



#### EDUCATION

- Western Illinois University
  - Bachelor of Business, Economics, 1986
  - Master of Arts, Economics, 1987
- Dominican University
  - Master of Library and Information Science, 1997

#### PROFESSIONAL AFFILIATIONS

- Special Libraries Association

#### COMMITTEES

- SLA - Knowledge Management Division Board, List Administrator, 2010–present
- SLA - Engineering Division Board, chair, 2013

#### CONTACT

psympson@wje.com  
847.272.7400  
www.wje.com

#### EXPERIENCE

Penny Sympson holds an MLIS from an American Library Association (ALA) accredited university. At WJE, she manages the corporate library, which contains over ten thousand engineering-related materials, with an emphasis on bridges, concrete, concrete repair, and structural steel. She purchases, catalogues, and maintains the collection of codes, testing standards, material specifications, textbooks, manuals, and reports.

Ms. Sympson manages the library's administrative staff, the library's Intranet page, and performs research for more than 400 professional engineers, architects, and materials scientists. In 2010, she was selected to participate in Synergy: The Illinois Library Leadership Initiative. Prior to joining WJE, Ms. Sympson spent three years as a reference librarian at a busy suburban public library and spent eight years as an economist for the Commodities Futures Trading Commission (government agency) researching financial and agricultural markets.

#### AWARDS

- NSLS Special Library Staff Member of the Year, 2004
- SLA - Illinois Library Champion, 2008
- Library Journal Movers & Shakers, 2008

#### PUBLICATIONS

- Customer Service Models for the Special Library, posted online at WebJunction, 2008
- How I Made A Library Indispensable and Saved It From Outsourcing, Information Outlook, v. 9, no. 3, 2005, p. 29-30.
- Marketing the Special Library, posted online at NSLS website, 2006
- More Ideas for Marketing the Special Library, posted online at NSLS website, 2007