

Welcome to the Spring 2006 issue of The Scoop

It is a well-known fact that most prospect researchers did not start out on this career path from the beginning and that indeed, most of us stumbled upon either by chance or in our search for a new way to use our skills. The writers for this issue are, in this way, typical prospect researchers. Stephanie Hilson and Radikha Jaggernauth both started out in the corporate world and then moved to the non-profit sector. Their article: "Giving at the Office: Going from corporate information specialist to prospect researcher," offers an interesting perspective on this transition.

As well, while there are many paths to a career in prospect research, the most common educational background is Library and Information Science. Arlene Higgs did a recent survey of APRA Canada members who have this degree – with very interesting and frank results. Thank you to Stephanie, Radikha and Arlene for your work on these great articles.

We are also continuing our special features on APRA Board portfolios with Stephanie Jonescu describing her role as Communications Director.

Finally, in the interests of further self-examination, our next issue of The Scoop will include Annual APRA Canada Members survey results so stay tuned for that this summer.

Kim Brisbin, Editor

APRA Canada's newest Members

The following have joined APRA Canada in the past three months:

Megan Clendenan - *Royal Columbian Hospital Foundation*
 Helena Coelho . *University of Western Ontario*
 Scott Fortnum - *Ducks Unlimited Canada*
 Paul Gowan - *CNIB, BC-Yukon Division*
 Brady Hambleton - *Toronto Symphony Orchestra*
 Donna-Lynn Hender - *University of Regina*
 Tina Hurst - *Ducks Unlimited Canada*
 Jake Irwin - *Laurentian University*
 Carrie James - *Operation Eyesight Universal*
 Tracy MacLeod - *Laurentian University*
 Sheila Nunns - *Children's Health Foundation*
 Susan Remmer - *Rouge Valley Health System Foundation*
 Heather Thomson - *Self-Employed*
 Terrance Slobodian - *Bridgepoint Health Foundation*
 Darby Macnab – *Graduating student, Seneca College*

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Send your comments and suggestions to us at: editors@apracanada.ca

Editor: Kim Brisbin
 Assistant Editor: Preeti Gill



All About You

From the Board:

Finally, spring has arrived, at least for most of us! The board has been enthusiastically working on a number of upcoming projects: including improving the PayPal function on APRA Canada's website, the second annual Membership Survey and upcoming professional development events.

The APRA Canada website has had many updates recently, such as the addition of PayPal and updates to our members' directory. To ease our current webmaster's workload, the board recruited two new volunteers to the Communications team: Ana Rosa Blue from the Lions Gate Hospital Library and Christina Zhu from McGill University. They will assist Mark Neilans, who has been our webmaster since last spring, and continues to do excellent work. The board would like to thank and extend a warm welcome to Ana Rosa and Christina.

Last year we had great success with your responses to the first annual Membership Survey. We will continue this newly established tradition with the *second* annual Membership Survey, expected to go out to members in May. We are looking forward to receiving feedback and learning more about our profession in Canada. With the completion of this year's survey, we will be able to compare and analyze trends over the last two years and eventually over the upcoming years. We extend a big thank you to Stephanie Jonescu (Communications Director), Valerie Moore (Regional Chair), Kim Brisbin (The Scoop Editor) and Lauren Burgess (External Relations Director) for their work on this

project. Now is also the time to start planning for the upcoming APRA International conference, "Donor-focused and Data-driven: Strengthening Fundraising Success," which will be held in Orlando, Florida from August 9 –12, 2006. The conference is a premier professional development opportunity with 70 information-packed sessions. It also provides tremendous networking opportunities with colleagues not only from across Canada, but the United States and Europe. The board highly recommends you include the cost of this conference in your budget submissions. APRA Canada provides two scholarships for the conference, each worth \$1,600. Information will be sent to members later on this month and the application form will be available on our website.

As in previous years, our Annual General Meeting will take place at the APRA International conference. You will hear details about specific initiatives our directors are working on and have an opportunity to pose questions. The actual room location will be posted at the conference.

As always, we welcome your questions and comments about the chapter and the services it provides. Please do not hesitate to contact me or any board member.

Izabela Piasecka-Latour
Membership Director
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APRA Canada Chapter Updates

Professional Development

APRA Canada's 10th professional development session was held May 3rd. With 18 sites participating, it was among our most popular sessions ever. Margo Knight, Director of Advancement Research at Bates College in Maine, and a former director of APRA International, presented "**Prospect Management 101 for Small Shops**". The session provided an overview of what prospect management is, define the components of a prospect management system and discuss how it fits into a typical cultivation cycle. Margo also included a number of forms in her presentation and generously offered them for use by our members.

I would like to offer my sincere thanks to Margo, to

Val Moore who coordinated the site hosts, to the 18site hosts, and to Stephanie Jonescu, who, once again, did a masterful job as moderator. This series is a success because of the commitment of all of these volunteers – thank you!

Our next professional development session will take place late this fall. If anyone is interested in presenting as part of this series, or if you have any ideas for future topics, please contact Peter Coates at pcoates@unb.ca.

Peter Coates
Professional Development Director
pcoates@unb.ca

All About You

External Relations

External Relations will soon embark upon a membership drive and we will contact some of you to help us with this program. If you know anyone who might be interested in becoming a member, please let them know the benefits of membership or contact me or Izabela Piazeka-Latour, our Membership Director - both of us are happy to contact potential new members and answer any questions.

We will soon call for applications for APRA Canada's Scholarship awards. All members will receive an e-mail with the application package and we encourage everyone to participate. We will again offer two bursaries valued at up to \$1,600 each to cover travel, accommodation and conference fees. For details on the 2006 conference, visit the APRA International website at <http://www.aprahome.org>.

Lauren Burgess
External Relations Director
lburgess@stratfordfestival.ca

Finance

Once again, I am pleased to report that the chapter is on good financial footing. As of Dec. 31, 2005, we had assets of \$6,245. Our total revenue for 2005 was \$8,235, split between memberships (new and renewals) of \$4,175 and professional development event registrations of \$4,060.

Our expenses totaled \$6,254, the largest single one being our conference scholarship budget of \$3,200. The next biggest expense was \$1,919 for our professional development event teleconferences and board meetings.

Our 2005 financial statements have been posted on the APRA Canada website. If you have any questions about the statements, please contact me.

Karen Maki
Treasurer
karen.maki@ubc.ca

Focus on Communications

APRA Canada's Communications portfolio is a busy one. Our goal is to develop and maintain the tools for all branch communications in an efficient and inclusive manner. Because APRA Canada is arguably a unique branch of APRA International with membership stretching across the country, the goal of the Communications team is to share information and foster ongoing dialogue. We do this through our quarterly newsletter, *The Scoop*, the branch website and the listserv, Canada-Prspct-L.

Because of the large scope of the communications portfolio, volunteers are essential to our success. The Communications team works collaboratively but each member of the team also has a distinct role within the group. Kim Brisbin (United Way of Greater Toronto) serves as the editor and publisher of *The Scoop*. Preeti Gill (UBC) serves as copy editor. Together with the Communications Director, they establish a plan for all issues of *The Scoop* in the calendar year – including regular items, new columns and themes for feature articles. Then the group works to secure volunteer writers from the membership to produce each issue. Kim and Preeti then edit and layout the newsletter and send it to the membership.

Our website is managed by Mark Neilans (University of Western Ontario), Christina Zhu

(McGill) and Ana Rosa Blue (Lions Gate Hospital). Each is responsible for a different page on the site, to maintain that area as well as gather new content for posting. The team works with the communications Director to establish direction for the site annually. New material is sought from all APRA Canada members, not just the board and volunteers.

The Communications Director also manages the listserv. This work consists of welcoming new members and ensuring proper use of the service by all registered users as well as posting items on occasion for others portfolios. This year, the Communications Director will also work with the Membership and External Relations Directors on a membership drive to boost our numbers. We are always looking for volunteers to assist us with regular projects or to write articles or web content. Please share your thoughts, successes and experiences in the prospect research industry with us.

If you would like more information about the communications portfolio or if you would like to write for the web or *The Scoop*, please contact me.

Stephanie Jonescu
Communications Director
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All About You

Membership Update

As of April 14, APRA Canada has 170 active members. The tables below demonstrate the distribution of our members across Canada and the types of organizations in which we work. Currently, our biggest challenge is re-engaging lapsed members. We have been trying to find ways to

Type of organization	Number of members	Province	Number of members
Education	69	British Columbia	38
Health	41	Alberta	22
Consulting	11	Saskatchewan	7
Arts	10	Manitoba	5
Community	9	Ontario	75
Environment	4	Quebec	11
Other	7	New Brunswick	4
Unknown	2	Nova Scotia Prince Edward Island	7 1

streamline the application/renewal process. We hope the addition of PayPal to the website will make it faster and easier to submit and process new and renewing memberships. If you have any questions or ideas about making the current process better, please contact me.

Izabela Piasecka-Latour
Membership Director
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Mentorship

I am pleased to report we have 15 mentor-mentee matches. If you would like to get involved with this program, either as a mentor or a mentee, please contact me.

Katherine Foss
Mentorship Director
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Research the Canadian Way

Giving at the Office: Going from corporate information specialist to prospect researcher

By Stephanie Hilson and Radikha Jaggernaut

"We make a living by what we get; we make a life by what we give." — Winston Churchill

Why did two veteran business information specialists, who together spent almost 20 years on Bay Street, move to prospect research?

Stephanie: *Becoming a prospect researcher was of a combination of wanting to earn a living and contribute to the quality of my community. Being a full-time solo librarian with a young son and a husband whose job often requires unusual hours, finding extra time to volunteer wasn't realistic. I had looked into the qualifications of a prospect researcher several years ago. I knew there would be a vast difference between the corporate finance world and the university fundraising but I was prepared and I needed the change. Granted, I miss the frenetic energy of Bay Street, not to mention the bonuses and*

awesome Christmas bashes, but that is a small price to pay for work that fits my lifestyle.

Radikha: *I thoroughly enjoy researching but had decided the time had come to move out of the financial sector. I became a prospect researcher after searching almost a year for a 'change'. When I accepted the position as Major Gifts Researcher, I was confident I could do the job, no question about it. I am a strong researcher, expert in using most online commercial databases, including some sophisticated and exorbitantly expensive ones, proactive in introducing innovative products and services.*

However, substantial corporate experience does not mean non-profit work will be a breeze. It has been said that a "prospect researcher's personal qualities are a better indicator of success than previous career experience" and now I see why.

For ten years, we called corporate libraries home, or at least the workplace, from the sell side to the buy side and even in between. We developed our

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Research the Canadian Way

research skills at investment banks, the Toronto Stock Exchange, fund companies and large pension management firms. Moving away from the field was both refreshing and challenging, two qualities we were both looking for.

Making the switch:

When you work in a special library, it is usually within a particular sector: banking, investment, law, tax, or consulting. You become a knowledge expert of that sector through the research you perform, the resources you access and workshops you attend. There are basic reference tools that you'd usually find in any of these libraries as well as other sophisticated resources specific to your sector.

When we switched careers to prospect researchers, we viewed our new roles as ones in another special library environment. While we had extensive knowledge of basic and advanced reference tools and resources, which we knew would assist us tremendously in our research, we also came prepared to learn about the non-profit sector. We would use the same research skills for a somewhat different outcome. In the corporate world, information gathered is packaged with articles or presented in a concise, accessible format to be further disseminated by clients. In the non-profit world, our prospect profile reports need to be more insightful and strategic. We take all the information gathered, analyze it and present a profile that would be useful for the development officer in his or her solicitation and cultivation. To get to that point: we use our reference interviewing skills to determine what traits of a particular prospect the development officer would find most important in a successful solicitation or cultivation strategy.

"Moving away from [the corporate world] was both refreshing and challenging, two qualities we were both looking for"

Stephanie decided to move into the non-profit sector a few years ago. She arranged a visit with the research staff at McMaster University to find out what they did, how they did it, and what she needed to do in order to make the switch from solo librarian to prospect researcher. Along with gathering information at this visit, she also found a mentor in the Senior Research Officer.

Ironically, Stephanie is now Senior Research Officer at McMaster, assuming her mentor's position who has since moved on.

In addition to her information meeting with McMaster's researchers, Stephanie attended a workshop at the University of Toronto's faculty of Information Science entitled "Introduction to Prospect Research."

Getting used to smaller resource budgets:

All libraries work within financial constraints but the resource budget in a typical non-profit is a mere fraction of a corporate library's budget. We both worked at a corporate library where our monthly Lexis-Nexis bill was \$6,000 (mainly because of a licensing agreement to distribute on the intranet) and at another corporation where the library budget was almost half a million dollars. In our current positions, we look for resources that provide the most impact for the dollar. Radikha asked her previous account managers to negotiate better deals for the HSFO. Highlighting her new non-profit status went a long way to negotiating reasonable agreements with some of them.

"I subscribe to what is essential for my day-to-day research, and to those 'love to have' resources which I know will help in my research. I visit the public reference library to access directories, and the back issues and special editions of journals such as *Canadian Insurance* and *Canadian Underwriter*, for its annual statistical ranking reports."

Radikha conducted an information audit within her first month at HSFO to identify existing subscriptions and those that could be shared, and then built the collection (electronic and paper) from this. Before renewing any subscription, she evaluates its value and effectiveness to the group, as there's always a waiting wish list.

McMaster, like most universities, has the benefit of the campus library. Many of the valuable resources Stephanie used during her previous career in finance are still available to her. However, iWave's Prospect Research Online and Big database were new to her.

The librarian as a "knowledge generalist":

Our experience with databases is wide and varied, each of us having mastered Sydney, InMagic and Lotus Notes. However, this data tends to be static. Our current prospect management systems are a whole different ball game. Learning the ins and outs of these dynamic databases has been challenging. Since librarians are viewed as having broad based skills, they are often called upon to contribute to various projects. The skills we developed, particularly as solo librarians, allow us to participate in many different functions in our organizations. For example, Radikha was asked to join HSFO's IT project team to

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Research the Canadian Way

help select new fundraising software for the major gifts team. She also recommended *FP markets* "Canadian Demographics" to the foundation's community analyst, which has greatly improved her profiles.

Stephanie is collaborating with three other university units on a digitization project.

In Conclusion:

While our training and experience as librarians has greatly assisted our transition to prospect researchers, it no way negates the fact we still have a lot to learn.

Sources: Ameer Fitzgerald, "Fund Raising and Research: How We fit In," *Connections*, Summer 2004.

Stephanie Hilson is a Senior Research Officer at McMaster's University Advancement. Stephanie has been a solo librarian with AIC Investment services and an information specialist with the TSX and BMO Nesbitt Burns.

Radikha Jaggernauth is currently Major Gift Researcher at the Heart and Stroke Foundation of Ontario. Radikha has extensive experience in the financial industry with previous positions at Rothschild Canada, BMO Nesbitt Burns and the TSX. Radikha was one of two APRA Canada 2005 Conference Scholarship winners.

MLIS and Prospect Research: A Survey by Arlene Higgs

"[She] is one of the secret masters of the world: a librarian. They control information. Don't ever piss one off."

Spider Robinson, *The Callahan Touch*

This was an online survey for Canadian prospect researchers who have a Master's degree in the Library and Information profession (MIS, MLS, or MLIS). Of the 24 people who responded, most now work in education, health or arts and culture institutions.

Almost all the questions in the survey were discussion-type questions. The sheer volume of responses was too great to reproduce here, so I have tried—in as objective a manner as was possible—to summarize them. In some cases, I edited the actual responses for the sake of flow, grammar, or brevity. Note that respondents did not necessarily answer all questions, so numbers may not add up to expected totals.

What organization did you work for in your last library/information professional position?

Academic library	8	Information broker	1
Government	7	Art gallery	1
Business	6	Courthouse library	1
Public library	5	United Nations	1
Non-profit	2	Law firm	0
Self-employed	2		

Most job titles included the terms librarian or analyst (for example, Business Intelligence Analyst, Competitive Intelligence Analyst, or Information

Analyst). Among the other job titles were one manager and even one president.

How long did you work as a library/information professional before starting in prospect research?

0 years	5
0-1 years	5
2-3 years	5
6-10 years	3
More than 10	3

Why did you go into Prospect Research?

Many got into prospect research by chance, as that was the best job available at the time. Other stories were:

- Having an undergraduate degree in business, I enjoy researching companies and analyzing financial results.
- I saw that I would be working with organizations that are making a positive difference in the world.
- I had been a research assistant in a development office while in library school.
- I wanted to work for an arts organization. Luckily for me, I had all the skills listed in the job description, even though I had no idea what prospect research was. After working as a prospect researcher for my four month co-op, I discovered I could combine my love of the arts, research and technology.
- I enjoy feeling like I'm making a difference.

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MLIS and Prospect Research

- I kept getting downsized from the utility industry so decided to move into another sector. Prospect research combines aspects of reference/research and the competitive intelligence field I had been working in.
- I was tired of researching the next financial product or flavour of chewing gum and wanted to be associated with something that had a higher purpose.

What were the major differences you noticed when you moved from the library world to the prospect research world?

A few people told of their painful adjustment from a rich resource collection to a meager handful of resources. One person said: With a tiny budget, I am not able to subscribe to databases like *Lexis Nexis* or *Factiva*, and have learned to make do with as many free resources as possible through the public library.

One survey participant “was surprised at the [high] level of sophistication in research and prospect management.” However, many respondents were not so impressed, noting various shortcomings in their new colleagues’ knowledge or skills. One former librarian recalls her/his surprise that fellow prospect researchers do not cite sources; another, her/his dismay about the lack of interest in using print resources. Some comments:

- Others in the Research Department were not as aware of how to search or use resources.
- I was surprised that the researchers in the group were not aware of what was easily available through public and university libraries. They were trying to find most everything on the open web, and didn’t even seem to realize that there are other search engines besides Google.
- There was no awareness of the perils of merely Googling everything. My new colleagues seemed to think if it wasn’t available on the web, then it didn’t exist!
- Most of my colleagues are development officers or database specialists, so our priorities and points of reference are different. I’ve had to negotiate deadlines with them, because they don’t understand how much time is required to do research. I’ve also tried to create order in the file room, through drafting a records management policy.
- After using superb library catalogues and other well-designed databases, I was, well, shocked that the design of my institution’s alumni and donor database was so terrible.

- My research universe became a lot narrower. Goodbye, Stats Can, OECD, *Dialog*, *Profound*, and the whole big realm of sources I used to deal with. No more requests for bibliographies, articles by Drucker, or questions on GDP. No more library staff of 20. No other reference staff to consult with.
- I miss the customer service. Prospect research is a very structured and repetitive job, with less responsibility and less variety. One is always looking at the same resources and the scope is very narrow.
- In my first year as a prospect researcher, I was also a part-time academic librarian and so belonged to the faculty union as well as to a contract administrative group on campus. They are different worlds. In the contract group, I am very much in a support role and at the whim of the administration.

Are there information resources you were familiar with as a library or information professional that your prospect research colleagues didn’t know of or use?

- *Who’s Who*, *SEDAR*, *EDGAR*, and various directories, including *Kompass* (a business directory) and *Reference USA*.
- *Dialog*, particularly to search biographical databases for information about American prospects.
- Genealogy research tools, including BC’s Vital Statistics site to find a death certificate to find cause of death.
- *Factiva*, *Canadian Newsstand*, *Lexis Nexis*, *FPIInfomart*.
- Sources for the oil industry, such as *Nickles Canadian Oil Register* and others.
- Resources offered by academic and public libraries. [This point was made by a few respondents.]

Other comments:

- Because I finished my degree recently, I know more about the most current technology and resources, which some of my colleagues, who had been out of school for some time, were not aware of. I am concerned that the longer I am out of school, the more out of touch I may become.
- I continue to subscribe to several library/info alert services that others would not use.

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MLIS and Prospect Research

- I have worked in the Special Collections area of the campus library as well as the provincial archives, so I know how to find genealogy and family history information.

What skills did you bring from the library and information profession you feel made the most significant impact on your team or organization?

Most survey participants made the important point that library professionals do, of course, spend two years at a master's level learning about information sources and how to search them. One respondent reflected, "It is a way of thinking: when you understand how information is organized and why it was collected, you can construct a research strategy that is more effective than a Google search."

Another respondent remarked, "Prospect research is like working at a reference desk. You require a knowledge of resources in all manner of disciplines and are asked to find information on a wide range of topics - anything from the value of purebred horses to statistics on Canadian demographics to salaries of aromatherapists."

Several survey respondents emphasized how well their library education had taught them about which information sources are reliable. Others pointed to the persistence they'd learned in their studies. One said, "From library school and working in a library, I learned determination. I know I can find most things—so I try until I do."

Many wrote that they were glad to have learned good interview skills in library school, because researchers are always pressed for time and can't afford to search for irrelevant information. It is crucial to be able to clarify precisely what our clients are asking for. One respondent said, "Knowing how to give a reference interview means that I can actually give development officers what they need, instead of what they think they need. As librarians, we have been trained in communications and customer service, and have a great service ethic."

Further comments:

- I do think that being a librarian gives me an advantage with my organizational skills, my approach to research, and my attention to detail. And I have also used some of my library management skills to set up the research department as an information resource centre.
- As there is a big community of librarians in every city, it is easy for us to network with colleagues in various fields. If I can't find something in print, I know the person to ask.

- Anyone who's completed an MLIS degree knows how heavy the workload is. If you didn't learn how to manage your time effectively, you weren't going to complete the program successfully. This is not unique to MLIS, but it is a skill that I apply to meet deadlines. In addition, library school teaches one to be precise, thorough, accurate, and persistent.

Do you feel your expertise as a library and information professional has been recognized and rewarded?

Yes.

Only eight people were satisfied with the recognition and rewards of their position. The few who worked in shops where all researchers have MLIS degrees are the most satisfied. These comments came from other shops:

- I believe I am paid at a higher grade level because of my MLS.
- I think I earn the salary I have because of those four little letters after my name.
- I'm not sure how many colleagues know I have a library science degree.
- I'm of the mind that it's not your degree that makes you a professional, but your actions, so I don't flaunt my degree.
- I think my library expertise has been essential for my success in the position, but it is not being recognized specifically. A master's degree was required for the position, but it could have been a master's in philanthropy or marketing.
- Prospect research is a field where our skills are appreciated. In my past jobs, there was a lot of time and effort devoted to justifying the library's existence. In my current work, the research function is seen as critical to our organization.

No.

Over half the respondents, though feeling appreciated by individual clients, did not feel satisfactorily recognized or rewarded by their institution. Some of their comments:

- Colleagues really don't appreciate what goes into obtaining an MLIS degree.
- Recognition goes mainly to the development officers.
- The attitude that prevails is that I do administrative work, and that anyone could just search the internet for the same result.

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MLIS and Prospect Research

- I am recognized, but not rewarded.
- The time, effort, and education of an MLIS degree has been completely overlooked or regarded as superfluous.
- Only three of us in our group have any post-secondary degree at all. Our team leader does not have a degree. I am the only MLIS. Although others do seem more than capable of doing this job, I'm faster at researching because I know my sources and their level of integrity. The only recognition I really get is more work of the need-to-know variety.
- People do not understand what expertise we have. There is no distinction between people who have come into research from unrelated (even clerical) positions, and those who have advanced degrees in a highly relevant discipline.

Overall, would you recommend the field of prospect research to other library and information professionals?

No.

The six people who said NO or expressed significant reservations gave the following responses:

- Not to anyone who is a people person. I find this job is mainly working on a computer for most of the day. If you can't handle that, this isn't the job for you.
- It will likely fail to provide the opportunities for advancement, challenge, or salary that many MLIS students desire.
- Although it requires creativity to identify good prospects, the work can be repetitive. I cannot picture doing it for 20 years.
- Not enough challenge or variety.

- Not to someone with any ambition or as a long-term career. It is not challenging – in fact, it is a bit boring and mindless. But with the lack of library jobs in our neck of the woods, particularly in the business world, this may be a stepping stone.
- Well...if I was working in the academic library on campus I would be making \$20K more than I am in prospect research, but as we all know, compensation is not what we are all about.... I would want them to understand that their advanced degree will most likely not be recognized as a requirement for the position and so not be compensated.

Yes.

Sixteen of those surveyed said YES, noting that the skills and knowledge of a library professional are a great fit for prospect research work. Here are some of their comments:

- The field is only going to expand and there is the opportunity to be integral to an organization. And these skills are transferable across different organizations.
- I find the work fascinating. It's forced me to be much more aware of the corporate world than I thought I would ever want to be. It's also given me an excuse to learn about some amazing fellow Canadians whose lives are so rich and interesting. Being part of the non-profit world is very gratifying.

Arlene Higgs has a Masters degree in Library and Information Studies from the University of British Columbia. She has worked as an information professional at Simon Fraser University and the YWCA of Vancouver, and for the past three years has been doing prospect research at UBC Advancement Services.

Capable Canadians

Announcements

Janice Hollosy has assumed the position of Advancement Research Coordinator at the University of Manitoba. Janice has been at the University of Manitoba for many years working in the library system. She moved over to the Department of Advancement Services in February 2006. Margaret Amyot still manages the Research area but has also assumed responsibility for Foundation approaches and some special projects in the Development Department.

Major Donors - Finding Big Gifts in Your Database and Online, co-edited by Pamela Gignac

This new book about major gifts and prospect research, launched on April 7, 2006, includes a substantial Canadian perspective. Amy Rotteau and Stephanie Jonescu offered their advice and Ken Wyman and Susan Mullin wrote chapters for this book. For more information please go to: <http://www.jmgsolutions.com>