
April 1993

Aerospace Division

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Recommended Citation

Clifford, Susan (1993) "Aerospace Division," *Sci-Tech News*: Vol. 47 : Iss. 2 , Article 7.

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AEROSPACE DIVISION

The objectives of the Aerospace Division are to encourage the free exchange of ideas and information between libraries and librarians who are directly concerned with aerospace technology and related sciences, and to maintain a dialog with NASA and other governmental agencies upon whom we rely as sources of technical data and bibliographic sources.

FROM THE CHAIR

SUSAN CLIFFORD



CONFERENCE PROGRAM

June is fast approaching and final plans are being polished for the Annual Conference. Be sure to note in your preliminary schedules the programs which

the Division is sponsoring and plan to attend them.

First, the Division Board will meet on Sunday, June 6, at 2:00 p.m. at the AIAA booth. Then, on Monday, June 7, at 1:30 p.m. is our SMART CAR program with a demonstration of the GM SMART CAR on the exhibit hall floor. This promises to be a fascinating look both at personal transportation just around the corner and at the aerospace technology that has been applied to enhance it. This is technology transfer in action!

Our annual business meeting will be next, a breakfast meeting on Tuesday, June 8, at 7:30 a.m. Please be sure to attend and help Chair-elect Mala Sistla kick off the 1993-1994 year.

Then at 1:30 p.m. join the Division for a state-of-the-art look at spatial data at the "GIS: What's in It for Librarians?" session. Producers, developers and users of GIS

systems will present a real-time look at the rapidly growing applications of this powerful medium.

Hold your Tuesday evening open as well for a good old fashioned ice cream social complete with barbershop quarter and door prizes! Jointly sponsored by the Aerospace, Engineering and Metals and Materials Divisions, the social promises to be great fun.

On Wednesday, June 9, join the Division for lunch and the "How Do You Manage?" roundtable—sure to be a lively information exchange. After lunch, at 1:00 p.m. there will be another real-time demonstration and discussion of information technology, this time on executive information systems. This is being sponsored jointly by the Engineering, Transportation and Aerospace Divisions. The first 1993-1994 Division Board meeting then follows at 4:00 p.m.

Lastly, be sure to stay over Thursday for our field trip to Wright Patterson, AFB. There's a superb aviation museum there, and we are planning, as an aside to that, lunch, shopping, and a tour through several historic Ohio towns. Be sure to join us.

Due to an absence of qualified applicants this year, the George Mandel Award will not be given. It is hoped that the funds for that can be rolled back into the account and provide for multiple award opportunities next year. Everyone of us should

hope that membership takes a more active role in the Annual Conference next year (by presenting a paper or participating in a program) and become eligible for the award. I'll talk more about this at the business meeting.

SUMMARY

I've had a wonderful time this year working for the Division and planning the conference events. Thanks must go to Treasurer Sandy Spurlock (for her continued diligence), Secretary Kay Salm, and to all of the chairpersons who really keep the Division running. Thank you also to Past Chair Sandy Moltz for her continued guidance and support. At a time when aerospace industry librarians have seemed to be a vanishing species, I'm delighted to report we are still gathering new members. I look forward with renewed optimism to their participation and support of the Division. I particularly want to thank Mitzi Rinehart, chair of the Engineering Division; Jeanne Thomas, chair of the Transportation Division, and Alice Hudson of the Geography and Map Division for their great ideas and collaboration in program planning. We also have received gratefully appreciated support this year from EBSCO, DIALOG, and the AIAA.

See you in Cincinnati!

NOMINEES FOR OFFICE ... REVISED

In February the Division announced that Dottie Moon, Eileen Dorschner, and Nan Paik were the nominees respectively for chair elect, secretary, and treasurer. They have been joined now by Kay Salm, Marlene Sue Heroux, and Don Welch, candidates for chair elect, secretary, and treasurer, respectively.

The ballot, which members should receive before the end of May, now pits Dottie and Kay for the post of chair-elect, Eileen and Marlene for the job of secretary, and Nan and Don for the seat of treasurer. Members who have not received their ballots by the end of May should contact Lynn Ecklund at SEEK Information ([818] 242-2793) for a copy.

The following is professional and biographical information on the candidates.

Chair Elect

Dottie Moon

Dottie is the senior librarian with United Technologies and manages the libraries there and at Pratt & Whitney and International Fuel Cells, all in the area of Hartford, CT. She is a graduate of Syracuse University's School of Information Studies and is a member both of SLA and the Society of Competitor Information Professionals (SCIP). In 1991-1992 she served the Aerospace Division as secretary.

Kay Salm

Kay is manager of library and information research services at Northrop Corporation. She has an MS in library science and a BA in economics from the University of Southern California. She has been at Northrop, in Pico Rivera, CA, since 1976. A member of the Southern California Online Users Group (SCOUG) as well as SLA, she has served the Aerospace Division as secretary (twice) and as chair of the nominations committee in 1987-1988.

Secretary

Eileen Dorschner

Eileen, who authored reports of Aerospace Division activities at the 1992 Annual Conference both for *Sci-Tech News* and *Special Libraries*, is the librarian of the

Aeronautics and Astronautics Library at the Massachusetts Institute of Technology. She has been there for three years. She has an MLS and a BS in chemistry from Simmons College, and has been active at MIT on the Circulation Committee, the Branch Librarians Group, and the Electronic Journals Task Force.

Marlene Sue Heroux

Member of SLA, AIAA, and ALA, Marlene is the manager of the Atlanta (GA) Information Center for Rolls-Royce, Inc., where she has been manager since 1989. Marlene, who has an MLS from the State University of New York at Albany, has experience in libraries from Vermont to Colorado. She has experience as well at the Southeastern Library Network, EBSCO Subscription Services, and the Southeastern Libraries Research Project. She is also a former associate editor and advisory board member of *Serials Review*.

Treasurer

Nan Paik

An SLA member since 1982, Nan is currently chair of the Division membership committee and is overseeing the publication of a directory of members. She has an MSLS from the University of Southern California and has been a public librarian as well as aerospace industry librarian. In 1967-1971 she was a reference librarian for Orange County (CA) Public Library. In 1974, she moved to the Rockwell International Technical Information Center in Downey, CA, and has been there to date, serving as a supervisor from 1982 to 1992 and becoming the manager later in 1992.

Don Welch

Don has been at Bell Helicopter Textron for six years. He has been the Research and Engineering Department librarian for the last three. Joining SLA in 1984 while working on an MLS at the University of Oklahoma, he is a member of ALA and the American Helicopter Society (AHS) as well. He received the MLS in December 1985 and then worked full-time in the library of *The Daily Oklahoman* in Oklahoma City until September 1986. He then went on fellowship to Louisiana State University for a CAS in library automation. He received the CAS in May 1987. He is currently editor of the Division column in *Sci-Tech News*.

NEWS FROM NIPPON

"How to Locate and Acquire Japanese Scientific & Technical Information", the Third NTIS/JICST Conference, was held March 18-19, 1993, in San Francisco, CA. This was a conference attended approximately by 130 researchers, managers, and information professionals, one of whom was Dr. Thomas Pinelli, a Division member. He recently summarized the conference as a continuing attempt by the National Technical Information Service (NTIS) and the Japan Information Center of Science and Technology (JICST) to provide U.S. academia, government, and industry access to Japanese scientific and technical information (STI). Dr. Pinelli, who was a panelist at one of the sessions, reported that the first day of the conference was devoted to a discussion of U.S. and Japan bilateral scientific and technical (S&T) relationships, American activities to monitor and utilize Japanese S&T relationships, and suppliers of

Japanese STI. A separate panel on how to attain and use Japanese patent information, he wrote, concluded the first day's deliberations.

The second day included panels on how various organizations gain access to and benefit from Japanese STI, how to use

human networks to acquire Japanese STI, how computers can assist in the acquisition of Japanese STI, and how your organization can create a Japanese STI program. Presentations made at the conference will appear in a set of proceedings which will be available from NTIS in the future.

AEROSPACE DIVISION NEW MEMBERS

Eight individuals recently joined the Division. One—Leon Duquenne—was from Belgium. The eight are:

Adam Bernacki
AIAA
Technical Information Division
555 W 57th St.
New York, NY 10019

Leon Duquenne
ETS L Duquenne SPRL
18 Ave. De La Cigogne
1300 Linal, Belgium

Jacqueline Henning
Embry-Riddle Aeronautical University
CCE Academic Support
Daytona Beach, FL 32114-3900

Marva L. Heumann
Global Engineering Documents
Central Region
7730 Carondelet Ave.
Clayton, MO 63105

Jana C. Humbert
KPMG Peat Marwick
160 Bovet Rd. #300
San Mateo, CA 94402

Frances A. Patterson
1358 West St.
Guilford, CT 06437

Ruth Selby
Martin Marietta Corp.
Business Info Center
6801 Rockledge Drive
Bethesda, MD 20817

Suzanne Sizemore
Aerojet ASRM Division
Bldg. 1000 Dept. 7145
One NASA Drive
Luka, MS 38852-8998

(Nan Paik sent us the list above and she noted in doing so that copy for the 1992 Division membership directory was complete and had been sent (on floppy) to Carroll Publishing Co. in Washington, D.C. Carroll Publishing now will take care of printing and distributing the directories.)

GIVE US A BREAK ... ING STORY

All right, guys—something must be happening to you there at work or at home or somewhere. We aren't hearing from any of you on what's happening. Send us a anecdote, a note, a photocopy, a picture, ... anything! Send us something about a peer, a friend, an enemy. Something must be happening out there.

Here's an example: I was driving to work a week or two ago—and this is a true story—when the radio station to which I was listening did its morning song dedication. It makes its selection from the best fax it has received from a listener. This morning it was a fax requesting a song for Linda Ann Kyprios, a librarian at Texas Instruments in Plano, TX. The disc jockey asked her, as she prepared for work, if she had her hair in a tight little bun and was she wearing “that little vest that you librarians wear”. Well, with great composure, I thought, she said, “No, we don't do things like that anymore.” Way to go, Linda. The only thing that would have made this a better story was if she had been a Aerospace Division member. Instead, she belongs to the Engineering and Information Technology Divisions.

STRAIGHT AERO

By Don Welch

Just a month or two ago, I was chatting with a couple of youngsters who happen to be daughters of mine; one is 8 and the other 4. I asked them (as a parent is want to do sometimes) what they had done and learned that day. They replied rather quickly that they had done this and that and had learned that and this.

Then, just when I was getting ready to ask them for details about what they'd told me, they asked simultaneously, “What did you learn today, Daddy?”

Do you know that I couldn't think of anything? Sure, I had learned the name of a contact at an institute who could retrieve reports for me, but the chance of me ever

needing reports from the institute again were small. Things similar to that came to mind, but they were not anything I'd learned that made me wiser, more astute, or more understanding. I was shocked to find myself feeling cheated—simply because I had not learned anything about ... well ... me and my place in the world.

That made me ask myself whether or not I was fulfilled and/or happy at work? Well, yes and no. People tell me that, as a librarian, I am the best the company has had. That makes me happy ... but, I don't hear them say it every hour or hour and a half so, let's face it, I'm not satisfied.

I decided I'd have to do something to find satisfaction. And, I have. But, surprise, that's not the point of this story. The point is that I stumbled onto the significance a comment or question can take when you really listen and think about what is being said.

Listening, I decided, was something into which I was going to have to take a gander.

Surprisingly (or maybe not so surprisingly), there is a lot of material published on listening. Someone seems to have taken a look at listening from all the angles imaginable. I looked at literature on a handful of perspectives and decided to concentrate on the one of a librarian (or manager) trying to influence and impress management (directors and VPs, let's say). Later, as I reflected on what I learned, the characteristics of listening effectively to management are the same as those of a librarian listening to a patron. Read, and see.

The characteristics of a bad listener are that he or she is inattentive, impatient, insensitive, self-centered, defensive, quick to judge, full of interruptions, apathetic, emotional, and uncaring. Good listeners are alert, responsive, patient, empathic, interested, understanding, curious, non-emotional, and not distracted easily. These are traits that Dr. Ralph Nichols found to be deterministic in the 1940s, and they remain valid today, I am sure. They certainly look like they should, don't they?

Annette Shelby, in "How to Talk So Upper Management Will Listen" (*The Tax Executive*, January/February 1991, pp. 37-45) says that the first strategy to talk so upper management will listen is to listen to management yourself. All of us, including management, will "listen to those who will

listen to us." She writes that listening effectively includes listening for what is not said as well as for what is said, listening to the nonverbal as well as the verbal messages, and listening for the emotional dimension of the message and not just the words used to delivery it.

Lyman Steil, Larry Barker and Kittie Watson explain in *Effective Listening: Key to Success* (Addison-Wesley, 1983) that there are the above strategies for effective listening and others. Their keys to "a program of better listening" were:

look for something that interests you, benefits you in the message; judge the content of a message, not its delivery; be quiet and listen to all of the message; don't judge it until the message is completed; listen for ideas, not facts (listen for the theme of a message and not just where the numbers in it are); don't take notes you don't need; take fewer notes and listen to the person speaking; resist distractions; tolerate habits of speaker (even if they are terrible), and concentrate on what is being said; exercise the mind; don't shy from information that's complicated; don't look for information that's easy to remember; keep the mind open; don't let outbreaks of emotion, either by you or the speaker, shut it down; put energy and willingness to work into listening; be active about listening, don't pretend to listen; capitalize on fact that you can listen faster than the speaker can talk; don't daydream while speaker chatters; weigh evidence of speaker, mentally summarize what's being said, see if the speaker is going where you think he is, etc.; don't interrupt or judge the speaker before he is finished.

All that these told me what that I need work on listening, both at work with management and patrons, and also at

home. I realized that I, as a listener, was terrible. I've been working on improving my listening, and I think it has helped at work in particular. Not only do I find myself engaging in more conversations with patrons, and learning what kind of information they need to do their jobs, but I find I also help patrons with less fumbling and searching and with greater speed and quality.

I think I've learned something I can tell the girls ... if they listen.

MORE ON NERAC

Remember that in October the column reported that NERAC was not maintaining, or updating, its electronic files from NASA or for the Aerospace Database? Well, it appears that it still is not updating its Aerospace Database files.

Geoff Worton, the director of user services at AIAA, the creator of the Aerospace Database, said in April that it "was a point of fact", and not a rumor, that NERAC was not renewing or receiving Aerospace Database updates from the AIAA. "I am not supplying them with a copy of the Aerospace Database tapes," he said.

"It is may understanding, too," he said, "that we're the only place they can get them."


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