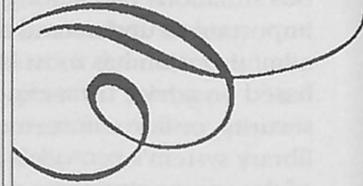


## THERE'S A LIBRARY FOR THAT???

by Lisa Greer Douglass, Rochelle Smith & Beth Hansen



To paraphrase Tolstoy, while public libraries may be alike in most respects, differing mainly in the details, special libraries are different in most respects, alike mainly in the details. The details may be daily tasks such as cataloging a collection or performing research tasks, but the missions, goals, and constituencies of each special library may be quite unique.

This article profiles librarians who work in three types of special libraries in the city of Indianapolis: a sports-based association, a CPA firm, and a grant-giving foundation. There are many others in our city and state, doubtless with far different agendas, but we hope this will give just a small glimpse into the types of libraries available in corporate settings.

### **LISA GREER DOUGLASS – COORDINATOR OF RESEARCH THE NATIONAL COLLEGIATE ATHLETIC ASSOCIATION (NCAA) LIBRARY AND ARCHIVES**

Yes, indeed there is a library at the National Collegiate Athletic Association (NCAA). Indianapolis was named the new home of the NCAA in beautiful White River State Park in 1999. We're tucked away in 2,500 square feet on the first floor of the National Headquarters building.

It took four semi-trailers to move the library materials and archives from its former home in Kansas City. The NCAA became part of a board-based sports community that includes the Indiana Sports Corporation, National Art Museum of Sport, IU Natatorium, the USA Track & Field, and many more.

We function just like any library, complete with a circulation desk, shelves of books, and a periodicals section. The three-member library staff serves 400 National Office colleagues, the NCAA membership, the media, students, researchers, authors, and the general public. Since 1994, over 12,000 items have been cataloged and two major manuscript collections have been indexed. We processed over 500 reference requests last year and continue to support numerous

researchers, both in-house and online, including the staff of the NCAA Hall of Champions.

In 2007, the NCAA Virtual Library made its debut at [www.ncaa.org](http://www.ncaa.org). It continues to evolve and contains several new databases, a document archive of collection finding aids, and NCAA committee minutes plus *The NCAA News* archives. The Championships Results database allows users to search by team, year, and/or student-athlete name for results in Division I baseball, softball, track and field, and all divisions of volleyball and football. More sports should be added to the database this year. The virtual library also links to the NCAA Convention Proceedings database which covers the 1995-2005 annual legislative conventions. Updates to this database are forthcoming this year as well.

Founded in 1906 and originally named the Intercollegiate Athletic Association of the United States, the NCAA grew from the original 39 college and university members to over 1,200 today. The national headquarters was officially formed in 1951 and a formal library established in 1994. Despite the number of years between these corporate milestones, early records do exist and are now housed in the archives.

Historical holdings include 1906-2008 NCAA Convention Proceedings, football guidebooks from 1896, and complete meeting minutes of the NCAA Executive Committee from 1939 to the present day. An extensive paper collection of Championships Records from 88 NCAA sponsored championships in 23 sports are also kept in the library and serve as the foundation of the Championships Results database. Our archives contain the invaluable papers of our former presidents: Walter Byers, Richard Schultz, and Cedric Dempsey. We also hold copies of nearly every NCAA publication as well as rules and records books for the championship sports.

Even though I no longer use the title of "librarian" today, my skills are constantly challenged and enriched. Each day on the job is never the same. As a special librarian and as part of a very small staff, I'm required to wear many different hats. Reference, cataloging, website maintenance, and collection

development may come along every day. Librarianship as a profession is constantly changing and keeps me on my toes. Change can be scary at times, but being a librarian is certainly never dull.

**ROCHELLE SMITH – INFORMATION SPECIALIST  
CLIFTON GUNDERSON CERTIFIED PUBLIC  
ACCOUNTANTS & CONSULTANTS**

My day begins at the strike of 8:00 a.m. The first thing I do after logging into my computer is to “clock in” and open my RSS reader (Google Reader) and e-mail. I start with my priority e-mail (managing partner, partners, team), working my way into other group members and finally into my general inbox. Along the way I answer any quick questions, e.g., where is this located on our drive, what is my password, and the like.

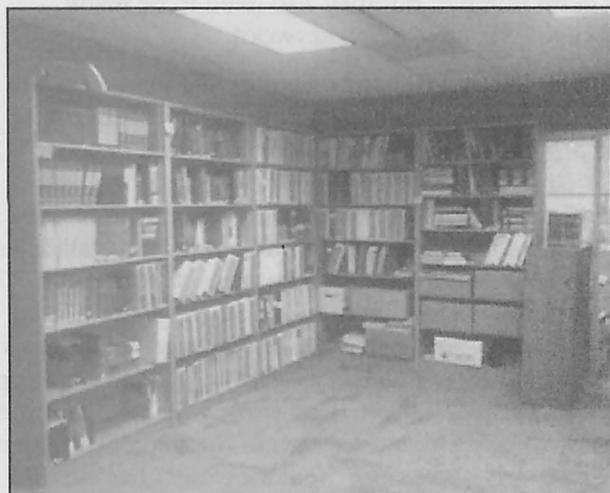


Rochelle Smith

Then I move onto my RSS reader to see what kind of news has developed since I went home. This is where I get my

laugh in the morning (the Shelf Check comic and Overheard in the Office blog), my Lifestacker update, and of course my library blog and news and research feeds. I forward anything interesting to the people in my group that would find them useful. This happens, on average, every other day. My group seems to like these little tidbits of information. I also use my feeds to find sites that can help me in my research. I open those of interest and sometimes add them into my Web research kit.

I wrap up the last of my blog post and move onto my Task List, a one page document organized into daily, weekly, monthly, special projects, research, calls, follow-up, purchases, and meetings. I add new items



Clifton Gunderson Library

onto the sheet and figure out what needs to be done today and what has a small window of shelf life.

I start with my research projects. Billable items are first and then I move on to anything miscellaneous, including anything that could be considered a quick reference question. Depending on the project, I may be checking out our new Lexis Nexis product, Due Diligence Dashboard, or just surfing the Web. Billable research can be a compensation analysis, a person search (qualifications, news, associations), a company search (financials, address, management, news, comparable companies), or an industry search (trends, percentages, general information). Our big database is Lexis Nexis, and we have a select few that deal with valuation and financial information.

My miscellaneous projects (non-billable) can be a literature search, a name search, a list, SEC filings, or a case search. These questions may seem easy, but there is usually a piece of information missing. One day (and we all have this story) I was asked to find a U.S. Tax Court case that involved a bank in southern Indiana near Evansville as part of an estate. This bank was named after the town and included People’s Bank in the name. The case was some time between 1997 and 2000. I knew one of the expert witnesses and that the bank and person were involved in a divorce prior to this. After some hair pulling, I managed to get a fragment of the town name. Then after about two hours I found the case and moved onto the other work piling up on my task list.

After I finish my research projects, I move on to calls and follow-up. I complete what I can and move smoothly into my purchasing list. There always seems to be something to do in that category; everyone wants to spend a little money on a new book. Once I have moved through those tasks, I check my special projects. These projects are in tandem with other people and some I created to help me in my job. I have a procedures manual I am working on and a content management initiative for which I have been recruited.

Late afternoon arrives and my task list has been chopped down to size. I get my mail and enjoy a cup of tea. At the end of the day, I repeat my morning routine. I check through my e-mail and give my desk a sprucing. I go through the mail and read any association information that comes in. I give my RSS reader one last glance and read one or two more items. I make sure I have all my time entered into our time management system. I double check my inbox. I finally shut down for the day.

I love my job because I do not do the same thing everyday. I also am very free to make decisions and find new ways to provide services not just to my team but to the entire firm. I started in my position as an intern for

just a semester. Within two months I had a full-time job offer which I accepted and began right after I finished with my classes. It has been a very rewarding choice. The company was not completely sure what to make of my position, but I have grown with our group and altered the job description to better fit what I do. I am the only person working within my entire firm with a library background. I get asked many questions, and I still get some strange looks, but I am very excited by what tomorrow holds.

#### **BETH HANSEN – LIBRARIAN LILLY ENDOWMENT INC.**

There seems to be a burgeoning interest in philanthropy these days, both worldwide and in this country, perhaps because technology has made the world's disasters seem so close to us. Service projects are popular with high school youth, and corporate matching gifts and volunteer time have become part of employee benefit packages at many companies. While the major philanthropic foundations have all been around for awhile (with the exception of that great behemoth, the Bill and Melinda Gates Foundation), the dot-com years of a decade ago also created a proliferation of funds that many individuals are now using to establish other, newer grant-giving organizations. In fact, philanthropy has grown sideways, as it were, as the Internet has opened up new ways of giving and has brought the creative ideas of small and large entrepreneurs into the field.

All of which is a way to say that foundations, old and new, must and do operate differently these days, and as they differ among themselves, so do their libraries, although to be sure, there are many similarities.

I've been fortunate enough to work in the library of the Lilly Endowment for eighteen years. It's a one-person library, which means I get to do a little bit of everything, allowing me great variety in my weekly tasks. I also work for a relatively small group of people: the Lilly Endowment staff, board, and occasional consultant. It's a constituency of less than fifty people, which allows me personal contact with each of them. Our library is not open to the public. Its mission is to support our staff members in their work, which is giving grants in specific areas of interest such as higher education, religion, youth, and community development. The latter category concerns issues facing Indianapolis and the state of Indiana, and includes projects that can range from homelessness prevention to the support of arts and culture.

I've often found that people assume I do research on potential grantees. I do not, although I cannot speak for other foundation librarians. My research for the staff generally centers on background information relative to the issues that pertain to a grant. For ex-

ample, a higher education project may need statistics on student dropout and retention rates, or a youth program initiative may require literature on other successful youth service programs. Several years ago I even researched the progress of digital TV conversion in connection with a public television grant. (At that time 2008 and the final scramble to meet digital standards seemed very far away.)

The Internet, with its many education and government Web sites, has broadened the search net considerably, and databases such as INSPIRE (Indiana's virtual library on the Internet) have made the process notably easier. Resources such as Factiva and Google keep me up to date on information regarding the Endowment.

Research can be fun, but hours of online searching can also be eye-straining and frustrating, so I appreciate the fact that major research requests are usually sprinkled throughout the year in a way that allows me time to pursue my own library projects. For example, three years ago I received the go-ahead to automate our collection. With Internet access available on every desktop and Sharepoint installed as an intranet function, there was finally a place to access an online catalog. So I purchased a system that allowed me a convenient way to convert our card catalog and in just over a year had our 3500+ collection available on each staff member's desktop. I realized, however, that the project was not finished at that point, as all well-respected online catalogs must have a name. I asked for suggestions and a staff member quickly came up with ELI after Eli Lilly II, who began the foundation in 1937 and is remembered here fondly as Mr. Eli. With his interest in books, I like to think he'd be pleased.

The Endowment library is also the repository for grant products. These can be anything from a book to a brochure, encompassing a variety of papers, reports, essays, articles, CDs or DVDs. A current project is to get these items cataloged in ELI along with the book collection. They're currently listed in our grant system by grant number, but they also need to be made accessible by subject and keyword.

The library keeps all of our closed grant files on microfiche. Besides being a permanent record, these are primary research sources. Reports and papers funded by the Endowment in past years often make their way out into the community and create interest in scholars of today. It's not odd for us to get a call from someone looking for a paper or report from the 1970's that acknowledges our support. Since we are not the copyright holder for these items, I always direct them to the publisher, which is a lot easier if we have a copy here to peruse. If there is no copy, which is often the case with older items, a search of the microfiche grant file becomes necessary. The Endowment has closed grant files on microfiche from 1939 to the present day

but has also begun scanning grant files beginning from 2000, which allows us to read the file on our online grant system, a much easier proposition!

I still do what used to be called SDI – Selective Dissemination of Information, by supplying staff with articles, reports, and URLs that will assist them in their current grant projects. It also allows me to keep abreast of what's happening in different areas. And I still route the periodicals in person, which gives me the opportunity to see and visit different staff each day — along with checking out the weather, since the Endowment library is located in the basement. Actually the library is an attractive room on the lower level, with a roomy office, some lovely paintings, and what at one time seemed to be plenty of shelving. Space, however, eventually becomes a consideration in every library, and I do my share of prowling about to create more of it. The other day a staff member asked, "What do you do with all those huge reports we send you? Do you stash them under the floor or something?" Actually a hidden room under there wouldn't be a bad idea!

Twenty years ago I went back to school to get my MLS degree in order to start a second career as a librarian, not knowing where I would land. I have often wondered at my great good fortune in acquiring this position at the Lilly Endowment, which allows me variety, intellectual challenge, and a wonderful work environment. For anyone contemplating a library position at a foundation, I can only give it a hearty thumbs-up!

## **ABOUT THE AUTHORS**

Lisa Greer Douglass is one of the librarians at the National Collegiate Athletic Association headquarters in

Indianapolis. She has been a member of Indiana Library Federation since 2002 and was honored as the ILF New Outstanding Librarian of 2004 by the Indiana Library Federation. She has also held various positions in the Indiana chapter of the Special Libraries Association.

Rochelle Smith has been a member of the Indiana Library Federation since 2005 and is currently the Chair of the Division on Women in Indiana Libraries. She is also the current President-Elect of the Indiana chapter of Special Libraries Association.

Beth Hansen has been a member of the Indiana Library Federation since 1996 and is currently the Acting Chair of the Indiana Corporate and Network Association. She is also a member of the Special Libraries Association and a representative in the Consortium of Foundation Libraries.

