Next July in Portland, I hope we’ll broadly celebrate achievements related to advocacy and education, our SCCLL strategic objectives. Based upon how well we’ve done in the past, a celebration looks more than promising. Those of you who attended the New Orleans meeting saw our SIS in action, with great programs, energetic leadership, productive meetings, a profitable silent auction, and a fabulous reception.

Here in St. Paul, at the opposite end of the Mississippi River, the “View from the Chair” is that new initiatives are already underway in our SIS. They include: the great programs our SIS proposed to the Annual Meeting Program Committee for the Portland meeting; Barbara Fritschel’s article forthcoming in NCSC’s “Future Trends” about our law libraries; Charley Dyer’s appointment to the SRLN as an AALL representative; the creation of the SCCLL/LISP Joint Pro Bono Committee co-chaired by Jean Holcomb (for SCCLL) and Catherine McGuire (for LISP); Katie Jones’ attendance at the CTC10 in October (standing in for me as AALL representative to the NCSC); and participation and involvement in the ABA/NLADA Equal Justice Conference next May in Minneapolis. Finally, one very important initiative this year is revision of our committee charges to reflect program currency as well as integration with our SCCLL strategic directives. These early activities indicate good progress toward achieving major objectives. I believe we are strongly involved in activities that help us stay the course while we also try to ride some bigger waves.

One new direction this year is our involvement in the Equal Justice Conference, which ties both our advocacy and our education goals together. I’m not sure, at this point, how many of our members will be able to attend. However, I’m confident that the conference next May will have the opportunity to visit a law library exhibit booth, attend a pre-conference with a law library segment, and obtain materials about law library services to pro se patrons. While some of us will certainly advocate for strengthening partnerships with EJC participants (including bar associations, legal aid organization, law schools, and court services operations), our education efforts will be learning how to team up with these individuals to promote their innovative resources with pro se patrons and for them to learn about the traditional services we provide.

Many EJC participants represent groups that have already come together nationally to find ways to improve access to civil justice for people living on low and moderate incomes. I believe law librarians are sorely missing from these state groups that have organized “Access to Justice” partnerships. Some groups specify the need to create comprehensive, integrated delivery systems of legal services to the poor. If we don’t advocate for our part in their process, I don’t know who will. According to an ABA website, there are 26 states with Access to Justice (ATJ) Commissions (or similar), 12 states with bar-based ATJ programs, 10 states with staffed programs with a broad ATJ leadership charge, and 2 states with statewide ATJ programs. Many of these groups will send individuals to the EJC in Minneapolis, where they’ll hopefully embark on some new ventures with law librarians! The various programs are featured at an ABA website: www.abanet.org/legalservices/sclaid/atjresourcecenter/atjmainpage.html.

(View from the Chair continued on page 2)
Change happens, whether we’re on board or not, and whether we’re an essential part of the process, or not. In our fast paced world, many (including law librarians) may be lured to the seductive steadiness of such places as Lake Wobegon. Recently, the St. Paul Pioneer Press featured an article on Garrison Keillor (sporting a new summer beard) that announced the publication of Keillor’s latest book entitled Pontoon. The article states that the book takes readers back to Lake Wobegon and an escape from what Keillor describes as a world that has always been out of control but also a time of tremendous change that shakes us in many ways.

Whether it’s someone suddenly sporting a beard, or something sinking in a lake, changes abundantly surround us. Our members are definitely strong, way more than well above average, and open to change. I look forward to a very productive year where, at the end, we’ll all deserve some downtime. As for me, I’ll plan to purchase a couple of copies of Keillor’s book next year; one for my summer reading list and the other for our silent auction.

From the Editor
Kim Ositis, SCCLL News Editor

Do you love the smell of meat smoking in the morning?
Is your favorite movie "Scent of a Brisket"?
Do you suffer from "smoke ring" envy?
Do you believe everything good starts with bacon?

If you answered yes to any of the above questions, you might be a barbecue fan. You might also be excited to know that my husband and I are headed to Kansas City, Missouri this weekend to compete in the American Royal - arguably the biggest barbecue competition in the world. http://www.americanroyal.com

One of the great things about the barbecue circuit is that if I need to borrow some gloves or aluminum foil, I know that any team at the competition will gladly help out. Regardless if they are part of a husband-and-wife team or one of a group of 20 team members, we can find common ground in complaining about bad weather, temperamental fires, and questionable judging scores.

I find this same camaraderie when I visit with my SCCLL colleagues. No matter if it’s a solo librarian or someone from a multi-branch library system, I know that we will have many experiences in common. I hope that you, too, will find many shared challenges and opportunities in the pages of this issue of SCCLL News. Enjoy!
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Charley’s Corner

Writing in Prototypes is Different from Speaking in Them
Charles R. Dyer, Consultant and Retired Director of the San Diego County Public Law Library

All views expressed in this column are my own alone.

My article, “The Queen of Chula Vista: Stories of Self Represented Litigants and a Call for Using Cognitive Linguistics to Work With Them,” will be published in the Fall 2007 issue of Law Library Journal. It is an extensive revision of the article that won the 2006 AALL Lexis-Nexis Call for Papers. Due to the heavy volume of articles that LLJ Editor Frank Houdek already had in the pipe, it was nearly a year since I first submitted it that he had a chance to look at it and decide to publish it. That year gave me time to make considerable changes, mostly additions, as I continued to learn more about cognitive linguistics and related fields.

In the article that I had originally submitted to the Call for Papers, I consistently referred to self represented litigants in the singular, as in “The self represented litigant is faced with....” In part, this was because I used examples of real self represented litigants, some male and some female, and then blended those with scenarios of prototypical self represented litigants that I used to describe larger groups of them. I chose to use the pronoun “he” to represent this prototypical self represented litigant. As I originally wrote it, I also decided to use the pronoun “she” to represent the prototypical reference law librarian at a public law library. Before submitting the article for consideration by the Call for Papers committee, I added a footnote, noting that I had no intent to be writing in a sexist manner and indeed had used the female pronoun for the educated professional. One of my early reviewers, a female, was at first set upset with my use of the pronouns in that fashion, but felt better after reading the footnote. So I thought I was okay.

Frank Houdek, however, chose to change all the uses of pronouns in this prototypical fashion into plurals, thus avoiding any implicit sexism. Of course, he removed my footnote about this as well. Frankly, he did a very admirable job. It always helps to have someone else do a good close edit on a paper. As I read through the article after he returned it to me for review, I did not even notice the change until I got to a specific scenario, whereupon I then compared it to my original and realized what he had done. I decided to go with his changes, not only because they removed a potentially serious flaw with enabling readers to appreciate the article, but also because his work is an expression of consistent Law Library Journal style, one that I should have been more aware of myself.

I did, however, add a footnote to the scenario that had first alerted me to the changes he had made. The scenario was one that described how self represented litigants often go to several justice system agencies where they are turn away before coming to the law library, so that they often arrive frustrated and somewhat angry. The footnote noted that not all self represented litigants go to every agency possible before going to the law library and that the suggestion to go to the law library is often given by other agencies several times before they do decide to go there.

The article is fine, and the sense that I was trying to convey is retained throughout the article. Nevertheless, something felt strange about it.

It struck me that what had happened is that the change from a narrative about a singular prototype to one about a group of people also changed some of the underlying logic.

(Charley’s Corner continued on page 5)
informal conversation or even sometimes in a teaching situation, we often use singular prototypes when speaking. “The so-and-so will typically do this-and-that.” In fact, it is such a common pattern that people who are talking about themselves will change from first person singular to second person singular in order to create a sense of commonality about their individual experiences. “You know you just can’t get going in the morning without a cup of coffee.” We hear this all the time and know that the speaker is not literally telling us how we ourselves are, but is trying to convey a sense of sharing the experience.

When using prototypical speech patterns to describe something in a pedagogical statement, as I first did while writing my article, we choose that pattern because it is easier to describe someone who is acting in a manner that is the most obvious so as to prove our point. Describing a large group as doing the same thing requires acknowledging that not all members of that group will act in precisely the same way. This reminds me of the explanations used in places like physics classes, wherein they use a special case to describe a phenomenon so that the irrelevant variables are reduced to zero in order to make clear the principle the professor is trying to display.

My point in the article was to highlight the barriers to understanding the legal analysis that self represented litigants face. In writing my narrative employing a prototypical self represented litigant, I was avoiding the time consuming and obfuscating fact that there are actually some self represented litigants who are smart enough and experienced enough to do their own legal representation very adequately. (Without our help, thank you.) Speaking in a statistical way, you could say that I was speaking more to the mode of my results and avoiding those examples beyond the standard deviations.

With the change to a plural pronoun for the self represented litigants in my article, I now had to worry that my statements might not be accurately representative of all of the members of the class. In other words, my induction of my experiences over the years with self represented litigants would create a class with fuzzy edges. I could not fairly say that all the members of the class exhibit similar behaviors.

My logic had changed from the kind of prototypical logic that I have espoused in previous columns as being the more typical logic of ordinary folks into the more classical logic that we try to employ in court and when giving legal opinions.

In other parts of the article, I describe a “spectrum” of self represented litigants who differ in the degree that they can grasp what the justice system can do for them and how to comport themselves in order to obtain the best they can get. So in those sections, I am deliberately trying to avoid setting up a well-defined class, where every occupant has the same relevant characteristics. In terms of Aristotelian logic, I am trying to show that self represented litigants do not really have any essential characteristics except the obvious, that they are not represented by counsel. So the problem for the reference librarian is in part to determine just where the particular self represented litigant who stands before the librarian is located on this spectrum so that the librarian can deal with him or her. Or, to say it in Law Library Journal style: Reference librarians must determine where individual litigants stand on the spectrum in order to determine how to handle them. (In writing in that style, I had to include the word “individual” in order to indicate that the determination is made on a case by case basis, and not for the class as a whole.)

“Describing a large group as doing the same thing requires acknowledging that not all members of that group will act in precisely the same way.”

What is truly scary about these observations is that I did not knowingly make them while I was writing the article. It took Frank Houdek’s “slap up the side of my head” to cause

(Parley’s Corner continued from page 4)
me even to think about this. As a former editor of several journals and newsletters myself and a teacher of legal writing, I am somewhat more attuned to making observations about writing styles, especially those that confuse the reader. But so much of how we write and think and act happens so unconsciously that we don’t even know what we are doing.

Richard Zorza, in summing up his early observations from interviews of self represented litigants after they had appeared in court, noted that there was a high appreciation from litigants when judges would explain what they were up to, i.e., why they would rule one way or another or what they would expect the litigant to show. He also found the litigants to be more sophisticated than he thought they would be. (See my article on news of the Self Represented Litigation Network elsewhere in this issue.) They also were very observant of gestures and facial expressions and could tell sincerity and falseness.

Much of this is due to that core of cultural understanding that goes on between members of a society. We Americans have all heard the use of the second pronoun as I described above, and we know the hidden meaning behind such use. Indeed, Zorza went on to observe that litigants who required translators did not understand what was going on very much at all, even with the aid of the translator. I submit that the reason is that there is so much within a culture that is implicit meaning that we learn by growing up within the culture.

But even culturally understood implicit understanding can lead to mistakes. My use of singular pronouns in the article before Professor Houdek corrected it would undoubtedly be read as writing from a sexist viewpoint to some of those who might be more sensitive to that. Since seventy percent of our profession would be my likely guess of those who might be more sensitive to my sexism than I am, I had better learn to think out what I am doing. While desiring to use the kind of prototypical statements that we routinely use as shorthand in conversational speech, I missed the other way that such statements can be interpreted.

At least now, while I may have missed the problem in the first place, my study of cognitive linguistics has helped me develop a fuller explanation for my stupidity. Language is inherently much more complex than we think it is. We human beings just happen to be so good at using language that we forget that.

Let me know what you think of the article when it comes out.

Silent Auction Final Tally
Amy Hale-Janeke, SCCLL Secretary/Treasurer

From Tammy Hinderman, Silent Auction Chair:

“It is my pleasure to announce that preliminary counts indicate that we raised $2,690 from the auctioning of items, and an additional $560 from members who generously donated additional money during the Auction for a grand total of $3,250. Only 1 item was not sold. Thank you so much to all of you who donated items (51 in all) and to those of you who successfully bid! I hope you are enjoying your winnings as we speak!”

We raised an additional $1025 in challenge grants to bring the grand total to $4075. With this money, we will be able to offer 4 grants of $850 ($3,400) for next year’s meeting in Portland. Thanks to all who participated and rose to the challenge!
SCCLL Leaders Meet with Thomson West at AALL  
Catherine Lemann, SCCLL Past Chair

Anne Ellis, Senior Director, Librarian Relations, called me last spring in my capacity as SCCLL chair. She suggested a meeting with SCCLL leaders and Thomson West (T/W) at AALL to discuss issues particular to our libraries.

In attendance from T/W were Mark Capaldini, Vice President, Government Segment Marketing, Bob Azman, Vice President, Customer Experience Operations, Tom Pfeifer, Vice President, Government Sales and Account Management, Michael G. Kinsella, Librarian Relations Manager, Government, and Anne Ellis, Director, Librarian Relations.

SCCLL members included Marcus Hochstetler, Sara Galligan, Regina Smith, David Whalen, Gail Warren, Karen Quinn, Ellen Strbak, and Catherine Lemann.

Michael Kinsella and Lemann had emailed in advance to set the agenda. Items we had identified included: pricing, especially print; sales representative & account manager turnover; ideas for print training (West Integrated Legal Research); advertisements that look like invoices; frequent publication of replacement volumes; and possible publication of material for non-attorneys.

The meeting was cordial. On the ever increasing prices for print products, one of West’s main issues is that fewer print publications are purchased. Obviously, this increases the cost per volume. Their average print run is 2,000 copies. One of the reasons that Thomson West is promoting the Library Management Agreement (LMA) program is that it gives them a fairly good idea of the number of copies that will need to be printed for each title.

A question arose as to why the company does not have a set price or discount for their products. Mark Capaldini explained that there are many variables such as the General Services Administrations (GSA) schedule, titles published for subscribers versus those published for non-subscribers, the large customer versus the small customer (dollar wise), those with LMA agreements and customers who participate in the WestPack program who get a discount on print based upon online subscription purchases. LMA contracts generally have an annual increase of 11%. This is less than the average increase for their products.

Mike Kinsella suggested that there is a renewed focus on training users in print research. They recognize that there needs to be a balance between print and online research. A new product will be archival DVDs. Purchasers will own the content, not just have a license to use the content. These DVDs will also be designed to be networked. They did not provide any information on pricing.

We suggested that the Westlaw interface may not be good for non-attorneys. While Thomson/West focuses on training attorneys, librarians and paralegals, they recognized the need to develop an interface for non-attorneys. They are interested in getting input from SCCLL members on what this should contain.

Sara raised the question of revised volumes and index materials replicated in multi-volume sets. She followed up after the meeting with a list of examples. (See page 9.) For instance, the Minnesota statutes have indices within the set as well as a two-volume stand alone index. Recently 10 volumes of the Federal Practice Digest were replaced with 13 new volumes. Five of the old volumes had been published in 2005.

We pointed out that our public law libraries are relied upon by practitioners who have

(SCCLL Leaders Meet with West continued on page 8)
discontinued print purchases or need to do research in an area of law not covered in their own library. As primarily publicly funded libraries, our budgets do not increase as much as the cost of the print publications. I believe it is in T/W's interest to have their titles on our shelves. When practitioners use a set in a public law library, there is always the possibility that they will later purchase it for their own library.

Tom Pfeifer discussed sales rep turnover and said that they are doing their best to fill vacant positions and train new sales people.

Another topic discussed was a marketing campaign that sent out what appeared to be an invoice and contained confusing language. It did say, “Not an Invoice” but after that, it said “Action Required.” They said that they would review the piece and make changes so it is very clear that it is an ad and not an invoice.

**New Resource Guide in Planning Stages**

Lisa Mecklenberg Jackson, SCCLL Resource Guide Committee

After a very long wait, the third SCCLL Resource Guide is finally in the works. Entitled "Management Essentials in the Public Law Library," this guide is geared towards trustees/managers and could also be used as a recruitment tool. People will take away the scope and range of managing a public law library. Even though many of our law libraries are different in terms of clientele served, hours open, etc., many principles (such as budget and management) cross the lines to encompass us all.

Here are the broad areas we would like to cover in this guide. Are you an expert in any of these areas and willing to contribute a short article?

- Budget/financial planning (developing/controlling, balancing expenditures, creating new revenue sources, capital campaigns, fees, law library cost-savings tips, etc.)
- Working with the board (how you present information to the board, etc.)
- Community relations (building strong ties with the community, presentations, columns, training of clerks, staff, and patrons, handouts, marketing, etc.)
- Service development (programs to meet the needs of the community, collection rebalancing, etc.)
- Managing resources (electronic, print, value of staff, records management, space planning, etc.)

"Management Essentials" is the third in the SCCLL Resource Guide series, sponsored by a grant from LEXIS-NEXIS. We could really use some writers. If you would be willing to share your expertise, please let me know as soon as you can. If you only have an idea, let me know that too--we can flesh something out. I look forward to hearing from you!

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SCCLL 2004 Resource Guide No. 1, [How to Hire a State or County Law Librarian](#)

SCCLL 2004 Resource Guide No. 2, [The Value of a Public Law Library](#)
Specific West Title Concerns
Sara Galligan, SCLL Chair

One of the items that we brought up during our meeting with West related to numbers of revised volumes for existing content that doesn’t appear to have changed dramatically. West invited us to send some examples of titles that had increasing numbers of revised volumes. Titles forwarded to West included West Federal Practice Digest, Words and Phrases, and Evidence Law and Practice, 4th Edition (vol. 5+ of Washington Practice Series) published in 1999.

Another area of concern was what we described as the inclusion of separate indexes in certain volumes in multi-volume sets. Examples included sets with duplicate index material included in individual volumes. One of these was Minnesota Statutes Annotated, in which the duplicate index material equates to nine volumes of index in addition to the comprehensive pamphlet index that accompanies each complete set of statutes.

The examples were sent to Mark Capaldini, Thomson/West’s Vice President, Government Segment. Mr. Capaldini forwarded our questions to various content operations staff within West who addressed the individual examples we sent. This exchange has demonstrated the need for ongoing communications between Thomson/West and law librarians so that a meaningful dialogue can occur about products. If a follow-up meeting were proposed, it might be useful for West to hear more about the specific needs of law librarians

West’s responses are included below. Most of them are verbatim. Some were shortened slightly. The lengthy response about Evidence Law and Practice 4th was shortened substantially for purposes of this summary.

Revisions generally:

1. West Federal Practice Digest (response submitted by Mike Dompierre, Director Cases Content Center)

Key number revisions drove these replacement volumes. As you know, the law continues to change and grow. As a result, the editorial decision was made to revise and update sections of the West Key Number System in the area of Constitutional Law. This revision dramatically increased the number of lines in the topic Constitutional Law and required the reclassification of over 650,000 headnotes.

It is West’s goal to provide our customers with the most current and comprehensive products that reflect the current status of the law. As a result of these revisions, 25 new volumes of West Federal Practice Digest were required to replace the old material contained in 18 volumes. We understand our customer’s concerns regarding the size of this shipment. However, the total shipments for WFDPD 4th for this year will remain in line with, or be less than, previous years.

2. Words and Phrases (response submitted by Mike Dompierre, Director Cases Content Center)

Words and Phrases set has a number of volumes with large pocket parts. For Words and Phrases, the decision process for determining what volumes are replaced is based not only on pocket part size but also on the age of the bound volume and the availability of the bound volume content. In the case of Words and Phrases, many of the volumes have not been revised since the 1950’s. Also the content for some of the volumes was (Specific West Title Concerns continued on page 10)
not available in electronic format requiring the content to be keyboarded. An analysis of these factors for each volume ultimately leads to the order in which they are replaced.


In many cases, the size of the pockets can have a very direct play in the decision to move forward with a revision. In other cases, major new legislation or changes to the law dictate the timing of such a revision. In this case it was the later, as 2007 saw many major changes to the law of evidence. The 4th Edition was eight years old, and with the number of changes having to be incorporated in 2007, this made it a ripe time for going to the 5th Edition.

[Galligan note] Mr. Freking gave many examples relating to new case law and/or legislation impacting prior practice. Mr. Freking also mentioned that the author for this title, Karl Tegland, is a member of the Washington Supreme Court’s Committee on Pattern Jury Instructions, who limits his private practice to consulting on issues of evidence and civil procedure.

Index Materials:

1. Regarding AMJUR, AMJUR Legal Forms and AMJUR Pleading and Practice Forms (response provided by Karen Ellmore, Director Content Operations and Kathy Hinck, Director Content Operations)

We place an index in the back of each volume for American Jurisprudence 2d, American Jurisprudence Pleading and Practice Forms Annotated, and American Jurisprudence Legal Forms 2d. When a volume is revised, the material within that volume is indexed and made a part of that volume for the convenience of the customer. By providing an index for each volume as it is published, we enable the customer to immediately locate material within the volume, rather than having to wait for publication of an updated general index. In some cases, a volume may be revised in January, but the general index revision will not be available until much later in the year.

A General Index is produced annually for each of these publications. American Jurisprudence 2d also has an Interim General Index. The indexes for the American Jurisprudence 2d Tax Pamphlets are not included in the General Index and only reside in the individual pamphlets.

2. Minnesota Statutes Annotated (response by Rick Brown, Director Codes Content Center and Janeice Delisle, Manager Codes Content Center)

In Minnesota our decision to publish indexes at the volume level was based on customer feedback. As you know, Minnesota Statutes Annotated has over 100 volumes, and is often shared by many people in an office or library. When the General Index is being used by one person in the office, the individual volume indexes provide coverage for others using the same set. In addition, we have many customers who purchase only individual volumes. Those customers whose needs are limited to specific topical areas of the law have told us that they do not want to purchase the General Index, which is now nearly 4,000 pages, but prefer individual volume indexes. The decision to place indexes in individual volumes in MSA was made in order to make this important finding tool available to all of our customers in the most convenient possible format.
Nearly 7000 Question Later
John Cannan, Montgomery County Circuit Court Law Library

After I began working at the Montgomery County (Maryland) Circuit Court Law Library back in June 2006, I started taking statistics on patron questions. I have not been doing anything technical—real scientific statistical method is way beyond my ken (I have always rued taking a light-weight “history of math” course for my college mathematics requirement instead of statistics). My goal was to get some idea of how our library is used. During my first year of employment, I’ve logged 6,972 questions from patrons. Certainly, I could not observe all questions asked of staff, but this number does provide some idea of what the library does for the communities it serves.

To analyze the questions, I divided them into two categories, directional and substantive reference. The first category refers to questions for which the answers were directions without further instruction. The directions could be to a place, such as the civil assignment office, or to an information resource, such as the Maryland Rules. About 80% of all questions asked were of this type. This category included simple requests such as “Could I borrow a pen?” or “Where is the tape?” as well as more complex queries such as “Where are your books on homeowners’ associations?” or “Is there a continuing legal education book on ADR?”

Substantive reference questions, on the other hand, were those that required significant patron instruction or interaction on the types of information resources available and how to use them. Examples included “How do I Shepardize a case?”, “How do I research Maryland legislative history?”, and “I need a 2004 Supreme Court case that dealt with 42 USC 1983?” These accounted for the remaining 20% of the total number of patron/librarian interactions.

The more substantial interaction between librarian and patron during substantive reference questions provided a greater opportunity to understand the type of information need. Almost half of the substantive reference questions, 40%, were general in nature or, in other words, not related to any specific area of law, e.g. “How do I search for cases on Weslaw?” Of all substantive reference questions, significant specific subject areas included family law (15%, of which 5% involved guardianships for minors), real property (5%), and administrative and government law (7%). Interestingly, one of the largest specific categories was legal procedure (14%). Typically, the questions asked in this area were for forms or materials explaining court procedures, e.g. filing a mechanics lien; obtaining an emergency court date and bringing an appeal.

Again, these numbers are not the result of a scientific survey. They also do not distinguish between attorney or pro se questioners. (If I had to guess I would say the breakdown would be nearly even between attorneys and pro se’s). Still, the numbers do provide some help in directing service delivery and in collection development decisions.

This is a basic statistical program and one that is descriptive in nature. The real trick would be to develop some means by which to obtain qualitative statistics. Such statistics would track which resources were used, by whom, and were they helpful (or unhelpful). That will be our objective with a more formal statistical plan. This will give us a deeper understanding of library use and show how we can improve and add services.
SCCLL: Discovering our Diversity
Marcus Hochstetler, SCCLL Vice-Chair

I’m sure the question has occurred to you from time to time as to who exactly makes up the members of our section. If it hasn’t then you can ignore the following information; however, if you are the least bit curious, then read on. We know first and foremost that we come from state, court, and county settings. However, our membership is more diverse than our name implies. Our numbers are small at 525 or 11% of the 5000 AALL members yet we represent 387 unique organizations. Many are solo librarians with the unenviable task of being everything to everyone, while other organizations are much larger in staffing.

SCCLL Membership 2007-Individuals

SCCLL Membership 2007-Institutions

(Diversity continued on page 13)
(Diversity continued from page 12)

No matter your size or type these charts reveal that even after some SCCLLers move on to academic or private firms, they remain members of our section. I would like to think that they want to know what is going on with their colleagues while remaining connected to our issues. Our issues remain the same no matter the setting: Maintaining balanced budgets, fighting political battles, and dealing with spiraling publishing costs.

Despite or perhaps due of these challenges, strong leaders emerge to become powerful advocates within their environment to serve the public and the legal community at large. Utilizing the expertise gained through many different types of work environments enriches our section and keeps us from becoming complacent. When it comes down to it we gain our knowledge and wisdom from on-the-job experiences. These experiences inform our daily activities and hopefully allow us to encourage colleagues who struggle with similar issues. With 48% of the members participating in the election process, I know that shows that we are all interested in supporting our section as we move into the future. So take heart when you take part in SCCLL activities or online discussions for we are a diverse crowd with a variety of experiences.
Cossette T. Sun Receives Gallagher Award for Distinguished Service
Patti Monk, Alameda County Law Library

On July 17, 2007, AALL President Sally Holterhoff presented Cossette Sun, Director of the Alameda County Law Library, with the Marian Gould Gallagher Distinguished Service Award during the closing banquet of the AALL Annual Meeting in New Orleans. The Gallagher Award is AALL’s highest award. Seated with Cossette Sun were her husband Dr. Stanley Sun; her three daughters and their families - Carol Crowe; Marina and Bill Kong and their children Nathan and Morgan; Olivia and Jun Boo and their son Elijah. Professor Emerita Eileen Searls; President of the Alameda County Library Board of Trustees Boyd Burnison and his wife Mari; Judge Renard Shepherd and his wife Lillian Shek; President of both NOCALL and CCCLL Coral Henning and her husband Dywan Williams; attorney Marie Emerson of LexisNexis; Bob Podlech and Patti Monk from the Alameda County Law Library; and the entire audience of colleagues celebrated her award with her.

The Alameda County Library Board of Trustees appointed her director in 1978. She has held a number of offices including AALL Executive Board Member from 1999-2002, Chair of the AALL Diversity Committee from 1996-97, and President of the California Council of County Law Libraries from 1982-84.


In 2005, the Women Lawyers of Alameda County presented her with their Excellent Service Award at their annual dinner in November. In January 1997, she received the Distinguished Service Award from the Alameda County Bar Association.


Editor's Note: SCCLL member Carol Billings (recently retired from the Law Library of Louisiana) also received the Marian Gould Gallagher Distinguished Service Award. Look for an article profiling Carol in the Winter 2008 issue of SCCLL News.
C7—Training: Are We Missing the Obvious?
Meg Martin, Wyoming State Law Library

Mary Ames, Coordinator and Moderator; Donna Ives, Bureau of National Affairs/Plus (BNA); Karen Kirk, CCH; and Robert Peters, Global Securities Information (GSI).

This class was presented by a representative from BNA, CCH, and GSI. All three were articulate, knowledgeable, and service-oriented professionals. They began the presentation by sharing what their help desk training includes and what users can expect from the help desk. After that, the floor was opened for questions.

Each of the three trainers spoke about their training programs - giving insight into the level of expertise callers can expect from the help desk operators. Operators have deep and extensive knowledge of their products. Time is spent ensuring they can lead a lost user through the information to the answer they seek while teaching about searching and online access along the trip. Donna Ives said that successful trainers in the legal market should be sure to know their audience; use good probing techniques to find out what the user is seeking; listen closely for cues and comfort levels; and think quickly on their feet and react to their audience. Karen Kirk encouraged the audience to send new users to the help desk of the product. The help desk will re-train the user and move them from print to online research. An important message reiterated by one and all was that the helpdesk is included with our subscriptions – be sure to send your patrons there for help! Training results in more efficient use of the product saving time and money. One of the most important questions to ask a user is: “What are you trying to accomplish?” They noted that often information seekers are looking for one document or one answer. Help desk operators are trained to encourage the searcher to broaden their expectations.

None of the presenters used PowerPoint. Handouts from BNA and CCH were available. CCH provided a 5 page “Frequently Asked Questions and Contact Resources” guide. BNA had prepared, and submitted to the AALL Handout Materials Collection, a list of frequently asked questions and comments culled from their database of customer comments. One of the top ten memorable questions not included on the handout (which received a hearty round of laughter) was “Does the CD have to be in the reader for me to access it?” The scope of the product is another common question for the help desk.

Several questions in the handouts were about sharing IDs or how to get a user ID and how to subscribe to email newsletters but the meatier questions were about searching. BNA’s handout explained that the user can click the “Search within a Search” link to narrow search results. BNA’s Classification Number is part of the Classification Outlines. Each point of law in a case has been assigned a Classification Number. Use the Headnote Finder link on the Home Page to utilize the Classification Numbers and Outlines. The “About” feature on a Library page will reveal the beginning dates for cases to be included in that Library. The Case History can be found in the front matter of a case, following the case’s Headnotes, and right before the full text of the decision. The content of the printed Advance Sheets can be found organized by topic within a BNA library by clicking “Most Recent Cases.”

The CCH handout stated that a search can be narrowed simply by checking the boxes placed next to each searchable publication. They also explained that it is possible to search different libraries of publications at one time and to limit searches to the titles an individual uses regularly by preparing a customized list of titles to search on the “My CCH Tab.” CCH continued by explaining the effect of Boolean connectors in Quick

(C7 continued on page 16)
Reference. If you want to retrieve documents containing a phrase, then use a space as a connector. Use “or” to find a phrase containing either term or both terms. Use “w/n” to retrieve documents containing the first term either preceding or following the second term by no more than “n” words. Use “w/sen” when retrieving documents with terms within 20 or fewer words of the second term. Use “w/par” for terms within 80 or fewer words of the second term. Use “and” to retrieve documents with both terms and “not” to retrieve documents with the first term but not the second. There is a segment restricted search available as well which makes it possible to focus searching on the Heading, Case-name, Headnote, Ircref (cases & rulings related to a code section), and Uilinfo (letter rulings related to a code section). Date restrictions include Between Dates, Before, and After.

The CCH handout also gave an overview of research in their print publications. They listed their finding devices: Rapid Finder Indexes; Topical Indexes; Tables of Contents; Current Topical Indexes; Case Tables, Finding Lists and Cumulative Index. The research workflow suggested by CCH recommends beginning with accessing the finding devices; go to that page number within the Reporter or Guide; review any overview information; locate the specific paragraph and determine if it is on point, if so, review related citations; once all documents have been read and reviewed, check for New Developments on point; and finally check the cumulative index to locate paragraphs that are cross-references to the paragraphs located in your search.

After the presentations were completed, the floor was opened to audience questions. Thank heavens for the microphone set-ups! It certainly made it easier to hear the audience members. There was lively discussion and exchange of information. Several members of the audience shared their frustration with moving the emphasis of training from books to online access, especially with those members of their organization who resisted the change. Once again, the message to have users call the help desk was repeated. “You pay for it – use it!” Others made suggestions about what works in their library, which the presenters stated they would take back to their help desk trainers. It’s good to know that our experiences in the trenches are valued. The representatives were very respectful of the audience as librarians, users and trainers. There was never a sense that they were grudgingly dispensing secrets; rather, they were at the meeting for the purpose of learning from us and supporting us.

“There was never a sense that they were grudgingly dispensing secrets; rather, they were at the meeting for the purpose of learning from us and supporting us.”
“Directly it begun to rain, and it rained like all fury, too, and I never seen the wind blow so.”

This quotation from Mark Twain’s *The Adventures of Huckleberry Finn* expresses a sentiment that New Orleanians would have shared with Twain’s fictional character had Huck Finn himself witnessed the wrath and destruction of Hurricane Katrina that visited this historic city and much of the Gulf Coast on August 29, 2005. As we all know, New Orleans was then hit hard by flooding that occurred in various sections of the city after man-made barriers failed to contain the waters of its channels and canals.

One of the victims of Katrina was the Louisiana State Museum. When the storm hit, it damaged artifacts as well as displaced the staff. Unfortunately, after the storm only 40% of the staff returned, leaving the Museum desperately short-handed. Other institutions, such as Second Harvest and Habitat for Humanity, were also affected in that they lost many volunteers that usually help them in their charitable works.

Thus, it was decided that as part of the 2007 AALL Annual Meeting in New Orleans, several volunteer teams would be formed to help out these institutions and demonstrate AALL members’ commitment to helping rebuild New Orleans. Heidi Letzmann, Program Manager at AALL Headquarters, Chicago, coordinated and helped develop and implement the volunteer plans. She arranged transportation for all of the volunteers as well as provided lunches and bottled water to sustain us during our day of service.

At one project spearheaded by Ann Hemmens, Reference Librarian at the University of Washington Law School, 43 volunteers showed up and spent several hours sorting and packing donated foods at the Second Harvest food bank. Collectively, the volunteers filled a tractor trailer with enough food to feed 5,000 people.

A second project involved more than 60 law librarians who joined Ron Wheeler, Associate Director for Public Services at Georgia State University Law School, to help construct and paint new homes in the famed Musicians Village under the supervision of Habitat for Humanity.

A third project led by Amy Hale-Janek, Reference Librarian/Media Coordinator for the U.S. Court of Appeals 5th Circuit in New Orleans, utilized the skills of nine law librarians for projects at a Louisiana State Museum facility in the French Quarter.

I was one of the Museum volunteers. The others in our group were Esti Shay, Reference Librarian at the University of Denver Law School; Ann Puckett, Library Director at the University of Georgia Law School in Athens; Lyn Warmath, Library Director at Hirschler Fleischer in Richmond, Virginia; Barbara Traub, Head of Reference Services at St. John’s University Law School, Queens, New York; our “fearless leader” Amy Hale-Janek; Filippa Anzalone, Associate Dean for Library & Computing Services and Professor of Law at Boston College; Karen Brunner, Director of Information and Library Services at Riker, Danzig, Scherer, Hyland & Perretti LLP in Morristown, New Jersey; and Emily Evans, Cataloger at Catholic University of America Law School, Washington, D.C.

Before describing the interesting and fun project to which I was assigned, let me describe the effort it took to get this unique volunteer opportunity to come to fruition.

(Our Day at the Museum continued on page 18)
First, Amy conferred with Louisiana State Museum Director of Collections Greg Lambousy to obtain permission for law librarian volunteers to work for a day at a Museum facility. Amy explained to him that nearly 2,000 law librarians would be arriving in mid-July to attend the 100th annual AALL conference. She told him that some of us from that large group would gladly volunteer a day's labor to help with Museum projects; all he had to do was to say yes. After all, she explained, law librarians are bright and helpful by nature; they possess a number of skills equivalent to those held by Museum staff. Amy pointed out that we perform library tasks--such as cataloging and inventory control functions--in ways similar to those tasks performed by staff at museums everywhere.

Well, who could refuse that argument? Mr. Lambousy granted her permission to send out a call for no more than ten volunteers within our law library community to assist the Museum with projects to be determined by the curators and other staff.

Amy then contacted other Museum staff, notably Tony Lewis, Curator of Visual Arts; Suzanne Fischer, Curator of Material Culture; and Tom Lanham, Acting Registrar. Amy met with each of them briefly to fashion plans to employ as many as 10 volunteer law librarians to assist with an inventory project, a cataloging project, and data entry into a Museum database.

Even the simple planning details of our day at the Museum did not escape Amy's attention. A month before our visit, Amy polled us to determine the skill levels we possessed to tackle these backlogged Museum projects. She made certain that AALL sent each of us a waiver of liability to sign and return before we were accepted as volunteers. Also, for Museum insurance purposes, each of us had to pass a background check before we would be admitted into the facility. Amy then worked with Heidi at AALL headquarters to secure transportation to and from the Museum facility, and to provide us those box lunches and bottled water I mentioned above.

We all know law librarians are multi-talented, resourceful people, and our group of nine volunteers did not disappoint. We were divided into three teams: Inventory, Indexing, and Cataloging. Needless to say, we were in our element now!

Within the Inventory team, Tony Lewis supervised Ann Puckett and me, and Esti Shay and Lyn Warmath, in a project to examine the numerous watercolor works of a local artist, Alvyk Boyd Cruise. Cruise worked as a W.P.A. artist during the 1930's. His paintings highlight the architectural design, beauty, and color of the historic buildings found in the French Quarter. Our task was to scrutinize each of his paintings and look for signs of wear and tear, aging, and deterioration of the paint and paper. Then, Tony asked us to verify the written information that accompanied each of Cruise's paintings; we were to note any new information to update the written record for each item. Eventually, said Greg Lambousy, Cruise's watercolor collection will be featured in a book, so art lovers everywhere will have an opportunity to see the work of this talented artist!

Indexing volunteers Filippa Anzalone, Karen Brunner, and Emily Evans spent the day with Museum record books, some of which dated back to the early 1900's. They searched these books for lost items and cross-checked them with current lists.

Barbara Traub and Amy volunteered with data entry under the direction of Tom Lanham. They were given files containing various documents, including deeds of gifts for donations and the accession information sheet completed by a curator. Both

(Our Day at the Museum continued on page 19)
librarians were trained to use the Museum's database to create initial records. Later, these initial records might be edited and expanded by the curators. Barbara remarked that her familiarity with archival records helped her see the Museum's organization methods on a continuum--different from, but related to--organization of archives and library resources.

Barbara and Amy worked with items that were donations for a new collection the Museum is developing related to Hurricane Katrina. One item was a Red Cross debit card, distributed to hurricane survivors to use as cash. Barbara created a record that described this item as an "exchange medium." Another artifact was a sign from a bus window that permitted the bus, driven from the northern United States into Louisiana, to enter the flood zone in New Orleans to assist with rescue operations.

During our lunch break, we were treated to a behind-the-scenes tour of the Museum facility. We saw a working wax cylinder gramophone invented by Thomas Alva Edison; a textile collection containing clothing from modern times to centuries past, as well as a collection of Mardi Gras costumes; an original John James Audubon watercolor; an enormous digital scanner; and other unique items.

Our "Day at the Museum" offered us a unique opportunity to assist New Orleanians and all Louisianans with preservation of their cultural heritage after Hurricane Katrina devastated the Crescent City and Gulf Coast. True, we didn't break a sweat in the air-conditioned comfort of the Museum facility; but we offered our skills and our time in a very valuable way to say to the City of New Orleans and the State of Louisiana that we care. We were happy to join with all the other volunteers from AALL in this grand volunteer effort to leave this area in better shape than when we found it.

We thank the staff of the Louisiana State Museum who permitted us to assist them and who trained us to perform our tasks well. We appreciate the assistance we received from AALL headquarters staff, too. Most of all, we appreciate the thoughtfulness and planning efforts of Amy Hale-Janeke, who made our "Day at the Museum" possible.
Rising to the Challenge: Stitching SIS Silent Auction Raises $990 for the New Orleans Public Library
Carolyn Tanen, U.S. Court of Appeals Library, Second Circuit

The inspiration for this challenge was introduced during the meeting of the 2nd Stitching SIS at the 2006 annual meeting in St. Louis. As the group discussed knitting, yarns, threads, and other crafty stuff, someone suggested that we could auction off our handicrafts to benefit a charity at the 2007 Annual Meeting in New Orleans.

So after the 2006 annual meeting, I started putting together the first Stitching SIS Silent Auction. First, I had to locate a space in the exhibit hall which would display our stitched items and recruit volunteers so it would be staffed continuously. The State, Court, and County SIS stepped up to the plate and allocated part of their activities table for the silent auction. Many thanks to SCCLL!

Then I contacted Amy Hale-Janeke, a 5th Circuit librarian living in New Orleans, to ask her about a charity to be the recipient of our silent auction proceeds. She immediately suggested the Friends of the New Orleans Public Library. Katrina flooding destroyed eight of twelve library branches. Damages were estimated at $30 million. The New Orleans community needs a vibrant library community because residents need access to information, educational support and even a place of solace as they try to rebuild their lives.

The weeks prior to the conference I started anticipating what I needed to coordinate this auction. I knew I would have limited space and resources. I tried to think in terms of “compact” when thinking about what to transport with me to New Orleans. The announcements rolled out on law-lib and the Second Line Blog. As the conference grew closer, I had about 25 committed donations and hoped to raise at least $500.00.

Some AALL members gave items to be auctioned off even though they were not going to be attending the annual meeting. Karen Lutke, San Mateo County Law Library, said, “Volunteering and donating to local charities are always part of my meeting experience. As I did not attend AALL this year, opting instead for the American Library Association meeting in Washington, D.C., contributing to the Stitching silent auction gave me the opportunity to still be part of the Annual Meeting and make a contribution. Like many prolific stitchers (it is difficult to admit I am a stitchaholic!), I have a box of stitched, yet unfinished, pieces. The Silent Auction is a wonderful way to showcase the talents of AALL members, share with others, and give to the community at the same time.”

Even non-stitchers contributed to the auction. Kathie Sullivan, Sullivan Information Management Services, donated two hand knit stockings made by her mother. “I contributed two pieces my mother, Jean Sullivan, made. She attended the [Stitching SIS] group last year and possibly the year before in the exhibit hall and loved every minute of it. When my mother retired in 1993 she started going to AALL with me as a way of traveling. Mom died in January after a 7 year fight with ovarian cancer. She would have wanted to contribute something to the effort and we found the last two of the Christmas stockings in her closet (she made things ahead.) I’m glad they sold and were part of the project.”

Amazingly, on Sunday morning shortly after the exhibit hall ribbon cutting, Joanne Dugan and I, fellow Stitching SIS coordinators were overwhelmed by people dropping off donations. We spent the next two hours tagging all 40+ items to match the item numbers in the “bid book.” As the items piled up on the table, I dashed around the

(Rising to the Challenge continued on page 21)
convention center desperately looking for something that would give us more space. Luckily, I found an unused signpost and used it to hang the elongated items (boas, scarves, handbags).

The items were spread across the table—everything from hand-crafted jewelry to knitted cross-stitch pieces. Elizabeth Cavendish from Lexis contributed some beautiful jewelry to the auction. "I made some jewelry to contribute since I am from New Orleans and lived through Katrina and only left a year later for my new job in Chicago with Lexis Nexis. Every little bit down there helps. I made my pieces on July 4th and it gave me a day to work on them and think about my friends and family back home and how happy I was that my professional organization hadn’t backed out of having our conference in New Orleans. I also had the chance to reflect on how much fun I was going to have showing my new team mates and colleagues my city and how it is our responsibility, as those who have left, to make sure that the rest of the country knows what is really going on down there," Cavendish said.

When the silent auction kicked off officially on Monday July 16th at 9 a.m., a total of 45 items were available for bidding. Late additions pushed the number up to a total of 51 items. The SCCLL activities table was buzzing with excitement as people queued, bid, and congregated around.

Lucinda Harrison-Cox, from the Roger Williams University School of Law, was both a contributor and a bidder. "I contributed because I enjoy crafts and handwork and the enjoyment of creating the items was made even better since they were made for a good cause. It was also fun to see the other donated items and to bid on them."

With all the items finally laid out on the table, people stopped by throughout the day to bid. As the auction drew to a close on Tuesday afternoon, bidders anxiously grouped around the table waiting to see if they would be outbid at the last minute. To add to the tension, we were all trying to listen to the names of the winners of the afternoon’s raffle prizes. Finally, the bidding was closed. Winning bidders were high-fiving each other while others were whipping out their checkbooks to pay for their prizes.

Katrina Piechnik, of the Jenkins Law Library, said, “I love to knit. For me knitting is all about the creative process (I do not follow instructions) and not a final product. Donating to the auction for such a great cause made me feel really good. I also met a winner of one of items I made and seeing her so happy was wonderful.”

Joanne and I managed to get all the pieces to their new owners, collected all the money, and closed up shop. As we totaled up the receipts, we were amazed to see that we collected $990! It was a pleasure to watch a group of librarians doing something good for the recovery efforts in New Orleans. Now we can say, "We know what it means to New Orleans." The hospitality from the locals in New Orleans made it all worth the while.

This auction exceeded my expectations in terms of interest, participation and the networking opportunities I gained from this experience. I hope to host the 2nd Annual Stitching SIS Silent Auction in Portland next year, so get started on those projects!
Dear Carolyn Janen,

It is my privilege to express the thanks of our Friends' Board to the American Association of Sew Libraries Special Interest Groups for your very generous donation. We promise to put it to good use!

I am delighted to hear how much you all enjoyed your time here in New Orleans, and Patrick has told me many times over how much he enjoyed being at your meeting.

With appreciation,

Marecelle D.A. Saussy
President
Podcasting on a Zero Budget
Kathleen M. Sasala, Cleveland Law Library Association

Introduction: Three months ago, my teenage daughter knew more about podcasts than I did. Now, I think the reverse may be true. During the process of creating a podcast at the Cleveland Law Library, I recently learned that podcasts are really just a modern version of old-fashioned audio tapes. Instead of tapes and tape recorders, we now use software programs, computers, and MP3 players to create podcasts, and our bulky head phones have been replaced with compact ear buds. Not only has the equipment changed, but the technology which makes podcasts possible also makes listening much more sophisticated. In addition to music, we can listen to news and other informative programs that can help us in our careers as practicing law librarians.

Realizing that our law library could contribute to this burgeoning network of information, we recently began a series of podcasts that we hope will appeal to both lawyers and law librarians. For our first topic, I chose to interview a judicial staff attorney about our local asbestos docket in Cuyahoga County, and we are currently working on our second program as this article goes to print. If you are considering creating a podcast for your law library, firm, law school, or business, I hope that this brief article dispels any fears that you have and demonstrates how simple the process really is.

Creating Our Podcast Network: Being brand new to the genre of podcasting, we obviously had some homework to do before we could produce our first program. In addition to researching the process, we needed to acquire any necessary tools and equipment before choosing an interesting topic. Since I have found that my colleagues are often my best teachers, I consulted the seasoned professionals at the King County Law Library in Seattle, which launched its first podcast last September. Thankfully, our colleagues in King County were generous in sharing both their knowledge and experience.

For in-house advice with the technological aspects of creating a podcast, I spoke with our Network Librarian, Eric Hess, who suggested that we could take advantage of recording software that was both compatible with our computers and freely available on the Internet. Since our budget for this project was zero, I was glad that we would not have to purchase either expensive software or an MP3 player/recorder. Eric then surveyed the alternatives and eventually chose a product called Focus MP3 Recorder, which he downloaded to our network. The only other piece of equipment we needed was a microphone, which Eric brought in from home on loan to the Library.

Having gathered the information and tools we needed, we next brain-stormed topics for our first broadcast, eventually settling on the local asbestos docket for Cuyahoga County Common Pleas Court. I then enlisted the assistance of Brendan Doyle, Esq., who served as a staff attorney for the local asbestos judges. After Mr. Doyle approved a Q&A script I wrote, we practiced together once and then recorded the final version of our broadcast as a Wav file. Thereafter, Eric converted the Wav file to an MP3 file so that our listeners would have two options for playing our program. However, before going live on the Web, Eric and I asked various people, including my daughter, to beta test both files on their MP3 players and computers to ensure that our sound was audible and level. Once we successfully completed these tests and were satisfied with the technical quality of our broadcast, Eric created a web page for our Podcast Network and posted both the WAV and MP3 files to the following site: http://clevelandlawlibrary.org/Public/Misc/Podcasts.html

Because we have received positive feedback on both the topic we chose and the (Podcasting continued on page 24)
information we provided, we are already in the planning stages for two more podcasts about the Ohio periodical index we recently created and the method we developed to manage the digital rights for our e-books.

Now that we are at the end of the process and on the verge of doing it again, I can honestly say that the task of creating a podcast was fun, easy, and inexpensive. I enjoyed talking with colleagues about their podcast initiatives, picking the topic was relatively easy, and the technology was totally free, using our existing computers. For those of you who, like me, are beginning to explore podcast technology for personal enjoyment and professional development, I would highly recommend jumping in with both feet and creating your own program as we did at the Cleveland Law Library.

SCCLL is a Dynamic Group - Get Involved by Running for Office

Georgia Chadwick, Chair, Nominations Committee

The SCCLL Nominations Committee is seeking nominations for candidates for the following positions: Vice-Chair/Chair Elect and Member-at-Large to serve on the Executive Committee. Each position requires a three-year time commitment starting with the July 2008 AALL Annual Meeting and Conference to be held in Portland, Oregon.

The Vice-Chair/Chair-Elect serves for the first year as a member of the Executive Committee and is chair of the Strategic Planning Committee. The Vice-Chair/Chair-Elect attends the SIS leadership training at the annual meeting, if possible, and appoints committee chairs for the following year. During the second year of the three year term, the Chair prepares charges for committees and coordinates their work, writes the Chair's column for the Newsletter, attends the SIS leadership training at the annual meeting, serves on the AALL Council of SIS Chairs, coordinates SIS activities at the annual meeting, and runs the SCCLL business meeting. The third year of the term is spent as Past Chair, and the duties are to serve on the Strategic Planning Committee and to advise the current chair.

The Member-at-Large serves on the Executive Committee as a voting member, and may serve as a committee chair or be assigned other responsibilities by the Chair.

Please consider volunteering to run for one of these positions or nominating another talented SCCLL member. SCCLL is an active group and we need member participation to keep it that way. For more information, or to send your nomination, please contact any member of the Nominations Committee before Friday, December 7, 2007. We also encourage everyone to VOTE when the time comes, and SCCLL has electronic elections so voting takes very little time.

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How CT Librarians Said No to PATRIOT Act Demands and Why It Matters Today
Steve Mirsky, Connecticut State Library

On October 18th, the Southern New England Law Librarians Association, a chapter of the American Association of Law Libraries will host a fall program entitled “Librarians Take on the USA PATRIOT Act”. Peter Chase, Director of the Plainville Public Library and other plaintiffs involved in the Doe v. Gonzalez litigation will speak about how and why they stood up to FBI agents.

The standoff began in 2005 when the FBI issued a National Security Letter (NSL) to the Library Connection, a nonprofit consortium of 27 public and academic libraries in central Connecticut. An NSL is an administrative subpoena authorizing the FBI under the USA PATRIOT Act to demand without prior court approval access to information deemed relevant to an authorized investigation aimed at combating international terrorism. In this case, it included subscriber information and electronic records held by an internet service provider. The Library Connection’s NSL was dated May 19, 2005 but not received until July 13, 2005. The letter not only demanded access logs generated for a specific Library Connection member’s IP address without a court order but also gagged the member from identifying itself as an NSL recipient even after the information was revealed in a New York Times article on September 21, 2005. John Ashcroft, Attorney General at the time, accused those who question seizing library records under the Patriot Act of indulging in hysterical extremism.

With the assistance of the ACLU, “Doe” (Library Connection) successfully fought the gag order leading to Supreme Court Justice Ruth Bader Ginsburg’s August 2, 2005 decision ordering full disclosure of all related court records. Shortly after this ruling, the American Civil Liberties Union posted key documents including the unredacted National Security Letter on their website. George Christian, Library Connection Executive Director was quoted as saying, “We pursued this matter because librarians should protect the privacy of our patrons. As an American, I am embarrassed that our government would go to such extremes to stifle free and open debate and keep non-sensitive information related to our case away from public scrutiny.” Many involved in Doe v Gonzalez surmised that the librarians would have been inclined to comply with the NSL had it been approved by a judge.

Since the Patriot Act was passed in 2001, the number of NSLs issued has increased phenomenally. According to a March 2007 report issued by the Justice Department’s Inspector General, over 143,000 NSLs were issued between 2003 and 2005. However, relatively few have involved criminal prosecutions since most defendants have chosen to plea bargain rather than risk lengthy jail sentences. Exceptions include Sami Al-Hussayen, an Idaho computer science student, who fought charges that he conspired to support terrorism by serving as a webmaster for various Islamic web sites. His defense included the argument that he maintained these web sites as a volunteer and the content was protected by the First Amendment. Al-Hussayen was eventually acquitted on June 10, 2004. In another case, Humanitarian Law Project v. Ashcroft, the ACLU filed suit on July 30, 2003 on behalf of six advocacy and community groups whose members and clients claimed they were targets due to their ethnicity, religion, and political associations. On March 17, 2004, a judge ruled that the section of the act prohibiting the provision of expert advice or assistance to people designated as foreign terrorist organizations unconstitutional. However, the judge limited his decision to parties involved in this particular suit meaning that it wouldn’t apply to similar instances

("John Ashcroft, Attorney General at the time, accused those who question seizing library records under the Patriot Act of indulging in hysterical extremism.")
in the future. In another case, the ACLU and other organizations filed a Freedom of Information Act request with the Department of Justice in August 2002 seeking statistics related to the government’s implementation of the Patriot Act. After the request was denied, they filed suit on May 19, 2003 in ACLU v. Dept. of Justice only to find that the District Court of the District of Columbia ruled that the information could be withheld on national security grounds.

The public’s right to privacy and free access to government information remains threatened. Beyond showcasing the unique personal experiences involving the Doe v. Gonzalez case, SNELLA’s Fall Program will also provide a blueprint for those who are challenged again in the future. Since many librarians advocate for privacy and free permanent public access to government information as part of their jobs, they have a vested interest in shaping public policy that ensures these rights are preserved. The full program agenda and sign-up information are available online.

New Articles of Note
Joel Fishman, Duquesne University Center for Legal Information/Allegheny County Law Library


(CT Librarians continued from page 25)
News from the Self-Represented Litigation Network
Charles R. Dyer, Chair, Law Librarians Group, SRLN

AALL now a participating organization in SRLN
In action at its board meeting in July 2008, the American Association of Law Libraries Executive Board accepted the recommendation of the Pro Bono Partnerships Special Committee that the AALL should become a participating member of the Self Represented Litigation Network. The Executive Board chose to fund their commitment at a $5,000 contribution for one year. After the first year, the Executive Board will assess the value of this participation before agreeing to continue the relationship. The Executive Board also decided to accept the Committee’s recommendation that it appoint an official AALL representative to the SRLN. AALL President Ann Fessenden appointed me, Charles Dyer, as the new AALL representative for one year. I will be filing the annual report from its representative, plus any interim reports I believe are necessary. I will also be filing a budget, listing not only the annual contribution to the Network, but also my estimate of costs for travel for the AALL representative. With regard to maintaining this vital relationship, I believe it is very important to show not only the many things that the SRLN achieves, but also the contributions of librarians to those achievements.

Conferences and Outreach
Plans are to hold another SRLN National Conference in conjunction with a California Conference, tentatively set for February 2008. Bonnie Hough of the California Administrative Office of the Courts is chairing this effort, along with Richard Zorza, SRLN Network Coordinator, with regard to the National side. The network strategizing that occurred this year at the pre-conference at the Equal Justice Conference will most likely be included as a part of the national side of this conference for 2008. Richard said that it might likely be held in Southern California, since a number of other California justice system meetings are in the north this year. However, when I talked later to Bonnie, she was still thinking San Francisco as more likely.

Here are some other upcoming conferences in which the SRLN is participating:

- **National Legal Aid and Defender Association, Tucson, AZ, November 7-10, 2007.** Wayne Pressel will be doing two sessions on self represented litigants: 1) Leadership (getting legal aid workers enthused about this work) and 2) Diagnosis and Intake (determining which clients would be good ones for SRLs with some aid, etc.).

- **Court Technology Conference (CTC 10), Tampa, FL, October 2-4, 2007.** Two workshops will be offered: 1) Leadership (Bonnie Hough, Richard Zorza, Mark O’Brien, and Glen Rodan) and 2) Tracking on the web while doing chat room advising (on legal aid websites). Richard Zorza has a paper on this. Iowa and Montana Legal Aids will also participate.

- **Equal Justice Conference, Minneapolis, MN, May 6-9, 2008.** A one-day pre-conference by SRLN is set for May 6. For the regular conference, May 7-9, the SRLN will also submit several program proposals, one of which will likely be a condensed version of the pre-conference. Susan Ledray is pre-conference chair. Law Librarians, especially Sara Galligan, are part of the planning for this conference.

("I believe it is very important to show not only the many things that the SRLN achieves, but also the contributions of librarians to those achievements.")
SRLN Judicial Conference at Harvard Law School, in conjunction with Bellows-Sack Project, invitation only. November 2008. This is a major training conference for judges focused solely on self represented litigants. They are expecting 137 judges from 27 states and 2 territories, and planning 65 activities in the activity handbook, model videos, and a manual. This is a huge effort. (Except for some pieces that require confidentiality or limited distribution, most of the materials will become available on www.selfhelpsupport.org.)

SRLN is planning to do a Court Administrators Conference at Harvard, like the Judicial Conference. Jean Charn is chairing this effort. They are looking to do toolkits and to develop a curriculum early in 2008. They plan to emphasize both leadership and specific training. The conference will most likely take place in October or November 2008.

SRLN is also looking at participating in the Court Solutions Conference, making a pro se track. I think Tom Clark at NCSC is heading up that effort. Mr. Zorza made a point of noting that Tom doesn't think that "saturation is a problem," but rather that more is better, as this is where the problems are.

The SRLN Law Librarians Group has submitted two program proposals for the 2008 AALL Conference in Portland in July 2008. We will know if they are accepted around November 1, 2007.

Activities of the Working Groups
Long-term funding issues are causing the SRLN to condense the working groups. This is another way of saying that, while there are some project funds, the regular administrative funds have not yet reached a high enough level (i.e., still too few participating organizations, i.e., state courts sending regular funds) to keep Richard Zorza as Network Coordinator on the clock as much per week for all those conference calls and legwork. As Richard can find other chairs for the sub-groups, he can avoid some of the problem. The Law Librarians Group is presumably okay, since we don't cost much more than the time it takes for Richard to keep in touch.

Law Librarians Group. Besides planning for the AALL Meeting, the group has two other activities currently under way:

1) Jessica Van Buren and Coral Henning will be conducting a survey of law libraries to create the Directory of Law Library Programs for Self Represented Litigants, similar to the one on court-based programs that the SRLN and NCSC put out in 2006. Expect to see the survey come your way soon and

2) Frances Thompson drafted, and others are editing, a two-page document for the SRLN “Case For...” series on “The Case For Public Law Libraries.” It is essentially a condensation of the SCCLL SIS eight-page brochure “The Value of a Public Law Library,” done with permission. The “Case For...” series is distributed through the www.selfhelpsupport.org site and used in training.

Research Group. Project 1: Videos of self represented litigants in family law court, including interviews after the cases to see if the litigants understood the proceedings. The research is now being examined. The team's early conclusions:

1) they are surprised at the extent to which litigants are much more sophisticated than previously thought,
2) the exception is linguistic issues. Even with an interpreter, the lack of understanding is huge, and

3) there is an unbelievable level of appreciation by self represented litigants for judicial engagement, i.e., a willingness to be pro-active to work with self represented litigants.

Project 2: There is a small proposal before the State Justice Institute on service of process problems, to do research on the extent of the problems and look at pilot ideas. (Based on a pilot study in San Diego.)

Project 3: Tina Rasnow is looking into multi-lingual barriers to compliance - trying to get judges to issue multi-lingual orders, and so forth.

- **Self Help Offices Group.** They are working on triage issues, which may develop either into a research project or a best practices guide.

- **Unbundling Group.** They are planning to respond to a *American Bar Association Journal* article that trashed unbundling. Also, Sue Talia is running an unbundling website.

- **Forms Group.** I missed the conference name, but the group is working on training to write in plain language. They are working on 18 tracks. They are taking a “train the trainers” approach.

- **Courtroom Services Group.** They are trying to find the way to get the word out about how improved services for self represented litigants makes the court run better. California is a leader in this effort.

- **Compliance Group.** Nothing to report. This group has slowed down partly because of lost time, due to lack of funding, from Richard Zorza and John Greacen. It will probably gear up if some research funding comes through. I sit on this group, which is a sub-group of the Research Group, and we have done a lot of philosophical discussion on just what we can observe about compliance and run research projects on, as the reasons for failure to comply with court orders are quite varied, and not just court room dependent.

Lastly, the Network is planning to put out a new edition to its “Best Practices in Court Based Programs for the Self-Represented: Concepts, Attributes, and Issues for Exploration” document. The second edition will have examples from various courts, law libraries, legal services agencies, and so on, including contact names.
My First AALL Annual Meeting Experience
Jean-Paul Vivian, Charles B. Swartwood Law Library

On Friday, July 13, I left Elmira for my first AALL conference. Although I have been a law librarian for a few years, I had never been able to attend the conference. Of course, I had heard many stories from current and former coworkers and was really excited to attend my first conference. In the months leading up to the conference I had done much planning. I had studied the program, decided upon a hotel, and read up on the many areas of New Orleans. So, a friend dropped me off at the airport and my journey began.

Since this was my first conference I definitely had to participate in CONELL. I can say that I was not disappointed with this decision. It was great to meet so many other relatively new law librarians who were attending their first or second meeting. One woman I met likes CONELL so much that she has attended several times. I met many interesting people and saw many of them throughout the conference. I would recommend that any first-time attendee make CONELL part of their conference experience. After lunch the participants were invited to take a bus tour of New Orleans. We toured the French Quarter, St. Charles Avenue, and some of the devastated areas of the city. After the tour we were on our own for a few hours before the opening reception.

I took the opportunity to explore the city a little. I grabbed a light dinner at Mulates and then headed for the French Quarter. While at Mulates I struck up a conversation with a fellow conference attendee. I was to find that a common question would be to ask a perfect stranger if they were attending AALL. Most of the time they were and the subsequent conversation was always agreeable. I made it to Bourbon Street and was able to enjoy my requisite Hurricane from Pat O’Briens. After that it was off to the opening reception.

The opening reception is also an event not to be missed. I was amazed at the amount of people and the fact that I was able to run into several people that I knew. I met someone from a job interview, someone I had met when I worked in Los Angeles, and many people from the New York Courts. All in all it was pleasant evening and great first day of my conference.

On the second day of the conference I started out by attending the SCCLL breakfast and business meeting. I knew many of the names of the people here from the list-serv but it was great to actually see them in person and even meet several of these people. After that I went to the vendor area and took in that experience. I went with a former co-worker and she had many suggestions on how to navigate the vendor area. Of course, we got so involved that we did not make it to the Keynote Speaker. I was to find that not making it to everything that I wanted to attend was also a big part of the conference. There are only so many hours in a day and there was just too much to see and do at both the conference and in New Orleans.

The next few hours was spent attending meetings and these did not disappoint either. Again there were many choices. I enjoyed the sessions that I attended and I heard some new ideas and some that reinforced ideas of my own. The evening ended with attendance at a few receptions and I once again found myself on Bourbon Street.

On Monday morning I attended two back-to-back session on serving Self-Represented Litigants. As a court librarian, these were the sessions that I was most looking forward to attending. Again, I was not disappointed. Although I have the opportunity to discuss these issues with fellow court librarians in New York, it was good to hear viewpoints

(First AALL continued on page 31)
from people in other states. Having briefly worked in Los Angeles, I know that California and some other states have very well-developed county and court law library systems but I never knew the extent of some of the services that they offered.

I then went back to my hotel and rested a bit before making my way to the House of Blues and the Thomson West Customer Appreciation event. I had heard many stories about this event and did not want to miss it. When I arrived the line to get in stretched around the corner and thought how will all of us ever fit into this building. Again I struck up conversations with people that I would meet again and again and eventually we all made it into the building. The event lived up to the hype and I enjoyed myself immensely.

As I arose on Tuesday morning it was hard to believe that this was the last day of the conference especially since there was a very full day ahead of me. The session on marketing the library was a very interesting session and one that I found very useful. I was disappointed that the sessions had to end but I had learned a lot and probably couldn’t have absorbed much more information. Of course, the conference wasn’t quite over yet.

The final event was the closing banquet and what an exciting event. Being in New Orleans, there was a quasi-Mardi Gras event including a fantastic parade. This led into a dance and I found myself on the dance floor until the very end. It was a great conference and not only did I learn a lot and meet a lot of great people but I had fun time as well. So, a very good mix of business and pleasure. I look forward to attending conferences for many years to come.

The 2007-2008 SCCLL Executive Board is sworn in by SCCLL VIP Justice Carol Ronning Kapsner (right). From left: Catherine Lemann, Barbara Fritschel, Amy Hale-Janeke, Karen Quinn, Marcus Hochstetler, and Sara Galligan (not picture Lisa Rush).

Photo courtesy of Kim Ositis - with thanks to Catherine Lemann for the use of the camera.
Sampling the Many Flavors of AALL in New Orleans
Anne McDonald, Rhode Island Department of Attorney General Law Library

First of all, I would like to thank the Grants Committee for selecting me as one of the five recipients of a 2007 SCCLL Travel Grant. I would not have had access to such a wide range of programs and activities without my two sign language interpreters Jacqueline Drefahl and Mary Langford who worked tirelessly on my behalf, including one marathon 13-hour day!

I am reliving my New Orleans experience in my mind’s eye: the delicious SCCLL breakfast and stimulating conversation, following the brass band into the exhibit hall, walking down newly re-constructed streets with young saplings planted in the place of fallen mature trees, watching barges and cruise boats sail up the river, catching up with old friends and making new ones, getting lost on the way to the SCCLL reception and set back on the correct course by several kind strangers. I was thrilled to visit the beautiful Louisiana Supreme Court library and see our own Carol Billings and Cossette Sun being presented with the prestigious Gallagher awards.

I attended nearly every educational program session and I found two programs: B5: Finding Judicial Information on PACER and G-6: Negotiation 101 for Librarians to be the most useful and will discuss these in some detail. The PACER program featured two speakers from the Administrative Office of the United States Court: Ted Willman, PACER Service Center manager and Wendell Skidgel, Attorney-Advisor to the Electronic Public Access Program. Mr. Willman gave an overview of the program, covering basics like how to get a PACER account and a Filing account.

Mr. Skidgel discussed new developments on the PACER system and the e-government requirements. It was mentioned that appellate courts will be going online in 2008 with a hyperlink to the entire district court docket including transcripts. Two upcoming pilot projects were discussed. One will provide digital audio of court hearings to the public in select courts. The other is a joint project with GPO to provide free PACER access at depository libraries. In answer to a question, it was stressed that PACER records are not going to disappear from the online database and the Administrative Office will be working with the National Records Center to this effect.

Negotiation is part of my daily life, both in and outside of my library and I came away from this program feeling confident that I could control any situation where I have something to gain. Presenter Lorraine Busby of the University of Western Ontario was very well organized and knowledgeable. She framed the presentation by defining negotiation as a way of doing business akin to a game like monopoly. In this context, one can see winning as the goal, players are neither good or bad, strategy and technique are important.

The four steps in the process are: know what you want, get the necessary information, create a plan, listen and learn. More aspects of a deal are negotiable than is commonly assumed. It can cover not only price discounts but also contract and payment terms, licensing agreements, type of access needed, and training support. Remember to keep your eye on the goal: to seal the deal. With that in mind, find your own style and an approach that works for you.

I usually try to save room for programs with a local angle that touch upon something connected to our respective host city. The two I attended in New Orleans were: Program F-3 Huey Long and the Press: Louisiana’s Contribution to Modern Constitutional Law and Program D4: And Still I rise: Resurrecting the Legal System in New Orleans…Tales (Sampling the Many Flavors continued on page 33)
Program F-3 was a fascinating introduction to Huey Long and his world, which traced how his dealings with the press led to changes in modern constitutional law and the development of freedom of the press, as we know it. I was surprised to learn that he was also a talented Cajun musician. There is an excellent bibliography for this program prepared by Ethelreda Scoggin and Stacy Etheredge.

Program D-4 was an absorbing presentation on disaster recovery from those who were faced with the collapse of an entire legal system in New Orleans. The three speakers, Judge Edwin A. Lombard, Laurie White, Esq., and Dean Brian Bromberger of Loyola Law School, presented stories and perspectives from the three sectors of the legal community. Each presenter told a harrowing story of separation, fear and finally survival. All mentioned help from friends and colleagues out of the city. The program also offered many practical tips for those who need to create a disaster plan for their libraries. Links to a bibliography and video can be accessed from the Black Caucus’s website. [http://www.aallnet.org/caucus/bllc/meeting.htm](http://www.aallnet.org/caucus/bllc/meeting.htm)

Looking back over the dozen or so annual meetings I have previously attended, this may be the most important because I feel I was able to play a small role in helping the city recover just by being there. This seems trite, but for one as cautious as I am, it was an act of bravado mingled with faith and determination.

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Author Anne McDonald (out of picture at right) watches her sign language interpreter during the speaker’s remarks at the SCLL Reception held at the Law Library of Louisiana.

Photo courtesy of Georgia Chadwick.
July 26, 2007

Catherine Lemann
State Law Librarian
Alaska State Court Law Library
303 K St.
Anchorage, AK 99501

Dear Cathy:

I want to thank SCCLL for the privilege of attending the AALL annual meeting as a guest of the section. It was an educational experience in so many ways. As I believe I said to you at the airport, the main way in which my understanding of law librarians has changed is to begin to understand the scope of the issues with which they are concerned. It is so much broader than I understood before the meeting. Attending as many sessions as I could fit in was one way to see this, but more important was just meeting people and the conversations over meals, during breaks, and at the receptions.

I also want to thank you for your courtesies. Commander’s Palace lived up to its reputation - both the food and the service, but they were matched by the company, so it was a great evening in every respect. And luckily, that young man was able to catch our cab so that you didn’t have to ride home by yourself. One example of New Orleanians extending themselves. Everywhere, people said “thank you for coming” and I know it was important to you to see your former home on the road to recovery.

I am very grateful to our librarian, Ted Smith, for having submitted my name. Please convey my appreciation to your section members for a wonderful experience.

Sincerely,

Carol Ronning Kapsner

CRK:plg
Jennifer Bascom, Clackamas County Law Library:

“We recently moved to the first floor of the building next door to the courthouse and now we have a direct view every day of the bank that was robbed in the movie Bandits – complete with the same dollar sign blinds and all.”