



The Columbine



Special Libraries
Association

May/June 2001
Volume 51, No.5

Newsletter of the Rocky Mountain Chapter
(<http://www.sla.org/chapter/crmt/>)

Contents:

| | |
|---|-----|
| <i>On Leadership</i> | 1,2 |
| <i>Shirley Alldredge</i> <i>Lecture</i> | 3 |
| <i>New Chapter Officers</i> . | 4 |
| <i>After the Flood...</i> | 5,6 |
| <i>Virtual Seminar :</i> <i>What's your story? ...</i> | 6 |
| <i>Appreciation of</i> <i>David Bender</i> | 7 |

From the President – Linda Van Wert

ON LEADERSHIP

“Think of leadership as the sum of two vectors: competence (your specialty, your skills, your know-how) and authenticity (your identity, your character, your attitude).” --Peter Koestenbaum

I recently finished developing the competencies for my position as Manager of Library Services at Children’s Hospital. Fortunately, many library groups and organizations have worked on this task before me so I was able to use their models. The completed description of competencies for my work was a daunting three and a half pages long. Just thinking about the many standards I am required to meet on a daily or regular basis amazed me. I ended up with a renewed respect for information professionals.

In describing the Personal Competencies for my position, I gave the category of “Leadership” much thought. Perhaps Leadership belongs under Professional Competencies instead? Doesn’t Leadership include many of the other personal competencies, such as flexibility, ethics, communication, and self-motivation? And how, exactly, does one become a competent leader? Some of the items that I listed as “Leadership Competencies” include: Enlists, motivates, and supports others in working jointly; Sets a positive example within the Library, the Department, the Hospital, and the profession; Values the contribution of others and communicates appreciation; Helps others to achieve their full potential through mentoring; Collaborates and forms partnerships to advance the Library’s goals; Develops trust in relationships; Understands the big picture and makes decisions based on it. All of this with respect, flexibility, a positive attitude, a desire for life-long learning and self-improvement, and a constant eye on future trends - and a sense of humility combined with a good sense of humor.

I began to write about Leadership because our new Chapter leaders will be taking office soon. They are to be congratulated for their motivation to take over the helm for us. They recognize the time and effort

The Columbine is published by the Rocky Mountain Chapter of the Special Libraries Association (SLA). The Chapter and the SLA assume no responsibility for the statements and opinions expressed by the contributors to this publication. Editorial views do not necessarily represent official positions of SLA, nor does the acceptance of advertising imply endorsement of any product. Submit manuscripts, notices, news items etc. to the editor, Jane Hoinville, 2415 Rim Drive, Broomfield, CO 80020, (303) 465-6320, or e-mail jhoin@ecentral.com.

required by holding a Chapter office, and they volunteered to commit to it. I believe that SLA members are all leaders in our profession. We all have the ability to inspire great accomplishments in each other. As I end my term as Chapter President, I would like to leave you with some inspiring quotations about leadership:

- Don't be daunted by it! (*Linda Van Wert*)
- Who said "Damn the torpedoes! Full speed ahead!!" – George Patton? or Douglas MacArthur? (*Linda Van Wert*)
- A life of reaction is a life of slavery, intellectually and spiritually. One must fight for a life of action, not reaction. (*Rita Mae Brown*)
- Knowledge work is all about how we use one another's time and attention. Given just minutes, good leaders can affect how we think, what we decide, and ultimately, what we create. (*Bill Jensen*)
- The most important part of being a leader is maintaining the desire to keep on learning. That means learning about yourself, about your peers, and about the people you serve. (*Brian Koval*)
- Just because we increase the speed of information doesn't mean we can increase the speed of decisions. Pondering, reflecting and ruminating are undervalued skills in our culture. (*Dale Dauten*)
- Alone we can do so little; together we can do so much. (*Helen Keller*)
- Personal leadership is not a singular experience. It is, rather, the ongoing process of keeping your vision and values before you and aligning your life to be more congruent with those most important things. (*Stephen Covey*)
- Leadership and learning are indispensable to each other. (*John Fitzgerald Kennedy*)
- The difference between a boss and a leader: a boss says, "Go!" – a leader says, "Let's go!" (*E.M. Kelly*)
- One of the tests of leadership is the ability to recognize a problem before it becomes an emergency. (*Arnold Glasgow*)
- Leadership is the art of getting someone else to do something you want done because he wants to do it. (*Dwight D. Eisenhower*)
- A real leader faces the music, even when he doesn't like the tune. (*Anonymous*)
- The final test of a leader is that he leaves behind him in others the conviction and the will to carry on. (*Walter Lippmann*)
- Leaders are visionaries with a poorly developed sense of fear and no concept of the odds against them. (*Robert Jarvik*)
- The best leader is the one who has sense enough to pick good men to do what he wants done, and self-restraint enough to keep from meddling with them while they do it. (*Theodore Roosevelt*)
- A leader leads by example, whether he intends to or not. (*Anonymous*)
- The genius of a good leader is to leave behind him (or her) a situation which common sense, without the grace of genius, can deal with successfully. (*Walter Lippmann*)

*Join the Rocky Mountain Chapter of SLA
for the Shirley Alldredge Memorial Lecture*

***Temperament Training
or
"How to really understand the people you work with"***

Where: Littleton Center 2255 W. Berry Ave, Littleton Colorado

When: Thursday, June 7th, 2001

Buffet Dinner served from 5:30 to 6:30

Lecture and questions from 6:30 to 8:00

What: Learn how the Myers Briggs Type Indicators can help you understand how you prefer to communicate, how you can use your personality strengths and how to identify your weaknesses in order to communicate better.

Christian Gibbons, Director of the City of Littleton's Business and Industry Affairs, and his staff, will present an entertaining, lively mini-course in Myers Briggs personality types in the workplace. Learn WHY your communication style doesn't get your ideas across to your boss.

You may have been to a Myers-Briggs training in the past - but I bet you have never seen such a practical demonstration of HOW staff can use these techniques to work together more efficiently!

Registration for Shirley Alldredge Memorial Lecture, June 7th, 2001

Send check and registration form to Kathleen Rainwater by May 29th, 2001

Kathleen Rainwater, 31-2-5-A1
Gates Rubber Company
P.O. Box 5887
Denver Co 80217

Make your check payable to: SLA/RMC ____ tickets @ \$16 each

Name _____

Institution/ Company _____

Mailing address: _____

Phone no: _____ e-mail address _____

Slate of New Officers

President-Elect: Cheryl German:

As Corporate Collection Manager, Cheryl German is responsible for evaluating, selecting, and recommending e-Book collections for corporate and special libraries.

Ms. German has a background in corporate and university libraries. Most recently, she was the Knowledge Management Specialist for Engineering Animation, Inc. (EAI), a high tech firm in Ames, Iowa. At EAI, Ms. German conducted research for the Interactive Division in science, technology, entertainment, computer gaming, and litigation. Prior to EAI, Ms. German served as an Information Systems Specialist at the Business Information Center (BIC) in the Edwin L. Cox School of Business at Southern Methodist University.

Ms. German received her Master of Library Science at Texas Woman's University in Denton, Texas, and has a Bachelor of Business Administration from Baylor University in Waco, Texas. Ms. German is an active member of the Special Library Association, the American Society for Information Science, and the American Library Association.

Director-at-Large: Jean Heilig:

Jean Heilig is the Director of Research and Information for Jones e-global library and Library Director of Jones International University. At e-global library she is involved with resource development and review as well as the selection and evaluation of database vendors and content providers. Jean participates in client outreach, support, and training and also monitors copyright issues, national and international digital library initiatives, advances in electronic publishing and textbook delivery, and similar issues that affect the competitive environment of e-global library.

Prior to her responsibilities with Jones International, Jean was the program coordinator for the Library and Information Science graduate program at the University of Denver, where she managed all program logistics, personnel, and student issues. Jean obtained her Master's Degree in Library Science from the University of Denver and her Master's Degree in Business Administration from the University of Colorado-Denver. In addition to her work with Jones International, she is also an adjunct faculty member in the University of Denver's University College graduate program.

Treasurer: Nicolle Steffen

A research analyst for the Library Research Service (LRS), Nicolle Steffen will graduate from the Library Information Science master's degree program at the University of Denver this summer. She has been an ongoing, active member of the LISA student group, and has held numerous LISA leadership positions while pursuing her master's degree.

Nicolle's academic focus has been multifaceted, reflecting her interests in corporate, independent and librarianship paths. Her work at LRS draws on her previous experience in business and data analysis, which she has often found to be a valuable part of special librarianship. Prior to her position with the LRS, Nicolle provided library support services to off-campus students in the various Regis University distance education programs. In this position she worked extensively with non-traditional, adult students and had an opportunity to experience firsthand the challenges of providing information service in an online environment.

After the Flood...

By Jane Thomas & Yem Fong

The CTRC (University of Colorado Technical Research Center) Page Replacement Project was created in 1998 to supply books and duplicated pages to Colorado State University (CSU) to replace items damaged in the flood of July 28, 1997. The flood, estimated to cause over 200 million dollars in damages to homes and businesses, caused over half of CSU's collection to become unusable. The worst damage to the Morgan Library collection was to the covers and first and last pages of about 437,000 books and journals that had been stored in the basement pending a planned library renovation. CSU administrators hired a disaster recovery consultant, Bill Boss to salvage as much as possible.

Boss & Associates set up operations on the CSU campus in an abandoned 3-story dormitory. The 437,000 waterlogged books were boxed for shipment to a processing plant in Texas, where they were stripped of their covers, freeze-dried, washed, and fumigated to prevent mold. They were then sent back to Ft. Collins, where they were assigned a unique tracking number. Several hundred employees were hired to go through each book page by page and to note pages needing to be replaced. Books that were more than 30% damaged were considered a "total loss" by Boss and CSU.

In the following summer of 1998 Boss and Associates, who had never handled a library flood recovery project, began working with Yem Fong, director of CTRC and interlibrary loan at the University of Colorado Libraries (CU), to develop a process for acquiring replacement pages. Jane Hoinville was hired in December of 1998 to manage the project, including hiring staff, working with vendors

and libraries, and developing CTRC's internal processes. Additional staff and student workers, up to 15 at the height of the project, were hired.

This turned out to be a complex and large-scale operation. The replacement pages needed to be duplicated according to the American Library Association's *Guidelines for Preservation Photocopying*. It was agreed that scanning and digitization were the avenues to explore, that pages would be produced on archival quality paper, and that final copy quality needed to meet the approval of CSU Libraries staff. CTRC estimated that about 60% of the approximately 125,000 items needing to be replaced were available at CU, but that the rest would need to be provided via interlibrary loan. More than half of these were bound journals.

CTRC also met with several copy center vendors to find one who could devote the resources necessary to meet the volume of duplication. In the end CU's Copying and Print Services (CPS) was selected. They researched and tested various software products and scanners in order to find a way to duplicate pages front and back that would line up exactly as the original page. They also explored color copying options before developing an acceptable duplication process and product. Scanned pages were then matched with the remains of the damaged books in Ft. Collins and sent to four different binderies to be re-bound.

At the height of the project, CTRC processed about 4,000 requests per month. This included orders for CU materials that were later sent to Boss & Associates for on-site scanning, as well as ordering books and bound

journals on interlibrary loan. In March 2000, Jane Hoinville, who had been part-time, went on maternity leave, the part-time librarian had to leave for health reasons, and a new full-time director, Jane Thomas, was hired. In August four other libraries joined the recovery project to provide scanned pages from their in-house collections: Arizona State University, the University of Arizona, the University of Massachusetts at Amherst, and Washington State University. These libraries were selected by CSU because their collections closely matched that of the CSU libraries.

The official ending date of the CTRC Page Replacement Project came on January 31, 2001, although Boss and Associates is still working to get the newly bound volumes back on the shelves at CSU. For the project, CTRC processed over 60,000 orders for both CU and interlibrary loan materials. The CU libraries also provided an additional 45,000

items provided to CSU users via interlibrary loan. To give you an idea of the overall scope of this effort, Boss and Associates estimates that 250,000 books were restored or replaced of the original 437,000 damaged in the flood. Stacked one on top of the other, they would make a stack that is 7.9 miles high!

As a document delivery provider, the Page Project has been one of the more interesting and challenging projects for CTRC. Our staff learned more than we ever wanted to know about flood recovery, and the detailed complexity of digitizing and replacing lost materials. Hopefully the flood, and the library's recovery will be a once in a lifetime experience for both CSU & CTRC. For those of you who assisted us by providing books via interlibrary loan we extend our appreciation, and hope we can continue to be of service to our clients and community.

THE 2001 VIRTUAL SEMINAR SERIES

presented by

SLA's Strategic Learning and Development Center

in partnership with

Information Outlook Magazine



Join Stephen Denning, former Program Director of Knowledge Management for The World Bank and author of *The Springboard: How Storytelling Ignites Action in Knowledge-Era Organizations*, for a provocative exploration of storytelling's powerful impact on individuals and organizations. Learn how it can help you in the on-going quest to make meaningful change happen!

WHAT'S YOUR STORY?: MAKING CHANGE HAPPEN THROUGH STORYTELLING

June 27, 2001 • 2:00 p.m.-3:30 p.m. EDT

Sponsored by

21st LEXIS-NEXIS
CENTURY PARTNER

Want to Learn More?

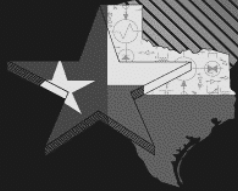
Contact SLA's Strategic Learning and Development Center at 1-202-939-3679 or send e-mail to learning@sla.org



HELPING INFORMATION PROFESSIONALS
BECOME INDISPENSABLE THROUGH LEARNING

information
outlook

A



wonderful night, a Special Celebration

The San Antonio Conference Gala and Special Appreciation of David R. Bender

Wednesday evening, June 13, 2001
\$89.00 per person

You are invited to the closing gala of the 92nd annual conference, where David R. Bender, Executive Director of the Special Libraries Association for the past twenty-two years, will be presented the John Cotton Dana Award for his contributions to SLA. Please join SLA dignitaries, other award winners and your fellow members for a very special occasion. The gala will take place in the heart of San Antonio, with festivities, music, and fine dining. President Donna Scheeder will host this celebration of the ties that bind us.

A not-to-be missed event!

Be sure to purchase your tickets in advance. Please see the Preliminary Conference Program for details.

