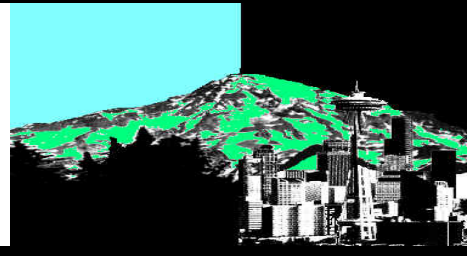


LLOPScited



Newsletter of the *Law Librarians of Puget Sound*, a chapter of the American Association of Law Libraries

Spring 2001

Volume 12 Issue 3

President's Message

By Katherine Foster

Do you remember when life was simple? Not me. I can barely remember what life was like without the Internet and the World Wide Web. I am getting so use to having all these electronic "assets" at my fingertips that I am becoming spoiled. I would rather spend several hours trying to figure out how to scan a document, convert it into Word, add hypertext links, save it as an HTML document and post it on my intranet instead of making a copy and sending it to someone via in-house mail. Where is the fun in that? If I'm not careful I find myself getting more hung-up on how to make the information accessible than the value of the information itself.

If a treatise is available on the web it won't be useful to me if the search engine is primitive, the information is dated, the format is not easily readable or if navigating through the web site is a nightmare. The same rules of evaluating a print resource apply to today's electronic resources, but with a twist. Yes, I would say the role of the Librarian is changing. However, the same basic tools we learned and the skills we acquired in library school will always apply. Now we catalog electronic resources as well as books. Now we evaluate websites, CD-ROMs and online resources for acquisitions. We use electronic resources as well as print to answer reference questions. We manage virtual collections as well as physical.

Even with the new technology, resources and "buzzwords" that bombard me daily I feel secure in knowing that the same rules apply. Those basic librarian skills will get me through it. I am secure in knowing that Knowledge Management is just a new catch all "buzzword" for selective dissemination, acquisition evaluation, indexing resources, cataloging resources and information accessibility.

Would I like to go back when life was simple? No thanks, I'm having too much fun.

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LLOPScited on the web: <http://www.aallnet.org/chapter/llops/Committees/Newsletter/llopscited.htm>

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LexisNexis ad

2001 Professional Development Workshop

The Law Librarians of Puget Sound (LLOPS) Professional Development Committee hosted its annual Spring Workshop on Wednesday, March 28 at the University of Washington Waterfront Activities Center (Seattle, Washington). About 40 people attended *Conquering Knowledge Management*. Our speakers were: **Mr. Keith Lipman, Esq.**, a KM consultant from Atvantec, **Ms. Martha Leredu**, a Knowledge Manager at the accounting firm of Moss Adams (Seattle), and **Ms. Margaret Maes Axtman**, Immediate Past-President of AALL and Associate Director for Information Services, University of St. Thomas Law Library (Minneapolis, MN). Mr. Lipman provided an overview of Knowledge Management theory and practice. Martha Leredu discussed real-world implementation issues regarding KM. And, Margie Axtman covered the knotty concepts of licensing external content for use in the KM environment.

LLOPS PDC members responsible for planning and executing the program consisted of Ms. Barbara Holt, Library Director for Perkins Coie Law Library, Jonathan Franklin, Assistant Librarian for Library Services at the UW MG Gallagher Law Library, and Brenna Louzin, Law Library Manager for Heller Ehrman White & McAuliffe (NW offices).

LLOPS is grateful for the generous financial support provided by Courtlink, Dialog, Lexis-Nexis and Westlaw for our CONQUERING KNOWLEDGE MANAGEMENT seminar. Our sponsor's fiscal and educational programming support is essential to the health and growth of our chapter. Thanks again, sponsors!

Respectfully submitted,
Brenna Louzin
Law Library Manager
Heller Ehrman

Conquering Knowledge Management –March 28, 2001

LLOPS Professional Development Workshop

By Brandi Ledferd

Technical Services Librarian
Preston, Gates, & Ellis LLP

Recipient of LLOPS Professional Development Program Grant to attend "Conquering Knowledge Management"

The first speaker at the workshop on Knowledge Management was Keith Lipman, a consultant with Atvantac, speaking on "Knowledge Management and Technology for Today's Legal Professional." (A copy of his PowerPoint presentation is at the LLOPS web site at <http://www.aallnet.org/chapter/llops/Committees/profdev/profdev.htm>).

Mr. Lipman defines KM as "the organizational re-use of information". Law firms have had in place a 90's model of KM which is based on sharing documents such as briefs and forms. In many organizations this model doesn't work because these collections of documents are often not kept up to date, and people in the organization either don't know or don't care that they exist.

Mr. Lipman says that these traditional document bank types of KM systems fail because they don't utilize technology effectively and because the culture of law firms has traditionally encouraged attorneys to work independently, keeping their own personal knowledge store, such as a file cabinet in their office, rather than sharing information with other attorneys or practice groups.

According to Mr. Lipman, KM is becoming increasingly important as the law expands at a higher rate, the workforce becomes more dispersed, and organizations face increased competition and a need to cut costs. In addition, clients are now expecting more and faster access to their information.

For the new KM projects to succeed, organizations must undergo a cultural change in their attitude toward information sharing. He believes the culture is ready for this because as use of computers and tools such as email have become

(Continued on page 6)

Westlaw ad

(Continued from page 4)

common, employees have the feeling that there is value in sharing information and that technology makes sharing easier and more effective.

After discussing the philosophy behind KM, Mr. Lipman presented one method of implementing the new KM model – Enterprise Information Portals.

An **Enterprise Information Portal** is a web application which can be personalized by a person or group. It displays as a web page containing “gadgets” or portal delivery modules. As an example, a particular attorney’s portal might be made up of:

My Tools – document management, email, time management program, word processing, research tools such as Lexis/Westlaw

My Practice – Access to relevant information from a specific chunk of the taxonomy, including daily pubs such as CCH, BNA; CLEs, web links, news articles

My Clients & Matters – Events, billing and financial information, news articles about the clients

Our Firm – The firm’s Intranet, which should include such often-accessed information as the employee directory.

An example of customizable portals is MyYahoo. Lexis and West also currently offer portal products.

The first step in building this type of system is building a taxonomy, or hierarchy of categories. The next step would be to fill the taxonomy with useful information from various data sources. Data sources might include accounting information, news articles purchased from a wire service, SEC filings, documents contained in the document management system, or information about people involved in a particular case. When obtaining content Lipman suggests getting portal-friendly content, preferably in XML format.

The taxonomy would be filled with data through an automated process which crawls the data sources and categorizes the data elements into the taxonomy. Librarians would be content managers, deciding which information is valuable and where it fits into the taxonomy. We librarians need to make sure we are involved in and maintain a strong presence in the planning and implementation of a KM system and not let our information systems departments ignore us. We need to sell our expertise with data sources and our specialized role as knowledge managers.

Another speaker at the workshop was Martha Laredu, the Knowledge Manager at Moss Adams.

Ms. Laredu used a Knowledge Management implementation checklist, similar to a project management checklist, to structure her presentation. But although she structured her presentation in this way she spoke more about the philosophy behind KM and the librarian’s role in it, than about the specifics of implementing such a plan.

She also had her own definition of KM: The creation, capture, exchange, use and communication of company intellectual capital. Creating an environment in which people are encouraged to learn and share this capital, which includes not only information which has been put to paper but also the undocumented knowledge that employees have inside their heads.

She prefers the term “Knowledge Mobilization” as an expansion of the initials KM because she believes that KM is about the flow, rather than the management or stockpiling, of information. In fact she specifically warns that for our own survival, librarians need to update our reputation and role from that of knowledge stockpiler. We need to assert ourselves as the dynamic players in the information flow which we are uniquely qualified to be.

Her KM checklist is:

1. **Define the KM project.**
2. **Specify measurable goals.**
3. **Assess** the information needs of your organization. This requires an information audit. and whether your organization is likely to succeed in implementing a KM program. Equally important, assess the likelihood that your organization would be successful in implementing a KM program.
4. **Identify tools** to be used in implementing the plan. These are not just technology tools but people acting as

Knowledge Management Catalysts. This is where the librarian plays a major role. As she stressed, we have to update our image from keeper of the knowledge stockpiler by selling our skills at project management, end user interface, and knowledge of database design.

5. **Identify gaps and barriers** to the success of a KM plan. The most likely of these are failure to collaborate and a lack of flexibility.
6. **Training.** Once the KM system is in place people need to be trained in it. Librarians need to be visible and active in this area. Laredu suggests that we should develop our training and oral communications skills. Some ways we can do this are by getting training in our presentation skills, including watching videotapes of ourselves, or by taking an acting class.
7. **Marketing.** This program will need PR. Collaborate with your marketing department. Get information about the program into your organization's internal publications and on the Intranet.
8. Keep **measurements of success.**
9. Finally, keep **a list of lessons learned** from your experience with the project. Laredu shared some the lessons she learned with us, and these can be read as lessons for librarians' survival in the new and changing information environment: Don't avoid politics or shy away from asserting yourself into a Knowledge Management (or other) project, but rather look for opportunities to get involved and get your name in lights fast. Offer suggestions in the form of solutions. And even if you are not directly involved in the project, always be aware of what is going on.



Announcement

Minneapolis: Your Host City for the AALL 94th Annual Meeting & Conference

Local Advisory Website Now Available

The 2001 Local Advisory Publicity Committee is pleased to announce its website is available to you. *A Guide to the Twin Cities and Beyond* is a click away at www.aallnet.org/events/local01/

PREVIEW what REALLY awaits you in Minnesota. Visit the Local Advisory Website for fabulous events, sites, frills and thrills about Minneapolis, St. Paul, and the whole state of Minnesota! You can even take a PHOTO TOUR of the city.

You'll also find information on conference hotels, AALL excursions, local favorites, and hints for creating your own personal outing. Test your Minnesota IQ with our Minnesota Trivia Quiz.

Visit us often! We will tantalize you with frequent updates to the Local Advisory Website.

If you have questions about our local Twin Cities area (prompted by the website or by other sources) please contact Mary Ford, Co-Chair Local Advisory Hospitality Committee, at mford@oppenheimer.com

Meet The Candidates!

The *LLOPS Nominations and Elections Committee* has assembled a slate of three candidates for two offices!

Jill Allyn, Garvey Schubert & Barer Library, is our candidate for **Vice-President/President-Elect**. Jill has demonstrated her support for LLOPS as a ten-year member, serving as LLOPS secretary, 4 1/2 years as LLOPS *Cited* editor, and even marrying another LLOPS member. Jill has managed Garvey, Schubert & Barer's three libraries for as long as she can remember, after apprenticing under Bridget Dacres as a reference librarian in the legendary Bogle & Gates library. Jill has never sought OPAC money but has steadfastly relied on private sector support and the occasional vendor umbrella. She also supports term limits (especially her own). When not engaged in LLOPS activities, you can find her trying to coax a garden from the glacial moraine in Magnolia, taking minutes for the newly-formed Magnolia Historical Society, or curled up with a good book.

In our race for **Treasurer** we have *two* candidates this year, Rita Kaiser, of the King County Law Library and Brendan Starkey of the Seattle University Law Library. Here is a word from each candidate:

Rita Kaiser, King County Law Library

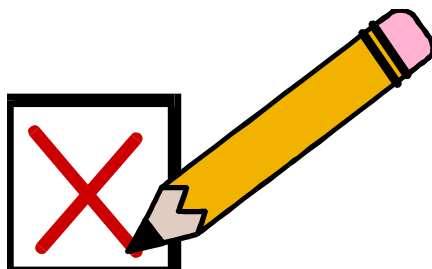
"I was told that the way to get to know the members of LLOPS is to be willing to run for office. As I am new to your society, I am taking that advice. I have been a Treasurer previously - for LLSDC from 1997-1999 - and I can balance a checkbook and fill in a tax form. I love being involved professionally and am a member of AALL, LLOPS, WESTPAC, and LLSDC. My library degree is from the University of Maryland - sorry, not UW. I have been working in the law library field since 1989. I could tell you more, but you might get bored, so I will simply say - I am looking forward to getting to know better the members of LLOPS - whether simply as a member - or as your treasurer."

and

Brendan Starkey, Seattle University Law Library

"Hi, my name is Brendan Starkey, and I'd like to be your Treasurer. I have previous experience keeping a budget and managing money in my LBL ("Life Before Librarianship"), and I would enjoy putting this to use for our local Chapter and its membership. To let you know a little bit about me: I currently do Reference at Seattle University School of Law, and I'm into my sixth year as a law librarian, with previous experience at Whittier Law School and University of San Diego. I hold a M.L.I.S. from the University of Kentucky, where I worked at the Agriculture Library, of all places. I enjoy librarianship for its educational mission and commitment to public service, and joined LLOPS to meet and learn from like-minded people. I currently serve as layout editor for LLOPS *Cited*, and look forward to continued involvement in the chapter."

Ballots for the 2001 LLOPS election were mailed at the end of April and are due back by May 28, 2001. **Have you mailed YOUR ballot yet?** If you haven't please select one candidate for each office and return your ballot today!



LLOPS Executive Board Meeting, 11/28/00

Noon at the Four Seasons Olympic Hotel

Attending: Katherine Foster, Kara Phillips, Karen Helde, Brenna Louzin, Linda Tobiska

Minutes: The minutes of the 10/03/00 meeting were approved.

Treasurer's report: We have \$6129 in our bank account and \$2500 in our investment accounts for a total of \$8629. Kara will prepare a spreadsheet to determine whether our expenses are being met by our income. We have received in a few more membership forms/dues.

A question arose as to how to handle payment of dues when a LLOPS member changes jobs. Brenna will check the chapter handbook to see if there is any discussion of this.

501(c) 6 status: We have sent Dan Friedberg a check for the IRS filing fee. Katherine has not yet heard back from him.

Professional Development: Brenna reported on plans by the Professional Development Committee for the Spring Workshop. Because SLA is having a major meeting in Seattle in April, which would draw some of the same participants as our workshop, LLOPS may want to move our meeting date so as not to compete with them for attendance. AALL is not doing a videoconference this year, so we will have more flexibility in our programming. The Committee is considering several programs, including knowledge management/competitive intelligence, professional compensation, and licensing of electronic journals.

Karen noted that if the workshop date is changed, the Program Committee needs to be notified so that they can plan an alternative program for the April meeting.

AALL visit: Margie Axtman from AALL will be coming to Seattle in Spring of 2001. Katherine will contact her to see if she would be willing to give a presentation about electronic licensing issues at either our March meeting or at our professional development workshop.

Lifetime Membership: Barbara Rothwell has suggested that we make Rena Boyd a lifetime member. A motion to do this was made and approved. Katherine will announce this in *LLOPS*cited.

The meeting was adjourned at 1:00 p.m.

Respectfully submitted by Linda Tobiska

LLOPS Business Meeting, 1/31/01

Noon, U.S. Bank Centre Building, 4th Floor

34 members in attendance

President Katherine Foster welcomed the membership.

Announcements:

Katherine Foster: The Executive Board voted to give Rena Boyd a lifetime membership to LLOPS.

Katherine Foster: Friday, February 2, is Student Night at the UW.

Jean Holcomb: A bill before the legislature would allow counties to add, if they choose, a surcharge to filing fees, with

the income going to county law library funding. Jean encouraged us to contact our legislators in support of this bill.

Jean Holcomb: The Department of Corrections has proposed eliminating prison libraries due to budget cuts. The LLOPS membership unanimously approved a motion for the Executive Board to send a letter in support of prison law libraries to the Department.

Kara Phillips: Seattle University Law Library has a reference librarian position available.

Jill Allyn: Seattle Public Library will close from May 15 until approximately July 15 when they will reopen in their new, temporary location in the Convention Center.

The meeting was adjourned.

Nancy Pearl from the Washington Center for the Book was the guest speaker.

Respectfully submitted by Linda Tobiska



Member News

New librarian at Seattle University

Please join us in welcoming **Stephanie Wilson** to the Seattle University Law Library Reference Department. Stephanie comes to us from Wilkie Farr & Gallagher in New York City. She holds an M.L.S. from the Pratt Institute and a J.D. from City University of New York Law School at Queens College, with experience at Dewey Ballantine, L.L.P.; New York Public Library; Legal Aid Society of New York, Juvenile Rights Division; and New York City Human Resources Administration, Office of Legal Affairs. Stephanie enjoys being involved in the learning process, and looks forward to working in a setting that supports access to justice.

Submitted by Brendan Starkey

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listproc@aall.wuacc.edu

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