



# Newsletter

Volume 33, Number 4

January/February 2007

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## President's Column

HOPE PORTER  
President

Happy New Year, everyone! Here's hoping that your holidays included fun gatherings with family and friends. Now that all the decorating, shopping, cooking, and partying are over, it's on to January. In my mind, this month was "invented" to serve as a time of recuperating from the hyperactivity of December. It's also a time of new beginnings. A new semester, a new budget year, and maybe even new directions.

Hey, January is also a great time to review and recommit to personal and professional resolutions. Did you make a list of goals for 2007? Hopefully, they include a renewed interest in and commitment to your law library association!

So, what's happening with MALL? What's the buzz? What's the "state" of our "union"?

Good news! The team putting the [Legal Research Institute](#) together has been hard at work. All the programs have been finalized. LRI will be held from March 6 through May 8. All that remains is that we GET OUT THE WORD!

Here's where you come in! Make a

commitment to tell five people you know about this year's institute. Copy the list of programs from this newsletter and show it to someone. The program topics are right on point for those in the legal profession. The presenters are knowledgeable and dynamic. Plan to attend one or more sessions yourself! You'll benefit from the information and find inspiration from being with people who face similar professional challenges every day.

MALL participated in a joint MALL and SLA holiday party at the James J. Hill Reference Library back in December. Nina Platt, outgoing librarian at Faegre, was seen snatching up loads of bargains at the silent auction held there. Signed posters of famous old rock singers, hand-embroidered tea towels, and gift certificates were some of the cool offerings on the table. Good food and good company made this a really fun evening with colleagues and friends.

Other news? Paula Seeger, circulation librarian at the University of Minnesota and a member of the MALL Publications Committee recently took upon herself the task of creating a very nice MALL brochure. This will be a valuable tool to profile our or-

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 firstname lastname

ganization. We plan to hand out these brochures at a MALL table at the upcoming Minnesota Legal Administrators Association meeting in February. On April 16, MALL will have a table at a library fair at St. Catherine’s, and this “take away” material will help to spread the word about MALL and encourage newcomers to librarianship to consider a job in the legal profession.

Sara Galligan has prepared an advocacy letter regarding the self-represented litigants proposal in the state court/trial court budget. The Government Relations Committee, chaired by Liz Robb, will be sending these letters to Minnesota legislators on behalf of MALL to urge support for providing multiple locations for “virtual self-help center” resources. (MALL has a history of advocating for ways to make the courts more accessible, and we should be proud of our reputation in this respect!)

A MALL business meeting and program will take place near the end of February. The location for this meeting will be the College of St. Catherine. Norma Knudson and her Education Committee are working tirelessly to provide an excellent program for us. Stay tuned for details!

The Downtowners group met recently and filled up a calendar of programs for the coming months. These monthly meetings (held at various locations around Minneapolis) are open to all MALL members. [Check out the calendar posted at this website.](#) Pick from a wide variety of topics covered and enjoy a noon hour with your colleagues and friends.

In the “News of the Weird” category, one of our MALL members recently sent me an e-mail about finding a subscription to the *MALL Newsletter* on Amazon.com! [Check it out!](#) Anyone can subscribe, apparently, for \$30!

In conclusion, it’s apparent that January isn’t actually a “down” month for MALL members. There’s a lot going on. Catch the wave!

Personally, I’m busy with a brand new grandchild born January 13 and another due in early February. I just can’t knit fast enough!

Yours ‘til the snow melts and we dare to think of spring,

Hope Porter§

**NEWSLETTER DEADLINES FOR 2006-07**

Volume 33, Number 1	July/August	July 21, 2006
Volume 33, Number 2	September/October	September 15, 2006
Volume 33, Number 3	November/December	November 17, 2006
Volume 33, Number 4	January/February	January 19, 2007
Volume 33, Number 5	March/April	March 16, 2007
Volume 33, Number 6	May/June	May 18, 2007

# From the Editors

CONNIE LENZ  
SARAH YATES

Global warming notwithstanding, winter is now upon us. So what do MALL members do when the wind chill drops below zero? Do we stay home, curled up with the latest legal thriller, waiting for the spring thaw? If this sounds tempting, you need our help: the *MALL Newsletter* is here to help stimulate your little gray cells, thereby defeating the winter blahs.

One way to keep sharp and alert during the cold and dreary months is to learn about new developments in law and librarianship. **Becky Anderson** is on top of the emerging issue of [electronic discovery](#). You can find out about the new rules and what they mean for law firms and librarians in her article in the Technology Scene.

Or explore some alternative career paths for law librarians. If even you have no plans to leave your current place of employment, take a moment to imagine doing something different. In this issue's National Scene feature, **Susan Trombley** describes what it's like working with incarcerated patrons through the [Law Library Service to Prisoners](#) program. If prisoners aren't your ideal clientele, turn to Insider's View and read **Kathleen Bedor**'s description of how she struck out on her own and started [Law Library Consultants](#).

How about a little training to get you going? First, check out **Lorna Stevens**'s report on a recent "[Basics of Legal Research](#)" workshop at the Washington County Law Library, which will convince you (if you were harboring doubts) of the value of a good training session. Next, read **Pat Dolan**'s description of the offerings at the upcoming [Legal Research Institute](#) and sign up for a session—or all nine!

Even if none of our professionally themed features perk you up—though we don't know how they could fail to—we hope you will enjoy our [holiday photo spread](#). Please help us congratulate **Tammie Follett**, this issue's photo contest winner! We are [changing the rules](#) for the March/April installment of the contest—you could win even if you lack the photographic skills of Tammie and her fellow contest winners to date!

We are confident that you will find something in this issue to inspire you in your own career. And we hope that you will take that inspiration and use it to drop us a line. Story ideas, news, photos—we are always interested! Help us keep the *MALL Newsletter* something worth curling up with on a frigid winter day. §

## CASH, RECOGNITION and BLING available from MALL!!!

It's that time of year again: the MALL Awards, Grants and Scholarships Committee seeks applications and nominations for the MALL Scholarship, MALL Grants, and the MALL Law Librarianship Award.

This year we have an additional grant available for a full registration at the AALL Annual Meeting in New Orleans. This grant is intended for a newer member of the profession.



If you are interested in one of the above, or if you know a colleague who should be, please visit the committee's web page at <http://www.aallnet.org/chapter/mall/awardgrs.htm>. For questions or for more information, please contact committee chair Rick Goheen at [rgoheen@stthomas.edu](mailto:rgoheen@stthomas.edu) or 651-962-4907.



# The Second Annual MALL Fiftieth Anniversary Photo Contest

## Holidays



Becky Anderson and Nina Platt perform karaoke before two prominent Irish-Americans and one non-Irish non-American.

Congratulations to **Tammie Follett**, January/February winner of the Second Annual MALL Fiftieth Anniversary Photo Contest!



The winter holidays were bittersweet at Faegre and Benson, as they coincided with Nina Platt's departure. On December 14, friends and colleagues gathered at Kieran's Irish Pub to bid a fond farewell to Nina and wish her well in her future endeavors.



Tammie Follett, Nina Platt, and Becky Anderson. Photo by M. Richie.

Amidst the excitement of starting out on new adventures, Nina also made time to socialize with fellow law librarians at a holiday tea in White Bear Lake (more pictures on next page).

We wish Nina all the best. Many thanks to Tammie for her beautiful tribute to Nina!



Suzanne Thorpe. Photo by D. Zopfi-Jordan.

### Happy New Year!

Suzanne Thorpe got a jump start on her New Year's resolutions and spent the last work day of 2006 cleaning her office. David Zopfi-Jordan was there to offer encouragement and help enjoy her cleaner-than-ever space.



David Zopfi-Jordan. Photo by S. Thorpe.

# More Holiday Photos



**The University of Minnesota Holiday Party.** Left to right: Vic Garces and David Zopfi-Jordan; Katherine Hedin and Tina David; Angela Hedlund, Tae Kidd, and Suzanne Thorpe. Photos by S. Thorpe.



**Holiday Tea.** A group of downtown law librarians (above) met for a holiday tea at the Avalon Tearoom in White Bear Lake. Right, top to bottom: Trudi Busch and Shawn Swearingen; Hope Porter and daughter Rachel Porter; Becky Anderson and Doris Dingley. Photos by T. Follett and M. Richie.



"Snow-nan the Librarian vs. the Abominable Snow-Censor," the Minnesota State Law Library's entry in the Judicial Branch's holiday snowman contest. The censor has a little bonfire of merrily burning books.



Piper Walters spent the holidays with her family in Idaho.

# March/April Photo Contest: MALL Members and Their Pets

In our next issue, we at the *MALL Newsletter* will attempt to answer once and for all that age-old question: Are librarians cat people or dog people? Or perhaps we are hamster or iguana people?



**Send us a photo of your pet** and help us find the definitive answer!

The contest will work a little differently this time than usual. We wouldn't presume to judge who has the most adorable pet. (Besides, we are not allowed to award ourselves a prize.)

Instead, the winner of the March/April contest will be the MALL member who can correctly match the most pets to their human companions.

You may submit photos of multiple pets, but to give your fellow MALL members a fighting chance, you must tell us the name of each pet. Also, we know it's hard to choose your very favorite, but please, only one picture of each pet!



Your pets will thank you for giving them their fifteen minutes of MALL fame!§

## Modified Photo Contest Rules for March/April 2007

**The contest is open to MALL members only.** You must be a current MALL member to submit either a pet photo or a contest entry. Members of the 2006-2007 MALL Newsletter Committee may submit photos but are not eligible to enter or win the contest.

**The member who correctly matches the most pets with their owners will be the winner.** In the case of a tie, the winner will be selected by a random drawing of the highest-scoring entries.

**Pet photos must be received by March 16, 2007,** for guaranteed inclusion in the March/April newsletter. The editors may, at their discretion, accept late photo submissions. Only one photo per pet, and you must include each pet's name. The editors reserve the right to reject unsuitable photos. E-mail photos to [yates006@umn.edu](mailto:yates006@umn.edu) or [clenz03@gw.hamline.edu](mailto:clenz03@gw.hamline.edu), or contact one of the editors for nonelectronic submission guidelines.

**Contest entries—animal/human matching answers—must be received by the deadline for the May/June newsletter issue.** E-mail your answers to [yates006@umn.edu](mailto:yates006@umn.edu) or [clenz03@gw.hamline.edu](mailto:clenz03@gw.hamline.edu).

**By submitting a photo, you grant permission to the Minnesota Association of Law Libraries full rights to publish, reproduce, and publicize entries in the *MALL Newsletter* and for other MALL purposes.**

# Technology Scene

## E-Discovery: New Rules Present New Challenges and Opportunities

By Rebekah Anderson, Director of Library & Research Services  
Fredrikson & Byron, P.A.

I get up in the morning to a digital alarm clock programmed to wake me at 6:00 a.m. and then let me doze in three five-minute increments before rising. My Blackberry provides me with a briefing, over breakfast, of what my schedule looks like for the day, and what the top stories are from a few daily newspapers around the world. After sending and receiving some early morning e-mails (with photos, sound, and other attachments), and text-messaging a colleague about a problem with a vendor, I log on to my bank to transfer funds from my checking account to my credit card account. Then I review, delete, and save a few messages on my voice mail, and head off to work for a full and rewarding day of creating, storing, accessing, deleting, and sharing meaningful 0s and 1s. Sound familiar?

None of us would be surprised to hear that over 90 percent of the information being created these days is produced and stored electronically. This includes e-mails, databases, text files, spreadsheets, specialty accounting and design files, websites, voice messages, instant messages, blogs, and so on. This information may be found on companies' and individuals' computers, PDAs, iPods, file servers, telephones, flash drives, auxiliary disks, tapes and other storage devices, on the World Wide Web, and more. Unlike print information, electronic information is often stored with metadata (information about information), which automatically appends the date the information was created or updated, who the author was, who has accessed or modified the information since its creation, and the dates on which various versions of the information existed. Electronic

information leaves a "discoverable" trail in some ways that printed documents never could.

The federal judiciary became increasingly aware of the important role of electronic information as evidence in court cases. On April 12, 2006, the U.S. Supreme Court approved amendments to the Federal Rules of Civil Procedure (FRCP) that specifically addressed the discovery of electronically stored information, the process of "e-discovery." The new rules were transmitted to Congress and became effective on December 1, 2006. Specifically, the amendments revised or amended FRCP Rules 16, 26, 33, 34, 37, 45, and Form 35. The revised rules are extremely broad-ranging, affecting all aspects of discovery of electronic documents including:

- Definitions of electronic information (which is now known as "electronically stored information," or ESI)
- Management of the e-discovery process
- Definitions of lawyers' and parties' responsibilities
- Preservation, gathering, and production of electronic evidence
- Spoliation of electronic evidence
  - Protection of privileged information
  - Appointment of special masters and experts
  - Allocation of the costs of electronic discovery

*"Over 90 percent of the information created these days is produced and stored electronically."*

The new e-discovery rules have significant implications for litigants. Consider the following, summarized by Dr. Bruce V. Hartley of Deloitte Financial

Advisory Services LLP from the American Bar Association Digital Evidence Project and National Law Journal Report:

- Over 30 billion e-mails are sent daily
- 70 percent of electronic information has never been printed
- One in five U.S. companies' employees e-mail has been subpoenaed
- A typical Fortune 500 company has 125 ongoing cases, with at least 75 percent requiring electronic discovery
- U.S. companies spent \$1.2 billion in outside e-discovery services in 2005 and \$1.9 billion in 2006
- 62 percent of companies surveyed doubt they can show their electronic records are accurate and reliable
- U.S. companies will spend \$4.6 billion internally just to analyze e-mail traffic

*“As the judicial system adapts to the reality of our increasingly electronic lives, so too must law librarians...”*

practices will help companies comply with legal and business requirements, while minimizing the risks and burdens of retaining documents unnecessarily.

Law firms are also responding to the challenges and opportunities of e-discovery by investing in the technology and people who can support the e-discovery process in litigation. This responsibility generally falls to litigation support departments, which increasingly use sophisticated databases and data analysis technology to help lawyers cull vast quantities of electronic information for pertinent pieces and then present those pieces for a favorable litigation outcome.

The new e-discovery rules also have significant implications for law firms. Litigators must quickly come up to speed on a new body of complex rules that has yet to be fully interpreted by the courts. “The law of electronic discovery is beginning to emerge, but most issues are so unexplored that judges must still develop much important law. In doing so, courts must be guided as much by principles of basic fairness and good case management in light of the emerging technology, as they are guided by precedent,” reports David K. Isom in his “Electronic Discovery Primer for Judges” (at <http://fclr.org/2005fedctslrev1.htm>). The new rules are also making litigators sit up and take notice because judges have sent a clear message that serious sanctions can result if the rules are ignored. There have been recent, high-profile cases in which significant fines and penalties were paid by those who had mismanaged electronic evidence—even prior to the enactment of the new rules. In transactional (nonlitigation) law practices, business lawyers must advise clients to develop best practices that ensure that their document retention policies and

What role does the law firm library play in e-discovery? For starters, the law firm librarian must establish and maintain a solid collection of information resources in this area. Because the new rules are broad-ranging and their interpretation is embryonic, it is also critical that law firm librarians develop current awareness services that will keep lawyers apprised of the latest cases, articles, and books that can help guide their litigation strategies and advice to clients. Law firm librarians who are involved in knowledge management and litigation support activities contribute their professional skills in effective database management and data mining. Finally, law firm librarians with records management responsibility are involved in helping to protect their firms by designing, implementing, and enforcing good records retention policies and practices.

As our judicial system adapts to the reality of our increasingly electronic lives, so too must law librarians (and all creators and users of electronic information) be aware of the potential sensitivity of any electronic information that we create, store, delete or transmit. Of special concern is the way in which a casual comment made in an e-mail, listserv, or blog could come back as a smoking gun. The new Golden Rule? -- “E” unto others as you would have others “E” unto you. §

# National Scene

## Law Library Service to Prisoners

By Susan Trombley, Librarian  
Minnesota State Law Library

Tucked in a corner of the Minnesota State Law Library is a program unlike any other in the nation. Law Library Service to Prisoners (LLSP) is based on an interagency agreement between the State Law Library and the Minnesota Department of Corrections (DOC). Started in 1984, LLSP was Minnesota's answer to *Bounds v. Smith* 97 S.Ct. 1491 (1977) as a way to provide inmates with access to the courts. LLSP served 275 inmates in 1985, its first full year, with one librarian visiting five correctional institutions. Twenty years later, staff has grown to 2.5 FTE librarians visiting eight correctional facilities and serving over 1,800 inmates annually. In addition to those in prison, LLSP also serves individuals committed to the DOC who are serving their time in county jails, the state hospitals at St. Peter and Moose Lake, or in another state due to security concerns. LLSP also serves DOC staff. Due to consistent growth in the number of prisoners, each year LLSP provides more materials to more inmates. In 2005, LLSP provided a landmark 30,747 requested items to 1,865 different inmates.

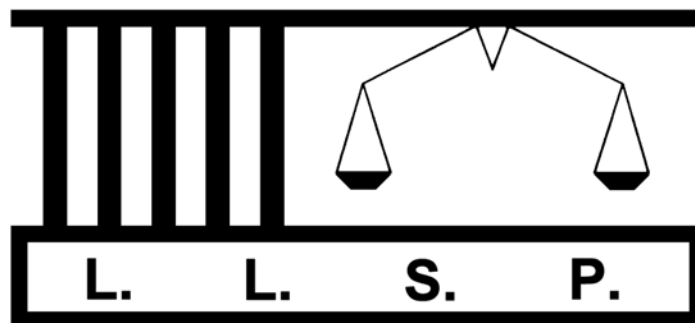
LLSP librarians are not attorneys, nor do they provide legal advice. Instead, librarians provide a neutral third party to research questions related to inmates' criminal and civil concerns. Budget cuts have removed programs designed to assist inmates with concerns inside the DOC, the Ombudsman for Corrections, and reduced programs on the street like Legal Assistance to Minnesota Prisoners. This leaves LLSP to fill the gap for one of society's

most marginalized groups. Besides being marginalized, inmates generally have a strong distrust of the legal system. One of LLSP's goals is to restore that trust and ensure them that their voice is being heard. 95 percent of inmates will one day be released. Helping inmates deal with their legal issues while incarcerated means one fewer barrier for their integration back into society.

When we meet with inmates we make it clear to them that we are librarians, not attorneys. We will provide them with information, but they must use their discretion as to the course of action they want to take. It is their decision to pursue any legal action. LLSP has a strict policy of not revealing the specifics of any inmate request, but prisoners do speak to the media. This 2000 *City Pages* article—<http://www.citypages.com/databank/21/1017/article8700.asp>—is one example of what inmates research; it even mentions the State Law Library.

After explaining the program to others, the most common question the librarians get is about safety. The LLSP librarians have years of public library experience in addition to their law library experience. All the librarians agree that they feel much safer in the prison than in the public library. A prison is like a small town. The librarian develops a working relationship with the inmates and can

often predict when tempers might flair. In the public library it might take three minutes for the police to answer a 911 call, assuming the call is made. It takes less than thirty seconds for correctional officers to



respond if needed to control an unruly inmate. Additionally, if the prison administration suspects an inmate of being a potential threat, they provide closer supervision.

Prisons are a microcosm of society. People from all walks of life go through the prison gates. Some inmates are former attorneys, while others can barely read. Ages from sixteen to ninety-five are represented. Prison does not discriminate by gender either. In our experience male and female inmates are definitely different consumers of information. Men often cover a variety of issues with the librarians: from criminal and civil law to family law, they cover the gamut. They are a much more active group, ready to sue or file a motion in court when things are not going their way. By contrast, women tend to be more reactive. Women who approach us are much more likely to contact the librarian regarding family issues. Additionally, they generally are more passive, seeking to know what is going to happen to them next.

In order to give back to the profession, our office hosts library school interns on an ongoing basis. These interns are not only of great assistance to us, but the interns get practical exposure to law librarianship. More importantly, we do our best to help those who wish to continue in the profession find jobs. Our former interns now work in several major Minnesota law firms, a prison library, the Minnesota State Law Library, West Publishing, and various other libraries.

Our office works with some of the most notorious individuals in the state as well as those convicted for repeat DWIs. It is a job that extracts a strong emotional toll. Inmates often go into detail about their cases. We strive to treat each inmate with respect and dignity no matter what we are told. In a job where child abuse, pedophilia, murder, and rape are frequent topics of conversation, we try for comic relief where we can. Communications with inmates come to us not only through our monthly visits and prepaid phone calls, but we also receive mail from the offenders. After reading about inmates' legal issues it is often a relief to read some-

thing serious that makes us smile. For example, one inmate was upset because he did not get a jury of his peers [*sic*]. While we sent him information on a jury of his peers, he gave us a smile on our faces the rest of the day.

Another example of the simple victories in the job came during some down time in the MCF-Shakopee library. While waiting to be allowed to leave, an inmate struck up a conversation with the LLSP librarian, saying she (the inmate) had never read a book in her 35+ years. Her parents never read to her, and she was not a fast enough reader in school. She asserted that she did not want any "made up stories" because she could do that herself, so the librarian steered her toward the biography section. The librarian forgot about the conversation until the following month when the woman came back to ask her a legal question. After taking care of business, the woman proudly told the librarian she had read three books since their last meeting.

One of the most rewarding parts of the job is the humanizing part. Although librarians visit the correctional facilities to supply legal research, they also may be the only person who visits the inmate and treats them like an individual rather than an offender. This glimpse into humanity was never more evident than when one of the librarians would go to prison while pregnant. The level of deference and respect she received was amazing. Inmates passing in the halls or visiting the library would stop and talk to her about when their children were born or offer advice about lullabies. One of the inmate library clerks always made sure she had the most comfortable chair in the library for her visit.

LLSP provides a truly unique niche in law librarianship. First, it offers a work environment unlike almost any other. It allows the librarians to work with inmates and visit the facilities without having the daily contact with inmates that can be so emotionally taxing. No two days are ever the same in the office, and that is the way the librarians like it. §

# Minnesota Scene

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## Washington County Library “Branches Out”

**By Lorna Stevens, Office Support II  
Washington County Library**

I am a student of library information technology at Minneapolis Community and Technical College. I am also a full-time employee of Washington County Library, working in the administrative office in Woodbury. Recently, the stars aligned to provide me with the perfect opportunity to combine my education with my career when we were assigned a project to attend a library conference or workshop and write about our experience. At about the same time, the Washington County Law Library (the newest branch of the Washington County Library system) announced that it would be presenting a workshop on “The Basics of Legal Research,” covering the American legal system, cases and statutes, and hands-on research practice. As I have also been interested in pursuing a career as a paralegal (I was a legal secretary in a previous life—before kids) I felt my muse was guiding me toward this opportunity and it would be wise to obey her. I signed up for the class and prepared to explore the world of legal research.

First, a short history lesson. Until July of 2005 the Washington County Law Library had been under the purview of Washington County Court Administration. On July 1, 2005, everyone working for the county’s department of Court Administration became employees of the State of Minnesota. The Law Library Board, which directs and manages the Law Library, felt the Law Library should become a Washington County Library, as it is a public law library. Making this change would allow increased efficiency, comprehensibility, and accessibility of the library to all county residents, the Law Library Board said in its resolution to the Washington County Board requesting that the Washington County Library Director assume supervision of the

Law Library. The county board approved the resolution on September 27, 2005. That is how the Law Library came to be the tenth branch of the Washington County Library system.

So, on September 23 of this year I ventured forth to Stillwater to attend the “Basics of Legal Research” class. It was a dreary Saturday afternoon so I kind of felt like, “Well, nothing better to do...” I was very pleasantly surprised to find the class to be interesting, educational, and engaging. There were several of us there from various walks of life: a couple of students, a retiree, those exploring a career change, and those who were seeking to do their own legal research. Liz Robb, the law librarian, is a very bright and personable young woman, and she did a commendable job presenting a vast amount of material in a short time frame.

After giving us a tour of the library’s print collection and the public computer lab, Liz described to us the different types of law: constitutional, legislative, judicial, and administrative law, and the distinguishing characteristics of each. She then summarized the federal and state judicial systems and how cases travel through the courts. She described the types of cases heard in each of the courts, how many judges each court is assigned, who appoints them, and the lengths of their terms. Liz distributed maps showing the geographic boundaries of the U.S. courts of appeals, U.S. district courts, and Minnesota’s ten judicial districts. She gave us a detailed description of the library’s print and online collection and a list of web pages for free law on the Internet.

We were then given short assignments to locate print and online resources in the class time we had remaining. Although the assignments were quite basic and only intended as practice of what we had learned in the previous ninety minutes, if you had not been paying attention to where various case law, statutes, rules, ordinances, opinions, and deci-

sions were located in the stacks, you were a goner. Liz was very helpful in guiding us through the collection and directing us to the correct volume or online resource. All in all it was a very informative afternoon, and I believe we all felt it was time well spent. I think I am fortunate in having a muse who knows me so well. She not only pointed me toward a very rewarding afternoon but provided me with inspiration for a career in the legal field (perhaps as a law librarian?)§



### Around the World in 60 Minutes

Merchant & Gould will host the February Downtowners noon meeting on Wednesday, February 14. A formal invitation will arrive in February. In the meantime, this is a reminder to all who have pictures for the quick trip around the world to send them to me. With the pictures I've already received, I'm finding that we could use pictures from Africa, Australia, and the Americas to cover the globe, but any and all pictures will be welcome!

Have you been some place that you just loved? Do you have great pictures? The February 2007 Downtowners noon meeting at Merchant & Gould will be a world tour through the eyes of MALL members. I am asking for your help in putting together a slide show for the event. I am looking for a variety of travel destinations, U.S. and foreign. If you would like to participate, e-mail me .jpegs of about five pictures of your favorite place with a little commentary that can be used for captions. If you have prints, please scan and send them as .jpegs. My e-mail address is [mrichie@merchantgould.com](mailto:mrichie@merchantgould.com). Who knows, your pictures may inspire someone else's next vacation. And, yes, you can send pictures of libraries!

Marcie Richie  
Librarian  
Merchant & Gould Library  
612-371-5231

## An Opportunity to Update Your Legal Research Skills

By Pat Dolan, Chair  
MALL Legal Research Institute

Given the constant changes in both electronic and hard-copy legal publications, you may wish to update and further develop your research skills by attending the 2007 MALL Legal Research Institute. The committee has been working hard to provide relevant programming to meet the current needs of information professionals and legal researchers. The institute consists of nine weekly two-hour sessions on Tuesday evenings from 6:30 p.m. to 8:45 p.m. at the Hamline University School of Law from March 6 to May 8. MALL has applied to the Minnesota State Board of Continuing Legal Education for eighteen CLE credits. The sessions provide instruction on effective research of primary and secondary legal authority in both traditional and electronic formats. The sessions include:

#### Session One, March 6

*The American Legal System*, Mary Wells, MALS, Research Law Librarian, University of St. Thomas Law Library. This presentation introduces concepts in the American legal system, including the structure of government, types of law emanating from the different branches of government, and the legal sources embodying this law.

#### Session Two, March 13

*Use of Secondary Legal Materials*, Brenda Wolfe, JD, Director, Carver County Law Library. This presentation discusses finding and using secondary legal sources, including legal dictionaries, encyclopedias, treatises, periodicals, loose-leaf services, reference works, and practice materials that analyze, explain, and aid in finding primary legal authority.

#### Session Three, March 20

*Researching Federal Statutory Law and Federal Legislative Histories*, Pat Dolan, JD, Weekend

Reference Librarian at Hamline University School of Law and Law Librarian, Washington County Law Library; Rick Goheen, JD, Associate Law Library Director, University of St. Thomas. This presentation discusses techniques for finding and researching copies of the United States Constitution, federal statutes, codes, legislative histories, and other congressional publications.

#### Session Four, March 27

***Researching Case Law***, Liz Robb, Director, Washington County Law Library. This presentation describes commercial and official reports emanating from American courts and includes techniques for finding, using, and updating federal and state court decisions.

#### Session Five, April 10

***Federal Administrative Law***, Suzanne Thorpe, JD, Associate Director for Faculty Research and Instructional Services, University of Minnesota Law Library. This presentation describes the legal publications emanating from federal administrative agencies and discusses techniques for finding and using federal regulations and administrative decisions.

#### Session Six, April 17

***Researching Minnesota Law***, Barbara Golden, Esq., State Law Librarian, Minnesota State Law Library. This presentation provides instruction on the techniques for finding and using both electronic and hardcopy Minnesota primary and secondary legal publications.

#### Session Seven, April 24

***Utilizing Knowledge Management and Competitive Intelligence in the Legal Environment***, Nina Platt, MLIS, former Director of Information Resources, Faegre and Benson LLP; Jan Rivers, MLS, Competitive Intelligence Liaison, Dorsey and Whitney LLP. The first presentation discusses the concept of knowledge management, its advantages and disadvantages, and the law firm librarian's role in the current use of knowledge management. The second presentation introduces the concept and the background of competitive intelli-

gence and how it is currently being practiced in the law firm environment, as well as the necessary skills and qualifications to staff law firm CI positions.

#### Session Eight, May 1

***Researching and Accessing Public, Court and Government Records: Public Information You Thought Was Private***. Anita Anderson, MALS, Law Librarian, Minnesota Attorney General Law Library; Karla Gedell, M.L.I.S., Law Librarian, Minnesota Attorney General Law Library; Randi Madisen, MLIS, Head of Public and Electronic Services, Minnesota State Law Library; and Bob Horton, Minnesota State Archivist and Director of the Minnesota State Historical Society's Library. The first presentation of this session focuses on researching public records, specifically, on the research techniques and electronic resources that the Minnesota Attorney General's Office utilizes in its research and investigative work, etc. The second presentation concentrates on researching and accessing court records, briefs, and dockets using various research tools including the new Minnesota Court Information System (MNCIS) and demonstrates how many court documents oftentimes contain private information that becomes public as part of a trial. The final presentation focuses on data practices, records management, and preservation issues of government records and examines the fine line that exists between data privacy laws and good records management.

#### Session Nine, May 8

***Authenticating Electronic Information for Legal Research and Legal Proceedings***, Pauline Afuso, JD, Legal Taxonomist, Thomson-West. This presentation covers the process of researching and retrieving legal information from government and other websites and then demonstrates how to evaluate and authenticate this retrieved information for legal proceedings.

***Technology and Ethics: What Professional Legal Researchers and Information Managers Should Know!*** Neal R. Axton, JD, Reference Librarian and Legal Research Instructor, William Mitchell

College of Law Library. This presentation will include an overview of ethical theories, analyzing, comparing, and contrasting ethical codes, and discussing issues such as pretexting and people searches, competence, candor, confidentiality, privacy, and the unauthorized practice of law.

Tuition is \$50.00 per session or \$250.00 for five or more sessions. For questions contact Pat Dolan at 651-698-4676 or Janice Leichter at 612-672-8235. For a registration form, visit our website at: <http://www.aallnet.org/chapter/mall>.

We hope to see you at the 2007 MALL Legal Research Institute. §

**AALL Grants Available for New Orleans!**

The AALL Grants Committee invites qualified applicants to apply for AALL's Annual Meeting/Workshop Grants and the Minority Leadership Development Award. The AALL Grants Program provides financial assistance to law librarians or graduate students who hold promise of future involvement in AALL and the law library profession. Vendors, AALL, and AALL individual members provide the funds for grants.



**Annual Meeting and Workshop Grants** are awarded to cover the Annual Meeting registration fee or the registration fee for workshops presented at the Annual Meeting. Preference is given to applicants who are new to the profession and are active in AALL or one of its chapters. For additional information, check out the application on the AALL Grant Committee's web site at [http://www.aallnet.org/committee/grants/grant\\_application.asp](http://www.aallnet.org/committee/grants/grant_application.asp).

The **Minority Leadership Development Award**, provides up to \$1,500 toward the cost of attending the Annual Meeting, an experienced AALL leader to serve as the recipient's mentor, and an opportunity to serve on an AALL committee during the year following the monetary award. For additional information, check out the application on the Grant Committee's web site at [http://www.aallnet.org/about/award\\_mlda.asp](http://www.aallnet.org/about/award_mlda.asp).

**Application deadline: April 2, 2007.**

**2007 MALL Legal Research Institute Registration:**

Indicate session(s) you will attend:

- \_\_\_\_\_ Session 1, March 6, 2007
- \_\_\_\_\_ Session 2, March 13, 2007
- \_\_\_\_\_ Session 3, March 20, 2007
- \_\_\_\_\_ Session 4, March 27, 2007
- \_\_\_\_\_ Session 5, April 10, 2007
- \_\_\_\_\_ Session 6, April 17, 2007
- \_\_\_\_\_ Session 7, April 24, 2007
- \_\_\_\_\_ Session 8, May 1, 2007
- \_\_\_\_\_ Session 9, May 8, 2007

Make checks payable to MALL and mail with this registration form to:

Janice Leichter, Librarian  
 Maslon Edelman Borman & Brand LLP  
 3300 Wells Fargo Center  
 90 South 7th Street  
 Minneapolis, MN 55402  
[janice.leichter@maslon.com](mailto:janice.leichter@maslon.com)

Amount enclosed: \$ \_\_\_\_\_

Name: \_\_\_\_\_

Organization: \_\_\_\_\_

Address: \_\_\_\_\_  
 \_\_\_\_\_

Phone: \_\_\_\_\_

Email: \_\_\_\_\_

# Member News

BARBARA GOLDEN  
Membership

**2**006-2007 *MALL Directory* is at <http://www.aallnet.org/chapter/mall/directory.htm> (password required). Please note that each page is dated to show how recently it was updated. Send any corrections or additions to: [barb.golden@courts.state.mn.us](mailto:barb.golden@courts.state.mn.us).

*Please welcome* new member **Tara Boyer**, a University of Wisconsin library student based in Madison.

## *Milestones and Changes:*

The **Washington County Law Library** celebrated its fiftieth anniversary with a luncheon on December 12, 2007. Those attending included three of the attorneys who petitioned for establishment of the library in 1956. This event put the library on the front page of the *Stillwater Gazette*, good PR with a great picture of MALL member **Liz Robb**

(<http://www.stillwatergazette.com/articles/2006/12/15/news/news120.prt>). More information about the history of the library is at [http://www.co.washington.mn.us/info\\_for\\_residents/law\\_library/organization\\_history/](http://www.co.washington.mn.us/info_for_residents/law_library/organization_history/).

**Rick Goheen** will be leaving St. Thomas in mid-March to become the new director of the law library at the University of Toledo. Congratulations, Rick!



Congratulations to **Barb Kallusky**, Hamline University Law Library, on her new title of faculty services librarian! The title change recognizes Barb's new responsibilities supervising the library's VIP research assistant and document delivery services. Faculty services have long been an area of great interest and expertise for Barb. In addition to her strong commitment to supporting faculty research at Ham-

line, she currently serves on the ALL-SIS Faculty Services Committee. The faculty services librarian also will help the library develop, implement, and coordinate faculty services.

Best wishes to **Nina Platt**, who is moving on from Faegre and Benson to new adventures. And, congratulations and best wishes to **Norma Knudson** on her new role as acting director of information resources at Faegre.



## *Kudos to our MALL authors:*

**Deborah Hackerson**, William Mitchell, for "Legal Research: A Guide to Online Tutorials for First Year Law Students," *25 Legal Reference Services Quarterly* 153 (Nos. 2/3, 2006).

**Mary Rumsey**, University of Minnesota, for "Foreign and International Law Librarianship," *25 Legal Reference Services Quarterly* 73 (Nos. 2/3, 2006).

*Have we overlooked someone or something?* Please submit news to [barb.golden@courts.state.mn.us](mailto:barb.golden@courts.state.mn.us).§

## **Best Wishes, Nina!**

After eight innovative years at Faegre and Benson, Nina Platt has decided to pursue other interests. When Nina started at Faegre, there were only three employees, numerous books, and one CD-ROM. Thanks to her vision, our attorneys now have more than twenty information resource staff members to support them worldwide and are able to support their clients through cutting edge current awareness, research, and knowledge management tools. The staff she has worked with have learned a great deal from her and will miss her progressive ideas and infectious laugh.



—Carrie Long

# Teachable Moments:

## Vendor Instructors Define Key Role

REGINA WATSON  
Hamline Law Library

Previous columns have mentioned but not polled one quite influential group of legal research trainers, namely, representatives of information vendors. Most closely associated with online products, these instructors make their presence felt at law schools and a range of legal employers. Busy law librarians find their own attendance at vendor training sessions to be a productive opportunity if not an absolute necessity. We especially appreciate vendor trainers' ability to master intricacies of rapidly changing online services and highlight the most relevant new product features. However, we often take a more guarded view of vendor trainers' instruction of law students and other impressionable patrons. Is such wariness inevitably justified given the business realities of legal publishing? Do commercial vendors' profit motives foster research instruction that is both biased in favor of one set of products, particularly a vendor's own online databases, and indifferent to efficiency considerations? Can corporations' enlightened self-interest and vendor trainers' desire for research success contribute to a palatable balance between educational objectives and marketplace dictates?

Naturally, answers to these questions may vary from vendor to vendor and from trainer to trainer. Some law librarians seem to view vendor representatives much the same way that many Americans view politicians: in general, they are not to be trusted, but the ones in our own district are not so bad.

I spoke with Sarah Bigler, who is a LexisNexis representative and trainer, and Bonnie Burnson, who is a Westlaw account manager and trainer.

Sarah graduated from the University of Minnesota Law School and has worked at LexisNexis since May 2000. Currently covering five law schools,



Sarah Bigler

she has been involved in law student training from the beginning. This past fall term, Sarah taught a for-credit advanced LexisNexis course at Drake Law School.

Bonnie planned to be a teacher from her earliest college days at the University of Minnesota, where she majored in social studies education. After college, her teaching activities varied and included adult education. Smiten with the law bug, she earned her law degree at William Mitchell and embarked upon what would prove a long-term employment relationship with Thomson West (then West Publishing Company). Although she initially worked as an account representative to all types of law libraries, Bonnie currently works exclusively with law schools.



Bonnie Burnson

Both representatives have broad experience training students, faculty, and librarians. Their demonstrations and hands-on sessions focus on topics such as cost-effective research, new products, legislative history, administrative materials, advanced topical research, clerkship and job preparation, job searches, and research for doctrinal courses. Sometimes Sarah and Bonnie address their presentations to law school clinics, law journal staff, student organizations, or moot court participants. Bonnie devotes over half of her training time to imparting basic skills to first-year students, while a substantial chunk of the remainder goes to law journal staff training. Both trainers' sincere interest in effective instruction methods is readily apparent, and both trainers use the results of student surveys to improve their effectiveness where possible.

## Canned Goods or Creative Cooking

Many of us have heard jokes and war stories from years past concerning vendors' supposed canned curricula. Is there in fact a master curriculum imposed on all trainers? Where do those clever search examples originate? While vendor headquarters may provide broad training outlines, Bonnie advises that they are too broad to govern specific situations. Bonnie and Sarah devote considerable time to choosing the most appropriate training topics and the most appropriate means of conveying the material.

Along those lines, Sarah notes that training often must be tailored to what students currently are covering in class or trying to accomplish in a particular assignment. Each law school covers materials at different times in the academic year, and assignments always are changing. Sometimes Sarah must speak with a professor before generating relevant search examples that will hold students' interest. She also must customize the level of sophistication to match students' familiarity with research techniques, and student background varies greatly depending on the context of the instruction. A pre-employment refresher for graduating third-year students cannot be pitched at the level of an introductory session for first-year students. Bonnie likewise feels that no one-size-fits-all canned curriculum can fill the bill.

## Two Masters

On July 23, 2002, the AALL ALL-SIS Round Table on Vendor Relations adopted a document titled "[Qualities of an Ideal CALR Vendor-Library Relationship with Benchmark Signs of Success](#)" (QICVLR) as a working document for customization at each law school. Subsection 3.b. of QICVLR provides in part, "Library and Vendor share a mutual educational goal in CALR training. Library recognizes that Vendor also has a marketing goal, but both acknowledge that education is the primary focus of training in the law school setting." How do Bonnie and Sarah find that this principle works in practice?

Although some tensions are inevitable, Bonnie and Sarah seem well-adjusted to potential conflicts between their marketing and educational roles. Freely admitting that no representative voluntarily touts superior features of a competing product, they do claim considerable knowledge of competitors' wares. After all, in any business, it makes sense for each firm to know its competition intimately. "Competitive intelligence" has been a recognized growth area in the field of library science. Bonnie and Sarah state that when questioned specifically concerning availability of information on a competing system, they do reply honestly to the extent of their considerable knowledge. Sarah emphasizes that not only does she not misrepresent her employer's products, she affirmatively advises students to learn multiple products in law school because the products available to them after graduation will vary. Bonnie gives essentially the same advice.

Both representatives also maintain that they teach cost-effective research techniques. Bonnie cites as an outstanding example her spring "Prepare to Practice" sessions, which heavily emphasize use of cost-efficient print resources as part of an overall research strategy. In numerous trainings, she counsels students on choosing the least expensive database that will do the job. Bonnie also notes that while she advises students against paying to print materials already sitting in their employer's library, lawyers may disregard such advice in practice; some attorneys' high hourly rates and short turnaround times may force them to forego copy machines, quests for lost volumes, or related conversations with assistants.

Sarah considers her overarching training goal to be teaching law students to use LexisNexis efficiently and cost effectively, so that they can complete class assignments effectively and prepare themselves for nonacademic settings. In her view, the typical law school curriculum presents major constraints in furthering this goal. Specifically, students must learn basic search techniques before they can master cost-effective research, and most schools do not mandate training beyond the basic

levels. Some schools do not assign grades to research courses. Left to their own devices, Sarah concludes, students devote limited time to research efforts and generally neglect advanced training opportunities.

Bonnie and Sarah are impressed that today's law students are, if anything, even more motivated and hardworking than their predecessors; however, rational students conform to the incentive structures which law schools create. As Sarah explains, a more productive partnership between vendors and academia is possible if the law school integrates vendor training into an overall program. Demonstrating research techniques "in a vacuum" is futile in her view; conversely, having the student apply training lessons in a for-credit course promotes retention. Bonnie strongly agrees.

Some librarians have accused vendors of using carefully scripted search examples which lead all students to find the correct answer with little difficulty. In this view, students leave with misconceptions concerning a product's magical capabilities and a lowered frustration tolerance for the hard work of real research. Sarah responds by noting that the primary point of vendor instruction must be to show how a product functions. She believes that posing a complex search problem while simultaneously introducing a new product function is likely to cause more confusion than comprehension. As a counterweight to magical thinking, she reminds students that "real world" research seldom is simple, even with the best of electronic research products. Similarly, Bonnie finds that students distracted by complicated issues will have trouble initially learning the mechanics of a search technique. She does believe that law students, fitting the profile of the pragmatic adult learner, are engaged most effectively by research problems drawn from issues of current interest.

Low frustration tolerance actually may be a common enemy of vendor trainers and librarians alike. Sarah notes that students now enter training with an inflated sense of confidence based on their perceived skills in finding information on the free

Web. Each year expectations seem higher than the year before. She observes that current students may hope that a well-placed click will eliminate even the difficult analytical thought processes underlying sound legal research.

### **Law Schools as Switzerland**

Another intriguing QICVLR provision, Subsection 3.g., states, "Library maintains neutrality among online CALR services, though strengths and weaknesses are discussed with students, faculty, and staff.... Library does not promote one product over the other." One might contend that while this provision prevents libraries from promoting a product for bad reasons, the provision also prevents libraries from promoting a product for good reasons. The provision accordingly has troubled some proponents of academic freedom and librarians' highly prized ability to draw quality distinctions among information products. What say our vendor representatives? They both favor the clause because it permits each of them to make her best case and leave the final decision to the individual user. In Sarah's view, product preferences may be based on experiences which occurred years ago for reasons which no longer apply.

### **Integrated Instruction**

The print format clings to life. Even apart from efficiency considerations, librarians sometimes credit vendor trainers with creating a bias in favor of electronic formats. However, any apparent bias may result as much or more from the historical development of legal research techniques than from vendor designs.

Currently, while Sarah and Bonnie sometimes point out the advantages of using print as well as electronic resources, neither of them includes instruction on print resources in training sessions. Bonnie notes that even if such instruction fell in their job descriptions, vendor representatives often teach to large groups in which hands-on instruction of print resources can be unwieldy. Print instruction has remained largely the province of non-

vendor librarians. That situation could change, however, given the increasing emphasis on content over format and given current law students' greater comfort with electronic databases relative to print materials.

Indeed, at least one of the major vendors has taken concerted action in that direction. Thomson West has begun providing law firm audiences with "West Integrated Legal Research" trainings illustrating the use of a strategic combination of print and electronic resources to solve a single research problem. (Interested librarians outside law firms may obtain lesson plans for such trainings by contacting MALL member Tom Duggan, Thomson West librarian relations manager.)

### Productive Partnerships

Bonnie has been and intends to be associated with the legal information business for some time. She stresses that she and her employer are "here for the long haul." If students benefit from her training, become efficient researchers, and enjoy successful, profitable careers, the vendor only stands to benefit as well.

Sarah finds no wisdom in exaggerating the distance between vendors and other instructors, when plowing common ground increases student knowl-

edge. One may choose to view vendor trainers as salespeople pushing a product, but vendors often are ready to partner responsibly in pursuing the common goal of enhancing students' research facility.

Although librarians may tend to vent concerns about vendor training indirectly, instructors like Sarah and Bonnie specialize in communication and welcome a constructive dialogue. Librarians need not fault vendor trainers to excess but instead should act as a proper check and balance. Subsection 3.b. of QICVLR states in part, "When Vendor provides training in courses for which Library is responsible . . . , the librarian instructor provides clear direction and scope information to Vendor about what training is needed, and the instructor attends the session." Librarians help steer the course of vendor-patron interactions.

In the end, vendor representatives will not be able to display the broadminded impartiality expected of nonvendor librarians. Nonvendor librarians will not be able to monitor, practice, and even anticipate evolving product features with the speed of vendor insiders. Law students and other patrons are best served when all instructors carry out their appropriate roles openly and ethically in a spirit of genuine partnership. §

### DUNNELL MINNESOTA DIGEST (set)

Complete set with updates current through November 2006. Volumes 1-21, 5th edition; Volumes 22-51, 4th edition; Finder's Material volumes all 2006 5th edition; pocket parts dated June 2006. Excellent condition but with taped call number label and ID strip on each spine.

Contact Jim Hendricks at Anoka County Library at 763-717-3267 or [jim.hendricks@anoka.lib.mn.us](mailto:jim.hendricks@anoka.lib.mn.us)

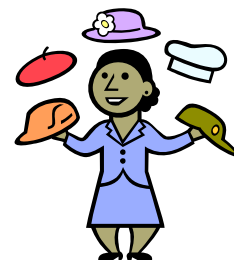


For additional offerings from MALL Libraries, check out the listings on the MALL Exchange: <http://www.aallnet.org/chapter/mall/exnotice.htm>

### Looking for the proper fit?

Check out current job listings from MALL's Placement/Recruitment Committee at:

<http://www.aallnet.org/chapter/mall/jobs.htm>



# Insider's View: Law Library Consultants, Inc.

KATHLEEN BEDOR  
President/CEO

*There are no rules about breaking into the new... because no one has ever been there before.*

Law Library Consultants, Inc. just celebrated twenty years of incorporation! As Minnesota's first and only full-service business for law libraries, LLC provides law firms, corporate legal departments, and county law libraries with a variety of customizable services; including consulting, library management and maintenance, reference and research, Intranet development and maintenance, and staff placement. LLC services are adaptable to fit both temporary and ongoing client needs. In keeping with LLC's mission to provide quality law library services in an efficient and cost-effective manner, its employees are experienced, conscientious, and hard-working.

When I was approached to write an article about LLC for the MALL newsletter, I welcomed the opportunity to describe my business and the services it can provide in the ever-challenging and changing law library environment.

## Background

I founded LLC as a consulting firm in 1972, when the Dorsey firm requested a ten-year library space growth projection. (I'm happy to say their library reached capacity in the projected tenth year.) Over the next fourteen years, I gained experience in consulting, reference, and research in many law library environments: law firm, corporate, academic, and public.

In 1986, I incorporated and expanded LLC to a full-service business with employees in the field to take care of ongoing library management and maintenance, including loose-leaf filing, reference and research, and special projects.



## Consulting

Clients describe LLC as a "friend of the firm," being a confidential and reliable source to discuss library management issues, staff planning and development, and problem solving of all sorts. Over the years, I've developed and enhanced various consulting services:

- Strategic planning
- Collection planning and valuation
- Facility planning and library moves
- Information audits
- Vendor contract negotiations
- Marketing and branding
- Staff development

Consulting projects vary from simple to complex. A few years ago, when Lawyers Joint Law Library decided to disband with only one remaining partner firm, LLC performed the collection valuation, sold off the designated books, furniture, and equipment, merged (and cataloged) the retained titles into the remaining firm's collection, planned the firm's main and regional libraries, and advised firm management on LJLL staff retention, duties, and compensation.

## Vendor Contract Negotiations

With flat rate contracts becoming the second greatest expense (after employee compensation) for most organizations, negotiating vendor contracts on behalf of clients has grown into an important and increasingly popular LLC service. After many years of representing firms and legal



Kathleen Bedor

departments in flat rate contract negotiations, I believe that organizations have the right to representation in these negotiations, in order to get the best possible terms.

The AALL *Guide to Fair Business Practices for Legal Publishers* (July 2006) outlines principles that should be followed in these vital negotiations:

**Principle 3: Fair Dealing.** Publishers should engage in fair dealings with their customers. (Fair dealing is defined as “the conduct of business with full disclosure.”)

**3.2 Fair negotiations.** Publishers should engage in open and fair negotiations with customers regarding license agreements and other contracts.

3.2(a) Publishers should not bind their customers to a nondisclose clause as a nonnegotiable requirement of doing business.

Examples of unfair business practices would include vendor attempts to use confidentiality agreements to exclude disclosure of firm usage information, as well as other methods to prevent or undermine third party representation in negotiations.

### Collection Valuations

Clients request collection valuations when selling books or libraries, and for insurance purposes. LLC did the valuations on all the used books donated to the new law school at the University of St. Thomas.

### Information Audits

LLC conducts information audits for law firms and corporate legal departments. The IA, as a diagnostic tool, identifies user needs and flags areas needing improvement. Results of the audit can be used to strengthen practice area resources by identifying the most appropriate format for any particular resource (print, electronic, intranet), to make collection development decisions (to acquire or to weed titles), and to design user services to best meet research and information needs. As part of the IA, I

conduct interviews with each practice group, as well as with library, IS, and marketing staff to gain comprehensive firm feedback. After the interviews and subsequent data analysis, I create reports and potential action plans for the client. The IA becomes the basis and reference point for all library/information resource center planning.

### Intranet Development and Maintenance

LLC offers a cost-effective intranet for law firms and corporate legal departments. These are enhanced and customized for individual clients. Intranets are maintained 24/7.

### Knowledge Management

KM issues usually surface in an information audit. LLC works on custom comprehensive KM solutions that cost effectively address electronic document management.

**Reference and research** services are provided onsite on a regular basis or as needed. Off-site reference and research services are also available and include **legislative histories**. LLC is asked to do legislative histories since they can be very labor-intensive and difficult to do off-site by a busy law library staff. **Competitive intelligence** services are also provided.

**Placement** services include temporary or permanent placement of part-time or full-time librarians, library assistants, and clerical positions (including loose-leaf filers). Consider using this helpful service when your library is short staffed and needs coverage for vacations, maternity leaves, and special projects!

The last twenty years have been ones of great change and challenge in the law library world. The future will move even faster, making greater demands on already-limited resources. Law Library Consultants looks forward to continuing to provide quality, enhanced, and cost-effective services that will provide law libraries with the support to succeed and thrive in such an environment. §

## 2006—2007 MALL OFFICERS

### President

Hope Porter  
612.336.4666  
hporter@merchant-gould.com

### Vice President/President Elect

Donna Trimble  
612.672.3239  
dtrimble@bowman-brooke.com

### Secretary-Treasurer

Susan Catterall  
612.492.7086  
scatterall@fredlaw.com

### Past President

Vic Garces  
612.624.2597  
garce003@umn.edu

### Member at Large

Karla Gedell  
651.215.1398  
karla.gedell@state.mn.us

## COMMITTEE CHAIRS

### Archives

Dennis Skrade  
651.297.2090  
dennis.skrade@courts.state.mn.us

### Internet Applications

Barb Minor  
612.766.8518  
bminor@faegre.com

### Public Relations

Pauline Afuso  
651.848.5941  
pauline.afuso@thomson.com

### Awards, Grants & Scholarships

Rick Goheen  
651.962.4907  
rgoheen@stthomas.edu

### Membership

Barbara Golden  
651.297.2084  
barb.golden@courts.state.mn.us

### Publications

Anna Cherry  
651.297.7658  
anna.cherry@courts.state.mn.us

### Consulting & Community Outreach

Sara Galligan  
651.438.8080  
sara.galligan@co.dakota.mn.us

### Newsletter

Connie Lenz  
651.523.2119  
clenz03@gw.hamline.edu

### Technical Services SIG

Paddy Satzer  
651.962.4903  
psatzer@stthomas.edu

### Education

Norma Knudson  
612.766.7118  
nknudson@faegre.com

### Sarah Yates

612.625.1898  
yates006@umn.edu

### Webmasters

Rick Goheen  
651.962.4907  
rgoheen@stthomas.edu

### Exchange

Susan Trombley  
651.297.7659  
susan.trombley@courts.state.mn.us

### Nominations & Elections

Lindsay Hutchins Matts  
651.290.6337  
lmatts@wmitchell.edu

### Barb Minor

612.766.8518  
bminor@faegre.com

### Government Relations

Liz Robb  
651.430.6954  
liz.robbs@co.washington.mn.us

### Placement & Recruitment

Lori Hedstrom  
651.687.5891  
lori.hedstrom@thomson.com

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