



## SUSAN KLOPPER, CANDIDATE DIRECTOR

· Manager of Research Services, Goizueta Business Library, Emory University, Dec. 2002-present  
**SLA Member Since 1985**

### **Past Employment:**

Director, Business Research Center, Arthur Andersen, 1985-2002  
Corporate Librarian, Turner Broadcasting System, 1984-1985

### **Education:**

Southern Connecticut State University, MLS, 1984  
University of North Carolina at Chapel Hill, BA, 1977

### **SLA Chapter Activities:**

Member, Georgia Chapter, 1984-  
President, Georgia Chapter, 1985-1986

### **SLA Division Activities:**

Member, B&F, LMD, ITE, Legal Division, Baseball Caucus  
Chair, B&F Division  
Conference Program Planner, B&F, LMD

### **Association-Level Activities:**

SLA Board of Directors, Division Chair, 2000-2002  
SLA Fellow  
Chair, Annual Conference Program Planning Committee  
Member, Conference Planning Task Force  
Member, Professional Development Committee, 2002-2005  
Participating faculty at SLA's MLS Renewal colloquium, 2001

### **Other Professional Activities:**

Member, ALLA, ALLA  
Member, Conference Board, Information Services Advisory Council  
Frequently speaks and presents workshops at international conferences, including Web Search University, Online World, Internet Librarian, National Online Meeting, EBIC, NYBIC, AALL on such topics as the business research process, products, and services, management, leadership, future of the information profession, enterprise information portals, creating value for customers, tax and accounting research  
Spoke at Yale University's Standing Committee on Professional Awareness about the vantage point and challenges of corporate librarianship  
Participates on vendor advisory councils

### **Awards, Honors, and Publications:**

LMD Division, Management Leadership Award, 1998  
B&F Division, Disclosure Outstanding Achievement in Business Librarianship Award, 1998  
SLA, International Special Librarians Day Award, 1998  
LexisNexis Leadership Symposium, 2002  
Profiled in Super Searchers Do Business: The Online Secrets of Top Business Researchers, 1999 and Straight from the Stacks: A Firsthand Guide to Careers in Library and Information Science, 2003  
Edited and contributed to Online Accounting and Finance Research, South-Western Publishing/Thomson Learning Company, Dec. 2004  
Regularly contributes articles on business research, information management, leadership and tax and accounting topics to information professional publications, including Online, Searcher, Business Information Alert, eContent, Database, Legal Division Quarterly  
Published articles include:  
"Selling Library Services: Selling Your Expertise," Business Information Alert, June 2002  
"eStat Database: efficient, effective, affordable, essential", Online, March/April 2002

[www.sla.org/informationoutlook](http://www.sla.org/informationoutlook)

"Negotiating Realities: Managing Customer Expectations (or How to Keep Them Coming Back for More)," Business Information Alert, March 2001

"Taxing Research," EContent, June/July 2000

"Unearthing Market Research: Get Ready for a Bumpy Ride," Searcher, March 2000

"Web?Based Searching: Finding a New Search Rhythm," Online, September/October 1999

"Sailing on the AccountanSea: Accounting Research Sources," Database, June/July 1999

1) One of SLA's Core Values is: "Leadership: Strengthening our roles as information leaders in our organizations and in our communities, including shaping information policy." How would you move forward in accomplishing this?

Accomplishing SLA's Core Value, "Leadership: Strengthening our roles as information leaders in our organizations and in our communities, including shaping information policy."

Our success as information leaders is dependent not just on the messages we carry but on the methods with which they are delivered. We must hone our skills to understand what is going on within an organization and craft the message so that it will resonate with the organization's goals and priorities. We must be adept at evaluating the organization's culture, its internal language, political structures, and its information policy history. What has worked and what has faced resistance, and why? We must be comfortable with reinventing ourselves and remember that who we are is not as much defined by what we do as by the ways in which we demonstrate and quantify positive contributions to the organization's success. Be patient, persistent, and build on small victories. Listen carefully and watch for signals. Earn a reputation as a leader, driver, innovator, and creative thinker.

2) What has been your most significant contribution to SLA?

My passion for my profession is my most significant contribution to SLA. It drives my desire to mentor colleagues and future information professionals, to be an educated consumer in order to stay a step ahead and learn to think like my users, and to engage vendors in ongoing dialog so that I might better understand their positions as well as to proactively influence what they bring to market. My passion gave me the courage to write articles and speak at conferences, to attend my first annual conference, to walk into a division open house when I did not know a soul, and to become a joiner when I thought I never would. It is the fire behind the messages I carry with me as I do battle with the forces that need further convincing, or an entirely new perspective. My passion drives my commitment to the profession and to SLA.

3) What has been your most significant accomplishment working in the information profession?

I succeeded as Director of Andersen's BRC. It was an exhilarating, challenging, and frustrating experience. It provided me with a canvas on which to read the organization's cultural and political moods, understand its shifting business models and objectives, develop services which anticipated the organization's information needs, and contribute value to client satisfaction and a successful bottom line. I had the opportunity to stretch my wings and mentor a team who taught me important lessons about being a good manager and leader. I persevered during good and bad times, shifts in management personnel and priorities, and withstood organizational challenges to why our services mattered. I learned to be tenacious, brave, a risk taker, public speaker, and advocate for everything that counted. This experience honed my instincts to survive and demonstrated my value. It is my single most credible accomplishment as an information professional.