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SIS INFO
Vol. 17, No. 1
January 2003

SIS is looking for a new **Newsletter Editor**. This is an important function since the newsletter is such an significant communication tool for the organization. Please consider volunteering for this appointed position. If you have any questions about the the responsibilities of an editor, or are willing to contribute to SIS in this way, please contact the President, Anita Lindsay (lindsaam@eckerd.edu).

Thanks to Rebecca Forman for her work as Editor for the past year.

Next Meeting, February 20, 2003

When: February 20, 2003, Thursday evening 6:30 - 8:30 pm
Where: McDill Air Force Base
RSVP: Contact Kathy Kaldenberg by *Februrary 17, 2003*
Directions: Driving and entry instructions to be sent via email to those who RSVP.
Program Jay Hines, the Historian for U.S. Central Command

Past Meeting, October 8, 2002

The October 8, 2002 meeting of the Suncoast Information Specialists was held at the Seminole Campus of St Petersburg College. **Mary Kaye Raddatz**, Instructor-in-Charge of the Information Commons, hosted the meeting. She was assisted by Pam Burrows, also of SPC.

The delicious meal was provided compliments of Eckerd College Library and was delivered by **Anita Lindsay** and Rich Jones of EC.

The meeting began with introductions by the attendees. Announcements included the following:

Harriet Thompkins of Pinellas Talking Book Library displayed her "Suncoast Public Access Award" and told about the winning video production, "Being the CEO of Your Career". The awards ceremony was held in the "Digitorium" on the Seminole Campus of SPC.

Kathy Kaldenberg sent around a copy of the Fall 2002 issue of "Florida Libraries" which contained an article she submitted titled "Serving a Community of Warriors". The article explains the mission of the MacDill Air Force Base Library and notes how services were affected by the events of September 11.

Wanda Barrett and Everlove Associates colleagues attended the South Atlantic Regional Conference of Special Libraries Association in September.

Anita Lindsay displayed an attractive flyer for SIS and sent around multiple copies for members to distribute.

Anita also announced that the annual St Petersburg Times Festival of Reading is scheduled for November 3 and will be held at the Eckerd College campus.

Betsy King reminded attendees of the November 8 Special Libraries Association sponsored workshop, "Creativity in the Workplace" The speaker will be Gerard J. Puccio, Ph.D, Director and Professor, Center for Studies in Creativity, Buffalo State, State University of New York. The workshop will be held at the University of South Florida, Tampa Campus Library. Additional information can be found at the SLA Chapter website (<http://www.sla.org/chapter/cfc>)

After introductions of the nominees, the election of the 2002-2003 slate of officers for SIS was conducted, with the following results:

- President: Anita Lindsay (Eckerd College)
- Vice President / President-elect: Kathy Kaldenberg (MacDill AFB)
- Secretary: Paul Wetmore (Tampa-Hillsborough Public Library)
- Treasurer: Betsy King (CAE)

Thank you to **Allicia Ellison**, Chair of the 2002 Nominating Committee and to Helen Beaulieu, who assisted.

The meeting concluded with a fascinating presentation by Nancy Doolittle, Instructional Technologist at the SPC Seminole campus (<http://it.spcollege.edu/>). She described the new programs available at SPC in digital media videography and instruction, where the emphasis is on application, not theory. Ms. Doolittle toured the attendees through the building, giving them a behind the scenes look at the high tech systems used by staff and students.

Past Meeting, December 4, 2002

The December meeting was was a dinner meeting at the Picadilly Cafeteria in St. Petersburg on December 4, 2002.

President, Wanda Barrett of Everlove & Associates announced the newly elected SIS officers: President: Anita Lindsay, Eckerd College; Vice-President: Kathy Kaldengerg, McDill Air Force Base; Secretary: Paul Wetmore, Tampa-Hillsboro Public Library; Treasurer: Betsy King, CAE USA.

After a self-introduction by all those in attendance, our guest speaker Lynn Carol Henderson carried the meeting.

Lynn Carol Henderson:

- Teaches Women's Studies as an adjunct professor at Eckerd College
- Currently seeking a Ph.D. in Women's Ritual Art for Empowerment at Union Institute & University of Cincinnati
- Provides storytelling, ritual-arts workshops in the Tampa Bay area including the Dali Museum.

Lynn Carol as storyteller, presented The Twelve Wild Swans, by Starhawk & Hilary Valentine, as a folk tale about one woman's empowerment. This interactive workshop – the audience on queue rattled shakers and rang bells from various cultures – demonstrates the use of various art forms to stimulate the empowerment of women.

Following the tale, Carol added, “The burdens of this life are never gone. It is up to us to fix the wrongs of the past.”

Carol then challenged each person in the group to rewrite his or her own story - to confront the wrongs of their past. She said, “There are many different ways to show love. Some love can heal. Some love can hurt.”

She directs the group to, “Speak your truth to your neighbor, then write one phrase to show your truth.” Examples given:

1. “I will love unconditionally without jealousy.”
2. “I will forgive my mother.”
3. “I will forgive myself.”

“These affirmations provide a means to rewrite our own stories,” says Carol.

The next SIS meeting will be in Tampa, details forthcoming.

SIS Officers 2002

President

Anita Lindsay, Eckerd College, St. Petersburg, FL
727/864-7518, lindsaam@eckerd.edu

Vice President

Kathy Kaldenberg, McDill AFB, Base Library, Tampa FL
813/828-3607, Katherine.Kaldenberg@macdill.af.mil

Secretary

Paul A. Wetmore
Hillsborough County Library Cooperative, Austin Davis
Branch Library
Odessa, FL
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wetmorp@scfn.net

Treasurer

Betsy King, CAE, Tampa, FL
813/887-1658, kingbet@tampabay.rr.com

Newsletter Editor (appointed)

<vacant>

Webmaster (appointed)

Betsy King, CAE, Tampa, FL
813/887-1658, kingbet@tampabay.rr.com

Immediate Past President (2001)

Wanda Barrett, Everlove & Associates, St. Petersburg, FL
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Tampa, FL 33619

URL: <http://tblc.org/sis/>



Suncoast Information Specialists



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SIS INFO
Vol. 17, No. 2
March 2003

SIS is looking for a new **Vice-President/President-Elect**. The VP/PE will assist the President and in the absence of the President will perform all duties of the office. The VP/PE is the Chair of the Program Committee and coordinates arrangements and programs for meetings. The VP/PE will succeed the President. Please consider offering your services to SIS and volunteering to fill this position.

SIS is also looking for a new **Newsletter Editor**. This is an important function since the newsletter is such a significant communication tool for the organization.

If you have any questions about these positions, or are willing to contribute to SIS in this way, please contact the President, Anita Lindsay (lindsaam@eckerd.edu).

Next Meeting, April 7, 2003

When: Monday, April 7, 2003
 Time: 6:30 pm - 8:00 pm
 Where: Eckerd College, Bevan Faculty Lounge (directions posted at entrance to the library)
 RSVP: Anita Lindsay no later than Friday, April 4
lindsaam@eckerd.edu, 727/864-7518).
 Directions: Eckerd College: <http://www.eckerd.edu/geninfo/directions.php>
 Program: **Why Marketing and Mentoring Matters!** Speaker will be Anita Lindsay, reference/marketing librarian at Eckerd College Library

Past Meeting, February 20, 2003

When: February 20, 2003, Thursday evening 6:30 - 8:30 pm
 Where: McDill Air Force Base
 Program: Jay Hines, the Historian for U.S. Central Command
 Summary: See May newsletter for details

SIS Officers 2003

President
 Anita Lindsay, Eckerd College, St. Petersburg, FL
 727/864-7518, lindsaam@eckerd.edu

Vice President
 <vacant>

Newsletter Editor (appointed)
 <vacant>

Webmaster (appointed)
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Secretary

Paul A. Wetmore
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URL: <http://tblc.org/sis/>



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SIS INFO
Vol. 17, No. 3
May 2003

From the Editor: In this issue of *SIS INFO*, we bring you information about our next meeting, notes from previous meetings, and a brief article about the "Invisible Web" session at the Florida Library Association annual conference. I invite you to submit articles for future issues of SIS INFO. Please e-mail me at aliciae@tampabay.rr.com. Thanks! - Alicia Ellison

Next Meeting, June 9, 2003

WHEN and WHERE. Monday, June 9, 2003, 6:00 p.m.
CAE USA <http://cae.com> (formerly BAE Systems and Reflectone)
4908 Tampa West Blvd, Tampa Florida 33634
813-887-1658 (library)
813-887-1658 (direct library phone)
813-885-7481 (main switchboard)

PROGRAM. Diana Sachs will give a presentation on the [Florida Virtual Reference](#) project and [Anywhere Anytime Library](#) (AlleyCat). Diana is the TBLC Virtual Reference Coordinator and is currently working with CCLA on developing a statewide collaborative e-mail and chat reference service for all libraries in the state of Florida. She was previously at the Public Library of Charlotte & Mecklenburg County as their digital librarian, where she was the team leader for chat and email reference services as well as the library's consumer health web site, and a reference librarian.

FOOD. Dinner will be a catered buffet. Cost to be announced later, less than \$10.00.

RSVP to kingbet@tampabay.rr.com or leave a voice mail at 813-887-1658 no later than Thursday, June 5, 2003. In fairness to our sponsor, we need to consider your positive response an obligation to attend, even though there will be no cost to us for the meal. Late reservations will be accepted only as space allows.

DIRECTIONS. The CAE facility is a secured facility, so all attendees must enter the front lobby between 5:30 and 6:30 p.m. Dinner will be served beginning at 6 p.m. If you can not make it prior to 6:00 p.m., please contact Betsy to make advance arrangements. Anyone arriving late can still get into the building. However, those who anticipate getting here after 6:00 should let Betsy know in advance if possible, so we can be on the lookout for them.

CAE is in Tampa, about 2 miles north of Tampa International Airport, near the southeast corner of Anderson Road and Waters Avenue, in Tampa West Industrial Park. The Park is accessible from either Waters Avenue or Anderson Boulevard. Contact Betsy for detailed instructions or see [Mapquest®](#)

[Interactive Map.](#)

Past Meeting, April 7, 2003, Eckerd College

Notes from the meeting:

Nineteen people (Paula McCahon, Judy Mullen, Betsy King, Ray Eydman, Theresa Burress, Harriet Thompkins, Tina Neville, Ramsay Jones, Karen Wilber, Alicia Ellison, Jean Andrews, Lexie Schwabel, Marie Miller, Joe Preston, Matthew Hatch, Mary Stull, Robin Leigh, and Beverly De Stories) attended the April 7 SIS meeting at Eckerd College. The meeting was hosted by Anita Lindsay, SIS President. Anita presented the evening's program, "Why Marketing and Mentoring Matters," from a biographical perspective.

Anita moved to St. Petersburg from Live Oak, Florida, in 1988. She described how Workforce contacted her about placement testing and funding for an A.S. degree at Saint Petersburg Junior College. With the support of her caseworker, she was also able to negotiate funding for an A.A. degree towards marketing management.

A week after graduating from SPJC, she registered for classes at USF-St. Petersburg. Her first class was LIS 2001-Use of the Library, taught by Tina Neville of Nelson-Poynter Library.

In 1996, Anita graduated from USF with a bachelor's degree in mass communications, with a public relations and magazine journalism focus. She then felt ready to find employment.

She worked part-time for Pinellas Park Fire Prevention as a public education specialist. During that nine-month period, she created and implemented the Elder Safety Program (ESP): Fire Safety, Hurricane Preparedness and Falls Prevention. When fall turned the corner, she once again drove to USF-St. Petersburg to register for classes.

As an undergraduate living in St. Petersburg, she benefited from her contact with the librarians at Nelson-Poynter Library. She admired Tina's professional approach to library and information science and Jackie's friendliness and encouragement. Anita decided that the MLIS program would also suit her.

During her two years at USF in the MLIS program, she benefited from the interest faculty took in their students' progress. Cheryl Dee, Derrie Perez, Vicky Gregory, Kathleen Mc Cook, Elaine Yontz and many others in the profession encouraged involvement in professional organizations. Anita served as secretary of ALA Student Chapter and then as the organization's president.

During those two years, she attended four conferences funded by professional organizations or program grants. At ALA, she presented a poster titled Synergy - a Powerpoint collage of ALA student chapter activities. The poster now resides on a wall in the SLIS department of the CIS building.

While on a conference bus at a MLA conference in Lexington, Kentucky, she overheard a librarian sitting behind her say she worked at the Health Sciences Library in Memphis. Anita turned around introduced herself and said, "I graduate in May; hire me."

Email addresses were exchanged. Follow-up by Anita led to an interview and job offer. She also interviewed at Vanderbilt for a fellowship but was unable to follow through with either opportunity

because of a sudden decline in her father's health.

Also during her MLIS course of study, faculty members told Anita that she needed experience in an academic library if she hoped to find employment in the Tampa Bay area. She applied to the USF's Health Sciences Library for a graduate assistant's position and was hired.

Anita worked at the Health Sciences Library until graduation. During that time both Danny O'Neal and John Orriola supported her professional goals. She created database handouts and Web pages, as well as provided library orientation and bibliographic instruction.

John Orriola encouraged her to apply for a part-time position at Eckerd College Library. He said, "You need experience in applying for a job. Eckerd Library is a good place to work. If they offer it to you, you can decide then whether or not you want to accept the position."

Anita said, "So I did and they did. I worked at Eckerd Library three years part time and am now into my second year of full time as a visiting professor. David Henderson, acting director, and Jamie Gill Hastreiter, technical services librarian, both provide professional insight and support on this portion of my professional journey."

Marketing yourself and your institution matters. Mentoring students and those new to the profession or the area matters. Students and new librarians need the direction and encouragement of seasoned professionals.

Anita said, "My marketing message to you: get out there, sign up, communicate, and share yourself professionally. My mentoring message to you: seek out a mentor, become a mentor or protégé, communicate and share yourself professionally. Marketing and mentoring is about communication - it's as simple as that."

Tina Neville, as head of the FACRL Mentoring Task Force, has almost completed the FACRL Mentoring Program guidelines, to be finalized at FLA.

Who is interested in more information on becoming a mentor?

Who is interested in more information about becoming a protégé?

Please contact Tina following the meeting. Email: neville@bayflash.stpt.usf.edu

(Notes submitted by Anita Lindsay, SIS President.)

Past Meeting, February 20, 2003, MacDill AFB

The meeting was held at McDill Air Force base on February 20th. A buffet dinner was presented to over 40 participants, many of whom came from outside the Hillsborough/Pinellas area. The keynote speaker was Jay Hines, Historian for U.S. Central Command.

Kathy Kaldenberg, Vice President, introduced Mr. Hines. He discussed his role as historian and the events leading up to his appointment. He emphasized the valuable role the library at the Air Force base provided to his research. The Central Command is concerned with the areas of the Middle East and

Southeast Asia. Various publications created by Central Command were distributed. After the speech, Mr Hines answered some questions from the audience.

Participants then carpooled to the library on the base. Ms. Kaldenberg announced that she and her family would be moving out of state and that a vacancy for the Vice Presidency would be created. She and Bill Foster, the library's director, gave a tour of the facilities. The dinner began at 6:30 and the meeting ended at approximately 8:45.

Respectfully submitted,
Paul Wetmore,
Secretary

“The Invisible Web” Session at FLA

Think you're “searching the Web” when you use your favorite search engine? Wrong! What you're really searching is the search engine's database. And there is a lot of stuff – more than 80% of Internet-based information – that is undetected by search engines. This “Invisible Web” consists of many resources that are often of much higher quality than the visible Web.

Chris Sherman, co-author with librarian Gary Price of *The Invisible Web: Uncovering Information Sources Search Engines Can't See* (2001), spoke at the Florida Library Association annual conference in April. He shared these and many other insights, tips and tools as the featured speaker during FLA's Internet Interest Group session.

Sherman started with an anatomy of search engines, and an overview of how they work. He then described techniques for using general search engines, specialty search engines, and other tools to uncover news, real-time information, company documents, and other materials that reside on the web – but that are usually “invisible.”

The content of Sherman's presentation – including search strategies and links to finding aids (specialty search engines and invisible-web directories) – can be found at these sites:

- <http://www.searchwise.net/p/iw-fla2003.pdf> (slide presentation)
- <http://www.searchwise.net/p/iw-fla2003.htm> (directory of links discussed in the presentation)

-Alicia Ellison
SIS Newsletter Editor

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SIS INFO
Vol. 17, No. 4
July 2003

From the Editor: In this issue of SIS INFO, we bring you information about our next meeting, important election information, and notes from our last meeting. I invite you to submit articles for future issues of SIS INFO -- a great way to communicate with local colleagues in all types of libraries! You may e-mail me at aliciae@tampabay.rr.com. Thanks! - Alicia Ellison

Next Meeting, August 7, 2003

WHEN and WHERE. Thursday, August 7, 2003, 6:00 - 7:45 p.m.
Safety Harbor Public Library, <http://www.tbtc.org/shpl/>
101 Second St. North, Safety Harbor, FL 34695
(727) 724-1525

PROGRAM. **Rosa Rodriguez**, Deaf Literacy Center Coordinator, will lead a panel of deaf persons and deaf advocates who will share stories to teach and inform library professionals on how to better serve the deaf population. An interpreter will be provided. *Check with your employer about whether you may obtain in-service credit for attending this relevant program*

REFRESHMENTS. A light catered buffet will be served at 6 pm. Cost to attendees who reserve space ahead should be \$10.00 or less for delicious finger foods catered from The Stuffed Mushroom of Safety Harbor (www.thestuffedmushroom.com). Please pay **Betsy King**, Treasurer, in cash or by check (payable to SIS) at the meeting.

RSVP. Please email kingbet@tampabay.rr.com or leave a voice mail at 813-887-1658 *no later than Thursday, July 31, 2003*. Late reservations will be accepted only as space allows.

DIRECTIONS. From Hillsborough County, take Rte 60 toward Clearwater. Cross the Courtney Campbell Bridge and turn right on Bayshore Boulevard. Turn left on Main Street and right onto 2nd Street North. The library is on your right. The meeting room is to the right as you enter the building. Contact **Robin Leigh** or the Safety Harbor Public Library reference desk at 727-724-1525 for any further driving instructions, or see http://www.tbtc.org/shpl/location_directions.html or [Mapquest](#).

Excitement Awaits!

SIS is looking for leaders. Only two openings are available for the 2004 slate of officers. If you are anxious to display your ability to lead other information professionals, please consider running for office

in your SIS. The offices are for Vice President/President Elect and Secretary, with terms beginning in January, 2004. For a description of duties, see our by-laws at <http://www.tbhc.org/sis/bylaws.htm> (Section VII, "Officers and Elections").

Self nominations are encouraged! Contact **Madison Mosley** (mosley@law.stetson.edu) or **Beatrice Nichols** (Beatrice_f_nichols@yahoo.com) for more information.

Apply now and beat the rush! :-)

Past Meeting: June 9, 2003, CAE USA in Tampa

Notes from the meeting:

Twenty-five members were in attendance. SIS President **Anita Lindsay** began with an overview and approval of the minutes of a previous meeting held at Eckerd College on April 7th. Ms. Lindsay introduced the new Vice President, **Robin Leigh**, who gave a brief vita of her professional career. Anita then went on to new business.

Anita asked for two volunteers to act as members of a nominating committee for officers for next year. **Madison Mosley** and **Beatrice Nicols** accepted. Offices available will be Vice President and Secretary. Candidates will be elected at the October meeting and will assume office in December. Anita then asked **Betsy King**, Treasurer, our host at CAE, to give a financial report. We have \$900 in the treasury.

Diana Sachs, who is coordinating the *Florida Virtual Reference Project* at Tampa Bay Library Consortium, was then introduced. Ms. Sachs gave us an overview of this statewide endeavor. Funding for this project is through a LSTA grant. The project will provide virtual reference for any citizen in the state of Florida. Reference services will be conducted by E-Mail/Chat. One of the benefits will be that librarians can show customers how to search for websites on a particular subject. The service will be offered from 10:00 AM to 10:00 PM seven days a week. There will be two to three librarians working during operational times. The service is expected to be fully operational by September 2003. Any library interested will receive free software. Each participating library will have a local reference desk where specific features of the agency can be highlighted. Floridians will be able to use any Gale databases offered in a state library. Many community colleges are participating in this project. The website will be <http://info.virtualreference.lib.fl.us/>.

Ms. Sachs also gave highlights of the *Anywhere-Anytime Library*, also known as "Alley Cat," (<http://207.239.93.25/rpindex.html>). Alley Cat is a consortium of local libraries that allow materials to circulate to any participating library. In other words, it is a regional interlibrary loan cooperative. Using Alley Cat, customers can have materials sent to them at the library of their choice. Public, community-college, and special libraries participate.

The meeting ended around 8:00 PM.
(Submitted by **Paul Wetmore**, SIS Secretary.)

SIS Officers 2003

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SIS INFO
Vol. 17, No. 5
September 2003

From the Editor: In this issue of SIS INFO, we bring you information about our next meeting, an article by Madison Mosley, Jr., news about librarians in our region, and notes from the last meeting. I invite you to submit articles for future issues of SIS INFO -- a great way to communicate with local colleagues in all types of libraries! You may e-mail your submissions to me at aliciae@tampabay.rr.com . Thank you! - Alicia Ellison

Next Meeting: October 14, 2003

WHEN and WHERE. Tuesday, October 14, 2003, 6:00 - 7:45 p.m.
Louis De La Parte Florida Mental Health Institute, <http://http://www.fmhi.usf.edu/>
13301 Bruce B. Downs Blvd.
Tampa, FL 33612-3899
813-974-4471

PROGRAM. Ardis Hanson of the Florida Mental Health Institute Library is coordinating a panel on services to persons involved in mental health - either as providers, researchers, or consumers. Yvonne Frazier will speak about using the "Diagnostic and statistical manual of mental disorders : DSM-IV-TR" as a reference tool. Pending final arrangements, other panelists may include an advocate for persons with mental illnesses, a lawyer who advises on mental health law, a wellness management coordinator who will speak on managing mental illnesses with alternative/wellness therapies, and a person with a mental illness who is willing to speak from a personal viewpoint.

REFRESHMENTS. Tarek's Cafe, a small cafe on campus, will provide sandwiches (vegetarian and non-vegetarian), salad, chips, cookies, and drinks.

RSVP. Call Ardis Hanson at 813-974-4471, hanson@fmhi.usf.edu , by Thursday, Oct. 9. Please indicate your choice of vegetarian or non-vegetarian sandwich. Cost will be under \$10, payable at the meeting. Please bring cash, or checks made payable to SIS.

DIRECTIONS. FMHI visitor instructions: <http://www.fmhi.usf.edu/institute/visitor.html>

SIS President Anita Lindsay to Conduct Study for ACRL

The American Library Association - ACRL CLIP Notes Series Committee has accepted **Anita Lindsay's** (linsaam@eckerd.edu) proposal for a survey of **Marketing and Public Relations Practices in Academic Libraries**.

Anita sent 291 surveys to libraries across the country during the middle of August. The purpose of her research is to determine the scope and effectiveness of marketing and public relations activity in academic libraries. Anita will compile the results, which will be published as a *CLIP Note* available for sale from ACRL.

According to Anita, "*CLIP Notes* provide an avenue to share (1) information gathered from surveys, (2) the analysis of the survey results and a review of relevant literature, and (3) sample documents pertinent to the *CLIP Note* project." For more information about *CLIP Notes*, see http://www.ala.org/Content/NavigationMenu/ACRL/About_ACRL/Sections/College_Libraries/Publications18/CLIP_Notes.htm.

Guest Column

"What Ceremony Else...?"

by **Madison Mosley, Jr.**
Law Librarian and Director of the Law Library
Stetson University College of Law
mosley@law.stetson.edu

A line in a familiar acquisitions textbook states, "Every library must have a carefully-thought-out selection policy . . ." (Robert Broadus, *Selecting Materials for Libraries*, New York, H.W. Wilson, 1973, p 27).

As I grow older, I am beginning to question the utility of collection development statements in a practical sense.

For instance, you do not collect materials in a foreign language. One fine sunny afternoon, a member of your organization's senior staff requests for her research, a title from Mexico that is only available in Spanish. Do you read her the collection development policy or do you simply purchase the title? If you make an exception, how do you justify not honoring subsequent requests that do not follow the policies?

Furthermore, if we establish levels at which we will collect (basic, advanced, research), how can we tell from reading most reviews where the item falls along those categories? Most times it is impossible to tell.

These issues lead me to question the efficiency of a collection development policy when one of our major objectives is to support the research and reference needs of our users. I would like to hear from others on this issue.

Local Librarians on the Move

Nicholas (Nick) Jackson has joined the Stetson University College of Law Library staff as the International Law Specialist. He hails from the Republic of Panama by way of Michigan and has a B.A. from Michigan State, a J.D. from the Detroit College of Law, an LL.M. from Stetson University College of Law and an M.L.S. from the University of Arizona. Nick is a regular jogger, bicycle enthusiast, and the father of two adult sons.

Dorothy Clark, a former CFALL President, retired at the end of August from the Stetson University College of Law Library. Ms. Clark was the International Law Specialist.

(Submitted by Madison Mosley, Jr.)

Past Meeting: August 7, 2003, Safety Harbor Public Library

Notes from the meeting:

The August 7th, 2003 meeting of the Suncoast Information Specialists was held at the Safety Harbor Public Library. Approximately 18 participants were present.

The meeting began around 6:30 PM. President Anita Lindsay opened the meeting by reminding all present that the election nominating committee, Madison Mosley, Jr. (mosley@law.stetson.edu) and Beatrice Nichols ([Beatrice f Nichols@yahoo.com](mailto:Beatrice_f_Nichols@yahoo.com)) will present a list of candidates for the two positions of vice-president/president elect and secretary in September through the SIS listserv. Please contact either of these individuals if you would like to nominate anyone or would like to propose yourself for any of the offices. Candidates will be elected at the October meeting by a majority vote, and proxy votes are accepted. Officers will be invested at the December meeting and will assume their positions on January 1, 2004.

There was no new business. Anita then introduced our hostess and SIS vice-president Robin Leigh, who then presented our guest speaker Rosa Rodriguez, coordinator of the Pinellas County Deaf Literacy Center. Ms. Rodriguez spoke about the beginnings of the deaf literacy center. She received funding for the center by a LSTA grant and worked with the Pinellas Public Library Cooperative to achieve this goal. Literacy, sign language, and computer classes are offered to both staff and customers. Rosa was very appreciative for the Pinellas Library Cooperative's assistance in creating and enhancing the services offered to deaf individuals, and stated that the library was a bridge between the two communities. She then introduced a panel of five deaf persons who shared their diverse life stories and the challenges they overcame in living in a hearing environment. A sign language interpreter facilitated communication between them and the hearing audience. The communication barriers offer the biggest challenge for deaf persons. Some suggestions in dealing with deaf patrons are to treat them as you would anyone else, not to panic or hesitate in assisting them, not to pity them, and to have patience. Written communication is oftentimes necessary. Although deaf persons are often better lip readers than hearing people, they still can only understand a limited amount of a conversation, even under ideal circumstances.

The meeting ended at around 7:45.
(Submitted by Paul Wetmore, SIS Secretary.)

SIS Officers 2003

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Suncoast Information Specialists



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SIS INFO
Vol. 17, No. 6
November 2003

In this issue of *SIS INFO*, we announce new SIS elected officers, the intriguing and useful program we have planned for the December meeting, and other news you can use. If you would like to submit articles for future newsletters (a great way to communicate with local colleagues in all types of libraries!), please e-mail me at aliciae@tampabay.rr.com. Thanks! - Alicia Ellison, Editor

Next Meeting: Monday, December 8, 2003

WHEN and WHERE. Monday, December 8, 2003, 6:00 - 7:30 p.m.
Pinellas Park Public Library (new building) <http://pppl.tbcl.org/>
7770 52nd Street
Pinellas Park, FL 33781
(727) 541-0718

PROGRAM: "**Read this Poem and Call me in the morning!**" Robin Leigh, librarian and poetry therapist in-training, will address ways that public, academic, and special libraries can integrate poetry into their work with library customers. Topics include the following: suggestions for promoting poetry and scheduling poets during April National Poetry Month; resources for poetry displays; the librarian's role in bibliotherapy; current organizational trends NAPT (National Association of Poetry Therapists) and ALA. Handouts and interactive exercise.

RSVP, REFRESHMENTS and COST: RSVP to Robin Leigh, (leigh@tbcl.org) by Friday, December 5 if you wish to pay for a light meal of sliced pizza and drinks. Cost will be divided among those eating and should be around \$6 or less. Bring cash or make out a check the night of the meeting. Bring cash or by make out a check (payable to SIS) the night of the meeting.

DIRECTIONS: <http://pppl.tbcl.org/libmap.html>.

Congratulations...and Thanks

to **Robin Leigh**, **Paul Wetmore** and **Karen Wilber**, our top three elected officers for 2004-05. Robin, who has planned great programs for us as Vice-President/ President-Elect, will succeed Anita Lindsay in the top spot. During the October election, Paul, who has ably served as Secretary, was voted in as VP/Pres-Elect. And we welcome Karen to the Board, as Secretary. Robin is Head of Reference at Safety Harbor Public Library. Paul is Adult Reference Librarian at Tampa-Hillsborough County Public (Austin

Davis Branch). Karen is Continuing Education Coordinator with TBLC. Betsy King will continue as Treasurer.

Librarian Wins Access Pinellas TV Award

Harriet Thompkins, Pinellas Talking Book Library, Outreach Librarian received the *Access Pinellas Award* at the second annual Suncoast Access Award ceremony. The award is given by the Pinellas County Communications Department. Harriet won the award for "Best Show" in the Cultural/Ethnic Diversity category for her program, "The New Montage," which she produced and hosted. The show guest was Gene Cappolla, Palm Harbor Library Director, and the topic was "What's New@Your Library." The ceremony was held at St. Petersburg College, Seminole Compus Digitorium, on October 11.



Ronnie Goldstein, Pinellas County Communications Director, congratulates Harriet (on the right in the spiffy red suit) after giving her the award.

Past Meeting: October 14, 2003, at Florida Mental Health Insitute, USF-Tampa

Hosted by Ardis Hanson. Topic: "Library Services to Mental Health Patients and Their Families: an Underserved Population"

Notes from the meeting:

Old Business

In addition to the presenters, about a dozen members and guests attended the meeting. Ardis, our host, welcomed everyone and briefly described what she called a "services research collection" at FMHI, specifically focused on special populations and behavioral disorders. After introductions, the upcoming election slate was read, called, and seconded as read. Candidates were:

- President: Robin Leigh
- Vice President: Paul Wetmore
- Secretary: Karen Wilber
- Treasurer: Betsy King

Panel Presentation

Yvonne Frasier, Senior Training Specialist (USF/FMHI), specializes in how services providers (such as IS) should talk to and interact with mentally disordered patrons

- provides guidance for lay persons
- talked about differential diagnosing; DSM-TR IV
- such clients rely on libraries for basic information
- such patrons usually anonymously seek information
- key: make the patron feel welcome, minimize sense of intimidation, be non-judgmental in response to patron's questions
- remember that knowledge leads to hope ("I am not alone." "There is information I can use to help myself." "Support groups exist.")
- encourage information-seeking behavior; forcing disclosure during the reference interview only makes the patron fear rejection

George Thomas, FMHI and member of NAMI (National Alliance for the Mentally Ill www.nami.org) deals with clients with long-term mental illness who need INR (information and referral services)

- finding information on local resources is essential
- acknowledging one's own condition takes time; we just need to provide the facts
- help the patron to locate materials that reveal the subjective nature of the illness (biographies, autobiographies)
- "This is how you find information on how the illness feels from a family viewpoint; how to find analytical overview; how to find support."
- good choices to add to the collection would be biographies and autobiographies that reveal the subjective aspect of the condition; aim for a wide range of materials on the subject and a variety of formats, from short articles to long books
- the patient/patron seeking information from the library is taking a healthy step forward from the initial diagnosis
- "Be prepared to meet people where they are and present a variety of options."
- treatment management issues motivate on-going information seeking; materials sought will change over time as progress is made
- establishing trust within the search process/reference interview is critical; if a patron develops an attachment/relationship with a particular IS person, honor that fact

Beverly Crockett, disabilities coordinator/nurse, FMHI

- after a mental health illness diagnosis, the patient/patron follows the same process as with medical illness/death/grieving
- consider ways to make the information more accessible, particularly to patrons wishing to maintain anonymity
- suggestions include creating an "information library" section for these patrons, perhaps within the stacks or the reference sections for the subject area:
 - brochures (in-house and from agencies)
 - fact sheets on handout rack
 - lists of resources by topics:
 - most patrons are familiar with keyword searching; IS folks can assist by developing local subject headings, scope notes, and authority records (SEE, SEE ALSO, etc.) that will aid natural language searches; NIDRR provides the disability terms

Jean Caldicott, Human Services Counselor, FMHI

- mother of autistic child herself; empathy
- "evidence-based medicine" is the new trend
- autism specialists agree that it includes both a developmental and mental health illness component
- participants received an example of informational packages librarians might want to develop
 - CD-ROM with electronic version of each item
 - "Resources on Mental Health and Developmental Disabilities" (4 pages)
 - "People First Language" (4 pages)
 - "Center for Autism & Related Disabilities (CARD) FactSheet: What is Asperger Syndrome?" (1 page)
 - "Center for Autism & Related Disabilities (CARD) FactSheet: Positive Behavior Support" (1 page)
 - "Mental Health Aspects of Developmental Disabilities" (1 page, journal advertisement)
 - "CARD: Center for Autism & Related Disabilities" brochure
 - "CARD: What is Autism?" brochure
 - "CARD: Tips for Emergency Responders" brochur
 - "Family Network on Disabilities of Florida" brochure
 - "Parent Education Network: Information for Families of Children with Disabilities" brochure
- these patrons are often the ones who arrive at the library in chaperoned groups
- familiarize staff with repeat patrons in this category; learn problem triggers, favorite learning style of each, etc.
- these patrons have dual diagnosis: developmental and mental health illness
- autism now considered a "communication disorder" and researchers are investigating a new "positive behavioral support" theory

In Conclusion

Participants offered comments and suggestions; panelists recapped high points of the presentation.

Of note: How to de-escalate an angry, upset patron

- establish clear boundaries at the outset (time constraints, staffing requirements, etc.)
- ask the patron to call or come back later for a more private conference time/situation
- although most parents will curb the desire to let go of their anger in INR situations involving a foundation or a service organization, this does not necessarily generalize to the individual Information Specialist providing the service
- offer the patron or caller alternative choices for continuing ("I have 10 minutes to spend with you right now.")
- remember that AAL and telephone reference callers may want to remain anonymous; just accept the "fake" name and leave whatever materials you need to in an envelop at the desk under that name

(Thanks to **Sandy Hawes** for preparing these notes! -ae)

SIS Officers 2003

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