the President-Elect, **Cindy Hill**, will both be from the San Andreas Chapter. This speaks well for the type of people we have in the Chapter.

And on that note ... It is time once again to think about what you can do for the Chapter next year. Many of the Committee Chairs have served for over 2 years and would like to take a breather. Please think about how you can give back to the profession, the Association and make yourself feel good in the process by helping out with the Chapter. Just a few hours a month can made a real difference.

Mark the date May 23rd in your Calendar for a very Special Joint Meeting with the San Francisco Chapter at Belmont House in Ralston. Details are still being worked out but the setting and the company will be fabulous and we hope to see you there. Details will be posted on the Discussion List as they become available.

Ailya Rose

Book Review

Haeckel, Stephen H. (1999). *Adaptive enterprise: Creating and leading sense-and respond organizations*. Boston: Harvard Business School Press. (ISBN 0-87584-874-5)

Dr. Haeckel focuses on agility in strategy, structure, and leadership. He suggests that in an environment where customers are demanding fast even instantaneous responses, and where large corporations are fragmenting

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themselves into smaller, quicker units, it is critical for survival to manage organizations as systems. He outlines his new sense-and-respond business model to help organizations systematically cope with the unexpected. This sense-and-respond organizational model is an excellent example of a complex adaptive system. Haeckel's understanding and use of complexity theory principles can be seen as major underpinnings of his model.

He suggests that an enterprise's agility to adapt is dependent upon how it processes information together with its ability to know when and how to translate apparent noise into sensemaking. He suggests that no leadership role requires more careful consideration than the one accountable for this translation. He also suggests a comprehensive strategy for transforming firms into an adaptive system. According to Haeckel, unpredictable, discontinuous change requires a strategy to become adaptive. . The sense-and-respond model is represented as a collection of capabilities and assets managed as a powerful and purposeful adaptive system. It requires leadership competencies, along with adopting a few new concepts and new tools. Some of the major benefits of this approach are expected primarily to come from three sources (1) building new business, (2) solving medium term growth crisis, and (3) preempting future competitive opportunities.

This book includes a glossary, three well written and useful appendices plus a detailed set of notes and references for each chapter. The major themes include managing organizations as systems, using modular organization structures, and accepting that adaptivity relies on agility. In Appendix A, Michael Shank defines and describes the modular organization and outlines the choices executives must make when transforming their

firms into successful modular organizations. This well written appendix is entitled "Creating the Modular Organization." James Brian Quinn, in his work on software innovation, likened the modular organization approach to object-oriented software programming. Shank describes the differing modular approaches taken by four firms. He helps the reader to consider some of the decisions and tradeoffs that a firm must make when changing to a modular approach. He briefly comments on the potential influences of e-business.

Appendix B entitled "Collaborative Decision-Making in Adaptive Enterprises" was written by Michael Kusnic and Daniel Owen. It suggests that sense-and-respond organizations require strategic, collaborative, and customer-backed decision-making processes. This appendix begins with a description of traditional decision-making processes, and then, leads the reader by comparison to clearer understanding of the adaptive decision processes. The adaptive decision process helps management to better understand the information needed to sense customer value attributes and how to support adaptive responses. It encourages system-based decisions and aligns subsystem tradeoffs, which provides leaders with a powerful implementation tool for sense-and-respond organizations.

Appendix C is entitled "Putting the Commitment Management Protocol to Work". This powerful protocol provides the basic steps for defining the roles, establishing the relationships between roles, specifying outcomes and conditions of satisfaction. It sequences the speech acts within and between agents making certain that necessary communications precede the communications that depend on them. This section defines, in appropriate detail, the tasks to be accomplished in each of

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the four procedural phases. As illustrated in this appendix, this protocol can be applied to diagnose or redesign a business process.

Haeckel has presented a very persuasive case for managing organizations as a complex adaptive system. Drawing on systems theory and his own business experience Steve, has developed a practical step-by-step guide for rethinking organizational strategy, structure, and leadership. Many authors suggest examining the organization as a system, but Haeckel has mapped out a clear task-by-task strategy for transforming business organizations into adaptive systems.

Karen Takle Quinn, Ph.D.

SLA Election Results

Washington, D.C., March 11, 2002

Cynthia V. Hill is the new president-elect of the Special Libraries Association (SLA). Hill is a manager at SunLibrary, Sun Microsystems, Inc. Palo Alto, California, USA, and serves on the adjunct faculty at the San Jose State University School of Library and Information Science. Hill and the newly elected members of SLA's Board of Directors will be installed June 12, 2002 at SLA's 93rd Annual Conference in Los Angeles, California, USA.

At this time, **Bill Fisher**, professor at the San Jose State University School of Library and Information Science in San Jose, California, will also be sworn-in as the 83rd President of SLA. Hill will serve as President-elect of SLA until June 2003, when her one-year term as SLA president begins.

Others elected to the SLA Board of Directors for the 2002-2003 Association year are:

Chapter Cabinet chair-elect:

Davenport "Dav" Robertson, Chief of Library and Information Services Branch, National Institute of Environment Health Sciences/ National Institute of Health, Research Triangle Park, North Carolina, USA.

Division Cabinet chair-elect:

Pam Rollo, Director of Information Resources for Credit Suisse First Boston, New York, New York, USA.

At-Large Directors:

Jesus Lau, Dean of Information Services and Accreditation, Universidad Autonoma de Ciudad Juarez, Juarez, Mexico

Barbara M. Spiegelman, President of the Spiegelman Group, Pittsburgh, Pennsylvania, USA.

Dee Magnoni, President of the Magnoni Group, Portland, Oregon, USA, will fill the vacant director position.

Several current SLA officers will assume new positions for 2002-2003.

Hope N. Tillman, Past-President

Stephanie Tolson, Chapter Cabinet Chair

Karen Kreizman-Reczek, Division Cabinet Chair

Continuing to serve on the Board of Directors

Marjorie M.K. Hlava, Director

David Stern, Director

Christine De Bow Klein, Director;

Richard Geiger, Treasurer.

Meeting Reports

San Francisco Chapter January Meeting

The Lipstick Librarian

On January 31, 2002 the Lipstick Librarian (Linda Absher) brought to the San Francisco Bay Region Chapter of SLA a light hearted program focused on changing the historical stereotype of Librarians. Linda has had a variety of employment experiences in various types of Libraries which gives her humorous take on Librarians and how people perceive our profession a touch of reality. For example she commented that one Halloween when she was working in an academic setting she dressed in a "costume" depicting the traditional stereotype including hair pulled back, a pencil sticking out of her hair, glasses with a neck chain, a tired cardigan, and very sturdy shoes and of course no lipstick. She remembered that on that day no one asked her if she worked there - they just knew she did. She is planning on an additional web site for male Librarians, but hasn't found a name yet. If you need a humorous pick-me-up for your day log on to <http://www.lipsticklibrarian.com> to lighten your outlook towards the world.

To give an historical accent to the evening, the meeting was held at the Mechanics Institute Library (a private library in San Francisco) which was founded in 1855. The annual report in 1856 indicated that there were 487 volumes in the library. If you would like to know more about this San Francisco landmark and its present day up-to-date facility with a courteous staff that look nothing like

the stereotypes (I took a pre-meeting tour)log on to:<http://www.milibrary.org/>

Nancy Myers

San Andreas Chapter February Meeting

Demystifying the World of Electronic Publishing

On February 13, more than 40 people gathered at the Adobe House in downtown Mountain View for a meeting entitled "Dynamics of e-Journals". Prior to the evening's program, attendees enjoyed refreshments catered in by a nearby Chinese restaurant, and the opportunity to visit and mingle with each other. Chapter President Ailya Rose made several announcements to kick off the meeting, including the availability of a new issues of Faultline on the web and alerting members to review the information about the proposed new SLA by-Laws, which is available on the www.sla.org website.

Libby Trudell introduced the evening's speaker, Richard Newman, a senior director of HighWire Press. Richard brought a depth of knowledge about the publishing and information industries to his topic. Before joining HighWire Press, Richard was employed at Thomson's textbook/reference/scientific division, as Chief Information Officer, at the UT-LAS Library automation service in Toronto and at Institute of Scientific Information (ISI). He joined HighWire about a year ago.

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Highwire is an organization within the Stanford University community, although it operates under its own budget and is required to cover its expenses and development costs. It was begun with the goal of assisting publishers, especially non-profit and university organizations in developing a presence in the electronic publishing world, which many of these organizations would have found difficult to implement independently. Highwire provides a technology platform for journal publishers, while the publishers control subscription, billing access rights and, of course, content. The current collection focuses on the life sciences and hard sciences journals. HighWire uses DOI to track versioning of journal articles and for linking between the different article versions (e.g., pre-print vs. print version), and offers a substantial collection of free journal articles. For more information about Highwire, see <http://highwire.stanford.edu/>

In his presentation, Richard identified and discussed a number of trends in the library and publishing world: -- local hosting, where organizations want to use a specific search engine, but need access to both internal and external content -- continuous publishing (ahead of print) is a growing trend (moving to daily publishing). This is partly a function of volume, as some scientific and government publications are huge when published weekly, and partly a function of enablement of new technology. -- retrospective conversion is accelerating; publishers putting 10-20 years online (PDF format predominates) -- increased acceptance and use of standards such as DOI (Digital Object Identifier <http://www.doi.org/>). An important player in the DOI world is the publisher consortium, CrossRef (<http://www.crossref.org/>) -- article "micro-economy" will likely develop for selling pieces of an article or even sentence

fragments; however, business/pricing models are lagging -- online supplements such as powerpoint slides and attached documents are becoming available as part of electronically published works -- print abridgements, resulting in the phrase Electronic Long, Print Short ("ELPS"), where the full version appears only online. The presentation generated a lot of questions and discussion. Richard has promised to make his slides available to us, and they will be posted on the chapter website shortly.

Libby Trudell

April Neighborhood Meetings

San Andreas Chapter SLA "Neighborhood Meetings" 2002

April 9-11

Please join one of our Neighborhood Meetings "hosts" for an evening of networking. Your "hosts" have selected a venue where you may share dinner ("dutch treat") and lively conversation in a pleasant atmosphere.

Hosts have selected locations scattered throughout the Chapter region from mid-peninsula to San Jose. They have also chosen from among Tuesday, Wednesday or Thursday of the week of April 8th in order to accommodate as many members as possible.

We hope that one (or more !) of the following Neighborhood Meetings fits in your calendar. Please RSVP to the host(s) of your choice.

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Wynne Dobyns
Apple Computer
408-974-5054

Tuesday April 9th - 6:15 pm

Cupertino – Café Torre
20343 Stevens Creek Blvd – 408-257-2383
between De Anza & Torre

Jana Cassel – Gartner Group
408-468-8625

Tuesday April 9th - 6 pm

Santa Clara – Pedro's Restaurant & Cantina
3935 Freedom Circle – 408-496-6777
near Great America Park

Chris Merton – SAP Labs
650-849-4274

Tuesday April 9th - 6:30pm

San Mateo - Pasta Primavera
34 E. 4th Ave. - 650-548-9100
RSVP to: cmerten@wahoo.sjsu.edu
blocks from CalTrain

Mary Walsh – Moffet NASA
650-604-3140

Wednesday 10th - 6 pm

Mtn. View - Tien Fu Chinese Restaurant
176 Castro St. - 650-968-6699
One & 1/2 block from CalTrain

Juanna Shin – Sandia
925-294-3442

Wednesday 10th - 6:30 pm

San Leandro – Strizzi's
1376 E. 14th St. – 510-483-4883
3 blocks block from BART

Nancy Fadis – Credit Suisse-First Boston
650-614-1670

Thursday April 11th - 6:30 pm

Palo Alto – Café Maremonti
201 California Ave. – 650-322-8586
1/2 block from CalTrain

Mary Ellen Bercik – Bercik & Associates
408-732-7775

Thursday April 11th - 6:00

Sunnyvale - Casa Lupe
671 S. Bernardo Ave. – 408-739-2900
corner El Camino & Bernardo Ave.

Come to enjoy yourself in this more intimate dinner meeting. (Everyone will be free to choose from the menu. Suggested expectation for cost of your dinner is \$20-25.) Enjoy your colleagues as you share your thoughts on professional matters. One topic that will be of interest to most will be consideration of the proposed SLA by-law changes. What else would you like to discuss?

Mark Baer Awards

The Mark Baer Award was established in 1990 to recognize a San Andreas chapter member for his or her contribution to the chapter or to the profession. This contribution may have been made either during the current year or throughout the career of the individual.

The award was not presented last year. It was first presented in 1990 to Cliff Mills and last in the year 2000 to Roseanne Macek. To find out who the past recipients were check our website at <http://www.san-andreas-sla.org/>

Please submit your candidate for the award to Lucy Steelman, lsteelman@sfo.com. I would like to know why you think the candidate should receive the award, i.e. contributions to the chapter, profession etc.

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Please let me know as soon as possible as we would like to make the award at our May meeting. We present a plaque to the recipients well as presenting a description of their contributions to librarianship or to the chapter.

If you have more than one candidate please feel free to submit them all. A committee will determine who will receive the award. We have been known in the past to give more than one award in the same year. So let me hear from you with your favorite candidate. Be sure to check the website so that you know who has won in the past.

San Andreas Chapter **Executive Board** **Nominees**

President Elect **Libby Trudell**

Libby Trudell, is currently Sr. Vice President, Information Professional Market Development, Dialog.

Libby has more than 25 years' experience as an information professional. Since joining Dialog, she has had responsibilities including V.P. Product Management, V.P. Strategic Planning, Sr. Director Product Marketing and Director of Marketing & Customer Services and Marketing Manager. Prior to Dialog, Libby had seven years of experience in networks and consortia serving the library com-

munity, where she handled customer support, training and marketing for electronic information services including OCLC, RLIN, On-Tyme electronic mail and a variety of library automation software products. She started her career at the Harvard Divinity School Library as a serials cataloger.

Libby has been a member of the Special Libraries Association since 1994, having held roles including Chair of the ITE Division's Strategic Planning Committee (1996-97), Chair of the ITE Virtual Section (1998-99), and member of the planning committee for the 50th anniversary of ITE (2000-2001). She has served as a Director of the San Andreas Chapter, responsible for program planning (2000-2002). Previously, Libby was active in the Machine-Assisted Reference Section of ALA, and was a member of the editorial board of the *Journal of Library Automation* in the mid-1980s. She has published a number of articles and papers on the information industry, and been a frequent speaker at professional meetings.

Libby has a Masters in Library Science from Simmons and a BA from Tufts University.

Treasurer **Joseph Langdon**

Since 1996 Joseph Langdon has been a Librarian at the NASA, Ames Research Center. In this position, Joe monitors the daily operations of the Ames Libraries (Main, Life Sciences, and Information Sciences), manages the overall budget of the Branch (which includes Publications and Records Management), reviews the library contract at NASA's

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Dryden Flight Research Center at Edwards Air Force Base, and is the Building Facilities Manager for the Ames Library.

Prior to Ames, Joe was the Head, NASA Headquarters Library in Washington, DC for six years, where he was responsible for the general management and operation of the Library. The Library was staffed by 8 professional Librarians, 4 Technicians, and 2 Archivists supporting the NASA Headquarters History Office. Joe also served as the Scientific and Technical Information (STI) Manager for NASA Headquarters, reviewing and commenting on policy issues to the agency STI Program Office. He has also served as an Information Specialist at NASA's Goddard Space Flight Center Library, Librarian at OAO Corporation's Headquarters, Librarian at NASA/GSFC's Eastern Regional Remote Sensing Applications Center, and Editor/Indexer for the GeoRef group at the American Geological Institute. Joe graduated from Slippery Rock State College with a B.S. Ed. (Library Science) and a B.A. in Geology.

Joe has been a member of the SLA/San Andreas Chapter since 1996 and has been the Directory Chair for the past several years.

Director **Jane Bomberger**

Since July 2000, Jane Bomberger has been the Research Librarian at Microsoft Corporation's Silicon Valley Campus in Mountain View, where she was hired to launch the new campus library.

Prior to joining Microsoft, Jane worked at Borland for 2.5 years, launching the library

and joining corporate intranet and Internet design teams. She also developed taxonomy for their external site. She has also briefly worked at a start-up company as a taxonomy architect.

Jane joined SLA in 1995 as a student member while attending the University of Texas at Austin.

Jane states that she is looking forward to continuing the relevant and timely programming SLA has been offering for years. She would like to evaluate feedback from members concerning the most pressing issues.

Membership

New Members **& Membership Report**

As of March 14, 2002, the San Andreas Chapter has 306 members that represent students and numerous industry and library sectors. Here is a list of our newest Chapter members:

Natasha Bergson Michelson

McKenna Group, Technology Research Center

Kathryn Boykin

XenoPort, Library & Media Services

Eli Edwards

Sue Kendall

San Jose State University, Reference & Government Pubs Librarian

Karen Kilgore

San Jose State School of Library & Information Science, student

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Yijuan Liu

Elan Pharmaceuticals

J' Amy Meszarosova

San Jose State School of Library & Information Science, student

Kristin Remmers

Compaq Computer Corp., Silicon Valley Library

Erica Rosen-Malozsak

Sageware

Michele Speck

Menlo College

Jeremy Sullivan

Wilson Sonsini Goodrich & Rosati, Library

Welcome to all and we'll look forward to seeing you soon at a Chapter meeting!

Member News

Nasus Raze write to tell us that they will be moving back to the Bay Area from Newport Beach (Orange County) with my son in July and plan to live in Palo Alto, and resume their career.

Jayse Sessi tells us that the Elan Library and Information Center has a new library. "It's not all that big compared to some other corporate libraries, but for us it's a big step. Our offices are right next to the library and the LInC Staff has been regularly assisting clients with library needs. Before our offices were down the hall from the library, and last year we were in a different building. We are still waiting for furniture, though we do have some tables and chairs so that the space is usable. My staff and I are very happy with our new digs and will be happier when all the dust settles."

Top Ten Films featuring Libraries, Librarians and the Book Arts

In the recent film, **Striptease**, a police detective questions a stripper about her relationship with a murder victim. They get off to a bad start when he assumes that she is a hooker. When she starts off in a rage, he apologizes by saying "This isn't exactly a library your working in."

A lot of films over the years, ranging from **Music Man** to **Debbie Does Dallas** have featured libraries and librarians prominently in their stories. Some of these depiction's are accurate, some are not. Most just serve to remind us that sometimes we need to remember the way others see us, and laugh. Here are my top ten picks for the way librarians have been depicted in films:

10. UHF (1989 - USA) PG-13

"Weird Al" Yankovic, Kevin McCarty, David Bowie, Anthony Geary, Billy Barty.

The manager of a small TV station hits it big with a mix of crazy programs. A vignette for the program Conan the Librarian features a patron asking for a book on Astronomy. Conan picks him up and says threateningly "Don't you know the Dewey Decimal Classification?" Later, Conan slices another borrower in half for returning a book late. Conan is the librarian many of us have wanted to be.

9. Soylent Green (1973 - USA) PG

Charlton Heston, Edward G. Robinson, Chuck Connors.

In the year 2022, a homicide cop investigates a murder and finds an explosive secret. He must get this knowledge to the Council, a ruling body made up of librarians because they

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are the only ones left in this society who know how to get information. A dark film, but an interesting spin on the information explosion.

8. Music Man, The. (1962 - USA) NR.
Robert Preston, Shirley Jones, Buddy Hackett, Paul Ford, Ron Howard.

Con man Harold Hill mesmerizes a small Iowa town with his vision of a uniformed marching band while he courts the librarian. The librarian is depicted as a somewhat dowdy spinster, but she does make scandalous works, such as Balzac and Chaucer, available to her patrons. This film includes the song "Marion the Librarian."

7. It's a Wonderful Life (1946 - USA) NR
James Stewart, Donna Reed, Lionel Barrymore, Henry Travers.

In this timeless Christmas fable, George Bailey is given the opportunity to see what life would have been like if he had never been born. In this dark and forbidding world, his vivacious wife is a timid, spinster librarian. Obviously this is a fate worse than death.

6. Angel at My Table (1991 - New Zealand) R
Kerry Fox, Alexia Keogh, Karen Fergusson, Iris Churn

This is the true story of Janet Frame, a repressed little girl who grew up to become New Zealand's most famous novelist and poet. As a young girl, she wins a prize at school -- a free trip to the local library. She is awe-struck by her first visit to a library and wanders the stacks selecting books for her family. This film is a testimony to the power of libraries and books in an otherwise harsh existence.

5. Desk Set (1957 - USA) NR
Spencer Tracy, Katherine Hepburn, Joan

Blondell

When a computer is installed in the Reference Department of a TV network, the librarians (lead by Katherine Hepburn) fear for their jobs. Even though all of the librarians are single women, their image avoids stereotypes. They are presented as knowledgeable professionals. Overall, the film presents a positive image for the profession.

4. Gun in Betty Lou's Handbag (1992 - USA) PG-13

Penelope Ann Miller, Eric Thal, Alfre Woodward, Cathy Moriarty, Julianna Moore.

Everybody took the mousy, small town librarian for granted until she finds a gun and confesses to a murder. In the opening sequence, the head librarian expresses her view that the goal of any library book is to return to the shelf unmutated. Later on, Betty Lou uses her new found celebrity at the open house scene to create a wonderful teaser for libraries.

3. Party Girl (1995 - USA) R
Parker Posey, Sasha von Scherler, Anthony DeSando, Guillermo Diaz, Donna Mitchell.

Mary is a free spirited party girl who is forced to work in the library after her godmother bails her out of jail. One night Mary gets stoned and breaks into the library to memorize the Dewey Decimal System. She throws herself into her work and ultimately decides to go to library school. In one powerful speech, her godmother remarks on how Dewey hired women as librarians because they couldn't be expected to think too much. This is a quirky film, but offers a positive image for librarians

2. Salmonberries (1991 - Germany) NR
K.D. Lang, Rosel Zech, Chuck Connors, Christel Merian.

An orphan visits the public library to find out

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who her parents were and is befriended by a librarian with a troubling past. Together they help each other find closure in their past. This is a good example of a film which has a fully rounded librarian whose role is also essential to the plot. She is knowledgeable, competent and committed, if bad tempered at times.

1. *Sophie's Choice* (1982 - USA) R
Meryl Streep, Kevin Kline, Peter MacNicol, Rita Karin, Josh Mostel.

In this poignant adventure, a recent polish immigrant visits the library to find a book by her favorite poet, Emily Dickinson. In her heavy accent she asks the librarian for a book by the American Poet "Emil Dickins." The librarian lambastes her ignorance because "we all know that Charles Dickens was neither a poet nor American". Sophie's reaction is perfect. This segment should be shown in every reference class as an example of the worst reference interview of all time.

Compiled by Steven J. Schmidt
IUPUI University Library

Copyright News

The Supreme Court agreed Tuesday to intervene in a fight over copyrights, deciding whether Congress has sided too heavily with writers and other inventors. The outcome will determine when hundreds of thousands of books, songs and movies will be freely available. For more information, check this website:

<http://cyber.law.harvard.edu/eldredvreno/legaldocs.html>

Indexing Conference

The American Society of Indexers-Golden Gate Chapter will hold its 19th annual conference, "Index Usability--What Is It? Who Needs It? How Can We Use It?" from 8:15 a. m. to 4:15 p.m. on April 27, 2002 at the Network Meeting Center in the TechMart in Santa Clara, California.

Speakers are: Kari Kells, indexing teacher and former ASI webmaster; and Lori Lathrop, author, past president of the American Society of Indexers. and Senior Member of the Society for Technical Communication (STC). Kari and Lori will show us how to evaluate the usability of both print and online indexes. This conference will change the way you think about indexing!

A buffet lunch in the Renaissance Room as well as morning pastries and afternoon snacks are included. Register early to ensure your place.

Full conference description and registration form are at <http://home.pacbell.net/nansu/usability/conference.html>

Handheld Librarians Group

Try the new Handheld Librarian community blogger/newsfeed/newsgroup! Go to <http://handheldlib.blogspot.com>

You can get the latest news and views on handhelds in libraries via the blogger website, sign up for the newsgroup to get the postings via e-mail, or have it as an avantgo channel on your handheld.

ACRL Professional Development Opportunities

ACRL's e-Learning Webcasts offer a cost-effective opportunity to expand your knowledge of digital reference, information literacy, and other issues at the forefront of librarianship today. Webcasts include streaming video synchronized with PowerPoint slide presentations. Bibliographies and discussion questions are also provided.

Our most popular Webcast, "Digital Reference: The Future of Academic Reference?" has been rated "stimulating" by users.

Other Webcasts include:

*The Technology Revolution, featuring Michael Hawley of MIT Media Labs

*From 'My Library' to 'My Librarian': A Reinvestigation of Personalized Research Clinics

*Emerging Technology and Policy Trends: A Conversation with Clifford Lynch

*This Changes Everything--Information Literacy in the New Core

*Find, Evaluate, and Organize: Using Scenarios to Assess Student Information Competence Skills in the California State University System

Complete descriptions of the Webcasts and registration information can be found at: <http://acrl.telusys.net/webcast/session.html>

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SUMMARY OF PROPOSED CHANGES TO SLA BY-LAWS

By late February, there were over 40 pages on SLA's web site about the current and proposed By-Laws and more pages will emerge as the membership enters the discussion following the Board's invitation to do so at the January meeting.

Some discontent is brewing among the membership. With the sudden appearance of the By-laws, some members feel that Board actions have been kept secret, that the proposal will change the Association too quickly and without due consideration to the needs and desires of the membership, and that decisions have been made without the consultation and involvement of all stakeholder groups. Specific concerns seem to center around 1) "shift [ing] from a constituency-based board to a vision-based board" – translated to mean becoming a top-down corporate-like body; and 2) diminishing membership involvement and

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control by limiting the choices for leadership and eliminating the leadership of elected Chapter and Division representatives. For many members, the current leadership structure works – why change it?

The Board, on the other hand, is acting prudently to make the management of the association less cumbersome, so that the Association can respond to the changing needs of the current membership and seize opportunities to extend to new collaborators. Some changes have been proposed to position SLA to be in compliance with New York State law. The actions of the Board are not secretive. In fact, they are an outgrowth of the *Strategic Task Force Reports* that were finalized in December 2000 and April and May 2001 and advertised widely throughout the Association's communication outlets. (They appear at <http://www.sla.org/content/SLA/Structure/recbylaws/tasks.cfm>). Some of the proposed change – the introduction of proxies and the extension of membership eligibility -- strengthens the voice of the membership.

The proposed changes as currently worded should be studied carefully by all members who plan on keeping SLA a part of their lives for the years to come. They feature some ideas that should be entertained and adopted. They also showcase ideas that perhaps should be discussed and altered or dropped. We may see revisions to the proposed January By-laws before the June Annual Business Meeting and the vote. Between now and then, there will be pages of discussions added. Below is a brief summary that highlights the proposed changes in relation to the current By-laws.

Members who want to be informed should study the pages currently available and talk with their leadership representatives. SLA's

current By-laws can be found at <http://www.sla.org/content/SLA/Bylaws/slabylaw.cfm>. The proposed changes for the By-laws and the proposed By-laws Guidelines – a working document for the current Board -- are accessible through <http://www.sla.org/content/SLA/Structure/recbylaws/index.cfm> along with a Background Document and a Summary of Legal Counsel's Revision. Transcripts of a discussion chat and other pages appear at <http://www.sla.org/content/SLA/Structure/recbylaws/httpwww6596.cfm>.

Article I Name and Objectives. The name and objectives (changed to purposes and limitations) stay about the same. The primary beneficiary of the Association's services changes from "libraries and other educational organizations" to "its members and the people and organizations they serve".

Article I Section 4 on dissolution moves to Article X Duration and Dissolution. The current By-laws call for assets to be distributed to "organizations engaged in activities substantially similar to those of the Association." The proposed by-laws require assets to be distributed "for one (1) or more of the Association's exempt purposes within the meaning of IRC Section 501(c)(3), or shall be distributed to the federal government, or to a state or local government, for a public purpose, in such manner as the Board shall determine."

With *Article II Membership*, the definition of special library has been removed and does not appear in the proposed By-laws or Guidelines. Categories of membership and their associated privileges have been moved to the Guidelines. Eligibility for membership is open to "an applicant who has a serious interest in the objectives of the Association" (currently the eligibility criteria for an Associate Member) rather than years of edu-

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cational and employment history. The Associate Members category has been removed. A new category, Virtual Members, has been added. The retired and 45 year retired categories have been combined, removing the barrier to holding an elective Association office and reaffirming that 45-year members have their basic dues waived. Student membership can be maintained for up to seven years (rather than three).

Membership categories have been moved to the Guidelines. Eligibility for membership has expanded to interested parties as opposed to educational and employment history. Associate Members are dropped. Virtual Members have been added. Retired and Student Member benefits have expanded.

“A Virtual member shall be an individual who wishes access to publications and members only section of web site but does not wish to affiliate with a Chapter or Division. This membership is limited to non-North American members and members in developing countries. A virtual member will have online access only to publications. A virtual member shall not have the right to vote, to hold any Association or unit elective office or appointive position, or to affiliate with a Chapter or Division. Association publications will be accessible to virtual members virtually.”

Article III Board of Directors and Article IV Officers. The current By-laws give the membership the responsibility of electing Association leadership. The By-laws also define the leadership as the President and President-Elect of the Association, the Chair and Chair-Elect of the Chapter Cabinet, the Chair and Chair-Elect of the Division Cabinet, the Treasurer, the most recent Past President and

six Directors (14 total). At its first regular meeting following the Annual Business Meeting, one of these Board members is elected by the Board to serve as Secretary. The President-Elect assumes the title and responsibilities of the President in the event of withdrawal. Positions are held for one year but the Treasurer and Directors serve for three years. The Board meets at four regular meetings per year. The responsibilities of the Officers appear in the By-laws. The responsibilities of the Past President and Directors are not defined.

According to the proposed By-laws, the responsibility for the election of SLA leadership is no longer necessarily with the membership. It is placed with the Board through this statement in the By-laws: “The Board may establish procedures for the nomination and election of Directors.” Furthermore, the process for the election of SLA leadership is removed from the By-laws and placed into the Guidelines. According to the proposed January 2002 Guidelines, the membership elects at least six Board members who serve for three years. The Board at its first regular meeting after the Annual Business Meeting determines who will hold the office of President, Vice President, Secretary, and Treasurer. The Board-elected President then appoints the Chapter Cabinet and Division Cabinet liaisons from the remaining two or more Board members. The officers are the President, Secretary, Treasurer, and others as may be determined by the Board from time to time. In the event of withdrawal, a new President is elected by the Board from its current Board of Directors. The By-laws require that the Board meets once at the annual meeting, and state that other regular meetings may be held at other times. Participation through teleconferencing is defined in the By-laws. The proposed guidelines suggest two regular

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meetings. The responsibilities of three officers (the President, Secretary and Treasurer) are defined in the By-laws. The responsibilities of the Vice President and Chapter/Division Cabinet liaisons are not defined.

Articles V and VI Chapter and Division Cabinets are removed from the By-laws. In the Guidelines, the Cabinets are defined as advisory committees to the Board, meeting at least once at the Annual Business Meeting.

Article VII Association Meetings is proposed for inclusion in Article IV Membership. Proxies are authorized in the proposed By-laws. The requirement to use Robert's Rules of Order Revised (latest edition) for meetings is removed and placed in the proposed Guidelines (for Topic #3 Officers).

Positions for leadership and the process for election are to be determined by the Board. Six board members are elected, they decide their respective roles. The election of Chapter and Division Chairs and Chairs-elect is removed. Chapter and Division liaisons – as advisors to the Board – are in the Guidelines, not in the By-laws. The By-laws require one regular meeting. Robert's Rules of Order Revised is not utilized for meeting procedures. Proxies are introduced.

Proposed Article IV Section 9. *“Proxies. At any meeting the membership, a member entitled to vote may vote either in person or by proxy executed in writing by the member, or by proxy assigned to the member's duly authorized attorney-in-fact. No proxy shall be valid after ninety (90) days from the date of its execution unless otherwise provided in the proxy. Each proxy shall be revocable.”*

Articles VIII, IX, X, and XI Chapters, Divisions, Committees, and Caucuses are moved to Guidelines. Committees also appear as Section 14 in the proposed By-laws. The proposed By-laws also include a Section 15 on Units that authorize the Board to create and dissolve units such as chapters and divisions, subject to requirements determined by the Board with input from membership.

Article XII Nominations and Elections is moved to Guidelines with changes necessary for the new Board of Directors composition. The requirement for a Tellers Committee is removed. The proposed By-laws state that “The Board may establish procedures for the nomination and election of Directors” (Article V Section 2) and “The Board may establish procedures for the nomination of officers” (Article VI Section 2).

Article XIII Publications is removed including the requirement that the Association shall publish an official journal with control vested in the Board.

The requirement to publish an official journal is removed from the By-laws.

Article XIV Dues and Fees has been reworded for Section IV Articles 3 and 4. In the current By-laws, dues are subject to approval by the entire voting membership. In the proposed By-laws, the Board determines dues for all membership categories.

Article XV and XVI Association Office and Association Affiliation and Representation has been moved to the Guidelines.

Dues are to be determined by the Board.

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Article XVII Amendments is changed. The process for submitting proposed changes is not defined in the proposed By-laws, i.e. by the Board, the Association Committee concerned with By-laws, or by petition of 25 voting members as specified in the current By-laws. The process for notifying members is also not defined in the proposed by-laws.

The process for submitting proposed changes to future by-laws is not defined. Nor is the process for notifying members of proposed changes and enacted changes. Members right to petition for a change is removed.

SLA's current By-laws can be found at <http://www.sla.org/content/SLA/Bylaws/slabylaw.cfm>. The proposed changes for the By-laws and the proposed By-laws Guidelines – a working document for the current Board -- are accessible through <http://www.sla.org/content/SLA/Structure/recbylaws/index.cfm> along with other background documents.

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Building Career Partnerships

Library Humor

At a meeting of the West Virginia University Libraries department heads on Monday, the head of access services said she had received a call from a student regarding "animosity day." She said that at other libraries she had used there was an animosity day for forgiving fines. Did WVU have such a day? The librarian just said, "No, we don't have such a day here."

This story led to others about book dummies. One student, with book dummy in hand, said he had found the book he needed but couldn't get it open.

In my first professional library reference job, a middle-aged man approached & asked for things on "Eastern religion." This covered an awful lot of territory, so after proudly applying some skillful reference interviewing techniques--recently learned in library school--it turned out that what he really sought was just a tad narrower: to get a hold of the Kama Sutra, which of course shows several alternative positions for meeting the minimum standards of attempting procreation, some impractical for all but the most fit but nevertheless of great interest at that time (the late '70s).

My contribution is in the form of a sign posted several years ago behind the circulation desk at Stanford University's Robert Crown Law Library: "To err is human; to forgive is NOT Library policy." After having worked in a large public library, I know that statement is often true.

When I started work as a library assistant in an academic library many years ago, during my first week I was on the counter when one of the professors said to me: "I have a pace

maker" and he indicated to be let round the security system. Myself being rather naive about what a pace maker was assumed it was some sort of computer equipment like a disk etc, so I said to him : "Oh no problem just give it to me and I will pass it round" Unfortunately he had a reputation of being a bit of a grouchy old professor and didn't see the funny side and pushed me out of the way and bypassed the security system.

I was never allowed to forget that incident by my colleagues.

Having gone through a lot of trouble to track down a book which the (major) publisher finally confessed to having not gone to the printers, I phoned the requestor to say that it hadn't been published yet -Well can't you get me a copy, I need it urgently

I can't, it's not been printed yet -Well can't you get me copy - I'll pay for a courier?

(Bite tongue to say which part of "it has not been printed" have you not understood - (bad customer service)) Not really until it is printed

-When will it be printed?

The publishers wouldn't say, it has just been "delayed in production"

-Why didn't you make them say? I tried, they didn't know but the nervous giggle when I mentioned the title didn't sound good.

-So when am I going to have a copy (Take a deep breath) I don't know, we can register the order but I can't get a copy until it's printed. What piece of information did you want from it can we find it elsewhere?

-No I just wanted to read the book - it looked interesting

So it's not just the general public that have their complete moments of absurdity

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A couple of years ago someone came up to me and asked "where will I find old Scientific Americans?" I grinned and suggested that he try some long-established US laboratory OK, they really meant back-copies of the j o u r n a l . . . !

Honda has an advertisement posted on one of their websites (<http://www.hhgproject.org/honda.jpg>), the text of which reads: "The automotive equivalent of a really hot librarian." above a photo of the new Honda Accord V-6 Coupe, and below it, "Good-looking, yet intelligent. Fun, yet sophisticated. All in a very eye-catching 200 horsepower package." This is followed by the words: "The Accord V-6 Coupe" and the Honda logo. Many of us here in the States think it's rather clever.

A story I heard about 20 years ago, from the person who claimed he was the perpetrator. A senior librarian in a prestigious public library, responsible among other things for its public inquiry service, found one of its phones ringing and no-one available to answer it.

Adopting the attitude "senior librarian I may be, but I have not lost the common touch" he decided he would be very able to deal with a phone inquiry and picked up the receiver. The caller explained he was a business man meeting some Eastern European contacts the next morning at the airport. "I want to be able to say "good morning" to them in Yugoslav" he said. "Ah - serbo croat" said the senior librarian "Great, thanks", said the caller and rang off! The senior librarian spent a wakeful night worrying about the businessman greeting his visitors with handshakes and cries of "serbo croat" all round.

Stories: A lady came into the music department asking for any pre-Christmas, music.

Stories: Another lady came in asking for the album "Jesus Christ with the original cast." Firstly, one of my own that I remembered from way back.

I was working as assistant librarian in a small special library. The librarian and I had decided to close the library for a week to do some much needed stocktaking. We planned ahead - we advertised the closure, put up signs, informed the various schools and universities (it was a library heavily used by students).

The week of the stocktake saw a steady trickle of people still trying to come into the library and insisting that we help them. By the third day the librarian's frustration was mounting. As one poor student entered the library the librarian turned and practically bellowed "Did you see the signs on your way in?" "Yes". said the student. The librarian glared. "Well if you can't &*@! read then I don't know what good this library is going to do for you!"

In the seventies, one of the school library associations issued school librarians with badges which read "Ask me!" not all high school librarians were prepared to wear them...

And there was a public library which succumbed to pressure from some of its patrons, and put all literature with a slightly "blue" flavour into a special closed stack. Adult patrons were welcome to use the collection. They were alerted to this by a notice on the Information Desk which read, "For sex, see the librarian."

Patron: "I am looking for a globe of the earth. Ref: "We have a table-top model over here." Patron: "No, that's not good enough. Don't you have a life size?"

Ref (after a short pause): "Yes, but it's in use right now!"

Calendar of Upcoming Events

April 9—11	San Andreas Neighborhood Dinners	http://www.san-andreas-sla.org/programs/event_4-2002.html
April 17	San Francisco Chapter Neighborhood Dinners	
April 18	International Special Librarians Day	http://www.sla.org/content/memberservice/communication/pr/isldweb/index.cfm
April 20-24	Patent Information Users Group—Berkeley	http://www.piug.org/an02meet.html
April 27	American Society of Indexers-Golden Gate Chapter Conference	http://home.pacbell.net/nansu/usability/conference.html
May 23	San Andreas / San Francisco Joint Meeting	http://www.san-andreas-sla.org/programs/event_5-2002.html
June 8-13	93rd Annual Special Libraries Association Conference	http://www.sla.org/content/events/conference/2002annual/index.cfm

San Andreas Chapter <http://www.san-andreas-sla.org>

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