

State, Court & County Law Libraries **NEWS**



Volume 29, Number 3

Fall 2003

Chair's Message Working for our inspiring SIS

From Charles R. Dyer, Chair, SCCLL SIS

As incoming chair of the State, Court, and County Law Libraries SIS, I must tell you that I marveled at the large amount of good, hard work put out by SIS members at this year's AALL Annual Conference in Seattle. The enthusiasm I saw in members for the networking and the planning for the next year was infectious. Many very good ideas came out and are being worked on as you read this. Like everyone else, I had spent a considerable time preparing for the Annual Conference. Like everyone else, I pushed aside other work in order to see that things were done on time, since it is expected that they be done by meeting time. I was eager to meet friends that I had not seen in a year and ready to work on national needs. The meeting, as always, was energizing.

Now I am back in my own library, and, like everyone else, trying to fit the work of the SIS into the regular stream of work at the library. Like everyone else, I have to balance deadlines for SIS work with those I have locally. SIS items are moving at a slower pace. Worse, I have to spend time re-learning the issues when I have the time to devote to SIS matters. The amount of time I can carve out for SIS matters varies on the amount and duration of local projects and crises.

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We choose the kind of work we do because of the examples set for us by others who do the same. Ours is one of those professions that people stay in until they retire.

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As Vice Chair, I was privy to the formal reports and informal comments of committee chairs and others who carry on our work. Some people were able to do excellent work this year and were proud to say so. Others reported that they did not accomplish as much as they had hoped. The excuses fell into two groups: First, some assignments had systemic problems. The proposed method for handling the matter was not working, for various reasons. Your leadership is working on resolving these. Second, the person reported that he or she personally was not able to devote the time needed to do a good job, because either workload at the local library was heavier than anticipated or personal life required more time. Life does smack us in the face every once in a while.

We are, in effect, jointly and cooperatively, bringing our libraries and ourselves up together.

What struck me was that some of the people who reported doing less than hoped were people whom I personally knew to be very hard-working and committed to the SIS. I myself had some personal matters (parents' ill health) and some workplace deadlines that interfered with SIS deadlines. No one is immune.

Yet, it is the work for the SIS that represents the best in us. It is not just the networking and the fun of meeting friends. The SIS provides a forum for sharing ideas. It provides colleagues at

other libraries, who not only share your concerns, but may actually help you with them. Advice, mentoring, and training in legislative advocacy are some of the more personal ways we help each other. Writing brochures about hiring law librarians or the value of our libraries provides the kind of materials that may help convince decision makers much better than hearing the same words from the staff librarian. Creating standards and model legislation helps show decision makers what needs to be done. Working directly with decision makers through our trustee development also aids us all.

We are, in effect, jointly and cooperatively, bringing our libraries and ourselves up together. Our sharing and giving of our time to the SIS is what helps us transcend our local librarian roles and add to the greater good. So, while I know we must judge our use of time within the limits that our individual lives place upon us, I would humbly suggest the following: If your work or your personal life are presenting you with time-consuming, energy-draining problems, consider putting some extra time in on SIS activities. Come in on a Saturday. Work that extra forty-five minutes until the next bus comes. While they may initially feel like unwanted obligations, chores for the SCCLL SIS will enthuse and revitalize you.

We choose the kind of work we do because of the examples set for us by others who do the same. We stay in state, court, or county law librarianship because of the colleagues we have. Ours is one of those professions that people stay in until they retire. We don't have the middle-age crisis that some other professions have. We don't have the cynical, despondent, and sar-

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castic people that some other professions have. We continue to learn from each other and grow together.

Thank you for the privilege you have placed in me to be your representative and servant this next year. I couldn't work for better people.

We had planned to present the Strategic Plan for FY 2003-04 in this issue of the *SCCLL SIS Newsletter*, but there are some last minute additions that need serious attention.

The situation in Florida warranted an increased strategy for legislative advocacy. There, the county law libraries will lose their civil court filing fee income in July 2004 as a result of last-minute state budgeting to cover court consolidation. We are working toward helping AALL be better prepared to meet state legislative issues in a timely fashion. We have fashioned something of a plan with the AALL Government Relations Committee and the Legal Affairs Office. In truth, we have spent more effort getting that going than writing our own strategic plan about it. (See article on page 11)

Similarly, we have noted a central need to increase membership and provide better mentoring. Part of our concern is that many potential members are not members of AALL, such as the many county law librarians who belong to a chapter but not the national organization. Part of our concern is that we may leave some people out of touch as we migrate more toward electronic means of communication with our members. I have created a relatively large Membership and Mentoring Committee,

which will spend some portion of the year brainstorming on these matters.

We figure a better plan is better than one that is on time, and we continue to work on it at a good deliberate speed, especially since we can still communicate it to you through the SCCLL SIS List.

Third Silent Auction Results

The third annual silent auction was held at the SCCLL SIS breakfast in Seattle. Over \$1,670 was raised for the scholarship fund. Who would have thought that the hot item of the auction would be a crayfish/lobster pin/pendant donated by Georgia Chadwick. While not the highest money raiser, it was one of the most actively bid on items and brought in \$65. (now if we can just figure out what is it —crayfish or lobster.) Thanks go to Regina Smith who ran the auction. Judy Meadows will be taking over the auction so start lining up your donations now.

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The Model County Law Library Working Group has no members.

FROM THE EDITOR:

Barbara L. Fritschel, Editor
5th Circuit Satellite Librarian,
Beaumont, TX

This is my first issue as Editor of the SCCLL newsletter. I look forward to working with you and to making improvements as I become more familiar with the software. I have a better appreciation for the work that Mary Ann Parker, the previous editor did, and I hope that I will be able to emulate the quality newsletter she put out.

I am very excited about the quality of articles received and look forward to many more. Many of you suggested topics but didn't get back to me before this deadline so I hope you will submit them for future issues.

There is a lot of connections between the articles—collaboration, changing futures and food show up in several of the articles. Several are thought provoking and I hope you will respond so that a dialog can occur.

This newsletter is a little later than scheduled because as the deadline approached I was in the process of moving one judge as well as planning and executing the move of a courthouse library and six

SCCLL List

All members are automatically added to the list.

To send a message to everyone on the list, send e-mail to:

sccll-sis@aall.net.org

judges collections from Biloxi to Gulfport, MS. Reading Charles Dyer's message from the chair both caused some guilt as well as inspiration. This newsletter and the SIS can be of service to its members only with the active participation of its members.

Please feel free to submit what you think would be of help to this diverse group. For example, see Anne Morrison's handout on pages 28-29. Also note Jean Holcomb's request for books on management on page 6.

SCCLL News

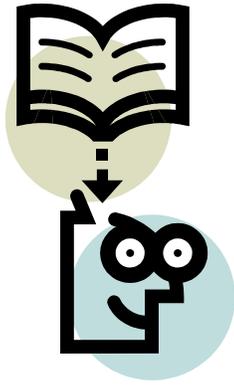
Is published three times a year (fall, winter, and spring/summer) by the State, Court and County Law Libraries SIS

The deadline for the next issue is December 15, 2003

Articles and forms should be submitted via electronic mail to:

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Managing “by the book”

Jean Holcomb

Before Charlie Dyer became SCCLL Chair, readers of this newsletter enjoyed the column in which he shared his perspectives on our profession from a self-proclaimed curmudgeon’s perspective. While I definitely have my curmudgeon moments, I’m not going to be stepping into those shoes. Instead, I’m going to be writing, with your help, a column that focuses on library management issues from another perspective. Each column will highlight a book outside the field of library literature that has a message about management topics that would be attractive to law librarians.

With our professional development and travel dollars shrinking, reading books that suggest new ways to view how we manage helps fill some of the gaps left when we lose opportunities to go to training sessions outside our own libraries. The focus of *Managing “by the book”* will not be on the titles that appear on the New York Times list. Rather, I’ll be recommending books I’ve found useful with a short description of how the book’s message might translate into our work environment in state, court, county, government and membership libraries.

In addition to profiling books myself, I invite SCCLL members to send me a paragraph or two about a book they found helpful in managing their library. When you create your book note please include the following information: author, title, publisher, date of publication, price, and a tip about where the book may be purchased. Provide details about the book’s message and about how that message related to your library. I’ll incorporate your suggestions in future columns.

For the initial profiled book in a column that will be driven in part by a collaborative effort among its readers, I’d like to tell you about a book that describes the “how tos” of the collaborative process: *Collaboration Handbook: Creating, Sustaining, and Enjoying the Journey* by Michael Winer and Karen Ray published in paperback by the Amherst H. Wilder Foundation in St. Paul for \$30.00. www.wilder.org/pubs/

Why should we be interested in learning about collaboration? Publicly funded law libraries, regardless of the source of their funding and the nature of their organization entity, face challenges to continue to provide quality service in a time where financial support has failed to grow at a pace necessary to meet increased demand for services. Going it alone without out support from allies and collaborators just isn’t an option for most SCCLL type libraries.

In the *Collaboration Handbook* Winer and Ray set out in a step by step fashion four stages to be considered in starting a collaborative effort. They cover

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identifying the goals and results you desire, developing an action plan to achieve your goals, measuring the outcomes, and celebrating the successes of the collaboration. They use case studies to illustrate key concepts. Their focus includes an emphasis on ensuring continuity of the collaborative project after the end of the start-up phase.

The book includes a series of practical tools that help translate theory into action plans and a multi-part appendix with checklists, an annotated bibliography, and 30 pages of very useful model forms and worksheets. One of the most helpful of these tools is a checklist of 19 factors that influence successful collaborations. Factors identified as critical include :

- members who see collaboration in their self interest and share a stake in both process and outcome
- open and frequent communication
- concrete, attainable goals and objectives
- shared vision
- sufficient funds
- a skilled convener



How can the messages from this book be put to practical use? In our library we learned that the first step is consider where to find collaborators. We found that one of the first places to look for collaborators is internally within the library's own organizational chart. We'd recommend creating a team approach to library planning and policy making that utilizes the expertise and contacts that the library board, library committee members, judges or other administrative figures who oversee the library bring as representatives of the library's patron base.

Beyond the walls of the library itself, collaborators can be found from the ranks of the patron groups who rely on the

library's services. Outside the library's local community, statewide or regional networks with common interests might be tapped for help.

How can a library use the tips from this book to become an effective collaborator?

We've found that the key to becoming a successful collaborator is to keep in mind the phrase "What's in it for me? --:with the me in question being the potential partner, not the library who's asking for support. If the library thinks first of how the potential collaborator might benefit from the involvement, the chances to developing a successful collaborative relationship increases. We used this approach to secure two LSTA grants with other libraries in our community and region.

To prosper, collaboration requires patience, good communication ties, trust, and an understanding that the time needed to nurture the relationship will be budgeted to the effort. Finally, when it's time to give credit for the successes that will result, be unstinting in acknowledging the role your collaborative partner played.

To suggest a book to be included in a future *Managing "by the book"* column, send the information about your recommendation as outlined above to me as an email attachment to jean.holcomb@metrokc.gov.

Jean Holcomb
King County Law Library
Seattle, WA

Charley's Corner:
**Am I spending too much time
planning for a new building?**

by Charles R. Dyer, Director of Libraries, San Diego County Public Law Library

Nothing in this column represents the view of my Library or its Board of Trustees. These are just my personal opinions.

The San Diego County Public Law Library is one of several SCCLL libraries who have contracted with West CRS, the new division of Thomson West created from the purchase of Court Record Services in January 2003. We have contracted to get our briefs collections scanned into PDF format and microfilmed from the PDF files in archival silver halide film. The PDF briefs files are available through West's Litigator Service. West CRS is also sending large amounts of these files to India electronically, where they are digitized for direct use in Westlaw.

West CRS is scanning some 330,000 pages a day. The California appellate courts briefs collection they are getting from my library represents about 9 percent of the total production. Given that a ten-page appellate opinion usually has at least two lengthy briefs (sixty-page limit in California), plus jurisdictional briefs, amici curiae, etc., etc., and that California has about 11 percent of the country's population, I estimate that the total digital content of the briefs we send them to be approximately the size of the National Reporter System. Plans are to be complete from 1996 on, to keep current, and to go back retrospectively eventually, perhaps more selectively.

We already are sending them briefs from 1,200 notable cases between 1987 and 1996.

In order to do this, when Thomson West purchased Court Record Services, they nearly doubled the staff to about sixty and added some high speed equipment. One heavy duty scanner from Germany costed about \$500,000, and I believe it handles about one-fourth of their production. Other, more specialized materials, require more human effort and slower scanners.

The investment is certainly significant and required a major change in thinking among Thomson West executives. They now cover both fast delivery by PDF and libraries' archival needs, as a matter of course. They don't edit the material, like they have for appellate judges for decades. You see what the court saw. The digitizing process is just an OCR scan with several layers of human quality control.

Thomson West already has the federal courts and several big states and is presently going around, looking for other states' briefs. I have suggested that they enter the recording and distribution of sovereign Native American law and look at getting rights to electrical and building codes. Eventually, I can see them adding city and county ordinances, maybe even the minute books.

A couple of days ago, I saw a broadcast list serve notice that there is an RFP out to replace the California government depository system with, you guessed it, a scanned PDF and microfilm version. At our library we are adding catalog records of federal depository documents available in PDF. Since our online catalog is web-based, you just click the link and it arrives at your PC. (For a

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demonstration, go to www.sdcpll.org and enter "State Law and Published Ordinances Firearms Online" or one of our 200 other titles, then go to it through the link.) Many county law libraries are thinking of cancelling their legal periodicals and subscribing to Hein Online.

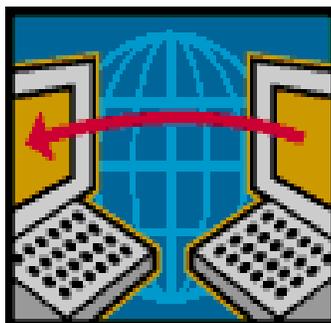
I bring all this to you not just as an ad for Thomson West, but to note that this trend is finally taking hold in a big way. Things are now cheap enough that large digitizing projects have real commercial viability. This movement portends great change for all of us.

For the last few years, we at SDCPLL have seen our user population change. Attorneys now visit us much less often, as even the solo practitioners can get cases and statutes online at their offices. Self-help litigants are increasing, and demanding more computer services. The relevant parts of the book collection now seem to be either those materials too esoteric to be worth putting online, such as superseded statutes and local codes, or those materials best suited to reading in book form, such as treatises and subject searches in statutes. Scanning into PDF format may well take care of the former. It will happen sooner for the non-copyrighted materials, but eventually it will happen to all of them.

Will treatises go in the same direction? Already, business travelers are downloading novels into their Palms and Pocket PCs for reading on the plane. E-books are ugly, but will they stay that way forever? Or perhaps printers will get fancier and smaller and enable us to cart them around

like books. After all, the most convenient size for a book is not 8.5 by 11, but pocket book size. What's to keep us from printing a chapter of a treatise, or even a chapter of statutes, and putting it in a pocket book sized ring binder.

Of course, copyright and a fair return to the author and publisher must be considered. In fact, it is probably that which will most likely keep the public law library in existence, in part. As the local public law librarian, I will write a WAN type contract between the library and the publisher, allowing patrons to use an electronic treatise by showing some kind of valid connection with the library (membership group, residence, etc.) which puts that person within the class of people that I used in bargaining the rights to the book.



All the books are accessed through the online catalog. Those patrons who have paid a special price (e.g., an annual membership in the library) can get a password and access the book electronically through their office PCs by dialing into the library's catalog.

Other patrons might be able to pay a one-time fee to access the same book, not as high as an annual membership, but higher than the average cost per book for the typical member's use. Reference librarians would, of course, be available through chat room reference, or perhaps by computer video.

So how do I plan for the next law library building? What will we need? Of course, there will be some books, but only those books that are used often enough

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that it makes no sense to print them out each time they are used. But these would only be used by the librarians and those few individuals who actually come to the library. I guess we might need classrooms. At the San Diego County Public Law Library, we do a very large amount of class teaching to self-help litigants and some for attorneys as well. But in ten years, the average joe, steeped in online training classes and video conferencing, may think it rather

quaint to have to come down to the library to take a class. Perhaps we need studios more than classrooms. Perhaps the librarians start telecommuting, and we need only supply them with those few books needed so badly, a computer with video and a fast phone line.

(What are those books anyway?)

The greatest irony of all this is that I started looking into doing something with the California briefs because I knew that building space for them in a new building would eventually be as costly as scanning and filming them. We in San Diego have been looking at replacing our Main Library, a 35,000 square foot building with old-style stack floors and reading rooms. The concrete is so thick, it used to prevent cell phone reception, but they are getting better now and we had to impose the rule. I had been looking at helping finance the new building by building a parking garage with it, as lack of parking is our biggest complaint. But if everything goes into PDF and librarians are calling in their work and the patrons are online, too, I think the technology

has changed our needs.

Taking this thinking a step further, I am wondering whether in ten years we will need to be downtown at all. I could put some ports in the courthouse so that people could plug in quickly into the Library's website, for those last-minute things. We could get a van and take people downtown *en masse* for those meetings with court personnel and county officials. Might as well get an electric one. Of course, the urban irregulars we get would have to find another venue.

Taking this another step further, I am now trying to figure out why the San Diego County Public Law Library would have to be located in San Diego County.

Taking this another step further, I am now trying to figure out why the San Diego County Public Law Library would have to be located in San Diego County. Many lawyers now get much of their reference service provided by Westlaw and Lexis Nexis. The county law libraries in California are already

sharing duties staffing the chat room reference service provided through the Council of California Court Law Librarians, with a link to us from the California courts' self help website at <http://www.courtinfo.ca.gov/selfhelp/>. Are there enough local things, such as local ordinances and court rules, to justify local expense, as opposed to a central statewide reference office?

Of course, these speculations are a long way away. Undoubtedly, I can come up with reasons for there to be a local public law library in ten years, if I think about it long enough. Perhaps, it's as simple as: Some people are just going to have to see a reference librarian face-to-face in order to get their work done.

To conclude, I just wanted to note that the developments

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Recent Legislation Threatens Florida County Law Libraries

Robert E. Riger Director, Dade County Law Library System

In May 2003, the Florida Legislature passed HB113-A, legislation that eliminates case filing fees as the county law libraries primary revenue source, effectively jeopardizing their existence. This legislation was passed to implement the Florida voters' 1998 mandate, Revision 7 to Article V of the Florida Constitution, redirecting court funding from the county level to the state level. This would theoretically free up significant county dollars for local projects. Some of the anticipated savings could then be utilized for the continued maintenance of quality county law libraries. However, the "unintended consequences" of this legislation raise serious questions, and leaves the fate of these libraries "hanging in mid air". Some of the key issues that have to be addressed are:

- **The issue of the continued existence of county law libraries.** County law libraries are not mentioned in (and indeed were stricken from) the legislation. While some interpreters of the legislation have stated, and others have inferred, that it was the "intent" of the legislature to transfer support of county law libraries from the state to the county, no specific language within

HB113-A refers to this "intent". Unless and until the legislation is amended, county law libraries have been designated as non-essential, "county options". This means that funding for them is at the discretion of their respective counties. Right now, no one can legally compel a county to fund a law library.

- **The assumption that the counties will realize a significant enough savings as a result of Article V's redirection of costs, to be able to "fully fund" county law libraries.**

Even if the law was to be amended, and law libraries were to be designated as "County Requirements", there have been no guidelines set for the measurement of "adequate", let alone "full" funding. The tremendous savings the counties are anticipating may not materialize, especially since

However, this legislation leaves the fate of county law libraries hanging in mid air.

several factors, including the economic situation, have changed dramatically since Revision 7 in 1998. Under the "County Requirement" provision, counties would technically only be required to provide \$1 to their law libraries! Even if sufficient funding is allocated in year 1, there would still be no guarantee of comparable or sufficient funding in year 2, or any other subsequent years, forcing the Library Director to beg the county for funding each

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year. Amendments are needed to define and set guidelines for the level of funding.

- **The issues of: a) whether it is also the intent of the legislature that basic legal materials to be provided by the state to each county, and b) whether these materials may be placed in the existing county law library to offset the county's cost.** a) The state will provide counties with “basic legal materials” which is left undefined by HB113 A. Since county law libraries within the state differ greatly as to organization, size, available space, staffing, budget, collection, user base, location, level of automation, and access to materials from other sources, uniform standards are problematic, at best. For some smaller and “poorer” libraries, establishing a standardized measuring tool (e.g. AALL standards), to gauge compliance with “minimal” collection requirements, affords these libraries an opportunity to upgrade their “limited” collections. On the other hand, larger and “richer” libraries would arguably gain little by having the state provide “minimal” support for items they may already have in their collection. In fact, this may be a drawback for the larger libraries, since it could provide ammunition for budget cutters to use to eliminate any items above and beyond these “basic” materials as “wasteful” or “excessive”.

b) There is no reference currently in HB 113 A to housing these materials in existing county law libraries. References in the legislation specifically point to basic materials **outside** of county law libraries.

The Florida State Legislature reconvenes this coming spring. This will be our last opportunity to challenge the disastrous consequences of this legislation for county law libraries, Pro Se Litigants, the citizens of Florida, and Law Librarians around the country. Law Librarians must unite to prepare a comprehensive and coherent response to this threat. Florida County Law Librarians are rallying in Miami in October to strategize. Everyone else should petition the appropriate legislators, county governments, and Governor Jeb Bush. Send letters and pass resolutions in support of Florida’s County Law Libraries. Contact the media. Raise awareness and make some noise. Just don’t stand by idly as our law libraries are dismantled and destroyed.

This will be our last opportunity to challenge the disastrous consequences of this legislation for county law libraries, Pro Se Litigants, the citizens of Florida and Law Librarians around the country.

Editor’s note: According to Mary Alice Baish, the AALL Associate Washington Affairs Representative, the AALL executive board will be addressing this issue at the October meeting.

*(Continued from page 10)
continued from Charlie's Corner*

at West CRS and elsewhere, while perhaps not news technologically, are important events in law publishing and eventually law librarianship. The technology has been there, but the machines are getting cheaper and faster. Now the economics are beginning to change. So, perhaps in a few years, the buildings will change, too.

You may send me your thoughts. Please keep curses and vitriol out of the subject line, so I can more readily distinguish it from spam.

Thanks. cdyer@sdcppl.org



Greetings from the SLA Legal Division

The Special Libraries Association has a vibrant and growing Legal Division, whose membership includes many of your colleagues. This article provides a brief introduction to the Legal Division, the activities of its state/province, court, and county librarians, and its efforts to cooperate with the AALL.

Introduction to the Special Libraries Association

The SLA is an international association of more than 12,000 librarians from over 70 countries. Its membership includes all kinds of specialized librarians, including scientific, corporate, government, and of course law librarians. It also includes librarians with exotic specialties that defy classification, such as the librarian from the Bronx Zoo. Many members of SLA are also members of AALL.

The SLA's conferences, programs, and other activities promote cross-fertilization among the different specialties. In an era when law librarians are increasingly called upon to provide information from a variety of disciplines, many law librarians find SLA to be an invaluable resource. This past June, nearly 6800 librarians from all specialties attended the SLA Annual Conference in New York.

The Legal Division

Founded in 1993, the Legal Division is one of the largest and fastest growing divisions in SLA, boasting over

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1300 members. The Division has retained its entrepreneurial spirit from its founding, so it is easy for members to start an initiative and make a difference. Among other things, the Division is currently focused on reaching out to other international law librarian associations.

The Legal Division membership includes all kinds of law librarians, including private, county, state/provincial, government, and academic. For more information, please contact the Legal Division Chair, Charlene Cunniffe:

Charlene Cunniffe
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The County, Court, and Province/State Libraries Roundtable

The Roundtable is an informal group that meets yearly at the SLA Annual Meeting. The Roundtable hosts discussions of topics of particular interest to state and county librarians and serves as an invaluable network that members can turn to for advice and support. Recent topics of discussion include interlibrary lending among state, county, and agency libraries, and ways to get the most out of state agency and court websites. For additional information about the Roundtable and ways to get involved, please contact the Roundtable coordina-

tor, Judith A. Jackson:

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Cooperation with AALL

The SLA Legal Division is committed to improving communication and cooperation with the AALL. The Division believes that all law librarians share many of the same hopes and challenges and that they should cooperate closely, regardless of their affiliation. We believe that working together we can more effectively promote law librarianship and enhance communication.

The Legal Division is investigating ways to work with the AALL at all levels. We have had discussions with AALL headquarters and different special interest sections, and our members often work closely with local AALL chapters. Indeed, Legal Division members are often members of local AALL chapters, providing many opportunities for close cooperation. The Legal Division and its members stand ready to work with the local and national chapters and sections alike.

The Legal Division and the County, Court, and Province/State Libraries Roundtable would like to explore the possibility of working more closely with the SCCLL SIS. There are many possibilities for cooperation, such

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as promoting careers in law librarianship to students at library schools, sharing data on salaries, working together on standard setting, and sharing articles for our newsletters. The possibilities are endless. If you have ideas for joint cooperation or would like to help with this effort, please contact Phil Rosenthal, the SLA Legal Division liaison to the AALL:

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Reports from Seattle

Editor's Note: Everyone knows that money is tight and usually one of the first things that gets cut is travel and training budgets. While these are short term solutions, in the long run, they can hurt productivity and performance.

I asked the grant recipients to include in their reports what specific things would they be taking back to their libraries from Seattle. I hope their examples can be used to justify traveling to next year's conference.

In the Statement on the Value Added to Organizations Added by Law Librarians (adopted by the Executive Board April, 2003) there is a significant section on being teachers and trainers. TRICALL (however you want to pronounce it) is an excellent program for getting that experience.

Several of the articles note the synergy that comes from being with people who work in similar situations around the country. The trustee article also shows what a great way to get the board behind you and to demonstrate the professionalism of this group. I was amazed to discover that several of these trustee grants go unused every year! I can not think of a better way to get advocates behind you and to dispel any librarian stereotypes which may be lingering in your organization than to expose trustees to AALL.

It is never too early to think about Boston and how to get there. I hope these articles will inspire you to seek out funding, even though times are tight. If you have other funding suggestions (not including bake or garage sales), please share them, either here or on the list serve.

Back from the Emerald City By Jeff Dowd

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 lucky to be 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.



Envision Virtual Reference Panel: Left to Right: Tracy Thompson, Director of NELLCO, Scott Matheson—Yale Law School, Joan Shear—Boston College of Law Library, Jeff Dowd—CT Judicial Branch—Middleton Law Library, Diane Frake, Vermont Law School.

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 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

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trip financially possible. Mary Fuller and Christopher Roy graciously volunteered to cover my virtual reference shifts while I was away.

In addition, 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:

Top Five 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 latching 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 Pers 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.

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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

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

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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>

TRICALL Adventures: Duck Tacos and A Pronunciation Conundrum

by Amy Hale-Janeke, J.D., M.L.S.
Reference Librarian/Media Coordinator
San Diego County Public Law Library

Do you ever wonder who comes up with acronyms and their pronunciation? I do. It never fails to amaze me that people who name things don't think about how people will perceive them based on the name. Let me pick on the sandwich chain Blimpie's as an example. Do people really want to go eat at a place that conjures up images of huge dirigibles? And wasn't the obese kid in third grade called Blimpie? Why not change the name to "Deep Fried Pig Lard"? That seems to be just as appetizing and makes about as much sense.

With this in mind, let me proceed with my story. I was selected to attend the Lexis sponsored TRICALL meeting at this year's AALL conference in Seattle, WA. As I geared up for the meeting, I heard TRICALL pronounced two ways- "trickle" and "tri-cal". I decided immediately that I wasn't going to use the "trickle" pronunciation as that sounds too much like one has a bladder leakage problem. By the time I arrived at the site, I had decided to use the "tri-cal" version. I just couldn't say the word "trickle" to other adults in a work-oriented session with a straight face.

Others who attended the meeting often heard me use the tri-cal version and they wouldn't want to be rude and correct me outright so they'd say "Oh, is this your first year at TRICKLE?" I would look at them and say "Yes, but I think it should be pronounced TRI-CAL. Otherwise it sounds like you are attending a support group for people with bladder problems." Laughter usually ensued

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after this pronouncement, but after I had made that particular marketing observation many switched to the tri-cal pronunciation as well.

When I first arrived at the hotel for the TRI-CALL program, I was skeptical that I would really learn anything new. After all, the program focused on teaching and I had been teaching classes to the public for three years. However, I am not ashamed to admit that I was wrong- I learned a ton!

First, I learned that Lexis treats you very well. They feed you continuously and I think they are worried that you will dehydrate. We had three full meals a day, plus snacks, and all the coffee, tea, water and sodas we could drink. Come to think of it, I did spend most of the breaks in the bathroom, so maybe "trickle" is an accurate description of the program.

Faculty members Cindy Spohr, Shirley Hard-David, Regina Smith, Terry Long, David Lockwood, and Gayle Lynn-Nelson all presented excellent programs in creating, teaching, marketing and evaluating classes. The theme this year was music from the movie "Chicago" and one of my favorite programs was called "Perfectly Understandable" by Terry Long.

Terry discussed the generational differences in the workplace and how that can affect communications and learning. It was a fresh look at how different people interact in the workplace based on their ages and era in which they were raised.

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A Great Experience at the Annual Meeting

By Ana Hinman, Reference Librarian, Washoe County Law Library, Reno, NV

I really appreciate receiving a SCCLL grant to attend AALL's Annual Meeting. Due to the economic downturn, the Washoe County Law Library has undergone recent budget cuts including severe reductions in our travel budget. However, I still needed to go to Seattle to fulfill my duties as the 2002-2003 AALL Publications Committee Chair. Thanks to SCCLL's assistance I was able to conduct the Publications Committee Business Meeting.

It was especially wonderful for me to be able to take advantage of the programs; I have very few local opportunities for law library continuing education. I squeezed in every possible program and meeting while I was in Seattle, and all were very helpful. But, I found programs like D-2: Law Made Public: Teaching Basic Legal Research to Pro Pers, Paralegals, New Associates and All Others in Between and L-5: Strategies for Developing and Implementing a Legal Research Training Center for the General Public especially informative. I believe the skills learned by attending those programs will help me do a better job assisting self-represented litigant patrons. Because of the techniques I learned in these seminars, Washoe County Law Library is planning some basic legal research training classes for non-attorneys. When I have completed development of those training materials, I plan to distribute them via the Internet so that any other Nevada law or public librarians can make use of them.

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Her bibliography lists a book that is now on my nightstand- Generation Gaps in the Classroom by Ron Zemke, Claire Raines, and Bob Filipczak.

David Lockwood's program, "On Everybody's Lips", was also lots of fun as it included ideas for marketing classes and included a brainstorming session with lots of noise and waving of arms as we all generated ideas for a fictional library. My group came up with the Gun Library, which would catalog and display different types of guns along with articles, books, and media about guns. Unsurprisingly, we decided the Gun Library would be sponsored by the NRA and its deep pockets, and our on-line catalog would be called the "Bullet." Slogans we came up with included "Take Aim at Our Books" or "Bite the Bullet- Use the Catalog." This was a meant to be a silly exercise and yet it did stimulate a lot of creativity and invite us to consider how we can market our services to our patrons in fresh and innovative ways.

Lexis treated us to dinner that night at a restaurant called Wild Ginger in downtown Seattle

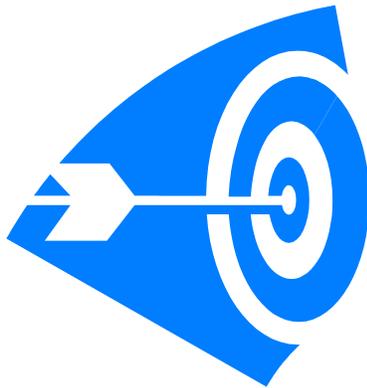
and it certainly was a treat! It specialized in Pan Asian fusion cuisine and family style platters of about ten wonderful entrees crowded the tables. Platters contained delights like spicy kung pao chicken, Thai shrimp, and my personal favorite that I termed "duck tacos." It had some other unpronounceable name, and when I wanted the

platter passed back down to me, I didn't let something like a name stand in my way. I just leaned over and asked for the "duck tacos" and everyone knew what I was referring to. Simple! This delicacy was sliced roasted duck served next to some rice buns. The waiter demonstrated how open the buns, stuff the duck and some lettuce inside with a dollop of sweet plum sauce and then finish it in two bites. I am pretty sure that I chomped my way through at least a small flock of ducks that night. The ginger ice cream at the end of the meal was a pleasant surprise that wasn't too sweet but finished the meal nicely. Many people went back to this place on their own later in the conference and took their friends.

The second day of the conference was devoted mainly to a series of lectures by Michael Buschmohle, a professional trainer in speaking, speech writing, and Power-Point presentations. He is the co-author of *Effective Executive's Guide to Microsoft PowerPoint 2002* and provided lots of good information and tip sheets on how to make an electronic presentation powerful.

Advice on professional speaking followed the Power-Point tips. I enjoyed Buschmohle's style of teaching as he told you what you should or shouldn't say and then discussed scientific studies that supported his assertions. Later in the day, he spent a great deal of time explaining how flyers and other informational sheets should be laid out and provided printed examples.

This workshop was an excellent experience that combined lots of important work concepts and information with fun and humor. If you get the chance to go, don't hesitate. Don't let your resolve to apply next year "trickle" away- resolve to apply for 2004 tri-cal today!



Believe it or not, one of the other highlights of the meeting was visiting the exhibit hall. Now, I know that you will all suspect that I was there just to get free pens and gifts! Well, the free goodies are fun, but the best “freebie” of all was receiving free research training in electronic databases like, Lexis, Loislaw, Versuslaw and Westlaw when my library doesn’t have much money to purchase these services. I was also able to personally examine print materials, like Oceana’s Legal Almanac Series that are published with the layperson in mind. Because I was able to examine the books myself and not just a “hyped-up” publisher’s brochure describing them, I realized that they were books that could indeed help a number of our patrons. There are very few law books written about Nevada law, even for attorneys. So, we are always looking for generalized publications that might be useful. Washoe County Law Library is applying for a federal L.S.T.A. grant for the purchase of plain-English law books. Because of my experience in the exhibit hall, I was able to make suggestions to my library director to ask for funding not only for Nolo books, but also for the Oceana Legal Almanac Series, as well.

I also can’t express how wonderful it was to be able to meet face-to-face with AALL employees like Maya Norris, Director of Publications, and our new SCCLL Chair, Charlie Dyer, to name a few. I was finally able to shake hands with librarians that I known previously only via e-mail and telephone.

Thanks SCCLL! It was a great experience!

Trustees Corner

From Seattle to Boston to Mumbai

By Shirley Hart David, Sacramento County Public Law Librarian
Trustees Development Committee Member

By my unscientific count, eight trustees, library committee members and library liaisons for SCCLL libraries attended the AALL annual meeting in Seattle. They came as speakers, chapter VIP’s, or regular participants. Several are associate members of AALL and SCCLL SIS.

Some of our chapter VIP’s and associate members came to the meeting early to attend the SIS breakfast meeting Sunday morning. The Honorable Renard Shepard of the Sacramento Superior Court and trustee of the Sacramento County Public Law Library even missed the Hein Fun Run (which he won in his age category at the Anaheim meeting) to swear-in the new SCCLL-SIS board. The Sacramento County Public Law Library has been fortunate to have many trustees attend the annual meetings and with several attending more than one meeting. This year I learned that the trustee who holds the record for attending the most AALL annual meetings attended isn’t a Sacramento trustee as I had assumed but is Dennis Zavinski of the Portage County Law Library in Ravenna, Ohio who has attended ten.

For the last six years SCCLL SIS has sponsored a

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luncheon for librarians who have oversight committees or operating boards and their board or committee members who are attending the convention. This year forty persons learned how to speak and eat like Seattle natives. As we enjoyed our horseradish ginger encrusted salmon we had the opportunity to learn from each other about the challenges and successes at our various libraries. The Honorable Terry Lukens, Judge of the King County Superior Court, President of the King County Law Library Board of Trustees and former mayor was our local language coach. He also encouraged us to become collaborators to advance the library's objectives.

I could go on about the activities that our VIP's attended. Instead here are few comments from Helen Meyer, Associate Justice of the Minnesota Supreme Court.

"I have served as the Minnesota Su-

preme Court's liaison to our State Law Library for the past year and in that capacity I was invited to be MALL's honored guest at the Seattle AALL meeting. What a great event. Whether I was browsing through in the vendor area or attending section events or meeting new friends at the receptions, I enjoyed every minute. Most rewarding was catching a glimpse of a professional community that is talented, bright, diverse, and passionate about the work of being the information managers for users of the court system. The programs were eclectic and informative and the opportunities to socialize plentiful. I came away with useful information about other state law libraries and the various different ways the courts oversee them, which was of particular interest to me. "

"My name has been submitted to be on a program at Boston's meeting. Whether the program is accepted or not, I hope to attend the



The Honorable Terry Lukens addresses the librarian/oversight committee luncheon.

meeting to visit again with my new-found library friends."

It may be too late to submit a program proposal with your trustee on the program, but is not too early for one of your library's trustees or committee members to consider attending the annual meeting in Boston. Then start lobbying your chapter leadership to award one of their two VIP registrations to your VIP. Offer to cover all or part of the travel costs from your library budget. Do you know that most of the AALL Chapter VIP free registrations are not awarded? Often it is because the chapter feels they must cover all the costs and they can't afford to do so.

If you're not yet convinced that it is worthwhile for your library decision makers to attend the annual meeting, I'll leave you with the comments of David DeAlba, Judge of the Superior Court of Sacramento and County Law Library Trustee.

"As a recent appointee to the Sacramento County Public Law Library Board of Trustees I had no idea what the AALL Annual Meeting in Seattle would be like. WOW! What a group! I was impressed by the professionalism of the organization, the quality of the presentations and seminars, as well as the vendors' displays, not to mention the spirited social events. I left Seattle with a

more expansive view of AALL and its importance as a professional association."

"I must say that I was impressed most by the meticulous planning that I later realized went into planning such an event. The success of the conference was obviously a reflection of the dedication the leadership devoted to its production. I was pleased to have attended and look forward to attending many more in the future. As a trustee to our local law library the conference gave me a broader appreciation of my stewardship."

Many of the Sacramento County Public Law Library Board members will be at the Boston meeting again next year. Two of them suggested program ideas and offered to speak at the programs. They also plan to use the placement committee services to interview candidates for the Sacramento County Public Law Library Director's position from which I will be retiring next fall. I'm pleased that they look to AALL as the professional organization to meet their needs as law library trustees.

“Maximize Today Envision Tomorrow”: A Technical Services Perspective on the Conference

Akram S. Pari
Cataloging Librarian
Cincinnati Law Library Association

I was one of the fortunate grant recipients to attend to the 96th AALL Annual Meeting in Seattle. This year’s theme included something for everyone including a large technical services component in the programs. No surprise really, since Carroll Avery Nicholson, the AALL outgoing president, is a technical services librarian!

As a technical services librarian, I had the opportunity to attend to quite a few programs. These programs included “Envision Tomorrow’s Catalog: A view from Outside the Library”, “Integrating resources – or, or “What Do We Do Now That We Have (Almost) What We Wanted”, “Managing Support Staff in Technical Service”. And finally the Advanced Cataloging Workshop which I was looking forward to all last year.

During the past three years AALL has offered a cataloging skills program series consisting of three parts: basic [2001], intermediate [2002], and advanced law cataloging [2003]. The advanced cataloging workshop boasted the highest attendance of any workshop with 92 attendees from all law library settings ranging from small law firms, private, court and county, as well as

academic law libraries.

The one and a half day program was divided into three sections. The first section was on integrating resources, by Ann Sitkin from Harvard Law School Library. The second section was continuing resources by Kate Padgen from the Library of Congress. And the third section was about applying class K schedules by Jolande E. Goldberg, also from the Library of Congress. The third section of program included a fascinating discussion on Judaic and Islamic classification with the speakers providing overviews on the historical law sources and why and how the religious law schedules were developing.

I am a member of an army of catalogers who have to deal with the daily challenges that West’s products create for them.

However, as a cataloger for a county and court law library, I am a member of an army of catalogers who have to deal with the daily challenges that the West’s products create for them! I was more interested in the first two sections of the workshop: integrating resources and continuing resources. These sections presented an in-depth discussion of selected current descriptive, access and subject issues, as well as overviews of the recent cataloging changes in serials, loose-leaf materials and Web sites, with respect to rule changes in AACR2, Library of Congress Rule Interpretations, MARC formats and CONSER manuals.

As far as cataloging is concerned, while in library school

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we learn where all those rules [descriptive cataloging], and all those letters and numbers [classification numbers and cutters] come from. Also, we learn the philosophy and the theory behind all those rules, numbers, letters, figures, fields, sub-fields and delimiters. In the meantime, we are told that as catalogers we are responsible for the bibliographic control of our institutions' on/off line catalog and that we need to manage, organize and create access points for the materials in all formats.

We start the cataloging career with all those fascinating ideas and knowledge in our minds. Now the questions are how we would be able to put the knowledge to work? And more importantly how we would be able to keep things going on, which means to maintain a reliable, accurate, competent with global bibliographic standards, and yet easily retrievable by local patrons, on-line catalog/database? However, if we do not address these questions aggressively and deliberately the professional career we once started would simply turn into a job.

I believe one of the best ways to address the above questions and to keep up with the new trends in the profession is to join and to get involved with professional library organizations. In our case, as law librarians, AALL annual meetings offer not just numerous workshops and programs presented by experts in the field, but an opportunity to meet and talk with other law librarians. The AALL annual meetings truly "maximize" our today and definitely "envision" our tomorrow.

Thanks to the grant committee of State, Court & County Law Libraries for providing me the opportunity to attend to this year AALL Annual Meeting.

What have I done?

Zoya Golban, Marion County Law Library
Indianapolis, Indiana

In January, after I became a law librarian at the Marion County Law Library, all I could think of was "What have I done?" I felt like I was completely lost at sea. My experience at the technologically advanced and sophisticated libraries at large universities and one of the top Indiana law firms did not ease my initial shock. Suddenly, I found myself in a library that could have been described as a Stone Age. Even worse, there was little hope to remedy the situation as the city/county budget had plunged.

Then, it was as if I saw a lighthouse and knew where I should go. While navigating through the AALL web site, I came across the SCCLL home page, and my hope returned. I became a SCCLL member and applied for a travel grant. It was my cry for help, and thankfully, it was heard! I received the grant and attended my first AALL conference in Seattle last summer.

The conference was quite a discovery for me. Although I am accustomed to a crowd of corporate librarians at SLA annual conferences, I found the smaller more specialized group at AALL to be refreshing and extremely beneficial. In noticing many differences between the two conferences, I came to the conclusion that I could benefit

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from both organizations. I met a unique group of county law librarians – a group that is definitely underrepresented at the otherwise big, diverse and all-inclusive SLA.

The four days spent in Seattle were packed with learning and networking. Everything and everyone was new! I appreciated having handouts for all the sessions and I liked the opportunity to order tapes or CDs right there at the conference. The sessions I attended such as “Law Made Public”, “Negotiating License Agreements- Revisited”, “Envision the Future Teaching Role of Law Librarians”, “Envision the Possibilities: Using Wireless and PDAs to Instruct” and a few others were well worth the time.

Attending the SCCLL planning committee meeting gave me a great “live” overview of what the group is about. A few networking events allowed me to meet with other public law librarians, learn about the International Law Librarians Association and even meet with a few speakers of my native Russian language.

I am so grateful to the SCCLL grant committee for giving me the opportunity to learn from the best sources possible, the county law librarians themselves. Everyone I met was so sharing and helpful. Looking back, I think I took the conference theme “Maximize Today, Envision Tomorrow” literally. I tried to memorize and absorb everything I heard about the trends in public law libraries and about their daily operations across the country. For a first timer, it was an impossible task, so when someone suggested visiting the

local county law library to see for myself, I jumped for the opportunity.

It turned out that the field trip to the King County Law Library alone was worth crossing half of the continent. I was quite impressed by the staff expertise and the determination of the library director to turn the library around. They successfully made it a headline for the local NPR station and newspapers. For me, it felt as if I was given a detailed road map for my library. Most importantly, I received such a boost of confidence and enthusiasm! Just how powerful was that boost? The following are a few conference “follow-ups”. The automated software is installed in the library, the conversion project is about to begin and our new catalog is expected to be on the web by the New Year. Public faxing, the first fee-based service in the library to create revenue, has been introduced. The web site is being redesigned. The offering of public computers has been approved by the court administration and is in the works as is fee-based library membership. A public access to some legal databases is being considered.

These days, the time spent on professional development is often referred to as an investment. I believe that my Seattle trip has yielded a great return already. I brought home that gold rush fever that Seattle once witnessed and that is much needed in order to utilize all the brilliant ideas that were so generously shared by fellow county librarians.

Does Bill Gates Prefer LexisNexis? How About YOU?

by

Anne Morrison, Assistant Law Librarian
Prince George's County Public Law Library

LexisNexis recently announced that they would be partnering with Microsoft to add free legal research to Microsoft Office 2003. According to a July 21st press release, “LexisNexis will provide a legal research option on Microsoft’s new Research Task Pane featured in Microsoft Office Outlook® 2003, Microsoft Office Word 2003, Microsoft Office Excel 2003, Microsoft Office PowerPoint® 2003, and Microsoft Office Access 2003.”

“The Research Task Pane allows users to highlight words or phrases in a document and search several online research databases from directly within the program. Users selecting LexisNexis will be able match their search term against the company’s free database of summaries of court decisions found on its *LexisONE*® legal portal. For a fee, users can then expand their research using the LexisNexis *Shepard’s*® Citation Service to determine the validity of a case.”

What’s Available Now:

Users of Microsoft’s Windows XP are already familiar with the “Smart Tags,” feature imbedded within Microsoft’s Office XP. Smart tags allow Office users to connect to a variety of Internet options right from their Office documents. For example, ESPN offers a smart tag that recognizes names of baseball teams and players within a document and connects to the latest statistical information with one click of the mouse. An Expedia.com smart tag generates travel searches upon recognition of place names, and a FedEx smart tag is available to track shipments, get shipping cost quotes, or check the hours of the local FedEx location.

Both Westlaw and LexisNexis currently offer smart tags to current subscribers of their services who have Windows XP. Westlaw’s WestCiteLink® 3.0 can be used to locate and mark legal citations within Microsoft Word or Corel WordPerfect documents or HTML files, then creates hypertext links from a citation to the full text of the document on Westlaw.com. CiteLink will automatically create a table of authorities in multiple documents simultaneously. It will also create a report which details how many documents were processed and how many citations were found in each document.

LexisNexis offers a short tutorial on how their smart tags work at their website. According to the tutorial, a “person name” smart tag (such as *Bill Gates* or *Samuel Jones*) within a Word, Excel, or PowerPoint document might trigger automatic actions that an Office user might wish to use: schedule a meeting, send an e-mail, or searches via LexisNexis.

With just one click on the name smart tag from within the document, the user can conduct a search of federal and state case law, legal news, law reviews, or verdict summaries. An “address” smart tag (such as *14375 Main Street*) might prompt connections to driving directions or a search for real property records via LexisNexis. (Of course, the Lexis ID and password must be imbedded within Microsoft or the person must already be logged onto LexisNexis for a smooth transition from the document to the Internet.)

What's Coming:

Microsoft Office 2003 will be known as Microsoft "Office System" because it will incorporate all of the current Office products such as Word, Excel, Access, Outlook, PowerPoint with Microsoft Publisher, FrontPage, and SharePoint Portal Server. More XML (extensible markup language) features are being incorporated into the software, expanding the capabilities of the smart tags even more.

Office System is currently undergoing the second round of Beta testing, and some reports have already surfaced regarding the new "Research Task Pane" aforementioned in the LexisNexis press release. The Research Task Pane will be a small "pop-up" window that will offer a menu of research sources that can be "personalized" to include a variety of databases. According to Microsoft, organizations will be able to provide their own internal data through the Research Task Pane and internal databases that are XML-enabled can be modified to provide data directly to users within Office documents using the smart tag technology.

Microsoft has begun "partnering" with information vendors such as Factiva, Gale's Company Profiles, and eLibrary to supply content for the Research Task Pane. Users must enter into subscription agreements with the vendors that offer the information that they wish to access. For example, the "beta testing" price for annual subscriptions were \$79.95 (plus \$2.95 per document) for Factiva; \$399.00 for Gale's Company Profiles; and \$79.95 for eLibrary. Although the initial offering for content from LexisOne is "free," I am confident that Office System users will be encouraged to "upgrade" to access the "full content" databases on LexisNexis.

How new features such as the "Research Task Pane" will effect legal research remain to be seen. Clare Hart, President/CEO of Factiva, stated that "Information is only empowering if a business or information worker can use it in the right place at the right time to make or influence a business decision."

Release of Microsoft's Office 2003 is scheduled for October 21st. I can't help but wonder if the Microsoft's new PANE will truly open "windows of empowerment," or just be more of a PAIN... Stay tuned...

Resources:

Read the LexisNexis Press Release from 07/21/03:

<http://www.lexisnexis.com/about/releases/0603.asp>.

View the "Smart Tag Tutorial" on the LexisNexis website:

http://support.lexisnexis.com/lndownload/record.asp?ArticleID=Download_SmartTags.