

SNELLA's Obiter Dicta

Official Newsletter of the Southern New England Law Librarians' Association

Annual Meeting in Seattle by Caroline Benoit

SNELLA Calendar

- October 9th
Registration deadline
- October 14th
SNELLA Fall Program
Positive Approaches to
Problematic People
- Spring 2004—SNELLA Legal
SNELLA Research Course

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I was hoping to visit the Space Needle, drink lots of Starbucks coffee, & catch a game at SAFECO field - some of the major attractions in Seattle. More importantly, I wanted to learn about more advanced topics in law librarianship, including marketing the law library website, public access to govt. documents, and privacy & copyright regulation. Even though the sites of Seattle attracted me to attend AALL, I was impressed that my professional development and learning experiences far exceeded my expectations.

An expert law librarian who can organize valuable information on a webpage is a major asset to any law firm. The workshop 'Redesign your Website' clarified objectives for marketing a law library website and focused on identifying users, the importance of keeping current on new software and technology, and law firm return on investment for online library resources through easy website access and navigation. The course also called my attention to how small visual nuances can have a great impact: the color or placement of a link on a website may determine whether or not the site is used

to find valuable information. Finally, this session made it evident that today's law librarian needs to understand the way that computer software programs organize information in order to create and maintain a useful website with links to valuable resources.

Librarians also need to be familiar with legislative and regulatory issues that impact their research. Information policy and advocacy, permanent access to government information, and copyright law were some of the topics of interest at AALL. Public perception on privacy in information access has changed as a result of heightened national security and the Patriot Act. Inevitably, this increase of regulation has affected librarians who both disseminate and gather information for public and private institutions. AALL has also taken a proactive approach to information access by lobbying for increased access to information.

I also attended a Public Relations roundtable breakfast, where representatives from various chapters gave insight and suggestions as to library intranet design and content,

newsletter format and content and other successful methods of making the law library more visible within an institution and the general community.



I was able to see the Mariners at Safeco and take in the breathtaking view from the top of the Space Needle, but I gained something far more valuable from AALL and Seattle. After many valuable learning sessions and socializing with some of my colleagues, I have realized that I have found new areas of interest in my career. I have decided that I will pursue a Masters degree in Library Science, starting this fall. I

SNELLA Officers and Directors 2003/2004



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

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Nominating Committee:

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Nancy Marcove
Lawson Ward

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

SNELLA Fall 2003 Program

October 14, 2003

Quinnipiac University School of Law Library

Registration-Coffee 9:00 a.m. – 9:30 p.m.

Program 9:30 a.m. – 12:30 p.m.

Lunch 12:30 p.m. – 1:30 p.m.

Positive Approaches to Problematic People

“Oh no, not her again!”

Everyday, everyone of us has to deal with people we find difficult, be they demanding patrons, disgruntled co-workers, annoying relatives, or just passing strangers with whom we interact. How pleasant or unpleasant the exchange becomes is, to an extent, within your control. Join us for a half-day workshop on the methods and skills to employ when faced with a “difficult” person. Learn how to turn a challenging interaction into a positive experience for both you and the “difficult” person.

Guest Speaker:

Marie L. Radford, Ph.D.

Acting Dean, Associate Professor,

Pratt Institute, School of Information and Library Science

Sponsored by LexisNexis

Cost \$25.00 - includes workshop and lunch

Registration Deadline - October 9, 2003

Please return the below registration form and payment (made out to SNELLA) to:

Claudia Jalowka

Connecticut Judicial Branch Law Libraries

100 Washington Street

Hartford, CT 06106

Name: _____

Institution: _____

Telephone: _____

E-mail: _____

Back from the Emerald City

By Jeff Dowd,
Connecticut
Judicial Branch
Law Library at
Middletown

I love working in a small to medium sized state government law library. Most of the time my library is single staffed. I do mainly reference work but I also do a little of everything else. I copy catalog, do collection development, handle our library's budget, coordinate the interlibrary loans for our 15 branches and currently chair our libraries' web page committee.

This past year I was also part of NELLCO's (New England Law Library Consortium) virtual reference task force that helped put together a pilot that involved 19 of the consortium's libraries.

I was excited when Scott Matheson (from Yale Law Library) asked me to be part of the panel presentation "Envisioning Virtual Reference-Cooperating to Maximize Service" for AALL this summer. Being on a panel was a great deal less nerve



Envision Virtual Reference Panel: Tracy Thompson – Director of Nellco, Scott Matheson – Yale Law School, Lillian Goldman Library, Joan Shear - Boston College Law Library, Jeff Dowd – CT Judicial Branch – Middletown Law Library, Diane Frake, Vermont Law School, Julien and Virginia Cornell Library.

wracking than going it alone especially when the other panel members were so helpful, supportive and talented.

There are so many people that came together to make my trip possible. I thank my supervisor, Larry Cheeseman who encouraged me to apply for scholarships and volunteered to cover my library while I was away. I am also extremely grateful to SNELLA and SCCLL for their generous scholarships that made the trip financially possible for me. Mary Fuller and Christopher Roy graciously volunteered to cover my virtual reference shifts while I was away.



Space Needle

Claudia Jalowka gave me some great tips about staying in Seattle on a budget. Between TRICALL, AALL and the luncheons, receptions etc. I did not get in too much sightseeing but I did enjoy going to the top of the Space Needle, listening to the tour guides talk about the city, and perusing the Elliot Bay bookstore. I also made sure I saw the flying fish at Pike Place Fish Market.

The programming at TRICALL and AALL was exceptional. Because my job duties are diverse I was interested in virtually all of the topics covered. I won't try to distill my forty odd pages of notes (they are probably comprehensible only to me anyway). Instead I will leave you with a list of trends, travel tips, quotes and books from my experience in Seattle that struck me as being useful or food for thought:

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Top 5 Trends

1. **It's getting difficult to get staff to leave their desks for training.**

Attorneys and staff want training on their desktops.

2. **Patrons are globbing on to certain librarians**

- who are more service oriented and treat them like human beings. Patrons will wait for a librarian that has a good attitude and empathizes with them.

3. **The library is often a dumping ground for the clerk's office**

- leaving patrons with unrealistic expectations of what librarians can actually do for them.

4. **Pro Sers want a lawyer client relationship with their librarian.**

5. **Attorneys are coming out of law school knowing less about database searching than one might expect.**



View from the Space Needle

Top Ten Travel Tips

Before you get there:

1. **Buy a phone-card**

I bought mine at Brooks Pharmacy for \$20.00. For 3.9 cents a minute you can't go wrong. I used up \$11.00 on the card while calling home to Glastonbury Connecticut every night from Seattle. By using a phone-card and a public phone I did not have to worry about hidden charges, odd callings plan provisions etc.

2. **When packing, count the number of days you will be away...**

And then count out clothes in piles on the bed. This avoids the quandary of "Shall I do laundry or buy three more shirts?"

3. **Let others know where you will be staying**



(Continued on page 6)

If colleagues or friends will also be attending the convention let them know which hotel you will be staying at so you can make plans once everyone has arrived.

4. Bring postcard stamps and an address book with you.

It's amazing that out of the four shops that sold postcards - none of them sold stamps.

5. Airplane food deserves its reputation.

Expect that all snacks served on the airlines are going to have hydrogenated oils in them (if you are even lucky enough to get a snack) and plan accordingly.

While You Are There:

6. Wear a shirt with two pockets.

Keep your own business cards in the left pocket and cards from new acquaintances in the right pocket. This keeps them from getting mixed up.

7. Buy premium salads.

I was on a shoestring budget and found that McDonalds, Wendy's and Burger King currently offer fantastic salads that are a meal in themselves for under \$4.00. This will also help you detox from all the rich or less than healthy food found around the convention.

8. As Molly Ivins would say, "Ya gotta dance with them what brung ya."

If you receive a grant or scholarship it's very likely that the group will announce your name at their luncheon or reception. It looks bad if you are not there to at least wave and say thank you.

9. Find your local drugstore for everything you forgot to bring

I bought pocket tissues, shaving cream and granola bars.

After you return:

10. Send thank you notes to those that helped you –

find your way, financially assisted you, delivered a great program, etc.

Top Five Quotes

1. Maximize Today *by* envisioning tomorrow. – Eugenie Prime
2. You miss 100% of the shots you never take. – Wayne Gretzky
3. In the end our society will be defined not only by what we create but by what we refuse to destroy. – John Sawhill
4. Information is expected to double every 11 minutes in the year 2012. – Stephen Abrams
5. Treat people the way they want to be treated. – The Titanium Rule

5 Books I Intend to Read

1. **LeaderShock ...and How to Triumph Over It : Eight Revolutionary Rules for Becoming a Powerful and Exhilarated Leader** - by Greg Hicks
2. **Double Fold: Libraries and the Assault on Paper** by Nicholson Baker
3. **The Soft Vengeance of a Freedom Fighter** by Albie Sachs
4. **Start With No ...The Negotiating Tools that the Pros Don't Want You to Know** by Jim Camp
5. **Telling Ain't Training** – by Harold D. Stolovitch and Erica J. Keeps

In case you are now addicted to lists you may want to check out

Bill Bryson's 12 New Rules for the Planet <http://www.nelinet.net/pub/liaison/2003/summer/liaisonpg9.htm>



SNELLA News



SNELLA volunteered at CPTV to take phone pledges and have some "Good Timin'" with the Beach Boys for this year's annual summer event.

We raised over \$4,000 and had such a great time, that there may be another opportunity to volunteer this winter. In addition, our chapter was mentioned on television several times, and we hope that we attracted some new members to our group!

Thank you to:

- Susan Scoville
- Hilary Frye
- Theresa Baylock
- Mary Scott
- Dottie McCaughtry
- Christine Pfalzgraf,
- Janet Zigadto,
- Linda Mellick

for their time and effort!

If you missed the program on TV, or would like to purchase a snazzy SNELLA logo tee (like the ones our volunteers wore for the event),

please

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(860) 524-7008.



Best Bets on the Internet

Using a Metasearch Engine

Despite fast and accurate performance, there is still no one search engines that completely covers the Internet. Some search engines cover more than others and most overlap each other. When you absolutely have to cover the most territory, however, you **MUST** use a METASEARCH engine.

A metasearch engines searches 9 or more search engines at the same time. Some of the most famous are:

- 1 Webcrawler (<http://www.webcrawler.com>)
- 2 Search.com (<http://www.search.com>)
- 3 Dogpile (<http://www.dogpile.com>)
- 4 The Ultimates (<http://www.theultimates.com/>)

Everyone has a favorite.

I personally like dogpile, maybe because the search button reads "Fetch" and has a directory search for public records (great for finding people). The Ultimates calls itself "a new type of index" and search 25 net services at a time. No matter how they market themselves, the most important thing to remember is to try them all. You can never tell which one will find just what you are looking for.

Tips for using metasearch engines:

1. Usually only have a single query line because of the difference in search engines
2. Best to stick to just keywords because not all search engines support proximity or even Boolean operators
 - AND and OR are generally supported
 - NEAR may not be

- supported
- Quotation marks or parentheses should be tried, but do not work in all search engines
- 3. Always be sure to put your most promising terms first in case an individual search engine is limited
- 4. If no connector is used, AND is almost always automatically added between terms

— editor

SNELLA Board Meeting

Thursday, July 24, 2003

Pepe & Hazard, Hartford

Present: Theresa Baylock, Caroline Benoit, Larry Cheeseman, Hilary Frye, Mike Hughes, Chris Roy, Susan Scoville, Janet Zigadto

Welcome and Call to Order

Minutes of Last Meeting - read and approved

Treasurer's Report - Savings account balance is \$3,213.46 with \$2,000 transferred to checking on June 4th for dinner. Checking account balance is \$2,666.61. In the past, it was agreed that SNELLA would pay 1/4 of the cost of the AALL joint luncheon since SNELLA makes up 1/4 of the LLNE (Law Librarians of New England) membership. This may be approximately \$276.20 (pending final figures from the LLNE treasurer.) Read and approved.

Committee Reports -

Education - discussed below

Newsletter - Larry wants to migrate the newsletter to Adobe Acrobat pdf format. The board voted unanimously to switch solely to pdf to publish the newsletter. The newsletter will also be posted on the website for those not able to download Adobe.

Old Business

ADA Requests/Language - presently we don't have standard language for this on our website. Mike offered us the use of the standard language on the LLNE website. Susan will pass it by the Pepe and Hazard attorneys.

Dues Increase - the dues have been \$10 since 1978. The justification for the dues increase is the need to replace the money given away in scholarships. Discussion ensued as to whether dues should go to \$20 or \$25. The general consensus was to keep it at \$20. A vote must go to the entire membership. Susan will compose a message for the listserv. It may be voted on at the holiday dinner in January.

Revamping the Legal Research Course - the group has not gotten together as yet. Will have more to report next meeting. Some marketing ideas include an HTML based advertisement for listservs and a tri-fold advertisement with detachable card to mail in to request more information.

Fall Program Ideas - some ideas include "Law for the Non-JD" or West's former "Life in the Fast Lane" program. Lexis will give up to \$1,000 for fall program. It will continue to be in Hamden.

New Business

Placement Committee Vacancy - Janet described the duties of this position. The following options were considered: 1. to dissolve the position, 2. to appoint a new person or 3. to make whoever is president at the time the chair. The board voted for option 3.

New Member/Summer Outing - Caroline offered to organize volunteers from the SNELLA membership to answer phones for a charitable event for CPTV in Hartford. This would be good public relations for SNELLA. Up to 15 volunteers are needed. The next opportunities are Sun., Aug. 17th from 2-6 pm and Thurs., Aug. 21st from 8-10. She would like to get t-shirts printed with the SNELLA logo, which would cost about \$12 or \$13 dollars per shirt. Any leftover shirts will be given away as prizes at a future event. The board voted to okay the project. Caroline will send invitations next week.

Website - updates continue. Statistics haven't been counted. Susan will ask Mary to count statistics for next time.

Next meeting will be either end of September or early October.



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