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MINNESOTA TO LONDON: DELIVERING HIGH QUALITY LIBRARY SERVICES TO A FOREIGN BRANCH AFTER A MERGER

by Peter Kelley, Jeanette Woessner, Nina Platt and Kaye Waelde

Faegre & Benson LLP, Minneapolis MN

In 2003, after a successful five-year partnership, Faegre & Benson combined its practice with the respected City of London firm of Hobson and Audley. As part of the merger, Library Services at Faegre & Benson was faced with the challenge of supporting a U.K. office. To initiate the integration process, the Library Services team developed a plan to evaluate the library collection and services with an onsite visit, to integrate the existing Intranets to unify the offices with access to firm-wide information, and to provide continuing library support. Although the plan was detailed, the major parts of the plan included preparation for an on site visit, the onsite visit with the London office attorneys and librarians from other US firms with London offices, the integration of the two firm's intranets, and the introduction of our ongoing library services.

The main objective of the onsite visit was to understand the London attorneys' current research needs and to determine how we could best provide them with new products and services. The preparation for our visit to the new London office began about six months prior to our trip. We educated ourselves not only about the British legal and governmental system, but also about the customs and traditions that surround these institutions. This time was well spent as it prepared us for the next step: our in-person interviews with the London attorneys and with our colleagues at various British firm libraries.

We had done our research and understood what Statutory Instruments were, knew the difference between a barrister and a solicitor (it has something to do with wigs and Inns), and appreciated the awesome, and to a novice quite confusing, scope and scale that is British law. What we lacked were first-hand accounts from those who practice law in Britain and from those who support the practitioners' research and information needs.

Our first visits were to our colleagues at London law firm libraries. These experts provided us with a clearer and more practical perspective concerning British law library services, products and trends. Our London attorneys could tell us specifics about their office, practice, and research requirements but we needed a larger picture in which to place these insights. The British law librarians provided us with a wealth of information on a wide range of topics including core collection print and electronic resources, budgeting, copyright, current awareness services, and

generalizations about law library trends. These meetings reinforced our understanding that even though the British legal system and traditions are different from that of the United States, we share many of the same goals, responsibilities, and obstacles as our U.K. counterparts:

- British librarians and publishers are also making a conscious effort to downsize their print law reporter collections and boost their electronic holdings.
- Competition for clients is also very fierce in the U.K. and current awareness services are extremely popular and useful in maintaining an advantage. New technologies have enabled librarians to push current awareness materials directly to the lawyers' desktops, which in turn spawns more research requests.
- Many of the 'quick reference' type research questions can now be answered by online databases or the Internet and librarians are seeing many more in-depth research requests on a wide range of subjects. These research requests concentrate mostly on businesses, financial, and legal issues.
- Persuading attorneys to participate in training sessions isn't any easier in the U.K.

Our British counterparts are also growing into new realms of responsibilities including those of knowledge management and Intranet management.

Of course there are a few differences between the U.S. and U.K. practice of law. The most stark difference is that U.S. librarians and lawyers tend to bill the client more often for the time spent conducting research. Also, because of the differences in the legal systems, civil litigation does not seem to be as prevalent in the U.K.; and therefore, the need for exhaustive legal research is less common.

With this larger picture in our minds, we turned our attention to our patrons, the lawyers at the new London office. Through our visits with representatives of the various practice groups, we learned about their practice areas, the services they provide their clients, the types and amounts of research they do, what resources they currently use and how they use them, and finally what resources and services they hoped or expected we could provide for them. Our discussions brought to light the

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Fall: August 15 **Winter:** October 15
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FROM THE CHAIR

by Holly M. Riccio, Davis Wright Tremaine LLP
San Francisco, CA

In life, the only thing that we can consistently count on is change. Just when the dust settles after one change, another one begins to emerge. We, as librarians, have become very adept at dealing with change – at least in our professional lives – and the changes have become bigger and faster in the last few years. Although law firms have often been behind the corporate world in adopting new technologies or ideas (knowledge management comes to mind as a good example), librarians have always stayed informed and knowledgeable about new trends and shifts in how the business world looks at, utilizes and maximizes its use of information.

Librarians are very often the catalysts for these changes within their firms by educating the firm management about what their competitors are doing or what other industries are doing that could be adapted and used in a law firm environment. Once these changes are decided on and implemented, librarians are often part of the team or group that helps to guide them forward and ensure that they are productive and successful. Then, as new trends emerge, the process repeats itself – this never-ending circle is what helps to keep law firms healthy and vital, especially in uncertain economic times.

However, change is not an easy thing to manage and, if done incorrectly, can result in the loss of buy-in and understanding along the way. It is important to understand that not everyone is on the same page when it comes to change, partly due to their own personalities and partly due to what role they play in the change and how much they have been involved in the change at the initial planning stages.

Recently, I attended a Thomson University course entitled *Leading Through Change*. One of the most important things that I learned at that day long workshop was that most leaders imagine the transition that occurs during a change as being automatic – that it occurs simply because the change is happening. But, it doesn't work that way. It is important for us, in our capacity as leaders, to focus on getting individuals through the transition phases, and not just on getting the change accomplished. We also need to remember that as leaders, we will likely move through the change process more quickly than others, since we are the ones who can often see the intended destination before others even know a change is imminent. Everyone is at a different level of readiness for change and everyone progresses through change at a different rate. Both of these things have to be understood and respected in order to successfully bring everyone along through a change – from the initial phase of letting go of old ways all the way to the end and a new beginning.

One change that is upon us now is the PLL election. Selecting the individuals that will lead PLL in the upcoming year is an important task since it is through your vote that you can choose PLL leaders who will move this SIS upward and onward into whatever the future holds. However even beyond casting your vote, the best way to ensure that the PLL-SIS continues to stay relevant to your professional needs and goals

is to volunteer yourself. For those of you who want to take this idea one step further (and I encourage all of you to do so), volunteer for an AALL committee to be sure that the voice of the private law librarian is heard on the national association's level as well. This is OUR association, and only by getting involved can we make sure that it meets our needs and represents us properly.

As the AALL Annual Meeting in Boston grows closer, I've been thinking more and more about this year's theme – Boston to Mumbai: The World of Legal Information. When I first heard this theme, I didn't see how it applied to me since I didn't do international research or manage libraries in foreign countries. But as I thought about it more, I started to see beyond the words and beneath the literal meaning. I saw that it did apply to me in that the globalization of information has made me change how I work on a daily basis. The Internet has allowed us access to so many more resources than ever before, and along with the opportunity that provides comes the challenge of how to manage these resources.

Taking an even broader approach to this year's theme, think about it as suggesting that we look beyond our usual sources and ways when doing research or even managing our libraries. Don't just do things the same, just because that's the way they've always been done – challenge that notion by asking your colleagues for ideas on how to do things differently. Look beyond law firms and your usual professional development reading to read about how librarians and information professionals in other settings and industries do things. Could you possibly adapt some of their strategies and techniques in the law firm setting?

Thinking about things in a new way – “outside the box,” as the saying goes – can only lead to positive results. Even if what is tried isn't successful, what is important for others to see is that you aren't afraid to make changes or take risks. Those individuals at the law firm management level will, I hope, recognize your ability to be creative and really think about and analyze a situation or a process, and not just stick with the status quo because it is easier or because “That's the way we've always done it.” Your firm will begin to see you as an agent for change, and as someone to whom they can turn for assistance when they want to implement change in the most positive, productive way possible.

In closing, let me leave you with two quotes I read recently about change as inspiration. The first is from Alfred North Whitehead, an English mathematician and philosopher, who said, “The art of progress is to preserve order amid change and to preserve change amid order.” The second is from Hobbes (of the cartoon Calvin and Hobbes), a modern day philosopher, so to speak, who said, “Know what's weird? Day by day, nothing seems to change, but pretty soon ... everything's different.” So, regardless of whether you look at change from a serious or a silly point of view, it is going to happen. Resolve to be a victor of change, not a victim of it.

Minnesota to London, *continued from page 1*

great need for English language translations of the laws of other European countries and the infrequent demand for U.S. case law and codes.

Prior to the merger, both organizations had their own Intranets. Hobson Audley (HA)'s system was small, but effective, consisting primarily of static pages geared toward personnel information, lawyer work product, and client information. One of the goals in merging the two systems was to provide London personnel access to the various forms, interactive applications and other Firm-wide information that existed on the FaegreNet while still providing the London office specific information found on the old HA Intranet.

The integration process was modeled on a similar process carried out when the Firm merged with another domestic firm a year earlier. In both cases, it was assumed that the integrated site would be based upon the existing FaegreNet format and styles. Since FaegreNet was already organized to contain office specific content, it was relatively straightforward to create a new section to house the London only content. Slightly more complicated was determining where to put content from the HA Intranet that had relevance to the entire firm, not just London personnel. It was necessary to work with both the HA owners of the information and the owners of the FaegreNet pages where the information likely would reside to determine where the material should be placed.

To facilitate the process we created a spreadsheet containing each page and/or file (some files consisted of multiple pages) on the HA site. For each page, we then listed where on the old site it had been located (i.e. in what group or department), who the original content owner was, the proposed new location and new owner and finally whether the content should be transferred at all. In some cases the original owner was no longer with the Firm or no one was willing to take ownership of it. In those instances the decision on whether to include the content in the new site was made jointly by the overall administrators of the new and the old sites.

Once the spreadsheet was completed, the conversion process was fairly simple. Since the content on the old site consisted mainly of static HTML pages, all that was required was the insertion of the old content into a template file that contained the appropriate navigation links and style sheets. Once a test version was completed key personnel were asked to vet the content. After a few rounds of changes and further testing, we were ready to post the revised pages.

To ease the transition we built a list of useful links on the London home page that took people directly to key pieces of content. In addition, the Faegre Intranet Manager conducted live onsite training sessions for all London personnel, lawyers and support staff. This not only allowed us to show users where their old content was now located, but also more importantly, to demonstrate some of the key Firm wide resources that were now available to them. While the list of links and some additional written communications (i.e. email) may have been adequate to launch the new site, the live visit was the key to getting people onto the site quickly and showing them how much more existed than the content that was transferred from their old site.

For the most part, the transition went smoothly. The unannounced shut

down of the old site prior to the agreed upon date caused a few desperate phone calls, but actually served to force people to use the new site. There were a few cases where content hadn't been transferred for various reasons, but once things were up and running actual users cried foul, wondering where their key bit of content was located. Luckily, adding that abandoned data was accomplished fairly quickly due to the use of templates and style sheets.

The current Intranet is completely integrated between offices and appears to be working quite well. Ongoing challenges relate primarily to U.S.-centric content that doesn't take into account difference in spelling, currency symbols, time zones, etc. While certain technical solutions can and have been applied, it's also necessary to educate content writers to be more aware of these types of issues that they typically take for granted.

As part of the site visit we included a demonstration of our research portal (Research Central) to a group of lawyers from each practice group. We showed them how we could set up practice group research pages with free Internet resources used by the groups and how we could set up CD-ROMs and Internet services to be launched from personalized pages. Other resources that they showed interest in were the password directory (a personalized page that gave them the user ids and passwords for the electronic resources the firm supports for their use), access to their library catalog and library forms for research requests, etc., and finally our current awareness service, The News Clipper. We also brought a one page Research Central flyer to leave with them for more information on the service.

Once we returned home, we spent some time bringing the librarians, who had not been on the site visit or part of the planning, up to speed on what we had learned in preparation for the trip and during the trip. We followed by dividing the responsibility of creating the practice group research pages between the Research Librarians in all offices. Each librarian worked with assigned attorneys in the London office to determine the resources that should be included and create the web pages.

We contacted vendors for the Internet and CD-ROM resources that the London office used that we hadn't worked with before. We introduced ourselves and asked for copies of the licenses and any user names and passwords they might have. After getting password information from the librarian in London (she is a contract librarian who spends 1½ days a week in the office) and the vendors, we were able to add entries for each resource into Research Central and the Password Directory. As part of setting up the CD-ROMs (which London uses more than we do), we worked with the IS staff in London to define paths and test use.

While the contract librarian in the London office maintains the print collection, serials recording and routing and acquisitions for that office, she does not provide research services on a consistent basis (what can you do in a day and a half?). The main office in Minneapolis works with the local vendor representatives to set up training for Westlaw and Lexis (added to the London office as part of the merger) and provides research and

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INTERNATIONAL RESEARCH—NOT FOR THE FAINT-HEARTED—GETTING THE QUESTION RIGHT

by Tom Heferle, Esq., Product Manager, International Legal Products, LexisNexis

International law, international research or just plain *international!* Sounds mysterious, romantic and vaguely, sinister, doesn't it? Conjuring hazy images of foreign intrigue...perhaps sitting at Café Flores on the Rive Gauche, sipping a Café Crème, while secretly jotting down notes on passersby...or leaning out over the bridge on the Thames on a cold, overcast day in London, while a stranger slips you a microchip and hurries off into the fog...

Of course those daydreams quickly dissipate when a partner or associate asks you stay late some Friday night to help her research an "international law" issue involving the firm's client and a possible joint venture with a French company to lead a telecommunications project in Uzbekistan.

"Freedom Fries" and the United States' recent bout of isolationism notwithstanding, the burgeoning growth of international trade, travel and commerce, the boundaryless medical, environmental, IP, tax, securities, financial and human rights issues, the growing power and influence of international agencies and tribunals such as the WTO, has brought "international law" and laws of other countries beyond our doorstep and into the heartland. As noted by Mr. Rubinstein in his article on global litigation:

*Globalization has touched virtually every sector of our society, including the courts. This has been confirmed, among other ways, by the increasing influence seen recently of international law on U.S. Supreme Court decisions, and the rise in the number of U.S. cases governed by international law.*¹

Advancements in CALR and the explosion of web research have transformed international research. While a boon it also presents a bewildering array of sources and search strategies for the researcher. Then too, there is that sticky language problem...why is the case only in French...isn't English supposed to be the language of commerce? What is a directive? a statutory instrument? Is a convention the same thing as a treaty? Is there a difference between the EC and EU?²

There are a number of essays, books, papers, journal and newsletter articles written by scholars and experienced practitioners on the "how-to" of international legal research³. The following is a "quick start" for those new to international legal research that should make your research and life a bit faster and easier.

- *Use your colleagues and their research as a starting point.* It goes without saying that you should first seek out an experienced

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international researcher who can quickly point you in the right direction. Also, the aforementioned “how-to” articles and others should be in your file cabinet. An excellent introduction to the often-complex treaty research is that prepared by Jill Watson of the American Society of International Law. It is kept current and has wonderful references. <http://www.asil.org/resource/treaty1.htm>

- *Probe your research assignment carefully.* Ask questions before you begin to help you focus on key issues and resources. Is this really an international law issue—is there a controlling treaty or agreement; does it involve national laws, or, more than likely, both?
- *Do your EU homework.* Nowadays basic knowledge of the structure and workings of the European Union and its relationship to its member states is a must. A number of print and electronic guides can serve as primers; e.g. The European Union at a Glance (http://europa.eu.int/abc/index_en.htm); the Business Guide to EU Initiatives (an overview of recent or pending EU legislation covering a range of policy issues.)⁴
- *Don't expect foreign laws or decisions to be in English, or a reliable English translation to be available.* Translations of legal terms and concepts are inherently tricky and prone to misinterpretation and outright errors. Oft times the legal concept is not found in our common law heritage and vice versa. Unless under some mandate to provide different language versions (e.g., the European Commission) or provided by an in-house group of native translators, there is usually no English version. If a translation is needed, and you don't have access to an attorney versed in that country's law, find a professional translation service—especially one that has some legal expertise. Don't rely on your neighborhood university, community college, or that person down the hall that took French in college.
- *Pay attention to terminology.* International legal research has its own set of arcane nomenclature. For example, the phrase “international law” is often used loosely in conversation to encompass all laws outside the U.S.; however, “international law” (actually public international law) deals only with the law between or among nations (treaties, agreements and the like). Indeed the term “international” is geocentric—a lawyer in Sydney views U.S. laws as “international” laws. Of course, the term “global” and its variations are the “mots du jour.”
- *Combining commercial online services and key Internet sites is a winning strategy.* Internet sites, particularly those that produce the documents in question (e.g., WTO, ITC) have the advantage of offering very current documents that can be downloaded or printed. Commercial research services have the advantage of more extensive and comprehensive collections of legal, news and business information that is fulltext, searchable, and available in one place.
- *Be careful of portals that offer laws or links to laws from every country imaginable.* Portals can bring some order to the array of sources on the web, but use them judiciously. While well intentioned, their quality varies; and you will find, as in common on the Web, broken

links or pages that are stale or out of date. Sometimes you really are “surfing the web,” only to end up with material from someone's 5-year-old research project. Keep in mind that the same “cost recovery” pressures on your budget extend to these government agencies, NGO's and law schools that support these sites. So cutbacks in personnel or programs could effect how often a site is updated.

- *Sometimes a “High Court” is not the last resort.* Court names can be deceiving, and not all courts have written or reported decisions. For example, the High Court of Ireland is a court of unlimited jurisdiction with appeals to the Supreme Court of Ireland. The High Court of Australia is a court of last resort, while the High Court of New Zealand and the High Court of Justice in England are essentially trial courts. The latter is particularly interesting as a number of high profile, newsworthy cases in the UK are originally heard by the High Court, but due to the nature of court reporting in England, transcripts of all its decisions are not readily available. Try to find a description or schematic of the court system for the particular country you are interested in. Martindale-Hubbell's International Law Digest offers a summary of the court systems of some 60 plus countries.
- *To find a law or case provide as much information as possible.* If you need help finding a particular case or law, be sure to provide your research assistant with as much information as possible. For a case: provide the full name, case number if applicable, date of the decision, the citation, the name of the law report, and court. You may find a nice case on point, but if it is from a lower court or in a minor law report, its unlikely it is available. For a law: the name and/or number of the law, the type (e.g. law, regulation, decree, etc), date of the law, and the citation (including the name of the official gazette or official journal in which it was published, and date of publication).
- *Don't forget the treatises.* If you are stumped as to where to begin, an international treatise or “Doing Business in...” guide is often a good place to start. They are usually divided into chapters by country, region and/or topic and offer a general review of applicable country laws with references. Doing Business in Japan (Matthew Bender), for example, provides original and hard-to-find translations of the most important Japanese business laws.
- *Use the news to for up-to-date information and the needed background to your legal research.* A EU news source such as RAPID, from the European Commission, can provide insight into how the EU is thinking on controversial issues and potential legislation. Bon Chance!

¹ Javier H Rubenstein, Global Litigation: International Law's New Importance in the U.S. *The National Law Journal*, September 15, 2003.

² A glossary for definition of these and other useful terms will appear in the next issue.

³ Recent examples include: Jennifer L. Selby, Practice Tips: A Guide to International & Foreign Legal Research Online, 82 *MI Bar Jnl* 58, July 2003. Susan Van Syckel, Strategies for Identifying Sources of Foreign Law: An Integrated Approach, 13 *Transnat'l Law* 289, Fall, 2000. *Accidental Tourist on the New Frontier, An Introductory Guide to Global Legal Research*, edited by Jeanne Rehberg & Radu D. Popa, Fred B. Rothman & Co, 1998, 294 pgs.

⁴ Business Guide to EU Initiatives (2003) by the EU Committee of the American Chamber of Commerce, Brussels, Belgium.

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TELECOMMUTING AND THE LIBRARY – FIRST LESSONS

by Jill Allyn, Garvey Schubert Barer, Seattle, WA

Three years ago, the Garvey Schubert Barer executive committee received a proposal from a senior associate who wanted to become a telecommuter. The chronic gridlock problem in Seattle combined with parenting two elementary school children caused the associate to evaluate her work options. The firm's manager asked me to gather materials about the pros and cons of telecommuting, and eventually the firm agreed to let her try the concept. She remodeled a portion of her home as a home office, set up a fax/copier and her PC and "opened" for business. She is still telecommuting, we have added another experienced lateral hire who lives and works over 40 miles away, and we have recently hired a local attorney who will live and practice in Taiwan. We are still learning about the art and science of telecommuting, and each person brings new lessons.

First, some vocabulary: a person who works at home two, three or four days a week and is in the office the remainder of the time is a *telecommuter*. The telecommuter typically has an assigned office, and is therefore, part of the firm's overhead and resource calculations. In contrast, the person who comes in for client or department meetings once or a twice a month and sets up in empty offices or wherever there is space is a *hoteller*. *Teleworker* is the European term for telecommuter.

Our first telecommuting attorney is actually a hoteller – she only comes into the office for meetings or for her evaluations. Since we had no extra space in the firm to accommodate a working visitor, we removed a row of shelves in the middle of the library stacks (4 ranges on each side, for a total loss of eight ranges). The facilities manager ordered two study carrels, and IT installed a completely networked PC in one carrel, and a docking station for a laptop in the other. Both stations have telephones. For the hotellers who use the station, there is no privacy. For the library patrons there is an increased level of noise that is disruptive, particularly from telephone use. On the plus side, most of our in-house attorneys have fond memories of many hours spent at school in carrels, so the workstations are frequently occupied by researchers. It goes without saying that the loss of 8 ranges required moving every volume in the library at least once, and then the collection was out of call number order when we finally stopped shifting.

While the physical housing of telecommuters impacted us beyond our expectation, research support has been an important lesson in teamwork for the library staff. A home worker cannot tell that you are busy serving other attorneys, out sick or having a bad day. In her mind there is only one set of problems or tasks – hers. It was critical that the library personnel get in the habit of responding to requests, reassuring the attorney that we were working on the project. Scanning equipment became our friend as we realized how important email was to handling requests.

Library subscriptions become problematic for both the telecommuter and the library. Our hoteller gets a daily or weekly package from the firm, and in that package are her routed periodicals, client files and firm business materials (these items are increasingly available electronically, but there

is still enough paper to make a weekly package necessary. She likes the contact, too). She has custody of a loose-leaf that she brings in a couple of times a year to get updated. Our telecommuter, who is in the office twice a week, practices in taxation – an expensive area for duplication. We have worked with our vendors to ensure that we have the best deals, but we still have to provide both print and electronic copies of RIA's United States Tax Reports and BNA's Tax Management Portfolios. We are dealing with a fairly typical mix of users here – one tax practitioner refuses to use RIA CheckPoint and the TMPs online, while our telecommuter must use them to get her work done. Part of the librarian's responsibility, then, is to make sure that the executive committee understands the expense involved in supporting a member of the firm who can't use the library but must have access to research tools.

Circulation poses interesting problems for the library. Our telecommuter checked out 16 Tax Management Portfolios for a month, and had no

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LAW FIRM INTRANETS: WHAT A LIBRARY CAN CONTRIBUTE

by Michele Lucero, Lionel Sawyer & Collins, Las Vegas, NV

The legal world has faced phenomenal changes, especially within the last twenty years. If we look back even further to fifty years ago, one could never imagine the revolutionary changes that technology would bring to our world today. It is within this time that the legal field has developed and grown from small collections owned by practitioners to large physical collections in universities to digital libraries and Intranet capabilities. The Intranet is not a new occurrence to our world. The term has been around for years. Yet, it is only recently that the legal field has begun to realize the importance of such technology. An Intranet can demonstrate how knowledge management is developed within a firm. According to author Michael Arkfeld in his book, *The Digital Practice of Law*, "Knowledge management (KM) is formalizing the collection of valuable knowledge gained from experience and then organizing the knowledge in a way that benefits the entire law firm" (3-43). The idea is to use Internet technology to deliver internal information within a firm and allow attorneys and staff to communicate more effectively. In the 2002 American Bar Association *Legal Technology Resource Center Survey Report*, it was found that 54.95% of law firms had an Intranet compared to 43% in 2001 (ix, 222). These numbers show that law firms are beginning to realize the importance of this technology.

Intranets can provide value and a wealth of information to a law firm and its staff. Intranets can provide company news, important policies, links to various resources, directories, and various other information depending on the size and needs of the firm. The most critical step in creating an Intranet is to determine the needs of the firm and to survey what has been done within the field already. It is important that all departments including IT, Marketing, and Library, are represented on the Intranet if necessary. The Library Department can utilize the Intranet as a tool for providing up-to-date information and reliable resources. In a survey posted over numerous Listservs, I found that at least 75% of firms responding already have an Intranet where the Library has a strong presence. For more than half of these, the Library was the first page created on the Intranet.

The Intranet can serve yet another great purpose especially for those firms with multiple offices in different locations. The Intranet is accessible from all locations internally, therefore allowing an office in the United States to have the same information as an office in Europe. This permits easy communication and makes an individual's job more efficient. Also, this is beneficial to offices that do not have a librarian. Instead of constantly having to contact another office with a librarian or finding the resources themselves, they can easily connect to the Intranet and have valuable information at their fingertips. The Library page can be the first step to firm wide dissemination of information and resources.

The Library page on an Intranet can consist of many tools which may be useful to secretaries and attorneys alike. Once the needs of the firm are determined, layout and design of a Library page can begin. This is yet

another critical point in developing a Library Intranet page. One would want to make sure that the page is user-friendly and easy to navigate, otherwise it may not be used and therefore, the project would be unsuccessful. This is where usability testing becomes important. "Usability involves ease of use, ease of learning, pleasantness and usefulness" (Gould and Lewis, qtd. in Mirel 168). Each of these is necessary to ensure a successful end-product that can be implemented effectively in a firm. What may be easy to for a librarian to understand, may not be so easy for a secretary or an attorney to understand. The Library Intranet homepage should consist of an introduction to the department, a table of contents to main links, contact information, a search box, and a feedback link. From the homepage, there may be numerous links to research resources, CLE information, forms, new acquisitions list, online catalog, library policies, and staff contact information.

Why should the library play a part in the Intranet creation? First, librarians are an asset to any organization as they know what information is reliable and available. Second, they know where to find information; and third, they know how best to organize information. An Intranet is a knowledge management tool. Often times, librarians are the champions of the Intranet. They are willing to organize all the information for the firm, provide it in one place and further update the links. It is vital that the librarians work with staff and attorneys to find out what they need. Librarians have the tools and means to create such a page. The Intranet can save time for any law firm; and as we know, time is money. A library page may be the first step to broadening the horizons of the firm, teaching individuals where to find dependable information and helping law firms remain competitively successful in the changing times of technology.

References:

Arkfeld, Michael R. *The Digital Practice of Law: A Practical Reference Applying Technology Concepts to the Practice of Law*. 5th ed. Phoenix: Law Partner Pub., 2001.

Legal Technology Survey Report. Chicago: American Bar Association Legal Technology Resource Center, 2002.

"Advancing a Vision of Usability." *Reshaping Technical Communication: New Directions and Challenges for the 21st Century*. Ed. Barbara Mirel and Rachel Spilka. Mahwah, NY: Lawrence Erlbaum Associates, 2002. 165-187.

PLL/SIS CANDIDATE BIOGRAPHIES

Here are the biographies of the candidates who have been selected to run for PLL-SIS office for next year. There is a single candidate for Vice-Chair/Chair-Elect and two candidates for the offices of Secretary and Board Member. You will vote for one candidate for each office when you receive your ballots in April. We thank all of these people who have agreed to run for office. We also owe many thanks to Kathie Sullivan, Chair of the Nominations Committee, and the committee members, Jane McMahon and Bridget MacMillan.



Name: Terry Psarras

Nominated for which PLL office:

Vice-Chair/Chair-Elect

Current job title and firm/corporation name and address:

2000 – present

Manager of Library and Intranet Services
Carlton Fields, P.A.

777 South Harbour Island Blvd
Tampa, FL 33602

Former Positions:

Library Director and Webmaster,

Balch & Bingham LLP, Bham, Alabama, 1995 – 2000

Library Assistant, Balch & Bingham LLP, Bham, Alabama,

1992 – 1995

Student Library Assistant, Mervyn H. Sterne Library, University of

Alabama at Bham, Bham, Alabama, 1986 – 1991

Activities:

AALL

2002 – Member, Executive Director Search Committee

1998 – Mentor, AALL Mentoring Program

PLL

1999 – present, Webmaster

1999 – 2002, President, Technology Subcommittee

1998 – 1999, Member, Consumer Advocacy Subcommittee

Law Libraries Association of Alabama

1999 – 2000, President

1998 – 1999, Vice-president-President elect

1997 – 2000, Webmaster

1996 – 2000, Newsletter Editor

Publications/speeches:

Program speaker, AALL 2002 Annual Meeting, Orlando, FL

“Lexis & Westlaw: Proprietary Software Versus Browser Based; Past,

Present, Future,” <http://www.llrx.com/features/webvsoftware.htm>,

September 3, 2001

“Keycite v. Shepard's,” Law Libraries Association of Alabama website (previously located at

<http://www.aallnet.org/chapter/llaa/citate.shtml>) (Spring 1999),

reprinted in *Atlanta Law Libraries Association Newsletter*, Vol. 19, No. 2 (Winter 1999-2000)

“Ship It, Ship it Real Good,” *PLL Perspectives*, Vol. 9, No. 2 (Winter 1998), reprinted in *Research Advisor*, Iss. 14, 1998.

Statement:

Ever since I volunteered to be a junior member of CAPLL, the Consumer Advocacy Committee, back in 1998, I have enjoyed working with other librarians. Everyone in this profession knows about the spirit of comradeship and cooperation that exists amongst us. I have learned a lot over the years from some wonderful individuals in our group, and I hope I have been able to give some back to others. As I have become more and more involved, I also have come to learn more and more about our Section as well as AALL work. If elected to office, I hope to be able to give and receive, and leave PLL a better and stronger association for those who will follow.



Name: Kimberly Serna

Nominated for which PLL office:

Secretary

Current job title and firm/corporation name and address:

Library Services Manager

Jones Day

717 Texas, Ste. 3300

Houston, TX, 77002

Former Positions:

1998 – 2002

Legal Information Manager

Mayer Brown Rowe & Maw

700 Louisiana St. Ste. 3600

Houston, TX, 77002

Activities:

AALL, 1998 – present

SLA, 2001 – present

HALL, 1998 – present, Secretary 2002 – present

ARMA, 1998 – 2000.

Statement:

I've always believed that what you put into an organization is what you get out of it. As such, I'd like to focus my energy on contributing to an organization where I can promote law librarianship and help guide our future. In the five short years that I have been a law librarian, I have

seen many changes in the profession, as well as in our working environment. Mostly I've had to learn how best to adapt to these changes rather than be in the fore-front. It is my desire to help shape the direction of our profession by motivating and soliciting involvement from others as we re-create our professional value to our organizations.



Name: Kaye Waelde

Nominated for which PLL office:
Secretary

Current job title and firm/corporation name and address:

Colorado Library Manager
Faegre & Benson LLP
3200 Wells Fargo Center
1700 Lincoln Street
Denver, CO 80203-4532

Former Positions:

Librarian, Davis Graham and Stubbs, Denver, CO 1996 – 2000
Librarian, Mississippi Attorney General's Office, Jackson, MS 1995 – 1996
Librarian, Heidelberg and Woodliff, Jackson, MS 1993 – 1995
Librarian, Butler, Snow, O'Mara, Stevens & Cannada, Jackson, MS 1990 – 1993
Librarian, Young, Scanlon & Sessums, Jackson, MS 1987 – 1992
Library Clerk to Librarian IV, Mississippi State Law Library, Jackson, MS 1975 – 1982

Activities:

Member: AALL, COALL
Leadership: PLL/SIS Co-Chair Public Relations Committee 2003 – 2004

Publications:

"Delivering a Law Library to Attorneys' Desktops", *Colorado Libraries*, Fall 2001, v. 27 no. 3

Statement:

As a candidate for PLL SIS Secretary, I am volunteering to be elected to a board that will stimulate the membership to become "the voice of the private law librarian." I would like to see our organization work to enfold, involve and support all private law librarians. We should work to enfold by identifying and contacting private law librarians to engage them in developing the value of our organization; to involve by supporting interaction, knowledge sharing, and educational opportunities that don't require attendance at the annual meeting; and to support by identifying the challenges of private law librarians and assisting in the development of methods to meet those challenges.



Name: Rebecca S. Corliss

Nominated for which PLL office:
PLL Board Member

Current job title and firm/corporation name and address:

Director of Library Services
Schiff Hardin LLP
6600 Sears Tower
Chicago, IL 60606

Former Positions:

Library Director, Freeborn & Peters, Chicago, IL

Activities:

Adjunct professor, Dominican University
Chicago Association of Law Librarians, President
Special Librarians Association, Illinois, Board Member
Membrain, KM initiative, SLA Illinois, Co-content Manager
PR committee, CALL, Co-chair

Publications:

Co-author, *Special Libraries: A Guide for Management*

Statement:

Here in Chicago I am very involved with the local law librarian association, CALL, and with the local special librarians association, SLA Illinois. I find that being on committees for both associations is a good way to cross-pollinate ideas. The committee I am on for SLA is the Knowledge Management initiative, Membrain. We are soliciting content from our members to populate a website with our collective knowledge. All librarians have the same problems, just in different forms, and the different venues have different solutions. CALL will be learning from the SLA experience to build a site of its own. I think that PLL needs to keep in mind that our members do not deal only with law firm problems. The group serves not only private law librarians but must also serve the other librarians who are members of AALL.



Name: Mary J. Koshollek

Nominated for which PLL office:
PLL Board Member

Current job title and firm/corporation name and address:

Director of Library Services
Godfrey & Kahn s.c.
780 N. Water St.
Milwaukee, WI 53202

Former Positions:

Director of Research, vonBriesen, Purtell and Roper s.c.
(1981 – 1999)

Activities:

Assistant Adjunct Professor of Law, Marquette University Law School (2000 – present)
Law Librarians Association of Wisconsin (President 1998-99; Secretary 1984-85, Newsletter Editor 1999-2003)
Member, West Excellence in Law Librarianship Scholarship Board (2002 – 2003)
Biographee, Outstanding Women in the Law, Wisconsin Law Journal (June 26, 2002 Special Supplement)

Publications:

“The Library’s Legal Answer Book.” (Book Review) *InfoEdge*, October 2003.
“‘Google’ Your Way to Better Web Searching.” *Wisconsin Lawyer*, July 2003.
“Essential Guide to the Best (and Worst) Legal Sites on the Web.” (Book Review) *Wisconsin Lawyer*, July 2002.
“Legal Research Tools: What’s Hot Today.” *Wisconsin Law Journal*, August 1, 2001.
Wisconsin Practice Materials: A Selected Annotated Bibliography. (Co-authored with Ellen Platt) Buffalo, NY: Hein Publishing Company, 1999.
“Wisconsin Practice Materials: A Selected Annotated Bibliography.” (Co-authored with Ellen Platt) *Law Library Journal*, Summer 1998.
“A Plan for In-House Training: One Firm’s Experience.” *Perspectives: Teaching Legal Research and Writing*, Spring 1997.

Statement:

Change. Ironically, it is the one constant in our professional lives. Members of PLL have seen change in almost everything from the research formats we utilize, to the basis of governance in our firms. A strong and vibrant professional organization can be a resource for coping with change. This role requires PLL to offer programs and materials to support its members in working through a shifting legal research environment. In this regard, I look forward to offering my experience to the PLL board and to colleagues who daily face a host of challenges.

Minnesota to London, *continued from page 4*

current awareness services when asked. Most of the requests are associated with marketing or obtaining company information. We hope to increase the number of research requests we get over time. We also hope to hire a full-time librarian in the future.

Learning how to support an office in another country has been an interesting experience combined at times with good feelings and frustrations. Getting to know the attorneys and staff, other librarians in London and the vendors has been great. Working out the details and remembering everything we needed to do and have to do yet, has been a challenge. In the end, we expect to have grown in our understanding of what it takes to provide support to an international office and plan to move on to the rest of our offices in Frankfurt and Shanghai to build better support there as well.

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Telecommuting, *continued from page 9*

intention of bringing them back until we insisted that they be returned. While telecommuters are welcome to check out materials from the library, circulating titles are out of reach until the items are mailed or brought to the office. Certain personalities in the firm become incensed when wanted volumes are out of the office, and a liberal circulation policy can make you unpopular. As with any other book, your staff will be running to the local bar library to borrow the “missing” title. Know that you will chalk up staff time for interlibrary loans as part of the cost of supporting telecommuters.

An interesting aspect of telecommuting in law firms is that generally it is the business lawyers whose practices are best suited for working at home. In fact, these are the people who are least equipped to deal with an intensely computer-based job. While we were satisfied that our attorneys could function reasonably well in Word and Outlook, it had not been proven that they could change toner cartridges, run Lexis searches, and email web pages. We have recently begun an initiative to require future telecommuters to participate in additional proficiency training in order to be granted

telecommuting status. Any lawyer who plans to become a telecommuter should receive extra training from the library staff on database searching and web-based research.

Finally, the librarian should take the lead in helping the firm make informed choices about whether to offer telecommuting. We can – and should – raise and research such questions as whether the teleworker lives in a municipality or county that requires an additional business license, how the firm will manage IT policies such as equipment ownership, maintenance and use, how state law treats safety concerns in the home office, and whether the firm’s insurance covers injuries to clients or staff in the telecommuter’s home. The rewards for the telecommuters are many, and the librarian will have contributed in a meaningful way to a more flexible work environment. At least in Seattle, there are two less cars on the road during rush hour, thanks to telecommuting.



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