

## Alumni Day Looks at the Business of Libraries

What does it take to manage a library? What makes an effective leader in the library science industry? These were some of the issues discussed April 1 at the annual GSLIS Alumni and Professional Development Day, “Nobody’s Fool: Library Business, Boom or Bust?”

More than 100 alumni, students, and local professionals gathered at Simmons for presentations by professionals including Dr. Susan Curzon, dean of the University Library of California State University at Northridge. Curzon spoke about her 30 years of experience as a manager of libraries, and the important role that librarians play in our society.

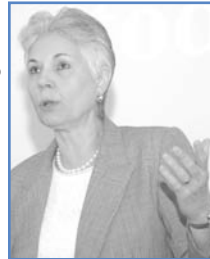
“The true business of libraries of course is our mission – preserving, organizing, and disseminating information and knowledge,” Curzon said. “That mission has been going on since some of the earliest libraries started in the cradles of civilization. The ancient Egyptians called their librarians the “keepers of wisdom” in a rather poetic

interpretation of our mission.” (Read Curzon’s speech on [www.alumnet.simmons.edu](http://www.alumnet.simmons.edu). The link for GSLIS alumni information is on the bottom right of the homepage.)

“Her presentation showed me that you need humor to deal with everyday situations and to remain flexible,” said Millie Gonzalez ’00SM, ’03LS, new president of the GSLIS Alumni Executive Board.

The second keynote speaker, organizational development consultant Maureen Sullivan, spoke about the core competencies that librarians will need in the future. Alumni Day also included a presentation on continuing education programs, an Alumni Executive Board meeting, and networking opportunities. Students and

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Keynote speaker  
Dr. Susan Curzon

Photo by Steve Gilbert

## Helping Librarians “Dance” with Change

Interview by Victoria Thatcher

*Maureen Sullivan, an organizational development consultant and principal of Maureen Sullivan Associates, was a keynote speaker at the 2005 GSLIS Alumni and Professional Development Day. In 2003, Sullivan was hired by GSLIS to facilitate the school’s reaccreditation process. Since then, she has facilitated several faculty retreats and a staff development project.*

**You talked at Alumni Day about “doing leadership a new way.” What do you mean?**

The key difference [between the traditional and new way] is the deep and meaningful engagement of followers. I call this facilitative leadership. This is a process through which leaders recognize the potential of everyone involved. They see their role as one of creating the context for that potential to emerge, and this can be applied in new and different ways. A facilitative leader is someone who has a firm belief in the capacity of others. The complexity of work performed in libraries today requires that we empower those who do the work.

**Empowering followers sounds political. Is it?**

Yes, in a sense it is. Lee Bolman and Terrence Deal developed a leadership theory called the “Four Frames of Leadership” — the four frames being the structural, the human resource, the symbolic, and the political. It’s interesting that when leaders in libraries are tested as to which of these is most important for them, they consistently rate the political frame the lowest. It’s the frame with which they are least comfortable.

**What does that mean?**

It means that leaders in this field tend to focus on people and the organization. But

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Dean Michèle Cloonan, Alumni Achievement Award winner Ann Wolpert ’69LS, and Margaret Howe-Soper ’65LS, past-president, GSLIS Alumni Association

Photo by Steve Gilbert

# The Face Behind the Voice

## Joe Hankins '95LS Leads Phonathons to Success

by Kristin Howley

Joe Hankins '95LS is a fixture at the GSLIS phonathons, and has been for nearly a decade. Hankins is responsible for transforming the GSLIS phonathon, formerly a one-day, yearly event, into a two-day, biannual event.

Next year will mark Hankins's 10th year at the helm of the phonathons. While he has enjoyed his work with this group, Hankins has decided to step down from his leadership position manning the phones.

"It's been a pleasure to communicate with so many wonderful alums around the country, but it's time to let someone else come in and add a new dimension," he said.

Reconnecting alumni with Simmons is an integral part of the phonathon's success. Hankins speaks with alums about upcoming events, gives campus updates, and asks for feedback and suggestions – and he encourages his callers to do the same.



Photo by Steve Gilbert

**This year marks the 10th anniversary that Joe Hankins '95LS has led the GSLIS phonathon.**

"Giving back to the GSLIS is very rewarding and allows me to see Simmons from the inside," said Hankins. Not only does he give back to GSLIS, but Hankins also gives back to his volunteers. When Hankins took over the phonathon nine years ago, there was no precedent for rewarding callers for their work. So, Hankins spent his own money to buy prizes for volunteers, a tradition now funded by the alumni association and generous local businesses.

"His personal touch and dedication amazes me," said Anne Reid '00LS in the Office of the Dean of GSLIS. Reid, who has worked with Hankins since 2001, says he always has impressed her. "In the age of mass e-mails, he takes the time to send out personal reminders and hand-written thank-you notes to each volunteer."

Hankins began the phonathon as a volunteer caller and ends, he hopes, leaving the GSLIS phonathon program in a better place than when he started.

## Faculty News

An article on Professor **Ching-chih Chen** was published in the book *Bridging Cultures: Chinese American Librarians and Their Organization: A Glance at the Thirty Years of CALA, 1973-2003* (China, Guilin: Guangxi Normal University Press, 2004). The article was entitled "Ching-chih Chen: A shining star and model of Chinese American library and information science professionals." Chen spoke in March on "Digital Libraries and Potential for U.S.-China Collaboration" at the 3rd China-U.S. Library Conference in Shanghai, China. And one of Chen's recent lectures on her Global Memory Net project was published in the February issue of the *Journal of Information Processing and Management*.

GSLIS is pleased to welcome **Daniel N. Joudrey** as assistant professor, starting this fall. Joudrey, who recently received his Ph.D. from the University of Pittsburgh, will teach information organization, subject analysis and classification, and metadata. More information

on Joudrey will be posted at [www.simmons.edu/gslis/about/full.shtml](http://www.simmons.edu/gslis/about/full.shtml).

**Em Claire Knowles '88DA**, assistant dean for student administrative services, moderated a panel session April 8 on "Building the Future: Attracting Students From Diverse Backgrounds Into Librarianship" at the Association of College and Research Libraries conference in Minneapolis. Knowles also recently gave the keynote address at the 2004 Joint Conference of the Massachusetts Library Trustees Association/Massachusetts Friends of Libraries.

In January, Dean and Professor Emeritus **James M. Matarazzo '65LS** served as a judge for the doctoral student paper contest at the Association for Library and Information Science Education annual conference in Boston, where he also spoke to new deans on preparing "Reports for the Committee on Accreditation." Additionally, Matarazzo gave a presentation on "Aging of the Workforce in Library and Information Science" at the American Library Association's midwinter meeting, Jan. 14 in Boston.

**Sheng Qiang Zhang**, head of the automation department of the Sichuan University Libraries in Chengdu, Sichuan, China, has joined GSLIS as a visiting researcher for the summer. Using resources from his library, Zhang will work with Professor Ching-chih Chen to explore potential collaborative activities with the Global Memory Net.

## More Ways to Learn

GSLIS continues to offer a wide array of courses through its continuing education program. From "Introduction to Legal Research" and "Sowing the Seeds of Visual Literacy" to "The Firefox Tutorial," there's something for everyone. Classes are offered online and in classrooms at the Boston and Mount Holyoke campuses.

Check out the current offerings at: [www.simmons.edu/gslis/continuinged/workshops](http://www.simmons.edu/gslis/continuinged/workshops). If you're interested in customizing a course or having us bring a course to you and your colleagues, contact [gslisce@simmons.edu](mailto:gslisce@simmons.edu).