

HOUSTON AREA LAW
LIBRARIANS

**NEXT
MEETING**

May 9, 2012

Annual Business Meeting

11:45

South Texas College of Law

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HALL Newsletter

VOLUME 29, NUMBER 2

MARCH APRIL 2012

From the President

Spring is here and downtown Houston is buzzing with people enjoying the nice weather and taking a walk during lunch time. If you had a chance to join us for the visit of the Julia Ideson building you know what I am talking about. Patti arranged an amazing tour and I especially enjoyed the photo archives with pictures of Houston and the greater Houston area.

In April we met at Andrews Kurth for a presentation on diversity and teambuilding. It was an inspiring and insightful talk that covered diversity from age to race and provided tools on successful team creation.

Our HALL book club met twice already and in addition we went to a tour at the Museum of Fine Arts. Our next meeting will be on May 17th and the book we are discussing is "The Physick Book of Deliverance Dane" by Katherine Howe.

Spring is also the time of our elections. Kristina Lambright has worked very hard to present a great slate of candidates for the HALL board 2012/2013 and I encourage everyone to join us for the business meeting on May 9th.

Continues on page 2....



*HALL President
Saskia Mehlhorn*

Continuing Education

In March we took a field trip to Houston Public Central Library Julia Ideson Building. Wow! What a beautiful restoration. If you were unable to join us, please make time to tour the building. Maybe the nice tour guides will allow you access into the secret rooms!

Our most recent meeting was presented by Elizabeth Campbell on "Generational Diversity and Teambuilding." Elizabeth is the Chief Diversity Officer and a Partner at Andrews Kurth. Her presentation was fun, interactive and very informative. Yes, I am biased! This holds true even after she mimed to me she had lost her voice about an hour before the meeting.

Coming up -

The annual business meeting Wednesday, May 9, 2012. We will present awards and elect new officers.

-Patti



*HALL Vice-President
Patti Curtis*

HALL Member Spotlight: Mary Coyne



Mary Coyne has done it all—reference desk, records, IT, law firms, public library, government, corporate world. She came to Latham & Watkins in Houston in 2010 from Austin, her longtime home.

Mary hails from a large Catholic family in Dallas (eight children) and made it through 13 years of Catholic school (including kindergarten). Her first job was busing tables at Furr’s Cafeteria. For college, Mary commuted from her home in Dallas to The University of North Texas, but finished her final year at Texas Women’s University. During college Mary had several part time jobs—she worked at the Dallas Public Library reference desk in the evenings, on the weekends baby-sat for a group of several attorneys in the Highland Park section of Dallas and also worked part time during the day at Johnson & Swanson, an internship she got by asking one of her baby-sitting clients, Wally Swanson.

After college, Mary worked as a legal secretary but still kept her job at the Public Library. Mary really enjoyed doing reference work—this was pre-internet when people called in all the time with off-the-wall fun questions.

Mary was recruited back to Johnson and Swanson by Betty Dewberry , where she also worked with Diane Gates, while still keeping her part-time reference job at the Library. Law librarianship seemed like a great fit for Mary because of her love for reference and also her father sold law books for Bancroft-Whitney!

Continues on page 3....

Saskia, continued....

Last but not least I would like to thank Monika Miura and Laura Edstrom for the audit of the HALL books. They had to go back 10 years and provided the membership with a detailed report. If you haven't had a chance to listen to their report at the last meeting, please contact the board for the written report.

I look forward to seeing you at our May meeting!

- Saskia

KEEP IT CURRENT

Library Update Service



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Mary, continued...

Mary decided to move to Austin in 1986 to work on her Library Science degree. She transferred to the Johnson & Swanson library in Austin. She went part-time for a year but left without finishing her degree.

In 1995 the firm (then Johnson & Gibbs) went under and Mary had to look for a job. Since Mary did not complete an MLS degree, it was tough to find a librarian position.

She ended up at Lloyd Gosselink (regulatory law firm) for a couple of years, then moved on to the legal department at Schlotzsky's, a homegrown Austin company. There were lots of fun times at the company during the go-go days of the .com era. Mary managed the records department for 10 years. The records were housed in the basement, so this is where Mary was as well. She managed all the franchise contracts and other records. At one point she was the Director of Information Services and Records. Schlotzsky's ran into some financial troubles and was bought and sold a couple of times. On the ninth round of agonizing layoffs it was Mary's turn to go in 2007.

Mary then found a job as Manager of the Texas State Library and Archives Records Center, located in a dark, dreary warehouse. This facility houses all the stored records for the various state agencies. This lasted two years and then Mary ended up back at a law firm, this time at Winstead. She finally finished her MLS at Texas Women's University. When she saw an opening in Houston for a Library/Records Manager in Houston she went for it as it totally matched her skill set and ended up at Latham in December 2010.

Mary is having fun exploring Houston and living in the Heights. She loves reading, movies and traveling (her next big trip will be to Ireland). She has two dogs, Annie and Sadie, and a cat, Squeaker. Annie and Sadie love to hike (Mary goes, too). Mary loves being so close to the beach and tries to go every weekend. She kept her house in Austin and is renting it out, in hopes of returning there to retire.

A note to HALL from Susan Yancey
(who is recovering nicely from thyroid cancer surgery):



Thank you for your well wishes via a gorgeous Edible Fruit arrangement! It was bright and clever and delicious. What a combo. I really appreciate being remembered in this way.

I am feeling better each day. It has been a shocking diagnosis, but the good news is that my prognosis is excellent. What could be better than that?

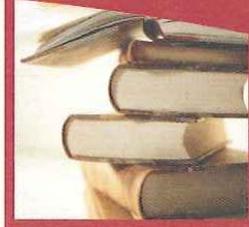
I look forward to seeing all HALL members soon!

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National Library Week April 9-13!

Monika Miura (Susman Godfrey) writes:

On Monday morning Westlaw came to help attorneys with any questions they had about using WestlawNext with their iPads and we had a sweet breakfast.

In the afternoon Lexis brought goodies and was available for research assistance. I created a quiz about the most Frequently Challenged Books of the past ten years. I created all the questions and the answers could be found on the ALA website (among other places) Those with at least 8 correct answers had their completed answer sheets put into a bowl.

Lee Godfrey was on board to help with the festivities and chose our winners from the pot. There were two happy ladies who each won a \$25 gift card from either Best Buy or Olive Garden. Everyone found the questions interesting and this questionnaire promoted a lot of discussion and research. Each year I create a new puzzle or game in keeping with our National Library Week theme.



Caren Luckie (Jackson Walker) writes:

We held a contest to guess how many bookworms are in the jar - the winner gets the jar and the worms. This year I made it harder by adding "dirt" (I needed to fill up the jar). I'm waiting to see who/how many ask if they're real worms in dirt :)

More National Library Week



Emily Clement (Federal Courthouse Library) writes:

Emily Clement, Tina Ting and Andy Jackson brought baked goodies, organized CLEs, raffled off prizes, and invited everyone to bring in examples of their craft or hobby. We discovered great photographers, painters, quilters, a skilled leather worker, and people very talented in crochet and embroidery.

2012-2013 Slate of Candidates for HALL Board May election:

VP/President Elect: Heather Waltman

Secretary: Mary Ann Wacker

Treasurer: Sarah Gutierrez

Member-At-Large: Catherine Whitney

Current Board Members:

Member-At-Large: Nanette Collins

President: Patti Curtis

Immediate Past President: Saskia Mehlhorn

Many thanks to Nominations Committee Chair Kristina Lambright for her hard work!



HALL Meeting Minutes April

SUBJECT TO APPROVAL
HALL GENERAL MEETING MINUTES

April 11, 2012
Andrews Kurth

Meeting called to order: 12:02 p.m.

New members and guests introduced. Andrews Kurth thanked for providing the room.

Minutes approved: as published in the newsletter.

Treasurer's Report: Audit completed

OLD BUSINESS: Volunteer of the year nominations needed. If you have a suggestion, please contact a Board member.

NEW BUSINESS: The HALL Book Club started in Feb. Our first meeting was fun. Next meeting April 12 at Fulbright. We will be reading Artist of the Floating World. Also, Book Club tour of Museum of Fine Arts on April 26. They have an exhibit that goes great with the book.

HPL book sale this weekend. (April 13 - 15).

COMMITTEE REPORTS:

Archives: no report

Bylaws: looking at changes recommended by AALL

Continuing Education: general meeting in May

Community Service: no report

Government Relations: no report

Library School Liaison: no report

Membership: no report

Nominations: slate presented - Catherine Whitney for Member-at-Large, Sarah Gutierrez for Treasurer, Mary Ann Wacker for Secretary, and Heather Waltman for Vice-President/President-Elect.

Placement: no report

Newsletter: deadline April 20. We are looking for a newsletter editor. If interested, talk to Saskia or Patti

Publications: no report

Scholarships and Grants: Deadline was Apr. 1

Vendor Relations: Next luncheon - May 23. Lexis will present.

Website: no report

Meeting was adjourned at 12:13.

-Submitted by Riva Laughlin, HALL Secretary

4 Ps of the Zen Approach to Customer Care

From JoAnna Brandi

(contributed by Catherine Whitney)



What all businesses have in common is the need to take outstanding care of customers. No matter what kind of business you're in it's critical (especially now with the economy moving in the direction it seems to be going) to have a philosophy about and a methodology for continuous improvement in the area of customer relationships. That goes for internal customers as well as external customers.

What simple advice could I give about taking care of customers? What do the companies that are doing it right know, and do, to sustain what I call "exquisite" care? What qualities do they embody that others might learn from?

Companies that have mastered customer service - ones whose customers rave about them practice a Zen-like approach to the activity.

So herewith you have the 4 P's of the Zen Approach to caring for customers.

Present

Presence is paying 100% attention to the person in front of you, whether they are on the phone, standing in front of you or popping into your email box. Present means listening, with your whole body, not to respond, but to understand. Present is knowing that your job is to make sure that customers want to come back and do business with you again.

Being present to the customer means remembering to bring them up in a meeting, and remembering that they are the reason you are in business. "How will this change we are about to make affect the customer?" Being present means being responsible to and for the success of the relationship. It means showing up authentically with intention and attention. Companies that deliver world-class service understand that power is always in the present moment - and they use the moment to build the relationship stronger.

Positive

Every customer deserves to walk away from an interaction feeling good about doing business with you. When the service giver has the skills necessary to maintain a positive attitude and recover quickly from negative situations they have a good chance of creating a positive impression as well as a positive state of mind and body for customers.

Mounting evidence from the emerging "Science of Happiness" field tells us that the experience of positive emotion indeed builds good health, helps make us more resilient, and even allows us to think in broader, more holistic ways. Optimists live nine years longer than pessimists. Workers report being more productive in the presence of positive people. Companies that want to win over and win back the customers had better be focused on creating a positive outcome in every interaction.

Patient

That positive outcome may come as a result of enormous patience. In this hurry-up-I-only-have-a-second world, patience is truly a virtue. Patience is required to understand what the customer needs (even if they don't know themselves.) Patience is required to walk them through the process, one more time, with caring and compassion, even if you have told them before how your website works. Patience is required to make sure they know how to use your service or product and use it to their advantage.

Patience (and its sister, Kindness) means finding yet another way to create value, one that matters to the customer, so you can stand out in the crowded field. Patience - especially with those internal customers - to find out what really makes a difference - what really motivates and inspires - pays off handsomely in loyalty and repeat business.

Practice

I think of customer-caring as one would think of yoga, golf, woodworking, or cooking - a craft that is practiced, and mastered, over time. In all these kinds of endeavors we add to our learning on a regular basis, incorporate the new skills and do them over and over again until we master them. The practice of these things is a reward in itself - the same thing with service - if you allow yourself to look at the Zen of it.

Every day we get the opportunity to practice the art of relationship in life - in business, in community and in family. Some days (just like in yoga, or golf etc.) are better than others. We master an art when we learn to look at our practice objectively and understand what went right, what went wrong and how we can be better today than we were yesterday.

In business, as in other areas of life, practice makes profit. The discipline of returning our thoughts to taking care of our precious customers and creating value for all the people we work with does pay off handsomely.

As we practice being present - really showing up in our work; as we practice being positive - making the effort to look for the good and refocus our attention; as we practice being patient - to be calm in the face of craziness, we will find ourselves enjoying work more. We will find ourselves enjoying others more, and we will find that customers prefer doing business with us. Use the 4 P's to get to the 5th - Preferred.

Congratulations to the Winners of the AALL "Day in the Life" Photo Contest



This winter, AALL members took a wide range of photographs of law librarians working, meeting, teaching, and doing all that law librarians do in a given day or week. More than 30 AALL members from law libraries across the country submitted 100 photos to the contest. Congratulations to the winners, and many thanks to each and every member who participated and shared his or her photos with AALL

<http://www.flickr.com/groups/aalldayinlife2012>

The HALL Newsletter, published 6 times a year by the HALL Publications Committee, is the official publication of the Houston Area Law Librarians. The purpose is to communicate information to its members. Send contributions, comments, news items, or advertising queries to Mary Ann Wacker, Editor, maryann.wacker@bglp.com.

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Membership dues for HALL are \$25/year. For membership information, please contact Jeannie Mazzone at jmazzone@stcl.edu or 713-646-2908.

Membership form is available here: <http://www.aallnet.org/chapter/hall/dues.pdf>

AALL2go Pick of the Month

AALL's Continuing Professional Education Committee presents the AALL2go pick of the month: Getting to Yes for Your Library: Negotiating Vendor Contracts in Your Favor.

Law library directors, managers, and electronic services librarians now spend most of their days negotiating vendor contracts. The contracts are getting more and more complex.

A panel of law librarians and attorneys convened to talk about the art of negotiating a contract with vendors. The panelists discussed PREPARE, BE AWARE, and REPAIR and COMPARE. PREPARE refers to the steps you need to take before the negotiations begin. BE AWARE relates to what you need to focus on during the negotiations. And REPAIR and COMPARE refers to the concept of taking a break after negotiations to review and decide if you want to proceed with the contract.

The panelists also went through various provisions in a contract and discussed their views on what provisions and clauses are of the most importance. The panelists concluded with a discussion of nondisclosure agreements as a part of the contract negotiations and vendor permissible-use requirements. This session provides a wealth of information to all those who negotiate vendor contracts.

<http://www.softconference.com/aall/sessionDetail.asp?SID=250787>



Renew Your AALL Membership Early for a Chance to Win a Free 2012 AALL Annual Meeting Registration

In March, AALL dues invoices for 2012-2013 mailed out to all library directors for their institutionally paid memberships and to all other individual members. The deadline for membership renewal is May 31.

When you renew early—by May 1—you will be entered in a drawing for a free 2012 AALL Annual Meeting and Conference registration. If you renew on time—by May 31—you'll be entered in a drawing for a free AALL webinar of your choice in 2012-2013. Following is the 2012 membership renewal schedule:

- **March:** First dues invoices mailed out.
- **May:** Second dues invoices mailed out.
- **June:** Final dues invoices mailed out.
- **July:** Expiration notices e-mailed to all members—individuals and those paid by institutions.

August 1: Expired members deleted from the AALL membership database and access to the AALLNET members-only content and *Law Library Journal* and *AALL Spectrum* subscriptions discontinued.

For more information or to renew your membership online, view the application form on AALLNET. If you have any questions about your membership renewal, contact AALL Headquarters at membership@aall.org or 312/205-8022.



Houston Area Law Librarians

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- Ideas
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Houston Area Law Librarians is a chapter of the American Association of Law Librarians.

Our monthly meetings are held at the South Texas College of Law. We present a half-day seminar in the Fall and a full-day seminar in the Spring on legal topics.

There are close to 200 members of HALL. We are librarians in firms, law schools, and courts as well as vendors and Library School students.

<http://www.houstonarealawlibrarians.com/>

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Placement:

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