Message From The Chair

Dear PHT Members,

Greetings from an old timer (both in age and tenure as an information professional)! This is most likely the first time you are reading a welcome message from a DPHT Chair who is semi-retired. I would like to take this opportunity to share with you my personal observations and impressions from the close to four decades of trials and tribulations.

When I started my information science career in 1976 as an Editor/Indexer at BIOSIS, we were using an IBM (3033) mainframe, CRT terminals, PC-DOS, Word-Perfect, Lotus 1-2-3, and IBM STAIRS text retrieval system. BIOSIS' computer room was the most comfortable place in the whole building—especially in the middle of summer—because of the air conditioning needed to keep the mainframe cool. It was a refrigerator-sized bank of IBM disk packs whirring and humming along, each storing a whopping 1.2 GB of text data. BIOSIS' acclaimed Biological Abstracts were printed and bound in enough volumes to occupy two whole shelves in the library.

Eight years later I began a new job at Wyeth, which had a traditional library that was very different from today. I vividly remember ISI's Current Contents were almost exclusively distributed and printed on paper as thin as onion skin. The volumes of Chemical Abstracts were each the size of a telephone book! The famed PharmaProjects came in odd-sized eight-ring binders containing sheets of 8.5 x 13" paper. Online was just getting started, and I remember my colleagues and I taking turns to use the TI terminals, which were attached to a telephone receiver with rubber couplers, and had a ream of thermal paper to print out results. DIALOG was our main resource, but at occasionally we used SDC Orbit and BRS Online. Back then, there was no way to “draw” a chemical substructure in order to search chemical abstracts, so the only option was to search via Derwent’s Ringdoc.

Trivia question: Did you know the BRS software was a customized version of IBM STAIRS?

The journal collection had hundreds of titles, carefully shelved. Scanning for adverse drug reactions for Wyeth marketed products was done by three people in the library on a daily basis, with the relevant articles sent to the Medical Affairs Department, via a specially colored RUSH internal mail envelope, with each article rigorously tracked in a log book.

Does anyone remember the only full-text journal in the CD-ROM format was the ADONIS system, with its clunky software and finicky CD Tower? Equally clunky was CD Plus that became SilverPlatter, and then OVID. We rejoiced when its contents finally became “webbed.” Each searcher was delighted to use Pro-Search, on their own IBM desktop PCs. MS Word and Excel replaced WordPerfect and Lotus 1-2-3. We welcomed Windows, but thought it was vastly inferior to Macintosh’s operating system—but we were not allowed to buy a Mac. Macs were only begrudgingly permitted by the IT department for rebellious medicinal chemists. Netscape was the only ubiquitous search engine, and no one ever heard of Internet Explorer. The EPSON dot matrix printer was a big improvement over daisy wheeled ones. HP Inkjets that came later on were even better, but we thought what could a “LaserJet” possibly be?

Fortunately, I kept pace with these evolutionary (sometimes revolutionary) improvements. The journey has not always been easy. The transition from an ethical pharmaceutical corporation (Wyeth), to a medical device/hospital...
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supply company (Baxter), and finally to a biotech (Gilead) was challenging as well. But I survived and even thrived at times. I crossed paths with many of you as colleagues, such as Barbara Boyajian, Mary Talmadge-Grebenar, Bob Kowalski and Ann Nista—familiar names to many of you DPHT members as well. I knew of our Past Chair Janet Weiss, but didn’t have the opportunity to work with her at Wyeth.

These days, I am challenged by the concepts of the cloud, SaaS, data analytics, bioinformatics, intelligent search engines, article rentals, and IBM with Watson Health. But, continuous learning must continue!

I want to conclude my nostalgic piece by confidently declaring that I am optimistic about our profession. Why? Because we are the best at, and most knowledgeable about where and how to find information. We continue to hear the kudos and accolades, such as “thank you, this is exactly what I was looking for!” Technology will change, information resources will change, vendors will change, and our customers’ needs will change. But as long as we adapt to them and continue to excel at locating, retrieving, filtering, reformating, analyzing, and finally packaging the right information, for the right people, at the right time, I firmly believe that we—the information professionals within the biopharmaceutical industry—will not only survive, but thrive!

Sincerely,
John Chu
2016 DPHT Chair
Meet Our 2016 Chair – John Chu!

John Chu has been a member of SLA since 1976, when he started his career as an Editor/Indexer for BIOSIS. He later became a member of the Philadelphia and the Princeton-Trenton Chapters, and the PHT Division upon joining Wyeth in 1983. His first major activity with the Division was sponsoring the Spring Meeting onsite at the Wyeth Discovery Research headquarters in Princeton in 1993, in collaboration with then-Chair John Ophem (Abbott Laboratories).

Throughout his career that brought him to Baxter and then Gilead, he has been actively involved with SLA. He has been an active part of the Annual Spring Meeting Program Committees, spearheading several breakout sessions, often serving as a panelist, as well as a session moderator. John served as Co-Chair of the 2013 DPHT Spring meeting in Philadelphia, and was the recipient of the 2013 DPHT Distinguished Member Award. For the 2015 DPHT Spring Meeting in Las Vegas, John successfully engaged two speakers and was a moderator for the Sunshine Act Panel.

In addition to PHT, in 2009 he was a member of SLA’s People-to-People Citizen Ambassadors Delegation to China to study special libraries in China. For many years, John has also been active in numerous information management and industry associations including ASIS, NFAIS, PMA, PhRMA, DIA, and PERI. He has also served as an advisory board member (or its equivalent) for the CCC, Springer, and EBSCO, and Outsell’s Vendor Portfolio Management Council (VPM).

John is often sought out by many leading information resource vendors for his advice on marketing strategy, product ideas, acquisition targets, collaboration options, and beta testing of new products.

In 2014 John retired from Gilead. He is currently a member of the GLG Life Sciences Council providing expertise-based consulting on biopharmaceutical information resources, and actively participates in the Northern California Alzheimer’s Association. His current passion is being an activist for exploring the best treatment option Hepatitis C Virus (HCV), and blogging on Seeking Alpha (SA) about various therapeutic areas and diseases. He has close to 90 followers on SA.

Save the Date!

SLA 2016 Annual Conference to be Held in Philadelphia June 12-14th

Even as the Spring meeting approaches, I hope that you are also thinking about the 2016 SLA Annual Conference & INFOEXPO that is scheduled in Philadelphia for June 12-14th. This is your opportunity to network with members from around the world and from all divisions! This year’s conference features over 200 events, receptions and tours, as well as exhibitors and opportunities for career exploration.

The key note will be delivered by Erika Andersen, founder of Proteus International and author of Leading so People will Follow and Growing Great Employees: Turning Ordinary People into Extraordinary Performers.

The 2016 conference features of wide range of DPHT-supported programming. Some highlights are two text-mining related programs. The first will be Text-mining Stories from Librarians, inviting attendees to consider how they might expand the use of such text-mining tools in their service offering. The other program will address regulatory and other constraints, such as copyright on STEM literature data-mining.

There is a lot more! Here is the listing of the other PHT Division sponsored and co-sponsored programming planned for Annual:

- **CE Course:** Project Management 101 for Librarians. Presented by Jennifer Swanson of Charles Stark Draper Laboratory. Project management (PM) concepts, tools, and techniques discussed in this half-day seminar. This is a ticketed event.

- **Vaccines in the 21st Century:** a topical presentation featuring Dr. Paul Offit and colleagues.

- **Master Class: Surviving Your Next Merger:** a panel discussion featuring Ethel Salonen of MITRE.

- **Stress Management Laugh: For the Health of It:** This “Humor Rx” will be led by the ever-popular humor therapist Elaine Lundberg, who presented at SLA in 2004.
Meet Our 2016 Chair-Elect – Tony Landolt!

Tony Landolt is the Vice President of Business Development at Reprints Desk. He has worked in the document delivery business for over 25 years. Tony has been an active member of SLA for more than 20 years at both the local and Association levels, including having served as Program and Hospitality Chair for the San Francisco Bay Chapter. He is also the Chair the SLA Baseball Caucus, which has grown in membership and established an international following. Tony also maintains a role in hosting the popular pre- and post-Annual SLA conference webinars.

In 2014 Tony became a Fellow of the Special Libraries Association, and in 2016 he will serve as Nominating Chair. Tony is on many panels, and makes numerous presentations on vendor relations, copyright, literature usage, bibliographic management, and the future of librarianship. He is also active in many information industry organizations, such as AIIP, ALA, AALL and SABR.

- The Indispensable Librarian: Talking About Your Value Proposition So They Get It: a session with Mary Ellen Bates, who will provide tools to rethink services, and demonstrate your value.
- Crucial Conversations: a two-hour training session on how to handle conversations in your organization when stakes are high, opinions vary, and emotions run strong.

The DPHIT networking lineup will again feature the very popular Taylor & Francis sponsored Sunday evening Open House (that was standing room only last year!). We will also have two networking breakfasts—one of which will be devoted to the Business Meeting, and the other will be a purely social, providing ample opportunity to catch up with old friends and get acquainted with new members and guests.

Saturday evening we are planning another dine around that we hope will feature a very special surprise along with dinner!

This is just a taste of what’s to come, so please do make your plans for Philadelphia in June 2016. I am looking forward to seeing you all there! Registration is now open http://www.sla.org/attend/sla-2016-annual-conference/

Robin Fogel, Elsevier
Program Chair
Annual Conference 2016

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Sean Smith: sean.smith@infodesk.com

Website Committee:
Webmaster: Earl Smith: earl@wonderment.net

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2016 Library Services Benchmark Results Will Be Available at the Spring Meeting in Orlando!
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• Content covering drug adherence, toxicology, drug pipeline—plus coverage of current issues in regulatory affairs, quality assurance, clinical trials, biotechnology, and more

• Full text content in key therapeutic areas including Diabetes, Hepatitis C, Oncology, Immunology, Orthopedics, Ophthalmology and more

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2016 DPHT Spring Meeting Highlights

PHT Spring 2016 Keynote Speaker

Dr. James Canton is a leading global futurist, social scientist, keynote presenter, author, and visionary business advisor. For over 30 years, he has been insightfully predicting the key trends that have shaped our world. He is a leading authority on future trends with an emphasis on harnessing innovation. Dr. Canton has advised three White House Administrations and global business leaders.

Dr. Canton is CEO and Chairman of the Institute for Global Futures, a leading think tank he founded in 1990 that advises business and government on future trends. He advises the Global Fortune 1000 on trends in innovation, financial services, health care, population, life sciences, energy, security, workforce, climate change and globalization. Dr. Canton has served as a Senior Fellow at the Center for Research in Innovation at the Kellogg School of Management, the MIT Media Lab Advisory Board in Europe, Motorola’s Visionary Advisory Board and the International Advisory Council, Economic Development Board, State of Singapore. He has been an advisor to the National Science Foundation.

A frequent guest of the media, Dr. Canton is a commentator on CNN. He was named “the Digital Guru” by CNN and “Dr. Future” by Yahoo. Dr. Canton’s media coverage has included CNBC, Fox, PBS, ABC, Fortune, The Wall Street Journal, Bloomberg Report, The New York Times, US News and World Report, CEO, CIO and CFO Magazines. His Huffington Post blog and Twitter feed is following by a global audience. He is the author of

- Future Smart: Managing the Game Changing Trends that will Transform Your World
- The Extreme Future: The Top Trends That Will Reshape the World in the 21st Century

Dr. Canton will present his keynote speech, “Knowledge Engineers of the Future” on Monday, April 4th at 9:00am in the Royal Palm Ballroom.

Investing in Insight: Effectively Communicating the Value of Info Pros – CE Course

Understanding and effectively communicating the strategic value of information professionals and special libraries is always challenging. In order to be seen as the key resources we are, info pros must find ways to demonstrate our contributions in ways that are compelling and persuasive to upper management.

In this Spring half-day CE workshop, Mary Ellen Bates will enable participants to identify, articulate, measure and communicate the strategic value of information professionals and the information center. Topics covered include:

- Understanding Clients’ Most Strategic Information Needs: How to identify your clients’ biggest pain points. (Hint: it’s not what you think it is)
- Measuring What Matters: Developing meaningful KPIs
- Talking About Your Value: Three techniques that work and four reasons your communications can fail

Mary Ellen Bates (mbates@BatesInfo.com) is an info-entrepreneur, providing strategic business analysis to business professionals, and consulting services to the information industry. She received her MLIS from the University of California, Berkeley and worked as a special librarian for over a decade before starting Bates Information Services in 1991. She is a frequent international speaker and the author of seven books, most recently The Reluctant Entrepreneur: Making a Living Doing What You Love.

This CE Course is on Sunday, April 3rd at 9:00am in the Meyer & Clementine Ballroom.

*This is a ticketed event – don’t forget to reserve your seat!
## 2016 DPHT Spring Meeting Schedule

### SATURDAY, APRIL 2, 2016

<table>
<thead>
<tr>
<th>Time</th>
<th>Event</th>
<th>Location</th>
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<tbody>
<tr>
<td>6:15pm</td>
<td>No Host Dinner</td>
<td>Choice of:</td>
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<tr>
<td></td>
<td>• Wolfgang Puck Dining Room</td>
<td>• Havanna’s Café</td>
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<td></td>
<td>• The Boathouse</td>
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### SUNDAY, APRIL 3, 2016

<table>
<thead>
<tr>
<th>Time</th>
<th>Event</th>
<th>Location</th>
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<tbody>
<tr>
<td>8:00am</td>
<td>Breakfast for CE Course</td>
<td>Meyer &amp; Clementine</td>
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<tr>
<td>9:00am</td>
<td><strong>CE COURSE:</strong> Investing in Insight: Effectively Communicating the Values of Info Pros</td>
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<td></td>
<td><em>Mary Ellen Bates, Bates Information Services</em></td>
<td>Meyer &amp; Clementine</td>
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<tr>
<td>11:00am</td>
<td>Attendee &amp; Exhibitor Registration</td>
<td>Majestic Palm (Foyer)</td>
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<tr>
<td>11:00am</td>
<td>Exhibitor Set-Up</td>
<td>Majestic Palm</td>
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<tr>
<td>2:00pm</td>
<td>PHT Division Open Board Meeting</td>
<td>Key Ballroom</td>
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<td><em>Moderator: John Chu, 2016 PHT Chair</em></td>
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<tr>
<td>3:30pm</td>
<td>PHT Executive Board Meeting</td>
<td>Key Ballroom</td>
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<td></td>
<td><em>Moderator: John Chu, 2016 PHT Chair</em></td>
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<tr>
<td>6:00pm</td>
<td>Buffet Dinner &amp; Exhibit Kick-Off</td>
<td>Majestic Palm</td>
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*Ticket purchase required*
<table>
<thead>
<tr>
<th>Time</th>
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<th>Location</th>
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<tbody>
<tr>
<td>8:00am</td>
<td>Breakfast &amp; Exhibits</td>
<td>Majestic Palm</td>
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<tr>
<td>8:45am</td>
<td>Breakfast &amp; Exhibits</td>
<td>Majestic Palm</td>
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<tr>
<td>8:45am</td>
<td>Opening Remarks</td>
<td>Royal Palm</td>
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<tr>
<td>9:00am</td>
<td>Opening Remarks</td>
<td>Royal Palm</td>
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<tr>
<td>9:00am</td>
<td><strong>KEYNOTE SPEAKER:</strong> Knowledge Engineers of the Future</td>
<td>Royal Palm</td>
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<td>9:00am</td>
<td><strong>Dr. James Canton, CEO, Institute for Global Futures, Inc.</strong></td>
<td>Royal Palm</td>
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<td>9:00am</td>
<td><strong>Sponsored by: Taylor &amp; Francis</strong></td>
<td>Royal Palm</td>
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<tr>
<td>10:15am</td>
<td>Snacks &amp; Exhibits</td>
<td>Majestic Palm</td>
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<tr>
<td>10:45am</td>
<td><strong>SESSION:</strong> Embedded Librarianship: Knowledge Engineering on the Front Lines: Real Life Examples From Embedded Information Professionals</td>
<td>Royal Palm</td>
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<tr>
<td>10:45am</td>
<td>Molly Bernard, Seattle Genetics</td>
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<td>10:45am</td>
<td>Kathy Degenhardt, Medtronic</td>
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<td>10:45am</td>
<td>Tara Breton, Health Advances LLC</td>
<td>Royal Palm</td>
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<td>10:45am</td>
<td>Kim Emmons, WRF Capital/ Washington Research Foundation</td>
<td>Royal Palm</td>
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<tr>
<td>11:45am</td>
<td>Lunch &amp; Exhibits</td>
<td>Majestic Palm</td>
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<tr>
<td>1:00pm</td>
<td><strong>SESSION:</strong> The Evolving Information Professional: Core Competencies for the Future</td>
<td>Royal Palm</td>
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<td>1:00pm</td>
<td>Alex Feng, Novo Nordisk</td>
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<td>1:00pm</td>
<td>Mindy Beattie, Gilead</td>
<td>Royal Palm</td>
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<td>1:00pm</td>
<td>Anne Caputo, Anne CAPUTO Consulting &amp; SLA Core Competencies Task Force</td>
<td>Royal Palm</td>
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<td>1:00pm</td>
<td>Michael Keane, GlaxoSmithKline</td>
<td>Royal Palm</td>
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<tr>
<td>2:00pm</td>
<td><strong>BREAK OUT SESSIONS:</strong></td>
<td>Key, Meyer, Royal Palm, &amp; Clementine</td>
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<td>2:00pm</td>
<td>Expanded Roles for Information Professionals for the Medical Affairs / Communication Process</td>
<td>Key, Meyer, Royal Palm, &amp; Clementine</td>
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<tr>
<td>2:00pm</td>
<td>Marketing and Outreach: Tactical Implementation Cases</td>
<td>Key, Meyer, Royal Palm, &amp; Clementine</td>
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<tr>
<td>2:00pm</td>
<td>Adding Value: What Have You Done and How Did You Do It</td>
<td>Key, Meyer, Royal Palm, &amp; Clementine</td>
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<tr>
<td>2:45pm</td>
<td>Snacks &amp; Exhibits</td>
<td>Majestic Palm</td>
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<tr>
<td>3:15pm</td>
<td><strong>SESSION:</strong> Stepping Off a Cliff – Going it Alone or How to Survive in an Outsourced World</td>
<td>Royal Palm</td>
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<tr>
<td>3:15pm</td>
<td>Kerry Kushinka, PharmIntell</td>
<td>Royal Palm</td>
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<tr>
<td>3:15pm</td>
<td>Free time for networking</td>
<td>On your own or at Epcot</td>
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<tr>
<td>4:00pm</td>
<td><strong>SOCIAL EVENT:</strong> A Magical Evening with Dinner and Fireworks</td>
<td>Odyssey Pavilion @ Epcot</td>
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<tr>
<td>4:00pm</td>
<td><strong>Sponsored by: Wolters Kluwer, and Springer Nature</strong></td>
<td>Odyssey Pavilion @ Epcot</td>
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<tr>
<td>6:00pm</td>
<td><strong>Ticket purchase required</strong></td>
<td>Odyssey Pavilion @ Epcot</td>
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<tr>
<td>9:30pm</td>
<td><strong>Ticket purchase required</strong></td>
<td>Odyssey Pavilion @ Epcot</td>
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*NOTE: Buses will depart outside of the Main Conference Ballroom starting at 4:30 pm*
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<tr>
<td>9:00am</td>
<td>Opening Remarks</td>
<td>Royal Palm</td>
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</tbody>
</table>
| 9:05am  | **SESSION:** From Automation to Augmentation: How to Navigate and Succeed in the New Cognitive Technology-Driven Economy  
**Christopher Mundy,** Intercept Pharmaceuticals | Royal Palm              |
| 9:50am  | **SESSION:** From the Bench to the Bedside: Cutting-Edge Big Data Initiatives in Pharma and Healthcare  
**Amy Affelt,** Compass Lexecon | Royal Palm              |
| 10:35am | **BREAKOUT SESSIONS:**  
• Product Literature System/Database: Biopharm Company Perspectives  
  **Moderator: John Chu**  
• Doing More with Less: Surviving and Thriving Despite the Budget Cuts and Budget Constraints  
  **Moderator: Volunteer Needed**  
• Change Management  
  **Moderator: Wendy Hamilton,** AbbVie | Key, Pomelo, & Royal Palm |
| 11:20am | Snacks & Exhibits                                                    | Majestic Palm           |
| 11:50am | **SESSION:** Successful Surveys by Design: How to Increase Your Odds of Collecting Meaningful Data  
**Sean Smith,** InfoDesk | Royal Palm              |
| 12:35pm | Lunch & Exhibits                                                     | Majestic Palm           |
| 2:00pm  | **SESSION:** Identifying Trends / Shifts in Medical Devices  
**Bruce Carlson,** MarketResearch.com  
**Jocelyn August,** Informa  
**Scott Pantel,** Life Science Intelligence  
**Matt Eberle,** BizInt  
**Moderator: Sonal Shukla,** Springer | Royal Palm              |
| 3:00pm  | **SESSION:** The Future of SLA                                        | Royal Palm              |
| 3:30pm  | Closing Remarks                                                       | Royal Palm              |
Monday Night Social @ EPCOT

Hello Everyone,

I hope everyone is staying warm and having a great year so far!

It is that time of year again when all of the DPHT Spring Meeting Planners are in high gear, working to bring you a wonderful meeting in Orlando, Florida.

This year the meeting is at the newly renovated Sheraton Lake Buena Vista Resort. This resort is located just a few blocks from the entrance to Walt Disney World Resort!

Janet Weiss, Sonal Shukla and their team arranged for great speakers at this year’s meeting! Don’t miss our Keynote Speaker – Dr. James Canton with his talk about Knowledge Engineers of the Future.

Each year, we want to see you at these meetings, as well as have a chance to network, and have a little fun along the way. Thus, as the planner for the Monday night social event, I have a wonderful evening planned for everyone! As we did last year, you get a package of two special events for the price of one!

Taking advantage of our location, we will be going to EPCOT located at Walt Disney World Resort for the evening! (Did you know? EPCOT is an acronym for Experimental Prototype Community of Tomorrow)

Here are the details for this fun-filled evening:

As part of the package, you will have a ticket to enter EPCOT any time after 4:00pm, and have access to all that EPCOT has to offer. The conference planners purposely ended the sessions at 4:00pm so as to give you time to explore EPCOT before dinner. Feel free to visit the Famous World Showcase, Future World and all of the attractions (Test Track, Soarin’, etc.) This is your free time, so enjoy!

At 6:00pm we will all meet at the Odyssey Pavilion (near Mexico) for a magical evening with dinner, dessert and an open bar.

After dinner, we will go outside on the Odyssey Pavilion balcony (overlooking the World Showcase Lagoon) to watch the award winning fireworks display IllumiNations: Reflections of Earth at 9:00pm.

The buses will depart behind the Odyssey Pavilion immediately following the fireworks.

This event could not be possible without the generous help from our longtime sponsors–Wolters Kluwer and Springer Nature

In order to bring you the wonderful events that we have all grown to love, we rely on support from our sponsors. Therefore, please make it a point to visit Wolters Kluwer and Springer Nature at their exhibit tables to say thank you for what will no doubt be a “magical” evening, and to take a look at their wonderful services.

Have a magical day!

Karen Mirabile, InfoDesk
Monday Night Social Director
Venue & Logistics Chair
DPHT Spring Meeting 2016
Division Award Nominations Are Now Open!

The Pharmaceutical and Health Technology Division sponsors four Division Awards each year:

**Horizon Award**

The Horizon Award (also known as the New Member Award) honors a PHT Division member of five (5) years or fewer who has shown promise of becoming an outstanding member of the profession. This award represents an evaluation of an individual’s work and participation in professional and division activities. Particular attention should be given to involvement and contributions to the PHT Division.

Award winners for the previous five years were:

2015  Robin Fogel  
2014  Mark Domke  
2013  Sean Smith  
2012  Jeanie Fraser  
2011  Sandra Baker  
2010  Patrice Costa  

**NOMINATIONS DUE May 1, 2016:** Nomination form at [http://tinyurl.com/znk7yh2](http://tinyurl.com/znk7yh2)

**Distinguished Member Award**

The Distinguished Member Award honors a PHT Division member for notable and enduring contributions and service to the Division and the profession. The award represents a cumulative evaluation of an individual’s career and emphasizes sustained division leadership and activity of an exemplary nature.

- Self-nominations for all awards will be accepted.
- Current Executive Board members and Award committee members are ineligible for nomination.
- Nominations do not carry over from one year to the next.
- This is a confidential process, so please do not inform either the nominee or your Division colleagues that you have submitted a name. After the Committee’s deliberations, all documents are destroyed except those needed for preparing publicity releases.

Award winners for the previous five years were:

2015  Paul Ziegler  
2014  Alex Feng  
2013  Margaret Basket, John Chu, Sidney McNab  
2012  Christine Geluk, Andrew Clark  
2011  Janet Weiss  
2010  Bob Kowalski, Praveena Raman, Robyn Smith  

**NOMINATIONS DUE May 1, 2016:** Nomination form at [http://tinyurl.com/jme9885](http://tinyurl.com/jme9885)

This year the PHT Horizon and Distinguished Member Awards will be announced at the Annual Business Meeting taking place during the SLA Annual Conference in Philadelphia on Monday, June 13, 2016. Any member of the PHT Division can nominate a person for an award. To nominate an appropriate individual for a Horizon or Distinguished Member Award, please complete the PHT Award Nominations Form and return it to the Awards Committee Chair, Janet Weiss at jcweiss@optonline.net

**Student Travel Awards**

Are you a graduate student interested in attending the Annual Conference? Apply for travel award to get there. Criteria and application instructions at [http://tinyurl.com/zbvjcwl](http://tinyurl.com/zbvjcwl)

**NOMINATIONS DUE April 1, 2016** for SLA Annual Conference in Philadelphia

**Member Travel Awards**

Are you a DPHT Executive or Advisory Board member interested in attending the Annual Conference? Apply for a travel award to get there. Criteria and application instructions at [http://tinyurl.com/jmkfgdc](http://tinyurl.com/jmkfgdc)

**NOMINATIONS DUE May 1, 2016** for SLA Annual Conference in Philadelphia

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**Have Something to Say? Learned Something New? Publish in CapLits!**

CapLits is the official newsletter of the Pharmaceutical and Health Technology Division. It has a long history as a key communication vehicle to members, reaching over 400 information professionals worldwide! It is also available on the PHT website.

We are always looking for new thought-pieces, conference session write-ups, industry analyses, and vendor ads!

Did you implement a new product or service in your organization? Tell us how it went!

Read a new book by an information/knowledge expert recently? Send us a review!

Sat in on a lecture at the PHT Spring or SLA Annual conference? Write up a summary!

Is something happening in the pharmaceutical industry that can impact our roles? Let us know!

Are there emerging trends in the information industry we should know about? Describe what’s happening!

Want to advertise your product or service to generate more business? Give us your ad!


Please send your submissions by the following deadlines to:

- Ads to Advertising Editor, Eric Stubbs - eric.stubbs@otsuka-us.com
- Content to CapLits Editor, Kimberly Flanagan-Bouchard – kflanagan-bo@dsi.com

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Competencies of Librarians and Information Professionals

In January, the SLA Competencies Task Force released the draft of the revised competencies of librarians and information professionals. They have been working on the update since last spring, leveraging an open knowledge café at the Annual Conference in Boston, a few hundred member responses to an online survey, published materials, and past SLA efforts. An online survey of SLA membership was due by February 19, 2016. A final recommendation will be presented to the SLA Board once a final review and revision is complete and accepted by the Task Force.

Take a look, and join in on the conversation with colleagues via the PHT Listserv and at the Spring and Annual conferences!

[Draft January 5, 2016]

Introduction

Every profession holds its place in society by its mission and by its competencies. Its mission defines the benefit it provides, while its competencies describe the unique skills its members possess, and the nature of work in which they specialize. The purpose of this document is to articulate the unique competencies held by librarians and information professionals – what members of this profession do better than anyone else, or any other profession. Secondarily, it identifies essential underlying or enabling competencies: those not unique to this profession, but essential to the success of its members.

Of course, not all members of the profession will possess all competencies to the same degree. Just as not all attorneys are versed in tax law and not all medical doctors are brain surgeons, not all information professionals are experts in developing taxonomies to organize information or using search engines and retrieval systems expertly, and so on. Still, this document provides a common professional platform in which diverse members can find their unique competencies represented.

The SLA Professional Competencies Task Force envisions that this document will be of use to various audiences in different ways. Among those audiences are:

- Members of the Special Libraries Association (SLA) and other librarians and information professionals, as a resource for articulating their own skills and competencies to employers and as a checklist for professional development
- Employers, as a source for understanding what librarians and information professionals bring to an organization, and how they can contribute to organizational performance
- Students and prospective students, as a guide to the profession they are entering and a framework for choosing courses and programs
- Library and Information Science educators, as a framework for developing their curricula

Finally, it must be said that no document of this type can ever be comprehensive. We have compiled this document after careful review and discussion of a wide range of evidence, including broad reading of previous competency work in our field, multiple opportunities for input by SLA members, and extensive discussion. We invite you to review it, comment on it, and above all to use it in furtherance of your own career objectives and the profession as a whole.

CORE COMPETENCIES

1: Information and Knowledge Services

Information professionals and librarians meet the information and knowledge needs of their organizations and communities by providing a diverse array of services. They provide information and knowledge in any form, including published material in physical or digital formats, internal documentation in any format. They enable knowledge sharing through interpersonal contact and relationships. Their services may address any aspect of human engagement with information and knowledge, including the identification of information needs, discovery and retrieval, analysis, sharing, management, organization, and preservation. The specific services delivered in any context are based on an understanding of human information behavior and a holistic assessment of the community or organization, its functions and goals.

Elements of this competency include:

- Analyzing information and knowledge flows in the context of community characteristics and organizational goals
- Recognizing and articulating information and knowledge needs
  » Prioritizing information services to meet the most critical or strategic needs
  » Advocating for the effective use and management of information
  » Teaching, training, and developing information literacy and associated skills
  » Using information management skills to learn about a domain, discipline or industry
- Applying the expanding body of knowledge relating to the diverse individual and social aspects of human information behavior

2: Information and Knowledge Systems and Technology

Information professionals and librarians use information and communications technologies effectively to meet the information and knowledge needs of their communities and organizations. They design, develop, implement, and operate information systems that are cost-effective and employ state of the art technologies.

Elements of this competency include:

- Specifying, selecting, and implementing information and knowledge systems
- Selecting and using information management tools, such as library management systems, content management systems, social media platforms and information retrieval and analysis tools
- Coding, using appropriate scripting and programming languages
- Designing user interfaces for an intuitive user experience
- Identifying systems and tools to meet requirements of specific communities

“Competencies” continued on page 16
"Competencies" continued from page 15

- Continuously evaluating information and knowledge systems and technologies

3: Information and Knowledge Resources

Information professionals and librarians maintain a thorough knowledge of the content resources available to meet the needs of the communities they serve. Their knowledge extends to all types of sources and media. They systematically evaluate resources of potential value, and prioritize the acquisition of resources based on their judgment of the value to the community. They also monitor the information marketplace, and negotiate effectively with information vendors and content providers to obtain the best available terms for access to the most valuable resources.

Elements of this competency include:
- Aligning strategy for managing information resources to support strategic goals of the parent organization and community needs
- Systematically evaluating new or unfamiliar resources by applying generic analytical frameworks and methods
- Delivering the most important information resources available to meet the needs of a particular audience; covering a certain topic, field, or discipline; or intended to serve a particular purpose
- Managing and delivering relevant resources of all types, media and formats, including published and unpublished, internal to the organization as well as external, digital and analog, textual, numeric, and visual
- Negotiating appropriate terms and conditions for the licensing or acquisition of information resources
- Continually analyzing effectiveness of the portfolio of resources under management, making adjustments as needed to ensure relevancy and provide users with optimum decision-support content
- Identifying experts and sources of expertise, and facilitating knowledge sharing within organizations
- Auditing and mapping information and knowledge assets available within the organization in order to advise users about resources relevant to various business activities
- Teaching others to critically evaluate information and information sources

4: Information and Data Retrieval and Analysis

Information professionals discover and obtain information effectively as needed by individuals and groups within their communities. They possess in-depth knowledge of search and retrieval engine functions that enables them to perform complex and difficult information retrieval tasks. They also apply information analysis tools and methods to extract meaning and actionable insights from the information retrieved.

Elements of this competency include:
- Performing reference interviews and consulting with community members to identify and clarify information and knowledge needs
- Developing sophisticated strategies to discover and retrieve information from varied systems and repositories
- Understanding search engines and information retrieval systems, including the unique functionalities provided by different systems, and applying this understanding to information search and retrieval projects
- Analyzing information using appropriate data analysis, text analysis, visualization and similar tools to extract insights and meaning
- Communicating the results of information retrieval and analysis projects in a way that is usable and actionable by the intended audience
- Teaching others in the organization to identify and express information needs, and to use available search engines, retrieval systems, and analytical tools effectively

5: Organization of Data, Information, and Knowledge Assets

Information professionals and librarians organize and manage data, information, and knowledge assets so that they are findable, usable, and accessible over their defined lifespan. They establish policies for the organization, preservation, and retention of these assets, taking into account the mission and operational needs of their institutions. They establish requirements and procedures for metadata, classification and categorization systems, storage and preservation, location, and connectivity to ensure that assets are properly managed.

Elements of this competency include:
- Applying standard professional practices for descriptive and subject metadata to information assets
- Developing custom metadata schemas
- Developing custom taxonomies and ontologies as local circumstances warrant
- Developing retention and destruction policies and procedures based on legal requirements and organizational operational needs
- Training other staff in effective practices for information organization and management
- Applying quality control practices to ensure the appropriate application of policies and practices for information organization and management

6: Information Ethics

In their work, information professionals combine a strong moral and ethical foundation with alertness for ethical issues that commonly emerge in information- and knowledge-related work. They know the professional standards of ethical conduct formulated by the Special Libraries Association and other applicable professional organizations. They also know the code of ethics of their employer. In their actions, they are guided by these codes and standards. In the words of the SLA Guidelines, they act with "integrity, competence, diligence, honesty, discretion and confidentiality through creating and sustaining an environment that facilitates mutual trust among employers, clients or other individuals served, and the profession." They also model ethical information behavior for others in the
workplace and lead the development of policies and processes to foster information ethics throughout their organizations. Elements of this competency include:

- Respecting information privacy and confidentiality in accordance with the standards applicable to their organizational setting
- Implementing and preserving information security to protect against unauthorized access
- Respecting intellectual property rights
- Encouraging intellectual freedom and the free flow of information

Enabling Competencies

In addition to the unique core competencies of librarians and information professionals, there are other competencies critical to their success that are also possessed by other professionals. Still, these competencies are essential to professional success and career development. It would be possible to produce a very long list of such competencies. The following is a list derived from our research of those we think merit the greatest attention.

The enabling competencies include:

- Effective oral and written communication, including influencing skills
- Networking, relationship-building and collaboration, including the ability to foster inclusion and team-building among diverse individuals
- Marketing
- Leadership, management, project management
- Initiative, adaptability, flexibility, creativity, innovation, and problem-solving
- Teaching and mentoring
- Critical thinking
- Business ethics

Competencies Task Force Members:
Dave Shumaker, Chair; Anne Caputo, Rahn Huber, Jaye Lapachet, Jim Matarazzo, Carolyn Sosnowski, Jan Sykes

Kimberly is currently a Senior Associate, Scientific Library at Daiichi Sankyo Pharmaceutical Development in Edison, NJ. She has worked in the pharmaceutical industry for over 20 years. Prior to Daiichi Sankyo, Kimberly held positions at Johnson & Johnson HQ, Ortho-McNeil Janssen, ConvaTec, and Booz & Co. (now Strategy&, PwC). She also established a consulting firm, Cybrarian Solutions, providing information and knowledge services to many companies including Ethicon Endo-Surgery, DePuy Spine and Butler Hill Group.

Kimberly has been a member of SLA for over 20 years, including the Leadership & Management, Knowledge Management, Competitive Intelligence, and Taxonomy Divisions, and the New Jersey Chapter. In 2012-2013 she served on the NJ Chapter Programming Committee. Then in 2014 Kimberly became part of the DPHT Advisory Committee, supporting the division’s Professional Development programming, and took the role as CapLits Editor in 2016. She is also a committee member for the 2016 Spring Meeting in Orlando, and Annual Conference in Philadelphia.

Kimberly earned her B.A. and M.L.S. from Rutgers University, as well as the SLA Certificate in Knowledge Management & Knowledge Services. She is currently working on the Certificate for Copyright Compliance.

Over the years, she had been a member of AIIP, ARMA, and SCIP. She is actively involved as a trained leader and Committee Chair for Cub Scout Pack 97, and a Committee Member with Boy Scout Troop 97. Kimberly is an avid genealogy researcher. She loves to cook, fuss with her garden, and spend time (usually laughing) with her three sons.

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