

SNELLA's Obiter Dicta

Official Newsletter of the Southern New England Law Librarians' Association

SNELLA Fall Program

SNELLA Calendar

- To Be Announced
Holiday Party
- Spring 2004—SNELLA Legal
SNELLA Research Course

Inside this issue:

SNELLA Officers and Directors Committee Chairs	2
SNELLA Board Minutes: October 14, 2003	3-4
Treasurer Report: October 14, 2003	4-7
SNELLA News	6
Best Bets on the Internet	6
LC Internet Resource Page	7
Mailing Information	8

This year's SNELLA's fall program was entitled "Positive Approaches to Problematic People," presented by Marie L. Radford, Ph.D. at Quinnipiac University School of Law Library on October 13, 2003.

Dr. Radford is the Acting Dean, Associate Professor, Pratt Institute, School of Information and Library Science, 144 W. 14th Street, New York, N.Y.

Agenda

- Stress & problematic behavior
- Types of problem interactions
- Coping with problem users
- Defusing angry users
- Guidelines for problematic internal relationships

The major cause of problematic behavior is stress. Users—judges, lawyers, pro se patrons, other staff members, supervisors, subordinates, etc.— are the major source of stress to law library staff but they can also be the major source of satisfaction.

The causes of stress are numerous in modern life. Technostress brought on by rapid technology changes, myriad hardware and software

problems, and upgrade fatigue added to already stressful situations.

Dr. Radford listed 10 trends that complicate our lives and making us cranky. She also described 4 types of problem users and the strategies for dealing with them.

Types include the bully, the know-it-all and the whiner. She provided specifics on how to cope with each type.

Particularly useful was "How to spot trouble coming."

Through activities such as role playing and case studies, she drove home her points.

To sum up, Dr. Radford presented 10 guidelines for problematic internal relationships.

For example:

- Don't take them personally
- Don't expect them to change
- Respond as well as listen
- Document
- Be straightforward and unemotional
- Be gracious

For more information she provided several useful handouts to attendees.



SNELLA Officers and Directors 2003/2004



President: Susan Scoville/ Pepe & Hazard/ Goodwin Square/ Hartford, CT 06103/ (860) 524-7008.

Vice-President/President Elect: Hilary Frye/ Connecticut State Library/ Law/ Legislative Reference/ 231 Capitol Avenue/ Hartford, CT 06103/ (860) 757-6550.

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Sandra Phillips/ Connecticut Judicial Branch/ Law Library at Hartford/ 95 Washington Street/ Hartford, CT 06106.

Caroline Grillo Benoit/ Pepe & Hazard/ Goodwin Square/ Hartford, CT 06103/ (860) 524-7008.

Nominating Committee:

Doug Apicella
Nancy Marcove
Lawson Ward

COMMITTEE CHAIRS

Education: Claudia Jalowka/ Connecticut Judicial Branch Law Libraries/ 100 Washington Street/ 3rd Floor/ Hartford, CT 06106/ 860-566-1221/ FAX 860-566-3449.

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Public Relations/ CBA Liaison/ AALL Relations Liaison: Dottie McCaughtry / McCaughtry & Associates, Inc./ 44 Portland Drive/ Ashford, CT 06278/ 860-429-7637.

A List of Email Addresses Links appears on the Last Page of this Publication

SNELLA Listserv

To **subscribe** email to: LISTSERV@LISTSERV.RC.COM.
Leave the subject line blank. Your message should read:
SUBSCRIBE SNELLA-LIB "Your Name"

To **send** a message:
SNELLA-LIB@LISTSERV.RC.COM

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Articles, comments or questions about the publication should be submitted to the Editor:

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All material submitted for publication is subject to editorial revision. Electronic submission is encouraged.

SNELLA Board Meeting

Tuesday, October 14, 2003
Quinnipiac Law Library, Hamden

Present: Theresa Baylock, Larry Cheeseman, Hilary Frye, Mike Hughes, Claudia Jalowka, Dottie McCaughtry, Sandee Molden, Chris Roy, Susan Scoville and Janet Zigadto

Welcome and Call to Order

Minutes of Last Meeting - read and approved

Treasurer's Report - Savings account balance is \$3,213.46. Checking account balance is \$1,171.67. The bank accidentally added \$500 into the account. The error was spotted and corrected. Four new members joined for 2003. Read and approved.

Committee Reports -

Education - Thanks to Claudia for organizing today's program. Theresa will ask her West representative for money for the spring program. See also "Spring Program" under "New Business" heading.

Scholarship - one scholarship was given in September. Total amount in scholarships given out since spring is \$1,250.

Old Business

ADA Requests/Language - Susan has submitted the language to Pepe and Hazard attorneys. They will look at it and make suggestions/corrections if necessary for the next meeting.

Dues Increase - Susan sent out an email message to the membership asking for input. \$25.00 dues seemed fine for most people who responded. Discussion ensued as to how to make the change. We checked the bylaws; the change must be done by mail. Susan will work with Larry on getting out a ballot along with the newsletter soon. Susan will ask the Members at Large committee to count the ballots.

Revamping the Legal Research Course - the group has not met yet. Two goals of the committee will be to increase and redirect marketing and to rely more heavily on the case study and computer approaches to teaching. See also "Spring Program" under "New Business."



New Business

A member had expressed concern that the organization is spending more money than it is bringing in. The board discussed ideas for rectifying the situation, which include:

- 1.) forming a budget
- 2.) placing caps on spending
- 3.) doing annual fundraisers
- 4.) forming a committee
- 5.) offering more courses for paralegals (ex. expert witnesses), pro ses (LA County Law Library model), and for CLE
- 6.) exploring course options with the CT Bar Assn. (Dottie will ask about getting a program slot for the June meeting.)
- 7.) doing membership drives (with SCSU students, for ex.)

For next time, Theresa will put together a list of yearly fixed expenses so that the board can do a budget and figure out spending caps. Each board member will also bring their top three ideas for dis-

(Continued from page 3)

cussion. Susan will ask for advice from the chapter leadership listserv.

Spring Program - Claudia has a few ideas for the spring program. One program topic is the Virtual Law Library. Librarians from the AALL panel can speak about where things stand with the program, the integration between books and computers, etc.. Claudia also talked about having more people on the education committee to share the work for the spring program, fall program, Legal Research course etc..

Holiday Dinner - will be in January. Susan will work on reserving a place by the end of October. Mike Hughes will continue to host the Yankee Swap.

AALL Chapter Visit - we received an offer to have a visit from a AALL board member this year. Since AALL would pay only transportation costs, SNELLA would be responsible for hotel and food. The board decided to skip the visit this year so that we would have more time to look at our finances.

SNELLA Treasurer Report
ACCOUNT DETAILS
October 14, 2003

Account Activity from July 24, 2003 to present:

Beginning Balance: \$ 1,553.61
(Note: \$500.00 accidentally deposited into acct in error & then deducted)

Checking Account Activity

Income

Annual Dinner (1)	24.00
2003 SNELLA Memberships (4)	40.00
SNELLA Tee-shirts (7 @ \$20.00)	140.00
Total.....	\$ 204.00

Expenses

SNELLA Scholarship	250.00
L.L. Bean SNELLA Tee-shirts	277.50
Service Charge, July-Sept. 2003	19.50
Fall Workshop - Speaker Hotel Deposit1	11.94
Crime Shield - 3-yr insurance policy	270.00
Total.....	\$ 928.94
Ending Balance	\$ 1,171.67

Savings Account

Ending Balance \$ 3,213.46



SNELLA News



Proposed Bylaw Revision Passes

The proposed amendment to the SNELLA Bylaws section 7 was passed.

“The annual dues of individual and associate members shall be \$ 25.00 and are due and payable on January 1st.”

Dues Notices to Mailed Out in December

An invoice for the SNELLA 2004 Annual Dues will be mailed out in December.

If you do not receive a dues notice by January 2, 2004 please contact:

Lawrence Cheeseman
Conn. Judicial Branch
Law Library
One Court Street
Middletown, CT 06457
(860) 343-6560



Best Bets on the Internet

Finding files, documents, and text on your hard drive

- You remember working on a document some time ago but simply cannot remember the name you gave it.
- You need to find everything on your computer including any email attachments sent or received that deal with a specific person, place or project.
- You just can't find an address because you just can't recall enough details.
- Window's built in search engine (SEARCH on the START MENU) just is not finding what you know is somewhere on your computer.

In the days before Windows (when there was only DOS) there was a program that had solved many of these problems. *Lotus Megellan* was developed in 1989 by Bill Gross. Many old-timers and new users have waited a long time to see this capacity in Windows.

The April 8, 2003 issue of *PC Magazine*, vol. 22 no. 6, lists products that help you manage the information on your PC. The article is entitled “Conquer information overload” written by Cade Metz (pp. 114).

The question remains: Is there somewhere on the Internet a free product that you can use to locate information on your own computer?

The answer is YES. Ironically it is another product developed by Bill Gross, whose current company is Idealab.

The product is X1 (X one) and a trial version is available free of charge on <http://www.x1.com>.

x1.com.

According to its creators: “X1 is PC software that uses an advanced indexing process that lets you find any word in any email or file on your computer, in under a second.”

The full version of X1 has additional features.

Is there somewhere on the Internet a free product that you can use to locate information on your own computer?

Library of Congress Internet Resources Page



URL

<http://lcweb.loc.gov/rr/news/extgovd.html>

DESCRIPTION

A guide to federal and international legal materials on the Internet compiled by the Serials Division of the Library of Congress

MAJOR COVERAGE

Government and politics

DIVISIONS

The page is divided into four sections:

1. Sources of government information of broad scope
2. Official federal government websites
3. U.S. politics
4. International information

PROS:

- Some of the most unique links you will ever find, e.g. Electronic Embassy (general information on Washington D.C. based embassies)
- Extensive selection of federal government sites
- Particularly strong on gateways and on compiled bibliographies
- Comprehensive list of international information sites
- Compiled and maintained by Serials Division of the Library of Congress so you know the links are kept up to date.

CONS:

- Large site
- Broad subject headings. You will find yourself using the FIND command often BUT IT IS WORTH IT.



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**A Chapter of the American Association of
Law Libraries (AALL)**



OUR INTERENT ADDRESS
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