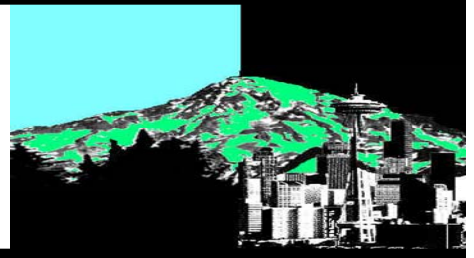


LLOPSCited



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

Summer 2008

Volume 18 Issue 4

President's Message

Nancy Noble

It's been great fun but it was just one of those things!

The 17th LLOPS year has gone by in a flash. Just last year at this time we had a list of 1000 things to accomplish and now we've managed to whittle that list down to a 1005 things to do next year. Rita Kaiser and her cohorts will have plenty to keep them busy.

But really, we have experimented and grown this year and have much to be proud of. We successfully funded our second year of Community Outreach Grants, we decided the internet had become ubiquitous so we gave the Internet Special Interest Group the axe, and we sponsored our third National Sunshine Week program. Serious subjects, such as the disappearance of the *Washington State Register* in print format, were tackled and wrestled to the ground with no significant blood loss. Our grants program has been completely revamped. We had two successful professional development workshops and wonderful monthly programs. For the first time we had a Social Committee to make sure we had ample opportunity to play.

None of this would have been possible without the generous contribution of many, many volunteers. This is the last time I'll have the opportunity to encourage everyone to volunteer for something. I know you can do it. I even know you'll enjoy it if you do.

A special thanks goes to my Executive Board, Laurie Miller, Barbara Holt, Susan Schulkin, and Rita Kaiser. We all learned together to move, to second, and to vote together and were able to do so with the grace of a Ballanchine ballet by the end of the year. Their willingness to rethink established traditions and to experiment with new ideas was a true gift to me personally as well as to the chapter. Kudos to all.

Please join us in celebrating our 18th birthday at our June annual meeting. Cake and ice cream will be served and someone new will get to look really silly wearing a crown!

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LLOPSCited on the web: <http://www.aallnet.org/chapter/llops/committees/newsletter/llopscited.asp>

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Negotiation Principles for Success

Kate Stockert

Last winter I had the opportunity to enroll in *MGMT 547: Successful Negotiations* through the University of Washington's Michael G. Foster School of Business. The final paper for the course required the creation of "Negotiation Principles" to enumerate and solidify the personal negotiation axioms we had developed through the conduct of several one-on-one and multi-party negotiation scenarios. The following principles represent the maxims I developed during the course. The two-credit course (offered on evenings and weekends) provided me with a solid foundation for understanding negotiation grounds. I would highly recommend this course to anyone looking for additional practice and experience with negotiating.

1. Be honest.

Many elementary school teachers inculcate their students with the axiom "honesty is the best policy." This ideal should extend far beyond the primary school walls into the professional negotiation realm. "The effective negotiator should and does use candor in negotiations to create value" (Burr, 15). The value created by candor is that of trust. Trust is an essential element in any successful relationship, and trust is established through candor and honesty.

It's not simply about being honest and forthcoming; it's also about not lying. "While you can reap benefits from a lie, if the lie is discovered, your reputation and profit are both in jeopardy" (Malhotra, 3). Lies can severely damage relationships, where repairing damaged relationships is near impossible in many cases, and costly in all cases. Being caught in a lie costs companies both tangible value in the loss of important deals and intangible value in the loss of allies and significant relationships.

2. Ask active questions.

In many negotiation situations it is easy to assume your situation is the grimmest of all and the other parties face a more positive scenario, but this is not always the case. In order to determine the other party's interests and weakness, you have to ask questions. There are many types of questions—open-ended, leading, loaded, impulse, heated. Knowing the words that form these types of questions and which words form active questions will lead to success in negotiations. Active listening "encourages people to speak more fully about their feelings, priorities, frames of reference, and, by extension, the positions they are taking" (Lewicki, 145). When individuals elaborate on their points-of-view, it becomes easier to diagnose their interests. With the other party's interests in mind, it becomes apparent when and where to make concessions in order to receive concessions that are important to your side.

3. Beware of your assumptions.

"Don't assume you understand what's going on. Find out, by asking questions, proposing alternative solutions, and exploring the responses of all parties" (Williams, 4). It is easy to make assumptions of any party's position based on stereotypes, hearsay, and past experiences. "If you base your observations on hearsay, you risk missing vital constituents or alienating your opponents" (Ibarra, 2). Improper assumptions can lead the negotiation in the wrong direction, leaving all parties involved unsatisfied. "A mother has two children and one orange. The children are fighting over the orange, so the mother cuts it in half and gives half to each. But as it turned out, while one child was hungry and wanted to eat the fruit, the other child wanted only the rind, so she could make candied orange peels. Each party got half of what it wanted when both could have been fully satisfied" (Williams, 4).

4. Know the details.

"It's all about the power of finding the right information and using it to your best interests" (Carrier, S2). Know

(Negotiating Principles continued on page 5)

(*Negotiation Principles* continued from page 4)

the details by doing your research. Go into the negotiation informed, with good notes, ready to recall the facts and figures for both sides of the negotiation. Walking into a negotiation with knowledge and control of the information allows negotiators to pursue the best deal for their respective organizations. Knowing the standard facts and figures better equips negotiators with arguments that appear based in reality, also known as the “consistency principle.” This principle “refers to people’s need to appear reasonable. You can take advantage of this by ‘skillful use of standards’ to make other people feel they need to use your standards to feel reasonable” (Walker, 77). The bottom line boils down to “the outcome of most negotiations has less to do with how vehemently you argue in the moment than it does with how well you prepared beforehand” (Walker, 77).

5. Cultivate friendship.

Distributive bargaining may provide short-term gains, but usually entails long-term losses through the dissolution of important friendships. “The relationship itself is a critical measure of negotiation success or failure. After all, a single deal is of limited value; but strong, stable relationships can provide rewards across years of negotiations” (McGinn, 5). It is always worthwhile to cultivate friendships in negotiation; the principle of reciprocation, as presented by Robert Cialdini in *The Power of Persuasion* speaks to this concept; making small concessions in one negotiation in order to build trust and form friendship can easily pay off in bigger negotiations down the road. “When many partners are available, we often turn to people with whom we’re familiar and comfortable” (McGinn, 3).

6. Ask for it.

My first supervisor after college, a well-seasoned negotiator, always said “you’ll never know if you don’t ask.” In particular, “women often don’t get what they want and deserve because they don’t ask for it” (Babcock, 1). Asking is a two-part story that is not only about sharing interests and placing them on the table, but about what happens when one does not ask. Not asking can often have serious, harmful repercussions where “those who don’t negotiate and let themselves go ‘cheap’ reinforce an employer’s opinion that they’re not as valuable” (Satov, 10). When negotiators ask and place requests on the table they demonstrate confidence and honesty in their needs.

During the Spring 2008 LLOPS Professional Development Workshop *Librarians Mean Business: Lessons from the Boardroom*, speakers Alan Kirtley from the University of Washington School of Law and Nanette Welton from the University of Washington Health Sciences Library touched upon the topic of negotiation. Nanette recommended [Harvard’s Program on Negotiation](#), negotiation institutes and forums often held by the [Association of Research Libraries](#) on contract negotiation, and local community colleges as sources for additional education on negotiation.

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Name that LLOPster!

Holly Gale



From jobs picking rocks, harrowing and hoeing beans to traveling to Australia, Rome, and Paris, this woman has had a lot of adventure in life. Never one to let time idle by, she always finds a way to keep learning and challenging herself. She is a strong believer in [Alexander Pope's](#) line, "[drink deep, or taste not the Pierian spring](#). . ."

Growing up on a small farm in southern Idaho with two younger siblings, she wanted to be a school teacher. While getting her education, she worked as an office assistant and camp counselor. She attended [Boise State University](#) for her bachelors' degree in History and Secondary Education.

Her first professional job after college was as a case worker for [Jackson County Public Welfare](#) in Medford, Oregon. She spent thirteen years working in juvenile court and with children in foster care. During that time, she specialized in permanent planning and termination of parental rights cases. Not surprisingly, she never lost a termination case.

When her husband began work towards his Ph.D at [Stanford](#), she decided she would try her hand in a new field. After working in a bookstore, she realized she wanted to go back to school as well. At San Jose State University, she was able to find great reference professors who encouraged her to apply for their [MLS program](#). She says she loved every day of library school and work since!

While at San Jose State University, she spent some time working for the [Santa Clara Law Library](#). She was fairly comfortable working in law librarianship after her time in social work and juvenile court, although she never actually planned on becoming a law librarian. At the Santa Clara Law Library, she found herself assisting in the move of a 90,000 volume collection in one weekend. That may have been the most intensive, educational field work a person can do.

After graduating, she went from being a school librarian in California to a small law firm librarian in [Madison, Wisconsin](#) and then to a public librarian in Washington, a [government documents librarian](#) at Portland State University and finally, onto her current job, where she has been for the past seventeen years.

One of the many interview questions I ask when writing profiles on different individuals is "if you had a weekend with absolutely nothing to do, how would you spend it?" Her response: "Inconceivable. I had to laugh when I saw this question." I laughed at her reply. She can always find a way to keep herself busy, whether it is reading a new book, taking a walk with friends, catching up on correspondence, cooking, needlepoint. She just likes to be constantly thinking and trying new things.

She and her husband are both fans of modern dance. She loves the innovation and athletic talents of the shows. She and her husband have been subscribers to the [White Bird](#) series for many years now and she always enjoys the exciting performances. It is hard for her to pick a favorite dance company, but her current favorites are [Pilobolus](#) and [Momix](#). Other favorites include Do Jump! and Imago. She also loves the [Oregon Shakespeare Festival](#).

Her favorite relaxation activities include old movies, long walks, and just thinking about life. She loves to read and [play the piano](#). If she does ever retire, she says she would take up piano lessons again. She does needlework, sewing, and gardening. She also loves to cook, especially [wild game](#). Although she grew up in a family of hunters, she does not hunt, but her family members keep her stocked with game.

While relaxing, you will probably be able to find her either with some fresh fruit, wine, or champagne. As she informed me, "when it comes to food and drink, the general answer is yes!"

You may not always see her at our monthly meetings, but you will see her if you attend AALL or SLA. She

(Name that LLOPster! continued on page 8)

(Name that LLOPSter! continued from page 7)

was appointed as the AALL liaison to [SLA](#) and in that role, she will attend both professional meetings for the next three years. Again, she is not one to miss a learning opportunity and believes that constant learning is one of the best aspects of librarianship. In her current position, she has spent time and effort improving funding for conferences, as it is something very important to her.

She is LaJean Humpries, Library Manager at [Schwabe Williamson & Wyatt](#) in Portland.

LLOPS 2008 Spring Professional Development Workshop

Brenna Louzin

Every year, I look forward to attending our annual Professional Development Seminar. I consider it an opportunity to get a “whack on the head” to get some creative and problem-solving juices flowing, to connect with my fellow LLOPSers, and to meet new professionals in the community. Our 2008 meeting did not disappoint.

Nancy Gershenfeld, Senior Lecturer at the University of Washington Information School (iSchool), led off the day with a practical yet delightful discussion of the importance and power of using statistics to communicate issues to management. She walked us through several scenarios pointing out best practices for keeping and using statistics as well as highlighting the power of reporting statistics using EXCEL. Ms. Gershenfeld demonstrated to me that statistics, clearly and carefully reported, can really make a difference and need not strike fear in the hearts of the non-mathematically-minded information professional.

The program moved on to the art and practice of negotiation. Alan Kirtley, Associate Professor of Law and Director of Clinics at the University of Washington School of Law, engaged the audience in a negotiation exercise regarding the sale of a car between two private individuals. After this role play (way more fun than dealing with the used-car salesman in the plaid jacket), Professor Kirtley shared several theories on the art of negotiation. He definitely got me to think about how much of our jobs depend on successful negotiation skills.

Nanette Welton, Acting Associate Director and Head of Information Resources for the Health Sciences Library at the University of Washington, expanded on Professor Kirtley’s negotiation theories by sharing her extensive experience negotiating large contracts with major scientific and medical publishers. She raised our awareness of the importance of reading and re-reading the “fine print” and legalese of publisher and online vendor contracts.

At lunchtime, we were treated to the talents of Yoram Bauman. Yoram was billed as “the world’s first and only stand-up economist.” He was an absolutely delightful surprise and added refreshment to the seminar.

The afternoon began with a panel on marketing. The panel was composed of Marsha Iverson, Public Relations Specialist for the King County Library System; Carl Goodman, Senior Business Development Manager for Heller Ehrman LLP; and Ron Ashby, Manager for Business Development and Analytics for online properties at Microsoft. The speakers shared their insights on strategizing communications with one’s internal and external clients, how to get and maintain clients, and how to stay relevant to your organization.

Our day concluded with a panel of local attorneys who “blog for business” and their views on blogging as a practice development tool. Michael G. Atkins, shareholder at Graham & Dunn; Venkat Balasubramani, principal of Balsubramani Law; and D. Jill Pugh, a solo practitioner with a specialty in employment law, shared their experiences and light moments of blogging. It was obvious from their enthusiasm that they found blogging to be a pleasant and rewarding intellectual experience and that it held some promise as a business development tool.

A big thank you to the LLOPS Professional Development Committee (Christine Lloyd, Mary Whisner, Rick Stroup, and Holly Gale) for a finely-tuned and practical program.

Marketing Matters: Should the Library Produce an Annual Report?

Kris Henderson



I started my law librarian career at King County Law Library, where I participated in the preparation of the library's annual report, published on its website. After that, I became a part-time solo law librarian in a firm at the small end of medium-sized. An annual report was not expected of me. From time to time, I thought about writing an annual report, but realistically, it would have been done on my own time, and I never got to it. I still think it might have been a good idea, though, and for this article I reviewed a fair amount of literature on the subject.

A very good place to learn about the process of planning and producing an annual report is Kristin Cheney's article, "Is an Annual Report in Your Library's Future," [97 LAW LIB J. 493 \(2005\)](#). In addition to being thorough and informative, the article cites many other sources. You can find

discussions of annual reports in any library setting, including a one-person library.

There are common themes that run through much of what I reviewed. Among them is the advice to articulate (at least to yourself) your purpose in producing an annual report, aside from any requirement that you do an annual report. Also, assuming you are not required to produce an annual report, determine whether an annual report is the best mechanism for conveying the information and messages you want to deliver. For example, perhaps several discrete, targeted messages or reports would be more effective.

Assuming you decide to produce an annual report, then you will need to determine its content and format, and formulate a plan for getting the report assembled. Think of information you already gather as source material and think about who can provide additional information. Also, if the report is to be produced by more than one person, how will the labor be divided and when will the tasks be accomplished?

In terms of content and format, "Remember your reader." Who is your audience? What does your audience want to know? What would you like your audience to know - what do you think they need to be educated about? Will there be a theme for the report? Overall, the general advice is to hit the highlights and skip the detail or else put the detail in another document if that information is wanted or needed.

How can you present information in a way that will make it easy for your reader to grasp your message? Don't forget the impact of visual information. Use charts to present quantitative information. (For some great examples, look at Bob Oaks and Carol Rogers, [Annual Reports: Ho-Hum to Hurrah in 5 Easy Steps](#), presented at the AALL Annual Meeting in July 2007). Also, don't forget the importance of layout, such as white space and headings. Finally, think about how the report will be presented. For example, will it be in a single format or multiple formats; will it be in hard copy, online, or a PowerPoint presentation?

Although visual impact is important, don't think that prose is out of line. Prose is required for explanations. Also, stories or vignettes might be appropriate. Not to put too fine a point on it, but an annual report can be a way to toot your own horn. Think about including "testimonials" from satisfied patrons or a story about how the library contributed to an institutional goal, a worthy cause, or the success of the organization. Again, keeping that reader in mind, strive for brevity and clarity in your writing. Tone is important, too: No negativity, no bitterness, and no hidden messages.

Although this message doesn't appear in all of the literature, one piece of advice is to start small. I think in the context of a one-person library that is especially good advice. Perhaps I should have started with a chart showing budget changes over time with a brief explanation for the increase. Another useful chart might have been an increase in time I billed for which the firm was paid. Those charts, along with a bullet-point list of library accomplishments and challenges, would have been a good start.

LLOPS 2007-2008 Committee Reports

Articles of Incorporation & Bylaws Committee

The Committee was inactive this year so there's nothing to report.

Respectfully submitted, Rick Stroup

Community Outreach Special Committee

2007-08 was the first year for the Outreach Committee's Grant for Community Access to Legal Information. (A pilot project grant was awarded in 2006 to the Domestic Awareness Women's Network or DAWN). There were two applicants for this year's \$500 grant and we selected the Northwest Justice Project. [See the Grantee Report below].

Nonprofit groups with qualifying projects (i.e., to create, expand or update legal resource collections or facilitate access to legal resources for Puget Sound residents) are encouraged to apply by October 1st for the 2008 grant, which will be awarded in December. Information about the grant and [an application form](#) are available on the LLOPS website. The committee also had a display about the grant project on the LLOPS publicity table at the 2007 AALL Annual Meeting in New Orleans.

We hope to increase the grant to \$1,000 in 2008-09 as we think this will generate more interest and applications.

In 2006, we revived a LLOPS tradition by instituting a gift card drive at the holiday party. This year, we selected Noel House as the recipient of the gift card drive. We were thrilled that our members contributed almost \$600 in gift cards to Noel House Programs.

Many thanks to my wonderful committee members: Rick Stroup, Dianne George, and Linda Falken.

Respectfully submitted, Kim Ositis

Grantee Report

The Northwest Justice Project (NJP) received the \$500 LLOPS grant and with it funded the production of double-sided English/Spanish post cards for the [Washington LawHelp website](#).

Washington LawHelp is a web site dedicated to educating the public on legal issues affecting low-income individuals in Washington State as well as providing self-help materials to pro se litigants. The post cards are an important part of our marketing plan. They help raise awareness in rural and Spanish-speaking communities around the state about the availability of the many useful legal education publications and translations on our Spanish web site.

Thanks to the committee for choosing NJP as this year's recipient of the LLOPS grant.

Danielle Rebar
Web Site/Publications Manger
Northwest Justice Project

(Committee Reports continued on page 11)

Employment Committee

Activity for this committee during 2007-2008 was comparable to the previous year. I posted five library job announcements on the LLOPS email list—four for professionals and one for a paraprofessional. Ten position announcements were made to the list directly by members, four for paraprofessionals and six for librarians.

The file currently holds active résumés for one paraprofessional and one MLS in-progress. An active résumé is one that has been received in the past twelve months and has not been withdrawn due to known successful employment or change of plans.

The committee and the LLOPS email list receive several inquiries each year about local filing services. We might want to consider adding a list of links/contact information for these services to the Employment page.

I've reviewed the LLOPS Employment Resources web page and tested all links.

Respectfully submitted, Karen Helde

Government Relations Committee

The past Committee chair, Sue Bellevue, was instrumental in bringing together an important LLOPS meeting in August 2007. This meeting was for the Code Reviser of Washington State, Kyle Thiessen, to present the changes happening with the electronic format of the *Washington State Register*. Other notable people in attendance were the soon-to-be-named Clerk of the House, Barbara Baker, and the Chair of the House Judiciary Committee, Rep. Pat Lantz. Their presence—along with 40 LLOPS members—helped to solidify our connection with the Code Reviser's office and enabled a solution for getting free print copies of the Code to 18 county law libraries who wanted them. This will ensure access to the print copies for years to come.

The legislative session of 2008 was relatively quiet with few bills affecting libraries passed. Members of the committee participated in the Office of Management and Budget Watch's listening tour program: "21st Century Right to Know Project," which encourages members to brainstorm about ways in which state and federal governments can become more open in the next presidential administration. The committee looks forward to working with Kyle Thiessen on future efforts to authenticate the documents at the state level should the cost of this task become reasonable in the future.

Respectfully submitted, Marcus Hochstetler

Grants Committee

This year, the Grant's Committee spent \$1,700 awarding five grants: two to the Special Libraries Association Convention in Seattle (totaling \$650), two to AALL in Portland (totaling \$950), and one to CONELL (for \$100). Next year, the LLOPS Board has agreed to spend \$2,000 to fund educational grants to its members.

This was the year the Grants Committee expanded the kinds of grants it awards with the intention of funding more educational opportunities for members.

For at least the last 13 years, the Grants Committee has awarded grants to only LLOPS workshops and registration to AALL and CONELL. Because the awards were limited to those three educational opportunities, there were several years where no one or few members applied. This year, for the first time in LLOPS history, grants were awarded to an additional convention - the Special Libraries Association Annual Convention in Se-

(Committee Reports continued on page 12)

attle. Next year grants will be awarded to almost anything a LLOPS member deems educational. LLOPS members can still apply for grants to the LLOPS Workshops, AALL, and CONELL, but they can apply for other opportunities as well.

This change came after an enormous amount of discussion and research between the Grants Committee members and the LLOPS Board. I charted who was awarded grants in the past and noted that not only were there years where no one applied for grants, but that there were lots of “repeat customers”—members who had received two or three grants in the last 13 years. This chart is now a standard tool that will go with the Grants Committee file. The biggest holes were in regard to the grants awarded to the spring and fall LLOPS Development Workshops. Because those grants were the smallest, averaging about \$50, we decided that it didn’t make sense for LLOPS to enlist the services of the entire Grants Committee, plus the Treasurer and other Board members, to say nothing of the applicants, to award grants for such a small amount. Instead, the Professional Development Committee has been asked to provide a “student rate” to encourage students to attend those workshops. This year, no grants were awarded to the LLOPS spring and fall workshops.

Although we are only at the end of year one of a two-year committee assignment, the Grants Committee has been encouraged by the response to these changes. This year, we’ve received the highest number of applicants in recorded history: eight applications to SLA (awarded to Mort Brinchmann and Amy Eaton), seven applications to AALL (awarded to Charity Braceros and Holly Gale), and two applications to CONELL (awarded to Philippe Cloutier). Naturally, it does help that these conventions happen to be in our backyard! (This may be a trend we’ll see next year—lots of members applying for grants to local workshops.)

In order to make the selection process fair, I created another chart that will be passed on to future Grants Committees: a chart of LLOPS positions and who has served on those committees. The main criterion for getting a grant is service to LLOPS. We now have documentation to help us with the selection process.

Thanks to Stuart Zimmerman and Barbara Arnett for their service to the Grants Committee and a special thanks to the LLOPS Board, particularly Nancy Noble, whose open mindedness and generosity made these changes possible.

Respectfully submitted, Katie Drake

Marketing Committee

The Marketing Committee, consisting of Amy Eaton, Kris Henderson, and Fred Ward, continued publishing the Marketing column in *LLOPSCited*, now called “Marketing Matters.” We reserved a table in the activities area of the 2008 Annual Meeting and plan on displaying the revised LLOPS brochure and handing out the remaining wrist bands. The LLOPS table will also feature a display on our programming for 2007-2008. We proposed that the Executive Board consider purchasing the domain name llops.org and forward traffic to our website on AALLNet. We did not complete our planned revision of the LLOPS marketing materials on the website and I hope next year’s committee will review the site and move forward on this project.

Respectfully submitted, Amy Eaton

Membership Committee

The 2007-08 Membership Committee consisted of Barbara Rothwell, chair, and Erin Hoffrance. LLOPS membership as of May 31, 2008, consists of 154 members (an increase of 15 members over the previous year), in the following categories:

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Library Type

Academic	26
Private	63
Corporate	5
Court/Gov't	16
Other	44 (Includes vendors, retired, self-employed)

Membership Type

Associate	17
Individual	120
Lifetime	6
Retired	1
Student	10

22 new members joined this year.

150 copies of the *LLOPS Membership Directory* were printed this year; 146 copies were distributed to members and their libraries; 69 via U.S. Mail.

Expenses

Printing	\$325.72
Envelopes	\$10.12
<u>Mailing</u>	<u>\$78.66</u>
Total costs	\$414.50

This year the LLOPS Board tasked the Membership Committee with coming up with a plan for better introducing new members to LLOPS. The Committee will announce a plan in the near future.

Respectfully submitted, Barbara Rothwell

Newsletter Committee

The Newsletter Committee—consisting of Cheryl Nyberg (editor), Fred Hanson (advertising manager), and Kim Ositis (layout and production)—produced four issues of *LLOPSCited* this year. Vendors paid \$620 to advertise in the newsletter. Posting *LLOPSCited* to the website was expedited this year as Kim Ositis also serves as the webmaster. Embedding URLs throughout the newsletter is also made easier since Kim performs double duty.

Of course, we depended on the contributions of LLOPS officers and members. Regular columns include the President's Message, Executive Board and business meeting minutes, the Marketing Committee's "Marketing Matters" feature, Holly Gale's member profiles, Kate Stockert's iSchool submissions, and grantee reports. Feature articles came from:

- Elisa Bob, "New Edition of Federal Rules of Civil Procedure Takes Effect"
- Philippe Cloutier, "Student Internships: A Student Perspective"
- Amy Eaton, "Student Internships: A Law Firm Library Perspective"
- Ann Hemmens, "Washington Undergraduate Law Review"
- Marcus Hochstetler, "Changes at the King County Law Library"
- Peggy Jarrett, "UW Reads the Constitution" and "UW Government Documents News: Congress Online"

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(Committee Reports continued from page 13)

- Brenna Louzin, “Spring Professional Development Workshop: Librarians Mean Business: Lessons from the Boardroom”

We appreciate all of our contributors and hope that LLOPS members enjoy reading the newsletter.

Respectfully submitted, Cheryl Nyberg

Nominations and Elections Committee

The Nominations and Election Committee was composed of Rick Stroup, Brenna Louzin, and Connelly Johnson, Chair. The committee was pleased to submit to the LLOPS Executive Board and LLOPS membership two outstanding candidates for the open positions. Robyn Hagle agreed to stand for Vice-President/President-Elect and Tina Ching agreed to stand for Secretary.

This was the second year for electronic balloting. There were some initial issues with getting the ballot out to all LLOPS members. Some LLOPS member's e-mail accounts at times will not send e-mails to the LLOPS listserv and at times some e-mail accounts will not accept e-mails from the LLOPS listserv. We were able to work around the problem by checking which LLOPS members had their e-mail ballot bounce back as undeliverable. There are 141 members on the LLOPS discussion list, and the ballot e-mail was successfully sent to 113 of them through the LLOPS listserv. The ballot was individually e-mailed to the remaining members. A total of 67 people voted during the voting period of April 28-May 26. The results were unanimous for both candidates. We did receive 5 comments, all positive, about the ease of the e-balloting process and the way the ballot was laid out. Rick designed the ballot, the kudos belong to him. New officers Robyn Hagle and Tina Ching will assume their duties at the June 25, 2008 LLOPS business meeting.

2008-2009 LLOPS Executive Board:

Rita Kaiser – President

Robyn Hagle – Vice-President/President- Elect

Tina Ching – Secretary

Barbara Holt – Treasurer

Nancy Noble – Immediate Past President

Professional Development - Fall

The first LLOPS Fall Professional Development Workshop was held on October 25, 2007, at the federal courthouse in Seattle. “Talking the Talk: Communicating Knowledge and Value” was a half-day workshop in the afternoon featuring two sessions that focused on the theme of communication.

Kerry Fitz-Gerald (Seattle University Law Library) and Rita Kaiser (King County Law Library) showed us in the first session how to use Adobe’s Captivate software to create online tutorials for virtual training. The second session featured a panel of law librarians and their supervisors who discussed ways in which librarians can best communicate their value to management. The panelists included: Marcus Hochstetler (King County Law Library) and Nancy Talner (King County Law Library Board of Trustees); Jan Lawrence and Kelli Kohout (Dorsey & Whitney); and Crystal Sherman and Kati Dunn (Riddell Williams).

Delicious hors d’oeuvres and drinks catered by FareStart were served.

Thomson West contributed \$1200 to LLOPS for 2007 professional development activities and \$600 of that contribution was used for our workshop.

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Instead of handing out paper evaluations for attendees to fill out on site, we distributed a survey through SurveyMonkey. The response rate was low, however—only 17 of the 43 registrants completed the survey. However, the comments we received through the survey were strongly positive and the half-day format was a hit with all 17 respondents.

Thanks very much to the other members of the committee: Tina Ching, Barbara Holt, Kristine Lloyd, and Nancy McMurrer. Everyone put in a lot of time and effort to make the day a success. Special thanks also to Tim Sheehy, Sarah Griffith, and Janice Olson for again hosting LLOPS and going above and beyond the call of duty with all of their help.

Respectfully submitted, Jennifer Hill

Registration Fees received:	\$1190.00
Food cost:	\$605.71
Supplies cost:	\$66.19
Honoraria:	<u>\$300.00</u>
Profit:	\$218.10 (plus \$600 West contribution to LLOPS)

Professional Development - Spring

A new venue, fresh voices, and a comedian were all highlights of this year's Spring Professional Development Workshop. LLOPS members gathered for the annual workshop on May 14th, 2008 in the First Floor Boardroom at One Union Square. This year's theme, "Librarians Mean Business: Lessons from the Boardroom," focused on the business aspects of librarianship.

Nancy Gershenfeld, Senior Lecturer at UW's iSchool, started the day with a lively presentation on using statistics to make effective business decisions. Nancy's presentation was followed by two great speakers, Alan Kirtley, a law professor at UW, and Nanette Welton, Associate Director for the Health Sciences Library, addressing different aspects of the negotiations process.

Lunch was catered by Gourmando, and we were treated to a comedy performance by Dr. Yoram Bauman, "the world's first and only stand-up economist."

Our afternoon program consisted of two panel discussions. We heard a panel of marketing professionals—Carl Goodman (Heller Ehrman), Marsha Iverson (King County Library System), and Rob Ashby (Microsoft)—describe ways to customize and market services to underserved patron groups. For the final session, attendees heard from experienced bloggers—Michael Atkins (Graham & Dunn), Venkat Balasubramani (Balasubramani Law), and Jill Pugh (Law Office of D. Jill Pugh)—about the banes and boons of blogging.

The evaluations were conducted electronically through SurveyMonkey, and the responses we received were very positive:

- The content was excellent, and I learned a lot (especially about negotiating - can't wait to try some things out!). You gathered together a really good mix of speakers and topics.
- Excellent! Very good, lively speakers, good variety of topics, nice facility.
- Well-planned, well-paced, interesting and worthwhile.
- Excellent. Enjoyed having non-LLOPS speakers for a change.
- Well done. The pacing and selection of speakers was great

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We were fortunate to have three sponsors for this year's workshop. Thanks to David Nelson of CourtTrax, Rachel Baarz of LexisNexis, and Michele Best of Thomson Reuters for arranging these sponsorships. Their generous support allowed us to secure additional speakers and contributed to the success of our workshop.

Special thanks also to the other members of the Professional Development Committee: Holly Gale, Rick Stroup, and Mary Whisner. The committee worked hard to put together a productive and educational event.

Respectfully submitted, Kristine Lloyd

Income

Registration Fees	\$2010.00
<u>Vendor Support</u>	<u>\$1150.00</u>
TOTAL INCOME	\$3160.00

Expenses

Food from Gourmando	\$736.26
Beverages & breakfast items	\$149.20
Honoraria	\$750.00
<u>Room</u>	<u>\$400.00</u>
TOTAL EXPENSES	\$2035.46

PROFIT	\$1124.54
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Program Committee

Continuing last year's theme of experimentation, the Committee hosted more programs with food and programs offered at times other than the traditional last Wednesday of the month. A big thanks to all of our speakers and hosts!

- August 29, 2007: Kyle Thiessen from the Statute Law Committee spoke on the current path the electronic version of the WSR is taking in the CD product and online (at K&L Gates)
- September 26, 2007: Post-AALL wrap-up and Social (at Stoel Rives)
- October 2007: No meeting; Half-Day Professional Development Day
- November 16, 2007: The "Seattle Room" at the Seattle Public Library, presented by the manager of the collection, Jodee Fenton (at Seattle Public Library, Central branch)
- December 13, 2007: Holiday Party sponsored by Westlaw (at Morton's Steak House)
- January 30, 2008: Business Meeting and representative from LLOPS Outreach Committee grantee (at Stoel Rives)
- February 27, 2008: DiSC Assessment with Staff Training and Development Manager for Perkins Coie LLP, Tracy Laurie (at Perkins Coie)
- March 26, 2008: Wine law with Perkins Coie Partner, Mike Reynvaan (at Perkins Coie)
- April 29, 2008: Chapter visit from AALL Executive Board Member, Steven P. Anderson, Director of the Maryland State Law Library (at Riddell Williams)
- May 2008: No program; Professional Development Day

Respectfully submitted, Robyn Hagle

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Social Committee

In March, we met at the Elysian south of downtown to check out their new location. We were fortunate to have 13 people show up to our first event and we paid for appetizers. In April, we went to the Triple Door, where 10 folks showed up and checked out their superb happy hour food. In May, we set up a happy hour following the Spring Conference, and while the conference ended up finishing 1.5 hours early, we still had 8 members attend and talk about the conference and what they enjoyed/ did not enjoy.

In June, we took the month off of Happy Hours and Jill organized a trip to SAM to tour the new museum. In July, we had our AALL "Left Behind Party" at Spitfire Grill where we had 12 members show up. In August, due to vacations, we had intended on taking the month off, but due to some confusion, we tried to have an event at Pike, but due to a combination of short notice and venue choice, we had a poor showing. We were back in action in September with our Back to School Happy Hour at Zig Zag Café, where we had 12 members attend. The next month, we decided to go to the same place and had 10 members attend.

For all of these events, LLOPS paid for the appetizers, an amount no more than \$35-\$40. Also, at each event (minus the August) we were lucky enough to have 2-3 new people attend and check out the social committee activities.

Stina left her job at KCLL in 2008, and while we have tried to carry on, we were less motivated without her. We did manage to visit ZigZag another time, and the next visit (in March) to SAM was cancelled due to Jill's sprained foot. A recent email poll confirmed what we already know—LLOPS members like socializing after work with peers.

Looking forward, we think that the way we run Happy Hours should remain the same. We run them with the mantra of "free appetizers and fun locations." The member attendance seems to be primarily firm librarians in the downtown area, so we may want to look to expanding our territory this next year and also integrating non-happy hour events.

Respectfully submitted, Jill Allyn



MINUTES
LLOPS Business Meeting – 1/30/2008
Held at Stoel Rives LLP -- 3000 One Union Square, Seattle WA

The meeting was called to order at 12:05pm.

Present: 20 LLOPS members—including board members Nancy Noble, Rita Kaiser, Laurie Miller, and Susan Schulkin—plus special guest Joan Kleinberg from the Northwest Justice Project.

COMMUNITY OUTREACH GRANT PRESENTATION

Community Outreach Committee chair Kim Ostitis presented a ceremonial \$500 check to the Northwest Justice Project, this year's recipient of the LLOPS Community Access to Legal Information grant. Accepting the check was Joan Kleinberg, director of CLEAR, the telephone help service associated with the Northwest Justice Project. Ms. Kleinberg talked about the work done by her organization to provide free civil legal aid to low-income and non-English speaking residents throughout our state. She showed us the two-sided English/Spanish postcards funded by our grant with the purpose of advertising www.WashingtonLawHelp.org. The postcards will be distributed to public libraries, social service agencies and other community organizations and will be used in outreach campaigns by legal aid advocates around the state.

COMMITTEE UPDATES

1. **“ABC” Articles of Incorporation and Bylaws Committee (Rick Stroup):** Nothing to report.
2. **Employment (Karen Helde):** Nothing to report.
3. **Government Relations (Rita Kaiser on behalf of chair Marcus Hochstetler):** The latest development in Olympia is the Legislature's decision to stop distribution of paper copies of House and Senate bills, beginning with this 2008 session. Only the Washington State Library and the Washington State Law Library will get paper copies. Penny Hazelton of the UW Law Library and Marcus Hochstetler of King County Law Library have weighed in with their concerns, and urge others to do the same.
4. **Marketing (Amy Eaton):** The committee is continuing to submit “Marketing Matters” columns for *LLOPSCited*. They will be arranging a LLOPS table for the exhibit hall at AALL's annual meeting in Portland next summer. They would like to publicize LLOPS and encourage other librarians in the area to join, but they are puzzling over how best to reach target librarians, such as SLA members. They will be looking into buying the domain name www.LLOPS.org. which would be a front-end site that would automatically forward users to our AALLnet web site.
5. **Membership (Barbara Rothwell):** LLOPS now has 149 members. In the coming year, the committee will work on welcoming and integrating new members into the organization by matching new members with more experienced members who will personally invite them to attend LLOPS meetings and other events.
6. **Nominations (Nancy Noble on behalf of Connelly Johnson):** Submit suggestions for Secretary and VP/President-Elect to Connelly Johnson.
7. **Programs (Robyn Hagle):** Planning is underway for future monthly programs. Special guest at our April meeting will be AALL visitor Steven Anderson, the Maryland State Law Librarian. That day, LLOPS will provide lunches to all members who rsvp in advance for the meeting.
8. **Professional Development Grants (Katie Drake):** Several changes are being made with the hope that more people will apply for grants, with preference given to members who have not received a grant within the last three years, and to members from disparate institutions rather than several individuals from the same institution. In the past, grants have been given for AALL, SLA, CONELL, and the Spring LLOPS Workshop. In

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(Business Meeting Minutes continued from page 18)

the future, members will be encouraged to apply for all kinds of classes, workshops, and conferences – not limited to AALL, SLA, etc.

9. Professional Development Workshop will be held in May. More information is coming.

10. Social Committee (Jill Allyn): No report.

11. UW I-SCHOOL LIAISON (Kate Stockert): Six LLOPS members participated in a career day panel at the I-School. Kate will write an article about it for the next LLOPSCited.

12. Sunshine Week (Laurie Miller): Our Sunshine Week program will be held at the University of Washington on March 19 from 10:00 until 11:30. Speakers will be announced soon.

13. Outreach (Kim Ositis): The holiday party gift-card drive for Noel House brought in about \$600 in donated gift cards from LLOPS members. The committee is planning to do more work on marketing the Outreach grants in the coming year. They would like the grant amount increased from \$500 to \$1,000 in the future. Kim would like to present a program at AALL on how to create a community outreach program.

EXECUTIVE BOARD ANNOUNCEMENTS

1. Budget restructuring: The board has been working on budget restructuring, with the idea of devising a more predictable year-to-year budget plan based on expected revenue. In other words, future boards will be able to base the next year's spending on the past year's income. The question that remains is how exactly to slice our budget pie. Membership will be surveyed on their opinions soon.

2. Volunteers needed: Rita Kaiser, next year's LLOPS president, encourages all members to consider volunteering for a committee. Our organization needs participation by all members.

The meeting adjourned at 12:50pm.

Respectfully submitted by Susan Schulkin, LLOPS Secretary

MINUTES LLOPS Executive Board Meeting – 1/16/2008 Held at Stoel Rives LLP -- 3600 One Union Square, Seattle WA

The meeting was called to order at 3:05pm.

Present: Nancy Noble, Rita Kaiser, Barbara Holt, and Susan Schulkin.

1. Minutes of the 10/25/2007 board meeting were reviewed and approved. Susan will send them to Cheryl Nyberg for publication in the next issue of LLOPSCited.

2. The Outreach Committee has requested an increase in the amount of future grant money from \$500 to \$1,000, but the board declined to take action. The new board can reconsider this when considering next year's budget.

3. The Outreach Committee selected Noel House as the recipient of the 2007 LLOPS holiday party gift-card drive. Noel House provides transitional housing for single, homeless women.

The Outreach Committee selected the Northwest Justice Project as the recipient of our second annual \$500

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LLOPS Grant for Community Access to Legal Information. The money will be used by NWJP to "print 1,000 copies of a two-sided postcard advertising its www.WashingtonLawHelp.org web site in English and Spanish and to print 5,000 bookmarks. The postcards and bookmarks are distributed to public libraries, social service agencies and other community organizations as well as used in outreach campaigns by legal aid advocates around the state."

After discussion about how to spread the word that LLOPS has given money to NWJP, this motion passed unanimously: "The board will request that the Outreach Committee publicize its latest grant award by announcing it to publications such as the King County Bar Bulletin, the Washington State Bar News, AALL Spectrum, and additional publications as they see fit."

4. Future Budget Allocations – Nancy has been working to devise a more predictable year-to-year budget plan based on expected revenue, with the goal of streamlining future budget decision-making. Our advice to future boards is to base the next year's budget on the previous year's income. Nancy has divided LLOPS budget expenses into three general categories:

- ADMINISTRATION – including bank fees, insurance, post office box rental and postage, Survey Monkey, directory printing, and marketing;
- GRANTS – including Professional Development grants, Community Outreach grants, and AALL registration for the president and vice-president;
- PROGRAMS – including our monthly meetings, continuing education workshops, and social events.

Using Survey Monkey in March or April, members will be surveyed for their advice on how to "slice our budget pie" into these three general categories. Barbara will provide an explanation in the March issue of *LLOPSCited*.

5. Idea for Future Professional Development Funding – The board will recommend that the Professional Development Committee apply for an AALL Education Grant to help pay for a more expensive speaker at one of our upcoming workshops. This would require that we preserve the program to share with other chapters.

6. Mentoring New Members – It has been suggested by members that our organization should be more welcoming to its newest members. After discussion, this motion passed unanimously: "The board will recommend that the Membership Committee identify existing LLOPS members to contact all new members personally, inviting them to attend LLOPS meetings and social events, and fostering their entrance into the LLOPS community."

7. Our AALL Chapter Visitor will be Steven Anderson, director of the Maryland State Law Library. He'll be coming the last week of April and will speak at our April 30 LLOPS meeting. Earlier, the board decided that the Program Committee will provide lunch for all who attend the meeting. His exact travel dates and his schedule here will be announced later.

8. January Business Meeting – The agenda for our January 30 business meeting was discussed.

The meeting adjourned at 4:20pm.

Respectfully submitted by Susan Schulkin, LLOPS Secretary

LLOPS Membership Update



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NEW MEMBERS

Michelle Odum
m-odum@mindspring.com

Marie Varelas
10K Wizard
mvarelas@10kwizard.com

NAME CHANGE

Crystal Sherman is now Crystal Sherman Norton

NEW EMAIL ADDRESS

Bria O'Brien
Bria.Obrien@gmail.com



Advertising in *LLOPSCited*

Advertisers are encouraged to use color and hyperlinks in their ads to take advantage of the fact that *LLOPSCited* is now published exclusively as an electronic document. *LLOPSCited* accepts display and classified advertising from information vendors, book publishers, and others who supply goods and services to law libraries. All advertising is subject to editorial approval. The editors, as representatives of LLOPS, reserve the right to refuse any advertising that is deemed inappropriate and/or offensive.

Payment for advertising copy in the form of a check made out to LLOPS must accompany the copy. Advertisers who wish to book preferred positions (back cover, and inside back and front covers) must notify the Editor in writing at the time the advertisement is submitted. The first advertiser to request space has preference. We will be happy to discuss how your ad space is oriented on the page when less than full page ads are purchased. Contact Fred Hanson, *LLOPSCited* Business Manager, at (206) 757-8497 for more information.

Rates

Business Card \$ 25.00 per issue
¼ Page \$ 40.00 per issue
½ Page \$ 75.00 per issue
Full Page \$ 125.00 per issue

Copy Deadlines

March 1 for the Spring edition
June 1 for the Summer edition
September 1 for the Fall edition
December 1 for the Winter edition

Are you on the LLOPS discussion forum?

LLOPS Online Discussion Forum (Listserv)

Posting to the list

There are two ways to post a message to the LLOPS discussion forum. The easiest way is to send an email to **llops@aallnet.org**.

You can also post from within the LLOPS forum on the LYRIS ListManager software at AALL by clicking the "Create new message" tab. However, if you try to post a message this way, you will get the message that you have to log in and be a list member to post to the list, and you will have to log in with your email address and the password you chose when you configured your account with the ListManager at AALL.

Subscribing to/unsubscribing from LLOPS Discussion Forum

To subscribe to or unsubscribe from LLOPS discussion forum, or to other AALL discussion forums, go to <http://share.aallnet.org/read/login/> and log in.

*If you have not yet set your account with AALL's new ListManager system, do so at http://share.aallnet.org/read/my_account.

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