

PLL PERSPECTIVES

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MANAGING SMALL LIBRARIES USING A STANDARD OPERATING PROCEDURE (S.O.P.)

by Wanda E. Gozdz, President

W. Gozdz Enterprises, Inc. Ft. Lauderdale, FL

Most small libraries are one-man/woman operations, so how do you streamline tasks so that a professional librarian's time can be utilized effectively? The first thought that comes to mind is to create a Standard Operating Procedure (S.O.P.) for the library. The library is like a store: it purchases and receives products that it then distributes to various departments. It has to pay for purchases and constantly replenish the stock. In addition to handling the task-oriented functions, it also provides services to its customers or users.

In order to be more customer-service oriented and less task focused, it is essential that a small library streamline and organize its daily routine so that repetitive tasks can be handled and processed quickly. Three valuable tools that have helped me manage daily tasks in any-size library are the Annual Library Budget, Cumulative Monthly Management Report and Library Request Form for Acquisitions and Check-in Record.

LIBRARY BUDGET

You might already have a library budget but, if not, here are some tips for setting one up. A budget report can be simple or sophisticated. Let's assume that you are starting from scratch. You can build the foundation by looking at the prior year's accounts payable reports or at actual invoices to get a list of vendors and pertinent information such as account numbers and products.

Next, create a standard fax form that you can use to obtain vendor audits. The form should perform the following functions, which you can checkmark accordingly: (a) provide a current list of all active subscriptions, (b) provide a current list of all standing orders, and (c) provide the financial history for this account. Usually, the last is the best source of information. This procedure should take 10-14 working days.

Using the vendor audit and existing documentation (i.e., paid records), prepare a "current product list." Then cull the list to determine which of these products will be renewed for the upcoming budget year. One way to accomplish this is to have each department review the products specific to its practice area. Based on utilization, they can advise which products to keep and which to cancel. After

the initial review, this process can be done every other year. You are now ready to finalize your annual library budget.

Most small libraries will not have library software for acquisitions, but we created a Products Database using an off-the-shelf database software product. The reports can be setup as follows:

- a. Organize it by Vendor and create a line item of the annual net cost for each product purchased from that vendor.
- b. Enter sales tax (actual cost) and shipping & handling charges (estimated 3 percent) as separate line items.
- c. Provide a line item for New Acquisitions. Once approved, get management to give you authorization to purchase products up to a certain dollar limit. Most standard products such as pamphlets and small treatises are under \$250 and with proper prior approval management should not have to approve each new acquisition. This streamlines the time from request to fulfillment.

The task of processing the mail can be off-loaded or shared with another person with minimal training required. The person who processes the mail uses the Annual Budget to identify authorized and unauthorized purchases. If the incoming item is on the Annual Budget, then the item can be checked in. If an unbudgeted item is received, it should be supported by an approved Library Request Form.

MINI SAMPLE BUDGET

<i>Gozdz 2001 Library Budget Summary Statement</i>	
<i>Matthew Bender</i>	\$ 180.00
<i>New Acquisitions for Gozdz</i>	350.00
<i>West Publishing</i>	\$2,020.00
<i>Library Budget</i>	\$2,550.00
<i>2001 Estimated Increase 5 percent</i>	\$127.50
<i>Sales Tax 6 percent</i>	\$153.00
<i>Shipping & Handling</i>	\$76.50
<i>Total 2001 Budget</i>	<i>\$2,907.00</i>

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PLL PERSPECTIVES DEADLINES

Fall: August 15 **Winter:** October 15
Spring: January 15 **Summer:** April 15

West Group is proud to support the AALL-PLL by laying out its quarterly newsletter, *PLL Perspectives*.



A THOMSON COMPANY

FROM THE CHAIR

by Ann Jeter, Jackson Walker LLP, Dallas, TX

As of this writing, two issues have arisen that call on us to do some thinking about the “big picture” of the role we want our SIS to play in our professional lives.

First, the AALL Executive Board has requested a White Paper on a proposal to change the type of library SISs (private, academic, and state/county/court) into divisions of AALL. But we need to be sure that this would not be change for the sake of change. What objectives in the proposed change cannot be met under the current structure? How would Divisions change the AALL’s structure? Should membership in a division be mandatory? Would this new structure be a better vehicle to carry out the Association’s strategic plan, or worse? As SIS chair I will be serving as part of the White Paper committee and I need your feedback to act as your representative. Please don’t wait to be asked – if you have opinions on this subject, take the initiative and call me at (214) 953-6038 or e-mail me at ajeter@jw.com.

The second issue is revision of the PLL’s strategic plan. How many of us have written strategic plans for our libraries? For our personal lives?

The latest strategic plan PLL wrote was to cover 1997-2000. The plan was developed as a way to allow the SIS to look at the big picture, instead of choosing projects and making decisions on the fly. As the plan points out, PLL leaders rotate through the Executive Committee rather quickly. A well-crafted strategic plan can provide the section with a sense of continuity, and keep current leaders focused on the broad needs of the group.

The original plan was developed in an intensive face-to-face meeting prior to the annual AALL meeting. Since that time e-mail has become the ubiquitous communication medium, and our Board will be conducting its conversations electronically. It will be interesting to see how the lack of personal contact affects our ability to interact and the time it takes to actually complete the review.

The 1997-2000 plan begins with the following five vision statements describing a desirable future:

1. A population of private law librarians who will continue to be competent, viable, professional leaders within the private setting;
2. Employers in private settings will understand the complexity of the legal information environment and the value of law librarians;
3. Law librarians will be a powerful force in shaping publishers’ products and services;
4. PLL members will be cutting-edge leaders of the profession within AALL and related organizations;
5. Law librarians will lead balanced and satisfying professional and personal lives.

The following six sets of activities were identified to help realize this vision:

1. Marketing the tool kit;
2. Activities that address consumers and publishers
3. Research on the value of the law librarian
4. Research/information handbook
5. Targeting employers (lawyers and administrators)
6. Sharing best practices

It is a tribute to the perceptiveness of the group who wrote the 1997-2000 plan that many of their visions and goals relate to AALL’s most recently adopted strategic plan. AALL strategic plan initiative 1A1 calls for a type of library task forces to draft a vision of the future for their type of library in the evolving print and electronic environment (see PLL’s five vision statements). Initiative 1A3 calls for type of library SISs to create a model for a high-quality law library (see PLL’s activities 4 and 6). Initiative 1C2, which deals with documenting and publicizing financial benefits of librarians to institutions, calls for involvement of SIS working groups (PLL activity 3). Finally, Initiative 2A2 calls for SIS involvement in actively promoting core competencies to employers (see PLL activity 5).

In the coming weeks and months, the Executive Board will be determining which of the six sets of activities have been accomplished; which are obsolete; and which need to be ongoing concerns for the group. Is the vision statement still relevant? Have there been changes in the environment which have created new challenges we need to address? How can AALL’s new strategic initiatives support PLL’s goals?

We hope the revised strategic plan will be as useful a road map for the next three years as the original plan was for the last five years!

Continued from Page 1

LINE-ITEM SAMPLE

Matthew Bender:

Representing the Child Client Subs. 12/01-11/02 \$180.00

New Acquisitions For Gozdz \$350.00

West Publishing:

Federal Civil Judicial Procedure & Rule (8 copies) \$200.00

USCA (supplements) \$1,600.00

Florida Cases – Advance Sheets (2 sets) \$220.00

\$2,550.00

CUMULATIVE MONTHLY MANAGEMENT REPORT

The Cumulative Monthly Management Report is a comprehensive report of all library expenditures. It can be prepared in Excel or Quatropro, which are both spreadsheet programs that provide sorting and calculating functions. When an invoice is received for a product and approved by the library for payment, it is then recorded and tracked. Most often it is a more sophisticated report than accounting can provide on the history of an account. It is an excellent work document to share with the accounting department or the library partner.

SAMPLE GOZDZ MANAGEMENT REPORT

Other data that can be included in the report are the check number, date sent and internal charge code of the product. As a cumulative report, it would provide monthly total expenditures as well as individual product expenditures and give a good picture of cash flow. This tool is the best resource for preparing the following year's budget. You can easily lift new product information and costs and plug them into the new annual budget. Streamlined processing of invoices can be handled with this simple procedure. If there are 6 products listed under Matthew Bender and 4 under BNA, then perhaps you might want to stagger the payments for each vendor. Paying the vendor once a year for all their products is easier than six times a year, and it saves both you and accounting time and money.

LIBRARY REQUEST FORM

Create a standardized form that includes the following information: firm name, address, contact information, title, author,

publisher, copyright date, cost, number of copies, location, distribution, department, payment requirement and approval information. This is for the user to fill out. It should contain a separate section for the actual order processing: vendor name, contact information, fax, phone, date ordered, accounts, charge code, trial basis, distribution, location and date sent.

Once completed, a copy of the filled order is forwarded to the requester and then the Library Request Form is put into a pending Library Order folder until the product is received. It is then attached to the packing slip/invoice for processing.

Check-in Records: This tool can be as simple as a loose-leaf notebook with 8 1/2" x 11" sheets for each product, an index card system in a box or a computerized system using a standard spreadsheet software application. The last restricts you to processing in just one place. A mobile check-in record system (i.e., notebook, card file) allows more flexibility such as out-sourcing this task to another department or sharing it with another individual such as the receptionist. How should the records be organized? The easiest approach is to organize by title with tabs separating the letters of the alphabet. What should a check-in record contain? Title, Publisher, Location, Number of Copies and Distribution or Circulation information and Account Number. What should be recorded? Date of Receipt, Volume/Issue Number, Report Number, Index, Date Issued and Number of Copies. This tool acts as the official receipt of the product. If a packing slip or invoice is missing at the time of processing, you have to start from square one. Vendor information should be listed on the record so that missing items can be ordered immediately. Account information is usually on the envelope and this is a good place to document what's missing and then reference the check-in record for more details. This might seem like a useless task at times, and you may wonder why you need this information. For internal or external audit purposes it supports accounting in justifying physical receipt of a product. For organizational purposes, it saves you from having products fall between the cracks or having someone claim that he never received it.

Another important tool for running an efficient operation is a profile of the institution that is updated whenever changes occur. Pertinent information would include entry codes to doors, photocopy machine, telephone access codes, administrative and copy room contacts and library contacts. Department contacts help for

Publisher	Title	Invoice No.	Product Amount (Invoice)	Sales Tax Amount (Invoice)	S & H Amount (Invoice)	Total Amount (Invoice)	2000 Process Date
West	FL Cases Print Vol. #752-753	49003458	\$46.25		\$4.75	\$54.32	09/08
West	Fl Cases CD-ROM 07/00	48655613	\$280.10				09/08

circulation of complimentary copies or review of new publications.

Some other tools that help library staff streamline daily tasks associated with managing the library are a vendor list, routing list, circulation list, distribution list, shelf list, retention list and current telephone list. Putting all of this information into one notebook or keeping an electronic version allows for easy updating.

In conclusion, there are many tools that can be set up to streamline library procedures and enable library staff to manage more efficiently, and perhaps where outsourcing is an option, all or part of the procedures can be out-sourced while allowing the parties in charge to feel completely in control.

Whether these Standard Operating Procedures are retained electronically or manually, the key is that if properly used, they radically reduce the time spent on each task. The advantage to having some tools in print is that a particular task such as checking in the mail can be delegated or shared with limited training. For small libraries in particular, flexibility and streamlining are key to a successful operation.

2001 LEGAL RESEARCH TEACH-IN KITS STILL AVAILABLE

If you forgot to order your 2001 Legal Research Teach-In Kit in time for National Library Week, don't despair! The kits will also be available at the RIPS table in the Exhibit Hall at the AALL annual meeting in Minneapolis this year. The Teach-In Kit covers a wide range of subject areas, bringing together traditional legal resources and the newest electronic sources in one convenient package. The kit is designed to provide that extra assistance to get an instructional program off the ground. It includes tools for legal research instruction such as illustrations, games, PowerPoint presentations and outlines. Also check out Virginia Wise's Real Life Research Survival Kit and Alea Henle's Law Library Mentoring Program, presented this year in a spiffy new spiral binding!

Half Page Advertisement

NEWS FROM THE CHAIR OF THE RECORDS MANAGEMENT GROUP

by Lee R. Nemchek, Morrison & Foerster LLP, Los Angeles, CA

So far during 2001, the Chair has been very busy with writing projects. The primary focus has been to complete the legal records management textbook that has been in preparation for the past three years. The book is to be published by ARMA International, and the authors hope that this important new reference work will be available for purchase before the end of the year.

By the time you receive this issue of *PLL Perspectives*, the 2001 Association of Legal Administrators annual meeting in Baltimore will have come and gone. Although I did not attend ALA this year, our group was represented via the Multitasking Directory that was featured prominently as a free giveaway at the PLL Exhibit Hall booth.

Group members who will be attending the AALL annual meeting in Minneapolis should plan now to attend our business meeting, which is scheduled for Monday, July 16, from 7:00 a.m. to 8:45 a.m. Despite the same ungodly hour, our meeting last year in Philadelphia was very well attended, and we had a lively discussion. I plan to focus a portion of our meeting on programming for AALL 2002 in Orlando, Florida. For the past several years, we've been successful in getting a records management-related program accepted about every other year, which means that 2002 will be our year again! I'm looking forward to seeing many of my multitasking buddies at this meeting, and I hope that many of you attend as new group members.

No preregistration is necessary, just an interest in law firm records management.

Below are listed additions/changes to the Private Law Librarians Multitasking Directory since the last issue of *PLL Perspectives*. Please copy this information and keep it with your directory for future reference.

NEW ENTRIES

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Director of Library Services

Ice Miller

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Box 82001

Indianapolis, IN 46282-0002

Phone: (317) 236-2414

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Conflicts; Records Management

CHANGED ENTRIES

Paula M. Doty [changed name and e-mail address]

pdoty@lionelsawyer.com

Formerly Paula M. Gibbons

TRAINING ATTORNEYS: HOW TO GET THEM TO ATTEND TRAINING SESSIONS AND COME BACK FOR MORE

by Ronda Fisch, Reed Smith, LLP, Pittsburgh, PA

How many times have you scheduled a training session because you have a resource that will streamline your attorneys' research and attendance is minimal? Or, have you ever had to "train on the fly" and try to get the attorneys to return for additional training? And then there is my all-time favorite: you have scheduled a training session sponsored by a vendor, lunch is included and attorneys have RSVP'd but NO ONE shows up for the training. Rather than taking these events (or nonevents) personally, perhaps we should take time to think about why we offer training and why our response rate is low. Plan to attend TRAINING ATTORNEYS on Monday, July 16th at 4:15 p.m. and you will learn some new ideas for successful training programs. Ronda Fisch and Rachel Jones will present this panel program – both are active PLL members and involved in their firms' training programs. Peg Fuller Corneille, Director of the Minnesota State Board of Law Examiners, is also on the panel.

The program promises to pack a lot of information in one hour, and the course materials will be plentiful. We will discuss attorney training as it exists in most firms today and why the programs are insufficient: lack of participation by attorneys, lack of management's support and being vendor specific as opposed to process training. Next, we will address issues related to the typical CLE courses and why the time is ripe for librarian involvement. A model for improved training will be offered with CLE credits as the draw in. A detailed explanation of the accreditation and reporting procedures will be presented, included recordkeeping, costs and criteria for approval.

The librarians who are ready to expand their role in their firms will find this program to be of interest. If you have examples of successful training programs at your firms, please contact Ronda Fisch at rfisch@reedsmith.com.

Full Page Advertisement

BEYOND WESTLAW 101: THE MASTER CLASS

by Joanne Dugan, West Group, Eagan, MN

Last summer, just before AALL met in Philadelphia, I began a new adventure: working for West Group in the Librarian Relations department. One of the most attractive elements of my new job is the opportunity to travel throughout the country, meeting with colleagues and conducting advanced training classes for librarians. My current class is entitled “A Master Class in Advanced Westlaw.”

Librarians are a unique user group whose training needs are significantly different from those of most users. Librarians are generally heavy Westlaw users who already have a good grasp of basic search techniques. Unlike most users, librarians are likely to do many types of research using a broad spectrum of sources and features. Most significantly, librarians often train others how to use online resources, including Westlaw.

For all these reasons, West has made a commitment to provide specialized training for librarians. With the Master Class, librarians can escape the distractions of the telephone and e-mail for a half-day of intensive Westlaw training at their level. The class assumes familiarity with the Westlaw interface and the basic principles of online searching. It concentrates on advanced techniques and a deeper understanding of how the search engine works. The class also provides examples and teaching aids for librarians who conduct their own training sessions. By devoting an entire half-day to training, we can offer a systematic soup-to-nuts review of Westlaw and go into far greater detail than a typical on-site visit allows.

The class begins with a tutorial on using westlaw.com®, with special emphasis on new and advanced features. This is followed by a unit on power searching. The first part of this section looks under the hood of the natural-language search engine, highlighting refinements that allow power users to take full advantage of the

relevance-ranking feature of natural language. Next we explore some of the tips and tricks of sophisticated terms and connectors searching, including how to take full advantage of fields. We also explore West’s Topic and Key Number system and specifically address the ways in which this indexing system continues to be of value in this day of full-text searching. Next we look at new developments in KeyCite®. The class also contains a unit that librarians can use to help novice Westlaw users deal with common research problems.

In addition to the training aspect, another important role of the Master Class is to provide a conduit for customer feedback. The westlaw.com interface is one of the most exciting developments for Westlaw in several years. Among other advantages, the Web platform allows us to modify the interface easily without requiring any updating at the customer end. This makes us much more nimble in responding to customer requests and suggestions. Librarians are some of our most experienced and knowledgeable users, so their feedback is especially valued. During the Master Class, I always solicit suggestions for improving westlaw.com and report these suggestions back to the product development team in Eagan.

On a personal level, I thoroughly enjoy my new role as a Westlaw librarian presenting the Master Class. I’ve gotten to know many of the people at West who are responsible for developing new products and improving old ones, and I’ve gotten to know many colleagues in the librarian community whom I might not otherwise have met. Not surprisingly, my own mastery of Westlaw has increased dramatically. I look forward to continuing the Master Class and plan to develop additional seminars designed specifically for librarians. If you have suggestions for future classes, please let me know!

Full Page Advertisement

AALL 2001 PLL SPONSORED SEMINARS

by Janice E. Henderson, Baker & McKenzie, New York, NY
Roseanne Shea, Cummings & Lockwood, Stamford, CT

AALL has approved seven seminars that were proposed by the Education Committee of PLL. They run the gamut from knowledge management to attorney training to budgeting to new librarian roles. These topics should have something for everyone.

There is a time conflict with the first two seminars. After choosing which program to hear live, I know I'll be buying the tape for the other program. Thank goodness there aren't any other time conflicts with the remaining PLL-sponsored programs!

Power Search – Strategies for Successful Internet Searching

Sunday, July 15th, 10:00 a.m. - 11:30 a.m.

Like all of us, I search the Internet more and more. Knowing how to do efficient and successful searches will only make my life better. This course will give you the background needed to perform well-managed searches, and a better understanding of the tools available.

Redefining the Law Firm: New Realities and New Roles for Law Librarians in the Legal Marketplace

Sunday, July 15, 10:00 a.m. - 11:30 a.m.

This is a timely seminar. All of our organizations are feeling the crunch of competition from accounting and consulting firms. What better way to increase your value to your organization by knowing what's coming and being prepared for it? Learn to leverage your skills and increase your value.

Reinventing Your Library

Sunday, July 15, 1:15 p.m. - 2:30 p.m.

We've always looked for a way to highlight the library and bring it to the forefront of the attorneys' consciousness. Why reinvent the wheel when you can use proven ideas from other organizations? Gain valuable insight into what other professional service organizations are doing to maximize their value to their customers.

The Incredible Shrinking Library

Sunday, July 15, 4:15 p.m. - 5:15 p.m.

It's hard finding that correct balance between print and electronic sources. However, we've all been asked to accomplish this. Management feels there are more cost-effective ways to use the space. You'll come away with ideas as to how to please your firm's management and still satisfy the research needs of your patrons with your ever changing multisource library.

Training Attorneys: How to Get Them to Attend Training Sessions and Come Back for More

Monday, July 16, 4:15 p.m. - 5:15 p.m.

Ah! Training attorneys. It always amazes me when you organize a training session that attorneys say they need but they never show up for. CLE is the hook of getting them in those seats. See how your colleagues have learned what works and what doesn't.

Cutting-Edge KM: Law Firm and Librarian Experiences on the Edge

Tuesday, July 17, 9:00 a.m. - 10:30 a.m.

This seminar gives you insight into the technological end of Knowledge Management. It discusses the backbone of any good Knowledge Management system for your Intranet, library and throughout the firm.

And You Thought Gadgets Were Only for the Kitchen! 60 Technology Gadgets in 60 Minutes

Wednesday, July 18, 10:30 a.m. - 11:45 a.m.

Everyone loves gadgets! What better way to explore what's out there than to have a presentation of 60 new gadgets? And in only one hour. This is definitely the shopper's heaven.

The above seminars are timely and current. What more can you ask for? Attending these PLL-sponsored programs will definitely enhance your knowledge and give you timely information that you can bring back to implement at your firms.

AN INTERVIEW WITH AALL 2001 PROGRAM CHAIR, KATHIE J. SULLIVAN

by Judy Floyd-Evans, LEXIS-NEXIS, Miamisburg, OH

Early each spring, AALL members can count on getting their first, detailed glimpses of the annual meeting educational program. It's a yearly ritual, just like spotting the first returning robin or the first crocus.

The educational program for the 2001 meeting seems to have sprouted to Special Interest Section (SIS) listservs as effortlessly as the earliest spring bulbs. In actuality, the seeds for the vast conference curriculum were planted almost two years ago.

It was during the 1999 Washington, D.C. Meeting that President-Elect Robert Oakley asked PLL Chairperson Kathie J. Sullivan to lead the 2001 Annual Meeting Program Committee. Sullivan, the co-chairperson of the 1996 Third Northeast Regional Conference, was already sitting on the 1999 Program Committee, so she already knew something about creating such a complex course schedule.

Challenge 1: Assembling a Representative, Experienced Program Committee

"Fortunately, I knew the trick was to find seasoned committee members. I knew from past experience that the program is good because the committee and the (AALL) headquarters staff do their jobs well," she says.

But she needed the right committee members. Sullivan and Oakley took into account volunteers but went the extra step to create a representative team, balancing special interest sections, library types, geographic locations and, just as vitally, multiple areas of expertise.

"We were looking, of course, for members with committee experience and leadership," she explains. "But we also needed in-house experts so when programs were suggested we had at least one subject expert who could educate us."

Plus, Sullivan thought the committee had room for one newer AALL member, so the needs of younger AALL members were represented.

Challenge 2: Creating a Meeting Theme That Energizes

After four months of recruiting, the newly formed 2001 Programs Committee met for the first time in March 2000, determined to develop the 2001 annual meeting theme, the umbrella for all meeting programs.

It was an intensive process, Sullivan admits, as members considered prevailing issues within the profession, the evolution of the profession itself, the types of partnerships the AALL hoped to create and more.

"The idea was to get members to think about these topics in new ways. We're certainly past the millennium. But we're still evolving. We're dealing with larger libraries and smaller budgets, and we need new coping skills for taking us into the future," she adds.

"*New Realities; New Roles*" fit the mindset the committee wanted to create. And by May the theme was broadcast throughout the AALL organization, so AALL members could work on program proposals throughout the spring and summer.

That's the best time to begin next-year proposal work, Sullivan emphasizes, using the current-year annual meeting only to polish the proposal, touching base with experts and speakers prior to the mid-August proposal deadline.

This year more than 150 proposals were submitted to fill the 76 available program slots divided across five learning tracks. All proposals were sent to committee members to analyze and to rank on a scale of 1 – 5.

Challenge 3: Constructing a Balanced Program Slate

What was the committee looking for in programs? They sought well-thought-out proposals for programs that advanced a previously presented topic, Sullivan says. Or proposals presenting an unmined topic.

"We tried to focus on programs that related to the real stuff going on in libraries – the things we're discussing on SIS listservs right now," she adds, such as citing to unpublished opinions.

Sometimes that led committee members to work with proposal developers to "tweak" the proposal idea. "If there was a spark of a good idea, we went back and helped (developers) recraft proposals. And that's where a committee person with expertise and contacts can help. Maybe they can suggest a speaker or a coordinator."

Or provide an objective view. In cases of nearly identical proposals, the committee asked sponsors to work together toward a common good: One program offering the best of all proposals.

"This year, for example, we had four programs proposed on Native American law," Sullivan adds.

Challenge 4: Dotting the I's, Crossing the T's – and Remembering the PR

After the committee settles on the final programs, coordinators, who can come from a variety of sources, are assigned to ensure the programs develop on schedule and according to plan. Committee members then become liaisons with the coordinators, keeping the entire committee informed on progress and problems. In addition, committee members also start the PR process, actively promoting upcoming programs to members on SIS listservs and the AALL Web site.

Sullivan is happy to promote this year's curriculum, and she proudly points out that the 2001 slate includes diverse topics such as *Capital Punishment: Is a Moratorium the New Reality?* and *The New Realities of the Human Genome Project*.

"I constantly see articles in legal publications on the Human

Genome Project. Every week there are listserv discussions on the legal implications of the project," Sullivan says.

Sullivan is particularly proud of the slated plenary speakers – cyberlaw expert Lawrence Lessig on New Realities and Dr. Arthur M. Harkins, a noted futurist, on New Roles.

"They will frame the theme and help us all relate the programs to the big picture," she explains.

Now Your Challenge: Making the Most of This Comprehensive Educational Opportunity

Not that every meeting program will offer an unexplored topic. Attendees can count on seeing meeting favorites continued, including programs on hot topics/late-breaking issues and legislative updates as well as the popular AALL/LEXIS-NEXIS Call for Papers.

With 76 opportunities to choose from, what should members attend? It's always a matter of choice, Sullivan emphasizes, but she recommends that members, especially first-time meeting attendees, pick programs based on the research questions they get in their libraries. Programs sponsored by your library type are also good choices. And, she adds, save some time to attend programs outside your area of expertise to foster personal growth.

To start making those choices, AALL members should stay

tuned to their SIS listserv and the AALL Web site where Sullivan and other committee members will be discussing the program schedule throughout the spring and early summer.

2001 Annual Meeting Program Committee

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Quarter Page Advertisement

INTERESTING TIMES: AALL PROGRAMS FOR PRIVATE LAW LIBRARIANS

by Joanne Dugan, West Group, Eagan, MN

One of my favorite quotes is the ancient Chinese curse, “May you live in interesting times.” No one can doubt that private law librarians are living in interesting times, indeed! Among the factors that make life so darned fascinating these days are changes in the practice of law, changing formats and sources for legal information, and changes in the role of librarians within their firms. Never fear! PLL has planned several programs for the AALL annual meeting that will help us all better understand and cope with these interesting times.

At the heart of all this change for private law librarians is the huge upheaval in traditional law firms. The “white shoe” firms that characterized the profession for so many years are now a thing of the past. Today’s firms are run like the multinational companies they are. The recent spate of law firm mergers and acquisitions has created huge organizations that span the globe. Firm managers face competition from nonlaw enterprises such as accounting and consulting firms and independent paralegal services. Clients are demanding greater value for their money and are no longer constrained by notions of loyalty to a particular firm. As a result, firms are becoming leaner and meaner, driven by economic necessity to operate more as a business than as the gentlemanly profession they once were.

This situation creates both threat and opportunity for law librarians. The outcome will depend on how well librarians understand the concerns and challenges of our parent organizations. Program A-2, *Redefining the Law Firm: New Realities and New Roles for Law Librarians in the Legal Marketplace* (Sunday, 10:00 a.m. to 11:30 a.m.) will help explain the changes in the practice of law. The program will be moderated by Arthur Miller, Bruce Bromley Professor of Law at Harvard Law School and co-author of Wright & Miller, *Federal Practice and Procedure*. The panel includes several prominent experts on the challenges facing law firms. Kingsley Martin is the Chief Information Officer at Kirkland & Ellis, a 700-lawyer firm based in Chicago with additional offices in London, Los Angeles, New York and Washington, D.C. Sandra Gold is the Director of Information Center Services at Lord, Bissell & Brook in Chicago. She has been the librarian for several large law firms and has specialized in technology for law firms since the early 1980s. Denis

Hauptly is Vice President of Technology Development for West Group. Denis’s law career has included several positions with the federal court system. His interest in technology can be traced back to 1971, when he was a user of both O-BAR and JURIS.

Another program that should be of interest to private law librarians coping with change is B-1, *Reinventing Your Library* (Sunday, 1:15 p.m. to 2:30 p.m.). This program immediately follows the PLL Luncheon. The speaker for this program is Timothy Green, North American Director of Business Research and Director of Global Content at Ernst & Young Center for Business Knowledge in Cleveland, OH. Accounting firms such as Ernst & Young have been leaders in recognizing the value of librarians and expanding their role beyond the physical confines of the book room and closer to the core business operations of the firm. Accounting/consulting firms are similar to law firms in that they are selling expertise and therefore depend on information as the raw material to build expertise. The accounting firms are far more advanced than most law firms in harnessing that information in a useful way and in using librarians to accomplish the task. Mr. Green will provide insight into the current business environment for professional service organizations and suggest strategies for making the virtual library a more visible component of the firm’s practice.

The Hot Topic program this year should be of interest to all librarians, including private law librarians (D-5, Sunday, 4:15 p.m. to 5:15 p.m.). Random House recently published a book by author Nicholson Baker, entitled *Double Fold: Libraries and the Assault on Paper*. The book has sparked considerable controversy in the library community. The premise is that libraries do the public a disservice when they convert print items to microform or electronic formats. Is it realistic to preserve print in these days of shrinking shelf space and shrinking budgets? Come to the Hot Topics to hear all sides of the debate.

The issue will also be explored in Program D-1: *The Incredible Shrinking Library* (Sunday, 4:15 p.m. to 5:15 p.m.). The program will discuss strategies for librarians facing the downsizing of their libraries. Speakers Beth Langton and Kate Kennedy will explore ways to reduce the physical collection and the budget without hindering the research performance of the attorneys.

The annual meeting is bound to be its usual whirl of activity, but please do make time to attend at least some of these programs. I can promise that they will be well worth your time!

Full Page Advertisement

NICHOLSON BAKER RETURNS

By Leonard Kniffel

Author and activist Nicholson Baker has again taken aim at library preservation practices. Baker's new book, *Double Fold*, published this month by Random House, is a scathing assessment of the state of newspaper and book preservation. He is incensed by libraries' rush to embrace space-saving technology at the expense of unique print originals and particularly by the wanton discarding of newspapers after they have been microfilmed, based on an exaggeration of their fragility.

"Libraries that receive public money should as a condition of funding be required to publish monthly lists of discards on their Web sites, so that the public has some way of determining which of them are acting responsibly on behalf of their collections," says the author. Baker's book brings together his findings since 1993, when he began researching an article that was published in the *New Yorker* in April 1994, criticizing the destruction of library card catalogs after the installation of electronic catalogs. The controversial article led to Baker's involvement with the San Francisco Public Library, where he protested the discarding of books to a landfill (*AL*, Mar. 1999, p. 35).

The Library of Congress should lease or build a large building near Washington, where it should store everything that is sent to it by publishers, Baker suggests in the new book. And if the LC won't do it, Congress should designate and fund another archive that will. He also suggests that several libraries around the country should be saving the nation's newspaper output in bound form and that the National Endowment for the Humanities should either abolish the U.S. Newspaper Program and the Brittle Books Program entirely or require as a condition of funding that all microfilming and digital scanning be nondestructive and all originals be saved afterwards.

Double Fold chronicles Baker's efforts to save the bound foreign-newspaper holdings of the British Library (*AL*, Sept. 2000, p. 33), defying the conventional wisdom that "if a newspaper was printed after 1870 or so, it will inevitably self-destruct or 'turn to dust' any minute ..." His solution to that dilemma was to liquidate a retirement account, buy the newspapers himself for about \$175,000 and establish the American Newspaper Repository in an old mill in Rollinsford, New Hampshire.

"It is really a thrill to open these volumes," Baker told *American Libraries*. "Everyone who sees these newspapers, the men who unloaded them from the truck, looks at them and knows they are priceless." He said student volunteers have sorted 90 percent of the collection, but \$30,000 still has to be raised annually, just for the rent. Labor is all volunteer. Shelves will cost another \$12,000, and "in order to save other collections that libraries might want to sell to dealers we will need more than that," Baker said. "This is an enormous job and not something a private citizen should have to do, but I am willing to do it since the institutions we formed to do this task do not seem interested."

Among the newspapers deaccessioned by the British Library are a complete run of the *New York World*, "the most important paper in U.S. history," and the only complete run left in the world, according to Baker, "in impeccable condition." The repository's run of the *New York Times* is better than even the New York Public Library's, which "has enormous gaps."

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