

## Cooney Taught Me Well

### To the Editor:

What a delight and pleasure to read the article about Jane Cooney in *Information Outlook* [June 2005].

Jane hired me to work at the Canadian Library Association when I was but a mere slip of a librarian. Most of what I know today about leading, managing, accountability, and providing quality service I learned under her skilled tutelage.

Jane has retained her passion for libraries and librarians throughout her career. Throw in her thoroughly practical streak and sense of humor and you have that irresistible presence and what can only be described as a "class act."

It is no doubt she will continue to inspire those she touches on a daily basis. I was lucky to have had that experience.

Terri Tomchyshyn  
Librarian/Manager  
Department of Defense  
Ottawa, Canada

## Good Going, Pam

### To the Editor:

Delighted to see your new column "Web Sites Worth a Click" and even more delighted to see Pamela Lanier's *Bed & Breakfast Guide* ([www.lanierbb.com](http://www.lanierbb.com)) in the first feature (February, 2005).

Pam was my client and neighbor many years ago when we were both just getting started. I helped her create an organizational structure for the inn listings and also worked on category design. She was an early technology adopter. I remember developing dBase programs to resolve the letter-

by-letter alphabetizing problem (St. Anthony and Saint Bridget). Pam has an exceptional product and a terrific team. I still use her B&B guide. It's the best in the business and I'm glad I had the opportunity to work with her.

Katherine Bertolucci  
Taxonomy and Information  
Management Consultant  
Isis Information Services  
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## Odd Ads

### To the Editor:

Elsevier has been running a series of ads in *Information Outlook* that I find a bit odd. They have a picture of people in a small area (space capsule, high energy laser) and one of the people in the picture is labeled a librarian.

The tag line of the ad is "never underestimate the importance of a librarian," yet the first line in the advertising text denigrates our profession. It says, "Okay, chances are you won't actually find a librarian...in space, firing a high-energy laser," etc. It goes on to say that we are still a vital part of the team, but I think this limits our profession. Statistically they are right, and the statement is factual. However please leave me to my Walter Mitty-like dream. Some day I could, as a librarian, fly into space, fire a high-energy laser, explore the depths of the ocean, whatever.

Michael Zimmerman  
Bain & Company Inc.  
Irving, Texas

## A Familiar Debate

### To the Editor:

I enjoyed reading [John Latham's *Information Management*] column, "Competitive, not Just Competent" in the April issue of *Information Outlook*.

It reminded me of the time I worked for Dean F. Davies at the University of Tennessee Medical Units in Memphis, when I was an intern in the MLA/NLM internship program at UT in 1971-1972 (my how time flies). Dr. Davies was a professor in the department of preventive medicine. This was the time when multiphasic screening was becoming technically and economically feasible in the medical profession, and there was a great deal of emphasis being placed on determining "normal values." The problem was that there was a great deal of disagreement amongst the medical profession of what was the correct "normal value," and this was further muddied by the fact that the public—to say nothing of physicians—began to equate "normal" with "healthy," in spite of the fact that a statistical "normal" merely means the most typical value.

Dr. Davies always thought that we needed to talk about "normative values," i.e. values that were indicative of health or of lowered risk for disease, versus "normal values," i.e., typical values in the population. While disease can certainly occur even when one has "normative values," it is at least less likely.

The same thing is true for competitive and competent. Regardless of one's level of competence, one must also

possess some degree of competitiveness to be successful in an organization. I think this is most important for library managers who must successfully compete for the organizational resources needed for the library to do the job that the organization needs it to do.

Jim Tchobanoff  
Information and Library  
Management Consultant  
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## Moving On

### To the editor:

Life moves pretty fast for the career college librarian. Last month we were MCCA (Minnesota Career College Association Libraries) and today we are CCLM (Career College Libraries of Minnesota). Why the name change? Being associated with the MCCA was a great beginning, but it limited us to what librarians we could accept into our organization. Last month's vote determined that it was time to open membership to all Minnesota career college librarians. The change has had positive results. Since we have changed the name, we have heard from other librarians who are interested in who we are and what we are doing.

Note: You don't have to be from Minnesota to contact us. We welcome inquiries from librarians everywhere.

If you are interested in finding out more about CCLM check us out online at: [www.cclmn.org](http://www.cclmn.org).

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