

# PLL PERSPECTIVES

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[ SPRING 2000 ]

## LIFE IN PROGRESS: A COMBO OF FAST FORWARD AND REWIND

By Marie G. Wallace,

Marian Gould Gallagher Distinguished Service Award Winner

“Is it possible to have a meaningful life in retirement?” I was recently asked this question by an attorney guest at AALL in Washington, DC. At first I thought he was being facetious; but as he made additional comments, I realized his question was serious. I see retirement as a big gift of time and freedom. An opportunity to live according to my values, not somebody else’s as when I was a child, student, or employee. Retirement is a problem of sudden riches.

Why has retirement been an exciting “life in progress” for me but for others a looking-over-the-edge-of-a-cliff experience? Possibly these things: broad range of interests during my earlier life, strong self-knowledge, good health, and sound financial planning.

Before I retired I did many of the things I do now—take classes, volunteer, contribute to the community, keep politicians honest at City Hall, read, travel, garden, sew, swim, go to the theater and art museums, write, speak and spend time with family and friends. Sometimes I am on fast forward (learning and doing new things); other times I am on rewind (repeating patterns of activities). Most of what I do in retirement began years ago. I prepared for retirement by doing what I really wanted to do each day.

After I graduated from college, I discovered that the classes I took because I wanted to were much better than the required ones, and I became a lifelong learner. I am currently enrolled in three classes at the Emeritus College (free college for seniors): tai chi, piano and horticulture. Tai chi has been an interesting challenge to my plan to remain healthy. Unlike swimming, where the goal is to go fast, in tai chi the idea is to go as slow as possible. Tai chi is great for tapping into personal energy—although it is much more difficult to learn than it looks. My goal in the piano class is to retrieve lost fingering skills. I concentrate on Clementi sonatas and sonatinas because I like his structures, tempos, and harmonies. Horticulture has been a boon to the garden. Knowing how to locate plants where they thrive means an ever-changing palette of color and texture. Now the garden is an impressionist painting I can walk in.

I do volunteer work for Woodcraft Rangers ([www.woodcrafrangers.org](http://www.woodcrafrangers.org)), a small youth group located in L.A. When my children participated in the

program, I was active on the Board and eventually served as President. I was asked to come back recently to spearhead a capital campaign to raise \$300,000 to expand the after-school and camping programs. We are about halfway. Money is not so easy to grow as plants.

While I was a homemaker before returning to work in 1971, I learned to be a citizen activist. My most noteworthy feat was to save a large local public park from takeover by Twentieth Century Fox and Charleton Heston for a private tennis club. I recognized immediately that something was not right when I read the notice in the local newspaper. Relying on my research skills (some learned in high school civics class) to get smoking-gun documents from City Hall that indicated an illegal end run around the law on private taking of public property, I put together a coalition of youth groups using the park, the regional PTA, two homeowner groups, and the Southern California Archery Association (I was an archer then). The private tennis center maneuver died of exposure, but there is no end of similar noxious weeds in the garden of local government.

We live in a tract of homes built in 1940 in West L.A., three miles directly south of UCLA. It is a community with third generation families who go caroling on Christmas Eve. Shortly after we moved here in 1960, I was instrumental in forming our homeowner association in response to “development” ideas that the City and developers had for our area. (Westside Village has been called by the *LA Times*, “the best undiscovered secret in L.A.”) Today I am still on the Board of Directors as Secretary and Chair of the Disaster Preparedness Committee. Our disaster plan is primarily in anticipation of the next earthquake. Sixty of our residents completed 20 hours of training by the L.A. Fire Department and we have stocked a large bin with supplies on the elementary school campus to serve as a local City command center.

In an attempt to show people that I am already an over-committed volunteer and not just a slacker, I developed a resume of my volunteer activities. Surprisingly, this proved useful also for things I *wanted* to do. For instance, our City Councilwoman solicited applications for her Community Planning Advisory Committee (CPAC). This was right up my

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## FROM THE CHAIR

by Kathie J. Sullivan,  
Downs Rachlin & Martin PLLC, Burlington, VT

**T**he Gateways to Leadership theme year is winding down as we approach the Annual Meeting in Philadelphia, but that does not mean we stop being leaders in our field on July 20. Leadership has to be a way of life for us, a skill that comes as naturally as breathing. It's a lot of work to be an effective leader and no one else will do the work for us. I know some of you resist calling yourselves leaders because you are not in the spotlight, you don't have a staff, and you feel you have nothing to offer other colleagues.

## YOU COULDN'T BE MORE WRONG

We lead by example and deed and every time we share a trick of our trade with another librarian, we become a leader. But we also lead when we act as advocates, teachers, knowledge managers, information gurus, authors and public speakers. We advocate for our profession and ourselves when we fill out salary surveys and share best practices tips. We teach research and management skills to our paraprofessional staff, new lawyers, office staff, and new colleagues when we develop pathfinders, office procedure manuals, form letters, database templates, and hold luncheon training sessions. We are repositories of all that is esoteric in our offices and amaze our employers with our recall. We stand up for our profession when we compose the memo to a managing partner explaining how we spend our days and the benefits of our expertise. We don't wait for others to define our profession but rather we stand on the edge of the future, preparing to tackle new initiatives, job duties, and technologies.

Have you noticed recent examples of librarians as leaders?

- Members of the Virginia Association of Law Libraries edited a recent issue of *Virginia Lawyer*, the State's official bar journal. A librarian authored every article!
- Steven Anderson wrote about "A Law Library is More Than Just Books" in the November/December 1999 *Legal Management*.
- Librarians are the faculty for PLI "Managing the Law Library" programs. Have you read the brochures?
- Librarians were working as local leaders! Have you attended a brown bag lunch in your city? Or a chapter educational program? Or an AALL videoconference brought to a local site?

- Steve Hinckley, SEALL President, was interviewed by Dan Rather on February 19. Steve explained why SEALL was observing the NAACP boycott of Columbia, South Carolina. Did you see it?

On the other hand, how many of you think we are not leading our profession because we seem to talk about the same issues year after year? Amy Eaton was preparing an item for *AALL Spectrum* and noted that many of the issues discussed in PLI programs several years ago were current topics of discussion even now. Does this mean we have not made any progress? On the contrary, I think it means we identified the critical issues early on and have continued to speak about them, update information, and look ahead. Once on the leading edge, always on the leading edge!

I don't think leaders work in a vacuum. Just as we can't do our jobs in a vacuum and need the support of our colleagues, so it is with leaders and those willing to step to the front of the line and be risk-takers. It's the people who answer a call for assistance and make a project their own that are key to the future of our profession AND our SIS. Many of us have said we can't imagine doing our job without PLL resources and contacts; I have found this out on both a personal and professional level in the last few months. If you have not experienced the power of a professional network before, do yourself a favor and start creating one now. And while you're busy networking, tell the rest of us what you have learned and how you've benefited from the professional support system.

Be a leader; be an advocate, whether for good services and products or salaries and job descriptions, or medical care or mushy bananas. Be a mentor and support a newer colleague. Or be willing to listen to a colleague who is experiencing severe budget cuts or billing requirements and share an information bullet. We're all leaders in our own way, some of us in a more public way than others. But together, we make up an incredible group of information professionals that becomes more valuable every day. #

*Life in Progress, continued from page 1*

alley. The resume worked. I got the appointment and monthly hear local applications for variances, conditional use and zone change and render advisory opinions. Government in action is lively, amusing and dramatic. More original than TV. One night a real estate partner from a firm I worked for as a law librarian came before CPAC. It was fun to be on the other side of the table. Work on a resume and business card for yourself as a person when you retire.

I swam with Master Swimmers ([www.USMS.org](http://www.USMS.org)) before I retired and continue four or five times a week. Workouts are coached and last one hour or at my speed, about 1.25 miles. Ex-Olympians in the fast lanes do 3 miles in the same time. Recently, I was featured on Channel 7, *Eyewitness News* as part of a series on how seniors keep fit. I got dubbed "The Sizzling Senior." Swimming is a great way to exercise, clear the mind, get new ideas, revise my columns for LLRX and meet people who read books and keep fit. The events I swim in competition are 50 free, 50 and 100 back, 50, 100 and 200 breast, and 100 IM (free, back, breast and fly).

My favorite Master Swimmers coach appealed to my service-oriented nature and asked me to be the Secretary of Southern Pacific Master Swimmers (the regional governing body of Masters at [www.SPMA.net](http://www.SPMA.net)). SPMA minutes are online. Good idea but the members of SPMA are an unruly bunch and putting their words into politically acceptable language is not always easy. However, the experience gave me ideas for a column on LLRX on how to run better meetings ([llrx.com.columns.#25](http://llrx.com.columns.#25)). I was elected to be a Delegate to the U.S. Master Swimmers convention, part of the governing body setting the rules for all aquatic sports. Delegates get up at 5 a.m. to be bused to a workout at a local college pool at 6 a.m. The conference program begins at 8 and goes intensely until the last day when there is a final banquet.

I have another law-in-action job as Secretary of a Federation of 16 homeowner associations on the Westside which bring together associations with concerns about regional issues: expansion of LAX, noise, air pollution, subway system routes, new City charter, and cell phone antenna and billboard location policies. We get to know local state and federal officials who are often invited as guest speakers to address specific issues.

High on my list of things to do after retirement (an actual eight-page list) was to clean up and refurbish the house. We had umpteen boxes of income tax records in the basement going back to the 50's. They couldn't just be dumped because there were important papers that needed to be sorted out or shredded. It has been slow because I only do it when I get "cleaning fever." After 5 years I am only to the 80's. But in the meantime, we have organized the basement, retro-fitted its walls to stand a 8.5 earthquake, given a lot of stuff to Goodwill and made space for a small collection of wine.

Often I do things for unusual reasons. I went to Library School because I found out that librarians at U.C. Berkeley had access to the locked stacks housing the obscene materials. I wanted to read *Lady Chatterly's*

*Lover*, and undergraduates couldn't check it out. Library School did not disappoint me. The first semester we had a class on censorship, and the reading list contained more banned books than I dreamed existed. I go to the theater and museums and read two or three fiction and non-fiction books a week to find more unusual connections and surprises.

I like to work with my hands and continue sewing my clothes and making textile gifts. I have added dyeing fabrics to get the colors I want. (All the white T-shirts I get at AALL are now shades of purple.) I get great aesthetic satisfaction from working with cloth and colors. It is an act of creation and results in an artifact that lasts. When I was working, one year I made seven patchwork quilts. This year I got on a pillow binge and made about 50 for family and friends.

I continue to belong to a downtown Toastmasters group ([www.toastmasters.org](http://www.toastmasters.org)). It is a diverse group of professionals. There are always lawyers and accountants but rarely librarians and now we meet in the Central Library!! At Toastmasters I have heard a variety of speeches on financial planning for retirement. Great free advice. Another group that I find worth a membership is ASTD (American Society of Training and Development) ([www.astd.org](http://www.astd.org)). I participate in monthly meetings on training. I have done presentations on using the Internet, finding marketing information, and using aromas to liven up training but mostly I learn from ASTD members.

While many things about retirement seem the same as when I was working, there are differences:

There is no copying machine down the hall.

Pace is slower but time goes faster.

It is difficult to keep track of time in spite of five calendars and clocks.

Telemarketers call to sell cemetery lots.

My waist keeps getting bigger.

The greatest surprise was being asked to write the Guide on the Side column for LLRX ([www.llrx.com](http://www.llrx.com)). Originally I thought I would exhaust my ideas in about 6 months but I keep getting ideas from people. It has been wonderful to see LLRX evolve.

AALL has no post-production track for retired members to tap the wealth of their knowledge and experience. This means you can contribute in any way that you want. I carved out a little niche with convention workshops on how to introduce a speaker for members who are doing introductions.

Whether in fast forward or rewind mode, my parting advice to PLL members regarding retirement is epitomized by tai chi:

Start by finding your center

Move slowly but continuously

Watch others for coordination cues

Expect transitions to be as important as movements

Discover how to release your energy

Know how to "close the heavy door." ■

## AALL CANDIDATES FOR VICE-PRESIDENT/PRESIDENT ELECT

**T**hrough the efforts of Anne Ellis, this year's Chair of the PLL-SIS Nominations Committee, each of the candidates for the office of AALL Vice-President/President Elect has been asked to respond to three questions posed by the PLL. These responses are intended to provide our members with information about the candidates' positions on issues of interest to us as well as to others. The questions and responses follow. For biographical information about each candidate, please see "AALL Executive Board Election: Candidate Biographies and Statements," *ALL Spectrum*, Vol. 4, Dec. 1999, p. 14.

Barbara A. Bintliff  
Library Director and Associate Professor of Law  
University of Colorado Law Library  
Boulder, Colorado

**1. A Managing Partner, Faculty Member, Board Member or Chief Information Officer is standing at the doorway of your library and drops the following comment. "Now that you have the Internet and CD-ROM, why do you need so many books?" How would you respond?**

"Can you come in for a minute and talk? Your question, regarding the balance between books and electronic resources, is among the most important in law librarianship—and throughout all librarianship—today. As librarians, our goal is to get you the information you need, when you need it, in the most reliable format possible.

"Part of our job is to stay familiar with the electronic resources, especially the Internet and Web resources, to help identify what's out there, to know when there is duplication with print resources, and to save you time when you are researching. The number of electronic resources—especially on the Web—is multiplying rapidly and, the more there are, the more disorganized the Web becomes. We are skilled and knowledgeable in finding, evaluating, and organizing information in all its formats. Sometimes we fill your request using electronic sources: they're usually fast, Internet sites are often free of charge, individual sites often have excellent search capabilities, and electronic resources can be very current. But sometimes we fill your need with a book because it's more convenient, it's cheaper, or the information either is not online or is only available in an expensive subscription database. We've discovered that, as a general rule, print and electronic resources are complementary. Much of what is available online is not something we'd buy for our permanent collection. The electronic sources don't necessarily replace books, although in some cases they do, and we can sometimes cancel print in favor of electronic resources. But we are careful how we do that.

"Ultimately you, the user, help define how our collection is shaped. You

tell us that, for extended research projects, you still want the books. You tell us that print indexes and tables of contents are useful in organizing yourself, and that, in some instances like CFR and statutory research, you don't really like computers. You tell us that books are superior to electronic resources for locating and understanding conceptual issues. We can see for ourselves that you like to have a lot of books open at once—something that's still difficult to do with Internet sites and CD-ROMs—because it helps you see several sources at once, aiding analysis and synthesis. It's important for us to make sure that you are given the tools you need to do your research well, and you tell us that books are still very important to your work.

"We are constantly evaluating our collection and its formats to make sure we're providing you with the best possible balance at the most favorable cost, but for at least the foreseeable future we will continue to have significant collections of both print and electronic resources."

**2. Others have been sounding the death knell of our profession for the last few years, and yet, with the advance of information, most of us see a need for librarians now more than ever.**

- a) How do we redefine ourselves?
- b) How do we continue to inspire and bring new people into the profession?
- c) How do we create diversity?

We redefine ourselves almost every day, or so it seems. The apparently unending changes in publishing houses and electronic resources, user expectations and economic realities, cause us to constantly adapt to new situations. These daily adaptations have resulted in a very different profession than even ten years ago, and I do not think we're done changing. However, much of the public, including many of our users, still sees us as bookshelves and "shhh-ers," not as computer experts and information wizards. We need to explain how we have changed (and are still changing) and what we now can accomplish, to both our users and the outside world. Describing this redefinition of librarianship is a challenge we have not yet met as a profession, although most individuals can convey the magnitude of change in their own jobs very well.

We can start to communicate the changes to our primary users, and can use the marketing techniques we already know to tout our expertise and abilities along with our libraries' programs. We can wow newcomers to the organization with a talk or demonstration during orientation, and impress them with our information retrieval capabilities during an instructional session. We need to inform our users of the interesting variety of our work, our changing skills base, and the opportunities available to those interested in law librarianship as a career.

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Communicating the redefinition of law librarianship to the public is crucial if we are to remain a vital profession and recruit new librarians. We should work with other library associations on a jointly sponsored public relations campaign to communicate with the public. We in AALL can't do this alone. This is a librarianship-wide problem, and needs to be addressed that way. We need new librarians who are educated for the changes we're undergoing now and will be flexible enough to continue to change in the future. We must strengthen ties with library schools, and the associations that represent college academic advisors, high school counselors, and any other appropriate groups, and encourage them to revise their characterization of librarianship. As individuals, we can also seek out opportunities to recruit for law librarianship. AALL can help by putting together outlines for presentations aimed at every level student, from elementary school through college, and also for new attorneys and summer associates.

We can approach the goal of increasing diversity in much the same way. Individually we can recruit, mentor, and promote individuals of diverse backgrounds, preparing them to assume more responsibility either in our library or elsewhere. We can do the same in AALL, providing professional opportunity and visibility. And as we recruit new librarians, we can show the challenges of law librarianship, its intellectual stimulation, and the practical application of our knowledge, making it an attractive career option for people of all backgrounds. As noted above, we need to start early

and make a concerted effort if we are to meet this goal.

The changes in law librarianship provide us with an opportunity to raise our visibility in the community. We should use this opportunity as a springboard to influence our individual and collective futures.

**3. Librarians have been called gatekeepers of information. As our customers are directly receiving information from information service providers, how can we show our values to our employers? How do we convince them that we are the information experts?**

We need to reinforce our value to our employers one on one and in groups. We need to tell them and show them. We need to communicate. I remember reading an article several years ago, written by Mark Estes, in which he recommended that we not respond to a "thank you" by saying "no problem." He recommended instead that we say "you're welcome" and give a 30-second description of the databases searched or the books used to answer the question. His point was that our employers need to know that we are skilled and resourceful, and able to answer even their most complex questions. And he was right.

We can learn from the information providers, and adopt some of their services as our own. We can shape an information packet to the employer's and the client's needs better than someone outside the firm can; we just need to let our employers know this. (This may be the time to emphasize your expertise in organizing information, using your Web page or intranet as an example.) Perhaps we can become our own "push technologies," anticipating information needs and setting up automatic computer searches to update ongoing projects. It may be useful to remind our employers that their work product is their responsibility, and it's almost always better for them to have a skilled employee with knowledge of the firm and the client providing information than an anonymous service. We need to remind them that we can provide rapid assistance in refining questions and tailoring results, and that our knowledge of the firm and its practices gives us an edge over an anonymous outsider. We need to ask for feedback and demonstrate that we're responsive and ready to change, if need be, to become better. We need to emphasize the importance of the ongoing, human relationship.

Firms and businesses are driven by the bottom line. It's important for us to have facts and figures on the total cost of using information service providers so we can show our value economically as well as practically. It may be useful for the librarian to suggest the firm adopt a policy on when attorneys can use an outside information service provider. We can use the opportunity of discussing the policy to educate the attorneys on our abilities while recognizing that there are times when the library doesn't have the resources to provide some information, just as the firm sometimes engages outside counsel when it needs specialized expertise. Point out that your overall knowledge of the firm's research endeavors gives you the ability to avoid costly duplication of effort.

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*AALL Candidates, continued from page 8*

Several years ago, AALL's Task Force on the Value of Law Libraries produced a Tool Kit containing suggestions and strategies to help librarians reinforce their value to their employers. It remains as useful today as when it was first published. The key to convincing our employers that we're the information experts is to tell them: through work product, through understanding their culture and expectations, and through a commitment to work with them to meet effectively and efficiently their information needs.

Susan P. Siebers  
 Director of Library & Information Services  
 Katten Muchin Zavis  
 Chicago, IL

I appreciate the opportunity to respond to these excellent questions. They certainly reflect the changing nature of our profession!

1. [Why do we need so many books?] I would ask the questioner how much time s/he has, and upon hearing that her/his time is very limited, offer the following somewhat oversimplified response. My goal would be to impress upon this person that 1) We are continually evaluating formats and initiating collection rebalancing when appropriate; 2) It isn't as easy as it seems; and

3) There won't necessarily be substantial cost savings from obtaining information via the Internet or CD-ROM.

Managing Partner/Dean/Faculty Member/CIO: This is an interesting question, and one that we have been examining and reexamining for the last several years. Our goal is to provide information in the most cost-effective format for all our users. Not all information is available via the Internet or on CD-ROM, and there are varieties in what is available even from the same vendor as you shift from format to format. You are probably aware of the difficulty everyone has remembering differences in search techniques just using Westlaw and Lexis. Every additional service we add has differences that may contribute to inaccurate searching and reliance on incomplete information. [Since it's probably been some time since this person has personally done research, I'd draw an analogy to various indexing formats in several sets of books in his/her area of practice.] While a great deal of information is available via the Internet, not all publications are there yet, especially treatises; and what is there does not necessarily provide the same completeness of information, accuracy and functionality for searching that our attorneys/students have come to expect. [I'd give a personal example here from her/his practice area.]

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## FAQ'S ABOUT PLL TRAVEL GRANTS

- WHAT:** AN ANNUAL GRANT TO COVER THE COSTS OF TRANSPORTATION TO AND FROM THE CONVENTION.
- REQUIRED:** A COMPLETED APPLICATION AND MEMBERSHIP IN PLL.
- WHERE:** YOU CAN OBTAIN AN APPLICATION ON THE PLL WEBSITE AT [www.aallnet.org/sis/pllsis/commgrp/grantscomm.html](http://www.aallnet.org/sis/pllsis/commgrp/grantscomm.html) OR CONTACT THE COMMITTEE CHAIR, STEPHANIE PAUP AT SKADDEN, ARPS, SLATE, MEAGHER & FLOM LLP, 202-371-7768 OR EMAIL SPAUP@SKADDEN.COM
- WHEN:** APPLICATIONS MUST BE RECEIVED NO LATER THAN MAY 5, 2000

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*AALL Candidates, continued from page 9*

What we have found is that for some items such as cases, for some purposes, access to the information via the Internet and CD-ROM may have replaced access via hard copy. [I'd inform the person of the changes we have already made.] What we have done may be to shift the cost from paying for the books once and continually paying for space to paying for a CD-ROM or Internet contract on an ongoing basis or for each use online. We will continue to monitor the formats and make changes as they fit our user needs.

I'd conclude by pointing out that if this person asks me the same question in a few months, the situation will undoubtedly have changed, but that I anticipate my response will be more complex rather than less, since additional options may be available by then.

2. A) We redefine ourselves by taking advantage of opportunities that present themselves—or that we create for ourselves—that make sense within our organization. The most fundamental change of point of view is to make clear to our employing institution that we consider our responsibility to be information and access to information rather than publications and a physical space. This alone expands our vision, and of course, makes our challenges more complex. The choices we and our users face for research are more extensive, and they also challenge our organizational and budgeting skills.

Comments were made on the just-completed Professional Development Committee listserv discussion on Electronic Education that it is difficult to train first year law school students for situations that may be very different when they take their first job or even summer internship. We in the firms face the same challenges, since what we tell new associates will be changing as well. If our responsibility is to assist them in their pursuit of information, we have new challenges in teaching and organizing information. We need to make clear to our parent institutions how our roles have changed and how even more invaluable we are now. Even when considering only the increased options for research, our insights into research methods and best approaches should have a large impact on the bottom line as well as completeness of the research done. We are using our organizational and research skills in new ways. Marie Wallace's article in the new Winter 2000 issue of *PLL Perspectives* on the evolution as trainers is a good example of this, and the changes will certainly continue.

B) We need to take advantage of opportunities to continue to inspire and bring new people into the profession. One of the best sources for new law librarians is the non-professionals on our staffs. Include them to the extent possible in being aware of what we do so they have the example of our accomplishments and satisfaction in jobs well done. This is what being a positive role model is all about. We can encourage them to get their advanced degrees by making scheduling adjustments so they can attend classes, for those who have that option, or help them explore distance

learning options. We need to encourage the graduate library and information schools to teach courses in legal reference and administration. We should also reach out to students in those schools so they have current information about careers in law librarianship. To the extent we are active in our local associations and AALL, we are providing even broader models of what we as professionals can accomplish. When we welcome student members to our association meetings, provide internships, scholarships, grants and hire students, we are also encouraging students to become law librarians. Our local chapters especially need to encourage newer members. Mentoring, special meetings or gatherings for them are just a few ways to bring them into active participation beyond their employing institution, since we also want to encourage them to continue in the profession once they have embarked on their careers.

C.) We need to create diversity by reaching out even earlier to the more diverse student populations in our communities. AALL encourages this, but much of the actual contacts are made on the local level. Participating in job fairs, job shadowing programs and speaker opportunities at the undergraduate and high school level are just a few options. Last year, I was one of several administrative staff at KMZ who represented the firm by attending a dinner honoring a very special private school in Chicago which encouraged its students to set high goals and then achieve their dreams. Many of the students were there, and it was a good opportunity to tell them about librarianship and law librarianship. We all have many such opportunities.

3. The perception needs to change from that of librarians as gatekeeper to librarians as information guides and enhancers (Gate Opener? Conductor? Information Navigator?). We need to demonstrate the increased value we provide by quantifying examples of research enhanced by our advice, money saved, increased resources made available and cost-effectiveness of the research provided. Examples from the literature can be cited, but the best examples are those from our personal experience. What information were we able to provide that was more than the attorney or other user was either unable to obtain or would have wasted valuable (i.e., expensive) time figuring out? What new services are we able to recommend based on sound professional review of the alternatives, costs, etc.? The best testimonials are from our users, and they need to be disseminated. ■

## PLL CANDIDATES FOR 2000–2001

From Anne V. Ellis, Director, Librarian Relations, West Online, Eagan, MN  
Chair, PLL-SIS Nominations Committee

### Vice Chair/Chair Elect

Tom Duggan

Information Resources and Facilities Manager

Davis, Graham & Stubbs LLP

Denver, Colorado

Patricia Keller

Director of Library Services

Kirkpatrick & Lockhart, LLP

Washington, DC

Each of the candidates for Vice-Chair/Chair-elect has been asked to answer three questions in order to assist us in getting to know them. Their answers to these questions are set out below. First, though, here are the questions themselves:

1. As the first PLL president of this century, what would you say is your main goal for the future of PLL and private law librarianship in general, and what steps would you take to achieve it?

2. Leaders are often called upon to change or focus the direction of the organization that they lead. Do you feel that PLL needs to change or to focus? Why? How would you achieve this?

3. Librarians have been called gatekeepers of information. As our customers are directly receiving information from information service providers how can we show our value to our employers? How do we convince them that we are the information experts?

### TOM DUGGAN'S ANSWERS:

1. My main goal as first PLL president of this century would be to carry on the tradition, set by PLL leaders and members before me, of advocating and fostering a deep understanding of the profession through networking, cooperation and continuing education.

2. I do not believe PLL needs to address out and out change; but it is evident from the programming proposed and accepted for Philadelphia, that members are concerned that other professional organizations may serve their needs more effectively. PLL's task at hand is to follow closely the outcome of these sessions and other forums for member feedback, and to utilize the resources within to focus on the professional

support needs of the membership.

3. I think our customers have always received a certain amount of information directly from service providers; however, the volume with which they are bombarded now only amplifies the value that our expertise provides them. We should, now more than ever, be ready to answer the call to gather, digest and organize vast amounts of information at every level. PLL's focus should continue to be on the professional development needs of all its members in every level of management, research, technology and customer service, to equip private law librarians with the tools needed to assure that they are the ones in their institutions who are filling the role of information gatekeepers.

### PATRICIA KELLER'S ANSWERS

1. The practice of law has radically changed in the last century. As we are acutely aware, this change has radically affected private law libraries and librarians. These changes have affected each law library and law librarian differently. My main goal, and the main challenge of PLL, will be "to improve the quality and service of private law libraries by emphasizing their goals, needs and special interests and to represent its members' interests and concerns within the AALL." This is the PLL objective as defined in the PLL/SIS bylaws.

I will accomplish this objective by listening to what PLL members consider important and keeping an open mind as to the manner in which we can achieve these goals. It is important for PLL to develop meaningful educational programs and workshops for its members who attend the AALL convention. It may also be beneficial to pursue a way to expand the exposure of educational programs by using the PLL Web page, the PLL listserv or by providing open forums on topics via telephone. These additional avenues of communication must not replace our publication, *PLL Perspectives*, which must continue to provide information and useful articles.

2. I consider my primary function to be the spokesperson for the PLL membership. In November 1996 PLL developed its first *Strategic Plan 1997-2000*. The participants in this process also created five vision statements. These vision statements are wonderful goals for PLL and should remain the focus for PLL in the future. However, I do think it may be time to review the Strategic Plan as a whole to determine what has been accomplished, what needs to be revised or needs to be changed.

*continued on page 12*

*PLL Candidates for 2000–2001, continued from page 11*

3. PLL must take an active leadership role in working with law firm and corporation administrators to convince them of the value of private law librarians. First it is important to determine how our employers perceive us. This can be accomplished by surveying employers, including lawyers, managing partners and law firm administrators. Examining the results of such a survey will help determine the kinds of educational materials, programs and dialogue needed to convince employers of our value. Historically, PLL has been present at ALA Meetings. At these meetings PLL has provided an exhibit booth and organized workshops including a panel of law librarians in 1997 who discussed the value of law librarians to the employer's bottom line. PLL must reach out to the ALA and the ABA to initiate dialogue on this topic and provide them with significant programs. We might also use our electronic formats to reach the ALA and ABA audience for discussion of the importance and value of private law librarians. ■

**CANDIDATES FOR OTHER OFFICES ARE AS FOLLOWS:**

**Secretary**

Jeanne Korman  
Manager of Library Services  
Weil, Gotshal & Manges, LLP  
Miami, Florida

Margarita Bull  
Reference Librarian  
Holme Roberts & Owen, LLP  
Salt Lake City, Utah

**Executive Board**

Monica Wilson  
Director of Library Services  
Steel Hector & Davis, LLP  
Miami, Florida

Cornell Winston  
Law Librarian  
Orrick, Herrington & Sutcliffe LLP  
Los Angeles, California

## COORDINATING LEGAL RESEARCH TRAINING – AN AALL LISTSERV DISCUSSION

By Rachel Jones, chair, PLL Newsletter Advisory Committee  
Dickstein, Shapiro, Morin & Oshinsky, Washington, DC

For two weeks in February, over 500 members of AALL participated in a listserv discussion devoted to the topic of coordinating legal research training. The AALL Professional Development Listservs are designed to promote a lively information exchange on current issues in law librarianship. After the two week period is over, a Web archive is made available from the AALL Web page.

The target audience for this listserv discussion was law librarians from every type of law library, who teach students and lawyers to use electronic research tools. The moderators, Nancy McMurrer, Reference Librarian at the University of Washington's Gallagher Law Library, and Rachel Jones, from Dickstein Shapiro Morin & Oshinsky LLP, set the foundation for this listserv, by stating that the ultimate desire and success in coordination of legal research training, would be to find an effective way to collaborate and construct a framework for lifelong electronic legal research education, that built on skills begun in law school and continued throughout an attorney's career. Many insights were provided from the various vantage points and all this information will be vital to the ongoing process of developing an ideal framework.

Daily topics were introduced for discussion and included such hot topics as training in the use of proprietary software vs. training on the Web, vendor training vs. librarian training, training vs. education, searching vs. research, evaluation of information gathered, development of critical thinking skills, broadening instruction in electronic resources to include multimedia products, mandatory vs. non-mandatory instruction, the effects of flat rate contracts on the research skills of law firm attorneys, incentives for getting students/attorneys to attend classes, getting support from institutional leaders, and evaluation of our success. An archive of this listserv discussion, and other listserv discussions, can be found at <http://www.aallnet.org/prodev>.

It is clear that this discussion has made the research and work undertaken in the ABA's *MacCrate Report* and AALL's own Research Instruction Caucus Report, *Core Legal Research Competencies: A Compendium of Skills and Values as Defined in the ABA's MacCrate Report*, more important and valuable than ever. A copy of the Research Instruction Report can be found and downloaded in Adobe Acrobat

PDF format at <http://www.aallnet.org/sis/ripssis/core.html>.

What is also clear from the listserv discussion, is that there is extreme interest among all law librarians to work together on these educational issues, but with an acknowledgment that we cannot go it alone. Law librarians need the support of the leaders of their respective organizations and institutions to articulate the value of these competencies, in addition to the energies of the American Bar Association, the state bar associations, and the continuing legal education entities within those state bars. These associations could and should agree to work with law librarians to ensure that the core competencies are met, and benchmarked and built upon, in the educational undertakings offered in CLE courses, in-house training efforts, and non-traditional educational programming. ■

## ELECTRONIC NEWSLETTERS OF NOTE

by Druet Cameron Klugh, Member, PLL Newsletter Advisory Committee  
Holme, Roberts & Owen, Denver, CO

1. If you are an avid reader of *Law Library Lights*, as I am, you will be delighted to find that the Web Committee of the Law Librarians' Society of Washington, D.C. has put it up at their Web site. Check out <http://www.llsdc.org/lights/>. Archived issues go back to the fall of 1998; the author and title indices go back farther. The handy volume/year conversion index goes back to vol. 31/1987-88 and lists issuance anomalies.

2. Refer to Michelle Ayers' column "Legal Resources on the Net" regularly for quality Internet resources. Michelle writes for *The Internet Lawyer*, and her site descriptions, complete with ratings, are located at <http://www.internetlawyer.com/resource.htm>. She is Head of JenkinSEARCH, the research and document delivery service at the Jenkins Memorial Law Library in Philadelphia (<http://www.jenkinslaw.org>).

3. Another columnist to keep track of is Genie Tyburski. In addition to her work on The Virtual Chase Web site highlighted in our last issue (<http://www.virtualchase.com>), Genie writes the "Tyburski Files" column published by Law Office Computing. While the column is not available online, you may request copies of the listed articles covering a variety of topics to be faxed or mailed to you at

<http://www.virtualchase.com/request.html>.

4. The *Information Today* Web site offers you the chance to sign up for its free new electronic newsletter *NewsLink*. Monthly issues will include news, articles, events and books of interest to information professionals. A weekly electronic update service features their latest NewsBreaks. Sign up at <http://www.infotoday.com/newslink/default.htm>.

5. GigaLaw.com is the work of a group of technology lawyers that offers "legal information for Internet professionals." If you need to keep up with developments in e-commerce, cybersquatting, copyright and domain name issues, to mention a few, consider subscribing to their free newsletters at <http://www.gigalaw.com/newsletters/index.html>. The weekly newsletter aims to provide in-depth articles, while the Daily News brings breaking news of important Internet and technology issues.

Let's hear from the readership: Are these sites new to you? Helpful? Send me information on the e-zines and newsletters you encounter so that we can share the knowledge and all be more aware of useful tools. (E-mail: [klughd@hro.com](mailto:klughd@hro.com)/phone 303-866-0444). Thank you! ■

## WHAT IS PUBLIC RELATIONS?

By Cindy Spohr, LEXIS Publishing Librarian Relations Group  
Member, PLL Public Relations Committee

According to the *Webster's Ninth New Collegiate Dictionary* found on my bookshelf, public relations is defined as "the degree of understanding and goodwill achieved." This topic was discussed at the most recent Advanced Management for Private Law Librarians (AMPLL) Conference, and the following list includes ideas and suggestions compiled by the 40 private law librarians in attendance:

- Determine who "holds the power" over the library and its functions and determine who that person trusts. Make contact with this person or persons and ask advice: What are the best methods of communication? How should information be communicated? What are his or her hot buttons?
- Conduct in-house focus groups to determine the current "understanding and goodwill" achieved by the library to date and how it can be improved in the future. This is a great method to find which information needs are being met, what needs improvement or what may be discontinued. Use this information to make changes and then follow-up with additional focus groups or a survey. Management may be more likely to listen to information gathered from the firm's researchers.
- Use the "by chance meetings" as opportunities to promote library projects and successes. We often refer to such "by chance meetings" as *elevator talk* – you have 15 or 25 or 40 floors in an elevator with the Managing Partner, Executive Director, or Library Partner. Use

this brief period of time to promote the library and its services.

- Develop electronic library newsletters or announcements.
- Create library links on the firm's intranet.
- Develop and present training classes.
- Conduct a cross-functional technology fair including various firm departments as well as vendors.
- Create special e-mail notification of successes.
- Participate on firm cross-functional teams.
- Provide library information in firm and/or department meetings. It is frequently difficult to get on the agenda for these types of meetings. Again, use your contacts within the firm to develop these opportunities and then take advantage of them through excellent preparation and delivery of a targeted message so that you are invited to attend additional meetings.
- Solicit testimonials – "they listen best to themselves."
- All staff interactions with the firm's researchers and management should also be considered to be public relations opportunities.

As many of these suggestions indicate, achieving understanding and goodwill is very dependent on the relationships built between the library staff and all members of the firm. ■

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