



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 (SLA)

COMMITTEES

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

CONTACT

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EXPERIENCE

Penny Sympson holds a Master of Library and Information Science degree from an American Library Association accredited university. At WJE, she manages the corporate library, which contains more than 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 four hundred 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 a government agency, the Commodities Futures Trading Commission, where she researched 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

- Sympson, P., "How I Made a Library Indispensable and Saved It from Outsourcing." *Information Outlook*, v. 9, no. 3 (2005): 29–30.
- Sympson, P., "Marketing the Special Library." Online, National Society of Leadership and Success, 2006.
- Sympson, P., "More Ideas for Marketing the Special Library." Online, National Society of Leadership and Success, 2007.
- Sympson, P., "Customer Service Models for the Special Library." Online, WebJunction, 2008.