President’s Message
By Kolette Taber

About this time every year I become impatient with our winter weather and driving conditions and long for the first signs of Spring. The changing season also heralds the start of a busy season of elections, meetings and conferences. Here’s five reasons to celebrate the coming season.

1. **Stephen K. Abram**, Vice President, Corporate Development, Micromedia Proquest has been named this year’s recipient of the **The John Cotton Dana Award**, named in honor of the founder of SLA and conferred upon a member of SLA for exceptional service to special librarianship. Our thanks go out to Stephen for his tireless, enthusiastic work on behalf of librarians everywhere.

2. On **Thursday, April 10**th we acknowledge and honor the pivotal roles of information professionals and special librarians around the world by celebrating **International Special Librarians Day** (ISLD). This year’s theme is “Orchestrating A World of Information”. You might think of hiring a brass band or giving away a pair of concert tickets as a way of promoting your library’s services that day. If you, be sure and let us know!

3. The Toronto Chapter and Dialog Canada are once again awarding a **$1500 student stipend** to attend the annual conference in New York City. The deadline for applying is March 15th. Visit the website or contact me for details.

4. You have an opportunity to implement or develop an existing skill or learn a new one by **volunteering** with the Chapter. Nominations Chair, Heather Wilson (hwilson@tpl.toronto.on.ca) or President Elect, Gayle Kiss (gkiss@lexisnexis.ca) would appreciate hearing from anyone interested in volunteering for the coming year.

5. Members of the New York Chapter are creating a restaurant guide, walking tours and other activities based on their favourite haunts to make your New York conference experience more memorable. To register and learn more about the upcoming conference visit [http://www.sla.org/content/Events/conference/2003annual/index.cfm](http://www.sla.org/content/Events/conference/2003annual/index.cfm).

Gayle Kiss and I recently returned from the Leadership Summit where the talk was all about “change”. A number of committees presented their recommendations for renaming/rebranding the association, creating a new mission and vision statement, and simplifying chapter and division governance documents. I came away convinced that change is necessary to remain a strong, relevant association for information professionals and I would encourage you to read Gayle’s HQ update as well as the actual presentations from the Summit which can be viewed at [http://www.sla.org/content/leadership/resource/ldi/LeadershipSummit2003.cfm](http://www.sla.org/content/leadership/resource/ldi/LeadershipSummit2003.cfm). The name change will be put to a vote at the upcoming conference in June.
Finally, I want to remind you that the Program Committee has an event planned each month between now and the Annual General Meeting. I hope you’ll find the time to attend at least one event, catch up with old friends and meet some new ones.

Kolette Taber
From HQ
By Gayle Kiss, President-Elect, Toronto Chapter
Gkiss@lexisnexis.ca

This column is intended to help you keep abreast of developments and initiatives of the association at a national level. Please let me know if you have any comments or questions.

In the fall column I mentioned 4 initiatives underway at the national level. There has been a lot of progress in just a few short months.

1. The open position of Executive Director. The association is working on a final list of candidates.

2. Branding/Renaming the Association. The Branding Committee, led by our very own Stephen Abram, has narrowed down the potential new name to SLA (it will no longer stand for Special Libraries Association but will stand on its own like BMW) or Information Professionals International. The decision will be made by 2/3 majority vote of those present at the Annual General Meeting at the annual conference in New York. There will be a vote first to determine if those present want to change the name. This is an exciting time for the association and if you can attend the conference, I recommend attending the Annual General Meeting.

3. Revising the by-laws. Completed and voted in. Governing documents that are less detailed are in progress. This means chapters and divisions of the associations will not have to maintain lengthy by-laws. I believe this is a step toward acknowledging that our volunteer time and effort can be put to use elsewhere.

4. Membership. New graduates from the library schools will not replace the membership about to retire in the next 10 years. This is why a branding initiative is underway to welcome other professionals into the benefits (of which there are many!) of the association.

Click on the link below to read more about each initiative.: http://www.sla.org/content/leadership/resource/ldi/LeadershipSummit2003.cfm

There are currently 12,159 members with the following statistics:
- 80% are female
- 82 countries represented
- Over 70% have been in the profession for over 10 years
- Mainly 36 – 45 years of age
- 66% are employed in corporations

Another initiative since the fall column is the task of simplifying the mission and vision statements. Read the current mission and vision at http://www.sla.org/content/SLA/strategic/slanplan/index.cfm
Finally, it is time for us to elect our new board. You should have received your ballots in the mail. You can read more at http://www.sla.org/content/SLA/Structure/200203BoardofDirCan.cfm.
Become a Change Artist
By Sonia Solomon

A colleague of mine was laid off from her job after working with the company almost 15 years. Layoffs are never easy but I was surprised when she called me the very next morning saying she was starting outplacement and that she was excited to be considering new opportunities. We talked later and I asked her if she ever felt down about the fact that she was laid off and she said she expected to but she thinks because she was so excited about finding something new, this cushioned her from the sting and disappointment of being laid off. Now not everyone takes things that well or easily but anyone can learn to deal with change positively and effectively.

Spencer Johnson’s book, Who Moved My Cheese, is the best little guide to handling change that I’ve come across and can be interpreted and applied in any circumstance, professional or personal. The story tells the tale of two mice, Sniff and Scurry and two little people, Hem and Haw dealing with the disappearance of their “Cheese”.

The first important point is that change is always happening, its natural and one needs to stay alert and anticipate and expect change. Sometimes the change is subtle, easily identified and dealt with. At other times, change comes as a surprise and the situation is difficult and traumatic. At those times, emotions and fear kick in and again, this is natural and normal. Some fear needs to be respected as it keeps you from real danger but most fear is irrational and requires some time and effort to subside. Think about what you would if you weren’t afraid. Work out a plan, break the situation down and outline some action steps. Start taking little steps. This process will help the fear go away. By moving to something new, one starts to let go of the past circumstance.

Trusting what lies ahead is also a good strategy. There is a downside to change but look for the upside. Again this isn’t always easy. This same colleague who faced the loss of her job so amazingly was faced with an even more challenging change. On the same day that she was offered a new position, her doctor told her that the cancer she had eight and half years ago had reoccurred and that she was facing a course of chemotherapy. We talked and she admitted that she was facing her biggest fear – no job, no benefits and being sick. She surveyed her situation, made necessary financial arrangements started her treatment and as she dealt with things she realized that she was living her worst fear and that she was coping quite well.

In the book, the two mice kept things very simple. When their “Cheese” situation changed, they changed and moved on to find more “Cheese”. Being mice, they didn’t overanalyze or complicate things.

Experience can help you get better at dealing with change. You can use little changes to help you work through big changes. You can learn to adapt fast. You soon realize that everything that you need to deal with change is within yourself. Johnson finishes the book with “Handwriting on the Wall” as a guide to change.
CHANGE HAPPENS
ANTICIPATE CHANGE
MONITOR CHANGE
ADAPT TO CHANGE QUICKLY
DO THE CHANGE – MAKE IT WORK
ENJOY CHANGE
BE READY TO CHANGE QUICKLY AND ENJOY IT AGAIN AND AGAIN.
Finders Are Keepers
By Dan Trefethen, Boeing Air Traffic Management

Once upon a time, the success of a special librarian was measured as follows: a customer explained (often in person) a need for a piece of information. The librarian used her skills to find a factual answer, and deliver it to the customer along with a verified source. Customer expressed gratitude, went off to employ the answer on the way to winning the Nobel prize, thanked the librarian in the acceptance speech, etc.

What, didn’t they tell you in library school that it worked this way?

I’ve been thinking lately about the ways that special librarians are providing services and solutions. Sure, we still find facts, but there are so many other ways we are providing quality service. I don’t think we appreciate our dynamic role, nor do we convey it to our managers, who have a narrow view of our services.

Some recent articles and my own working life have led me to consider how our roles are changing in the technically-driven workspace of today. I will discuss some emerging trends that may make you reconsider your role.

There Are Many Searchers, But Few Finders
In an article in Information Outlook, Stephen Abram points out that in a world where everybody has Google™, we should stop billing ourselves as searchers. Every person thinks he or she is a searcher. What differentiates a librarian is that she is a Finder. This may sound like splitting hairs, but we have to stop giving people the idea that we are simply ‘super-Googlers’. We find an answer, whether it’s from a specialized database, an out-of-print volume, an historical archive, or (yes, sometimes) Google™. We need to promote ourselves as resourceful Finders, not just as experts on the Search Engine Du Jour. Which leads to my next observation.

Librarians As the New Help Desk
We deal with many computer applications, and learn tricks to manipulate data. In today’s workplace, expertise in applications tends to become stereotyped: the financial people are Excel™ masters, while the engineers are PowerPoint™ jockeys. But librarians have a unique skill set.

My engineers can make PowerPoint™ do astonishing things, but many of them don’t know that they can copy a graphic image out of Adobe Acrobat™ and drop it into PowerPoint™. I’ve made a cottage industry of teaching people that trick. Sometimes people have told me “this is the right data, but I need it in a spreadsheet format”. It’s not enough these days to get the right information; it has to be in the right format.

Librarians are in a perfect position to server as advisors on different applications. I hate to say it, but this may provide our greatest boost to office productivity (in the category of “teach a man to fish and he eats for a lifetime”). A person may not call the real Help Desk or IT person, because they don’t know what they don’t know. We can provide a great service to our people by sharing our knowledge of how to manipulate information.
This also means that you need to know who the applications experts are in your organization (e.g., the graphics crew running Photoshop™) so if you can’t help a struggling user, you can refer him to the expert. That’s being a Finder for him. Which leads me to my next point.

**It’s Not What You Know, and It’s Not Who You Know, but It’s What You Know About Who You Know**

I know the Photoshop™ expert, the PowerPoint™ experts, and the Excel™ mavens. But I also know the Global Positioning System guy, the radar expert, and the critical deconstructionist who’s an expert on Jacques Derrida. (OK, that subject doesn’t come up much, but if it did...). I know which of our people have worked for which of our competitors. I communicate with all new employees, and I get their resumes. I make it my business to know them all. I can do this because we have fewer than 300 people, and it is possible to know at least something about each of them. I also know many experts elsewhere in Boeing and outside the company, upon whom we may call as needed.

And more importantly, they know me.

Rob Cross and Laurence Prusak have an interesting article in a recent *Harvard Business Review*, entitled “The People Who Make Organizations Go – or Stop”. In it, they describe people who are key to the informal networks that make organizations thrive. They have descriptions like “The Central Connector”, “The Boundary Spanner”, and “The Information Broker”. Now, I know that Larry Prusak knows about special librarians, as he has done some studies for SLA and made some presentations (including a general session at the SLA annual conference). However, you won’t find the L-word in this article. Larry is not out to educate the world’s CEOs on the marvels of their librarians. Cross and Prusak provide a series of templates, and it is up to us to find ourselves in them. Then it is up to us to convey that role to management. This leads me to my summary.

**What Does It Mean To Be a Quality Librarian These Days?**

In my examples, librarians act as classic fact finders, technology advisors, and as a referral service. I’m not claiming that we haven’t done these things before, but the changing complexities of the workplace have offered new challenges for our customers, and therefore new opportunities for us. We need to be Finders in a broader sense than ever before. Find a fact, find a person, find a computer trick.

Part of our challenge is to be recognized for our role. If you are providing any ‘alternative’ services that your management doesn’t know about, then now is the time to inform them. Part of the knowledge management paradigm is to make knowledge transparent throughout the organization. You can make this happen. People need to be able to come to you for help or advice that they can’t seem to find elsewhere, and management should know that you are serving needs that might otherwise go unfulfilled. Cross and Prusak make the point that both management and staff need to be enlightened about everyone’s position in the organizational network. This helps to avoid bad decisions about who to retain and who to let go. This means that management may decide you are a Keeper, because they understand your full value as a Finder.

If management values librarians for all that we really do, instead of a narrow, ill-informed view, then perhaps they won’t be so quick to eliminate the library as an
easy cost-cutting measure, “because everything is on the Internet and everybody has Google™”.

References:


Programming a go go!
By Daniel Lee

Want to know how you can further your career by establishing meaningful relationships with THE movers and shakers in the information world? Want to know how you can assume a leadership role in a forward thinking organization led by some of the smartest people on the planet?

Well, let me tell you how to do it - join SLA Toronto's Programme Committee.

The Programme Committee is responsible for planning and implementing programs of current interest designed to advance members knowledge, skills and professional expertise. Usually the committee has 3 members, including one Chair who is responsible for coordinating the committees meetings and preparing the budget.

Being a member of the Programme Committee is the most rewarding position you will ever have at the Chapter level. The Programme Committee provides the chapter with continuing education opportunities and forums for discussing topics that effect our profession. And most importantly, the Programme Committee helps keep our members in touch with each other, which is the most valuable outcome of being a member of any professional association.

How can serving on the Programme Committee change YOUR life? Let's look at my story as an example. I came to Toronto in 2001 not knowing a soul in the SLA community. At the time, I thought volunteering for the Chapter might help me meet a few people, so when Caroline Kuchma, offered a position on the Programme Committee, I agreed. It wasn't intentional, but within one year, my name was everywhere. I was sending messages to the discussion list almost weekly, I was greeting people at events, and I was trying to convince some of our best and brightest to come and speak at our events. Without really knowing it, I was my very own public relations campaign. Today, I consider a great number of our members as friends and colleagues - and hopefully they think of me in the same way.

Those of you who have served on the Programme Committee in the past know exactly how much work it can be, but there's a group of you out there who have not yet served. Your time has come. The Programme Committee wants YOU!

Volunteering is rarely easy, so in the interest of knowledge sharing, I have assembled my list of tips to pass on after serving on the Programme Committee for two years:

1. Jump in with both feet and have fun;
2. Envision events you want to attend and make them happen;
3. Find people you want to hear speak, contact them, and invite them to an event;
4. There will always be complaints. When someone complains, take the opportunity to learn from what they are saying because it probably has merit. Always smile - then ask them if they would like to help out with the next event;

This Acrobat® PDF version of The Courier is made available for SLA Toronto Chapter members who do not have access to the web, or want an easily printable document for reading away from their computer. The Courier is regularly published on the chapter’s web site at http://www.sla.org/toronto
5. Always have good food and good drinks on hand and you will have a good event, even if the speaker is a bomb;
6. Rest assured that there are countless chapter members who have served on the Programme Committee in the past. Seek them out for advice and programme ideas.

Our Association relies heavily on its volunteers to continue, so it's time to roll up your sleeves; there's a lot of work to be done and A LOT of fun to be had.

Contact our President-Elect, Gayle Kiss (GKiss@lexisnexis.ca) if you would like to serve on next year's Programme Committee.

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Daniel Lee is a Research Librarian with Navigator Ltd. in Toronto and is proud to say that he was voted "Most Organized" in high school. Daniel can be reached by e-mail at daniel.p.lee@sympatico.ca
The 6th Northern Exposure to Leadership Institute
Part 2: The Experience
By Dave Hook and Tracey Palmer

The Northern Exposure to Leadership Institute was made up of several instructional sessions as well as group activities and discussions. Each day was filled from morning to night.

In the sessions we learned about personality types, ethics, advocacy, as well as how to strategically plan and take risks. We learned about visioning and planning through the process of creating a ten-year vision for libraries in Canada. We also did a lot of group work and team building exercises.

What we gained from the experience, however, was much more than that just what we learned from the sessions and exercises. The experience was one of personal growth. While we had both previously learned about Myers-Briggs personality types, for example, this time it was done from the point of view of learning about ourselves.

As well, we also made many new friendships and connections with others in the profession. While both of us work in the private sector, most of this year's participants were from either public or academic libraries. So, it was good to be reminded of the issues that face the different types of librarians, and also interesting to find out that there were issues that were important for everyone.

The group exercises helped to bring us closer to the others in the group. It was a very emotionally powerful five days and through it we learned a lot about others and ourselves.

Most importantly, however, we had a lot of fun. The Myers-Briggs personality stereotypes became a source of entertainment for the entire five days.

We recommend that eligible librarians and information professionals apply for the next NELI. As well, there is talk of creating a “ten to go” Northern Exposure to Leadership, for librarians with two to ten years until they retire. More details can be found at the NELI website: http://www.ls.ualberta.ca/neli/index.html

So, what is the best way to describe NELI? Not as a conference or course, but as a powerful life experience. We’d like to thank the mentors, facilitators and especially Ernie Ingles for making the 6th NELI a success and allowing us to be part of an event that we will remember for the rest of our lives.

Dave Hook
Business Research Supervisor
MD Robotics Ltd.

Tracey Palmer
Team Leader - Knowledge Management
Research In Motion
New (and returning) members since the Fall 2002 issue
by Erika Steffer

We welcome to the chapter:

Steve Atkinson, Mc3 Intel
Karen Bisschop, Institute for Christian Studies
Jennifer Bowers, CharltonBowers Inc.
Mary d'Angelo
Margaret Darling, Kingston General Hospital (Kingston)
Tanya Evancio, Manitoba Telecom Services (Winnipeg)

Alician Gabbidon, Student (New York City)
Jordana Greenstein, Knowledge Management Services
Rachel Harder, 2002 Graduate (London)
Phong Kieu, Bank of Montreal
Julie Lucas, Canada Customs & Revenue Agency
Claire Lysnes, Student (Toronto)

Yvonne MacDonald, PricewaterhouseCoopers
Elizabeth Malak, Richmond Hill Public Library
Andrew Martin, Infomart
Helen Pigatsiotis, Towers Perrin
Rani Pooran, Student (Toronto)

Leena Rosenberg, CMA Canada
Francine Ryan, Office of the Information Commissioner of Canada (Ottawa)
Karla Van Kessel, Student (London)
Karen Watson, Manulife Financial
Vicki Whitmell, Whitmell & Associates (Sundridge)
SLA @ OLA 2003
By Daniel Lee, Maggie Weaver, and Jennifer Bowers

Each year, the Ontario Library Association Super Conference draws librarians from around Ontario and the country to take part in Canada's largest forum for library-related networking and educational events, including the country's largest library tradeshow. This year's Super Conference was held January 30, 2003 to February 1, 2003 at the Metro Toronto Convention Centre. SLA Toronto offered six sessions this year, up from four last year, and OLA was thrilled to have us participate again this year.

Below are summaries of the sessions in case you were not able to attend.

**Legal Research for the Non-Legal Librarian**
*Presented by Ted Tjaden and Shikha Sharma, Bora Laskin Law Library*

Ted and Shikha gave a great workshop on Legal Research for those of us who aren't seasoned legal researchers. They covered a lot of ground in such a short time. Topics that they touched on included Must-have acquisitions for Public or non-legal academic libraries, an overview of law related websites, legal directories, encyclopedias, periodical indexes, citation guides, bibliographies and dictionaries.

The presenters gave an overview of legal resources in Toronto and Ontario, and gave a brief introduction to how one goes about doing legal research. They covered primary sources of law, such as cases, and secondary sources to support your findings. The presentation included lots of websites that could help find more legal resources online, and an introduction to the major publishers of the legal scholarly world.

Ted and Shikha made it clear that we should always refer on questions that we can't answer, never offer legal advice, and they also reminded everyone in attendance that the Bora Laskin Law Library is open to the public. There's help waiting in the wings, and luckily, when you're doing legal research, you never have to be on your own!

**Money Matters: Financial Concepts to Support or Defend Your Library**
*Presented by Maggie Weaver, Shaftesbury Associates*

Maggie Weaver gave a concise, thoughtful and extremely useful presentation of financial concepts to use in your library. The workshop contained an overview of costs associated with maintaining a library, budgets, financial management, and cost control. Maggie also offered insights on how to create your own budget, which may be very different from an administrative, top-down budget. We covered topics such as how to prove your value to administration through cost per transaction figures, returns on investment in the library and cost benefit analysis of library and information services.

The session concluded with a discussion of how to best communicate your "library numbers" to non librarians, with examples of when to use certain types of charts and graphs for the greatest impact. Financial concepts can
be a truly daunting subject at 5:30 on a Friday afternoon, but Maggie made the concepts very accessible, very useful and easy to absorb.

**Advancing your product's position with strategic branding**  
*Robert Gillelan, President, G2-Group.net*

Robert Gillelan described branding as a distinguishing name, symbol or promise, that distinguishes your product from the competition, and an emotional relationship between the buyer and seller. In the consumer world, it can also be a lifestyle choice. He described in detail eight principles of branding, and applied them to libraries. First, internal research: what do the library's clients and management think of the library? Second, synchronous messages: your messages about the library must be consistent across all your communications, and with the messages of your parent organization. Third, pick the right time to communicate, such as when there's new management or you're launching a new service. Fourth, "live" the brand in all your activities. Fifth, the importance of corporate storytelling: celebrate the library's heroes. Sixth, don't over-expose the brand: have few surveys and avoid hectic periods to conduct them. Seventh, evaluate your promotion efforts: where are the pockets of resistance to your message, and how can you adjust your marketing to convince them? And finally, repeat your marketing efforts!

And one phrase to live by: "judo marketing", by which you use the strengths of your organization's brand, and its marketing and communications department, to promote and brand your own part of the organization.

A copy of Robert's presentation can be found at:  
[http://www.accessola.org/superconference2003/thurs/at10_30am.html#203](http://www.accessola.org/superconference2003/thurs/at10_30am.html#203)

**Salary Negotiations for the Hesitant Employee**  
*Presented by Ayodele Ojumu, Reed Library, SUNY Fredonia*

The American Library Association recently starting campaigning for pay equity for America's librarians. ALA advocates a holistic approach to increasing our worth by educating our communities about why libraries and librarians are essential in an information society. We were fortunate to hear to words of one of ALA recently trained pay equity advocates, Ayodele Ojumu from the Reed Library at the State University of New York College at Fredonia. Ayodele covered the basic techniques we need to employ whether we are simply seeking an increase in funding or looking to work with our Boards to increase the library's budget. Using humour and wit, Ayodele discussed building a library advocacy network, developing an action plan, speaking out, dealing with the media, dealing with legislators, and ways to communicate.

Although the session did not present specific techniques to use at the bargaining table, it was valuable nonetheless as we struggle to improve our image and value in the information age. For more information on the American Library Association's Campaign for America's Librarians, visit [http://www.ala.org/pio/advocacy](http://www.ala.org/pio/advocacy) and join the discussion.
Custom Information Products
Presented by Vicky Casey, Director, Content, Information Highways

According to Vicky Casey, "These are challenging times for librarians who deliver information services. On the one hand, many users who may formerly have relied on the library to meet their information needs, now routinely turn to the public Internet and to other services available at their desktops. On the other hand, these same users are suffering from information overload and may not be using the tools and resources available to them to best advantage." Vicky's workshop covered customized, value-added, next generation information products that librarians must now create to truly add value to their organization. By putting the four Cs of Community, Content, Context, and Convenience in force to provide a customized products that engage users through design and interaction, that inspire trust through quality and relevance, and lead to the Eureka moment where your client says, "I NEED this!" librarians can do more with less and provide the highest quality service to their clients. Vicky's ingredients for success include an entrepreneurial attitude and a proactive approach, leveraging existing resources, building user buy-in, and thinking big and starting small.

According to Casey, examples of custom information products include: alerts, digested data, matrices, and integrated portals.

A complete copy of Vicky Casey's presentation and handouts is available at: http://www.accessola.org/superconference2003/friday/at8_45am.html#523

The Programme Committee would like to thank every one of this year's presenters for helping us provide a strong showing at this year's Super Conference. If you have ideas or topics you would like to share for next year's sessions, please forward them to Daniel Lee, Chair, SLA Toronto Programme Committee at daniel.p.lee@sympatico.ca.
Kiss Comes to Western's MLIS Students
By C. Brandi Borman

On November 20, 2002 students at the UWO MLIS program were very fortunate to have Gayle Kiss, President-Elect of the Toronto Chapter SLA and Marketing Manager for Lexis-Nexis speak about the job search and the benefits of SLA membership.

After a brief introduction about her own career, Gayle provided general advice to students about their course selection. She suggested that students interested in special librarianship take courses that were being offered that might prove valuable to a variety of businesses and industries. She also noted that business management courses, including marketing, would be advantageous to job searchers as well.

Gayle then went on to discuss how students could prepare themselves for the job search. She told students to spend time evaluating their skills and what they are looking for from their professional career. For instance, Gayle suggested that job seekers make a list of the professional goals that they would like to achieve in order to better understand themselves and what positions they should apply to. She also suggested that students take part in a personality test to get a better idea of how their personality will fit into different job types.

Gayle also spoke about her experiences in reading resumes. She told the students that the resume is the first thing she reads. Gayle spoke of a recent resume that really impressed her. She made note of the use of white space and key bullets rather than a long detailed responsibilities list describing the previous job experience. She also made note of the importance of volunteer experience on a resume as it demonstrated that the person was "extra" hardworking.

In regards to resume writing, Gayle suggested that students with a SLA membership take advantage of the resume critique service that is offered through the Toronto Chapter Website. She also pointed out that attending chapter meetings, reading the Courier and subscribing to the "List-Serv" where also tools that job seekers could use to get an idea of current trends and the availability of positions within the field of special librarianship.

In concluding, Gayle reported that she has noticed that in the past few months the job-market has been getting tougher as more and more companies being forced to lay-off employees. She noted that although it is not as bad as it had been in the 1990s, students should be very strategic in their applications by researching the organization they are applying to and marketing themselves not only on their resumes but also in the interview.

Thanks again for coming to speak to us Gayle!

C. Brandi Borman, SLA Student Rep.