Best Practices for Government Libraries — 2009

Change:
Managing It,
Surviving It and
Thriving On It.

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LexisNexis® Senior Information Professional Consultant

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Government Info Pro Blog and Podcast

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Motivation and Achieving Your Goals
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LexisNexis® Government Info Pro Podcast: Sharon Lenius, Librarian, U.S. National Guard

Programs, Conferences & Events

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LexisNexis® Government E-Learning Series

SLA 2008: The Best Conference Badge Ever
Marie Kaddell, Senior Information Professional Consultant, LexisNexis

Park Ranger Speaker Series Fliers: Clara Barton National Historic Site, Ford's Theatre National Historic Site, The Architecture of John Russell Pope, Rock Creek
George Franchois, Coordinator of Library Services, U.S. Department of the Interior Library

CIL 2008 Conference Takeaways
James King, Information Architect, National Institutes of Health Library

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Marie Kaddell, Senior Information Professional Consultant, LexisNexis

CHANGE...
Managing it

Library Crisis Ops

Ann Marie Parsons Trademark Law Library

In 2005, a government agency sent a crack research team from a high rise in Crystal City to a suburban campus in Old Town Alexandria, to a new facility for a job they had to do. These librarians promptly escaped the physical confines of the office into the virtual world. Still wanted by the government, and with two additional team members, they survive as contractors and soldiers of fortune.

If you have a problem, if no one else can help, maybe you can engage...The Ref-Team.

Col. Ann Marie "No Problem" Parsons coordinates tasks assigned by Library Director and Government Monitor, Bob "The Federale" Farina. "I love it when a project comes together," said the colonel. She can often be found simultaneously reading technical manuals and graphic novels in pursuit of new trivia with reference applications.

Jon "Lone-man" Fiencke is the newest member of the team, working to become a jack of all trades, though his special areas of interest include instructional delivery and public service.

Kate "T.M. Total Minutiae" McAloon is a master communicator, picking apart reference requests to pinpoint and procure the exact information required by attorneys. She also assists with cataloging new additions to the library's print collection.

Bernita B.V. Vick is an expert in the latest tech tools. When not working on reference requests, Bernita spends her time improving the library's Web site. "I pity the fool who doesn't use the library," said Vick.

Denise "The Veteran" Walker has served trademark attorneys at the U.S. Patent and Trademark Office for ten years. She is a reference master, including finding the most obscure legal and government documents. Denise also serves as the primary cataloger for the Trademark Law Library and previously managed all content on the library's Web site.

You can't stump them. You can't offend them. The Ref-Team.

The Trademark Law Library is located in MDE 4B65. Librarians are standing by to assist you with your information needs from 8:30 a.m. to 5 p.m. Monday through Friday. Reach the library at 571.272.9650 or e-mail tm.librarian@uspto.gov.

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> Finding a piece of information within a large collection of data without a taxonomy is like driving in unknown territory without the benefit of a map or road signs: You may eventually stumble upon your destination, but chances are you'll encounter a lot of dead ends and detours first.
>
> —Penny Crossman, "Search in Focus: Implementing a Taxonomy," July 2007

Beyond Search

In 2004, the International Data Corporation reported that knowledge workers spend 15% to 30% of their workday searching for information, and 50% of their online searches are unsuccessful. Their detours and dead ends cost their employers billions of dollars each year.

Long recognized as a pioneer in online search technology, LexisNexis knows that search alone is no longer enough to meet the information management needs of today's government workers, who daily encounter a variety of data format, integration and access problems. What sorts of problems?

- Preserving, archiving, and retrieving historical records;
- Capturing retiring knowledge;
- Providing easy access to complex information and disparate data sources;
- Aggregating and organizing information to yield new insights and drive better understanding;
- Improving workflow; and
- Sharing data within and across agencies.

Government agencies must make advancements in e-Government. Many vendors offer content management, knowledge management, or data management systems that they describe as complete solutions. Most of these solutions involve taking data that sits in various inaccessible locations or formats, such as paper, microfiche or legacy electronic iterations, and converting it into a number of different outputs, from XML to HTML to PDF. However, government agencies, with their vast realms of mission-critical data, require more than simply having data converted to a common format. They need a road map.

The real value to the enterprise is in the tagging and structuring of data into meaningful classification schemes, making content not just searchable but also linkable to other relevant content. An indexing taxonomy provides significant benefits to an enterprise that manages a large body of information:

- By controlling synonyms and interpreting ambiguous expressions, an index provides a reliable guide to an agency's data. The language of documents, like the language of our everyday speech, is messy. A word can have several meanings; a meaning can have several words. As Penny Crossman points out in her essay, "Search engines don't know the difference between reading glasses and drinking glasses, but a taxonomy puts your query in context."
- An index separates wheat from chaff, ignores incidental mentions of a topic and identifies significant mentions.
- A hierarchic, logical arrangement of subjects organizes thinking, speeds up retrieval, and gives focus to research.

LexisNexis is expanding to leverage its extensive expertise in transforming data into searchable, usable information to deliver Digital Asset Management (DAM)—an end-to-end set of capabilities that goes beyond information capture and conversion.

In a July 11, 2007, Gartner Industry Report entitled "Hype Cycle for Government Transformation, 2007," contributors Richard Harris and Mark Gilbert describe indexing as a natural and desirable enhancement of search technology:

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Enterprise information access technologies are entering a new phase of deployment and use. Technologies are maturing and now offer better indexing, querying, presentation and drill-down of results. However, the real value of information access technologies is in the upfront and ongoing efforts needed to establish effective taxonomies, to index, and to classify content of all kinds that must be accessed. By itself, the search function has limited value. The classification and modeling (that is, the taxonomy, ontology and vocabularies) of the content that is to be searched must be properly established and managed in an ongoing fashion to provide meaningful results.

These are precisely the types of opportunities presented by the LexisNexis® Digital Asset Management Solution Suite, which offers an enterprise-wide approach encompassing the capture, transformation, storage, preservation and delivery of mission-critical information.

The LexisNexis end-to-end Digital Asset Management offerings demonstrate how Government agencies can achieve a variety of positive outcomes—including improving access to agency intellectual property.

Transforming Content via an Enterprise Taxonomy

While your agency may already use a content management system, it is probably not delivering the kind of relevant, ranked, and meaningful answer sets that your users require. Consider court operating systems in the areas of Case Management, Legal Research, and Dockets and Record Retrieval. Information within these systems is structured, connected, transferable, and actionable. But related information in court archives (e.g., opinions, transcripts, briefs, legislative histories) may reside on paper, microfiche, or in legacy digital formats—unstructured, isolated, and static—and thus, not easily accessible or transferable.

Digital Asset Management makes archived content as accessible as new content, with a consistent scheme across repositories. The first step in the process is to convert your content—paper, microfiche, structured or unstructured electronic content—to a consistent format and layout. The process includes capturing images of the pieces of data that make up the content; cleaning up and enhancing the images (i.e., cropping, adding contrast, sharpening edges, converting colors, centering text); scanning and applying optical character recognition (OCR) technology to the images; and then using XML to tag the images with metadata—information about the data that categorizes the words or passages of text as a specific data type (e.g., publication date, byline, subject terms).

The real value, however, comes during the transformation stage, the second stage in the process, when LexisNexis implements taxonomy and linking processes and technologies, which provide a systematic way of classifying knowledge—usually via a hierarchical structure—and relating that knowledge to other relevant information. This "Enterprise Taxonomy" is accomplished by a combination of human expertise and algorithmic programming. Using a rule-based classification system developed by computational linguists, LexisNexis indexers build and maintain concept definitions. This creates rules behind each index term instructing a global indexing application programming interface (GIAPI) on how to identify relevant documents during a search. The GIAPI then "tags" documents matching or exceeding a defined threshold.

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LexisNexis®
Digital Asset Management

Once the Enterprise Taxonomy is applied, users can access internal agency content and employ the functionality available on *lexis.com*®. The taxonomy classifies and organizes your content by 16,500 legal topics; 2,000 business subjects; 2,700 industries; 600 geographic areas; and 330,000 companies. To ensure that index terms are assigned correctly, the search and retrieval algorithms:

- Follow rules based on weighting, document segments, frequency and variety
- Isolate strong phrases from ambiguous phrases
- Exploit significant fields like headlines/titles
- Count multiple occurrences of words/phrases

The algorithms that assign company names to documents rely on automatic name variant generation in combination with manual intervention, and apply key metadata to documents such as DUNS®, ISIN, CUSIP, SEDOL, SIC and NAICS codes. In addition, at the behest of the agency, the LexisNexis taxonomy team will develop new terms and search & retrieval algorithms that reflect your agency's unique mission. The result will be a customized road map that is both global and local, as focused as it needs to be for your agency.

Subscribers to *lexis.com* can simultaneously search internal agency content and LexisNexis content, using a single taxonomy, one road map linking the user's desktop to the world. The depth and breadth of LexisNexis content—including 5 billion searchable documents; 2 billion public records; more than 19,000 databases; and more than 32,000 legal, news, and business sources—greatly increase the strength and relevance of an agency's internal content.

Storing and Preserving Content

Once content has been captured, transformed to a common format, and indexed, LexisNexis will help you manage it within a secure backup and storage system. LexisNexis Digital Asset Management capabilities include data center facilities that meet this need, with database hosting for controlled access to data via user authentication—of particular importance for agencies working with sensitive or classified data. Not only are LexisNexis secured facilities staffed by world-class experts, they are built to withstand virtually any disaster with redundant data centers in remote locations.

A Complete Solution

LexisNexis Digital Asset Management provides:

- Digitized agency content in a common format to provide consistent access to current and legacy data.
- Application of indexing, taxonomy, and linking technologies to provide a richer, more precise search and retrieval experience for users.
- Discovery of previously unknown relationships among internal and external content by searching internal documents and LexisNexis databases simultaneously.
- Authentication by ID/Password to provide greater agency control over user access.
- Secure data storage to enable disaster recovery and ensure COOP in place

The LexisNexis enterprise-wide approach to Digital Asset Management encompasses the capture, transformation, storage, preservation, and delivery of mission-critical information. With this solution, your agency gains enhanced efficiency and measurable results.

For more information about the LexisNexis Digital Asset Management and/or Enterprise Taxonomy Solutions, contact 1.800.227.4908

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› **Digital Asset Management Terms with Links to Definitions**

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› **Knowledge Management**
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› **Dartmouth Library establishes new digital sound archive - The Dartmouth**
› **World Digital Library Puts Scholarly Treasures Online - InformationWeek**
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Digital Asset Management

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http://law.lexisnexis.com/webcenters/DAMSITE/

The GSA Terms of Service Agreements

By Chris Zammarelli, Chair, Government Information Division, Special
Libraries Association

If you work at a federal library with a collection of archived media, such as
photographs or videos, it recently became a bit easier* to use social media
providers to create a digital repository for these items.

The General Services Administration reached agreements in March with
YouTube, Vimeo, blip.tv, and Flickr that provide agencies with terms of
service that are in line with federal law.

In an article for *Nextgov*, Jill R. Aitoro gave an example of the roadblocks
that had prevented federal agencies from making use of social media
websites:

… most terms of service agreements contain indemnification clauses that
require a party to agree to be financially responsible for specified damages,
claims or losses. Under the Antideficiency Act, the government cannot make
payments or commit to payments at some future time for goods or services if
not appropriated by law, and that includes possible payments for damages or
claims.

Aitoro's article also pointed out that social media providers held registered
users to state laws, but federal agencies are held to federal laws.

In the press release announcing the terms of service agreement, the GSA
said it had been negotiating for six months with the aforementioned
websites. YouTube, Vimeo, blip.tv, and Flickr were the first sites the GSA
negotiated with because, according to Doug Beizer in *Federal Computer
Week*, "those providers are innovative and have large audiences." Sheila
Campbell wrote in the *Web Content Managers Forum* that the GSA is also
negotiating with Facebook, MySpace, Blist, iTunes, and Yahoo Video, among
other websites.

Beizer wrote that Twitter was already an acceptable social media provider for
federal agency use because its terms of service were in line with federal law.

Now, about that asterisk in the first paragraph, the one next to the word
"easier." While federal agencies now no longer need to negotiate terms of
service with social media content providers, this doesn't mean that a federal
library can just sign up for Flickr and post all the photographs it has in its
archive. Campbell notes, "If you're at a federal agency, you need to work
with your agency attorneys and any other key stakeholders to be sure your
agency can agree to the legal provisions of each agreement."

For more information, please read the following:

"Landmark agreements clear path for government new media," General Services Administration press release: March 25, 2009. (**http://icanhaz.com/gsapr**)

"Instructions for signing terms of service agreements with social media providers" by Sheila Campbell in *Web Content Managers Forum*: March 19, 2009. (**http://icanhaz.com/wcmf**)

"GSA signs agreements with Web 2.0 providers" by Doug Beizer in *Federal Computer Week*: March 25, 2009. (**http://icanhaz.com/gsafcw**)

"GSA signs deals for agencies to use social networking sites" by Jill R. Aitoro in *Nextgov*: March 25, 2009. (**http://icanhaz.com/gsanxgv**)

The Federal Library Competencies: A Tool for Meeting the Challenges of Change

In the spring of 2007, the nine members of the Federal Library and Information Center Committee (FLICC) Human Resources Working Group of FLICC/FEDLINK decided that it was time to draft competencies that would address the unique circumstances of federal librarians face in our practices. At the same time, we had to create a single document that would cover the great diversity in our professional practices.

When one seeks to define "federal library" it is quickly apparent that this incorporates nearly every type of library--public library (often on military bases), academic library, law library, medical library, court library, specimen/artifact library, research laboratory library, prison library, and of course, our nation's national libraries--just by way of examples. *And* in terms of personnel, there are approximately 10,000 federal librarians working in these myriad settings; but many others not working in traditional libraries or information centers at all so they would not necessarily be included in the 10,000 count!

There was no doubt that the practice of our profession was changing. Many of these changes were driven by technological advances and affected all sectors; others were unique to the federal sector. In particular, we were cognizant of changing citizen expectations in the ways that citizens would interact with government. Long gone were the early days of our republic when all that was expected of our *federal* government was to mint the money, protect our shores from invasion, and deliver the mail. Then, we could not deny that the impact of the events of 9/11 had affected us deeply and profoundly in terms of information security and authentication.

We were also seeing significant budget cuts that seemed to be unprecedented. Additionally, we knew that the post-World War II civil service personal schema was considered antiquated, and we wanted to be prepared as various systems (National Security Personal System (NSPS) for example) were being considered as replacements.

We wanted to create a document that would be multi-functional, have long-term utility, and be easy to update as changes were necessitated. As stated in the introduction to the Federal Librarian Competencies, our expectation was that "the competencies [also] would be helpful to others beyond the federal library community including Human Resource professionals, information technology peers and partners, executive level management, policy-makers, product developers and the vendor community, educational institutions, certifying entities, as well as other information professionals."

But, our overriding motivation came from the undeniable fact that rather than shrinking, the portfolio of knowledge, skills and abilities of federal

librarians was expanding. This seemed to us to call out for a rather detailed and granular document. We sought to devise a set of competencies that would have enough specificity and inter-operability to address almost all current and future needs. With our sights on both the present and future, we looked to create a document that might be useful in strategic planning *and* positioning.

After receiving some direction from classification and standards experts at the Office of Personnel Management, we decided to take on the task of drafting and vetting our own professional competencies. Even though we set out to create a wholly new set of competencies, we relied heavily upon some excellent role models that were already in use for guidance on format, features and, of course, content. Our most influential sources were ARMA International and the United States Army. However, we consulted resources available to us from the Medical Library Association, the American Library Association, the American Association of Law Libraries, the National Library of Medicine, SLA, the United States Navy, and the Library Services Unit of the Library of Congress and others.   We also relied heavily upon the six levels of the cognitive domains established in *Bloom's Taxonomy*.

Our goal was audacious. We wanted our resulting competencies to be used to create position descriptions, underpin vacancy announcements, assist in career planning and personnel evaluation, inform strategic planning, and support recruitment and retention in the federal workforce. We also hoped that our competencies would assist our colleagues in related professions to understand of our unique body of knowledge. We wanted to enable more inter-professional collaboration, emerging from better comprehension of our competencies.

These goals helped us to define how the final product would look and how it would be used. The result is a document that consists of twenty-four shared competencies, three levels of expertise (basic, advanced and expert), and seven functional domains with associated sub-domains, as follows:

- ➢ Agency and Organization Knowledge
- ➢ Library Leadership and Advocacy
- ➢ Reference and Research
- ➢ Collection Management
- ➢ Content Organization and Structure
- ➢ Library Technology Management
- ➢ Specialized Knowledge and Skills

As alluded to above, the document's design was meant to accommodate a wide-variety of situations. We wanted to create the ability to pick and choose from among the levels and the domains to create unique or tailored position descriptions, career plans, performance measures and the like to fit specific (and highly varied) library and librarian needs.

After requesting and receiving feedback from within our community and many others external to it, we ratified our document and posted it on the FLICC/FEDLINK website (www.loc.gov/flicc). We have been amazed by the accounts of usefulness of the Competencies from all over the world, and even from unrelated professionals that have used our document concept as a guide in drafting their own competencies.

As of this writing, we are awaiting validation of the competencies from the Department of Defense in hopes that they will be adopted DoD-wide. Shortly, we will be taking the competencies to the Office of Personnel Management for their validation. This would lead to acceptance in the Executive Branch.

In the meantime, FLICC's education and training program is mapped to the Competencies. Down the road, we will devise a self-assessment tool.

We believe that competencies are an excellent guide for **managing** change institutionally *and* personally. They provide a guide and systematic way to prepare for the future, while "living" in the present. As long as competencies are flexible and reflect basic (and unchanging professional) values, they are a key tool for meeting the challenges of change.

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February 26, 2009

Electronic Legislative Histories at the Department of Justice Libraries

By Lisa Kosow, Law Librarian, 1425 NY Ave., Library, U.S. Department of Justice Library Staff

The Department of Justice Library system has been improving its collection of legislative histories by moving beyond traditional print histories. In the past, the library staff compiled print histories in-house, as well as collected histories that had been produced by Congress and the Government Printing Office. The older print histories are still retained in the collection; however, new legislative histories are now being compiled in electronic format.

The Justice Libraries originally began providing electronic histories by digitizing selected titles that had been compiled by DOJ Librarians. Although the end product was useful, the work of scanning individual pages was time-consuming and expensive. Once a large number of bills, Congressional reports, hearings, debate and other documents became available through electronic databases, it was decided that it was more efficient to take advantage of these sources and compile legislative histories by creating html pages comprised of links to the electronic versions of the documents included in the legislative history.   Sources we use include GPO Access (http://www.gpoaccess.gov) and Thomas (http://www.thomas.gov), as well as Lexis/Nexis Congressional and Hein Online. The Lexis and Hein databases include digitized version of older Congressional materials, allowing us to recreate older print histories in electronic format, which makes them accessible to the entire Department across the country. Whether older or more recent, all the histories are organized in a standard format for easy use by our patrons. There are approximately seventeen e-histories currently available, with new ones being added on a regular basis.   We choose which histories to create based on popularity, importance to the Department, and requests by individual offices.

We also provide links to the free government Web sites and commercial databases the Justice Libraries subscribe to through our Virtual Library. Patrons can then search for individual reports and other documents they need which are not part of a compiled legislative history.   With all sources in one central location, we save our attorneys and paralegals valuable time in researching Congressional intent through legislative histories. Both the compiled legislative history pages and the other pages in the legislative history section of the Virtual Library provide links for patrons to contact a librarian for further help with research.

LEGISLATIVE HISTORY HELP

Find A Legislative History (Comprehensive or Summaries)

Find A Bill, Report, Hearing, Debate, etc.

Track Current Events In Congress (Status Alerts, New CRS Reports)

Learn How To Do Legislative History

Need help? Ask a Librarian

A Justice Libraries e-Legislative History

Foreign Intelligence Surveillance Act of 1978 Amendments Act of 2008

Public Law 110-261

See also: Legislative History of the Foreign Intelligence Surveillance Act of 1978

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Public Law
Bills and Resolutions
Related Bills
Reports
Hearings
Congressional Record
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Other Information

PUBLIC LAW

Public Law 110-261 (Signed by President, July 10, 2008)

BILLS AND RESOLUTIONS

110th Congress

- H.R. 6304 (Chronology) – To amend the Foreign Intelligence Surveillance Act of 1978 to establish a procedure for authorizing certain acquisitions of foreign intelligence, and for other purposes.
- H.R. 6304 [Introduced in House]
- H.R. 6304 [Placed on Calendar in Senate]
- H.R. 6304 [Engrossed in House]
- H.R. 6304 [As Enrolled]

RELATED BILLS

109th Congress

- H.R. 4976 [Introduced in House]
- H.R. 5371 [Introduced in House]
- H.R. 5825 [Introduced in House]
- H.R. 5825 [Reported in House]
- H.R. 5825 [Referred in Senate]
- H.R. 5825 [Engrossed in House]
- H. Res. 819 [Introduced in House]
- H. Res. 819 [Reported in House]
- H. Res. 1052 [Reported in House]
- H. Res. 1052 [Engrossed in House]
- S. Res. 398 [Introduced in Senate]
- S. 2453 [Introduced in Senate]
- S. 2453 [Reported in Senate]
- S. 2455 [Introduced in Senate]
- S. 2455 [Reported in Senate]
- S. 3874 [Placed on Calendar in Senate]
- S. 3876 [Placed on Calendar in Senate]

110th Congress

- H.R. 3773 [Introduced in House]
- H.R. 3773 [Reported in House]
- H.R. 3773 [Engrossed in House]
- H.R. 3773 [Engrossed Amendment House]
- H.R. 3773 [Placed on Calendar in Senate]
- H.R. 3773 [Engrossed Amendment Senate]
- H.R. 5440 [Introduced in House]
- H. Res. 746 [Reported in House]
- H. Res. 746 [Engrossed in House]
- H. Res. 824 [Reported in House]
- H. Res. 824 [Engrossed in House]
- H. Res. 1041 [Reported in House]
- H. Res. 1041 [Engrossed in House]
- S. 1114 [Introduced in Senate]

- S. 1114 [Reported in Senate]
- H. Res. 1285 [Reported in House]
- H. Res. 1285 [Engrossed as agreed to or passed in House]
- S. 2248 [Placed on Calendar in Senate]
- S. 2248 [Referred with instructions in Senate]
- S. 2248 [Reported in Senate]
- S. 2402 [Introduced in Senate]
- S. 2440 [Placed on Calendar in Senate]
- S. 2441 [Placed on Calendar in Senate]

REPORTS

109th Congress

- House Report 109-680, part 1, *Electronic Surveillance Modernization Act*, September 25, 2006
- House Report 109-680 part 2, *Electronic Surveillance Modernization Act* , September 25, 2006
- House Report 109-696, *Providing for Consideration of H.R. 5825, Electronic Surveillance*, September 28, 2006

110th Congress

- House Report 110-373, part 1, *Responsible Electronic Surveillance That is Overseen, Reviewed, and Effective Act of 2007* or *RESTORE Act of 2007*, October 12, 2007
- House Report 110-373, part 2, *Responsible Electronic Surveillance That is Overseen, Reviewed, and Effective Act of 2007* or *RESTORE Act of 2007*, October 12, 2007
- House Report 110-385, *Providing for Consideration of the Bill (H.R. 3773) to Amend the Foreign Intelligence Surveillance Act of 1978 to Establish a Procedure for Authorizing Certain Acquisitions of Foreign Intelligence*, October 16, 2007
- Senate Report 110-209, *Foreign Intelligence Surveillance Act of 1978 Amendments Act of 2007*, October 26, 2007
- House Report 110-449, *Providing for Further Consideration of the Bill (H.R. 3773) to Amend the Foreign Intelligence Surveillance Act of 1978 to Establish a Procedure for Authorizing Certain Acquisitions of Foreign Intelligence*, November 14, 2007
- Senate Report 110-258, *Foreign Intelligence Surveillance Act of 1978 Amendments Act of 2007*, January 22, 2008
- House Report 110-549, *Providing for the Consideration of the Senate Amendments to the Bill (H.R. 3773) to Amend the Foreign Intelligence Surveillance Act of 1978 to Establish a Procedure for Authorizing Certain Acquisitions of Foreign Intelligence*, March 12, 2008

- [House Report 110-721](), *Providing for Consideration of the Bill H.R. 6304 to amend the Foreign Intelligence Surveillance Act of 1978 to Establish a Procedure for Authorizing Certain Acquisitions of Foreign Intelligence, and for Other Purposes*, June 19, 2008

HEARINGS

109th Congress

- *[Constitution in Crisis: Domestic Surveillance and Executive Power]()*, Hearings before the House Committee on the Judiciary, January 20, 2006.
- *[Wartime Executive Power and the National Security Agency's Surveillance Authority]()*, Hearings before the Senate Committee on the Judiciary, February 6, 28, March 28, 2006.
- *[Examination of the Call to Censure the President]()*, Hearings before the Senate Committee on the Judiciary, March 31, 2006.
- *[Protection of Privacy in the DHS Intelligence Enterprise, Part I and II]()*, Hearings before the House Subcommittee on Intelligence, Information Sharing, and Terrorism Risk Assessment, April 6, May 10, 2006.
- *Modernization of the Foreign Intelligence Surveillance Act*, Hearings before House Permanent Select Committee on Intelligence, July 19, 2006. Selected testimony and documents available on the [Committee Web site]().
- *FISA for the 21st Century*, Hearings before the Senate Judiciary Committee, July 26, 2006. Selected testimony available on the [Committee Web site]().
- *Legislative Proposals to Modernize the Foreign Intelligence Surveillance Act*, Hearings before the House Permanent Select Committee on Intelligence, July 27, 2006. Selected [Testimony and Documents]() as well as [Witness Statements]() available on the Committee Web site.
- *[Legislative Proposals to Update the Foreign Intelligence Surveillance Act (FISA)]()*, Hearings before the House Subcommittee on Crime, Terrorism, and Homeland Security, Committee on the Judiciary, September 6, 2006.
- *[Electronic Surveillance Modernization Act]()*, Hearings before the House Subcommittee on Crime, Terrorism, and Homeland Security, Committee on the Judiciary, September 12, 2006.

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- *[Modernization of the Foreign Intelligence Surveillance Act]()*, Hearings before the Senate Select Intelligence Committee, May 1, 2007.

- *Constitutional Limitations on Domestic Surveillance*, Hearings before the House Subcommittee on the Constitution, Civil Rights, and Civil Liberties, Committee on the Judiciary, June 7, 2007.
- *Warrantless Surveillance and the Foreign Intelligence Surveillance Act*, Part I and Part II, Hearings before the House Judiciary Committee, September 5 and September 18, 2007.
- *FISA Hearing*, Hearings before the House Permanent Select Committee on Intelligence, September 18, 2007.
- *FISA Hearing*, Hearings before the House Permanent Select Committee on Intelligence, September 20, 2007.
- *Strengthening FISA: Does the Protect America Act Protect Americans' Civil Liberties and Enhance Security?*, Hearings before the Senate Judiciary Committee, September 25, 2007. Selected testimony is available on the Committee Web Site.
- *FISA Amendments: How to Protect Americans' Security and Privacy and Preserve the Rule of Law and Government Accountability*, Hearings before the Senate Judiciary Committee, October 31, 2007. Selected testimony is on the Committee Web site.

CONGRESSIONAL RECORD

110th Congress

- October 17, 2007 - H11645, H111656, House consideration and passage of H. Res. 746 and consideration of H.R. 3773.
- November 15, 2007 - H14037, House consideration and passage of H. Res. 824 and H.R. 3773.
- January 23, 2008 - S179, Senate consideration of S. 2248.
- January 24, 2008 - S227, S302, Senate consideration of S. 2248.
- January 25, 2008 - S305, S317, Senate consideration of S. 2248.
- January 28, 2008 - S375, Senate consideration of S. 2248.
- January 31, 2008 - S535, Senate consideration of S. 2248.
- February 4, 2008 - S654, Senate consideration of S. 2248.
- February 5, 2008 - S639, Senate consideration of S. 2248.
- February 6, 2008 - S686, Senate consideration of S. 2248.
- February 7, 2008 - S775, Senate consideration of S. 2248.
- February 8, 2008 - S805, Senate consideration of S. 2248.
- February 12, 2008 - S880, Senate consideration of S. 2248, consideration and passage of H.R. 3773 with an amendment, and return to the calendar of S. 2248.
- March 14, 2008 - H1707, House concurrence in the Senate amendment to H.R. 3773 with an additional amendment, pursuant to H. Res. 1041.
- June 19, 2008 - H5611, H.R. 6304 introduced in the House.

- June 20, 2008 - H5743-5774, considered under the provisions of rule H. Res. 1285, passed House.
- July 8, 2008 - S6381-S6386, S6386-S6429, considered by Senate.
- July 9, 2008 - S6454-S6470, considered by Senate.
- July 9, 2008 - S6470-S6476, cloture invoked., passed Senate.

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Remarks on signing the FISA Amendments Act of 2008, 44 *Weekly Compilation of Presidential Documents* 975, July 10, 2008.

OTHER

- Church Committee Reports from the AARC Public Library, 1975 and 1976.
- Congressional Research Service. Amendments to the Foreign Intelligence Surveillance Act. July 18, 2006.
- Congressional Research Service. The Foreign Intelligence Surveillance Act: An Overview of the Framework and U.S. Foreign Intelligence Surveillance Court and U.S. Foreign Intelligence Surveillance Court of Review Decisions. RL30465, February 15, 2007.
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- Congressional Research Service. The Foreign Intelligence Surveillance Act: An Overview of Selected Issues. RL34279, July 7, 2008.
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For questions or comments, please contact:
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Patrick Henry Library Information Commons – One Year Later

By Ned Wolff, Supervisory Librarian, Patrick Henry Library, U.S. Department of Justice Library Staff

A year ago I wrote about the conversion of a large 70′ by 115′ area of the Patrick Henry Library from traditional book stacks to a more versatile, open, and "people friendly" environment. Because the material formerly kept in this area was readily available electronically, we felt then and continue to feel now that the conversion of this space has improved our ability to provide quality customer service based on the evolving needs of our patrons. The vision of an open, comfortable environment being utilized for many different reasons by many different people is slowly but surely coming to fruition.

Just a few examples of the many events we have hosted in the Information Commons include Attorney General Holder's first meeting with the Civil Rights Division, an awards ceremony, a health fair, webinars, vendor hosted training, large staff meetings, holiday parties, a two day pre-retirement seminar, RosettaStone language training, a variety of workshops by the DOJ Fitness Center staff, and lunchtime guitar workshops.

We've installed a DOJ networked PC to the space, and we've acquired a portable screen for larger group presentations if the groups don't fit comfortably in our training area. We have also added two non-networked PC's that have DSL connections to accommodate webinars and RosettaStone language training. Because DOJ networks are so locked down, we needed DSL connections to access WebEx seminars and do software downloads. As

for our future equipment wish list, we have requested a podium with a microphone and speakers and a ceiling-mounted projector so that we can efficiently convert the space for professional presentations.

The Information Commons brings new life to the library while, at the same time, expands our customer base. Library patrons who have attended functions in the Commons are now returning with laptops, to read, or work away from the office. The wonderful views of downtown DC and the abundance of natural light are a big draw, especially for staff with interior office space. In addition, DOJ staff are being drawn to the space for reasons other than traditional library service, and are also beginning to take advantage of reference and research services we offer. The Library, as it evolves into a lively multi-functional gathering place, is becoming the destination of an expanding and more diversified client base. It's a win-win situation for everyone.

(Read the 2008 article: The Patrick Henry Library Information Commons)

Reports, Hearings and Debates, oh my! The Electronic Future of Legislative History at the Department of the Interior Library

By Jennifer Klang, Deputy Project Manager / Head of Reference Services, Department of the Interior Library

It's sometimes difficult for me to believe I've been working in libraries for over 10 years. Really, 10 years isn't that long but the technology is so different now, I sometimes feel like I have trouble keeping up. These days, librarianship is all about keeping up with the most useful trends in technology. The mantra seems to be change, change, change…

When I sat down to write an article about change, I felt it was important to give some thought to where I had personally experienced change within my own organization. As the head of reference services, I have seen a great deal of change in the methodology and structure of research in our library. On further reflection, I decided that the most significant area of change that had personally touched my reference skills had to be legislative history. After all, I receive a legislative history question, of some variety, nearly every day. Many researchers, be they attorneys, librarians, or graduate students, fail to understand the importance of legislative history until they are forced to deal with a project that involves these complex documents. Often, when researchers arrive at the library with a question about why legislation ended up in the US Code with certain language, they are unaware that what they are actually looking for is a legislative history. My job has been to guide them to the resources that provide the answers to these questions. The way in which I do this has changed greatly. As a reference librarian at the Department of Interior Library, I have had the pleasure of working with individuals from varied backgrounds. Although our primary patron group is our departmental employees, we also assist individuals from law firms, members of the public, and students. The legislative history questions we receive range from requests for specific House and Senate Reports to every document attached to a given piece of legislation and its amendments. While the actual documents included in the legislative history haven't changed, our methods for retrieving and researching these documents certainly have. We are now integrating a number of new electronic research tools into our legislative history research.

When I teach my legislative history class at the DOI library, I often mention that these new electronic tools provide a great new delivery system for government documents. Like a quiver full of newly sharpened arrows they are precise and offer a "straight shot" to documents, but they are only as good as the marksman that shoots them. Legislative history researchers still need to learn the fundamentals of this area of research in order to be

effective. They need to understand the body of a legislative history. When they sit down at a computer, and retrieve a cite list of documents from a database, they need to understand what they are looking at. When I began teaching legislative history courses at the DOI 4 years ago, I was still learning the ropes myself. Finally, now I know enough to help our patrons. While my course has changed somewhat from use of print resources to electronic services, I still spend a fair amount of time explaining the parts of a legislative history. Then, we discuss databases. While there still a number of items not yet available in electronic format, it seems that we are moving toward greater electronic coverage of government documents. This is great news for many researchers, particularly for those who don't have ready access to these print resources through depository libraries or other institutions. It also provides patrons with alternative access points to additional documents that might not be found in standard book format.

In the past several years we have added several terrific database services that have now become part of our normal legislative history research at the library. These include LexisNexis Congressional Hearings and Research Digital Collection, a Presidential Libraries Database, a Congressional Record product and a digitized Serial Set product. This nearly covers everything we need:

- House, Senate and Conference Reports and Documents
- Congressional Debate
- Hearings
- Presidential Signing Statements

Often, I use more than one database to look for documents since coverage varies from one service to another. For example, while our particular serials set database containing Committee Reports and Documents began with the American State Papers (in 1789), and is currently loaded to the 1960's, our Lexis product provides great coverage for more recent legislation. I always mention this to our researchers since many of them assume that checking one resource is a comprehensive search. It is important to know which database to use for the particular documents you need, as well as the coverage dates. It is also key for the librarian to keep up to date on the services they are providing since coverage can be added as documents are added to a collection. Today's reference librarian also serves as the library's authority on electronic resources. Librarians should try to encourage patrons to ask questions about the library's electronic resources and their strengths and weaknesses. For example, the DOI library recently added a wonderful new resource from Lexis featuring the maps and other graphic materials from the US Serials Set. While our Serials Set database includes some of these items, the Lexis product has rounded out our coverage of items related to House, Senate and Committee Reports and Documents. Our patrons have been excited to see these maps available from their desktops.

Conducting a legislative history used to mean utilizing CIS indexes for both hearings and reports; and Congressional Record Indexes for debate. Now electronic searches are possible for all three. In some cases, when dealing with older materials, databases searches may only include citations. However, many database services such as LexisNexis Congressional are updated regularly, continually adding full-text content for older materials. I remind patrons, also, that citation searching alone (especially utilizing key terms) can also yield excellent sets of documents. One of the jobs of the reference librarian is to be aware of these updates and to advise patrons accordingly. The librarian may want to modify their searches slightly, broadening them to include a larger set of search terms or using keyword indexes provided by the database. Librarians should also remember to consider the age of the document and alternative spellings. At the DOI, we sometimes assist patrons with legislative history research related to Native American tribes dating back to the early 1800's. We always try to consider alternative spellings of tribal groups, as we search for materials, since consistency is sometimes an issue. Also, every reference librarian should make an effort to learn the more complicated advance search functions available in all their databases. Spending 20 minutes every week, will save your patron time and frustration as you offer them suggestions in conducting more targeted searches that will be more effective.

Database searching has provided one additional benefit for the legislative history researcher. In addition to providing a quick list of citations (and sometimes full-text document access), databases also offer opportunities for serendipity that otherwise would not be available in the print environment. In an all-print environment, indexes and other finding aids provide access to a single legislative history document by cross-referencing several access points. These might include: bill number, report/document number or controlled vocabulary subject. While all of these are important and useful, they don't allow for the flexibility that electronic searching offers, especially to the impatient researcher used to having everything at their fingertips. While I have always been a fan of controlled vocabulary and indexing, I have also been a librarian long enough to know that these are concepts that almost never find their way to the end-user. In the modern Google environment of today, users don't want to take the time to figure out if the terms they are using are the most effective and they often don't ask the librarian how to use the tools provided for them. When a patron sits down to run a search in a Congressional reports database for a specific item, for example, they have a number of search options. Not only can they use bill numbers or report numbers, they also have the option of using standard language to search. In some cases, this can yield other relevant documents – drawn from other legislation – that otherwise would never come up. Many researchers using our databases to conduct legislative history have commented on how many "terrific finds" they have uncovered in the process of looking for a single report. In cases where items are available in full-text, users have the added benefit of searching throughout the document as well. Recently I conducted some legislative history research,

from the mid-19th century, on a little-known Indian tribe. Originally, my search began as an inquiry for a copy of a Senate Report believed to mention the tribe. In the process of searching for that document, however, I unearthed several other valuable reports and a hearing that were very useful to the patron. They were delighted, since both of the items I located had only briefly mentioned the group in a small section of the document. Neither document provided subject indexing that tied these items to the tribe's name, and neither was linked to the legislation we originally reviewed. Without the electronic search capabilities available to us through the database, we would never have known that these reports were relevant. The availability of electronic search has certainly been helpful in providing a valuable new access point into legislative history documents, forcing us to look differently at how we access documents and conduct research for (and with) our patrons.

This is a general summary of how change has come to the world of legislative history research for one librarian. The growth of change and, with it, the expectations of our users, has grown tremendously over the past 7 years. However, I feel prepared to move forward and poised to take on these new challenges. I feel that our skills, as reference librarians, are needed as much in today's environment as ever before. Our skills as instructors and "suggestors" provides us with an opportunity to prove our value to our institutions every day. Rapid change in library technology is likely to be the norm in the future, not only in reference service, but in all areas of librarianship. Those of us on the front lines should work hard to continue our own education, taking advantage of learning opportunities offered by vendors and by our local library association chapters. Armed and ready, we can take on the future feeling prepared and empowered as we move forward in our careers. Go forward librarians, and change!

Jennifer Klang is the Head of Reference Services at the Department of the Interior Library. She teaches Legislative History at the DOI Library in Washington DC and is the Newsfeed Editor for the Division of Government Information with SLA. She is a contractor with Lockheed Martin.

The Library's Training Committee Takes the Lead on Training Activity at the Department of Justice

By Michele Masias, Law Librarian, Patrick Henry Library, U.S. Department of Justice Library Staff

As print collections have migrated from print to electronic formats, outreach and training have become a hallmark of our profession. To help ease the advancement to electronic resources, the Department of Justice (DOJ) Library Training Committee and Library Staff have worked hard to publicize the electronic research resources licensed for the Department of Justice staff. In addition, the DOJ Library staff develops training for all DOJ employees so that they are proficient in accessing these electronic research resources and print material as well. Recognizing the significance of outreach and training, the Training Committee and library staff stepped up their training activities this past year and our efforts are clearly reflected in this year's training statistics. We taught 50% more classes, and we experienced a 50% increase in trainees during fiscal year 2008. Breaking it down, we taught 106 classes, with 1,471 attendees; we hosted thirteen open houses with combined attendance of 503; and, we sponsored 32 LexisNexis, CQ.com, Westlaw and Hein Online training sessions for 459 Department of Justice patrons.

How did the training committee and Justice Library staff step up their training activities over this past year? The training committee developed several innovative outreach mechanisms to include C*offee Hours* and *Coffee Break* sessions at several Justice Branch Libraries. Coffee breaks became weekly offerings at the Patrick Henry Library, Main Library in Robert F. Kennedy building, and the library at 1425 New York Avenue. Librarians regularly advertise and invite DOJ employees to stop by these informal coffee hours for a few minutes or an entire hour. Library patrons grab coffee, learn about resources on their desktop, and bring research questions they need help with. Coffee hours have focused on individual topics or databases, legislative history and administrative law research, LexisNexis and Westlaw shortcuts, or researching full-text news and journal resources. Another recent training we offer is personalized *One-on-One* training and research consultations. Anyone in DOJ can contact a librarian to schedule a convenient time for an in-office visit. During the consultation, the librarian can demonstrate the full range of databases and resources available through our Virtual Library, discuss how to access them from the desktop, and/or assist in specific research requests.

Training highlights this past year also included a presentation at the National Advocacy Center (NAC) Conference, *No Safe Haven – Investigating and Prosecuting Human Rights Violators*, by Jennifer McMahan, Supervisory Librarian at 1425 New York Avenue library. The NAC is located in Columbia, South Carolina and is operated by the Department of Justice, Executive

Office for United States Attorneys. The facility hosts the Office of Legal Education, and trains federal, state, and local prosecutors, litigators, and support staff in advocacy skills and legal operations' management. The NAC is also home to the Justice Television Network (JTN) or Justice Vision, a fully-equipped closed cable television production facility. The NAC has several taping studios, teleprompters, etc., and broadcasts training, live and taped, to Justice employees throughout the United States. The DOJ Library uses the NAC to tape a host of classes over the years. This past year alone, the Library Staff taped eleven new or updated classes on a variety of topics, including how to search the invisible web, administrative law, company research, and FOIA, to name a few. DOJ staff can view the classes on Justice Television Network, or via streaming video available on the Virtual Library Web site. Or they can borrow videotapes or DVDs for individual classes.

We stepped up our training committee activities and increased our training by 50%. So, now what? We had a very successful year, but we're going to keep going. The training committee is already developing new classes including classes in *International and Foreign Law,* and *Military Law Resources,* and a class that demonstrates how print resources are still critical to exhaustive legal research. Several librarians are heading down to the NAC this spring and later this year to tape classes and update some of our most popular training classes. Other committee members are exploring Microsoft Information Communicator and Second Life as possible training vehicles. And finally, several training committee members are working with the DOJ Office of Attorney Recruitment and Management to develop a training program to fill in skill gaps that many new attorneys show up with in their first job.

Engineering Your Library for Change, or, everything that I needed to know about change I learned from my customers

By Deborah E. B. Keller, U.S. Army Corps of Engineers, Humphreys Engineer Center Support Activity Library

The U.S. Army Corps of Engineers (USACE) has a couple of main responsibilities. We are a construction agency. We are responsible for military construction projects all around the world, but we also work on many civilian infrastructure projects such as dams, levees, and bridges for other federal, state, and local government agencies. We also are concerned with environmental stewardship. We restore environmental areas used for military purposes, manage waterways throughout the United States, and work with other agencies to restore wildlife habitats and mitigate pollution damage. While this is certainly a very simplified explanation of my agency's role in the federal government, I find that it provides me with a good metaphor to explain what I have learned about managing change since I began working here.

Blueprints are Always in Drafting

One of the customers who keeps me busiest is Rich. Among his responsibilities is the USACE Campaign Plan. This strategic plan for our agency, like most in federal agencies, is based on the priorities of the current administration, our organizational parents, and the senior leaders within our agency. The team that he leads meets regularly, discussing the missions of the Army, the goals spelled out in previous organizational documents, and the latest emphasis or new initiative that the Chief of Engineers has articulated. All of these initiatives must be brought together harmoniously to establish a way ahead for our agency.

I find it interesting, though, that as a part of the Department of Defense, we talk about organizational strategy in terms of a "campaign," rather than adopting industry's language of a "corporate strategy." Like a military campaign, writing the campaign plan seems to have a "battle rhythm," a term that the strategy team uses to talk about the pace and timetable of the documents that are produced. The strategy documents that are written form our organization's "battle plan," but as any military historian will tell you, the battle never quite goes the way the plans were written.

Like many organizations, the Corps of Engineers is simultaneously writing its organizational strategy and executing it. In the engineering, architecture, and construction arenas of our work, this approach is referred to as design-build. It means that the architects and engineers are working one or two phases ahead of the actual construction of the building that is

being built. In other words, the blueprints are always in draft form until the project is complete. Even then, the building which results will very likely have some creative adaptations to problems that the plans did not anticipate. Successful planners, like engineers and winning Generals, are those that know where they want to go, but are flexible enough to modify their plans along the way.

Hire a Good Project Manager

Susan, a quality assurance manager from our Alaska District, tells me that the most important ingredient to a successful construction project is to hire a good project manager. Most projects bring together experts in a variety of different technical fields, and one job of the project manager is to teach them how to communicate with each other. The project manager isn't necessarily the team leader, she explains, but rather the person who sets the project timeline and the operational ground rules for everyone involved.

Susan shared with me that in most projects, the people involved provide the most conflict in any project and are their own barriers to progress. She describes the project manager like a teacher, providing lots of rules and guidance at the beginning of the project, then giving the subcontractors increasing amounts of freedom as the project goes on. She teaches them when to consult with subcontractors from other components of the project, when to share information about how their own component is going, and when to ask questions. The goal, she said, is to get everyone to contribute their specialty toward the common goal. To do that, everyone has to understand their particular role in the project as well as the roles of the other participants.

Even once individual personalities and contractor groups have "gotten on board" with the project, having a coordinator is essential. Contractors excited by a project often race to finish their work, unwittingly causing accidents and cutting corners. At the same time, unforeseen problems in another aspect of the project may slow things down while the engineers work out a solution. Both situations result in uneven project progression, often necessitating that one group of subcontractors wait for another to complete their task before work can begin again. The project manager monitors each step of the project as it goes along, adjusting the speed and emphasis, bringing together all components of the project to form a whole.

Change initiatives require similar management. People are often the biggest resistance to change, whether they expect change to occur overnight or they resist changing altogether. A change manager will help individuals and groups accept the change that is coming and manage their expectations about it. Similarly, a change manager can help to moderate the speed of change, speeding up at times and slowing down at others, so that everyone affected reaches the end of the change initiative together.

Make it Sustainable

In addition to the building projects that the Corps of Engineers manages, an increasing amount of our work is devoted to environmental restoration and sustainability efforts. Karen, a futurist thinker, repeatedly asserted that sustainability is not just about the environmental and building practices that minimize the use of natural resources so that we don't run out. Instead, she asserted that sustainability was inherent in everything that we do. It is how we arrange our lives so that what we do goes on indefinitely.

I find this is the real key to change—making it permanent. If we think about making change in small, sustainable steps rather than making big changes all at once, we might hardly realize that we are making changes. In a construction firm, this might mean incorporating a renewable energy source such as solar panels into the design of a new building or improving the insulation so that less energy is required to heat or cool the structure. In a library, it might include cross-training staff members to guard against loss of personnel, or shifting little-used print resources to electronic formats so that the library requires less physical space. I think we'd all agree that we want libraries to continue existing. We must consider, then, small ways that we can change to make our libraries and our profession more sustainable.

Keep Four Pennies in Your Pocket

Though not strictly a customer, this recommendation comes from Phil, a co-worker who responded sarcastically when I asked what advice he has about change. Phil says that every morning, he makes sure that he has four pennies in his pocket. That way no matter what he buys during the day, he can be fairly sure that he is able to provide exact change. Similarly, he shared wisdom learned through years working overseas that you should always carry enough cash with you so that you can afford to take a taxi home from wherever you go during the day. Phil's sense of humor always makes me laugh, but at the heart of both of his suggestions is the notion of scenario planning.

As you plan for the future, whether looking years ahead or just to the end of the day, you envision several possible outcomes. For example, think about what you are going to do for lunch tomorrow. You could pack a lunch, grab a sandwich at the office, go out to a restaurant, or skip lunch completely. When you start to consider or evaluate these possible scenarios, you will realize that some are more likely than others. I wouldn't get through the day without eating, so skipping lunch is just not an option for me. Our office has a small snack bar, but rarely offers anything within the boundaries of my mostly vegetarian diet. So, my options are generally limited to packing a lunch or going out to a nearby restaurant. When I look at what I have in my refrigerator, the time I get up each morning, and my task list for the day, I'm often pushed in the direction of one of these two scenarios which is my most likely course of action.

When we consider a change initiative, going through a similar scenario planning exercise can be helpful. It might be helpful to consider your organizational environment and picture what the library might look like three years from now. Ask yourself, "What would it look like if this happened?" and describe the staff, services, and physical space that results. Once you have several options, analyze them. What is the most likely outcome? Is that the outcome that is most desired? What changes, if any, are required to get there? What must change to prevent undesirable outcomes? This visioning exercise can serve as the basis for your library's strategic plan and to help you manage change so that it occurs a little at a time.

How Can I Serve You?

Lieutenant General Van Antwerp, the current Chief of Engineers, has encouraged all of us in the Corps of Engineers to focus on the "service" aspects of our jobs. Whether we think about this in the context of civil service, public service, or customer service, the result is the same—making our own needs a secondary priority to those of our customers, whether they are internal to our organization, in another organization, or a member of the citizenry at large.

When I think about service in the context of change, I believe that the best way that I can serve others, particularly my library customers, is by being a change agent. By encouraging, promoting, and adopting change within my library, I help my library to be responsive to the organizations in which I work and adaptive to the customers' needs and preferences. I know that the customers' expectations are always increasing, so I feel it is important to be always on the lookout for small ways that we can change to improve their experience interacting with us or to serve them in new and pleasantly unexpected ways.

Structured programs like scenario planning or strategic planning help us to develop a shared vision for the future within our libraries. Nature tells us that small steps toward change are easiest and most sustainable, while experience shows us that change happens unevenly and must be managed. Ultimately, though, change is a personal decision that each one of us makes. Mine is to embrace change and to constantly strive to make my library a greater service and better value for my customers and my organization.

Information Professionals as Intelligence Analysts: Making the Transition

By Dr. Edna Reid, Associate Professor, Clarion University, Department of Library Science

Introduction

Do you identify, synthesize, and analyze trends, threats, and opportunities in an industry or organization? Do you go beyond what you know and gather information to dissect an unfamiliar situation into parts to determine how they relate to one another or to an overall problem?[1]

If your answers to these questions are yes then the reforms in the intelligence community (IC) and enhanced recognition of the value of open source[2] (unclassified) information can provide new opportunities for you! According to Vee Herrington, Chief of the U.S. Army Intelligence Library, Fort Huachuca, there are emerging roles for information professionals as open source experts and champions. Accordingly, this article provides a follow-up to Herrington's discussions about the need for information professionals to acquire intelligence analysis skills and become active members of intelligence analysis teams. It describes shortage of intelligence analysts and uses Bloom's taxonomy to describe the analytical skills required of intelligence analysts so information professionals can see how these map to their competencies, experiences, and career aspirations.

Shortage of Intelligence Analysts

The massive post-9/11 reforms in the intelligence community (IC) and establishment of an Open Source Center[3] (OSC) in order to effectively respond to terrorist groups' increasing sophistication in using the Internet signaled that it is time to further demystify and enhance the visibility of an under-the-radar career: intelligence analyst. With the sharp increase in the size, complexities, and its mission-critical tasks the U.S. intelligence community is experiencing a critical shortage of intelligence analysts. And that shortage doesn't seem to be abating! To be sure, analysts are needed in many of the 16 intelligence community agencies (e.g., FBI, CIA, DIA, NSA) particularly in newly established departments and agencies after 9/11 (Shrader, 2004; Losey, 2007). For instance, despite the current bleak economic environment, the FBI announced that it needs to immediately fill over 3,000 positions including intelligence analysts, language specialists, heath care analysts, and records management professionals (Frieden, 2009).

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[1] See Wilson, 2006

[2] Open source is unclassified information such as news articles, books, and foreign language reports. See Steele, 2006

[3] OSC is the former Foreign Broadcast Information Service (FBIS) that is under CIA. See Bean, 2007

Although the U.S. intelligence community has poured millions of dollars into educational programs (e.g., certificate in intelligence analysis, summer camp for high school students) during the last decade, the number of educational programs in intelligence analysis remains woefully inadequate (Willing, 2006). Given the 'battered' reputation of the IC some educators, including library school administrators, shy away from discussions on implementations of intelligence analysis or 'analytics' programs. Others ask what an intelligence analyst is and how intelligence analysis fits within the broader academic context. Some simply do not understand the concept of an intelligence analyst notwithstanding the career demands, challenges, competencies, and opportunities associated with it.

Intelligence Analysis and Bloom's Revised Taxonomy

An intelligence analyst is responsible for acquiring and using open source and classified information to analyze ambiguous mission-critical questions, identify plausible solutions, and provide recommendations. The analyst needs to be equipped with higher-level analytical (cognitive) skills such as the ability to analyze scenarios, responsibly share information with other analysts and agencies, synthesize plausible outcomes of events, brief senior managers, and create intelligence reports.[4] In contrast, an information professional is responsible for identifying, acquiring, organizing, using, and preserving a collection. The information profession is engaged in information gathering, organizing, searching, and management but is not directly involved in the analysis and creation of finished intelligence reports.

To enhance the understanding and facilitate further discussion, the cognitive processes associated with the intelligence analyst discipline is described within the framework of the Bloom's taxonomy. This taxonomy is a famous educational tool (Marshall, 2005) that is relevant to any academic discipline because it provides a model for using a common language about learning goals to facilitate communication and interdisciplinary curriculum development.

In Bloom's taxonomy, the cognitive processes deal with the development of ascending levels of intellectual abilities and skills which provide a way of expressing educational goals in terms of intended student behavior which is useful in identifying similarities and differences of the intelligence analyst in relation to other professionals. As described in Marshall's (2005, p.9) and Johnston's (2005) intelligence analysis studies, the cognitive processes in Bloom's taxonomy are organized into six levels of increasing complexity and abstraction: knowledge, comprehension, application, analysis, synthesis, and evaluation. These studies were written for people associated with the

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[4] The discipline of intelligence analysis has historically been located within political science, history, and international studies departments.

intelligence community and used the taxonomy to describe the analysts' critical thinking (analytical) skills and training requirements.

The Bloom's taxonomy, developed in the 1950s, has been revised to reflect changes in teaching, learning (e.g., constructivist perspective), and the challenges regarding America's waning technological leadership position (e.g., diminished ranking) among the most developed economies of the world (Pickard, 2007, p.47). While the original taxonomy provided a one-dimensional view of the cognitive process, the Revised Bloom's Taxonomy[5] provides two dimensions with both a cognitive process dimension and a knowledge dimension. The cognitive process dimension also allows for the identification of six levels of increasing complexity and abstraction: remember, understand, apply, analyze, evaluate, and create (Krathwohl, 2002).

Cognitive Process Dimension of Intelligence Analysis

The higher cognitive levels (e.g., apply, analyze) require the skills and abilities of the lower levels (e.g., remember, understand) and are viewed as critical thinking skills because they require students to go beyond what they know, analyze unfamiliar situations, and create new ideas. They are essential skills that intelligence analysts need. Table 1 describes the higher cognitive levels and provides examples from an intelligence analysis course at the Defense Intelligence College (DIC).

Table 1: Cognitive Dimension of Revised Bloom's Taxonomy and Intelligence Analysis

Higher Cognitive Levels	Descriptions (Wilson, 2006)	Intelligence Analysis Examples (Marshall, 2005; Analysis, 2008)
1. Apply (the lowest)	▪ Select and use appropriate theories or procedures to solve new or unfamiliar situations.	▪ Students at the DIC worked on an assignment about when Iraq threatened to invade Kuwait again in October 1994. ▪ They decided to use Richard Heuer's analytical methodology (Analysis of Competing Hypotheses or ACH) for evaluating multiple hypotheses.
2. Analyze	▪ Dissect the problem into parts to determine how they relate to one another or to an overall structure or purpose. ▪ Combine the parts	▪ They identified all potential hypotheses such as Iraq was training troops to conduct a demonstration. ▪ They listed evidence and arguments for and against each hypothesis.

[5] See Krathwohl's or Pickard's articles for description of the original taxonomy.

Higher Cognitive Levels	Descriptions (Wilson, 2006)	Intelligence Analysis Examples (Marshall, 2005; Analysis, 2008)
	into a new integrated whole.	▪ They designed a matrix containing each alternative hypothesis in an attempt to disprove as many as possible.
3. Evaluate	▪ Make judgment about the value based on criteria and standards through checking and critiquing.	▪ They rated the evidence as consistent, inconsistent, or not related. ▪ They reviewed the findings and evaluated them to identify gaps and need for additional evidence.
4. Create (highest level)	▪ Construct a report that provides your findings, recommendations, and value judgments. ▪ Prepare an oral presentation	▪ They questioned their analysis and tried to draw conclusions about the likelihood of each hypothesis. ▪ They identified consistency or inconsistency of assumptions and generated a report that includes findings and summary of all alternatives and reasons for rejections. ▪ They provided recommendations and milestones as indicators for future analysis.

Table 1 uses examples of a structured analytical technique called Analysis of Competing Hypothesis (ACH) to describe higher order cognitive levels from an intelligence analyst's perspective. ACH is a hypothesis testing methodology that uses a matrix for rudimentary visualization (Van Gedler, 2006). Intelligence analysts also resort to statistical hypothesis testing. Oftentimes though, the data are incomplete and have limited usefulness.

Knowledge Dimension of Intelligence Analysis

In addition to the cognitive process dimension, the Revised Bloom's Taxonomy identifies the knowledge dimension that includes four levels of knowledge: factual, conceptual, procedural, and metacognitive (Pickard, 2007, p.48). Intelligence analysts also need different types of knowledge to accomplish the tasks of providing mission-critical analysis to decision-makers. Table 2 describes the levels of knowledge and maps them to examples from intelligence analysis.

Table 2: Knowledge Dimension of the Revised Bloom's Taxonomy and Intelligence Analysis

Types of Knowledge (Wilson, 2006)	Intelligence Analysis Examples (Marshall, 2005)

1. Factual knowledge
  • basic to specific disciplines
  • essential facts, terminology, or history that students must know in order to understand the discipline or solve a problem
	• History of the intelligence community
	• Different kinds of evidence: people (HUMINT), imagery (IMINT), open source (OSINT)

2. Conceptual knowledge
  • classification, principles, categories
  • models, theories, structures
	• Pillars of the profession: sources and methods. Sources refer to collection and methods refer to analysis
	• Structural analytical methodologies and associated evidence
	• Historical research theories

3. Procedural knowledge
  • subject-specific skills, techniques
  • specific methodologies, methods of inquiry
  • criteria for knowing when to use specific methods, techniques
	• Steps in structured methodologies (e.g., ACH, Situational Logic) to break down problems into pieces and put pieces back together
	• Process of writing brief intelligence reports that start with conclusions
	• Giving an intelligence briefing to a decision-maker who has limited time

4. Metacognitive knowledge
  • strategic or reflective knowledge
  • knowledge of one's own self and cognitive processes
	• Approaches for effectively presenting an intelligence brief to a decision-maker who has limited knowledge of the topic
	• Self-assessment as the analyst analyzes the adversaries in the present and makes judgments about the future while trying to be culturally-neutral, bias-free, and creative

In Table 2, examples of the different levels of knowledge in intelligence analysis illustrate the skills, challenges, and commitment required of an intelligence analyst. For example, the intelligence analysis factual knowledge such as terminology is unique and often times different from other disciplines. Table 3 provides examples of this phenomenon.

Table 3: Comparison of Other Disciplines Terminology to Intelligence Analysis

Terms Used in Other Disciplines	Terms Used in Intelligence Analysis
Argument mapping	Analysis of competing hypotheses (ACH)

Terms Used in Other Disciplines	Terms Used in Intelligence Analysis
Case study methodology	Situational logic (analytical technique for analyzing one country)
CIA, FBI, NSA, DHS, etc.	Intelligence community (IC); IC in the US includes 16 government agencies
Information collected by technical signals	SIGINT (classified information)
Interviewing	Debriefing, interrogation
Judgment of intelligence community	National Intelligence Estimate (NIE)
Pretending to be the bad guy (methodology)	Red cell (analytical technique for pretending that the analyst is the bad guy)
Spying	Human Resources Intelligence (HUMINT) (classified information)
Timeline	Event template (chronological depiction of the maneuver)
Unclassified information (e.g., newspaper article, press release)	Open source information (OSINT)
Venn diagram	Venn diagram
Ways that intelligence analysts conduct their work	Analytical tradecraft

Conclusion

By mapping intelligence analysis to Bloom's Revised Taxonomy, information professionals can better understand that intelligence analysis involves both specialized knowledge to be learned (knowledge dimension) and development of higher level cognitive processes (cognitive dimension). The revised taxonomy provides a framework to further discussions about the need to design intelligence analysis educational programs (e.g., workshops, certificates) for information professionals so they can expand the value added services provided to a customer-driven intelligence community that is dealing with increasingly complex cultural, technological and global problems. Towards this end, the author is working with the Federal Library and Information Center Committee (FLICC) and academic institutions to help design a post-baccalaureate graduate certificate program in intelligence analysis and information security.

The program would build upon the existing competencies of information professionals. However, there is a need to expand this effort by organizing workshops, seminars, mentoring programs, career ladders, and even an academy to educate information professionals in intelligence analysis tradecraft (Herrington, 2008). Organizations such as FLICC, the Intelligence Community Librarians' Consortium (ICLC), SLA, and LexisNexis can

spearhead the sharing of ideas about educational partnerships, interdisciplinary apprenticeship programs, and other approaches that can be part of lifelong learning strategies for enhancing the visibility, creativity, and value of information professionals as open source experts and/or intelligence analysts.

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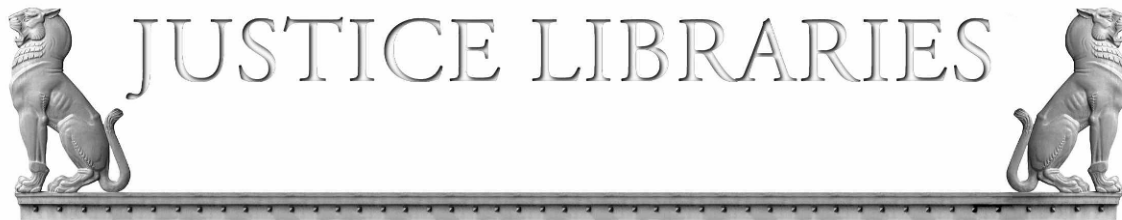
JUSTICE LIBRARIES

Virtual Reference: Embracing the Possibilities

By Jennifer McMahan, Supervisory Librarian, 1425 NY Ave. Library, U.S. Department of Justice Library Staff

> "I had this guy leave me a voicemail at work, so I called him at home, and then he emailed me to my BlackBerry, and so I texted to his cell, and now you just have to go around checking all these different portals just to get rejected by seven different technologies. It's exhausting."

This quote from the movie, "He's Just Not That into You", while an amusing take on the modern dating scene, also illustrates just a few of the options for communicating that now exist. Which of these methods are the most efficient and appropriate for use in libraries? It depends on who you ask and what his or her information needs are. A long and complicated research project might be best suited to email, while a simple and easy-to-find piece of information could be communicated efficiently over chat. In some cases, a phone call or in-person visit is the best way to discuss a request that is either too complicated or too sensitive to put in writing. I have patrons who come into my office with their requests scribbled on notebook paper and others for whom I have done research on a weekly or even daily basis but have never met. My experience leads me to believe that the more options we provide for people to contact us, the better.

At the Department of Justice Libraries, we have eight libraries in downtown DC, staffed by more than thirty librarians and technicians. There are also a number of US Attorneys' librarians throughout the country, as well as bureau librarians at DEA, BOP, and FBI, among others. It would seem that we have a large enough presence at the Department that all DOJ personnel would be aware of our existence and how to contact us. But unfortunately, that is not the case. Each of the libraries and library staff has a core group of users in the offices they work with most closely, but there is a much larger group of people who work in buildings without libraries and who might not know where to turn if they need research assistance. There are ways to market library services to individual divisions and sections through email newsletters and intranets, but there is no way for the library staff to send a message out to the entire Department. So to some extent, we have to rely on people seeking us out and being able to find us.

One of the primary ways that people find us is through our Virtual Library, which houses a rich collection of subject guides, Web links, and subscription databases. Conducting a search on any number of legal topics in the Department-wide intranet will turn up at least one hit from the Virtual Library, so that even if someone is not looking for help from the library staff, they will find us anyway. On the left-hand side of each page on the Virtual Library is set of commonly used resources on the site. One of the top links is to our Ask a Librarian (QuestionPoint virtual reference e-mail) service. Since we started the service several years ago, the number of questions submitted on a monthly basis has continued to grow. In the beginning just a handful of questions were submitted, while last month we had about 50. We believe the most recent increase in questions corresponds with the addition of an "i" icon (as illustrated below) next to the "Ask a Librarian" link. It was a quick and easy way to make the link stand out and identify it as the place to go if one needs help. Not only are the number of questions we receive increasing, but we are getting requests from a number of first-time library users who might not have found us any other way.

In addition to our generic Ask a Librarian service, we have also instituted group email accounts for each library location and litigating division. The email groups all start with "Library – Ask" and each goes to all of the librarians that serve that group/building. This way, our patrons don't need to have to figure out who is available to answer their question and worry about getting out-of-office messages. The emails go directly to each librarian in the group so they don't have to worry about checking another email box. If one looks for library in our Outlook address book, the list of group emails below is returned, including one that is called "Library – Ask Your Librarian" in case someone is unsure to which group he or she belongs. The email addresses are a great marketing tool because they are easy to

remember. If we're giving a presentation on library services to a group of Criminal attorneys, we tell them to contact Library – Ask CRM. If they are with the Civil Division, they are told to contact Library – Ask CIV. So each group feels like they have their own library, even if there is not a physical library in their building.
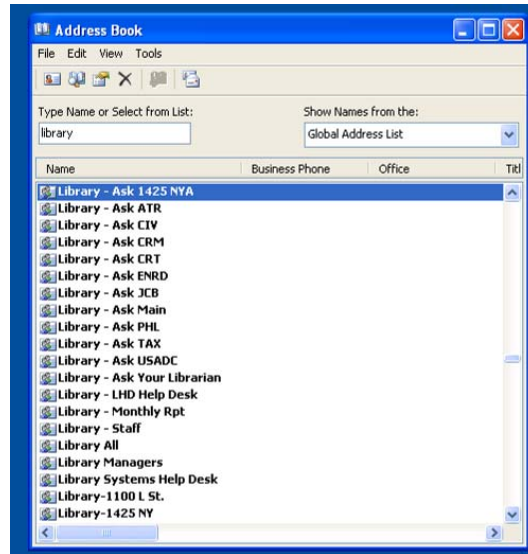
Of course, there are still plenty of people who want to visit our physical library locations and want to meet the library staff in person. So if someone looks up information about one of our locations on the virtual library, he or she will find an address, phone number, and map, along with any individual and group email addresses for the staff at that location. And, as always, on the left side of the page is the "i" icon that will lead to our Ask a Librarian service. We have recently had professional photos done of all staff members that will also be added to the site, in order to give a face to the name when people are contacting us through email or the Virtual Library.

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Check our Civil Web links , Civil Rights links, Criminal links, and research guides for more information. You may also contact staff listed above.

For the Justice librarians, some of these options can be a hassle, whether it is remembering to close out a QuestionPoint question, or trying to figure out who will answer an email that comes into one of the group accounts. But it is worth the hassle to give our patrons as many options to contact us as possible. We cannot rely on them to be able to find us by our preferred method of communication, so we need to make ourselves accessible. The technologies we are currently using are not exactly cutting-edge, but there are some limitations working from behind the DOJ firewall. Perhaps it is up to us to push the envelope a bit with the IT staff and provide an example of how utilizing tools such as instant messaging could help the Department work more efficiently. In today's world, email has become the slow way to communicate. On the flip side, just because a technology exists, doesn't mean we need to use it (I'm not ready to set up shop for the DOJ Libraries in Second Life just yet), but if we listen to our clientele, especially those summer interns, I'm sure they can tell us about ways they want to communicate with us that we haven't yet considered!
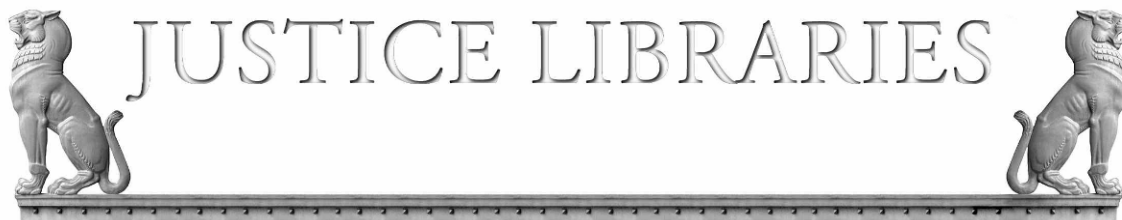
Transblogrification – Changing from a Blog to ???

By Janet Oberla, Law Librarian, RFK Main Library, U.S. Department of Justice Library Staff

As the principal author of a Department of Justice (DOJ) Library blog for the DOJ intranet, I realize blogs don't necessarily signal change or innovation anymore. Blogs date back to 1997 and recent web statistics for our internal Virtual Library indicate hits for our blog have declined. We used to be consistently in the top 5. This and other developments in Web 2.0 lead me to consider what mechanisms make the most sense to distribute timely and newsworthy information to our patrons.

Whenever talking about our blog, I must add a caveat – we are constrained in our implementation of technology by DOJ's CIO. For instance, our blog has never been a truly interactive resource because of limitations on browser-based software available to us.

Early blogs were manually updated parts of common Web sites. However, tools have evolved to facilitate posting Web articles in reverse chronological order. That made publishing messages feasible to a much larger, less technical, population.

The DOJ Library developed a blog to inform our patrons of developments and happenings, including changes in Federal Rules of procedure, and other newsworthy items. However, due to Departmental security, we couldn't go further than that. Therefore, our Library blog began and continues being a static, basically one-author diary. We have received many compliments on the usefulness and relevance of the information presented, but if we could, we would make our blog truly interactive.

Web 2.0 has not officially arrived at DOJ yet. However, many Library Staff have begun considering new and better ways to meet patron needs. At a recent *Computers in Libraries* conference, Marydee Ojala warned about not letting the cart get before the horse. Her talk was on *Evaluating, Recommending and Justifying 2.0 Tools.* Her PowerPoint presentation is located at:
http://conferences.infotoday.com/stats/documents/default.aspx?id=1699&lnk=http%3A%2F%2Fconferences.infotoday.com%2Fdocuments%2F32%2FC204_Ojala.ppt. She's a strong proponent of using new tools, but suggests we

address unmet needs rather than dreaming up newfangled ways to use 2.0 for its own sake. I agree. We will enjoy more credibility and can make a better case to reluctant bureaucracies if we follow those guidelines.

What considerations are there?
- Does the organization impose technological constraints?
- Are there budget implications?
- Do patrons have delivery preferences?
- What are the staffs' and patrons' skill levels?
- Most importantly, what needs will be served?

Technology can be a hurdle. At DOJ, we await new directives re: Web 2.0. We've heard about government agreements with YouTube, and others. Once approved, any solution that requires software, licensing, IT staff time to configure or adapt takes resources. Implementation may be slow for these reasons, but allows time to plan for the most effective roll out.

Patrons" preferences are important. And there is no "one size fits all". Daily updates, even on important topics, would drive some users mad. Others love to learn of developments in minute detail, in real time.

Just as preferences differ, so do skill sets. Age based assumptions are not safe anymore, if they ever were. Some surveys show that "digital natives", who grew up in an online world, often have surprisingly limited understanding of how technology works. And it may even affect the quality of the information they seek. Library staff will also need training updates to effectively use new tools.

My final comment is we have to take actual needs seriously. Our patrons, largely litigators and law enforcement, don't have time to waste. We must only offer them tools and resources that will truly help them, so they can be productive. This is not a burden at all. Rather, it presents an opportunity to really sell our value as information partners and experts on tools that can make us all work more efficiently.

" … a pretty face may last a year or two, but pretty soon we'll see what you can do."[1]

By Robert Farina, Library Director, Trademark Law Library, USPTO

It's said that the more things change, the more they stay the same.[2] Having worked in the Library field in the federal government for over twenty years, I can attest to the fact that this is indeed true. Except for when everything stays almost exactly the same (bosses, budgets …), new (and younger) administrators with "fresh and exciting" ideas are put into place to shake it up, make a difference, etc., etc. Veterans of the past info wars like me, just roll their eyes, roll up their sleeves and get on with it, using the lingo du jour to keep the latest breed of young administrative technocrats feeling secure in their self-absorbed Blackberry bubbles. Sorry, that's not the hard edge of criticism speaking, just the pragmatic realization of an experienced 21st century self-actuated individual. Duh? Translation: get ready for the Obamarama.

There was a lot of excitement and anticipation preceding the exchange of the reins of power from W to Barack Obama. There's a lot of promise and potential in the coming administration that may be unlike anything that any of us have ever seen before – and for good reason. In short, the nation has troubles galore that are unlike anything since the Great Depression and World War II. In this modern era, libraries have been seen to have had little to no experience in playing a part in the unfolding play before us, but that may soon change in this digital phase of human history.

Knowledge management and the timely access and use of relevant information are key to the success of an information-based society such as ours. Smart people with experience are being considered for cabinet-level positions regardless of political affiliation largely based on their track records for getting the job done. From an historical perspective, in times of trouble in America, that could translate into a moving juggernaut with a pragmatic approach to bringing about change – if discipline can be maintained in the ranks through legitimate team approaches to solving problems. Of course that means that turf warriors from previous administrations may have to be eliminated and the sources of recognized "good ideas" may have to be identified as a result of the expediency of the need for solutions; thus the elimination of turf warrior type bosses who usually take the credit for anything positive but typically contribute nothing original on their own. Hooray for us – maybe.

So, in the short-term we can probably expect a lot of tumult throughout the civilian federal workforce. If you think you had a good head start on a 5 year budget plan, you may want to start rethinking all of that right away. If you're a federal library administrator, you may want to think about the best way to offer a

strategic plan to "the new guys/gals upstairs" that partners library operations with IT and/or publishing activities within your agency, for example. What kinds of HR and Procurement resources will be in demand that could be more efficiently and centrally acquired (with greater discounts) by the Library through a Fedlink vendor?

For information professionals, change is a constant – or at least the process is. Outcomes are often unpredictable due to the human element. However, we are always a filter on the information flow, and as such, we should do our best to access and convey the most accurate, authoritative data for use in whatever decision-making process that we are contributing to. That's at the heart and soul of everything we do, and that shouldn't change.

_____

[1] Lennon, John. 1971. *Imagine* (Track 7: How Do You Sleep?). Label: Apple/EMI.

[2] The proverb is of French origin and was used by the French novelist Alphonse Karr (1808-90). It also appears in George Bernard Shaw's *Revolutionist's Handbook* (1903).

Essential Components of Change

By Ann Marie Parsons, Senior Reference Librarian, Working Supervisor (IRIS contract), Trademark Law Library, USPTO

Essential Components of Change:

- Courage to bring an idea to the table; to try something new.

- Hope that it's the right idea, presented to the right people, at the right time. Hope that it will all come together in the end.

- Anxiety over the concept, the process, and the eventual user reaction.

- (k)Now-how to assemble the nuts and bolts.

- Gumption because Newton was right—objects [and people] at rest tend to remain that way.

- Energy to sustain the project through all complications.

Ann Marie Parsons is Senior Reference Librarian and Working Supervisor on the IRIS contract in the Trademark Law Library at the USPTO.

Online Learning: Making the Switch from Twitter to Term Papers

By Kristin Hehe Whitman, Graduate Student

Thanks to the incredible advances in information technology we're witnessing daily, it's never been a more exciting time to be an information professional. But while we marvel at the amazing ways this technology can help us organize and deliver information to others, are some of us hesitating at the thought of using that technology to educate ourselves? It's time to explore developing our professional credentials through the same channels that bring us a wealth of informal information.

For a lot of us, distance learning is really the only option. For example, when I was looking at graduate schools, I found that the closest accredited MLS program would have required me to commute almost two hours one way to attend class. Then I realized that online programs were an option, and I was so thankful that pursuing my professional goals was not going to require relocating my life! I knew that an online program would give me the opportunity I needed, so I just dived in. Online learning options meant that I didn't have to choose between giving up my current career or taking a chance on a new one.

Whether you're considering a graduate program or a shorter course of study, you probably have some questions about how distance learning is going to fit into your life. When I started considering graduate school, I wasn't sure how it would work. I was putting in eleven-hour days from door-to-door, and the thought of giving up the few minutes of cozy couch time I managed to snag between dinnertime and bedtime was depressing. But the truth is that it's astonishing how much extra time you can find in your day, especially when you are motivated by real interest in what you're learning. I remember my college days when I had all day to stress out over homework before finally getting down to work, and I have to admit that this is just so much easier, because a busy schedule *forces* you to plan. Can you find half an hour on the train to watch a video lecture, or twenty minutes before bed to read over a journal article? As long as you're motivated to pick up the materials, you'll be amazed at what you can accomplish in a few hours of free time. It sounds too good to be true, but I've enjoyed my program so much that it hardly feels like a sacrifice to sit down to a few hours of study after work – most days I actually look forward to it!

 I think the biggest mental block people have about the online programs is that they don't understand what the mechanics will be like. "How will it work?" they wonder. I can't speak for all programs, but a major distinction can be drawn between synchronous programs, which require you to be online at certain times to watch video of a live class, and asynchronous programs,

which rarely or never require you to participate during a set time of day. If you are interested in a synchronous program, obviously you will have to arrange your work and commuting schedules so that you can log in to class at the appropriate time. But with an asynchronous program, you just have to set aside a certain amount of time over the week to log in to class and participate.

For example, in my current asynchronous online class, each class period is set up to begin on Monday morning, and end on the following Sunday night. I have from Monday to Wednesday to log in to class, watch pre-recorded lectures and slideshows created by the professor about our weekly topic, and complete any assigned readings (which are usually available for download in PDF format, and can always be printed and taken anywhere for perusal!). By Wednesday night I am required to post my first comment to our shared class discussion forum about the readings and lecture. This comment is not a summary of the readings; rather, it is supposed to consist of my response to the course material and further questions or insights I might have had while learning the material. The rest of the class cycle (Wednesday through Sunday) will then be spent checking in to the discussion forums and engaging in a debate over these questions with my classmates. The debates get quite deep, but thanks to the forum setting, it's easy to follow along. Because participation in the discussion forum is graded each week, the conversation never really drags. Ingeniously, this class was designed so that the quality and thoughtfulness of each student's posts is graded rather than the quantity, which requires us to really become familiar with the material in order to get the grade.

This course structure offers several major benefits that are not often seen in a live classroom. First, everybody gets to participate in the class discussion equally. There is no chance for the most outgoing person in class to overwhelm the discussion, and likewise, nobody is allowed to be the "quiet kid in the back." Second, if you are that "quiet kid," it will probably be easier for you to participate in class online! Some people have always felt anxiety about speaking up, even in a classroom setting, but posting on an internet discussion board allows an extra level of anonymity that can help the shy students join in the conversation. Additionally, the class discussions don't allow anybody to coast by for a week without doing the class readings. Ultimately, this means that you'll be getting the most out of your education (although I have to admit that some weeks it has seemed like a downside!)

Some students cite the lack of personal contact as an obstacle in an online learning program, and it's true – personally I have found it to be a challenge. It's just easier to blow off work when you're accountable to a computer to turn in an assignment, rather than going empty-handed to a classroom full of peers. In addition, the physical distance between student and classroom can really deprive students of extracurricular networking activities: because I'm an online student at a university five hours away, I can't attend weekly colloquia, socialize with professors, or catch up with classmates in the hall.

My instructors have taken pains to re-create casual gathering places in the virtual classroom environments, but somehow it's just more work to type out a chatty question on a discussion board than it would be if you bumped into a casual acquaintance. If you're especially fond of shared learning experiences and you're interested in a short course online, it might be possible to get other colleagues interested in participating in the course together.   There are plenty of ways to overcome this downside if you have enough motivation to learn - a shared interest in the course subject matter can build an online classroom into a supportive social community.

Another obstacle many people encounter is specific to those interested in seeking a degree from a graduate program – it's taking the Graduate Record Examination (or GRE). I cannot stress this enough – DO NOT let this become an obstacle. If your program requires it, schedule the test for a few weeks out, take a deep breath, find a study guide, use the free practice questions online, and then just take the plunge. It will be over before you know it, I promise, and you'll do just fine. Chances are very likely you don't need a perfect score to get into the program of your dreams. I personally get extremely tense before a big test, so I understand your apprehension! Of course, the day I was scheduled to take the GRE, I got lost on the way to the testing center and called my husband in tears. But, I found the center in time, took the test, and got on with my life. You can too!

So, are you ready to pick a program and begin your professional development with an online class or two? The New Jersey site BecomeALibrarian.org offers a great price and travel requirement comparison chart at http://www.becomealibrarian.org/DistanceEdComparison.htm. Some programs may require you to travel to campus occasionally for an orientation or final exams, so check each school's requirements carefully. Often, these requirements can be waived or alternate arrangements can be made if your program of choice is willing to be flexible. Additionally, each program will vary in the number and types of courses they offer for non-degree seeking students. For example, the Rutgers University program offers a variety of professional development and certificate programs for librarians. Happy hunting!

Careers in Federal Libraries Resume Review Service Connecting Newbies and Professionals

By Kim Lyall, Outreach Specialist, NASA Center for AeroSpace Information operated by Chugach Industries, Inc.

Job searching, networking, and creating an online personal brand are all hot topics during this current economic decline. Combined with an increased interest in public service[1] this seemed to be perfect timing for the Careers in Federal Libraries Google Group *Resume Review* initiative. What better way to connect library students and new professionals with seasoned federal librarians and others working in the federal library community?

Careers in Federal Libraries started out as a live event taking place at various library and information conferences and graduate schools.[2] After the resounding success of the live events the idea was hatched for an online gathering space. Google Groups was chosen as the platform because it incorporated membership, discussion, and content features.[3]

The Careers in Federal Libraries Google Group provides access to over 200 members, discussion threads about new job opportunities, and pages describing and linking to a vast array of information about career opportunities and strategies for landing a federal position.

While participating in the discussion threads we began to receive ad hoc requests to review members' resumes. This experience led us to develop a more standardized service where we created a page listing all resume reviewers and their contact information and invited our members to contact the reviewers for some one-on-one help. The *Resume Review Service* was born!

The *Resume Review Service* is not an idea unique to this group. In fact it is modeled after similar efforts such as the *American Library Association New Members Round Table Resume Review*[4] and the *Special Libraries Association Virtual Advisors* program[5].

We would have been unable to implement this service if not for the selfless dedication of the government library and information community. After sending out a call for volunteers we received over ten responses from librarians at a variety of government agencies and staffing firms. Our service offers career assistance from librarians at agencies as diverse as the State Department, Congressional Research Service, Justice Department, Defense Technical Information Center and many more!

The purpose of the *Resume Review Service* is to allow members the chance to volunteer for a worthy cause, offer assistance to the numerous library and

information job seekers, and provide an opportunity for increased networking and mentoring relationships to form.

Students, job seekers, and new professionals can take advantage of this service by contacting a reviewer working within their area of interest. When contacting the resume reviewer have a clear idea of what type of position you are looking for, be ready to describe your past experience in detail, and be open to constructive criticism. If you want to develop the relationship further remember that mentoring is a two-way street and offer your resume reviewer a new piece of industry information, technology tip, or assistance with a special project.

In today's competitive job market you can make yourself stand out by developing your online personal brand. Create a LinkedIn[6] profile and online portfolio to share your work experience and accomplishments in a positive light. If you are using a Gmail account as your Careers in Federal Libraries membership email consider creating a Google Profile where you can upload photos, provide basic information about yourself, and link to your website or blog.[7]. Developing a more robust online brand can help you make greater use of the Careers in Federal Libraries Google Group community.

If you are interested in joining this online community please go to http://groups.google.com/group/careers-in-federal-libraries and select the *Join this Group* link.

Group homepage accessible at: http://groups.google.com/group/careers-in-federal-libraries

Careers in Federal Libraries

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Resume Review Service   Edit

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Resume Review Volunteers

Volunteers are listed below in alphabetical order. Please feel free to contact a volunteer for a brief resume review.

If you have any questions or concerns please contact Kim Lyall. Thank you!

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Group settings
Management tasks
Invite members

Group info
Members: 243
Activity: Low activity
Language: English
Group categories: Not categorized
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Kari Anderson
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Vice President, Client Services
kanderson@libraryassociates.com
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Debbie Brightwell-Routh
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Nancy Faget
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www.gpo.gov
nfaget@gpo.gov

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2008 FLICC Career &

Resume Review Service at: http://groups.google.com/group/careers-in-federal-libraries/web/resume-review-service

Law Librarian 2.0: Building the Law Librarian of the Future

Michael Saint-Onge, Team Lead, LexisNexis Customer Consulting Group

Many years ago I remember asking a software programmer friend of mine how they decided when an upgrade to a software program warranted a minor step (from 4.0 to 4.1, for instance) or when they switched to a new whole number (from 4.7 to 5.0). His response: "A minor step indicates that they've simply made improvements built on existing architecture, but the move to another whole number usually indicates that they've taken it back to the drawing board and rebuilt it from the ground up."

Understanding the difference between merely tinkering with what is there and re-thinking it from scratch makes "Web 2.0" or Library 2.0" sound particularly intriguing, doesn't it? What would those two things look like if we rebuilt them from scratch knowing what we know now?

That got me thinking about what the- "Law Librarian 2.0" might look like. What features will the new librarian need? (An interesting aside: what marketing language would we need to use so that lawyers and law firms will be inspired to upgrade?) While this list isn't meant to be exhaustive, here are some features that are simply "must-haves" for Law Librarian 2.0:

- **The Crystal Ball Feature**
  There is now, more than ever, a need for librarians to be "big picture" people. Sure, there will always be the need for cataloguers, reference librarians and administrative people who keep the day-to-day functioning of the library going, but what we need most are librarians who are visionaries, people who can see where we need to be and outline how to get there. Library directors should be looking at the long-range needs of the firm and then moving the firm forward. Of course, the future is unknown. Given the economic climate, the volatility of the legal industry and the ever-changing face of legal publishing, it's impossible to say with certainty what the future will hold. But we do know it will change, and we know that we can direct some of that change by anticipating it, planning for it, working toward it. Surely the Law Librarian 2.0 will have a feature that will allow forecasting of the future.

- **Information Manager Feature** (This replaces the "Library Manager" feature on the current version.).
  I believe one of the handicaps facing our profession is that we're too closely aligned with a physical space called "the library" and not identified more with "information," which is our true commodity. Physical libraries shrink, and with it shrinks the importance of the

"Librarian." (If I hear one more person tell me "libraries are dying because, after all, isn't everything on the Internet?" I'm going to scream.) Yet information is exploding—it's literally everywhere. Now more than ever, law firms need someone who can manage this information, package it, add value to it. We should be all about figuring out new ways to meet these information needs by harnessing technology because, ready or not, young lawyers today expect it, and the lawyers of tomorrow won't know any other way.

- **Teaching Module**
  Law Librarian 2.0 should have a new teaching module that will make it worth investing in the upgrade. In the prior model, law librarians often saw themselves as the repository of knowledge. (It was no accident that the first LexisNexis® terminals were located in the library, and that specialized databases such as Pacer and Dialog were limited to librarians.) As the Web made resources more readily available and made the interface easier to use, more and more of these sources have been pushed to the attorney's desktop. Now, there will always be a role for librarians as researchers, especially when the research is outside of the realm or comfort zone of the lawyer—for business research, for example. But more often than not, librarians are now not just handing attorneys a fish but actually teaching them to fish, as the old saying goes. The good news? Librarian as teacher makes perfect sense. It's a great role for us, as long as we embrace two fundamental premises: 1) not only are there differences in learning styles that need to be addressed, but there are different learning styles between generations as well. That means that, regardless of how strongly we want to cling to teaching legal research based in print, today's young lawyers don't start there, and won't start there. Isn't it easier to teach resources that are format-neutral so as not to risk being sidelined? 2) It is true that there are some "born" teachers, but the majority of us need to learn how to do it, to be more effective, to gain insight into how to teach and train, especially using technology. If we're going to embrace this role and do it well, we'll need to invest in our continuing education. It's just that simple.

- **Marketing Module**
  Who would have thought that one of the most important features of the new Law Librarian 2.0 would be the Marketing module? (How many marketing classes did you take in library school?) And yet, here we are in this very important role. But marketing is tricky because it presumes that you're really in touch with what your customers need. T. Scott Pluchak says, "The emphasis on marketing is often misplaced because often what that translates to is people trying to create a buzz about the stuff they're currently doing when, in fact, the stuff they're currently doing isn't that valuable." Instead, we need to figure out what our customers need from us, then figure out ways to deliver it, then market the heck out of it.

- **Confidence**

  I, like most Americans, found the recent inauguration to be very inspiring. It was a hopeful message in a sea of discouraging news about the economy. One of the things I like most about the new President is his confidence. He isn't cocky, and the news is not all rosy. He openly acknowledges the fact that there are some significant challenges ahead, but he's absolutely confident that we, as a nation, can overcome those obstacles. I have no less confidence in my librarian colleagues. Law firms are changing, and libraries are changing as well. It's a little scary—and we've got a lot at stake as a profession. But in my 20+ years as a law librarian, I've met many individuals who are up for the challenge, who are willing to embrace the future. I'm confident that, if we work hard, Law Librarian 2.0 will take us far into the future. Of course this new model will cost a little more, but it will be worth it!

Have your own thoughts on what should be included (or excluded) in the Law Librarian 2.0? Let me know at Michael.saint-onge@lexisnexis.com

For more reading on the topic of preparing for the library of the future, check out Nina Platt's Strategic Librarian blog.

(Originally published in the LexisNexis Librarian Relations Group Monthly Column for March 2009)

Green Thoughts

In yesterday's post, I mentioned that MLW 2008 was doing their part to RRR (Reduce, Recycle, and Reuse) by asking people to recycle old MLW conference bags for use at MLW 2008. And there are prizes involved. I am assuming other vintage conference bags would work in a pinch. I bet we all have a selection of those available. I know I do. I can dig up the following conference bags in a snap:

- SLA 2008 (serious gray bag, Seattle themed) and SLA 2004 (has a nice guitar on it since the conference was in Nashville that year)
- MLW 2007 (black bag, very official looking)
- CIL 2007 (pretty blue) and 2008 (bright green trim)
- AALL 2006 (white and shades of blue with nice St. Louis themed logo)

And there's plenty more where those came from. That's just the tip of my conference bag iceberg. I have bags from SLA, MLW, CIL, AALL, and Internet Librarian stashed away for future potential use. I also have some cool bags from ALA including a much-coveted Harry Potter bag that required waiting in a very long line to acquire. And of course, I have a few LexisNexis bags to my name as well.

This MLW RRR conference bag idea got me thinking about little (and big ways) of going green. Everybody is talking about going green these days. I even noticed a little green notice (complete with image of peaceful green wooded path) on an email the other day reminding me to think green before printing a copy of the email. It's a reminder that we can all do little things that can make a difference.

If you are feeling inspired to go green, or be more green, or just understand a little bit more about what the whole green thing means, check out some of the resources listed below.

Articles and blogs:

- EPA's blog, Greenversations
- National Geographic's Green Guide (thanks to Karen Huffman at National Geographic for pointing me to this resource, complete with buying guides, blogs, tips & tools, and more).
- Sierra Club's The Green LIfe
- Save the planet--and save some money too, MSNBC
- 10 Ways to Go Green at Work, Sierra Club
- 52 tips for living green, seattlepi.com

The Greening of Government:

- Green Business Guide at Business.gov

- [Go Green: GSA's Environmental Initiatives](#) is a comprehensive site with information on buying green products and services, operating green buildings, buying and leasing green vehicles, recycling and property disposal, and more.
- [Greening EPA](#), includes information on green buildings, green power, green fleets, green practices, conservation, and sustainability.
- [Greening the Department of the Interior](#), also provides links to Greening of the National Park Service and the Fish and Wildlife Service.
- [Greening the U.S. Capitol,](#) provides videos on some of their initiatives, and progress reports.

The Greening of Libraries:

- [Going Green](#) @ Your LIbrary Blog: Environmentally Friendly Practices and Beyond
- [Green Libraries](#) - This site states that it is "dedicated to documenting the greening of libraries in the US and beyond".
- [Prairie Librarian](#) has a good page on green libraries including general resources, U.S. libraries, and Canadian libraries.
- [Lake Country Library System's Going Green](#) @ My Library - Check out this library system's Going Green site.

If you are interested in assessing your carbon footprint, you might want to [The Nature Conservancy's Carbon Footprint Calculator](#).

Remember when I started this post, and I told you about all my conference bags and how they were right at hand? That's because I'm working from my home office today. Being a home-based employee has always been a great aspect of my career at LexisNexis and it turns out it has the added benefit of being good for the environment too. Thanks, LexisNexis, for helping me be a little bit greener without even really trying.

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Originally posted by Marie Kaddell on September 19, 2008 | [Permalink](#)

Growth in Online Professional Networking Among Legal Professionals

Survey Reveals Growth in Online Professional Networking Among Legal Professionals, Appetite for Lawyer-Specific Networking Solutions

NEW YORK, NY, July 10, 2008 - A new survey reveals that almost 50 percent of attorneys are members of online social networks and over 40 percent of attorneys believe professional networking has the potential to change the business and practice of law over the next five years. However, less than ten percent say they can rely on their current network to help them work more efficiently and cost effectively. The survey of 650 attorneys also reveals a high degree of interest - more than 40 percent - among lawyers in joining an online professional network designed specifically for their profession.

The 2008 *Networks for Counsel Survey*, conducted by Leader Networks - a consultancy that helps businesses foster online social networks - and commissioned by LexisNexis® Martindale-Hubbell® - the industry leader in networking and law firm marketing - is the first survey of its scope to examine the social networking practices of legal professionals.

"The legal profession is traditionally slow to adopt new technologies, so attorneys' readiness to use online networking tools represents a significant shift in behavior. With our expertise in social networking for businesses, Leader Networks has seen that private online communities are one of the best ways to bring professionals together for business networking," said Vanessa DiMauro, president of Leader Networks and author of *The 2008 Networks for Counsel Survey*. "We recognize a real need for a private, online network for attorneys given the results of this survey."

"Online professional networking is a growing area of importance in the legal industry," said Ralph Calistri, CEO of Martindale Hubbell and senior vice president of Global Client Development at LexisNexis. "As we develop a global network for the legal community through Martindale-Hubbell, objective research such as this survey by Leader Networks serves as an important way for us to listen to clients and guide our efforts."

[Read the entire LexisNexis Press Release](#).

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Originally posted by Marie Kaddell on July 29, 2008 | [Permalink](#)

CHANGE…
Surviving it

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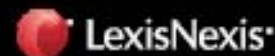
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Change Is Good

By Gayle Lynn-Nelson, Senior Librarian Relations Consultant, LexisNexis

I faced quite a few changes recently. They caused me to pause and think how I can transform all that is happening into both a personal and professional benefit.

The first change was a new puppy. My husband and I are now the owners of a beautiful, sweet, and very smart black standard poodle. We previously owned one of these dogs, but lost him four years ago. We did not plan on getting another dog due to our work and travel schedules. Our new dog is here, and how our life has changed. Getting up during the middle of the night was something we had not experienced in quite a while, and was an adjustment. I also had to find a dog walker and sitter, which we never needed before, because of the time we spend at work and on the road. After a few weeks we had figured things out for our puppy, and everything was running smoothly.

But another challenge awaited me at work. LexisNexis began a major reorganization. Change is not always greeted with joy and enthusiasm. Instead, most of us are a bit skeptical and wary. I am one of those people that welcome change. Finding positives can be difficult, but I believe it is the better approach. During change, one of the most important skills is the ability to listen and communicate effectively. This is true in both the business world and the personal world. I realize that I need some time to adapt to the changes at work. But I also see opportunity for me to work with new people and new projects. So after taking a few deep breaths, and letting the dust settle, I am beginning to embrace this change.

The last change is a very personal one. My beloved Yankees are getting a new home after 100 years of being "in the house that Ruth built." Yankee Stadium is moving across the street. Friends have asked me how I feel, and for the most part I understand the need for this change. The new stadium will have superior amenities, at the cost of the loss of general seating. I fear losing my seats for all of the Sunday home games. On balance, my team deserves a new home, and I am looking forward to this change.

Unfortunately no pill exists for coping with change, but a positive attitude helps. The support, love, and understanding of family, friends, and co-workers also softens the blow.

In writing this column I am reminded of the book, "Who Moved My Cheese" by Spencer Johnson. The heart of "Who Moved My Cheese" is a lengthy fable. The four characters operate in the same maze and all seek cheese. Then someone, some unseen hand, moves the cheese. The mice sniff and scurry,

and find where the cheese has gone. The book offers insightful views on coping with change: Change Happens, Anticipate Change, Monitor Change, Adapt to Change Quickly, Change, Enjoy Change and Be Ready to Change Quickly, and enjoy it Again & Again.

Resistance to change creates stress and problems. Change happens. While we cannot control much of the world changing around us, we can control how we respond. With all the change in my life I am finally understanding it is how I respond that matters most, not the change itself. I love having my new puppy, understand the reasons for reorganization in the workplace, and accept the need for a new Yankee Stadium.

(Originally published as a Monthly Column on the LexisNexis Info Pro site)

METRO's Digital Dilemmas Symposium Surfaces Opportunities & Best Practices

By Tom Clareson, Senior Consultant for New Initiatives, Lyrasis, and Jason Kucsma, Emerging Technologies Manager, Metropolitan New York Library Council

New technologies have quickened the pace of societal change, and Digital Dilemmas – a day-long symposium hosted by the Metropolitan New York Library Council on April 16, 2009 – addressed some of the ways libraries might benefit from this changing landscape and deal with the challenges therein.

Digital Dilemmas assembled leading thinkers in digital information management and digital scholarship fields: Clifford Lynch, Director of the Coalition for Networked Information; Evan Owens, Chief Technology Officer, Portico; Roger Schonfeld, Research Manager, Ithaka; Patricia Aufderheide, Director, Center for Social Media, American University; and Dan Cohen, Director, Center for History and New Media, George Mason University.

The diverse perspectives of the speakers reinforced the notion that libraries are part of a larger ecosystem of digital information management that includes publishers, scholars, students, and almost any individual or institution creating and using information in a digital environment. As part of that ecosystem, libraries may look to other institutions wrestling with similar digital information management and delivery challenges. The group looked at some of these challenges facing libraries and other types of cultural heritage institutions, and many of the presentations and discussions with the audience focused on the wide range of opportunities, tools, and best practice models used in areas other than libraries which might be used to best satisfy our communities' information needs.

One common theme in many of the presentations was the notion that libraries need to deal with the entire lifecycle of digital information management – from creation to presentation, discovery to long-term maintenance. Not only do our institutions have to deal with all of these phases of digital program development, we must also aid our users in understanding how best to create their digital materials and how to plan for digital preservation. Strategic thinking about these issues must be infused into every stage of a project's lifecycle, whether working with digitized or born-digital objects.

Libraries were heralded as leaders in collaboration by several speakers who were not librarians by training, but almost all of the speakers noted that libraries and librarians were becoming more and more like publishers as we delve deeper into digital practice. With that in mind, we have become

"content creators," and need to think more like publishers, considering issues like file storage, version control, and new business practices, according to Owens. Owens was not alone in recommending that libraries, like publishers, need to focus on documentation of institutional activities and carefully measuring communities' use of digital information resources.

In the ever-changing arena of copyright, Aufderheide suggested attendees look at other disciplines such as documentary film-making, film and media studies, and media literacy to see how they are developing best practices in fair use for digital and new media projects.

In his closing keynote, "Scholars and the Everywhere Library," Cohen noted that the sheer "abundance" of digital materials which are being created may make some types of scholarship more difficult while opening up new opportunities. In an example of social media's power to connect individuals with similar or complementary interests, Cohen challenged followers on Twitter to help him solve a history mystery. Thirty minutes into his speech, the mystery had been solved by dozens of people working together on Twitter.

For more in-depth information on the Digital Dilemmas Symposium, visit the symposium page on METRO's website at http://bit.ly/digitaldilemmas or contact Jason Kucsma, Emerging Technologies Manager at METRO at jkucsma@metro.org or 212-228-2320, ext. 23
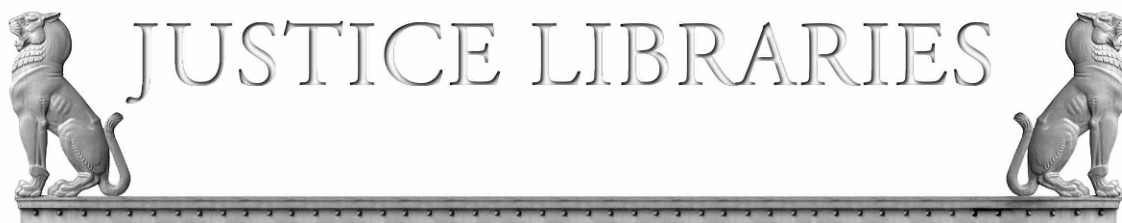
Multitasking as a DOJ Law Librarian

By Jim Higgins and Mariana Long, Reference Librarians, Civil Library, U.S. Department of Justice

Long gone are days sitting quietly at a reference desk, waiting for the phone to ring or a patron to arrive with a question. At today's DOJ Libraries, the Reference and Research staffs participate in multiple tasks.

Stretching in the District of Columbia from North Capitol Street to the intersection of New York Avenue & 14th St., there are nine DOJ libraries serving the Department of Justice. The Robert F. Kennedy Main Justice Library at 950 Pennsylvania Avenue serves as the primary resource for the Office of the Attorney General, the Office of the Solicitor General and the Office of Legal Counsel. Staff at the Main Building Library must be prepared to respond quickly to attorneys and other professional staff working in a very fast-paced environment. Online expertise and legal knowledge are a must to serve their clientele. Along with routine ready reference questions asked by heavy walk-in traffic at Main, librarians there spend considerable time working on requests tracking down legislative history and other in-depth reference questions.

Working at the Main Library is quite different from working at one of the small satellite libraries serving the Department's litigating divisions. A satellite librarian must be a Jack/Jill of all trades. Duties range from changing the toner on the copy machine, to shelving books, opening mail, arranging for a book pick up at another library, to locating an Executive Order or an Attorney General speech. DOJ satellite libraries also experience considerably less walk-in traffic than Main DOJ. More patron interaction comes to the satellite libraries via e-mail and the telephone. That's because clienteles for the downtown D.C. buildings are spread to other buildings, multiple floors, or odd configurations of host buildings. Altogether, there are some 22 DOJ buildings in downtown D.C., and 8 DOJ buildings in Virginia and Maryland with DOJ employees. Given that, we have less foot traffic in the satellite libraries, than at Main Justice.

In addition to supporting the local library clienteles where you are assigned, DOJ librarians also work on some dozen working groups, task

forces, and teams. And in large part, those working groups are well represented with reference staff. Ongoing initiatives include marketing, training, Virtual Library web group, Future of the Reference Desk, E-resources strategy, among others. These groups meet and work on particular assignments and often produce reports that are written for the Director's Office (and beyond) for evaluation and consideration.

In addition, there are opportunities to work on exhibits and display areas both in the library and at other locations in other downtown DOJ buildings. Recently the Reference staff partnered with the United States Marshals Service to host a Symposium in the Great Hall of Justice. The title of the Symposium was A Historical Observance of Robert F. Kennedy and Dr. Martin Luther King, Jr.: Reflections on Two American Icons. We invited colleagues of both Americans to speak to us about their experiences working with Rev. King and AG Robert Kennedy. In addition, the Library Staff developed and mounted an exhibit at Main Justice, in the elevator lobby outside the Main Library. The Department also asked the reference staff to develop and host a set of programs and exhibits to celebrate the bicentennial year of Abraham Lincoln's birth. On March 25th, retired Rhode Island Chief Justice Frank Williams gave a lecture in the Great Hall of Justice entitled "Attorney Abraham Lincoln: The Prelude to Attorney-in-Chief." Additional Lincoln programming and exhibits are planned throughout the rest of this year. These are just a few of the programs that the reference staff has participated in over the years.

Each month the reference staff teaches or presents about ten to twenty formal classes. The training schedule includes classes on Legislative History, Public Records, Court Dockets, Searching for Expert Witnesses, Search Tips on the Web, Retrospective Tax Research, etc. The Library Staff tailors classes to specific audiences and will travel to any DOJ building in downtown D.C. to present training.

One exciting opportunity for the reference staff has been the scripting and filming of classes for the Justice Television Network (JTN). Reference Services Staff have traveled to the National Advocacy Center in Columbia, South Carolina to film over twenty programs on the JTN. The National Advocacy Center has a state-of-the-art television taping studio, with teleprompter and broadcasting capabilities. Training is then broadcast on the Department's closed circuit television station to DOJ facilities around the country.

Law librarianship has evolved considerably through the years at the DOJ. We don't wait for patrons to come to us. We emphasize training and patron education. In addition, our work has adapted over time as we have tilted our budgets more toward the licensing/purchase and maintenance of electronic databases and systems. This trend will continue as we make more resources available via patrons' desk tops. These developments have presented us with opportunities we couldn't have imagined just a few years

ago. The reference staff at DOJ has made the most of these opportunities as we continue to change and adapt to our fast-paced profession. The last few years have been exciting and brought many changes. Without a doubt the best is yet to come!

Careers in Federal Libraries to reach NextGen Feds

By Nancy Faget, U.S. Government Printing Office, President, ALA Federal and Armed Forces Libraries Roundtable

Interaction with library school students and job seekers informs you about their skills and abilities before you advertise that next position. Many students are unaware of the job possibilities and discouraged by the job search.

So we wait and see

We believe there is a new generation of millennials poised to knock on our doors and move our libraries forward. We patiently wait for a group of tech savvy, born digital (just like our content) graduates to find us. Surely, they'll see our "easy-to-find-and-understand" job announcements, wade through the mind-numbing job descriptions, and arrive fully prepared for federal service.

But do we remember?

Cast your mind back to the last time you answered KSAs. Been a while? Remember when you didn't know what KSA meant? Do you still believe 1410 is the only federal job series for librarians? Was there really a time when the GS schedule was the only personnel system around? And when did working in federal government become the equivalent of acronym hell?

Careers in Federal Libraries events

This event began as a pre-conference event at the 2007 ALA Annual conference. FLICC hosted the event and posted the archive for on demand viewing (*see resources at the end of this paper*). The kernel of the event was the outreach a few people were doing with one particular library school. Why not open the opportunity up for all library school students --- even all job seekers --- by making it available on demand? The response to the first event was overwhelming with registration being cut off at 200 as the room reached capacity.

Lots of excitement and effort went into the event, but what next? How much can really be conveyed about the job search process when students are still wide-eyed upon learning there are federal libraries all around the world? Can you really explain salary schedules, job series, and KSAs in just a few minutes?

Continuity and Expansion

ALA will hold the 3rd annual Careers in Federal Libraries event July 10, 2009 at the ALA annual conference in Chicago (contact nfaget@gpo.gov). SLA is

piloting a similar event on June 13, 2009 for those in the Washington, D.C. area at the SLA Annual conference (contact aldermanp@ndu.edu).

In addition to the traditional event at an annual conference, FLICC took the lead in hosting a Career & Job Fair in September 2008 (*see resources at the end of this paper*). Students met potential employers and learned interview and resume tips. There was a big demand for one-on-one advice from federal librarians who were willing to critique resumes. Several jobs were offered and accepted that day. What a change in the way we did outreach to students! Attendees traveled from California, Pennsylvania, and neighboring states to participate. The event will be expanded for the next event after turning away so many when registration exploded. In September 2009, the economy will continue to be a factor so surely this will be another well attended event.

Maybe they'll Google us?

Actually, yes! At least now they can Google us to find the Careers in Federal Libraries Google group. Granted, using the phrase "careers in federal libraries" as a search term really facilitates finding the group. Why not commit the phrase to memory? (Go ahead. Repeat the phrase three times under your breath so your office mates can't hear you.) Any federal information professional is encouraged to join the group to collaborate with hundreds of library school students and job seekers across the country.

Success breeds a lot more work

With the event success, the question arose as to how would we continue outreach and education on an on-going basis? Which tools could we use to collaborate with all associations, employers, educators, students, and job seekers so that all could participate? The Google group was selected as our first platform for collaboration. Once the Google group was stood up and running, discussions of internships, practicums, field experiences, and fellowships arose. If it was so difficult to get into federal service, could the students get a foot in the door while still in school? Those listings were added to the group (add your own if you have one to offer!).

A number of federal librarians are members of the Careers in Federal Libraries Google group answering questions from a group of about 200. Librarians willing to educate students are always welcome. Perhaps you are available to mentor a student or advise a student on their resume? There are plenty of opportunities for providing assistance to the NextGen federal librarians. And oh, they are such bright and talented individuals you will enjoy the interaction.

On the road again

Once the students understood the possibilities, some volunteered for the professional associations. Several interviews were conducted and articles written.   A few students now manage the Careers in Federal Libraries Google group under the lead of Kim Lyall, a federal librarian at NASA CASI.

In November 2008, the Careers events went on the road. When Alma Quinn and Michelle Demeter from Florida State University offered to set up a mini-Careers event at their library school, it seemed like a natural way to extend outreach to the individual library schools. Thanks to Pamala Doffek, a federal librarian and employee at the FSU library and Air University Fairchild Research Information Center for speaking at this event which is archived for your review (*see resources at the end of this paper*).

That same month, Roberta Shaffer, Executive Director at FLICC, traveled to San Jose State University for a mini-Careers event on the other side of the country (*see resources at the end of this paper*).   There are a few experts who can advise on how a library school can sponsor their own mini-Career event --- just ask for help in the Google group.

A few fine examples

Lea Uhre at the Executive Office of the President Library continues to sponsor student practicums which surely enhance any resume. Mari-Jana "M-J" Oboroceanu graciously mentors students through the process to become a Presidential Management Fellow. The Library of Congress is benefiting from the talents of a new library school student with the undergraduate degree in cellular microbiology and a J.D. ALA Marketing Office is providing students the opportunity to write cover stories for the electronic newsletter, AL Student Direct. Roberta Stevens is collaborating with students for outreach during her campaign for ALA President.

When you join the Careers in Federal Libraries Google group, you'll be changed as you interact with library school students. Be willing to share information. Mentor a student. Sponsor students for internships, practicums, field experiences, independent studies, or fellowships. Volunteer to speak at a library school's government information class or a mini-Careers in Federal Libraries event at their library school.

NextGen Feds are waiting.

Resources if you want to learn more

- Join the Careers in Federal Libraries Google group (http://groups.google.com/group/careers-in-federal-libraries)(Tip: You may want to set up gmail to forward to an email account that you check often.)
- See Kim Lyall's article entitled "Careers in Federal Libraries - So you want to be a Federal Librarian?" in NMRT Footnotes November 2008, Volume

38 No. 2 (http://tinyurl.com/c6fqej)
- Here's the flyer from the FLICC Career & Job Fair "Career Opportunities for Information Professionals in the Federal Government" (http://tinyurl.com/cp5693)
- Here's the 1ˢᵗ event, FLICC/FEDLINK Video *ALA 2007 Preconference: Careers in Federal Libraries* (http://www.loc.gov/flicc/video/alafedjobs/alaconference.html)
- Here's Joyce Lee's article on the San Jose State University mini-Careers event in Nov 2008 "Do you Want a Future with the Feds?" (http://www.faflrt.ala.org/president/?p=92)
  - Here's a link to the Florida State University mini-Careers event delivered to distance ed students Nov 2008 (http://tinyurl.com/bo7fpa) (download real player to view)

Managing Transition: Outlining a Course of Action

By B.Vick, Technical Librarian, United States Government Accountability Office

Transitioning into a new position is a process that takes time, energy and a certain level of commitment. It can be stressful but it doesn't have to be. With the right state of mind and proper planning, anyone can successfully manage change.

Why Listen to Me?

I've been there. I'm there now! As a new addition to the Technical Library at the Government Accountability Office (GAO), I know all too well the benefits and challenges of transition. Taking on a new position not only generates feelings of excitement, but also anxiety. Navigating within a new organizational structure, with its own unique procedures and protocols, is no easy task. Gaining an understanding of the role and responsibilities of a new position, while attempting to build professional yet personal working relationships with new colleagues and clients, can be a struggle. Sometimes you may wonder, like I do, whether you are up to the challenge. It is at these times that I remind myself that as a trained librarian, I have all the tools I need to meet these challenges head on.

What is My Action Plan?

After graduating with my bachelor's degree, I worked as an industrial engineer at an automotive company based in Detroit. Months after joining the organization, I felt as though I was lagging behind in some way. In my opinion, it was taking longer than it should for me to get a handle on my specific responsibilities and job tasks. It was then that I realized the need for a written plan of action. The plan would provide a basic outline of the steps I would need to follow in order to minimize the learning curve associated with coming into any new position. The action plan I developed is called "Keep C.A.L.M". The name is a reminder to me that I should always

- **C**onduct one on one interviews with coworkers to learn their best practices and incorporate those practices into my own

- **A**ctively participate in internal training and also seek out external training opportunities whether instructor led or self-guided

- **L**ead by example; take initiative by volunteering to participate in projects that broaden exposure to the organization

- **M**aintain an open mind in regards to the ever-changing needs of my work environment

As professionals, and more importantly as human beings, change is something we need to embrace and use as a tool to propel us forward towards our goals. There are many forms of change and because of that, we must revisit and at times alter the tools we develop to manage that change. As time moves forward, I'm sure that my own action plan will need to be revised but so far my plan to Keep C.A.L.M has served me well.

The statements and opinions expressed in the above article are solely those of the author. They do not, in any way, constitute a policy or endorsement by the United States Government Accountability Office.

CH-CH-CH CHANGES   (David Bowie, 1972)

By Laura Keen, Former Federal Librarian

When Marie Kaddell asked me to write a piece on "Change", the 1972 David Bowie song immediately came to mind. "Change" aptly describes the course of my life in the past year as I transitioned from librarian of 20 years to stay-at-home mother. Bowie's lyrics refer to frequent reinventions of his musical style through the 1970s. Likewise, I am embracing change as a way to reinvent myself both professionally and personally.

In 2008, I left my position as a federal legal librarian to care for my three year old daughter. I had worked basically since I was 12 years old…babysitter, lifeguard, swim teacher, Dairy Queen girl, movie concession girl, summer dorm janitor, bookstore cashier, library school intern, and finally…librarian in public and federal libraries in Washington, DC. I cannot remember a time when I did not have one job or another. Working is important to me. I like the social aspects of work. I found working with my patrons intellectually stimulating, the money and benefits were very helpful to my family, and as a librarian, I learned something new daily. However, I now had a child and it was time to do what was best for her and me so I decided to embark on the most important, most challenging and most demanding job of all…M-O-M. Wow, this presented big changes for me in financial, social, and professional areas.

The household budget is an area of major change and stress for anyone who wants to whittle down to a one wage earner family. We have had to give up some things that came as a result of my income. We have lost important benefits of my job that we do miss like health and dental insurance and the flexible spending plan. If the sole wage earner doesn't have access to dental and medical insurance, it is important to figure those expenses into your budget. We have had to purchase these items on our own and they are not inexpensive. There are many expense calculators on the web, which will enable you to determine if your family can live on one salary. These really do give you an idea of how much a second worker is likely to bring home once all expenses…daycare, gas, parking, wear and tear on the car, food…are figured into the equation.   Two calculators I found are

http://moneycentral.msn.com/personal-finance/calculators/Adding_a_second_income_calculator/home.aspx. and

http://www.parents.com/app/stayathomecalculator

Work provided me with an instant social life and adults to chat with daily. I enjoyed eating lunch with colleagues, exercising in the gym at noon, and bonding on interesting work initiatives and projects.   We were dedicated to

similar professional goals and objectives. While my daughter is the light of my life and so very special, I found this "isolation" to be a major area of change for me. I realized quickly that if I were to have any sort of social life or conversation, outside of a three year old, I would have to find ways to meet other folks who had made a similar transition and who had similar interests.

A wonderful way to meet like-minded people who share common interests is through volunteering. I did find an extremely incredible and supportive group of men and women once I started volunteering in my daughter's preschool and in her religious school. I've been on the school auction committee, fundraising committee, and the minute I leaked that I was a librarian I was asked to be on the book fair committee. Never mind that I had never been a children's librarian in my life. Often, folks who volunteer are looking for the same things you might be looking for… a chance to help and an opportunity to make friends. Washington is unique because many women and men have multiple degrees and have held interesting professional positions but have decided for one reason or another to make a change away from work to raise families or take care of dependents, or just to make a life change.

The opportunities for volunteer work in the DC area are endless and don't have to revolve around schools or children. You can help clean the parks, become a literacy volunteer or provide companionship to an elderly or handicapped person. There are a numerous websites which list hundreds of organizations that need volunteers in all sorts of areas. As librarians, we all know where to look for volunteer opportunities, starting with our public libraries. Here are a few helpful links to help.

http://www.1-800-volunteer.org/1800Vol/montgomery-county/vcindex.do;JSESSIONID=40ec3643ce5a4fdd0d2f1814c21a0a2ed69d8dd706f   (Montgomery County)

http://www.volunteerfairfax.org/DesktopDefault.aspx (Fairfax County)

http://www.volunteermatch.org/search/index.jsp?r=msa&l=56972%2C+

In addition to volunteering, I recommend joining the local gym, YMCA or JCC to meet people through regularly scheduled exercise classes. I've found a great Masters swim program at the JCC and have met a number of interesting people there, and have improved my fitness level.

Trying to remain current in librarianship has been an enormous challenge and a change for me probably because I have so little time left in each day after I care for my young daughter, buy groceries, and do various jobs around the house. As librarians in the DC metro area though, we have many opportunities for networking and continuing education to fit nearly any schedule. Marie Kaddell of LexisNexis regularly offers lectures and courses

and some are free of charge. You can keep up with government libraries and opportunities for professional development by linking to Marie's website at

http://www.governmentinfopro.com/

Professional Associations like SLA (www.sla.org), AALL (www.aall.org), LLSDC (www.llsdc.org) and others always provide professional development courses, which will allow you to keep your skill set current. The Federal Library and Information Center Committee (www.loc.gov/flicc) focuses on federal libraries and offers training specific to the many issues of federal libraries. If you are willing to pay, OCLC (www.oclc.com) provides professional development courses. And, don't forget about the local library schools at the University of Maryland (http://ischool.umd.edu/) and Catholic University (http://slis.cua.edu/) Maryland will allow you to enroll as an "advanced special student" in order to take graduate level courses to build your skill set and remain current in methodologies and technologies. Many of the library schools offer online courses, so if are in a position where you can't leave in mid afternoon or at night for a course, you might consider an online course as well.

Our profession is made up of so many folks who are in various phases of their careers. And there seems to be a physical or online presence or connection for almost any librarian in any situation including mothers, retirees, or stay-at-home librarians. Since I am a librarian who is also a mother of a young child, I enjoy reading blogs by other accomplished mom-librarians. They give me great insight as to how other librarians handle the career of librarianship along with the challenges of motherhood.   I visit Rachel Singer Gordon's site at www.lisjobs.com. Rachel is an accomplished librarian, author, and speaker and frequently speaks at library conferences. She is also a mother of two and balances her many professional roles while raising two young, energetic children. Her site covers career development, education, and continuing education, and also lists job openings. From her website you can access her blogs, Liminal Librarian (http://www.lisjobs.com/blog/) and Mashup Mom.(http://www.mashupmom.com/), which offers money saving strategies.

Another librarian-mom blog I enjoy visiting is the blog of Ellen Callinan or Callinan the Librarian at http://callinanthelibrarian.blogspot.com/search/label/law%20librarians. Ellen claims to try to balance her love of librarianship with the others joys in her life, her family and friends. She has a library degree and a law degree and currently is an adjunct law professor and a consultant. In other words, she leads a full life!   Many of her posts are about work-life balance, workplace flexibility, and family friendly work environments. It is nice to see such an accomplished librarian, who realizes there is life outside of work, as Ellen does.

Any sort of drastic change isn't easy and it is often inevitable. But, if one works actively at making the change a good one by accessing resources and opportunities available, and working positively with the change, it can be made easier and can offer an opportunity to reinvent ourselves in a productive and rewarding role.

Pursuing Your Passion

By Paul Henriques, Research Librarian, U.S. Postal Service Headquarters Library

Based on recent conversations with friends and professional associates, I'd wager that around half of the population in the United States is less than satisfied with their employment situation. Indeed, a 2005 survey by the Conference Board reported that only half of Americans are satisfied with their jobs.[i] Given the tough economic climate and tension that comes along with it, this figure is sure to have held, if not decreased. This creates an interesting situation in that many are miserable in their jobs but dare not raise a stink over fear of the unemployment line. We've heard the line time and time again – "be lucky that you have a job."

For me, that line isn't acceptable. Having begun my librarian career as a contractor for a quasi-federal agency, I have been searching for something better. I enjoy the work I'm engaged with, but budget constraints point to the possibility that the library in which I work could shut its doors. Instead of dwelling upon this, I look at this situation as an opportunity to distance myself from the inevitable stresses of the workplace and pour my energy into my lifelong hobby: automobiles.

The Internet has been a great forum for many people. It has provided a vehicle for interest groups throughout the world to come together and collaborate. As a car enthusiast, I've found that amongst my friends and acquaintances, I have become a resident expert on new or used cars, vehicle maintenance and a slew of other car related issues. Oftentimes I find myself fielding questions on repairs or whether or not I can tag along on a new or used car purchase to provide my input and oversight.

With this in mind, I decided a few years back to create a website to document and archive my automotive knowledge and opinions. Admittedly, there are a lot of car blogs out there, so my site mainly focuses on where my interest and expertise lies; European vehicles. Like many others out there in cyberspace, this site is a work in progress. Formatting, image sizing and the architecture of the site are ongoing projects. The experience I have in web development mainly comes from self instruction and information gleaned from textbooks and conferences. There is a lot to consider when

constructing a website, but I'd like to share four points that I've learned, from a novice's perspective.

First and foremost, as all librarians know, usability is important. If a site or blog is cluttered, visitors will more than likely skip over your site. Organizing links in an orderly, topical fashion, creating roll over menus and keeping background graphics to a minimum are easy ways to keep your site clean. Second, make yourself accessible. Writing merely for the sake of writing is not good enough. Enabling comments and providing a link to your email will encourage a forum type atmosphere and help better serve your audience.

Third, original content is imperative. Many websites and blogs duplicate published information, which, depending on the mission of the site, is fine. However, unique information, such as articles or histories on a specific sub topic will help draw traffic to your site and lead other sites to reference your work. For example, on my site, I included a short history of the Honda Accord Special Edition coupes and sedans from 1980 to 1993. Little has been written about these vehicles over time, either in books or magazines. Since I had original brochures and specifications on these vehicles, documenting these vehicles was important.

Finally, choose a blog or web building tool that is straightforward. Sites such as Tumblr (www.tumblr.com) and WordPress (www.wordpress.com) offer simple ways of getting a website up and running. These tools take a lot of the guesswork out of coding while allowing a good deal of customization.

Devoting ourselves to subjects with which we are well versed can provide the positive influence we need in tough times while assisting those in need of accurate, concise information. As librarians, everyday we encounter questions that simply aren't compiled in the manner in which they are asked. With this in mind, I hope that my site can offer a starting point for those seeking automotive advice, or at the very minimum, point users in the right direction.

Librarians are trained experts in the organization of knowledge and information. If we combine our education with our hobbies and passions, we can act as authorities on a broad range of topics. I would argue that it is almost a responsibility of ours to be custodians of subject histories, especially those that have been sparsely covered in the past. This has the potential to open up doors and maybe help realize our dream of earning a living doing something we enjoy.

Paul Henriques' website, Car Connoisseur, can be accessed at www.paulhenriques.com. Alternately, he can be reached at paulshenriques@hotmail.com.

Libraries in Change

By Suzanne Morrison, Branch Librarian, U.S. Courts Library 8th Circuit

Libraries across the country are shortening hours, cutting staff, and suffering financial crunches. Are we on the brink of extinction? According to Charles Darwin, it is not the strongest of the species that survives nor is it the most intelligent, but it is the one that is the most adaptive and responsive to change. Can this be applied to libraries? Can we accomplish this mission? Our profession needs to embrace the changes driving us and learn to manage and adapt to them. Think of the caterpillar who does not inherently know that it will one day become a beautiful butterfly, but it does.

How do we change our image and see ourselves as the butterflies of the future? We open ourselves up to new ideas and visions. We become more proactive. Collaboratively, we brainstorm and use new technologies to change our image and prove our value to communities of library users.

Recently, my community of Fargo, North Dakota, experienced a flood that surpassed the epic flood of 1897. Fighting flood waters that expanded tiny creeks and a lazy Red River forced our thinking out of its everyday parameters as we needed volunteers quickly. Our son immediately put out a plea for help on his FaceBook account.   He sent out another email request to the university where he teaches as an adjunct. Within hours, volunteers arrived ready to fill sandbags and to help build a dike behind our house. Using the social networking tools of the Web helped save our home.

Relying on a disaster plan, Fargo city officials held twice daily television press conferences disseminating information that people in the community needed to know. An automated emergency call system dialed individual homes letting people know addresses of homes in their area that needed volunteers to reinforce dikes. Within fifteen minutes, hundreds of neighbors showed up. After a few days the city's flood volunteer coordinator set up a Facebook group to publicize where and when help was needed. Within a week, the network had more than 4,550 members and was growing by a member every one to two minutes. Members were getting e-mails or text messages to their cell phones with the newest calls for volunteers. Phone lines were inundated and slow, many government Web sites were overloaded, but the Facebook site had the strength to support this kind of usage.

Unfortunately, the local library system did not react in a proactive manner. There was little response beyond cancellations for Story Time listed on their web pages.   Digging through the pages, there was general information on flooding but nothing significant to this flood. An opportunity slipped away. Sadly, a major facility purporting to be the information center of the city did not fulfill its purpose. The director did not appear with other city officials at press conferences. The library did not step forward to serve the community.

No announcements were scrolled on the bottom of the television. No vision. No coloring outside the lines. No value was given to the community.

To manage change the library profession needs to think ahead and be prepared. Planning saved our community. City workers developed a plan before disaster struck. Beyond that, they seized upon a new technology and massaged a new social phenomenon to respond to this disaster. Being proactive saved many homes in our city. Developing a strategic plan that involved a collaborative effort working with all levels of society helped the city to get out the word. Furthermore, listening and hearing the voices of the citizens, identifying their priorities, collecting and distributing this information, and finally letting the system analyze the information.

The message to librarians is to observe and learn. Identify the priorities for your community of users. Look beyond the problems to discover the vision that will be needed to address these priorities. Do not be confused with the symptoms but look underground for the root of the problem. Accept the recommendations from your users. Do not assume that you know better than they do. Develop an action plan. Only an action plan moves you forward from today to tomorrow. Information by itself does nothing if there is not an action plan to back it up. Throughout this process, keep in mind how important it is to have buy-in from all levels of your organization and community. Address resistance from individuals by listening, acknowledging their objections, and helping them overcome their opposition. Build stakeholders out of these same individuals to help lead the library forward. Embrace your function as the information center of the community and be available during the good times and during the times of disaster.

Time is of the essence in today's competitive world, and change is a way of life. Embrace that change. Take time to prepare but also take time to brainstorm and think outside of the norm. I heard someone refer to it as "agile operations," and I find that a satisfying description. Be ready to engage in a metamorphous relationship with new ideas and technology. Think quickly. Remain open. Keep energy flowing through the ideas. Develop your agility. Try tossing out a scenario at staff meetings and encourage agile feedback. But, please don't stop with the staff. Invite input from the public. Don't be afraid of change. An unknown author stated that "if nothing ever changed, there'd be no butterflies." And remember, to paraphrase Richard Bach, "what the caterpillar calls the end of the world, the world calls a butterfly."

Sharing Information

By Manuela Fortenberry, MIM, Senior Data Librarian, Professional Solutions

I found Nancy Reagan's shoe-size.

Several years ago a friend of mine challenged myself and several of my friends to a virtual scavenger hunt. We found all the answers to all our questions, except for one. What was Nancy Reagan's shoe size? One of my fellow searchers reminded me that I was a Smithsonian Volunteer. Wouldn't someone there know that answer? So began my quest. I called the First Lady's Exhibit department with my little story, but they didn't know the answer. They suggested that I contact the Reagan Library. I found the phone number on the Reagan Library website and called them. They very politely told me that they didn't know that answer either, but gave me Mrs. Reagan's office phone number.   At that point, I was a little panicked, and wasn't sure whether I wanted to go through with it.   After all, what business was Mrs. Reagan's shoe size to me? But I gathered my nerves and made the phone call. I was told that someone was get back to me. Approximately four hours later I received a call from Mrs. Reagan's assistant, and with her permission, she revealed to me Mrs. Reagan's shoe size. Apparently I also gave Mrs. Reagan quite the chuckle for the day.

All this took less than one day.   It also proved that with a little tenacity and politeness, people would respond to me.

We all need information from one another. Maybe we need it from the person in the next office, cube, from another department, or even from another agency.

My experience goes back to my help-desk manager/analyst days when I was confronted with angry or frustrated user calls. It was my job to ask the right questions to determine the software or hardware problems at hand. As a certified Help Desk Analyst (something I no longer admit to because I don't want to manage anyone else's helpdesk again), I am trained in questioning and listing skills that I still use to perform my job as a data librarian. Here are some tips:

- Smile when you speak to them, even on the phone. A smile is picked up in your voice.

- Ask if this is a good time to talk. Let them know that you will acquiesce to their time schedule.

- Acknowledge their expertise in the subject matter. Everybody likes to be flattered, that is simply the truth. If you tell someone that you are

contacting them because you consider them a subject matter expert, they are more likely and willing to help you.

- Explain what information you are looking for early in the conversation. Don't waste each other's time. Also, explain why you need this information.   It helps narrow down the conversational requirements.

- If you bump into someone who is generally required to cooperate with you, but doesn't seem to be very responsive, it doesn't hurt to drop the name of your, or their, supervisor. After all, those individuals probably really want the information. To be honest, it also puts a fire under people's behinds when they realize that their cooperation will be reported to someone above them, or even above their supervisor's position. For instance, "So and so asked that I check to see if you know anything about such and such, can you help me out?"

- Be humble. After all, there is something you don't know and some else does. Don't be arrogant or behave as if they owe you. Words such as, "Excuse, me, but can you help me?" project respect.

- Don't make assumptions. If you are speaking to the wrong person you can ask whether they can direct you to the right individual.

- Don't step onto their territory. Again, don't assume to be the expert of their field of knowledge.

- Don't make them feel "dumb" – Never! Ever! Even if you are discussing what you perceive to be an error on their part, or something that you easily understand, don't make that assumption. The "error" could be the result of a system or technical failure or lack of communication between other departments. Pay attention to the tone of your voice and the terminology you use.

- Ask open ended questions. For instance, "what do you think about the new software being implemented for the sales staff?" It gives the expert a chance to engage with you. It also shows your interest in them and what they do. It also gives you a chance to learn more about their department or agency.

- Keep your eyes and ears open to new sources of information. You never know where that nugget will come from. Join co-workers for lunch, participate in baby-showers, join professional associations, stay in contact with former co-workers, and join a social networking site, such as LinkedIn. Don't be afraid to reach out to other agencies via emails and phone calls. It may be a dead end; it may be the unexpected source you are looking for.

- Thank them. If you can, email them as well. Even better if you can email their supervisor and cc them. These emails make a huge difference in performance appraisals.

- Last but not least; reciprocate when you have the opportunity to do so.

Training:

How do you acquire the skills necessary to collect information from others? Everyone seems to be an expert in communication and offers their training; from community colleges, to professional organizations, to self help books. Amazon.com sells hundreds of books on the subject.

Although there are many options, here are just a few organizations which provide seminars and podcasts in communication skills:

National Seminars Training

American Management Association

Coastal – Training the Global Force

P.S. Cookies, chocolate, cupcakes, etc. are also helpful.

And Now a Word from Gov Gab

Have you visited Gov Gab? It's a wonderful blog written by a team of federal employees. Here's how they describe themselves and their mission:

We are federal employees who work in the Office of Citizen Services and Communications at the U.S. General Services Administration. In our daily jobs, we encounter a staggering amount of U.S. government information and services that can benefit your life. From saving money and visiting National Parks to finding out about government auctions and the latest recalls, we want to bring these resources to you in a new way—through our blog. [**Gov Gab**, Who Are the Bloggers?]

There are seven **Gov Gab** bloggers: Jake (Monday), Joanne (Tuesday), Colleen (Wednesday), Nancy (Thursday), Ginger (Friday), and substitute bloggers, Jim and Stephanie. You can read their bios here.

I asked Jake if he would write a **Government Info Pro** guest post and here it is. I think you will enjoy the post and learn about some interesting resources at the same time. (You can look forward to a podcast too!)

Read on…

When I was 13, I became a "Volunteen" for the Enon Library. The job consisted of shelving books and helping with children's reading programs, but every once in a while someone asked me to help find a book. I cherished these opportunities to be a real librarian. My brother became a librarian and, though I left the biz after I was too old to "volunteen," the librarian in me never died.

This is one of the reasons I enjoy writing for Gov Gab. **Gov Gab** is a federal government blog that's dedicated to sharing information and putting a human face on the bureaucracy. Each week, I choose a topic that interests me, find related government information and write about it with a human touch. As Marie mentioned in her recent post: Happy Birthday to Gov Gab, **Gov Gab** is the product of GSA's Office of Citizen Services and Communications and I think our resources are a gold mine for government librarians. We are the folks that for years have provided helpful government publications from Pueblo, Colorado and now run USA.gov and Gobiernousa.gov, the official portals to the U.S. government. All the useful government publications are still available at pueblo.gsa.gov, and our most popular one is the annual Consumer Action Handbook. We also run a National Contact Center where people can call 1-800-FED INFO or go online to www.info.gov to get answers to all their government-related questions.

Here are some specific parts of our website that I think will be useful to government librarians:

- USA.gov's Reference Center: A must have on any government librarians bookmark page. You can find links to forms, laws, government and public libraries and government data and statistics here.
- Pueblo.gsa.gov's Teacher Page: We get a lot of teachers looking for ways to introduce their students to helpful government resources, so we built a page.
- Consumer Action Website: Do you have someone who has a consumer complaint, or is looking for help filing a complaint with a company or government agency? Send them here.
- USA.gov's Frequently Asked Questions: This is my responsibility when not Gov-gabbing. These FAQ's are created from frequent questions we get from phone calls and emails to the National Contact Center. If you've gotten a question, chances are we have, too.
- USA.gov and Pueblo.gsa.gov E-mail Subscriptions and RSS Feeds: We have email and RSS updates on USA.gov content, our FAQ's, consumer news and, of course, Gov Gab to let you know when we update our information.

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Originally posted by Marie Kaddell on November 06, 2008 | Permalink

AALL 2008: Marketing Your Library

One AALL 2008 program that I really enjoyed was *Marketing Your Library: Exploring New Technologies to Create Evolving Newsletters That Energize Your Patrons*. The program was co-coordinated by Gail Hartzell, Valparaiso University School of Law Library; and Lisa Smith-Butler, Nova Southeastern University. Speakers were Lisa Smith-Butler and Meg Kribble, Nova Southeastern University; and Kathleen Brown, St. Thomas University.

Lisa Smith-Butler began by discussing her need to transition a newsletter to what interests millennials. The question she posed was: How do you make your patrons aware of your collection, your services, and provide current awareness of your resources and staff? Some examples she gave were:

- Alerts. LexisNexis Alerts, Google Alerts, University of Georgia's alert system: UGAAlert.
- Blogs. Blogs are used by the library and by professors.
- Emails
- Lunch and Learns
- Newsletters
- RSS Feeds
- Sharing via Del.icio.us, Digg, StumbleUpon, Twitter.

I noticed that the Nova Southeastern University Law Library & Technology Center also has a Facebook Page. One of the things it links to is what Lisa talked about next: The Novalawcity blog, which is updated by Meg Kribble. You'll see sidebar links to their catalog, legal bibliographies, contact info, databases, and RSS feeds. Meg posts a video of the week as a blog entry and this is especially popular with students and faculty. Selected posts plus the video of the week also get pushed out to a "town hall" of faculty and staff via email. On the Center's intranet, they have created their own blog reader with 31 blogs to choose from. There is also a PDF newsletter for faculty delivered electronically.

Meg Kribble asks what you are doing now: print, blog, email? Who are you targeting? She suggests that you "mix it up" and repurpose and reuse what you have. She reminds us that it's good to have more than one person contributing to these efforts. The *Novalawcity* blog has 5 librarians blogging on it and that takes the weight off each individual contributing.

What I really enjoyed about Meg's portion of the program were her many ideas for jazzing things up and drawing readership. She suggests:

- Come up with a regular feature like Southern Illinois Law Library's Law Dog of the Week and Novalawcity's Video of the Week
- Run contests
- It's okay to have some fun with your readers and make them laugh

- Ask questions of your readers
- Give them more information than the standard topical content you usually cover - special posts and more general features such as tips
- Make sure to publicize and remind people about your content. Email blog posts links to readers for example.

Kathleen Brown discussed using newsletters as a marketing tool for your library. Newsletters mesh well with the P's of Marketing (product, price, place, promoted, people, point). She points out a number of values of the digital newsletter. Digital newsletters: allow for customizable content, are more cost and time effective than hard copy version, are easy to share, provide easy linking, can be branded, and provide a resource that can be digitally archived.

She had some tips on creating readable digital newsletters too: make it attractive, make is an easy read, keep pieces short and sweet, target your content to your reader. Content for the St. Thomas University Consumer for students, faculty, and staff includes: articles, research tips, top titles in circulation, bibliographies, fun things like games and contents, and updates about the library and staff.

Check out the slides from the Marketing Your Library presentation linked under *2008 Presentations*.

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Libraries on the High Seas 2009

Last week I took a break from posting on the *Government Info Pro* to float around on a cruise ship in the middle of the ocean. I did the same thing last year and I came back with a post: Libraries on the High Seas.

Here's an excerpt:

> Before I left, I checked out the ship's virtual tour and was thrilled to see they had a library. In my younger days, I once read an article in Cosmo about being a cruise ship librarian. How cool would that have been? I kept to dry land and became a law librarian instead. Naturally, I was thrilled with the prospect of visiting the sumptuous looking library while on the cruise.

If you guessed that this story doesn't work out exactly the way that a librarian might hope - you are right. CLICK TO READ THE FULL POST

This year, a cozy visit to the cruise ship library still eluded me. The library did not even make it as a merch shop location full of t-shirts and CDs like last year so I could step inside its door and say I visited the cruise ship library. Instead, its interior hidden behind black curtained screens, it was draped in mystery. I could only peer through the windows and take the photo below.

I guess that means I'll have to give it another shot next year...

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Posted by Marie Kaddell on January 26, 2009 | Permalink

SLA Government Information Division News Feed

I want to remind you about a great resources that is available to you out on the SLA DGI site. It's the **SLA Government Information Division News Feed**, sponsored by LexisNexis. Keep up with news of interest to you as a government librarian by visiting the SLA DGI website and checking out this feed on the right sidebar. You'll see a list of recent articles on topics related to government librarianship. Just click the link to the article title and you'll be able to read the full article. This feed is another way that SLA DGI (and LexisNexis) actively support your efforts to stay informed as a government information professional. The feed is powered by LexisNexis Publisher.

One thing that I really like about the feed is its scope - it's global. A sampling of recent articles showed a variety of pertinent topics for government librarians including: FLICC awards for two Army Libraries, Government e-record preservation, China National Library expansion, Transportation Librarians Roundtable, digital records, NARA's Electronic Records Archive System, Eurasian Library Assembly Meeting, and medical librarians and social networking.

If you aren't visiting the SLA DGI site and checking out the **SLA Government Information Division News Feed**, you are missing something!

SLA DGI also has a discussion list and a blog. If you are a government librarian and a member of SLA, make sure that you join the Division of Government Information if you have not done so already. It's a very active division that provides many excellent resources to its members. To find out more about joining DGI just CLICK HERE.

And if you have any questions about SLA DGI membership, email me. I'm the Membership Chair!

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Posted by Marie Kaddell on September 16, 2008 | Permalink
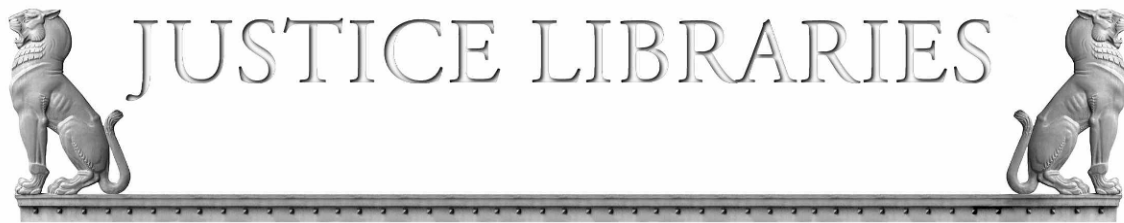
Justice Libraries See Opportunities
for the Future of Reference

By Dennis Feldt, Assistant Director for Access and Organization, Jim Gernert, Law Librarian, Jennifer Hammond, Law Librarian, Derek Jones, Law Librarian, and Mimi Vollstedt, Law Librarian, U.S. Department of Justice

During 2008 a task force of Department of Justice librarians – calling itself FORD – examined the "Future of the Reference (desk)" at Justice Libraries and reported their findings to staff earlier this year. Here's a summary of their report:

Everywhere (in print, conferences, blogs and podcasts) librarians are talking about our changing world and its impact on libraries and reference services. Many of the commentators say the same or similar things. One of the best examples of this ongoing conversation is George Needham and Joan Frye Williams' presentation called "Resurrecting Reference." Needham and Williams lay out the fundamental factors that drive today's changes in library reference services:

- Users want to be in charge,
- everybody can be an expert not just librarians,
- younger researchers work differently, and
- libraries can stay relevant in the 21st Century by basing decisions on statistical evidence.
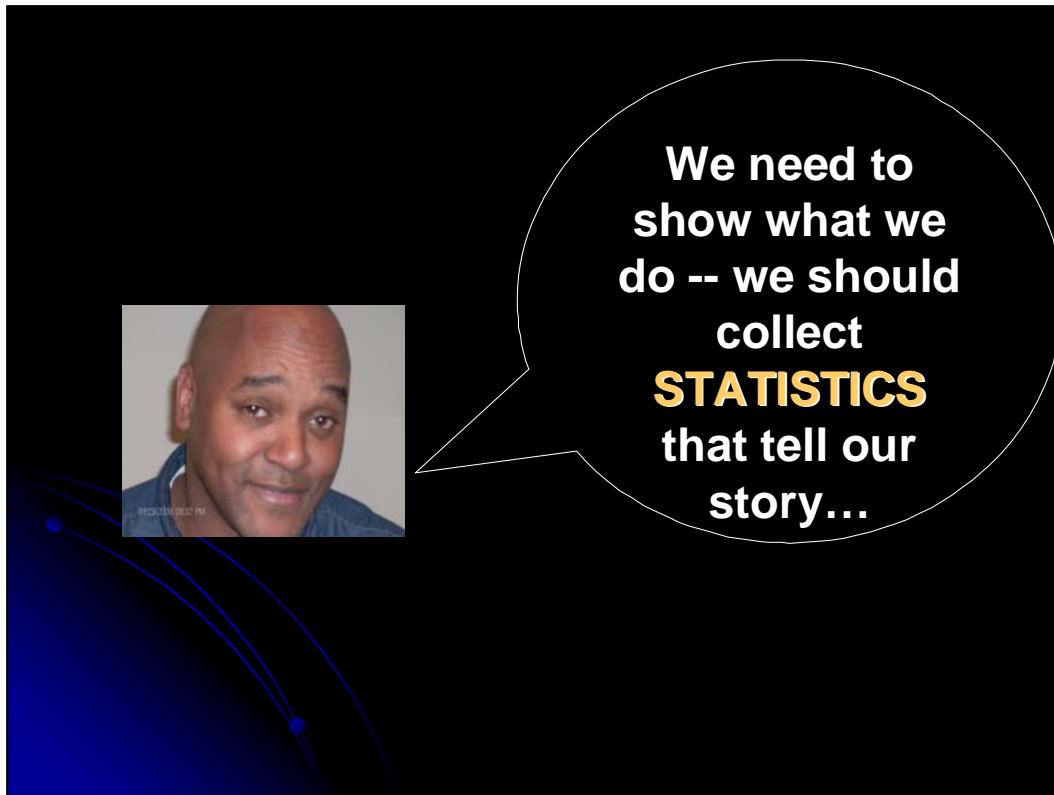
DOJ Librarian and FORD member Derek Jones

Following an investigative process that involved a close examination of the structure of the DOJ – described as the world's largest law firm – site visits to other libraries, interviews, readings and other collaborations, the FORD task force identified four 'action areas' to steer DOJ libraries toward the future. DOJ libraries need to

- understand what we do and what impact it has by collecting more and better statistical data about the libraries and library usage,
- take advantage of a wide variety of marketing or outreach techniques to "be where the users are",
- experiment with technology not only as a tool to market the library, but also to connect the librarians, build knowledge and put the patrons in control of their research and
- improve efficiency at the physical reference desk by enhancing technician skills and making it easier for users who come to the libraries to find what they want.

So how does this translate into action by DOJ libraries? To help set priorities for the future of DOJ reference services, the FORD task force made several key recommendations that incorporate the notion that we need to work from a different reference model. Some are big steps. Others are little steps. These are just a start, and we encouraged other DOJ librarians to come forward with their own ideas for moving DOJ libraries ahead:

Find out what we're doing, who we do it for and how we do it. Set up a group to advise the libraries how best to collect data that will 1) aid decision-making and 2) demonstrate how the libraries (librarians and technicians) contribute to the mission of the DOJ. Figure out how to tell our own story!

Create a culture of sharing among the librarians and libraries. Use the marketing committee as a clearinghouse for ideas, host brown bag lunches for librarians to share war stories and share what's learned at conferences, find out the librarians' special skills and advertise them, explore more ways to connect library staff using technology. Play with other ideas and technology uses. Offer more training to library technicians.

DOJ librarians Jim Gernert and Mimi Vollstedt from FORD

DOJ Librarians Dennis Feldt and Jennifer Hammond offer advice from FORD

Make the library a user-centered environment. Build tools for patrons. Ask each library to design a tool using technologies already in use at DOJ. Ask the libraries to demonstrate their ideas. Consider partnering with other DOJ offices to host an "Information Expo" featuring library and other information resources and services at DOJ. Ask whether we could improve signage in libraries.

The FORD task force came away from their assignment with a better understanding of the issues facing reference services at libraries all around the area. One thing is certainly clear: there's no one model for reference services in libraries. Librarians should keep thinking about, experimenting and playing with new ideas and new methods to provide reference service in the future.

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Cobell v. U.S. Department of the Interior: How an Internet Shutdown Helped Change the Course of the DOI Library

By George Franchois, Coordinator of Library Services, U.S. Department of the Interior Library

Change can be forced upon a library due to shifting conditions beyond your control brought forth in its supporting organization. When a drastic change in services for your organization occurs, its library must be ready to accept the changes and find a way to still serve its users under sometimes difficult circumstances. Perhaps there may even be opportunities to enhance the status of your library that result from your organization's new situation.

Such a change occurred at the Department of the Interior Library in the late fall of 2001. Winds of change were sweeping across federal libraries and the entire federal government in the wake of the September 11th terrorist attacks. As a result, federal government agency information technology offices became preoccupied with insuring the security of their computer systems and networks in the hope of averting an unwanted infiltration of their data via a terrorist hacker.

At about the same, a five year old lawsuit brought by a descendent of a legendary Blackfeet Indian tribal chief was creating a typhoon of problems for the IT office at the Interior Department. Back in 1996 Eloise Cobell; great-granddaughter of Mountain Chief, a legendary 19th century leader of the Blackfeet Nation; and her co-plaintiffs filed a class action lawsuit against the Interior Department and Treasury Department on behalf of more than a quarter of a million Native Americans. The suit alleges that the federal government mismanaged Native American trust fund accounts from the time of the Dawes Act in 1887 to date, resulting in the loss, misdirection, and unaccountability of several billion dollars that were supposed to be held in trust by the United States for Native American beneficiaries.

As a consequence of the lawsuit, and in light of general concern about the security of government information systems, the federal court hearing the Cobell case wanted to find out if Indian Trust Funds accounts could be accessed and manipulated by an unauthorized user. A court appointed hacker was hired to attempt to get into the Interior Department's network via the Internet and access these trust fund account files. They were successful in doing so. As a result, in December 2001, the federal judge overseeing the case ruled that the entire Interior Department must shut down its access to the Internet until such a time as they could prove that their trust fund account files were secure and could no longer be hacked into.

Obviously, a sudden and drastic change like this had serious consequences. For the DOI Library, it meant that we could no longer access our online

database subscriptions from our desktops or from our patron workstations. Frantically, we reached agreements with neighboring libraries so that in emergency circumstances, we could send members of our staff or library patrons to their libraries to do necessary Internet research.   LexisNexis was also kind enough to allow library staff in their training facilities on 18th Street in Washington to do work on the web. Our cataloger had to go to the Library of Congress a few times a week with new books in hand in order to catalog them. Similarly, our Interlibrary Loan technician made trips to the Library of Congress to process interlibrary loan requests on OCLC.

Even though we had come up with some stopgap agreements with other libraries and institutions in the area to get emergency access to the Internet when needed, the DOI Library still needed to put together a strategy to deal with the new reality of no web access. We decided to shift our budgetary resources from online access to the purchase of more print materials to fill in research gaps created by the shutdown. Most of the print materials purchased were in the legal and legislative fields, as the largest impact of the shutdown was the fact that attorneys in the Department's Solicitor's Office no longer had access to Westlaw or LexisNexis at their desktops. We felt that it was our responsibility as the Departmental Library to provide them with these resources in print for as long as the shutdown continued.   We also did increase our acquisitions of scientific and technical materials that could be used by Departmental scientists and researchers to do the field work that is so important to the Interior Department.

Additionally, we initiated a series of new training programs for our users. These training sessions, which continue today, were originally intended to teach our patrons how to utilize the print resources in the library in place of the now inaccessible Internet resources. Because many had either forgotten how to use many of these print resources, or because some younger patrons may have never learned, these sessions proved to be very popular.   The number of visitors to the Library increased as more Departmental employees had to rely on the print resources and services of the Library in order to do their jobs.

Several months later, during the summer of 2002, Internet access was restored to most of the Interior Department, including the Library. The courts ruled that if a bureau, office, or agency within the Department could prove that their servers did not hold any Indian trust fund account information, that they could be reconnected to the web. The only offices within the Interior Department that were not reconnected were the Bureau of Indian Affairs, the Office of Indian Trust Fund Accounting, and the Office of the Solicitor.

Because our budget formulations are partially tied to the number of visitors coming to the Library, our budget increased as traffic into the Library increased. We were able purchase the additional new print resources during the time of the Department-wide shutdown that were required by our users.

With the resumption of Internet access to most of the Department, we were able to shift some of those additional resources back into the purchase of nationwide Departmental access to online databases.

We also purchased online legal and legislative databases, even though the chief user of these types of databases, the attorneys in our Solicitor's Office, still did not have desktop access to the web. Our reasoning behind this was simple. If the attorney had to come to the Library to use the print resources during the Department-wide Internet shutdown anyway, why not give him the opportunity to use the online product at the Library's patron workstations instead. Additionally, other Interior Department personnel around the country would now be able to use these new electronic resources. Again, there was an increase in Library usage as those without the Internet came to the Library's patron workstations to use our online resources.

As a result of the increased usage, we were able to add more online subscription databases for our Departmental offices. We also expanded our training sessions to include training offered in the use of these new databases, often taught by trainers from those database providers. The general feeling amongst the Library staff was to now pursue more online resources as opposed to print. First and foremost, we were running out of space in the stacks to add more print materials.   Secondly, the Interior Department has embarked on the renovation of the Main Interior Building, meaning that the Library will have to be temporarily relocated to a smaller space in a couple of years. During the estimated 18 months that we will be in temporary quarters, we will more than ever need to rely on electronic databases and digitized resources to meet the needs of our user community.

Internet access was restored to the Bureau of Indian Affairs, Office of Indian Trust Fund Accounting, and the Solicitor's Office last summer. The courts ruled that their servers were sufficiently secure as to prevent hackers from unauthorized access. Interestingly, we have found that traffic into the Library has not decreased as we had thought might happen upon the full restoration of Internet access to all offices. The Library is still relied on to interpret data pulled from the web, assist with the use of the online databases that we provide, and to help determine whether data pulled from online sites is reliable. The Library also still draws a large number of visitors from both inside and outside the Interior Department for our regularly scheduled training sessions.

The circumstances that evolved within the Interior Department in the fall of 2001 did make things difficult for the DOI Library.   However, the Library was able to anticipate what the needs of our patrons would be along the way from the complete shutdown of Internet access to the point last summer when web access was restored to all offices. By delivering products that our patrons desired in line with the changes that were occurring in the Department, we were able to enhance our status in the Department and most importantly satisfy the information needs of our patrons.

Professional Benefits of Online Social Networking

by Madeline Kriescher

Online social networking has become a fairly common way to keep in touch with friends and family, and it holds equal promise for building business and professional relationships. Networking, as a general concept, has always been important for business professionals, whether it entails trading business cards at a conference, exchanging war stories at a cocktail party, or meeting prospective clients or colleagues on the golf course. Networking is particularly important to legal professionals, not only to generate new clients, but also to build an arsenal of topical expertise and professional courtesy.

This article discusses online social networks and the ever-growing importance they hold in the business and professional world. Included in this article is an explanation about the benefits and drawbacks of online social networking, as well as examples of different types of applications and tools that can be especially useful for lawyers.

Defining Online Social Networks

Online social networks are relationships that develop out of computer-facilitated discussions about shared ideas or common interests. Online social networking continues to move into the mainstream through personal and professional computer use, with hundreds of millions of hits per month on a variety of sites. Frequently used sites among the general public, such as Facebook,[1] MySpace,[2] Bebo,[3] Orkut,[4] and Zude,[5] are gaining popularity among businesses, and are gaining widespread use in academic libraries, law firms, and government agencies to promote events, offer tutorials and training, facilitate discussions, and post useful information. As more professionals use social networking sites for business-related purposes, more sites that cater to specific professional groups are being developed.

Social Networking in the Business World

Trampoline Systems (TS), a provider of enterprise social intelligence tools, studied enterprise social networking, surveying 111 businesses (including law firms and law-related organizations) in the United States and the United Kingdom.[6] According to survey results, 88 percent of businesses are eager to start using social networking primarily to advance business functionality. Similarly, 84 percent of businesses reported that social networking could be used to share knowledge and expertise with colleagues across both large and small organizations. Additionally, 69 percent of those surveyed are eager to open connections and interact with colleagues whom they don't already personally know—which is something social networking tools make possible.

According to the TS survey, the top concern of businesses is that social networks are not integrated or interactive with other information technology systems. Often, too much time is expended entering personal information as opposed to business information, thus distracting employees from their work.[7] Some organizations have chosen to block employee access to online social networking tools, so businesses may need to consult with internal information technology (IT) departments to make sure that online social networks are compatible with existing IT systems.

A new survey of 650 attorneys jointly commissioned by Lexis Nexis® and Martindale.com® indicates that almost 50 percent of U.S. attorneys are members of online social networks and more than 40 percent of attorneys believe that professional networking has the potential to change the practice of law over the next five years.[8] However, less than 10 percent of responding attorneys said they can rely on their current business network to help them work more efficiently, and more than half said it was hard to stay connected to peers and colleagues from their workplace.[9] More than 40 percent

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of the 650 attorneys surveyed said they would join an online social network designed specifically for the legal profession.[10]

Real-World Functionality

Today's global business marketplace requires a method of communication that is simultaneously fast, interconnected yet private, and easy to manage. Too, the faltering and unpredictable economy highlights the need for alternatives to in-person meetings and conferences with costly attributes. This is where an online social network can shine.

When created by an organization for internal use, an online social network can become an integral resource for collecting and disseminating shared knowledge. For example, attorneys and support staff could use an internal social network to house information on firm-wide policies and procedures that otherwise might be hard to find.

Networking technologies that nobody uses are of no value to either the business or the employee. To develop a successful internal online social network, an organization must understand the needs of potential users, develop a certain level of technological expertise, and be prepared to put that expertise to use. The success of networking is self-generating: the more users, the better the odds for productive connections.[11]

Widespread Idea Exchange

Large law firms that are geographically diverse could benefit from an internal social networking system that allows for more effective and efficient collaboration, communication, and exchange of ideas. Corporate social networks may help minimize inbox clutter, reducing the amount of time spent answering and deleting e-mails, thus allowing employees to make real-time connections and get almost immediate answers to business-related questions.

E-mails can be disruptive, intrusive, and annoying, whereas social networks allow people to choose what they want to read, use, and discuss. In an age when we are bombarded by information, having the option to pick and choose what is most useful and expeditious can be a welcome relief.

Recruitment and Hiring

Many law firms already are using online social networking sites to recruit new associates, as well as to check the "online persona" of prospective new hires. With some thoughtful planning and knowledgeable implementation, online social networks could enable a law firm to enhance relationships among geographically distant offices. These networks also can provide an ongoing context for knowledge exchange; attune lawyers and support staff to each other's needs; and multiply intellectual capital by the power of social capital, thus increasing social cohesion, amplifying innovation, and creating a collective memory and a place to store and share knowledge and ideas.

Security Concerns

Online social networks are not without pitfalls. The online medium can harbor hidden dangers for lawyers and law firms, because social networking sites and their users are not immune from hacking and other forms of online exploitation. Many online social networks contain features that are necessary to create the kind of open environment that is critical for the network to function at its best; however, these features may create some structural security issues.

Security concerns cited by professionals include the inability to verify someone's identity on a social networking site as one of the biggest risks.[12] Other security issues include hacking a system and running malicious code or exploiting trusted websites that may be embedded within a social networking site.

Law firms can combat these security issues by removing links to external content; limiting plug-ins or applications that require access to the Internet to function; requiring separate e-mail verification for use of the social network; and establishing strict security guidelines and policies. Firms also can choose to limit the online social network to internal access only, thus controlling who is granted access in the first place. Of course, implementing any or all of these security measures depends on the nature of the social network and what the firm has deemed its ultimate goal or purpose.[13]

Samples of Existing Online Networking Sites

The following are examples of some of the general and specialized online social networking sites that exist. Included in this list are social networking tools and applications that can be useful for enhancing communication and collaboration within an organization.[14] Also, *see* the accompanying sidebar for a list of resources dealing with online social networking.

Blogs and Microblogs

Blogs (an abbreviation for the term "Web log") are maintained sites with regular entries of commentary or news on various topics. Many blogs function as personal online diaries, but blogs also can focus on current events, history, travel, and politics. "Niche blogs," such as law or legal blogs (also called "blawgs"), allow legal professionals to connect, collaborate, and communicate externally with the legal community or internally within an organization or firm. Some good examples of blawg resources include Blawgsearch,[15] Law Professor Blogs,[16] and the American Bar Association's Top 100 Blawg List.[17]

Helpful Social Networking References

Interested in learning more about online social networking? Below are four articles that provide helpful information.

> Cohen, "Keeping Secrets: Strong Internal Policies Can Allow Firms To Reap the Benefits of Blogs—and Avoid Getting Burned," *The American Lawyer* (June 2007).

> Dykstra, "Practice Online Social Networking Safely" (Oct. 13, 2008), available at www.law.com/jsp/legaltechnology/PubArticleFriendlyLT.jsp?id-1202425202281.

> Kimball and Rheingold, "How Online Social Networks Benefit Organizations" (March–April 2008), available at www.rheingold.com/Associates/onlinenetworks.html.

> Rubin, "Structure Your Schmooze (Online Social Networking)," *New Jersey Law Journal* (March 3, 2008), available at www.theedventuresgroup.com/NJ_Law.pdf.

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Blogging through the use of multimedia text updates is known as "microblogging." Microblogging may occur via short message service (SMS) or multimedia message service (MMS) text messaging, instant messaging (IM), MP3, e-mail, or the Internet. Generally, microblogs are limited to 140 characters. The abbreviated nature of microblogs makes them particularly useful for business and professional communication, because the posts tend to be more topically focused and relevant to the needs and interests of the user.

Usually, microblogs are targeted to a specific user group or network, sometimes within a corporation or law firm. This way, posts can be kept pertinent, as well as private and confidential. Many businesses use microblogs to disseminate business-related news items and event announcements, build knowledge networks, and collaborate within an established network of peers. Some active microblogging sites are: Twitter,[18] Jaiku,[19] Pownce,[20] Tumblr,[21] and Plurk.[22]

Social Bookmarking Tools

Social bookmarks allow users to post a list of favorite websites, or "bookmarks," for others to search and view. Bookmarks can be tagged with metadata and shared publicly. They also can be kept private or shared only inside certain networks. Social library sites such as GoodReads[23] and LibraryThing[24] allow users to keep track of books, share collections, and give or receive recommendations.

Social citation services, such as Connotea[25] and CiteULike,[26] offer online reference management aimed at scientists and researchers. Some of the more popular social bookmarking sites available include: Delicious,[27] Furl,[28] Digg,[29] StumbleUpon,[30] Reddit,[31] Mixx,[32] and Diigo.[33]

Business and Professional Tools

Below are sites that cater specifically to professionals for use in a place of business.

➢ LinkedIn[34] is a business-oriented social networking site used primarily to make professional connections. Connections can be made within a certain profession, business-to-business, or simply by establishing contact with other "professional" individuals. LinkedIn can be used to find jobs, to make or obtain professional referrals and recommendations, or to get in touch with former classmates or colleagues.

➢ Advogato[35] is an online community site dedicated to free software development.

➢ Cake Financial[36] is a financial services social network that lets individual investors share portfolio information.

➢ Ryze[37] is a business-oriented social networking site aimed specifically at new entrepreneurs.

➢ Yelp[38] combines the Internet "Yellow Pages" with a social networking site.

➢ YoungFeds[39] is a social networking site geared toward young professionals in the federal government.

➢ Plaxo[40] is a multifaceted tool for managing, tracking, and networking with contacts across multiple platforms.

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➤ Ning[41] is an online service that allows a user to create a customized social network.

Some online applications that are specific to legal professionals include: LegalAdda,[42] LegalRow,[43] Lawyrs,[44] CasemakerX,[45] and the Virtual Legal Professionals Network on Ning.[46]

Other Tools

Flickr[47] is a photo and video sharing site owned by Yahoo, and was one of the first 2.0 applications on the Web. Flickr allows users to "tag" photos and videos with metadata for easy storage and retrieval. The social networking aspects of Flickr have developed over time, and users are now able to join groups and share media. Libraries are increasingly using Flickr to create, store, and disseminate tutorials and training materials. Flickr's URLs are unique and can be posted on and linked to other sites for increased sharing. Importantly for law firms, Flickr includes privacy settings, so photos and videos can be shared publicly, within certain networks, or not at all.

DiffDaff[48] is a free utility that enables a direct comparison between two files, folders, or websites, and shows the differences line by line. This online collaboration tool could help facilitate information exchange among remote offices or two or more attorneys working on the same case.

Conclusion

The sites listed in this article represent only a handful of the social networking tools and applications that are available on the Internet. As interest in and use of these online tools increase, more choices will become available. Organizations, especially law firms, can benefit from the growing trend in online niche resources. By exploring options and implementing and integrating new technologies, lawyers can avoid being outdone by better-connected, hyper-networked colleagues and competitors. Online social networks can facilitate valuable connections and be the fuel for future online networking advances.

Notes

1. *See* www.facebook.com.
2. *See* www.myspace.com.
3. *See* www.bebo.com.
4. *See* www.orkut.com.
5. *See* www.rude.com (in Beta only, now closed).
6. "Global Research from Trampoline Systems Reveals 88 Percent of Businesses Ready to Deploy Enterprise Social Networking" (June 24, 2008), available at www.trampolinesystems.com/news/press+release/14.
7. Hane, "Social Networking and Collaboration Platforms Lead the News," *Information Today* (Sept. 2008).
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ing Solutions" (July 10, 2008), available at www.pr-inside.com/print 696738.htm.
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10. *Id.*
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12. Dykstra, "Practice Online Social Networking Safely" (2006), available at www.law.com/jsp/legaltechnology/PubArticleFriendlyLT. jsp?id=1202425202281.
13. For examples of sites offering frequently asked questions and general information about security measures, *see* www.us-cert.gov/cas/tips/ST06-003.html or web2.blogtells.com/2008/04/10/basic-network-security-measures-part-1.
14. The networking tools mentioned in this article are not meant to indicate a preference or promotion by the author.
15. *See* blawgsearch.justia.com.
16. *See* www.lawprofessorblogs.com.
17. *See* abajournal.com/magazine/aba_journal_blawg_100.
18. *See* www.twitter.com.
19. *See* www.jaiku.com.
20. The pownce.com site shut down on Dec. 15, 2008, after the blogging company merged with another software company. *See* www.readwriteweb.com/archives/sixapart_hires_pownce_founders.php.
21. *See* www.tumblr.com.
22. *See* www.plurk.com.
23. *See* www.goodreads.com.
24. *See* www.librarything.com.
25. *See* www.connotea.org.
26. *See* www.citeulike.org.
27. *See* delicious.com.
28. *See* www.furl.net.
29. *See* digg.com.
30. *See* www.stumbleupon.com.
31. *See* www.reddit.com.
32. *See* www.mixx.com.
33. *See* www.diigo.com.
34. *See* www.linkedin.com.
35. *See* www.advogato.org.
36. *See* www.cakefinancial.com.
37. *See* www.ryze.com.
38. *See* www.yelp.com.
39. *See* youngfeds.org.
40. *See* www.plaxo.com.
41. *See* www.ning.com.
42. *See* www.legaladda.com.
43. *See* connect.legalrow.com.
44. *See* www.lawyrs.net.
45. *See* www.casemakerx.com/home.php. *See* article in the *ABA Journal* on CasemakerX, available at abajournal.com/news/casemakerx_new_social_network_for_law_students.
46. *See* vipnetwork.ning.com.
47. *See* www.flickr.com.
48. *See* at www.diffdaff.com. ∎

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The Embedded Archivist, or How I Learned to Stop Worrying and Love Change

By Jan Zastrow, Archivist, Office of Senator Harry Reid, U.S. Senate

Foreword
No doubt about it, the whole world has gone digital. Last week in the *Washington Post*, writer Monica Hesse recommended text-messaging as the best way to get your partner's attention! ("Text Is Cheap," *The Washington Post*, April 8, 2009, p. C1/C9.)

Digital has changed everything ...
I am an archivist in the office of a U.S. senator, employed to ensure documents of historical value are preserved for future research. This was relatively easy in the world before email, websites, MS Word documents, spreadsheets and databases. But now an archivist needs to be on the scene almost at the point of creation of a record—at the veritable birth of a file!—in order to ensure its preservation beyond the next Congress.

"Embedded" Archivists
I recently attended a Computers in Libraries conference and learned a new term, "embedded." The concept of an "embedded librarian" came from the distance learning sphere, where librarians and faculty partner to serve online students. I'm going a step farther: as curators of digital collections—whether librarians, historians, archivists or IT professionals—we should be embedded in the process. Our "collaboration with creators is essential to effective curation of digital materials ... Illustrations of such early partnerships include the sustained conversations between expected donors of personal papers, such as elected officials or authors, and curators to discuss and influence the scope and organization of the materials to be deposited." (Association of Research Libraries, *Special Collections in ARL Libraries: A Discussion Report from the ARL Working Group on Special Collections*, March 2009, p. 26).

On Digital Preservation, e-Records Management and Expectations
Despite its convenient searchability and sexy paperless allure, digital "preservation"—and here I mean digitizing documents or collections to ensure their long-term durability—is actually the most fragile means of saving a file. Platform changes and hardware/software upgrades make migration of electronic formats obligatory every 3 to 5 years. Imagine having to re-bind or re-photocopy every book and document on your library shelf that frequently!

I blame the advent of the desktop PC, which ironically led to the easy creation of electronic documents and at the same time diminished their chance of being saved. Gone are the days of the centralized filing system with its designated keeper of the approved Master File. Today's information-

savvy workforce saves their own files as they will, often without guidance on file structure, naming convention or backup. And thanks to cheap computer storage, the ability to "save everything" does away with the need to weed out the junk—the personal emails, the redundant versions, the spam—and actually appraise digital documents for their permanent historical value. The expectations of digital customers are way up too. Social networking trends and instant, ubiquitous tech tools lead Digital Natives to wonder why everything's not online.

Cha-Cha-Cha-Changes
These changes in how information is created, stored, backed up, accessed and preserved should put archivists at the center of decision-making for the entire organization: on systems, policies, hardware and software at least, not to mention training and outreach (no more mousing around in dusty corners!). "The dynamic nature of digital materials requires effective partnership with others, especially including information technology specialists" (ARL Report, 2009). Collaboration and teamwork are now imperative in the digital environment. We are participating in project groups—assisting, evaluating, advising, problem-solving, partnering. At long last, we're on the team …. how exciting!

Or is it? Many of us went into our professional fields thinking we'd be sheltered from the hurly-burly concerns of the marketplace. We could focus on lofty ideas, conduct research and work with objects—books, journals, manuscripts, photographs, in a word, analog stuff. Yet now more than ever we are in the People Business; digital information and its management has thrust us into the very visible forefront of information technology, business innovation, records management, collaborative relationships, "social software," you name it. How digital formats have rocked our world. Stressed? Maybe just a little …

Here's How I Manage
A few years ago I was asked to describe—"in 99 words or less"—my techniques for dealing with change for a class of Special Library students. I think these tips are still applicable for anyone who works in our profession:
. . . .
How to manage change?
Don't panic over the latest new (overwhelming) technology.
Remember, librarianship is the <u>connecting of people to ideas</u>; whether digital or print, whether image, audio, video or 3D—format is irrelevant!
. . . .
How to survive? Always try to:
- be easy to do business with
- be "can-do"
- embrace change (remember, Change = Opportunity)
- stay in front of the wave
- (and a new one) breathe

. . . .

How to thrive?

- ✓ Network, network, network, network …
- ✓ Read journals. Read websites. Read more. Share professional reading tasks with colleagues.
- ✓ Take continuing education/technology classes.
- ✓ Attend conferences.
- ✓ Talk to non-librarians [non-archivists, non-information professionals].

(Did I say to network?!?)

To quote Anne Caputo, 2009 President-Elect of Special Libraries Association, we are the "information royalty"—or at least the cognoscenti—in this Information Age (Keynote Address, "Creating the Future: Three Trends You Can Ride to Career Success," Spring Career Enhancement Day, Catholic University of America, April 16, 2009). Change is constant, flexibility is paramount, attitude is everything. So go forth and prosper. And if you don't like what tomorrow brings, don't worry … it'll change soon enough!

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- Hong Kong

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- Associates
- Paralegals
- Librarians and Information Professionals
- Government Information Professionals
- Small Law Community (lexisONE®)
- Author Center

Practice Area Communities

- Bankruptcy Law
- Commercial and General Business Transactions
- Copyright Law
- Corporate and Securities Law
- Emerging Issues
- Environmental and Climate Change
- Insurance Law
- International and Foreign Law
- International Rule of Law
- Patent Law
- Real Estate Law
- Rule of Law Resource Center
- Tax Law
- Torts Law
- Trademark Law
- Workers' Compensation Law

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http://www.lexisnexis.com/communities/

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Compiled by David E. McBee

Brooklyn College Library
- Getting involved in social networking – allowing patrons/users to comment on new books and databases.
  - *Library 2.0: the consumer as producer*, by Beth Evans, **Information Today,** October 1, 2008, Vol. 25, No. 9
  - Beth Evans – Reference Librarian – bevans@brooklyn.cuny.edu

US Army Corps of Engineers
- Blogging since October 2007
  - http://hecsalibrary.blogspot.com/ - hosted externally – not updated since Sept. 2008
  - Anecdotally – other libraries have resorted to external hosting – allows for email alerts regarding updates.

Library of the Marine Corps
- Built an internal wiki using Wetpaint software to build a collaborative space for shared reference.

  Rachel Kingcade, kingcaders@grc.usmcu.edu
  Chief Reference Librarian,
  Library of the Marine Corps
  703-784-4411

Library of Congress
- http://www.loc.gov/blog/
  - Hosted on the Library of Congress' website
  - Matt Raymond has been the Library's Director of Communications since October 2006.
  - Matt Ray is the author of the Blog
  - mray@loc.gov
  - 202-707-2905

USA.gov and Web 2.0
- USA.gov has set up a profile on Facebook that allows members to become fans and post questions etc.
  - www.facebook.com (search on USAgov) the links from the article don't work)
  - www.govgab.gov – blog run by GSA staff
  - http://twitter.com/usagov - Twitter

USA.gov - Social Networks & Blogs
- http://www.usa.gov/webcontent/technology/social_networks.shtml

- http://www.usa.gov/Topics/Reference_Shelf/News/blog.shtml

Federal Reserve Bank of St. Louis
Using Wikis and planning to present some FED materials on Second Life.

- Kan Kin (Kan.Kin@sf.frb.org)
  Research Librarian
  Federal Reserve Bank of San Francisco
  101 Market Street
  San Francisco, CA 94105
  Direct; (415) 974-2278
  Library: (415) 974-3216

US Nuclear Regulatory Commission
- Running Blogs on SharePoint for Library staff in separate locations.

- Karen Danoff (Karen.Danoff@nrc.gov)
  Reference Librarian
  US Nuclear Regulatory Commission
  Public Document Room, O1-F21
  Rockville, Maryland
  301-415-2151 (desk)
  301-415-4737 (PDR)

Federal Reserve Bank Libraries embarking on Second Life
- http://wiki.sla.org/display/SLASECONDLIFE/Home#Home-UpcomingEvents

Federal Consortia for Virtual Worlds
- http://www.ndu.edu/IRMC/fedconsortium.html
- Paulette Robinson
  National Defense University
  robinsonp@ndu.edu

Federal Libraries Wiki - http://wikis.ala.org/fedlib/index.php/Main_Page
Co-hosted by the American Libraries Association Washington Office and the ALA Committee on Legislation

This public wiki is established as a central place to post information and inquiries about rumored closings and threats to federal libraries.

Government Information (GIS) Wiki
http://www.wo.ala.org/giswiki/index.php?title=Main_Page
Sponsored by the ALA Committee on Legislation

To develop policy recommendations and other strategies for the Committee on Legislation on various aspects of government information policy and procedures vital to the well-being of library services and the American public, including the creation, organization, dissemination, access, use, preservation of and permanent public access to public information, and assist the Committee on Legislation with appropriate communications strategies

EPA Library Wiki
 EPA Library Network used an internal wiki to compile a core materials list

 Randy Bronchus - brinkhuis.randall@epa.gov

National Institute of Standards and Technology (NIST) - http://nvl.nist.gov
 Using wikis for internal communication and collaboration in the Information Services Division and use blogs to distribute our Newsletter and solicit feedback from customers.

 http://wiki.sla.org/display/SLA2009/National+Institute+of+Standards+and+Technology

 Rosa Liu - rosa.liu@nist.gov (301)975-2787

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- *Library of Congress staff backs expanding Web 2.0 Image-sharing program*, **Warren's Washington Internet Daily**, December 15, 2008, Vol. 28, No. 241

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- *Web 2.0 Tools for Social and Professional Use*. J. Cromity. **Online**. Medford: Sep/Oct 2008. Vol. 32, Iss. 5; pg. 30, 3 pgs

- *Why Should Facebook Have All the Fun? Making Web 2.0 Work for You*, C. Burk. Presentation 2008 Technology in Student Recruitment Conference, June 17, 2008, North Mankato, MN.
  http://www.jamestower.com/PDF/Christian-Burk-Why-Should-Face-Book-Have-All-the-Fun.pdf

Building a Transportation Library Community Infrastructure

By Lisa Haakon Pogue, former Director of Technology Transfer, American Public Works Association

A couple of years ago when I was asked to present a webinar on Second Life and libraries for the Transportation Librarians Roundtable (TLR) I jumped at the chance to share one of my enthusiasms with transportation librarians I knew in person and virtually.

The Transportation Librarians Roundtable is a monthly web conference series providing transportation librarians with opportunities to "learn more about issues of mutual concern and interest and also to have a new means of regular communication among members of that community." It is an initiative of the U.S. Department of Transportation's National Transportation Library (NTL), co-sponsored by the American Association of State Highway and Transportation Officials (AASHTO), Transportation Research Board, and the Special Libraries Association's Transportation Division. The community represented by these organizations include academic, state department of transportation, association, private sector, and federal transportation libraries. Many of these libraries are staffed by solo librarians or have few staff members.

Roundtables serve several purposes. They share information about library practices, such as cataloging, electronic resources, and special collections. They also allow librarians to share best practices about marketing, management, performance measures and advisory committees. They inform the transportation library community about new technologies, such as Second Life and open journals. And, they address some of the pressing issues facing all transportation libraries. The most popular sessions concerned a report on a user survey for a Transportation Research Board electronic resource and finding and using electronic resources in transportation.

The idea for the roundtables was sparked by a conversation between Amanda Wilson, director of the National Transportation Library and Bob Cullen, Information Resource Manager at AASHTO, when Amanda asked Bob for ideas on how he works with the silos in the transportation community. Amanda found the number of similar projects, objectives, and initiatives across the various communities made the case for a central communication forum. Bringing in the Transportation Research Board and the Transportation Division of the Special Libraries Association enabled Amanda and Bob to bring the entire transportation library community together.

Why does it work?

The Second Life session was fun to present. We started with a lecture and then went live to Second Life. It was great to see and hear my colleagues interact as they tried to envision how they could use such technology. Although this program doesn't use the most cutting edge technology, I feel that taken as a whole it is truly a best practice. There are several reasons I think the roundtables work so well:

- They are scheduled every month; that way we can put the event on our calendars and make sure to participate. They are also scheduled in advance and posted on the NTL website. One participant noted, "The Librarian's Roundtable is proving to be a touchstone to me, and I hope to other people. . . I'm setting up my schedule for every roundtable … and I'm requiring my employee to attend them as well, and block out plenty of time to do so." Although the schedule is planned in advance, when a hot issue comes up, the schedule can accommodate it. In December of 2008 a roundtable was held on "The Challenges Ahead: Actions for Tough Economic Times," which was an open discussion on the impact of the economic crisis on individual libraries and suggestions for how the transportation library community can work together to cope.

- Learning from the roundtables doesn't stop at the end of the session. For examples, when we presented the roundtable on Second Life there was little discussion at the time. However, over the next couple of days the dialogue on the Transportation Division discussion list was lively and sometimes heated. Another great resource is the fact that the NTL posts a recording of past sessions for those who cannot attend.

- There is also lively discussion during roundtables, which average approximately 30-40 in attendance. Participants interact through the phone and chat, often posting a URL or source of information. Most of us in the transportation library community know each other as members of one or more of the sponsoring organizations. However, most librarians don't attend every meeting or conference, so there are many I've met only once or twice. The roundtables are a cost-effective way to bring this community together. One participant stated that "I liked the informality of the TLR; it was very conducive to interaction between presenter and attendees and between attendees." Another wrote on the evaluation that "It provides transportation librarians the opportunity and venue to consistently 'meet' and keep up-to-date with what is going on within the library and information field, transportation field, and within our libraries."

- The roundtables are not just for pure professional development but often result in ongoing projects and activities. The community will continue to follow up with open discussions on ways to support one another during tough economic times as a result of the roundtable session. The SLA Transportation Division is also following up with an initiative on cataloging for transportation libraries.

Where are they going?
The sponsors are looking at ways to measure the impact of the roundtables by asking participants to identify what ideas have been implemented or how library services have been improved based on attendance.

For more information
Go to http://ntl.bts.gov/networking/roundtable.html for a schedule of upcoming roundtables and http://ntl.bts.gov/networking/tlrarchive/index.html for an archive of past roundtables.

Twitter: Changing our Lives in <= 140 Characters

By Karen Huffman | *What are you doing? Twitter me @khuffman*
Senior Systems & Database Administrator, National Geographic Society
Chair-elect, SLA Knowledge Management Division (SLAKM)

Why I Tweet… sharing moments in my life, enabling the WIIFM factor.

Twitter is a called a micro-blog because it permits short burst of information (i.e., micro-interactions of 140 characters or less) and items posted appear in date/time order, most recent first. It has been interesting to watch the explosion of Twitter (http://twitter.com). When I first started using the micro-blogging application in early April 2008, it took me a few weeks of immersive use to see any redeemable value in the tool, to see the WIIFM (="what's in it for me?") factor. During the 2008 SLA Annual Conference, Danial Lee set up our first ReTweet tag #sla2008, so conference attendees could share immediate ideas about the speakers, meet-ups, and more! Twitter slowly started infusing its way into my life – both personally and professionally. Today, I couldn't live without it. It's as essential tool for me as is a phone, email and the Internet.

Source: 2008 SLA Annual Conference ReTweets #sla2008
Wordle word cloud created by Daniel Lee @yankeeincanada

Global communication and search portal:

Twitter ties together my personal and professional life. It enables me to share immediate thoughts that swirl around in my head, engage with like-

minded professionals, and connect to others to learn from their easy-to-digest, exchange of ideas (140 characters or less). Twitter "levels the playing field," so to speak, in that we all have the same amount of characters to share our moments of inspiration or every day happenings despite distance and real-time interaction. It easily allows us to share our tacit knowledge across worldwide boundaries; to market our products, services, and resources; and to engage on current ideas and events. To fully understand Twitter, you need to immerse yourself in the tool by using it and applying it to a practical application in your own life.

Sampling of my Tweeples (=people and groups I follow/who follow me on Twitter):

NatGeoSociety Photo of the Day Leopard in Tree, Kenya
http://tinyurl.com/b5b82n
1:29 AM Feb 28th from twitterfeed

yankeeincanada Great post by Joseph Thornley: "Blogging brought the world together. Twitter is pushing us apart."
http://tinyurl.com/apd94v
4:09 PM Feb 27th from TwitterFox

khuffman 🔒 @meghan1943 would you expect any less from DC-bred raccoons. If NASA's Explorer Island can have deer, perhaps we should have raccoons! LOL
6:05 PM Feb 26th from TwitterFox

gampgamp posted my twitter presentation on slideshare http://tinyurl.com/aqp2o5 comments?
3:06 PM Feb 26th from twhirl

klively 🔒 having fun watching the responses to #definetwitter
1:04 PM Feb 26th from TweetDeck

NeridaHart 🔒 Retweet @jeremytaylor: Where is twitter heading when politicians are twittering in parliament? http://tinyurl.com/basdq4
3:19 AM Feb 26th from TweetDeck

libraryfocus Government Info Pro post: 2009 SLA Leadership Summit Materials -- http://tinyurl.com/djhwml
3:38 PM Feb 25th from web

NeridaHart 🔒 off to a breakfast meeting to talk about AANRO redevelopment with Grape and Wine RDC
2:56 PM Feb 25th from TweetDeck

lukelibrarian at educause southwest regional conference #swrc09.
10:32 AM Feb 25th from twitterfeed

mstephens7 #LIS768 Could my student blogging be any better this semester? Great posts on virtual communities, participatory service & research topics.
9:23 AM Feb 22nd from web

DavidGurteen RT @GurteenQuotes: "The best way to predict the future is to create it." Peter F. Drucker http://twurl.nl/g3bcfc
4:01 AM Feb 22nd from TweetDeck

khuffman 🔒 Thank U @NeridaHart @YankeeinCanada @Broniba @FabLadyB SLA @ 100 Voices video posted http://tinyurl.com /dmym2g #slakm

3:28 PM Feb 14th from web

Twitter is in its infancy: Many people want to know how and why to use Twitter. At this point it appears limitless. Essentially, if you want to see value in the tool, you need to start using it. Here are some tools that help to streamline my use of Twitter:

- **Facebook:** Integrated Twitter to automatically update my Facebook status (http://apps.facebook.com/twitter/). It's a nice feature since it allows my family, friends, and colleagues to leave comments on my status postings.

- **Firefox add-ons:** TwitterFox for keeping up and sending Tweets and Twitter Search are two great add-ons for Firefox browsers (https://addons.mozilla.org/). (Additional note: Many of my friends like the desktop application TweetDeck (http://www.tweetdeck.com/) for managing their Tweets.

- **GroupTweet** (http://www.grouptweet.com/): Allows people who are following and being followed by a particular group to post a direct message to the group account (e.g., CUASLIS) for everyone to see. We use this for Catholic University's School of Library and Information Science Twitter account: *d CUASLIS your message*. Example:

CUASLIS via @broniba: ALA Techsource Report on Second Life: http://tinyurl.com/cqk95k

1:03 PM Feb 25th from GroupTweet

- **ReTweet** (http://www.openparenthesis.org/tag/retweet): Setting up this method takes a bit more configuration and a server for hosting the PHP-script/MySQL database and running a cron job. It's similar to GroupTweet in that it allows people who are following and being followed by a particular group to post a message to the group account (e.g., SLAKM). It also allows for anyone following just me to see the post since the method employs the hashtag # + group name = #SLAKM. We use this method for the SLA Knowledge Management Twitter account. Example:


slakm khuffman: #slakm @olonoff like your blog and your slogan moving from "need-to-know" to "need-to-share." http://fedKM.org

7:49 AM Feb 22nd from web

Still out on Twitter? Here are a few ways to get started:

- Learn more about Twitter from your fellow information professionals. We have compiled a list of SLA members and groups who use Twitter. It's posted on the Innovation Lab's wiki: http://wiki.sla.org/display/SLAINNO/Twitter+Directory. There are about 200 names currently posted on the list.

- Check out 45+ resources, articles, videos, and directories bookmarked on my Del.icio.us account to help people get started with Twitter: http://delicious.com/khuffman/Twitter.

- Want a shorter synopsis on Twitter, check out my idea map (below) and let me know… *What are you doing [or thinking] now?*
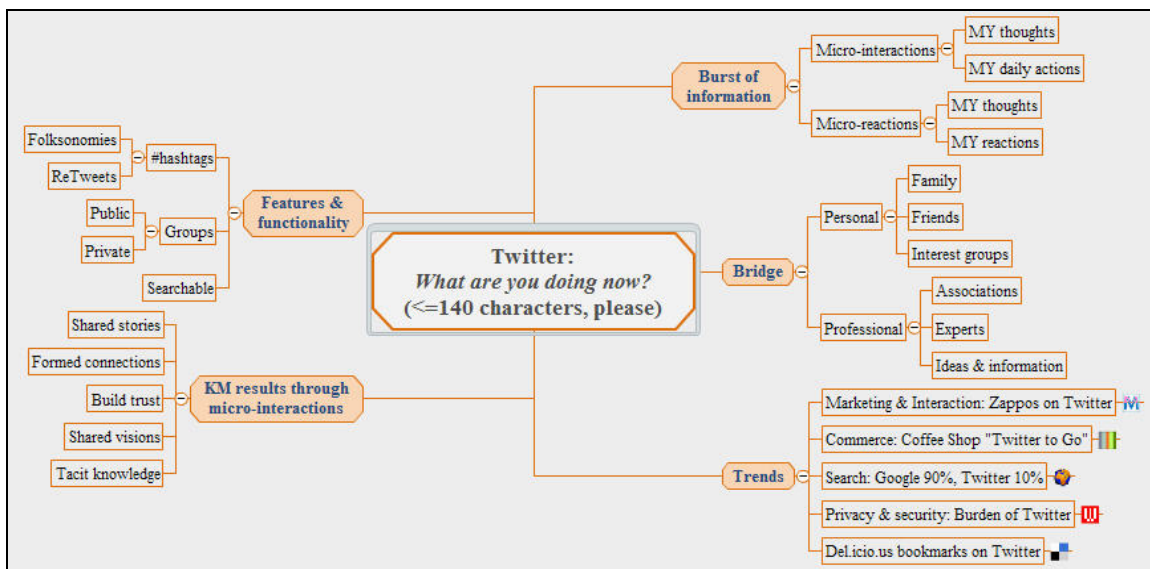
Source: Idea map on Twitter
http://delicious.com/khuffman/Twitter+MindMapping

Virtual Reference, Real Librarians

By Biblio Latte, Reference Librarian Volunteer, Alliance Virtual Library, Information Island International, Second Life

It is 6:30 am, on a recent Sunday morning at the reference desk of the AVL (Alliance Virtual Library) on Information Island International. Although my watch says 9:30 am., Second Life runs on Linden Time (Pacific Time). I am ¼ of the way through my two hour shift. (Each reference volunteer is asked to work a minimum of a two-hour shift per week. Many of the volunteers work more than that.)

I have turned on my SLLVR HUD (Heads Up Display). The HUD helps AVL better track the number of volunteers and the hours of reference coverage. The statistics help AVL when applying for grants or responding to questions from collaborating libraries in the real world (RL).

Reference staff may offer reference service at the desk or while roaming around the Info Island Archipelago. The volunteers belong to the Library Reference Group. Instead of wearing a name tag, the volunteer activates the Reference Group tag, while on duty. The group tag and avatar name look like a thought bubble over the avatar's head.

Like any library, regulars will stop by the reference desk to chat. Jecy, a cat shaped avatar, has stopped by to show off his new Matrix inspired look   "The sleeves aren't long enough, " he complains about the ¾ length look. Jecy is using a microphone to speak in Second Life. I respond with text chat.

A young female avatar approaches the desk. "May we help you?" I type.

"Yes, please. I am looking for information on Second Life Banking," she replies in text chat. "It is for a class assignment."

"Just a minute please. Jecy and I will try to help you." I am glad to have Jecy's assistance because I am still a fairly new reference volunteer.

I use the Second Life search box. The word "bank" returns too many results. The term "banking" shows promise with a site for a Metalife Bank that tracks the history of banking in Second Life. I teleport quickly to the site, create a landmark, teleport back and share the landmark with the customer.

In the meantime, Jecy has also been searching for information about banking.   He has given the customer some Second Life URLS (SLURLS) that may help her find more information.

Like their RL counterparts, the AVL reference desk staff gets a mixture of directional and reference questions. The questions may deal with both SL and RL (real life). Many of the questions concern "Where can I find" or "How do I do". Many newbies, as new avatars are called, have questions on how to change their appearance, how to maneuver around Second Life, where to meet people. Last year, the volunteers answered more than 6,000 reference questions.

The reference desk is staffed over 80 hours a week, with volunteers from around the world. Librarians from Australia, Thailand, Europe, Canada, and the US may take a break from RL work, school, or chores to hangout in the den adjacent to the reference area and chat. Over 1300 librarians and library staff are in the volunteer group. The Second Life Library 2.0 friends group has over 2,000 members who receive notices about the book talks, art gallery openings, lectures, historical events, poetry readings, galas, dances, etc that take place every day throughout the Info Island Archipelago.

Abbey Zenith, the Director of Services and Resources for the AVL talks about the reference service. "We began this project three years ago to see if library services had a place in the virtual world of Second Life and discovered right away that the answer is yes! People who use this environment are eager to have conversations with others, to attend events related to reading and education, to explore exhibits and collections, and most of all to find a place where they can ask questions and receive answers. Our reference service under the direction of Hypatia Dejavu/Samantha Thompson has become the heart of the community that has grown up around Alliance Virtual Library."

Hypatia Dejavu, Director of Reference Services, (and a Senior Librarian at the New York Public Library in RL), further explains. "We're often asked why we would bother providing library reference services in a virtual world. After all, our patrons tend to be from parts of the world well served by traditional library services. My answer to this question is always roughly the same. Our patrons come to a virtual world and become part of a community here. A major factor in a healthy community is the availability of accessible library services; which is what we provide. Simply put, we are here because the patrons are here."

For more information about real librarians in virtual worlds, read the book *Virtual Worlds, Real Libraries: Librarians and Educators in Second Life and Other Multi-User Virtual Environments* edited by Lori Bell and Rhonda Trueman. (who are Lorelei Junot and Abbey Zenith in Second Life) http://books.infotoday.com/books/VirtualWorlds.shtml

You can also check out the Alliance Virtual Library website at http://infoisland.org/

Best Practices: Are You a Web 2.0 Genius Yet?

By Deb Hunt, Principal, Information Edge

Becoming a Web 2.0 Genius using SLA's 23 Things
23 Things is a self-directed training program that will help SLA members develop confidence and skills using a wide range of Web 2.0 tools. These tools can be used at work or at home, for helping clients or helping oneself, for serious knowledge and for fun.

Last year I reported here on SLA's 23 Things
http://wiki.sla.org/display/23Things/
which went live on May 27, 2008, and was officially launched at the 2008 SLA Conference in Seattle. If you missed the truly wonderful, 3-minute movie to get members motivated and started, you can view it here:
http://wiki.sla.org/download/attachments/8355864/23Things.wmv?version=1

The introduction of 23 Things in Seattle was a big success. Members began signing up in droves and Deb and SLA fielded many emails and phone calls asking it this was available to non-SLA members. (It is not and many information professionals have joined SLA to get access, including information professionals from the U.S., Europe, Asia, Australia, Africa, New Zealand, and State Department libraries around the world.)

As of mid-April 2009, 1,792 SLA members have signed up for 23 Things. That's over 15% of SLA membership, which was my goal for the project.

What do info pros get from 23 Things?
Let's hear it in their own words…

"The Innovation Lab, and in particular the 23 Things initiative, really impressed me. Stephen Abram provided an overview during one of his talks, and at the end said something along the lines of "Is there enough value in that to justify your dues?" He is absolutely right on this point. I started the 23 Things initiative this past week, and though I'm only on the fourth or fifth Thing, I have already learned so much more by "doing" than I would have by reading or listening to someone explain these tools. I have a new blog, a wiki account, del.ic.ious capabilities, enabled an RSS feed, and yesterday I explored Technorati. This is enabled by the step-by-step instructions and the overall plan put together by the 23 Things team. Really, it's the most value I've received from the overall SLA organization in a long time, or maybe

ever! (And I've been a member since 1980)."

"I finished the 23 Things in the middle of last month. What a great idea this program has proven to be. As an independent info pro, I really appreciated the structure, context, and tools that the 23 Things program provided to me. The content provided just the right amount of exposure and practice with dozens of Web 2.0 tools, and I have already started to use some of them in my business and on behalf of my clients."

"What a great learning experience this has been. Thanks to everyone who was involved in developing and implementing the program. I've learned a lot and look forward to learning more!"

There is more, but you get the idea.

23 Things Will Remain Up Indefinitely
In this era of job uncertainty, what better way to remain abreast of new technologies and add new skills to your professional toolbox than via 23 Things?

SLA members continue to sign up and work on 23 Things. Not registered yet? You can register at
http://wiki.sla.org/display/23Things/

If you have already registered and have not completed all 23 Things, you can still do it. Work at your own pace, learn new skills, and invest time in yourself and your future.

SLA's 23 Things: Week 1 Introduction

Information professionals are well aware that lifetime learning is a given. With that thought in mind, don't miss a great opportunity to plug into a deeper understanding of Web 2.0 with SLA's 23 Things. If you have put off starting up on SLA's 23 Things, or started and got derailed, this is a call to start up again. Go ahead. Jump in. I'll be going through the modules here on the *Government Info Pro*.

As a member of the SLA 23 Things Committee, I can assure you that SLA's 23 Things modules will provide you with a wonderful learning experience and take the stress out of immersing yourself in Web 2.0. You will get the gain without the pain of figuring it all out from scratch. Best of all, you will be learning together with a whole community of SLA members. At last count, (November 2008) 1217 SLA members had registered for SLA's 23 Things.

Week 1: Introduction - Learn to learn this way

[Week 1 of SLA's 23 Things: Learn to learn this way](#), is a short and sweet module that will allow you to find out about SLA's 23 Things program and will pump you up to dive in. Here's some brief thoughts and takeaways that I had for Week 1.

The Overview of Week 1 gives some background on SLA's 23 Things, the SLA learning initiative that was introduced by Stephen Abram and inspired by Helene Blower's 23 Things and Learning 2.0. The approach is to provide a convenient, self-paced way to learn about Web 2.0 that is quick, efficient, and fun. The modules take away the stress and strain of figuring out exactly how to start understanding Web 2.0 tools and what they mean to you, both personally and professionally. The format allow you to be in control of your learning experience. You can dig deep or skim the surface. You can do the whole thing in a weekend or chop it up in quick little segments and do a little every day. Either way you go, you will benefit from the knowledge and experience you derive from the modules as you work through them and also through the takeaways of those that are learning right along with you. You are encouraged to share your experiences on the wiki that serves as the SLA 23 Things learning platform. You are also encouraged to create a blog and share your takeaways there, which can be bookmarked and tagged in Del.icio.us to tie in with SLA's 23 Things just as I am doing here on the ***Government Info Pro*** with this post.

What are the benefits?

- A community learning experience that is at your fingertips
- A stronger understanding of Web 2.0 and what it means to us as professionals and individuals
- Hands-on experience with these tools

Each week there are reflections to help you localize your learnings. What I like about 23 Things is that along with learning through reading, watching, and listening, I also learn through actually doing - that always puts me to the test and clarifies the lesson for me. More than that, I get the benefit of sharing and learning from what others share about their learning experience as I move from week to week. There will be challenges too that will allow you to spread your wings a little and expand your learning experience. Since you are in control of this learning experience, you decide the depth of your learning experience and adjust it from section to section of the program.

So, Week 1 is a breeze. Go learn about the program. And while you are at it, maybe you should forge ahead and start [Week 2: Blogging](#). That's my strategy.

Originally posted by Marie Kaddell on November 07, 2008 | Permalink

SLA's 23 Things: Week 2 Blogging

Have you been working your way through SLA's 23 Things or are you still putting it off? Just jump in and do it. I'll be going through the modules here on the *Government Info Pro*.

As I said in my last 23 Things post:

> As a member of the SLA 23 Things Committee, I can assure you that SLA's 23 Things modules will provide you with a wonderful learning experience and take the stress out of immersing yourself in Web 2.0. You will get the gain without the pain of figuring it all out from scratch. Best of all, you will be learning together with a whole community of SLA members.

Here's a few thoughts on Week 2 of SLA's 23 Things: Blogging...

Week 2 is not just a way to learn about blogs but a way to move step-by-step through the process of creating a blog of your own and doing some actual blogging. I am a big believer in the value of the blog as a resource for gathering information and a tool for sharing it. Putting together your own blog will be a valuable opportunity to enhance your 23 Things learning experience and share your insights with others.

Working through Week 2, you'll:

- Develop a deeper understanding of what a blog is and what its component parts generally are,
- Identify and look at some blogs for inspiration,
- Learn how to set up your blog, including choosing a blog tool,
- What to consider as you begin blogging, including things like privacy issues,
- Considering the different reasons for blogging,
- Think about what you can accomplish with a blog.

Week 2 is where the rubber really meets the road. Grab your car keys and step on the gas. You're going to learn a lot from Week 2 of SLA's 23 Things.

Originally posted by Marie Kaddell on November 14, 2008 | Permalink

SLA's 23 Things: Week 3 Tagging, Folksonomies & Technorati

Have you been using Delicious for years or just been promising yourself for that long that you'll figure out what it's all about? Week 3 of SLA's 23 Things focuses on Tagging, Folksonomies & Technorati. If you haven't started SLA's

23 Things then there is no time like the present. You can check out my earlier posts to get you inspired:

- SLA's 23 Things: Week 1 Introduction
- SLA's 23 Things: Week 2 Blogging

or just head straight over to SLA's 23 Things site and begin.

Here's a few thoughts on Week 3 of SLA's 23 Things...

Module 3 starts out with Delicious. I've used Delicious in a number of different ways. My early experience with Delicious was as a resource to find what other people had bookmarked on a given topic. I found that it often helped me identify articles and websites pertinent to specific areas of interest that I would not have found so easily through going the standard search engine route. The tagging was what really made the difference. But it took awhile for me to step up to bookmarking things myself. I do it now for several reasons:

- My bookmarks are always handy because they are not just sitting on my laptop but accessible to me from any computer with web access
- The tags can help me organize and find bookmarked items that would get lost within the folders of my browser's Favorites List or never get organized at all
- I can share my bookmarks
- People can share bookmarks with me
- I can integrate the bookmarks into other Web 2.0 tools
- It's convenient and easy to bookmark using Delicous with special bookmark buttons and add-ons for your browser or website
- It's very efficient and I'm all for creating efficiencies in my personal and professional life.

The next section of the module deals with blog directories, tagging, and folksonomies. I believe that you can learn a lot from blogs and so the blog directories covered in this section of Week 3 are important to explore. Technorati tags fields are integrated into some blog platforms such as Typepad. It's another example of the way you can become introduced to one Web 2.0 tool by using another.

The last portion of Week 3 turns to Library 2.0. How libraries are using, and going to use, Web 2.0 is important to consider because it's heating up, not simmering down.

Take a look at these *Government Info Pro* posts on the topic:

- IL 2007: Online Marketing for Libraries: Outreach and PR in a 2.0 World
- IL 2007: Information Tomorrow.

At a recent conference I also picked up this book by Michael E. Casey and Laura C. Savastinuk: Library 2.0: A Guide to Participatory Library Service. Chapters include: Brand Library 2.0, Finding the Road to Library 2.0, A Framework for Change, Participatory Service and the Long Tail, Incorporating Technology, Buy-In: Getting Everyone on Board, Maintaining the Momentum, and more.

I also recommend the 2008 Best Practices for Government Libraries: Web 2.0 in the Workplace and Beyond.

Of course, I'm going to tag this post in Delicious and it will turn up on the sidebar feed of recent blog posts tagged "SLA23Things" on SLA's 23 Things. A perfect example of some of the lessons of this module in action. Here's the direct link to the feed: Recent SLA23Things Bookmarks.

Originally posted by Marie Kaddell on November 21, 2008 | Permalink

SLA's 23 Things: Week 4 Photos & Images

Got pictures? You'll love Week 4 of SLA's 23 Things because it's all about Photos and Images. If you haven't started *SLA's 23 Things*, then hurry up and get started. You can check out my earlier posts to get you inspired:

- SLA's 23 Things: Week 1 Introduction
- SLA's 23 Things: Week 2 Blogging
- SLA's 23 Things: Week 3 Tagging, Folksonomies & Technorati

or just head straight over to SLA's 23 Things site and begin.

Here's a few thoughts on Week 4 of SLA's 23 Things...

First off, I love taking photos and I don't think I am alone in my addiction. When I travel, my digital camera is always with me. My cell phone has both a camera and videocam. I might be categorized as slightly annoying when I have a camera in my hand during trips. Ask my family, as they often have to stand around waiting for me to get that perfect shot. What do I do with all those pictures? They are on folders on my computer, they rotate graceful on a digital picture frame in my living room, they decorate my computer desktop...

and they wind up being utilized on a lot of the Web 2.0 tools we have been exploring in *SLA's 23 Things*. Here's some examples of how I use photos and images:

- My photos show up regularly on the *Government Info Pro* and the Conference blogs I participate in to provide an on-the-ground view of conferences and events

- - SLA 2008: The Best Conference Badge Ever, **Government Info Pro**
  - Portland Saturday Market, **AALL Conference Blog**
  - A Seattle Public Library Draws Conference-Goers, **SLA Blog**
- I use images such as screen shots on wikis to illustrate a point and create interest
- I share images on social networking sites like Facebook
- I upload images on photo sharing sites like Flickr so other people can view and comment on them
- I add images of conference speakers or individuals who were interviewed on the show notes for individual episodes of the Government Info Pro Podcast
- I mix my video and images to create montages (using sites like OneTrueMedia.com) and then share them on blogs and social networking sites
  - An example of this is this post: On Vacation
- I use widgets and badges from sites like **Flickr** so that I can easily share and provide my most current photos on blogs and on social networking sites. Other people can even use my photos. For example, a blogger could use my photos as sidebar content for their site using these same tools.

Week 4 of **SLA's 23 Things** will help you get a better understanding of photo sharing concepts in general and help you learn all the ins and outs of **Flickr**, including taking a look at how libraries are using it. Week 4 will also guarantee you a little fun because the second half of the module is all about **Flickr** mashups and third party sites that will allow you to get creative with images.

Here's a mosaic I did on Mosaic Maker using some of my **Flickr** images from a trip I took to Alaska this summer right before SLA 2008:
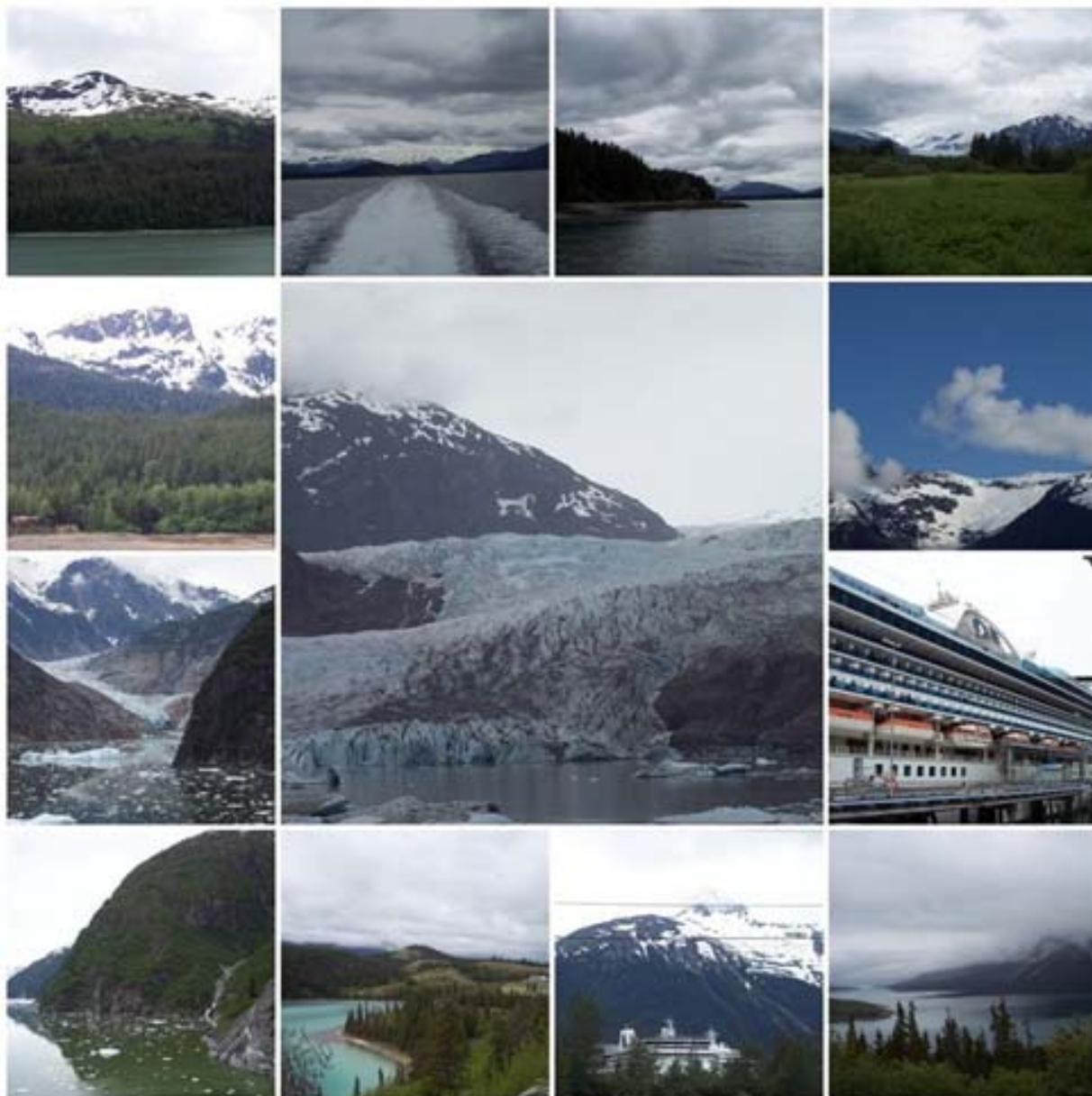
1. [Mendenhall Glacier](), 2. [Heading to Alaska](), 3. [Whale Watching, Juneau, Alaska](), 4. [Looking for Whales](), 5. [On the Way to the Whales](), 6. [Houses along Waterside in Alaska](), 7. [On the Way to Tracy Arm](), 8. [Tracy Arm](), 9. [Princess Golden](), 10. [Entering Tracy Arm](), 11. [Emerald Lake - Yukon](), 12. [Cruise Ship in Port, Alaska](), 13. [Along the White Pass, Yukon]()

Next up is Week 5 RSS and Newsreaders.

Originally posted by Marie Kaddell on November 28, 2008 | [Permalink]()

SLA's 23 Things: Week 5 RSS & Newsreaders

Week 5 of SLA's 23 Things focuses on RSS and newsreaders. Maybe you've got a newsreader set up but that's about the extent of your RSS expertise, maybe you feel comfortable with the concept of feeds but would like to develop a deep knowledge of how you can use them. This RSS and newsreaders module will help you do that. If you haven't started **SLA's 23 Things**, there's still time. You can check out my earlier posts to get you inspired:

- SLA's 23 Things: Week 1 Introduction
- SLA's 23 Things: Week 2 Blogging
- SLA's 23 Things: Week 3 Tagging, Folksonomies & Technorati
- SLA's 23 Things: Week 4 Photos & Images

or just head straight over to SLA's 23 Things site and begin.

Here are a few thoughts on Week 5 of SLA's 23 Things...

You have to love feeds. They're integrated into so many of the tools we use to stay informed. And people have been talking about RSS for a long time now so it's not a brand new concept. I wrote this article about RSS feeds: RSS - Syndication for Real People Right Now in 2003. Still, it's one of those things that can get pushed aside to figure out at another time. Understanding how to make the most out of feeds is what Week 5 is all about. Even if you feel confident that you get RSS feeds, this module will help you make the most of what you know and give you some new ideas about how to use feeds, how to find feeds, and how others are using them.

This summer, I taught a full day CE class at SLA in Seattle with Karen Huffman, Senior Applications & Database Administrator Information Systems & Technology, National Geographic Society, on Web 2.0 tools for librarians. One of the tools that Karen and I really enjoyed showcasing during this session was the digital dashboard. Digital dashboards like My Yahoo and iGoogle are accessible, free, and easy to set up. They make it so easy to pull favorite feeds together and arrange them in ways that allow extreme personalization of your dashboard: layout (one tab or many and order of how feeds are organized on your dashboard), theme (I have a different theme for each Tab), and content selection that you choose and arrange as pleases you.
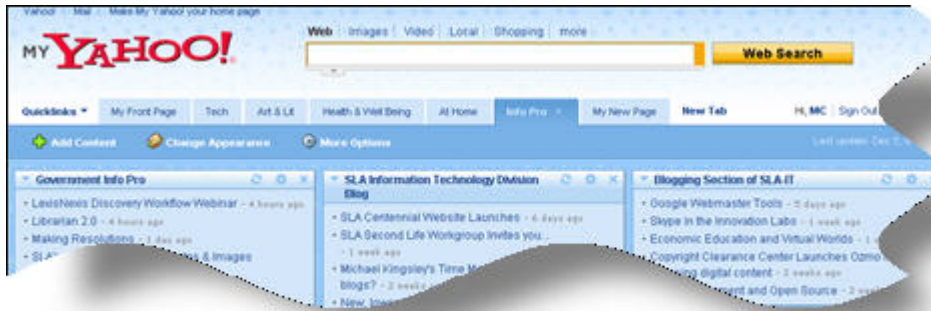
Digital dashboards were a big hit with the class and are a good way to dip into playing with feeds in a painless way. From the millennial gen's point of view: my daughter, a senior in college, gave me some immediate feedback on the draw of the tool. She was instantly mesmerized by the digital dashboard when I introduced her to it. She set up a digital dashboard on iGoogle with multiple tabs for different areas of interest and did a unique theme for each tab to suite the topic. She set up it this summer and she still maintains it as her web browser landing page.

I also have a My Yahoo digital dashboard and it's my landing page on the web on my personal laptop. I also use Bloglines. The presentation of feeds is very different from my digital dashboard and it gives me an easy way to hold content until convenient for me to read (versus the digital dashboards presentation of most recent posts only). Bloglines also lets me clip interesting posts for later reference. I consider it more of a deep dive tool. I can follow hundreds of feeds in Bloglines without feeling traumatized, while the very visually rich screen of a digital dashboard displaying all these feeds would be a lot to take in. I think there's room for both digital dashboards and feed readers like Bloglines and Google Reader because how we use information and want to see it displayed to us can vary from purpose to purpose.

Here are a couple LexisNexis examples of using feeds:

- **Government Information Division News Feed sponsored by LexisNexis** on the right sidebar of the SLA DGI homepage
- LexisNexis Communities of Practice Centers. These centers are great examples of Web 2.0 in action, including the use of feeds, podcasts, and the ability they provides for community members to participate and share knowledge. You'll find links to these centers on the right sidebar of the **Government Info Pro.** For more about all the centers click: LexisNexis Communities of Practice Centers. Right now the centers include:
  - Bankruptcy Law Center
  - Commercial & General Law Center
  - Copyright Law Center
  - Corporate & Securities

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- o [Emerging Issues Law Center](#)
- o [Environmental Law & Climate Change](#)
- o [Insurance Law Center](#)
- o [International & Foreign Law Center](#)
- o [International Rule of Law Center](#)
- o [Patent Law Center](#)
- o [Real Estate Law Center](#)
- o [Torts Law Center](#)
- o [Trademark Law Center](#)
- o [Workers' Compensation Law Center](#)

Next up is Week 6 of SLA's 23 Things: Play Week.

Originally posted by Marie Kaddell on December 04, 2008 | [Permalink](#)

SLA's 23 Things: Week 6 Play Week

Week 6 of [SLA's 23 Things](#) is Play Week and it focuses on fun things like avatars, [LibraryThing](#), and blogrolls. As such, it's makes a great topic for a Friday afternoon post.

If you haven't started **SLA's 23 Things**, there's still time. You can check out my earlier posts to get you inspired:

- [SLA's 23 Things: Week 1 Introduction](#)
- [SLA's 23 Things: Week 2 Blogging](#)
- [SLA's 23 Things: Week 3 Tagging, Folksonomies & Technorati](#)
- [SLA's 23 Things: Week 4 Photos & Images](#)
- [SLA's 23 Things: Week 5 RSS & Newsreaders](#)

or just head straight over to [SLA's 23 Things site](#) and begin.

Here are a few thoughts on Week 6 of SLA's 23 Things...

On Avatars: This is my Yahoo! Avatar. Yes, it was a lot of fun to make.

Cataloging your Books, Keeping Track of Your Reads, and Sharing Them: I'm a librarian. I have a lot of books. I do a lot of reading. I have a desire to keep track of my reads and that really draws me to LibraryThing. It's got the social networking thing going with the whole catalog aspect in place. And you can buy a barcode scanner to knock out adding your titles super fast. With sortable lists view and cover view, tags, comments, and rating sections, you can do a lot with your catalog records on LibraryThing.

I also use Living Social's Visual Bookshelf because it's a great way to share current reads with my friends. Visual Bookshelf allows you to display your bookshelf on Facebook. I also have a Goodreads account. Goodreads has a Facebook application as well.

Searchrolls: "A searchroll is a personal search engine you create to provide relevant results from a hand selected list of reliable sites." [Rollyo Dashboard] It's an interesting concept: handy and fun to try out. If you have a set of websites you hit on the web all the time when you search, this could make life a little easier. If you don't feel like creating a searchroll from scratch, you can Explore Searchrolls to search for one that's already been built on your topic.

Next up is Week 7 of SLA's 23 Things: Wikis - Collaborative Portals.

Originally posted by Marie Kaddell on December 05, 2008 | Permalink

SLA's 23 Things: Week 7 Wikis - Collaborative Portals

Week 7 of SLA's 23 Things focuses on wikis. With wikis becoming more and more a part of the landscape we must navigate, this Week of SLA's 23 Things will help the novice wiki user and give those more experienced in the area of wikis some good food for thought.

If you haven't started **SLA's 23 Things**, there's still time. You can check out my earlier posts to get you inspired:

- SLA's 23 Things: Week 1 Introduction
- SLA's 23 Things: Week 2 Blogging
- SLA's 23 Things: Week 3 Tagging, Folksonomies & Technorati
- SLA's 23 Things: Week 4 Photos & Images
- SLA's 23 Things: Week 5 RSS & Newsreaders
- SLA's 23 Things: Week 6: Play Week

or just head straight over to SLA's 23 Things site and begin.

Here are a few thoughts on Week 7 of SLA's 23 Things...

Wikis are one of those Web 2.0 tools that you can plug into on a lot of different levels. That allows for a progressively deeper experience of wikis: starting as a user of the resource, becoming a contributor, and even developing your own wiki(s).

Many of us start off using wikis as a resource for getting information that we need. Of course, Wikipedia is an obvious example of this. As another example, I always find the annual SLA and AALL conference wikis to be valuable resources. Why? Because, I am getting many personal perspectives and tips about aspects of the conferences, lodging, dining, the local area, travel, and more, that would never make their way onto the regular conference sections of the websites for these organizations. Check out the DC/SLA's SLA 2009 Conference Wiki here. It's already very robust.

The next step is to become a wiki contributor. It's easy to avoid this but you may get pulled into being a wiki contributor before you even know what hit you. For instance, two years ago, I taught a CE class at SLA 2007: Leveraging Podcasting in Your Special Library with National Geographic Society librarians, Barbara Ferry and Maggie Turqman. The class resources were organized on a wiki. Maggie and Barbara had already set up the wiki for the class. I had to jump in quickly, learning how to navigate, contribute, and edit our CE class wiki on the fly. It was easier than I thought and I walked away being impressed with how simple it was to collaborate and to create a very solid resource built from the knowledge that each of us individually brought to the topic. I had become a wiki contributor. The next year, I taught another SLA CE class: Toolboxes for Info Pros with Karen Huffman, National Geographic Society. Karen is a wiki wiz and I knew without a doubt that another wiki was in my future. This time I was ready.

Wikis came up again for me as a member of the SLA's 23 Things Committee. The whole SLA's 23 Things program is built on a wiki. By then, I was feeling comfortable with the concept of sharing and collaborating on a wiki, no matter what the platform. One of my takeaways from being involved as a contributor with these different wikis was how each wiki took shape under the creative influences of those working together on it to become its own unique resource. Wikis can be all kinds of things, look and feel all kinds of different ways, and serve all kinds of needs. It's bound to get you thinking a bit on wikis and you at a deeper level.

All this contributing on wikis was making me begin to consider what I could do with one (or more) of my own. My early use of wikis to find information, blended with my hands-on experience with wikis as a contributor, was making me feel brave. It was time for more. I'm now leading a wiki project in my workplace. And I've had the opportunity to try out yet another wiki platform.

As I was exposed to wikis on so many different levels, I began to realize that a wiki doesn't just have to be for an organization or group. It also has the potential to be a wonderful organization tool for an individual. With that in mind, I created my own private wiki on PBwiki.com a couple months ago. It has turned out to an excellent resource for me. I have been able to pull together information in one place and organize it in a way that makes sense to me so that, more and more, I find that what I need is at my fingertips. And I really like knowing that anywhere I can access the web, my wiki is at hand.

Next up is Week 7 of SLA's 23 Things: Online Applications & Tools.

Originally Posted by Marie Kaddell on December 08, 2008 | Permalink

SLA's 23 Things: Week 8 Online Applications & Tools

Week 8 of SLA's 23 Things focuses on online applications and tools. This week of SLA's 23 Things gives us a chance to look at tools that can help make us more productive, be more organized, and maybe even a little cooler.

If you haven't started **SLA's 23 Things**, there's still time. You can check out my earlier posts to get you inspired:

- SLA's 23 Things: Week 1 Introduction
- SLA's 23 Things: Week 2 Blogging
- SLA's 23 Things: Week 3 Tagging, Folksonomies & Technorati
- SLA's 23 Things: Week 4 Photos & Images
- SLA's 23 Things: Week 5 RSS & Newsreaders
- SLA's 23 Things: Week 6: Play Week

- SLA's 23 Things: Week 7 Wikis - Collaborative Portals

or just head straight over to SLA's 23 Things site and begin.

Here are a few thoughts on Week 8 of SLA's 23 Things...

In my Week 7 post, I talked about creating a private wiki on PBwiki.com a few months ago and how one of the things that I liked best about it was that it is at my fingertips anywhere that I can access the web. This ease of access has always been one of the great advantages of Web-based tools. The ability to easily collaborate and to share information, ideas, and resources presented by Web 2.0 tools steps it up. It is what often pulls us to give these tools a try and actually put them in our toolbox when we originally considered saying that we can do fine without them, thank you. For instance, I can't tell you how many people I have patiently listened to as they have sworn up and down that they would never turn up on Facebook only to happily accept their Facebook friend request a few weeks or months later. I never say, "I told you so." I do smile a little. I was waiting for their request.

This module includes a look at some interesting Web 2.0 applications and tools that can make you more productive, organized, and connected. They include: diagramming and mind mapping tools, goal setting and to do list tools, productivity tools, personal homepages, and some tools that are just plain handy to know about.

Digital dashboards are covered again in this module. I believe that digital dashboards can create an informative, customized landing page when you hit the web. You might have set one up during Week 6. If not, Week 8 is a good time to create your digital dashboard. I use My Yahoo but iGoogle has a lot going for it. Same thing with social bookmarking: if you skipped over setting up a Delicious account, this is the time to get that done.

If you're a visual person, you're going to like Mindomo for everything from project planning to brainstorming. If you are a list-maker, head for Remember the Milk. If you need to collaborate on documents and let others see changes in real time, then set up your Google Docs account while you are running through this module.

One of the most interested things in *Thing 19*: going past the examples given and seeing what's on the SEOmoz's Web 2.0 Awards list. There are over 45 categories so there's plenty to explore there. Here's a few that jump out to me:

- Biblio.com - A tool to help you find out-of-print books
- iStats Fitness - because we need to stay healthy
- MyHeritage - If you have an interest in genealogy, check out this tool's face recognition technology

- Stylehive and Threadless - sometimes you need to shop or design a t-shirt
- Twitter and TweetScan - microblogging and microblog term searching
- VuFind - For those with cataloging on their mind
- Yelp! - Reviews of local businesses and services (including libraries reviews)

Of course, even if they weren't on this list (they are), social networking sites: LinkedIn and Facebook should be on yours.

Next up is Week 9 of SLA's 23 Things: Podcasts, Video & Downloadable Audio.

Originally posted by Marie Kaddell on December 09, 2008 | Permalink

SLA's 23 Things: Week 9 Podcasts, Video & Downloadable Audio

Week 9 of SLA's 23 Things focuses on podcasts, video & audio downloads. This week of SLA's 23 Things gives us a chance to consider the power of these media to help us inform and be informed.

If you haven't started **SLA's 23 Things**, there's still time. You can check out my earlier posts to get you inspired:

- SLA's 23 Things: Week 1 Introduction
- SLA's 23 Things: Week 2 Blogging
- SLA's 23 Things: Week 3 Tagging, Folksonomies & Technorati
- SLA's 23 Things: Week 4 Photos & Images
- SLA's 23 Things: Week 5 RSS & Newsreaders
- SLA's 23 Things: Week 6: Play Week
- SLA's 23 Things: Week 7 Wikis - Collaborative Portals
- SLA's 23 Things: Week 8 Online Applications & Tools

or just head straight over to SLA's 23 Things site and begin.

Here are a few thoughts on Week 9 of SLA's 23 Things...

Video:

Throughout SLA's 23 Things, videos tutorials, like the Common Crafts videos on YouTube, have been used along the way as a learning tool. I like to learn this way. That's why, one site I hadn't been familiar with before working through the Week 9 Things intrigued me so much: VideoJug: Life Explained on Film, a site for how to videos.

Podcasts:

I'm big on podcasts. Podcasts are an efficient way to keep up on topics of importance to you as an information professional as well as those of interest to you personally. One of the reasons they are such as outstanding resource is that they give you so much control over what, when, where, and how you listen. Because an individual with expertise and a deep interest in a subject area can produce a podcast series on their own and easily make these podcasts available to a broad audience, podcasts can be found of very specific subject areas that would never be covered by larger broadcasting enterprises.

My experience with listening to podcasts has shown me that I can get information from people who have a deep interest in a topic and are often sharing their knowledge straight from the front line. Podcasts can give you access to experienced voices, providing focused information. The podcasters

you listen to regularly become known entities that you can begin to rely on as resources to keep you on the cutting edge. In pre-podcast days, you might never have been able to tap into their insights and knowledge. And you'll be able to expand your areas of knowledge by expanding the range of podcasts you choose. There are solid podcasts out there related to librarianship, technology, future trends, project management, negotiation, business, management, innovation, marketing, education, and much more. There is a large list of government podcasts on USA.gov. The directories covered in Week 9 are good resources for identifying possible podcasts that will be of interest but don't forget about just cruising around iTunes and iTunes U.

You will get a lot out of listening but don't discount the value of becoming a podcaster and creating content too. My experience in producing and recording The Government Info Pro podcast has made me understand how much work and commitment a podcaster has to put into each individual podcast. There's no production staff running around to help the average podcaster as there would be in the big broadcasting world. It's often a true labor of love and takes significant time and effort to pull together. If you are thinking about podcasting, you will get a lot out of it. Podcasting on a topic, just like blogging, will force you to make sure you are staying on top of things and maintaining your level of knowledge in the area. It puts the pressure on but in a good way. Even if a regular podcast series isn't something you want to do, consider the use of podcasts for providing short bursts of information or as orientation/how-tos for library patrons.

Audio Books:

Literature for downloading is just one more way to get your reading in. A quick visit to two public library systems in my area verified that audiobooks are available and easy to search for and access from their website. One of the library systems uses OverDrive MP3 Audiobooks and the other used NetLibrary eAudiobooks. It's not exactly like downloading a podcast or watching a video on YouTube though. I noticed that one of the books I searched for was there but not available. I would need to get on the waiting list or get the hard copy of the book if my need was immediate.

23 Things... DONE!

Originally posted by Marie Kaddell on December 10, 2008 | Permalink

Volunteering To Make a Difference

By Julie Webster-Matthews, Librarian Relations Consultant, LexisNexis

Have you ever seen the television commercial for a national brand yogurt in which two friends go to great lengths to describe the awesome taste of the yogurt they are eating? They describe the taste as "a day at the spa" or "finding an awesome pair of shoes on the 75% off clearance rack" kind of good. That is precisely the way I describe the feeling I get when I give to or help others. Giving to others makes me feel really good (actually, even better than shoe shopping!) If you have ever volunteered to help another person or a cause, I am sure you can relate to that same all-consuming feeling of joy and satisfaction. Giving is so often measured in terms of the size of the check. Millions of dollars are donated annually to support thousands of worthy campaigns and causes, but volunteerism is a form of giving in which anyone can participate, regardless of income bracket. In fact, that is the beauty of volunteerism—everybody has something to give.

Obviously, financial contributions are essential to the success of programs designed to assist those in need. However, once the donations are made, organizations need people to complete the work and provide the services those dollars fund. **National Volunteer Week is April 27 – May 3,** a perfect time to not only acknowledge volunteerism, but also to evaluate your own passions and talents to see how you might be able to make a difference. The hours that volunteers give to individuals, organizations and communities all over the world are a precious and priceless gift. The Hurricane Katrina disaster, to date, has propelled over one million volunteers into action to help restore the city of New Orleans and the lives of its citizens. Those volunteer contributions have been called one of the greatest volunteer efforts in American history, likened only to that of 9/11. The aid and assistance given would never have happened without people who cared enough to give of themselves. They helped mend the lives of the people who desperately needed assistance. However, not only are the lives of the victims changed, the lives of the volunteers are also changed.

When disasters and tragedies occur, the need for volunteers becomes more pronounced and people respond to the call for action. Yet volunteers are needed every single day in quiet ways everywhere. So, why don't more people volunteer? Some of the common reasons given for not volunteering include:

"I don't know where I can volunteer."
Find a volunteer opportunity through your employer.
Today many corporations encourage their employees to "give back to their communities." They have established relationships with charitable organizations and they support their employees' involvement. Reed Elsevier and LexisNexis are two such corporations. Reed Elsevier Cares and

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LexisNexis Cares support and encourage employees to volunteer and give back. At LexisNexis, each employee is given two paid days off each year to volunteer. There is a Web site that lists hundreds of volunteer opportunities in communities all over the country. Your Human Resources department may have a list of organizations to help you find a match. If not, now is a good time to inquire about your company, firm or school establishing a formal volunteer program for the employees. And you've created an opportunity to volunteer by offering to spearhead the project.

Check the Internet for volunteer opportunities.
A great Web site that lists hundreds of volunteer opportunities is VolunteerMatch. You can look for organizations that match your interests. Of course, the Internet is a tremendous resource for obtaining contact information for local chapters. And local chapters mean that you contribute your time in your own backyard.

"I don't have anything special to offer?"
Everybody has a passion, a talent or activity they like to do.
Turn your passions into a volunteer opportunity. For example, if you like to play guitar, volunteer to provide entertainment for a children's program or at an assisted-living facility during mealtime. This is a wonderful way to volunteer your time that brings you great pleasure and provides a treat to an appreciative audience. The world assumes all librarians love to read, and if you do, volunteer some time to a reading program. Almost any craft or hobby can be transformed into philanthropic effort. Quilting, sewing, making pottery or jewelry are examples of hobbies that you can become volunteer activities by teaching them to others or donating finished products to charitable organizations.

Volunteerism has always been a part of my life, even though I do not have a special talent to contribute. As a child, I remember participating in community projects like collecting canned goods for less fortunate families or picking up trash to help keep our neighborhood clean. I became involved through my Girl Scout Troop or church. As an adult, I've donated time by serving on boards of organizations; and even now, I volunteer on Sundays to provide church services for patients at a nursing home. It is a pleasure to be there every single Sunday.

"I don't have time."
Give what time you can around your schedule.
Who says the time you donate has to be in one-hour increments? If you find an organization you want to support, contact them and tell them how much time you have. A savvy organization will find a way to make use of your offer. I offer these activities as ideas of what you could do in thirty minutes or less:

- Make a delivery
- Draft a short letter

- Complete a few phone calls
- Check homework
- Make somebody smile

I guarantee if you start with a little, pretty soon you'll want to find more time to give.

"I don't want to volunteer alone. I'd rather work with a group."
Make your own group.
The next time you have a party or plan to invite friends over, contact a local charity to find items or a service they may be in need of. Perhaps a local daycare center needs a fence repaired. Inform your friends about the need and your desire to help. Make the fence-mending the first part of the party, and then have everyone meet at your house afterwards for refreshments and fun. Now you have a compelling reason for the party. You can also use a party to collect items for a charity. When you extend the invitation, inform your guests of the need and your desire to help. Ask each of them to bring one item with them to the party. You can accomplish a tremendous amount with the help of your friends.

Even with LexisNexis giving paid time to volunteer, it can still be a struggle to make volunteering a priority. We in the Librarian Relations Group wanted to participate as a team, but being spread across the country makes it impossible for us to volunteer together at the same place. But we realized we could volunteer at the same time and still have togetherness. In 2007 we agreed to all volunteer in our communities on the same day. It was a wonderful experience! Some of the places we volunteered included:

- **Jenny Kanji—**sorting donated clothing at St. Francis Church in Palo Alto, CA.
- **Michael Saint-Onge** and **Rachel Schultz—**sorted food at a food bank in Los Angeles, CA.
- **Julie Webster-Matthews—**cooked and served meals at a homeless cafeteria in Atlanta, GA.
- **Leanne Battle—**organized toiletries for the YWCA Battered Women's Shelter in Richmond, VA.
- **Bridget MacMillan** and **Elizabeth Cavendish—**organized a group of LexisNexis employees who distributed Christmas gift baskets at a shelter in Chicago, IL.
- In Fort Wayne, IN, **Cindy Spohr—**volunteered at a local society for the prevention of cruelty to animals by walking dogs and giving them an opportunity for exercise.
- **Gayle Lynn-Nelson**, **Danielle Francis** & **Carol Barra—**created birthday gift baskets for under privileged children in the New York area.

What is noteworthy is that the tasks we performed were simple. They are typical of the work that needs to be done in order for the organizations to

provide their services. It doesn't happen without the volunteers. The organizations merely required our hands and our hearts (and comfortable shoes). Afterwards when we shared our experiences, every one of us expressed great satisfaction and joy in being able to help. We are already planning to repeat this idea in 2008!

Inspired yet? I hope so! Need further incentive? A couple of recent publications about volunteerism may offer you some direction:

- <u>Fall in Love with Your Community</u>, www.communityworkbook.com, by Patricia O'Connor
- <u>The New Volunteerism</u>, by Barbara Feinstein & Catherine Cavanaugh
- <u>Giving: How Each of Us Can Change the World</u>, by Bill Clinton

Volunteering benefits everyone. The lives of individuals, families and communities that receive the services are often changed forever. In these challenging economic times, the need for volunteers is only going to increase. As you support your favorite charities financially, please consider giving your time, too. Give it a try and get that "first day of vacation with 13 more to go" or "the credit card is finally paid off" kind of good feeling, too.

Originally published as the April 2008 **Monthly Column on the LexisNexis Info Pro site**

Making a Difference - One Librarian's Walk

By Kate Follen, President, Monroe Information Service

Each of us can make a difference in the world and there are lot of ways that we can make that happen. Today, I want to share one librarian's path to doing some good for others as expressed in her own words. Kate Follen is a former law librarian with the U.S. Attorney's Office, District of Massachusetts. She has since gone on to start her own research consulting business, Monroe Information Services, where she specializes in legal, business and prospect research. Kate loves her new career, but still holds the interests and struggles of the government librarian near and dear to her heart.

Pictured are Erin Donovan (L) and Kate Follen (R) at Heartbreak Hill, 2008 Boston Marathon Jimmy Fund Walk

Read on...

How many times have you heard a discussion about an unfortunate situation in which the final statement is something to the effect of, "Oh well, what can

you do?" This is meant to be a rhetorical question. The idea is that there is nothing we can do. So, let's not even discuss it anymore.

Well, last weekend 7500 people decided to tackle the question, "What can you do?" The Boston Marathon Jimmy Fund Walk was held on Sunday, September 21st. It was approximately 55 degrees when I arrived at the starting point with my friends. Cancer had reared its ugly head in all of our lives. I lost my wonderful sister-in-law to liver cancer and my grandfather to lung cancer. My grandmother is struggling with colon cancer at this very moment. My friend's sister just recovered from breast cancer. This morbid list goes on and on. We are all prepared to walk the historic route of the Boston Marathon to honor those lost and help those who are still with us.

It was a beautiful day and the momentum of the event kept us going for more miles than I am used to. However, around the 22nd mile, my energy started to fade and my legs started to feel very heavy. In my discomfort, I thought about how my sister-in-law must have felt during her chemo. I thought about losing my hair, or worse, my breasts. At that point, I did not think, "Oh well, what can I do?" Instead, I thought about the money we were raising and was encouraged. If the minor discomfort I am experiencing right now can help even one person avoid the pain of cancer, it is absolutely worth it.

The Jimmy Fund Walk has raised over $51 million in the past 19 years. This year was the 20th Anniversary of the event and it is projected that we raised $7.2 million. So, the next time someone says, "Oh well, what can you do?" - don't just sigh and change the subject. Try to think of an answer. We are not incapable of helping to change the way things are.

Email this • Add to del.icio.us

Originally posted by Marie Kaddell on September 26, 2008 | Permalink

Gov Gab Bloggers Interview on Government Info Pro Podcast

If you haven't checked out Gov Gab yet, there's no time like the present. For one thing, Gov Gab recently wrote about the GSA government bloggers' experience as my guests on the Government Info Pro Podcast in this post: First a Podcast, Next . . . Who Knows!. For another thing, it's a unique government blog that cover a broad gamut of topics and provides great tips on how to use government information and services.

Here's a short description of the goal of the **Gov Gab** bloggers:

> We are federal employees who work in the Office of Citizen Services and Communications at the U.S. General Services Administration. In our daily jobs, we encounter a staggering amount of U.S. government information and services that can benefit your life. From saving money and visiting National Parks to finding out about government auctions and the latest recalls, we want to bring these resources to you in a new way—through our blog. [Gov Gab, Who Are the Bloggers?]

Prior Gov Info Pro Posts Highlighting Gov Gab

- Blogging About Government Information: Gov Gab
- **Gov Gab** has its first birthday: Happy Birthday to Gov Gab
- Guest post by **Gov Gab** blogger, Jake: A Now a Word with Gov Gab

LISTEN TO THE PODCAST

You can listen to this Government Info Pro podcast episode right from the embedded player below, download it from the mp3 link provided and listen at your convenience, or subscribe to the **Government Info Pro Podcast** on **iTunes**.

MP3 File

HERE ARE THE SHOW NOTES FOR THE EPISODE:

The *Gov Gab* bloggers join me for a lively interview in the latest episode of the *Government Info Pro Podcast*. We discuss launching *Gov Gab*, reaching new audiences through Web 2.0, putting a face on the government through a resource like *the Gov Gab* blog, and strategies for using social media to get your message out.

Links to resources and websites mentioned during the podcast:

- Consumer Action Website
- Federal Citizen's Info Center
- RSS feeds from USA.gov and Pueblo
- Sister site in Spanish to USA.gov
- USA.gov

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Originally posted by Marie Kaddell on March 13, 2009 | Permalink

NPR Librarians Launch New Blog: As A Matter Of Fact

By Maureen Clements, Librarian, National Public Radio

Allow me to introduce myself. My name is Maureen Clements and I'm a librarian with National Public Radio. Marie Kaddell, your most excellent Government Info Pro Blog proprietor, asked me to write a special blog post for all of you wonderful information-navigators to let you know about the NPR librarians' latest and greatest adventure. It's a blog called *As A Matter Of Fact*. To quote our mission statement, "*As A Matter of Fact* is a blog by and for audio-loving, fact-finding, truth-seeking, pop-culture fiending, news-addicted librarians of the world." Thankfully, there are many. We hope you enjoy reading it as much as we enjoy writing it and if you have any comments or story ideas we'd love to hear them. You can reach us through the contact form on our blog. Until then, we'll see you in the blogosphere……

Email this • Add to del.icio.us

Originally posted by Marie Kaddell on February 27, 2009 | Permalink

Introducing the Smithsonian Channel Blog

By Susanne Mei, VP Digital Media, Smithsonian Channel

If you're saying to yourself, "I didn't know there was a Smithsonian Channel", don't feel bad, you're not alone. While pretty much everyone has heard of the Smithsonian Institution - and millions of visitors have been to its museums - Smithsonian Channel has only been on the air since September 2007 and not a lot of people know about us…yet.

At Smithsonian Channel, we bring the world of the Smithsonian Institution right to your home in crystal clear HD. Let's face it, not everyone gets a chance to travel to Washington DC and visit the Air & Space Museum (the most visited museum in the world) or the American History Museum where Dorothy's Ruby Slippers are carefully displayed. For the few who can, it's an unforgettable experience but for everybody else, there's now Smithsonian Channel.

Our programs cover a range of topics from nature and history, to music and pop culture - just like the venerable Smithsonian Institution. Some of the programs on this month include *The Sweet Lady with the Nasty Voice* about Wanda Jackson, the first girl to sing rock and roll (and Elvis' sweetheart) who was recently nominated for the Rock and Roll Hall of Fame; *Stories from the Vaults* where host Tom Cavanagh explores the inner reaches of the Smithsonian's massive collection with a changing cast of experts in everything from photography to dinosaur bones to lost mail, and just in time for Halloween, *Vampire Princess* which tells the true story of a mysterious princess who legend says died from Vampire Disease and the search to find out what really happened. You can read more about all these programs and watch clips at Smithsonianchannel.com.

At our Smithsonian Channel blog the goal is pretty simple, to share interesting stories about what's on our air, what's happening at the Smithsonian Institution, what's going on behind the scenes at Smithsonian Channel and what people are talking about across the country.

Posts to look for in the coming weeks include a video from the opening gala at the new 23,000 square foot Oceans exhibit in the National Museum of Natural History, highlights from our production-in-progress *Aerial America* where we are shooting all 50 states in HD from a helicopter, sneak peeks at new programs and much, much more. So come by and check out website, subscribe to our blog, and be sure to watch Smithsonian Channel HD on your TV.

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Originally posted by Marie Kaddell on October 23, 2008 | Permalink

LexisNexis® Government Info Pro Podcast Episode 8: Volunteering in Professional Associations

Interview with Sharon Lenius, Librarian, U.S. National Guard

Sharon Lenius, librarian at the U.S. National Guard and the recipient of the 2007 SLA Member Achievement Award, recently sat down and had a discussion with me on the **Government Info Pro Podcast**. I think you will enjoy hearing from Sharon about why we all should be taking advantage of volunteer opportunities in our professional associations. Sharon also shares insights on how to find a place for professional association activities in our busy lives and gives some tips on how to manage volunteer teams.

You can listen to this podcast episode right from the embedded player below, download it from the mp3 link provided and listen at your convenience, or subscribe to the **Government Info Pro Podcast** on **iTunes**.

MP3 File

Show Notes

Sharon Lenius has been a member of SLA since 1990 and she has been active in both the Military Librarians Division (MLD) and DC/SLA from the start of her membership. She has been public relations chair and professional development chair for the DC/SLA. She has regularly represented the local Military Librarians Group on the Chapter's Advisory Committee to the Board of Directors and was the recipient of the 2004 Washington DC Chapter Board of Directors Award. Sharon served as chair-elect, chair and past chair from 2000-2003 and as secretary for the Military Librarians Division from 2004 until 2007. She has written many articles for the Division's bulletin, **The Military Librarian**. She designed the MLD web page as part of a three-person working group. She planned MLD's 50th anniversary celebration. And she was recognized with the MLD Distinguished Service Award in 2003. As a founding member of SLA's Government Information Division and its secretary, she was a force in the formation of the new Government Information Division.

Read more about Sharon and watch a short SLA video.

Get information about membership in SLA click here. Remember to select your division(s). Especially keep in mind the Military Librarians Division and the Division of Government Information.

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Originally posted by Marie Kaddell on June 16, 2008 | Permalink

Motivation and Achieving Your Goals

By Dianne Chambers, Librarian Relations Consultant, LexisNexis

October seems like the month when our thoughts first turn to the fact that the year is really about to end. With winter just around the corner, many of us feel a little more sluggish as we wind up the year and look forward to the hustle and bustle of the holidays. It may not seem like it, but if you feel like you need to make a change, now is the time! We are all trying to find our "bliss." Whether you are in school, working, or thinking about transitioning into something new, it is never too late to reevaluate your path. I say this because it is something that I have been thinking about a lot lately. The big question is how?

This topic came to me on the eve of an event I was attending with some girlfriends. My friends and I used to meet on a monthly basis in the mid 90s to talk, share and support each other. Over time, and with the advent of normal life changes such as career moves, marriages and children, most of our group slowly drifted away. Soon there were just a few of us who were still close, but unable to make the commitment to meet on a monthly basis. This year we decided that it was time to reinstate that support network, and our first meeting was a big success. It turns out that even though we had not made the time, we still needed the group. Most of us had fallen into a day-to-day process of taking care of family, going to work and not doing anything for ourselves. Sharing ideas has led me to decide that there are some things that I need to do in order to make an ideal life. Having a group to work with is great, and if you don't have that, how you can explore what you want to achieve? I have put together a few suggestions to hopefully assist you with finding your path.

First, there are many Web sites that can assist you with this journey. Here are three that I have found helpful:

- www.motivateus.com: Created by a company called Motivating Moments (based in Waterford, MI), this site is filled with quotations from famous speakers of the past and present. In addition there are original articles on topics such as motivating yourself at work, how to attract the type of life you want, and how to manage your financial life. These are all things that we think about on a regular basis, but these articles provide great tips on achieving your goals. The articles on this site go back to 1998.
- www.motivationmama.com: This is a wonderful site written by a woman who is currently a professor of theatre. Her articles challenge you to choose your perfect life. What a great idea! Most of us react to life, but these words of encouragement give you ideas and steps on how to get there.

- www.nelson-motivation.com: This is the site of motivational speaker, Bob Nelson. Nelson is a best selling author whose area of expertise is motivation in the workplace. There are articles on this site on motivating your employees if you are a manager, and also how to create a harmonious work environment.

Searching these sites on the Web is just one option. Another option is to curl up with a good book. After all, we are librarians! Of course, there are the popular titles out there – *The Secret*, *7 Habits of Highly Successful People* and *Chicken Soup for the Soul*. However, some other titles I have found useful are listed below:

Beyond Positive Thinking, by Dr. Robert Anthony: This book offers positive, practical ways to motivate and change your thinking, and thus your life. It is a classic, having first been published in 1988, then updated and republished in 2004.

Law of Attraction: The Science of Attracting More of What You Want and Less of What You Don't, by Michael Losier. This book is similar to The Secret, in that it focuses on attracting what you want by thinking positively and focusing on your goals instead of what you do not have. This is a great book to get you started on the road to where you to want to be.

Last, it is always helpful to have a good group of friends, neighbors, co-workers or family members to share your ideas. If you don't have this type of support, seek it out where it is most comfortable. I have a great network of friends and supportive co-workers. I also rely on my sister and my two grown nieces for ideas and motivation.

I hope this is helpful to get you started on your own path. There is no doubt that actively working on these traits will make you happier at work and happier in life. Find your bliss!

Originally published as the October 2008 Monthy Column on the LexisNexis Info Pro site

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PARK RANGER SPEAKER SERIES

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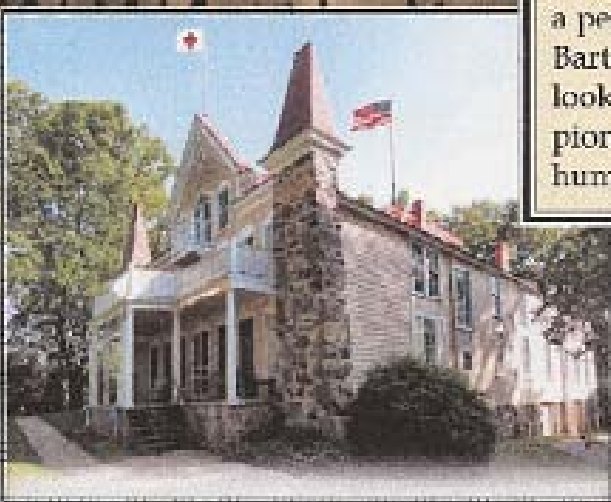
Clara Barton National Historic Site

Clara Barton dedicated her life and energies to help others in times of need - both at home and abroad, in peacetime as well as during military emergencies. The Clara Barton National Historic Site in Glen Echo, MD commemorates her contributions as the famed "Angel of the Battlefield" and founder of the American Red Cross. The historic site was her home for the last 15 years of her life and served as the headquarters and warehouse for the Red Cross. It helps illustrate her dedication and concern for those less fortunate than herself.

Please join Park Ranger Kevin Patti for a peak at the treasures of the Clara Barton National Historic Site and a look at a life and achievements of pioneer American teacher, nurse, and humanitarian Clara Barton.
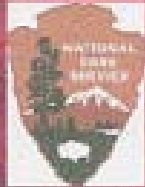
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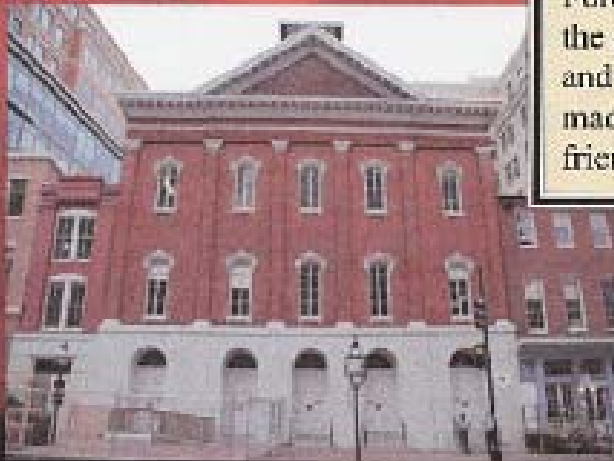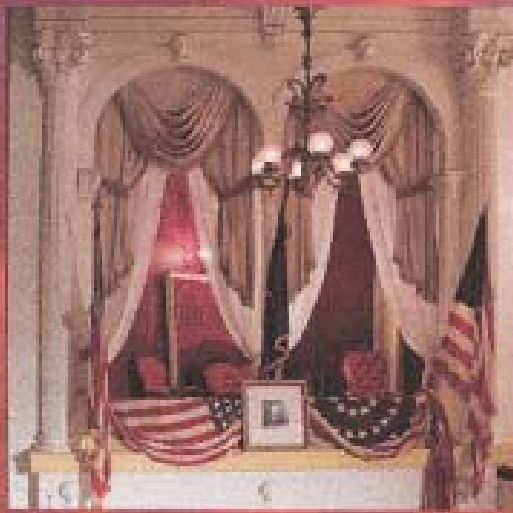Washington, DC

Wednesday, Jan. 21st, 1:00 pm.

Submitted by George Franchois, Coordinator of Library Services, U.S. Dept. of the Interior

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PARK RANGER SPEAKER SERIES

U.S. Department of the Interior Library

Presented by the National Business Center's Administrative Operations Directorate - DOI Library/Division of Cultural Resources and Events

Ford's Theatre National Historic Site

On the night of April 14, 1865 a single gunshot fired at Ford's Theatre in Washington, DC changed the course of a nation. The gunshot, fired by Southern sympathizer and well-known actor John Wilkes Booth, mortally wounded President Abraham Lincoln. President Lincoln was carried across 10th Street to a boarding house and died there early the next morning, becoming the first American president to be assassinated. Booth's decision to pull the trigger altered the nation's power and ability to reconstruct after the Civil War.

Please join Park Ranger Gloria Swift for a presentation about the history of the Ford's Theatre National Historic Site, the events of that fateful night in 1865, and the recent renovations that have made the theatre a more audience-friendly venue.

Dept. of the Interior Library
1849 C Street, NW, Room 1151, Washington, DC

Tuesday, March 17th, 1:00 pm.

Submitted by George Franchois, Coordinator of Library Services, U.S. Dept. of the Interior

PARK RANGER SPEAKER SERIES

U.S. Department of the Interior Library

Presented by the National Business Center's Administrative Operations Directorate - DOI Library/Division of Cultural Resources and Events

The Architecture of John Russell Pope

John Russell Pope was a noted and celebrated architect during the first half of the 20th century. He was chosen to be the architect of many memorials and important buildings throughout the country, including the Jefferson Memorial, Masonic Temple, National Archives Building, DAR Constitution Hall, and National Gallery of Art (West Building) all here in Washington, DC. Pope and his architectural firm consistently produced dignified architecture of classical inspiration, helping lead a Neo-Classical revival throughout the country.

Please join National Park Service Ranger Eric Pominville for a look at the life of John Russell Pope, the local monuments and buildings he designed, and how his architectural style continues to influence architects to this day.
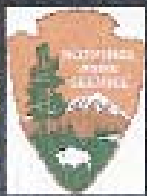
Dept. of the Interior Library
1849 C Street, NW, Room 1151,
Washington, DC

Tuesday, Nov. 18th, 1:00 pm.

Submitted by George Franchois, Coordinator of Library Services, U.S. Dept. of the Interior

PARK RANGER SPEAKER SERIES

U.S. Department of the Interior Library

Presented by the National Business Center's Administrative Operations Directorate - DOI Library/Division of Cultural Resources and Events

Rock Creek Park

Rock Creek Park was founded in 1890 as one of the first federal parks in the country. Its establishing legislation cites the area's natural beauty and high public value. When the park was created, it was on the edge of the growing city and was already a favorite area for rural retreat. The new park was "dedicated and set apart as a public park or pleasure ground for the benefit and enjoyment of the people of the United States." It would "provide for the preservation from injury or spoliation of all timber, animals, or curiosities within said park, and their retention in their natural condition, as nearly as possible."

Please join Park Ranger Ron Harvey for a look at the history and habitats of Rock Creek Park, a natural gem in the midst of our nation's capital that offers visitors an opportunity to reflect and soothe their spirits through the beauty of nature.

Dept. of the Interior Library 1849 C Street, NW, Room 1151, Washington, DC

Tuesday, April 21st, 1:00 pm.

Submitted by George Franchois, Coordinator of Library Services, U.S. Dept. of the Interior

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SLA 2008: The Best Conference Badge Ever

By the end of SLA 2008, I had the best conference badge ever. Take a look…

- **Ribbon 1:** LexisNexis was an 2008 SLA Major Conference Partner
- **Ribbon 2:** DC/SLA is Next Year's Annual Conference Host
- **Ribbon 3:** Membership Chair for SLA/DGI - JOIN UP HERE
- **Ribbon 4:** Speaker for full day SLA 2008 CEU session - Toolboxes for Info Pros
- **Ribbon 5:** Another year of official conference blogging on the SLA Blog and the *Government Info Pro*
- **Ribbon 6:** Became an SLA Innovation Lab Rat at the SLA Innovation Lab
- **Ribbon 7:** Thanks to Chris Zammarelli at Libraryola for cluing me in to the Library Society of the World
- **Ribbon 8:** The SLA IT Division is indeed IT. Remember, once you are an SLA member, additional division memberships are very reasonable.

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Originally posted by Marie Kaddell on June 20, 2008 | Permalink

CIL 2008 Conference Takeaways

James King, Information Architect, National Institutes of Health Library

Computers in Libraries 2008 was in early April and I'm finally writing up a summary of some of my favorite sessions.

The first is Going Local in the Library by Charles Lyons of University of Buffalo - the slides are available on SlideShare, a cool web site that I plan on using myself in the future. He describes how the web has shrunk the world, making things more accessible on a big scale but scaling down to the local level has been hard up to this point. A number of efforts like zillow.com, citysearch.com, outside.in, and yelp.com are attempting to localize the global web to make it more valuable for things like local news, local shopping, and local dining. This often includes a local 2.0 aspect of user-generated content to give ratings and reviews, further assisting with the decision process. Charles argues, in this presentation and on his blog that libraries are ideally situated to be a provider. Public libraries have always had local history collections and provided a 'town center' function, so formally becoming local experts in local resources, raising awareness of local events, and connecting that information into web-based systems should be a natural transition. Some specific areas that Charles recommends working on include enhancing the local aspects of search engines, creating or participating in local community blogs, commingling national news with local news, encouraging or connecting local government data into other resources, enhancing Wikipedia records of local area, and geotagging photos (past and present) in photo sharing sites like flickr.com.

The NIST Library spoke about their Lab Liaison program as part of the Federal Library stream that was introduced this year as part of the conference (something I was glad to see). They have assigned staff to focus on certain areas of NIST to better learn their needs and to specifically communicate the capabilities of the library to them. In addition to the liaison program, they also discussed their efforts to analyze the impact and prestige of the NIST-authored reports, articles, and proceedings. This effort is built on the creation of a local database of NIST-authored publications and analysis has included citation counts, impact factors, H-Index, and other tools to get a more complete view of how their publications are being used. They've even responded to requests to determine the impact of NIST research on the state of Maryland (where they're located), as well as the specific impact of NIST's investment in certain research areas.

I also got to sit in on an interesting Innovation track in the upper levels of the conference - I wasn't the only one to make the long trek since the shallow-and-wide room was packed. The first session, available on SlideShare pointed out that innovation is the intersection between ideas and reality and that it is not about BEST practices but about FRESH practices.

Innovation requires creativity, a strategy, an implementation plan, and (eventually) profitability in order to succeed. A good innovator (whether in management or among staff) must be willing to personally convince the decision makers that you not only have a good idea but that it also has a chance of success by doing your homework on understanding the needs of the organization and implementation requirements. They also pointed out that innovation is also about failure - if you don't fail enough, you're not being innovative. A formula for success is to double your rate of failure.

Overall, it was a great conference!

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Originally posted by Marie Kaddell on May 09, 2008 | Permalink

AALL 2008: Gi21

By Maryalice Cassidy, Senior Law Librarian, Law Library, Federal Reserve Bank of New York

One session that I attended that I found particularly informative at AALL 2008 was on **Government Information for the 21st Century**. Government information specialists training non-government librarians. The presenters discussed a project they've been working on - Gi21, a collaborative education program that trains library folks to use government info (more) efficiently.

As I understand it, it's a grant funded project (Institute of Museum and Library Services, with additional support from the University of Colorado at Boulder; Arizona State Library, Archives, and Public Records; New Mexico State Library; Wyoming State Library; and University of Utah.), that to date has been limited to, or focused on 5 states: Arizona, Montana, Colorado, Utah, Wyoming. The goal of the program is to increase awareness of government resources, to increase confidence in using these resources, and to expand the role of depository libraries (and depository librarians) in providing support. For more information about the program, including an overview and program timeline, visit About the Program.)

There's a component of training in Gi21. The Trainers involved (note my capitalization) work with library professionals to train colleagues to then train non-government librarians in use of electronic government info. It's essentially a tiered training system of passing the information along. There's an online component, Webjunction. I haven't delve into **Webjunction** too deeply yet but it seems to be a pretty sophisticated portal-type instrument featuring an annotated webliography on sites on various topics, local and national, including Technology, Library Management, and Library Services sections. You can join **WebJunction** for free.

The presenters did a grand job presenting, and their work in developing and administering the program was impressive. Gi21 basically helps us to become more confident in using the vast amount of government resources, and despite the restrictions being placed on some (via national security issues, etc.) information [and the conspiracy theories surrounding this disappearing information], it's a program that gives more people access to what's happening in the narrower field of their communities to the broader vision nationally and at times, internationally.

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Originally posted by Marie Kaddell on August 19, 2008 | Permalink

AALL 2008: Opening General Session on Disruptive Technology—Part 1

The Opening General Session at AALL 2008 featured keynote speaker, David Pogue, Technology Columnist for The New York Times. The program, Disruptive Tech: What's New, and How It Will Change Everything, was a fast-paced information-packed session. If I had to pick a favorite session of the conference, this would be it.

Pogue identified technologies to watch, what the next big things will be… and what these technologies will change for us.

He covered 5 megatrends. Here's the first two.

THE MEGATRENDS

Megatrend One: VoIP (Voice-Over-Internet-Protocol)

- The VoIP landline. Internet telephone is inexpensive and convenient, with few taxes or fees, unlimited talk time, the ability to carry your number (your phone # is in your box), and every feature know to man. Pogue notes that landline service is down 30% in five years.
- Computer-to-computer. There have been 250 Million downloads of Skype. Skype to Skype calls are free. Skype has global scope and outstanding voice quality.
- Skype on your cell phone? The only one to do it to date is TMobile, which came out with it on June 29th.
- TMobile introduced Hot Spot @ Home. When you are in a wireless zone it's wireless but switches over to TMobile network seamlessly when your not.

Other Phone Tips:

- o GOOG-411. A free service like a personal valet. ID and connect with local businesses. Don't pay for 411 again.
- o ChaCha (800-2CHACHA) – Answer any question. Speak it. Hang up. In one minute you get answer and it's from a person. Comes with web link where they got info.

MegaTrend Two: Voice to Text

Why eats up air time listening to your messages when you can have them transcribed and get them as text? There are services that can do that for you. Pogue discussed a variety of services that he has used and has found to be accurate and quick. He also gave several personal examples of his voice

to text message experience. As evidenced by these, the takeaway is that they're not perfect but they're pretty good. Check out [Spinvox](#), [PhoneTag](#), and [CallWave](#).

The next post: AALL 2008: Opening General Session on Disruptive Technology—Part 2, will cover 3 more megatrends that David Pogue identified during his presentation.

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Originally posted by Marie Kaddell on July 14, 2008 | [Permalink](#)

AALL 2008: Opening General Session on Disruptive Technology—Part 2

The Opening General Session at AALL 2008 featured keynote speaker, David Pogue, Technology Columnist for The New York Times. The program, ***Disruptive Tech: What's New, and How It Will Change Everything***, was highly informative and entertaining. In my prior post, I shared the first two megatrends that David Pogue discussed. In this post, I'll cover the last three trends that he identified and his final words of wisdom on the topic.

MORE OF THE MEGATRENDS

Megatrend Three: On-Demand TV

We're not watching TV the same way we used to – on schedule as broadcasted by the network. As the On-Demand TV trend continues, we will lose a common frame of reference because we aren't watching the same shows on the same nights to talk about with each other the next day.

The iTunes Store gives you the ability to buy episodes and full-seasons of your favorite shows and watch them when you want. The networks are joining in. You can visit the major networks and find past episodes to watch in full for free - instant on demand TV. In return, you may have to watch one 15-second ad. NBC bought Hulu.com, an ad-based service, where you can watch TV shows, movies, and more on demand. Cable companies are also jumping in. Comcast provides on-demand cable – they have 9,000 hours a month of on-demand everything. Pogue asks: There are no technical limits so why not have TV be a giant jukebox?

Tech Truth: Things Splinter. They usually don't replace old tech but just add on. TV did not kill radio. Satellite radio did not kill regular radio.

Megatrend Four: Wireless Everywhere

Pogue pointed to Skype phones – about $175. No fees ever. Also to the concept of wi-fi everything. For example, the Eye-fi card is wireless memory for your digital camera. It transmits your photo to the web and your computer. Eternal memory card. It will work in any camera. And no buttons or controls.

Megatrend Five: Web 2.0

Pogue discussed the impact of Web 2.0 and pulled out a few examples including Facebook and Craig's List.

He discussed blogs in detail. Stating that the beauty of blogs is that anyone has a voice. It can allow us to keep in touch with distant friends. It can

connect those with special interests. It can have unexpected results -- it can put a face on a corporation. He gives the example of Microsoft programmers writing about progress via blogging and how different it is from a formal corporate communication such as a press release where the message is scripted and sterilized. The result is that the public sees that Microsoft actually has human beings that work there. And the vehicle for showcasing this important fact is the blog.

Challenges in Web 2.0 world. The challenges in the Web 2.0 world include teaching about: ethics, privacy, credibility, and permanence on the Internet (nothing stays where you put it). Net neutrality was another challenge he cited.

What else?

It's only the beginning. One of the beauties of Web 2.0 is that it helps put together people with similar interests who might never be able to get together otherwise. Pogue gave some interesting examples: micro-loans (Prosper.com), third-world country loans (Kiva.org), and carpooling (GoLoco). Pogue also gave the examples of the UK government e-Petitions site, and Who Is Sick, a site for identifying local current sickness information.

Closing Thoughts

Pogue assures us that although this may seem like too much to worry about--it's not. His suggestion is to give it some time. Things always settle down. Trust the public to push back when things get out of control. Imagine the possibilities. And remember - this is all good stuff.

Want more David Pogue? You can subscribe to the Poguefeed and more by visiting Pogue's Pages.

Also See: AALL 2008: Opening General Session on Disruptive Technology—Part 1.

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Originally posted by Marie Kaddell on July 15, 2008 | Permalink