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# Aerospace Division

Sandy Moltz

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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



Howdy from San Antonio! This year's Conference had a perfect mix of informative sessions, open houses, and vendor exhibits, all in a lovely, friendly setting. Phyllis Fischer

planned sessions of interest to all our Division members, as well as to many other Conference attendees. Her friendly manner created a welcoming atmosphere in our open houses that will set a standard for the future. She presented our first George Mandel Memorial Award to Tom Pinelli, a program presenter at the Conference. Remember -- this award provides \$500 towards the cost of attending the Conference if you participate in a Division program. Please apply. I continued planning for the 1992 Conference in San Francisco. Our Division is presenting four sessions and two receptions, all co-sponsored with other divisions. We hope through joint sponsorship to continue presenting high quality sessions by maximizing our resources. We also want to encourage every-

## SANDY MOLTZ

one to take the time to see the vendor exhibits, and to enjoy the city, too. To all you Division members, especially those who don't attend the Conference, please contact me or one of the other officers or committee chairs with any ideas, suggestions, etc. on services you'd like to see; articles for Sci-Tech News; or anything at all. Hope to hear from many of you. Sandy

### **TOM PINELLI RECEIVES 1991 AWARD NAMED FOR GEORGE MANDEL**

Tom Pinelli received the inaugural George Mandel Award at this year's annual conference. Named for the long-time Chief of the Technical Information Center at NASA Lewis, the award is designed to promote and honor an individual's activity in professional organizations. Mandel was active in the library profession for 30 years, and he believed that it was important for an individual's growth and development to be involved in professional organizations. He died in a car crash in 1989. To honor and perpetuate that in which Mandel believed, the Division has created an award for \$500. Pinelli won the award for presenting a review of his research as the principal investigator of the NASA/DoD Aerospace

Knowledge Diffusion Research Project. He is Assistant to the Chief, Research Information and Applications Division, NASA Langley Research Center, Hampton, VA. The \$500 is designed to promote and support Aerospace Division members in participating in Division activities. To qualify for the award, a person must do one of the following at a Division program: present a paper, chair or coordinate a program, participate on a panel (or be a round-table leader). Application for 1992's award should be made by contacting the current Division Chair, Sandy Moltz, by September 1, 1991. Call Sandy at (617) 594-5363. Application for 1993 and following year awards should be made by contacting the Division Chair by June of the year prior to the award. Call Susan Clifford, Chair-Elect, to apply for the 1993 award. Susan is at (213) 648-4668. All applicants will receive notification of award status by February of the same year the awarded is presented.

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(Mala Sistla and Lynn Ecklund are others  
also on the Nominating Committee)

**Teller**

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Anyone with suggestions, ideas, etc., please contact any of the above, particularly the Nominating Chair if you have the name of a nominee, or the Projects Chair if you have a money-making idea. Also, please contact the Division Chair, Sandy Moltz, if you have suggestions for presentations at the 1992 business meeting.

**STRAIGHT AERO**

**By Donald A. Welch**

TQM, Total Quality Management, is here. It was featured yet at the annual conference. Does it work, though? The DoD thinks it does. Everybody doing business with the DoD thinks it does, too ... because they have been told it will. It's being installed where I work, of course. I just wish I had been able to attend the Aerospace Division co-sponsored session on TQM at the annual conference. The Engineering Library's TQM plan at Bell Helicopter is under development and might have benefitted from something I learned. I don't want to debate the merits or demerits of TQM, however, even if I could. TQM has been a top-down initiative that has given me an opportunity to educate non-librarians in management. Whether or not it's going to work is not a question in which I am indulging. I think it is going to help the Library because it is opening lines of communication, both with management and with users. The users got to comment when I distributed a survey, just to them. Management comments when we meet and discuss the Library's TQM plan. TQM is valuable for that reason if no other. Analysis of the survey data has been helpful, too,

but the analysis remains incomplete. What has been tabulated and reviewed are the comments, two of which I'd like to share with you now. The first was by an engineer who had a librarian in the family, his wife. He said he had showed the survey to his wife, who ran a hospital library, and had asked her what she thought of it. She said, after reading it, that it asked all the wrong questions. I was surprised by the bluntness of his version of her comments. But, since he made it verbally, I got the opportunity to respond. I explained the survey was TQM-inspired and probably not one that his wife would use in a hospital library. He seemed to accept the explanation and left without comment. The experience taught me something that I had not recognized at that point--that TQM, if adopted, will change the way libraries conduct business. They'll write surveys differently, if they write surveys at all, and they'll respond differently to the input they do gather. This is because they will focus on the user (i.e., the customer) and not on how to do better what has been done in the past. This is true in particular for special libraries, like those of Aerospace Division members. But, that is not all I learned. I also deduced from this that even as a one-person or solo librarian I am not isolated at all. Peer review of whatever I do is a distinct possibility. That, obviously, will keep me on my professional toes. The other comment solicited by the survey I'd like to share with you is one of library image. One respondent noted that she could not use the library because she did not have a job-related need. Her supervisor, she said, "expects me to do productive work." While this obviously is a

feature of the direct labor charge system, it strikes threateningly at one of the fundamental reasons libraries are created, even in corporations like Bell Helicopter. Libraries are for everyone who has a need, a curiosity, even an intuition to use organized storehouses of information. If supervisors (or even non-supervisors) can't see that going to the library might be productive, even in the most unusual of ways (like employee morale) then there is a problem with library image. I obviously didn't like the comment, or its implied message, and I intend on working on the problem. Stay tuned for more.

**THANK YOU! THANK YOU!  
THANK YOU!**

A special thank you to Ellie Reiter for all her work for the Aerospace Division. Ellie served the Division as Hospitality Chair in Denver and has served as well as Division Secretary and Treasurer. Even after leaving Martin Marietta in Denver and moving to the Bay Area, she continued working as Treasurer. She also did extra chores on projects like the Criss-Cross Directory, and did them in her usual thorough way. Her pleasant manner and enthusiasm were a great asset to our Division. Best of luck in your new home, Ellie.

**DIVISION MEMBER EARNS  
HELICOPTER SOCIETY HONOR**

Gerda-Marie Gritzka, Librarian for Bell Helicopter Textron Canada, recently received plaudits from the American

Helicopter Society for recruiting the most new members in 1990. The top Individual Sponsor, Gerda was recognized May 6 in Phoenix, AZ, at the Awards Luncheon of the 47th Annual Forum of the AHS. All other recruitment awards were chapter awards. (EDITOR'S NOTE: Due to a combination of deadlines, changes of address, and vacations, minutes of the 1991 business meeting were not available at the time of printing. The minutes will be published in the next issue of *Sci-Tech News*.)

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