TECHNICAL SERVICES LAW LIBRARIAN

Volume 42 No. 4
June 2017

http://www.aallnet.org/sections/ts/TSLL
ISSN: 0195-4857

INSIDE:

From the Officers
OBS-SIS.................................... 4
TS-SIS.. 3

Announcements
2017 Silent Auction Begins 11
Welcoming New Members......... 7

Columns
Acquisitions 11
Classification............................ 13
Collection Development 15
Description & Entry................. 16
The Internet.............................. 17
Library Metrics 19
Management............................. 20
OCLC....................................... 22
Preservation.............................. 22
Private Law Libraries............... 24
Research & Publications.......... 26
Serials Issues............................ 27
Serials Titles............................. 28
Subject Headings 29
TechScans 29

Programs & Meetings
2017 OBS-SIS and TS-SIS Annual Meeting Information 8

Jean M. Pajerek
2017 Renee Chapman Memorial Award Recipient

The Technical Services Special Interest Section Awards Committee is pleased to announce that the recipient of the 2017 Renee D. Chapman Memorial Award for Outstanding Contributions in Technical Services Law Librarianship is Jean Pajerek.

Jean is Director for Information Management at the Cornell University Law Library. Her extraordinary contributions on behalf of technical services law librarians are compelling and have had lasting significance. She has consistently been committed to and contributed to the advancement of our profession through her committee work, scholarship, presentations, and mentoring activities.

Jean joined the American Association of Law Libraries (AALL) and the Technical Services Special Interest Section (TS-SIS) on her arrival at Cornell in 1985. Since that time, her service to AALL and TS-SIS has been exemplary. Within TS-SIS, she served as a member and chair of the Mentorship Committee from 1986-1988. She has been a member of the Cataloging and Classification Committee since 1985, serving as its chair in 2007-2008. She served on the Education Committee from 2002-2004 (chairing in 2003) and again in 2013. She was the editor of the *Technical Services Law Librarian* "Serial Title Changes and Cessations" column from 1985-1995, and she was a frequent contributor to the TechScans blog from 2009-2015.

Jean's service to AALL includes a term as the AALL representative to the Subject Analysis Committee of the Association for Library Collections & Technical Services (American Library Association) from 1994-1996. She served on the AALL Annual Meeting Program Committee in 2004-2005. In 2007, she

Continued on page 10

A Publication of the Technical Services Special Interest Section and the Online Bibliographic Services Special Interest Section of the American Association of Law Libraries

2016-2017 Officers, Committee Chairs, and Representatives

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William and Mary
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ALA Committee on Cataloging: Description and Access (CC:DA)
Robert Bratton, George Washington University
ALA Subject Analysis Committee (SAC)
Lia Contursi, Columbia University
Funding Research Opportunities Grant (FROG)
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Representative-at-Large, Karen Selden, University of Colorado (2015-17)
OBS SIS Reps: Virginia Bryant (2015-2017); Gypsy Moody (2016-2018)
TS SIS Reps: Frederick Chan (2015-2017); Kevin Carey (2016-2018)

Technical Services Special Interest Section

It is hard to believe that summer is upon us, and with that, the season of transition for many of us. If you're in academia, you've just watched your latest class of students graduate and are enjoying the quieter months before a new batch of students arrive. Many of us are charging towards the end of our fiscal years and hopefully have everything in order as deadlines loom. In addition, as we move towards the Annual Meeting, we will see the installation of new board members and committee chairs.

The last six months have been a challenging period of transition for Technical Services Special Interest Section (TS-SIS). We have seen mid-year changes to the board and are dealing with the results of decreased sponsorship and membership throughout the association. The direct consequences of this are the cancellation of the Alphabet Soup reception and an ongoing effort to find a new way to support the representatives to the American Library Association's cataloging committees. What should not get lost in the chaos that can result from transition are the continued opportunities and resources available to us:

- An open forum for discussion with 500+ of our colleagues in the legal technical services field. If you have questions—ask them!
- A committee dedicated to developing educational programs for technical services librarians. We may see the direct results of this at the Annual Meeting, but there are opportunities for both webinars and online discussion forums—please share your ideas with the committee or volunteer to help them in their goals.
- Topical-based committees with open membership that can help you with an Acquisitions, Cataloging, Serials, or Preservation concern. We have wonderful and approachable chairs who will be seeking new membership in the coming months. If you have an interest in any of these areas, please reach out to the committee chair!
- An Executive Board with an open ear—if TS-SIS is not meeting your standards, let us know your ideas, and we will work towards a collaborative solution. One big focus in the coming year will be to expand the reach of our standing committees, and this will only be successful with the involvement of our membership.

These last few months have shown me just how resilient TS folks are, and I appreciate the support that you have offered me and each other. I look forward to seeing you in Austin! If you need some help deciding what programs to attend, below is a list of ones that encompass the broader roles of today's technical services librarians. If you are unable to attend the meeting, I hope you will volunteer for a committee, share your ideas for education with the Professional Development Committee, or ask your questions within the TS community.

Saturday, July 15	**Sunday, July 16**
• Not Pie in the Sky: Practical Strategies for Embracing Change in Technical Services (8:30-3:00; W2)	• TS-SIS of Cataloging at Large Law Libraries Roundtable (7:30-8:45) • Linked Data, Your Library, and You (11:30-12:30; A6) • OBS-SIS Local Systems User Groups Roundtable (12:45-2:15) • TS-SIS Cataloging and Classification Committee Meeting (12:45-2:15) • Law Repositories Caucus Meeting (12:45-2:15) • TS-SIS Hot Topic Forum with OBS VIP Scott Carlson: Everything You Always Wanted to Know About Linked Data (But Were Afraid to Ask) (5:15-6:15) • TS-SIS Descriptive Cataloging Advisory Group Meeting (5:15-6:15)

Monday, July 17	Tuesday, July 18
• TS-SIS Awards and Business Meeting (including the close of the Marla Schwartz auction & an interactive discussion about the results of the Review of Standing Committees) • From Authority Control to Identity Management: Managing—Not Controlling (9:45-10:45; D2; TS sponsored program) • Disaster Planning in an Hour (11:15-12:15; E2) • The Power of the Crowd: Crowdsourcing Metadata for Library Materials (2:00-3:00; F4) • TS-SIS Vendor-Supplied Records Advisory Working Group Meeting (3:30-4:45) • CS-SIS Roundtable: Digitization Initiatives and Building Institutional Repositories (3:30-4:45) • LHRB-SIS Rare Book Cataloging Roundtable (5:00-6:30) • TS-SIS Acquisitions and Serials Roundtable (5:00-6:30) • TS-SIS Classification and Subject Advisory Working Group Meeting (5:00-6:30)	• TS-SIS Management Issues Roundtable (7:00-8:15) • TS-SIS Professional Development Committee Meeting (7:00-8:15) • Digital Repositories, Law Libraries, and the Future of Open Access (8:30-9:30; G2) • Digitization is Done—Now What? Understanding Metadata, Online Delivery, and User Experience (2:30-3:30; I2)

Lauren Seney
William and Mary

From the Chair

Online Bibliographic Services Special Interest Section

Endings and Beginnings

With the 110th American Association of Law Libraries (AALL) Annual Meeting approaching rapidly, I write my last column with a great sense of the debt that I owe to many individuals in the Online Bibliographic Services Special Interest Section (OBS-SIS). Therefore, I will use this opportunity to welcome the incoming leadership, thank the outgoing leadership, provide a snapshot of the forthcoming Annual Meeting activities, and, in the tradition of the OBS, move from the past into the future.

Incoming Board Members

I want to congratulate and welcome the following to newly elected positions on the leadership team: Jacqueline Magagnosc, Vice-Chair/Chair-Elect; Jason LeMay, Member-At-Large; and Kevin Carey, Secretary/Treasurer. In the past, these colleagues have demonstrated remarkable qualities and commitment to the OBS. For example, these individuals have volunteered their time and expert knowledge to carry forward a myriad of activities for the OBS. With the talents and expertise of the new officers joining the existing leadership team, the OBS will be poised to continue to fulfill its mission vigorously. For the successful outcome of the election, I thank the village.

I also thank the Nominations Committee that assembled the excellent slate of nominees: Scott Matheson, chair, and members Barbara Szalkowski and Richard Jost. Melanie Cornell, Secretary/Treasurer, conducted the election. Most importantly, I thank the membership for participating in the election process and positioning the OBS executive leadership for a smooth transition next year.

Outgoing Board Members

In preparation for farewell to the outgoing board members, I salute and recognize Karen Selden, Melanie Cornell, and Jacqueline Magagnosc, all of whom will complete their term of office at the adjournment of the Annual Meeting in Austin. As Karen, Melanie, and Jacqueline transition and respond to higher callings within the OBS and AALL, I thank them for their insights, commitment, and stellar service contributions to the core values of our profession. In addition, I thank them for their efforts to empower technical services law librarians to persist in challenging times through tenacity in order to defy the status quo! Looking towards the annual meeting, I am ecstatic that each member of the OBS will be able to play a key role in this endeavor.

Forthcoming Annual Meeting

For the members attending the 2017 AALL Annual Meeting in Austin, Scott Carlson has been invited to be the VIP of the OBS-SIS. Mr. Carlson is the Metadata Coordinator at the Fondren Library of Rice University. With the arrival of a new generation of library management systems and platforms, law libraries are grappling with the management of print and web knowledge resources. Mr. Carlson is a frequent speaker to technical services librarians on Linked Data, and he will be the featured speaker for two programs on metadata in Austin. For those of you who wish to have a small group discussion or engage in one-on-one time with Mr. Carlson, I am pleased to inform you that he will be attending the entire conference.

With great enthusiasm and anticipation, the OBS Education Committee is looking forward to the Annual Meeting in Austin. If you are planning to attend, please mark your calendar with the following OBS activities, sponsored or jointly sponsored programs, and programs of interest:

Saturday, July 15

8:30 a.m.–3:00 p.m.
Workshop: Not Pie in the Sky: Practical Strategies for Embracing Change in Technical Services
Location: University of Texas at Austin Townes Hall

Note: ACC = Austin Convention Center

1:30 p.m.–2:30 p.m., ACC-Room 7
TSLL Editorial Board Meeting

5:00 p.m.–6:30 p.m., ACC-Exhibit Hall 4
OBS Poster Display Board*
Exhibit Hall
*The Poster Display will be available also during the regular hours of the Exhibit Hall.

Sunday, July 16

7:30 a.m.–8:45 a.m., Hilton-Room 416A
OBS-SIS Education Committee Meeting

11:30 a.m.–12:30 p.m., ACC-Room 19AB
Program A6: Linked Data, Your Library and You
This program will focus on bringing the seemingly abstract concept of Linked Data into practical reality. Scott Carlson, Metadata Coordinator at Rice University, will present a practical project currently underway at Rice University's Fondren Library to prepare for a future Linked Data environment. He will discuss an ongoing plan to transform the library's bibliographic database into webpages loaded with Linked Data concepts. Barbara Szalkowski is the coordinator/moderator of this program.

12:45.p.m.–2:15 p.m., Hilton-Room 415B
OBS-SIS Local Systems User Groups Roundtable

2:30 p.m.–5:00 p.m.,ACC-Grand Ballroom F
Deep Dive: You've Heard the Jargon, Now Play the Game: Linked Data on Your Laptop
You have heard and read about library Linked Data, and even attended webinars and conference programs to learn what it's all about. For traditional MARC catalogers, gaining a deeper understanding of Linked Data requires a mental "reboot," best achieved through concrete exposure and practice. In this hands-on session using freely available Protégé software, participants will see and interact with the internal structure of an ontology. Attendees will experiment by editing a pre-loaded ontology, creating RDF triples, generating machine inferences, and executing SPARQL queries. Jean M. Pajerek, Jacqueline K. Magagnosc, and Anna-Sophia Zingarelli-Sweet will be the speakers for this program.

5:15 p.m.–6:15 p.m., ACC-Room 14
Hot Topic Forum: Presented jointly by OBS-SIS and TS-SIS
The OBS VIP Scott Carlson will speak about his forthcoming book that he is writing on Linked Data. Barbara Szalkowski and Jennifer Noga are the coordinators of this program.

6:15 p.m.–7:15 p.m., Hilton-Room 417A
OBS-SIS Business Meeting

Monday, July 17

7:30 a.m.–8:30 a.m., Hilton-Governor's Ballroom Salon A
OBS-SIS OCLC Update Meeting

9:45 a.m.–10:45 a.m., ACC-Room 18AB
From Authority Control to Identity Management: Managing—Not Controlling
People are creating profiles on a variety of platforms (ORCID, Scopus, Hein, LinkedIn, etc.) with associated identification numbers with implications for business intelligence and research. The challenge is to disambiguate people with similar names, a function that has always been at the core of traditional library authority control activities. This session will dive into rapidly evolving identity management protocols, the major players in this area, and librarians' roles in adapting and supporting these efforts. This program is sponsored by the TS-SIS. Suzanne R. Graham is the coordinator/moderator, and the speakers are Dong Joon Lee, Erik Radio, and Hannah Tarver.

11:15 a.m.–12:15 p.m., ACC-Room 17AB
Disaster Planning in an Hour
How would your library weather a fire, flood, riot, or other catastrophe? Do you have a disaster plan notebook gathering dust on a shelf? While no one wants to think about disasters, all organizations need to prepare for the worst with a specific plan for disaster response and recovery. A preservation services librarian, a conservator, and a librarian with experience facing disaster will discuss the basics of creating a disaster plan and how a plan works in practice. Every organization faces the possibility of a disaster, and thoughtful and focused planning makes it easier to recover when the unthinkable happens. Sarah K. C. Mauldin is the coordinator/Moderator, and Rebecca Elder will be the speaker.

2:00 p.m.–3:00 p.m., ACC-Grand Ballroom F
The Power of the Crowd: Crowd Sourcing Metadata for Library Materials
With limited budgets and increased workloads, many federal organizations are turning to crowdsourcing to help complete digital projects. These experts in legal and government crowdsourcing projects will discuss their projects, the advantages and disadvantages to crowdsourcing, maintaining engagement, and how to apply the lessons they have learned to your own project. Speakers are Jennifer González, Ching-hsien Wang, Jane Sánchez, and Cynthia Etkin.

Tuesday, July 18

2:30 p.m.–3:30 p.m., ACC-Grand Ballroom E
Digitization Is Done—Now What? Understanding Metadata, Online Delivery, and User Experience
Digitization of materials is the easy part. There are many steps to process materials once they have been digitized. This session will discuss post-digitization activities, including metadata creation methods (automation, insourcing, outsourcing, and crowdsourcing), the selection of formats for online display and searchability, and principles of user experience/user-focused web content delivery. Speakers include Janice Hyde, Jennifer González, Erik Beck, and Chelsea Dinsmore.

Dine Around—Stay tuned for more information regarding the opportunities to dine around and network with colleagues during the annual meeting in lieu of the Alphabet Soup Reception.

If you will not be attending the 2017 AALL Annual Meeting, you will be provided important information via the OBS website. For example, the OBS Business Meeting agenda and the annual reports of the officers/chairs of standing committees will be posted to the website prior to the conference. When Jennifer Noga approaches you to serve on a committee or to voice your thoughts on issues of concern to technical services librarians in the forthcoming year, I encourage you to say "yes" to this service call as we plan, design, and shape our future professionally.

AALL Funding for the ALA Three Cataloging Representatives Issue

At its meeting in Chicago in July of 2016, the AALL Executive Board adopted a budget for 2016-17 that reduced the support for the three AALL Representatives to the American Library Association (ALA): Robert Bratton, Committee on Cataloging: Description and Access; Lia Contursi, Subject Analysis; and Jean M. Pajerek, MARC Advisory Committee. The support was reduced from $9,000 for 2015-2016 to $4,500 for 2016-2017. While I do not think it is official yet, the support is anticipated to be reduced to $0 in the AALL budget for 2017-2018.

To fully fund the three ALA Cataloging Representatives for 2016-2017, five AALL Special Interest Sections—the OBS, Technical Services (TS), Academic Law Libraries (ALL), Private Law Librarians & Information Professionals (PLLIP), and Government Law Libraries (GLL) SISs—collaborated and donated $4,500 in order to restore the funding cut by the AALL Executive Board. The OBS leadership needs to hear from you as to the value of having these three ALA Cataloging Representatives vote on important policies that will impact our profession in the future. The OBS and TS leadership welcomes your input for a path that will lead to the successful resolution of this matter.

Reimagining the Future

Law libraries continue to serve as the portal to the social capital knowledge network of the human project. With the redefining of our profession, opportunities abound for technical services librarians to play a role in the future. For technical services law librarians, the OBS provides a natural laboratory for our community of practice. Although technology has disrupted the law library profession, it has not solved the most persistent problems confronted by citizens today.

More than ever, the legal academy and profession needs the expertise of technical service librarians on research teams to work on solutions to persistent problems locally, nationally, and globally. Next year, I encourage you to explore, discover, share, and learn from colleagues in the OBS as we continue the journey from the status quo into a future that offers hope by design as an equal opportunity. With a deep sense of humility, I thank the OBS-SIS membership for providing me with the opportunity to serve you this past year!

Marjorie E. Crawford
Rutgers University

Welcoming New Members

Welcome Technical Services Special Interest Section 2016-2017 New Members:

T.K. Adkins – Boston University
Nancy Bellafante – University of Pennsylvania Law School
Susan Benton - University of South Dakota
Kira Brennan – University of North Texas-Dallas
Megan Brown – University of South Carolina
Amanda Bullington – University of South Carolina
Rebecca Cleaver – Bennett Jones SLP
Tania Diaz Marrero – Library of Congress
Elisa Graydon
Victoria Isyanova – California Judicial Center Library
Richard Kim – Yeshiva University
Jake Kurbin – Stanford University
Jesse Lambertson – Georgetown University Law Library
Alicia Loo – Supreme Court of Canada
Laurie McHenry – University of North Dakota School of Law Thormodsgard Law Library
Ashlie Mildfelt – University of Texas at Austin
Mary Parker – Nova Southeastern University
Margarita Perez-Martinez – University of Miami School of Law Library
Kayla Reed – Louisiana State University
Sadie Snyder – Minnesota Office of Attorney General
Christopher Todd – University of Pittsburgh-Barco Law Library

Welcome Online Bibliographic Services Special Interest Section 2016-2017 New Members:

Susan Benton – University of South Dakota
Christopher Todd – University of Pittsburgh-Barco Law Library

2017 OBS-SIS and TS-SIS Annual Meeting Information
Programs and Meetings

Programs and meetings are listed in alphabetical order with content drawn from information available from OBS-SIS, TS-SIS, and AALL websites for the 2017 Annual Meeting, "Forgo the Status Quo" in Austin, Texas. Formatting is by Michael Maben. Times and locations are accurate as of June 13, 2017—double-check locations with the Official Conference Program.

ACC=Austin Convention Center

Acquisitions Standing Committee and Serials Standing Committee (TS-SIS)
Monday, July 17, 2017 – 5:00 p.m.-6:30 p.m.
Hilton-Room 404

Business Meeting (OBS-SIS)
Sunday, July 16, 2017 – 6:15 p.m.-7:15 p.m.
Hilton-Room 417A

Business Meeting and Awards Presentation (TS-SIS)
Monday, July 17, 2017 – 7:30 a.m.-8:30 a.m.
ACC-Room 14

Cataloging & Classification Standing Committee Meeting and Roundtable (TS-SIS)
Sunday, July 16, 2017 – 12:45 p.m.-2:15 p.m.
Hilton-Governor's Ballroom Salon E

Classification and Subject Cataloging Advisory Working Group Meeting (TS-SIS)
Monday, July 17, 2017 – 5:00 p.m.-6:30 p.m.
Hilton-Room 408

Collection Development Roundtable (ALL-SIS)
Sunday, July 16, 2017 – 12:45 p.m.-2:15 p.m.
Hilton-Room 417A

***Deep Dive: You've Heard the Jargon, Now Play the Game: Linked Data on Your Laptop* (Program B7)**
Sunday, July 16, 2017 – 2:30 p.m.-5:00 p.m.
ACC-Grand Ballroom F

Descriptive Cataloging Advisory Working Group (TS-SIS)
Sunday, July 16, 2017 – 5:15 p.m.-6:15 p.m.
Hilton-Room 412

***Digital Repositories, Law Libraries, and the Future of Open Access* (Program G2)**
Tuesday, July 18, 2017 – 8:30 a.m.-9:30 a.m.
ACC-Room 12AB

***Digitization Is Done—Now What? Understanding Metadata, Online Delivery, and User Experience* (Program I2)**
Tuesday, July 18, 2017 – 2:30 p.m.-3:30 p.m.
ACC-Grand Ballroom E

***Disaster Planning in an Hour* (Program E2)**
Monday, July 17, 2017 – 11:15 a.m.-12:15 p.m.
ACC-Room 17AB

Education Committee Meeting for 2018 Annual Meeting in Baltimore (OBS-SIS)
Sunday, July 16, 2017 – 7:30 a.m.-8:45 a.m.
Hilton-Room 416A

***From Authority Control to Identity Management: Managing—Not Controlling* (Program D2)**
Monday, July 17, 2017 – 9:45 a.m.-10:45 a.m.
ACC-Room 18AB

Heads of Cataloging Roundtable (TS-SIS)
Sunday, July 16, 2017 – 7:30 a.m.-8:45 a.m.
ACC-Room 5C

Hot Topic Forum (TS-SIS) with OBS-SIS VIP Scott Carlson
Sunday, July 16, 2017 – 5:15 p.m.-6:15 p.m.
ACC-Room 14

Innovative Law Users Group Annual Meeting
Saturday, July 15, 2017 – 8:00 a.m.-12:00 p.m.
Hilton-Room 406

Law Libraries Collaborating to Steward National Legal Collections **(Program G2)**
Tuesday, July 18, 2017 – 8:30 a.m.-9:30 a.m.
ACC-Room 19AB

Law Repositories Caucus Meeting
Sunday, July 16, 2017 – 12:45 p.m.-2:15 p.m.
Hilton-Room 412

Linked Data, Your Library, and You **(Program A6)**
Sunday, July 16, 2017 – 11:30 a.m.-12:30 p.m.
ACC-Room 19AB

Local Systems Users Group (OBS-SIS)
Sunday, July 16, 2017 – 12:45 p.m.-2:15 p.m.
Hilton-Room 415B

Management Issues Roundtable (TS-SIS)
Tuesday, July 18, 2017 – 7:00 a.m.-8:15 a.m.
ACC-Room 4C

Not Pie in the Sky: Practical Strategies for Embracing Change in Technical Services **(Workshop W2)**
Saturday, July 15, 2017 – 8:30 a.m.-3:00 p.m.
University of Texas at Austin Townes Hall

The OCLC ILL User Experience: Is It Working for You? **(Discussion Den)**
Monday, July 17, 2017 – 11:30 a.m.-12:15 p.m.
Discussion Den, ACC Exhibit Hall 4

OCLC Update (OBS-SIS)
Monday, July 17, 2017 – 7:30 a.m.-8:30 a.m.
Hilton-Governor's Ballroom Salon A

The Power of the Crowd: Crowdsourcing Metadata for Library Materials **(Program F4)**
Monday, July 17, 2017 – 2:00 p.m.-3:00 p.m.
ACC-Grand Ballroom F

Professional Development Committee (TS-SIS)
Tuesday, July 18, 2017 – 7:00 a.m.-8:15 a.m.
ACC-Room 8A

Rare Book Cataloging Roundtable (LHRB-SIS)
Monday, July 17, 2017 – 5:00 p.m.-6:30 p.m.
Hilton-Room 416B

Setting the Law School Apart With Library-Led Initiatives, presented by Berkeley Law, Cornell Law, and UNC Law
Monday, July 17, 2017 – 11:15 a.m.-12:15 p.m.
Hilton-Room 410

Serials Standing Committee Meeting and Acquisitions Standing Committee (TS-SIS)
Monday, July 17, 2017 – 5:00 p.m.-6:30 p.m.
Hilton-Room 404

Spanish and English Water Law in the American Southwest: A Case Study for Litigation and Public Policy **(Program H7)**
Tuesday, July 18, 2017 – 11:00 a.m.-12:00 p.m.
ACC-Room 16AB

TSLL **Editorial Board Meeting (OBS-SIS and TS-SIS)**
Saturday, July 15, 2017 – 1:30 p.m.-2:30 p.m.
ACC-Skyway 260

Continued from page 1

assisted in writing AALL's official response to the draft report of the Library of Congress Working Group on the Future of Bibliographic Control. Most recently, she served a three-year term as the AALL representative to the MARC Advisory Committee (2014-2017), bringing a law-centric perspective to the evaluation of proposals to adjust the MARC standard in preparation for new modes of bibliographic description.

With regard to educational programs, Jean has taught at multiple AALL-sponsored preconference cataloging institutes and workshops. Additionally, she was a panelist at several AALL annual meeting programs on topics related to technical services management, the value of technical services, and the implementation of the cataloging standard *Resource Description and Access (RDA)*.

Outside of AALL and TS-SIS, Jean served the profession at the regional and national level, particularly in areas related to training and documentation. For example, she gave a presentation on legal subject headings at the Library of Congress for government librarians in 1998. She also served on the BIBCO Standing Committee on Training Task Group to Update Integrating Resources Documentation and Training Materials (Library of Congress) in 2004.

Jean consistently and relentlessly proved to be at the forefront of the most critical developments and discussions in technical services. She frequently presented programs and panels on the implementation of *RDA*. Her numerous lectures on this subject were regarded as extremely clear and elucidating. Her expertise in teaching and training in *RDA* was recognized outside of the law library community—an *RDA* presentation she did at Cornell was selected by the Program for Cooperative Cataloging's (PCC) Standing Committee on Training's *RDA* Training Materials Task Force for inclusion on their website. To have her presentation chosen by PCC for viewing by all technical services librarians (not just law librarians) is a great honor and illustrates her abilities and knowledge.

More recently, Jean has been a pioneer in learning the basics of Linked Data and has promoted conversation among catalogers on the new cataloging model called BIBFRAME.

Jean's scholarly publications include co-authoring the article "Rehabilitating Killer Serials: An Automated Strategy for Maintaining E-journal Metadata" in the academic journal *Library Resources & Technical Services*. Most recently, she has been writing book reviews for the technical services journal *Technicalities.*

As a mentor, colleagues frequently acknowledge Jean's willingness to share her expertise and advice with every librarian in the field and to encourage newer librarians to become involved in library organizations. As one librarian noted, "When I think of Jean, a few key words come to my mind: knowledge, sharing, and enthusiasm."

In summary, Jean's service is in the best tradition of technical services law librarianship. She exemplifies leadership, a consistent and sustained record of advocacy for technical services standards and excellence, and extensive contributions to educational programming and training initiatives. The TS-SIS Awards Committee is pleased to recognize Jean Pajerek with this award.

Congratulations Jean!

2016-2017 TS-SIS Awards Committee

Kent Milunovich, Chair
Virginia Bryant
Kevin Carey
Cate Kellett
Stephan Licitra
Katrina Piechnik
George Prager
Akram Sadeghi Pari
Barbara Szalkowski

Technical Services Special Interest Section 2017 Silent Auction Begins

It is time to submit information about items you wish to donate for the 2017 Technical Services Special Interest Section (TS-SIS) Silent Auction to support the Marla Schwartz Grant at https://www.aallnet.org/sections/ts/awards/Grants/Marla-Schwartz-Grants. This year's auction will begin as a "virtual" auction with online bidding starting June 12 and ending July 7. The auction will continue "Live" on Monday, July 17, at 7:30 a.m. during the first half of the TS-SIS Awards and Business Meeting in the Austin Conference Center, Room 14.

To get your donated items posted online for bidding, send a *separate* email message for each item to ccollin1@utk.edu. Include the following in your message:

- picture of item
- brief description
- value of item
- opening bid

Donors bring the listed items to the TS-SIS meeting where final bidding takes place. After the meeting, winners pay for and collect their articles. In addition, there is an "online only" option at https://tssis2017auction.wordpress.com/2017/05/05/online-only/. If you prefer to designate your items as online only, let me know. This will allow those unable to attend the meeting in Austin to participate. Additional information is available at the TS-SIS Marla Schwartz Silent Auction site at https://tssis2017auction.wordpress.com/.

If you have questions, please feel free to contact me via email, ccollin1@utk.edu, or phone, 865-974-6552.

Carol Collins
TS-SIS Member-at-large

Acquisitions

New Fiscal Year Resolution: Getting Things Right

Luz Verguizas
Columbia University

In October 2014, I purchased a copy of Atul Gawande's book, *The Checklist Manifesto: How to Get Things Right*. At the time, my daughter was just 9 months old, and I had been overly optimistic that I would actually have the time to read it; I finally got around to doing so earlier this year, in February 2017. I was drawn to the title initially because my father owns a copy and had referenced it a few times in conversations, but I was prompted to purchase a copy because I have always been interested in lists and checking things off as they are completed, so the title sounded like it was right up my alley. For me, lists have always been a way to manage my life academically, personally, and professionally. I have a terrible memory, so without lists, I can find myself lost at sea without a compass. At work, my attentions are divided among several different projects, responding to emails, attending committee meetings, and overseeing the operations of my unit; at home, I am in a multi-generational household where quiet time and personal space are very hard to come by, and there is always something going on, pulling me in different directions. In either arena, it can be difficult to remember everything that has to be done on any given day, week, or month. Gawande's book both posits and proves that I am not alone—that this is also the case with restaurants preparing and serving meals, architects designing and erecting a building, and surgeons assessing and treating their patients. In his book, he provides real world examples where the implementation of checklists profoundly influenced outcomes and that results of his research showed "in every site, introduction of the checklist had been accompanied by a substantial reduction in complications. In seven out of eight, it was a double-digit percentage drop. This thing was real" (Gawande, 155). Thankfully, librarians do not work in a life or death field like surgeons, but if a checklist improves their results, that is good enough for me.

In library work, acquisitions, cataloging, or reference, if there is no tangible checklist for a given task, there is almost always a subconscious one being used. The problem with the non-tangible list is that it is actually very easy to inadvertently skip a step. Although the idea of creating checklists is not a new one, over the last 10 years or so, there have been substantial advancements in technology which have in large part enabled us to permanently drop the yellow stickies and paper forms. Checklists now come in many different forms. The traditional paper list has been replaced with Excel spreadsheets, Access databases, and checklist features on mobile applications such as Evernote, Notes, and Wunderlist.

Checklists, in concert with other workflow management tools, can be implemented in your library's best practices for internal procedures and guidelines. Our library uses Google Apps for Business, a cloud computing service for e-mail systems and other business communication, referred to internally as LionMail. We rely heavily on Google's application suite for our acquisitions workflows. Below are some examples of how we use the various products:

Google Calendar

- Weekly reminders to submit Invoice/Order Statistics, Order Paper for IT
- Monthly reminders for Monthly Reconciliation, Archiving of Sierra Posting Register onto Wiki

Google Forms

- Claim Tracking
- Record Closing
- Titles for Selector Review (New Editions, Price Increases, Unsolicited Journals, Lapses, Other)

Google Docs

- Departmental Procedures

Google Sheets

- Incident Tracking (for communications with Columbia University Finance)
- Cancellations/Record Closing Savings
- Returns Log
- Refunds/Credits (Expected from Vendors)
- ACQ Pending Projects

Following are examples of similar tools along with their features, which are fee-based or free, dependent upon your needs:

ToDoist "Accomplish more, every day."
Although this is the simplest of the three tools I have investigated, it is probably the most comprehensive for a small library like ours. It features the ability to add, complete, and re-schedule tasks from a mobile device, desktop, email, or browser (synchronized across all devices). The application can track deadlines and allows you to view and organize your to-dos for the day or week ahead. Their checklists feature sub-tasks, sub-projects, color-coded projects, and priority levels, and the collaboration element for sharing projects, assigning tasks, and adding comments is virtually seamless.

BaseCamp "Replace all over the place with ONE place."
This tool is hosted in the cloud and provided as a service at a minimum fee of $29/month. It offers to-do lists for tracking work, a **message board** for posting announcements and updates, a chat room for quick discussions with your unit or department (great for flexible work arrangements or working from home), a **schedule** for posting deadlines and milestones, **docs and files** for organizing all the assets and notes everyone needs to do their work, and **automatic check-ins** to get insights from the team on a regular basis.

Freedcamp "Effortless Team Collaboration"
Freedcamp is also a web-based project management and collaboration service, and its features are very similar to BaseCamp, but it is free for the basic package.

No matter what form your checklist takes, using it can, at the very least, improve efficiency, reduce errors, and save time. Our small unit of four employees has been able to successfully use forms and spreadsheets, in a sense, as checklists to ensure we have considered all of the pertinent elements surrounding our routine, daily tasks. Using these checklists can free our minds from information overload so that we can then more critically consider complicated aspects of issues that arise in our daily work. Managing the constant flow of information while also attempting to retain institutional memory is difficult enough; using checklists helps to lift some of the burden. To quote Gawande, “Everywhere I looked, the evidence seemed to point to the same conclusion. There seemed no field or profession where checklists might not help” (Gawande, 85).

Reference List

Gawande, Atul. *The Checklist Manifesto: How to Get Things Right*. New York: Picador, 2009.

CLASSIFICATION

Classification of Trials and Court Decisions

Aaron Kuperman
Library of Congress

Accounts of trials and judicial decisions are inherently legal, and in many jurisdictions are the most important sources consulted when doing legal research. Where they class depends on whether the resource (book/serial) being classified is a collection of judicial opinions, an account of a single case, or about the legal doctrines derived from the courts’ opinions.

Applying the rules for the United States (KF) is easy; names of courts and reporters appear in the schedules, and, of course, the numbers in question were created with the American court system in mind. For the most part, the same holds true for other schedules that are country specific (e.g., KD for Britain, KE for Canada).

For jurisdictions whose numbers are derived from tables (such as the Afro-Asian KL-KWX tables), it can be a bit trickier, especially for federations whose legal systems do not make sharp distinctions between “state” and “federal” jurisdictions. For example, the “Bombay High Court” in Mumbai (which has yet to change its name even though the city did over 20 years ago) predates the existence of the Republic of India. Federal laws regulate the court, but it has jurisdiction over several states, including some original jurisdictions as well as appellate jurisdictions from what are local, state sponsored courts. For someone used to the American system, this is bizarre, meaning a cataloger needs to understand how each federation structures its courts. Wikipedia, and the references it points to, can be a good source for figuring out a foreign judicial system, but since “third world” countries have discovered the Internet, a court’s web page explaining itself would be the best source. It would also be a good idea if country-specific modifications were added to the schedules and perhaps the name authorities, indicating how each court is related to the overall judiciary.

Judicial opinions. Collections of judicial decisions always have a special place in the front of any table or schedule. In common law countries, these are often the most important source materials. In civil law countries, they are less important, but Library of Congress Classification (LCC) still puts them in the front. Keep in mind that we are talking about non-subject based collections of many courts or of a single court. If the collection is limited to a specific subject (such as “Collected cases about widgets”), it classes with the subject.

The numbers for the United States are well developed at KF101-KF151. Note that numbers for digests (and other finding aids) integrate with actual case reports, and there is a place for miscellaneous court documents such as briefs. There are numbers for the regional state reporters (though reports from a single state class in the state number). Specialized federal courts that do not reflect a subject have a place in the front (reports of subject-specific courts class with the subject). There is a place for collected agency decisions (“Article I courts”) that are not subject specific.

While KF sets the pattern for all the schedules and tables, other countries have a different division of labor between state and federal courts, and the sharp American distinctions between judicial (Article III) and administrative (Article I) courts do not hold true for all countries. Some research by the cataloger may be required. In addition, many legal systems do not routinely publish formal judicial opinions, and the only record of cases is what strikes Americans as mere abstracts, probably because in those countries, judicial opinions are less important than scholarly analysis, i.e., the “doctrine” of civil law systems.

Subject collections. A collection of cases about a specific subject classes with the subject, regardless of whether they are from a single court or many courts. Thus *West’s Bankruptcy Reporter* classes in KF1515 rather than with the federal reporters. In the KF6 table (the single number United States table), the cutter for case reports is at .A5, with separate ranges for court decisions and administrative decisions (a meaningful distinction in the United States), along with separate cutters for serials, monographs, and finding aids. In table K11 (the single number table for much of the world), court decisions and administrative decisions are in a single range, .A473-A49, although that was not true when the tables were first introduced 25 years ago (this is a good thing, since in many countries, it is hard to tell the difference between "judicial" and "administrative" courts).

Trials and single cases. All schedules have a "Trials" number, and it is here that a single case is classed (e.g. KF220-229). Usually, there is a provision for collections and individual trials, as well as separate civil and criminal ranges (and the newer schedules now put "war crimes" in a separate list). While most trial accounts are narratives about the case, depending on a library's acquisitions policy, one may need to use these numbers for individual pleadings, briefs, and judicial opinions as well. While at one time it was thought that a single case would class with the subject, it is now established that a single case classes in the trial numbers, which is why KF6 .A545 is bracketed (i.e. cancelled). If one wants to "force" an account or document of a single case into a topical number, one can make the topic the first subject heading (with *$x Cases*), include the "trials" headings as not-first subject headings, and classify it as a treatise.

Distinguishing between "criminal" and "civil" cases is straightforward (do not worry about "private prosecutions" since, except for Oscar Wilde, one is unlikely to get a book on one). While not present in KF, the more recent tables (e.g. KL-KWX6 43-44 for Afro-Asian common law jurisdictions) have a separate number for "war crimes" (i.e. violations of international criminal law) being prosecuted in national courts rather than international tribunals. For works about trials involving multiple persons, it is best to choose the best-known person and make him/her/it the first heading and basis for the A-Z cutter. If a case is very famous and involves multiple defendants, it is possible to propose a "printed" cutter for the schedule reflecting the name of the case (cf. KTL41 for South Africa). While the schedules as first printed did include names of famous cases, today, one proposes an addition to the list of printed cases only for famous group trials or if there is some ambiguity (e.g, the trial of Jeanne d'Arc at KJV130.J625, since it was unclear if it should class in KJV, KD or KBR).

Caselaw vs Cases. A book discussing cases and "caselaw" (the LCSH *$x Cases*) is a treatise and classes as a general work. It should not be classed in a number designed for publications of the official texts of court opinions. In common law jurisdictions, authors rarely write about the caselaw of a subject distinct from the statutory law of the subject, since one cannot understand one without the other. The only exception is someone discussing the decisions of a single court. A book on the "caselaw" of a subject is a treatise and is classed as a general work.

In civil law countries, court decisions are often a distinct and inferior source of law (relative to the statutes themselves and scholarly writing or "doctrine"), and in those countries, one often finds works on the "jurisprudence" (the term used in French) of how the courts are applying the law, which they base on the statutes and doctrine rather than court precedents. These are treatises and are cuttered as such. Only the actual text of cases is classed as cases.

The edited versions found in casebooks are not "cases" and should never be treated as such. The process of editing them for pedagogical use renders them useless for legal scholarship. They class as general works and probably should be classed as minor works, although that has not been the past practice. Reports of cases are for researchers; "casebooks" are a teaching tool for students.

International cases. While it was once believed that international litigation would end up in a few central courts such as the International Court of Justice (for which there is a detailed arrangement in KZ), there are now many tribunals functioning internationally, including specialized and regional tribunals. The names of these tribunals are rarely mentioned in LCC, making it unclear what to do with either their own reports or works about them and their cases. They should be added into LCC, perhaps with links to the Name Authority File (NAF).

The Hague courts have a detailed range of number at KZ199-218, and there are places for claims and arbitration in the *Sources. Fontes juris gentium … by country* area in KZ. It is not clear how to class a work *about* a case, such as someone's dissertation on the history of the dispute and its litigation; presumably they class by subject, perhaps with a "*$x Cases*" indicating that it is about an actual case. There is a "trials" number in KZ, but it is only for boundary disputes (with no logical sub-arrangement, although perhaps it should have one) and criminal cases (discussed below). Under the by-country sources, there are numbers for "claims," such as KZ238 or table K23, 8-9, and some works about international litigation have classed there. Another option is to class the work by subject, treating it as a treatise (a work about a case, as opposed to the text of a decision, is a treatise), or if it is the text of the decision, putting the work in a "Court decisions" number such as table K8, A52-A54. Moreover, if the subject of litigation is a specific place, it can class in the "Subject of the law of nations, by state" range at KZ4110-KZ4825. For law of the sea, there is KZA1128 for trials, as well as KZA1123-KZ1124 for (not necessarily court) "decisions." The schedule says that KZ1128 is the place to class the "International Tribunal for the Law of the Sea and other international tribunals," but it offers no guidance as to how we should treat a ruling on law of the sea from a tribunal that doesn't specialize in the subject, or, for that matter, a law of the sea case on a specific topic that has its own number in the schedule.

International criminal law is relatively straightforward. Most trials and case reports will go in the range at KZ1168-KZ1215. Trials by national and regional courts stay with the nation or region, but cross references have been, and should continue to be, inserted in KZ to resolve ambiguity, especially for "hybrid" tribunals (a country and an international body jointly-established hybrid tribunals). The International Criminal Court has its own ranges of numbers, with its documents classing at KZ7295-KZ7310 and its trials in KZ1215-KZ1216 (with an unresolved conflict since the rest of the KZ criminal trials arrange by conflict, not court). How this area develops over time will probably depend on whether new international tribunals keep getting established, as opposed to the International Criminal Court becoming the standard forum for international criminal prosecution. If international criminal tribunals proliferate, we should find a way to add them to LCC rather than relying on catalogers having to figure out where in the tables to put them.

This is not an official policy statement from LC.

Collection Development

Adrienne DeWitt
Campbell University

Academic law librarians may not give public records databases much thought. After all, it is not something we generally teach in either basic or advanced legal research programs. In fact, my first introduction to public records was during my Government Documents class at Indiana University School of Library and Information Science. Since becoming an academic reference law librarian, I have yet to do a patron-requested public records search.

Firm librarians, however, do think about public records databases because firm librarians do a significant amount of public record searches. At first glance, searching public records appears relatively easy. Google public records searches, and you will retrieve millions of hits for "free" public records databases. Free, however, is often not free, and many of these "free" databases have hidden fees or subscription costs. More importantly, the information retrieved may be flawed or downright inaccurate. Since time is money, firm librarians often forgo the free public search databases and instead use subscription public record search platforms, such as Accurint (LexisNexis) or CLEAR (Thomson Reuters).

Unfortunately, even subscription public record databases have their own reliability issues. For example, the fine print on the Accurint website states:

> Due to the nature of the origin of public record information, the public records and commercially available data sources used in reports may contain errors. Source data is sometimes reported or entered inaccurately, processed poorly or incorrectly, and is generally not free from defect. This product or service aggregates and reports data, as provided by the public records and commercially available data sources, and is not the source of the data, nor is it a comprehensive compilation of the data. Before relying on any data, it should be independently verified.[1]

Even CLEAR, Thomson Reuter's public records search platform, makes sure to include notice of potential inaccuracies:

> We take reasonable steps to accurately reproduce data we receive from suppliers. However, sometimes this data may contain errors.[2]

In other words, you would either need to either subscribe to another public records subscription service or re-run your search on a free site to verify the information found using either Accurint or CLEAR. This tracks with a 2017 Investigator Center blog post, noting the average private investigator uses 2.5 public records databases.[3]

Veracity notwithstanding, both Accurint and CLEAR are correct about the potential unreliability of public information. Names get misspelled, people get remarried, and addresses change so frequently that even the most sophisticated database can have difficulty providing accurate information. Our students, however, may not realize that information pulled up on a glossy, expensive public search database may have flaws. Because more and more of our students will be either hanging their own shingle or going into small law practices, I suggest adding a reputable public record database to an e-resources list beyond Lexis Advance Public Records. I would also suggest adding a class on public record searching to the curriculum of an advanced legal research class.

Both the Harvard Law Library and the Cleveland Law Library have created online lists of free and subscription public records databases. The links are below.

Harvard Law School Public Records Guide: http://guides.library.harvard.edu/public_records
The Cleveland Law Library: http://clevelandlawlibrary.org/public/misc/FAQs/public_records.html

For more information on Accurint, see their website at https://www.lexisnexis.com/en-us/products/accurint-for-legal-professionals.page.

For more information on CLEAR, see their website at https://www.thomsonreuters.com/en/products-services/legal/corporate-and-government-practice/clear.html.

Endnotes

1 Accurint for Legal Professionals, https://www.lexisnexis.com/en-us/products/accurint-for-legal-professionals.page (last visited May 17, 2017).
2 Thomson Reuters Public Records Privacy Statement, http://legalsolutions.thomsonreuters.com/law-products/about/legal-notices/privacy/records (last visited May 22, 2017).
3 Kimberly Faber, *Investigators Share Which Databases They Prefer to Use*, Investigator Center (May 17, 2017, 2:40 PM) https://www.pinow.com/articles/2087/13-investigators-share-what-databases-they-prefer-to-use.

Description & Entry

RDA, Global Names, and the Art of the Bibliographic Universe

Jesse Lambertson
Georgetown University

Here is my first *Description & Entry* column for the *Technical Services Law Librarian (TSLL)*. I admit I favor a writing style that biases the conclusion as tether for all other sentences, so please read until the end.

In the *Description & Entry* column of the March 2016 issue of *TSLL* (vol. 41, no. 3), Robert Bratton wrote about internationalization of *Resource Description & Access* (*RDA*) and the *RDA* toolkit. Specifically, he wrote about the reorganization of *RDA*'s governance and where the American Library Association (ALA) (one entity) resides in the new hierarchy. Although this is a big change, it should come as no surprise as *RDA* itself was built to handle Functional Requirements for Bibliographic Records & Authority Data (*FRBR* / *FRAD* respectively) for every name in fundamentally every language—all while describing relationships and attributes for the manifestations being cataloged (irrespective of format).

One reason this change might get some attention is that there is discordance between Authorized Access Points (AAP) as handled in *RDA* vs Program for Cooperative Cataloging (PCC).

One such instance to exhibit my point is: Sallār, Ḥamzah ibn ʻAbd al-ʻAzīz, -1070 or 1071 (رالس زيزعلا دبع ةزمح). He lived and wrote, per the Name Authority Record (NAR), more than a thousand years ago in Islamic Law. The Latin script represents the preferred name, and the dates are from the Gregorian calendar. *LC-PCC PS* for 9.2.2.5.3 tells the cataloger to use a Latin script, follow the rules for transliteration as published in the *ALA-LC* Romanization Tables, and include a non-Latin script, if any, for Arabic in a 4XX (variant name).

Yet, in *RDA*, technically, we should be entering the name as it appears.

To follow, *RDA* 8.9.1.1 describes "date of usage" as "a date or range of dates associated with the use of a name chosen as a preferred name for a person." In this case, the Gregorian calendar determined those dates even though the entity is associated with a non-Gregorian time scale. The policy and standard is clear. I can even appreciate that transliterated AAPs assist the user in an American library understand something about the name's pronunciation—especially since the Library of Congress was founded to support the American legislature.

In the *FRBR* informational universe, however, this situation strongly restricts the internationalization of *RDA* for LC and PCC members as it requires Romanization tables to transliterate names for AAPs into Latin script—even for language-specialist catalogers working in a non-Latin script. This means we are required to control a name in two ways simultaneously: by creating the NAR itself and by rewriting the name in a form that reflects none of the ways in which it appears in actual published works. If Linked Data comes to dominate the library world, then each library around the world could perhaps choose which form or "variant" name displays from the authority files. In the meantime, *RDA*, as applied in PCC law libraries, will continue to input data and descriptions into a skewed bibliographic/authority universe because the "variant" name in the actual script of the name is not required.

I must mention here that the skewed bibliographic universe is not in itself incorrect or wrong—it is simply the result of cultural biases in technology and library metadata. One of the asides in the column mentioned above is an observation by the writer regarding the intent to make *RDA* the international standard for library and bibliographic metadata. He writes, "I could be wrong, but I detected a sense of, 'Well, let's try this and if it doesn't work, we'll try something else.'" *RDA* is promoted as a standard, but like all standards, people designed it. Catalogers and metadata specialists ask themselves, "What kind of thing is this, how might it be defined, and more importantly, how should it be represented?" These humanist, philosophical questions are then coded into biases for industry-wide consideration and application. The above three questions asked by catalogers are the same type of questions asked by artists.

Considering this art project and the comment above about the skewed bibliographic/authority universe, we should note that catalogers have been working on this international project since the Paris Principles in 1961. It is a moving target, however, since definitions and their applications are biased toward contexts and technologies (which keep changing). Nevertheless, this is okay. "Change is the only constant" is a mantra we know well in libraries. For now, I want to suggest that the "something else" we try is to stay awake for an international standard for name authority data that more robustly represents the global network of information.

I am open to discussion on the matter. Please feel free to reach out to me via e-mail.

The Internet

Representing Your Open Access Materials in Federated Search

Wilhelmina Randtke
Florida Virtual Campus

Federated search is nothing new—it has been around for decades. However, it has gotten incrementally better, and projects have gotten incrementally better as well. This article gives an overview of federated search in the library field with an emphasis on open access materials rather than subscription materials as well as an emphasis on empowering libraries to push out records for institutional repository and digital library materials.

Federated search is the process of searching across multiple databases at once with a single query. Sometimes it means running a live query on those databases then displaying results together. Sometimes it means gathering information ahead of time, storing that information, and then searching it. Which way this is done is not that important for libraries—unless you are dealing with information that has to be up-to-date (like news) or you have a database that bills by the search/view and you have something like a discovery tool running searches into that database or triggering a hit on your Patron Driven Acquisition products. For searches where information is gathered and stored ahead of time, the information will likely be re-collected on a schedule. Older records will be purged or updated, and new records will be added from each source on a schedule—weekly, daily, quarterly.

Representing open access materials in discovery tools

The main impact of federated search for the library field is discovery tools. A discovery tool searches across the library catalog and subscription databases that the library pays for. A discovery tool can also search across open access online content, but most discovery tools are set up to tie into electronic resource management tools, and those are geared towards managing information about and access to paid content. Depending on the specific platform used, it might or might not be possible to get the records into that platform. The most likely route for getting materials in is through some other service that can collect the records and share them to the discovery tool. Major players in this area are EBSCO Knowledge Base, EBSCO Discovery Service, Serials Solutions, SFX Knowledge Base, and Primo Central Index. In general, those services do not focus on open access content but will accept it and present it as an option for libraries to display to users. As a library configuring a discovery tool, you can look at what records are available for open access materials, with an eye as to what materials records are available for and how up-to-date and detailed the records are. For your library's institutional repository and digital library materials, you can contact each service and try to get records included. In general, if you are affiliated with a larger library that is already pushing out digital library records, it is best to try to get your materials integrated into that workflow. Once your materials are available to discovery tools, it is up to any libraries subscribing to those tools to choose to include them. Including open access material in library catalogs is not the norm.[1] However, having an option and an easy path to including open access content may help.

Prominent federated searches for open access material

Separately, there is activity in federated searches that focus primarily on open access material. Here is information about some major players.

Digital Public Library of America (DPLA): This service focuses on cultural heritage materials: photos, postcards, letters, etc. In general, institutional repository or scientific research materials are not suitable for inclusion. Since law library collections tend to focus on legal research—such as law journal articles or white papers—core collections are probably not suitable for inclusion in the DPLA. The DPLA collects materials through Content Hubs and Service Hubs. A digital library with more than 200,000 suitable items and a way of getting the metadata to DPLA can apply to be a content hub. A library or other organization can apply to be a service hub if that organization is able to collect metadata from other institutions and aggregate it for the DPLA. The DPLA has specific metadata requirements and guidelines, and large streams of records come in through a limited number of hubs. Most libraries participate by working with a service hub. The service hub is responsible for collecting metadata records from institutions in the area, ensuring that metadata meets DPLA requirements (which might include training to other libraries or scrubbing metadata before sending it on), and then contributing the metadata to the DPLA. For a law library wishing to have material in the DPLA, the best approach would be to identify collections with cultural heritage material, check the DPLA's website for a list of approved service hubs, and reach out to a service hub in the region to request to contribute materials.

Directory of Open Access Journals (DOAJ): The DOAJ is a long running federated search of scholarly journals and articles published in scholarly journals. It recently updated inclusion criteria. Since March 2014, a journal wishing inclusion in the DOAJ must fill out an application with more than 50 questions. The journal must be peer reviewed or have a clear editorial process, must have an open access statement, must have an ISSN, and must not be subject to an embargo period. More information is available at https://doaj.org/publishers. For law libraries wishing to submit a journal, the embargo period and open access statement are the most likely barriers to inclusion. Because of the extensive quality control in place in DOAJ, inclusion can be a good way to get exposure and increase influence.

Bielefield Academic Search Engine (BASE): BASE is another long running federated search of scholarly journals and articles published in scholarly journals. The application process is much simpler than the one for DOAJ. Law libraries hosting law journals can submit each journal for inclusion in BASE and the process is very straightforward as long as it is technologically possible to submit the law journal metadata.

The tech of sharing metadata

The technology of sending out or collecting metadata records is largely done through OAI-PMH. OAI-PMH is a protocol for asking what metadata records are available in what formats, then grabbing those records—either all at once or broken out by "set" or date range. For someone harvesting records, it is only possible to scope a harvest by "set" or by date range; it is not possible to do anything like a keyword search. For someone sending out records, the most important thing is to look at what "sets" are available in the OAI-PMH feed and be aware of what level of granularity is available when submitting digital library materials to a federated search. For example, is there a way to separate peer reviewed from non-peer reviewed from cultural heritage materials? "Set" (i.e. setSpec argument) in an OAI-PMH query usually corresponds to "collection" in a digital library, but it might be possible to configure the digital library software to send out something else, like tags to make a setSpec argument. Every federated search will have inclusion criteria, and you have to be able to scope what you are submitting to fit those criteria, for example, by sending only specific collections/sets. When a record goes out in OAI-PMH, it goes out as XML, and the XML can carry a variety of formats such as Dublin Core, MODS, MARCXML, or LOM. What format a digital library can send out, and what format a harvester can collect, will depend on the specific types of metadata that each is able to handle. If you want to play with your own metadata, MarcEdit lets you harvest via OAI-PMH, and the Chrome browser will let you view XML directly, so you can use Chrome to manually query and view results. For Digital Commons, the most common digital library platform among law libraries, the OAI-PMH feed will be found at your_url_here/do/oai/?. For example, I can begin queries on Florida Agricultural and Mechanical University (FAMU) law's institutional repository using http://commons.law.famu.edu/do/oai/?verb=Identify and then work through other queries to see what sets are available and download metadata records.

Endnotes

1 Edward T. Hart, Indexing Open Access Law Journals or Maybe Not, 38 *Int'l J. Legal Info.* 19 (2010)

LIBRARY METRICS

Metrics for Metadata Assessment

Emily Dust Nimsakont
University of Nebraska-Lincoln

Hello, *Technical Services Law Librarian* readers! I am the new Library Metrics columnist, and I am excited to explore the topic of library metrics with you, continuing the great work that Ashley Moye started. While it is common to think of metrics as a way of measuring collection use, I want to focus on a slightly different use of metrics and talk about how to use metrics for assessing the quality of library metadata. Whether we are talking about metadata for our digital collections or traditional MARC records in our catalogs, the quality of the metadata in our libraries' discovery tools will affect our patrons' ability to find and use our library resources. Therefore, it is of great importance to be able to assess our metadata and determine if our patrons' needs are being met. Assessing metadata quality can also be important in determining the value of the amount of staff time spent on metadata work.

Uses Cases for Metadata Assessment

There are many reasons that library staff might undertake a metadata assessment project, and it is important to know the reason a project is being done. Overall, the main reasons to do metadata assessment are the ones I stated above—ensuring access to resources through good metadata and doing a value/cost analysis of the metadata work at your institution. These can be broken down, however, into a number of more specific reasons to engage in metadata assessment or scenarios in which you might desire to so.

In a recent webinar titled "Nailing Jello to a Wall: Metrics, Frameworks & Existing Work for Metadata Assessment" (the slides and prepared remarks from which can be found at http://bit.ly/JelloToAWall), Christina Harlow of Stanford University Libraries provided a number of justifications for conducting metadata assessment. Metadata assessment may be useful when your library starts cataloging a new object type and you want to make sure the metadata for the new items is allowing access. You may also need to assess your metadata ahead of a migration to a new integrated library system, or when you are about to embark upon a shared data project with other institutions. Another reason to assess metadata is to do targeted enhancement. While most libraries have limited time and resources for retrospective clean-up of metadata, doing metadata analysis can help you target the types of records that will benefit most from clean-up and identify projects that will provide the most value to library users.

What Metrics Should You Use?

Once a decision has been made to assess a library's metadata, it is important to determine exactly what metrics are going to be used in the assessment. In other words, what exactly are you trying to measure and assess? In "A Metadata Quality Assurance Framework," Péter Király (2015) discusses the following metrics:

- Completeness: Metadata should be as complete as possible. In particular, fields that have been designated as mandatory in whatever metadata scheme is used should be filled in.
- Accuracy: The metadata should be free of both factual errors and typographical errors.
- Conformance to Expectations: This refers to "the degree to which metadata fulfils the requirements of a given community of users for a given task" (5). The same metadata could succeed or fail in terms of this metric, depending on what community it is meant to serve. What works for a public library's community may not work for a law library's community.
- Logical Consistency and Coherence: Fields should be used in the same way every time.
- Accessibility: Metadata should be able to be understood. The concept of accessibility can include many things, such as making the data available in a language the users of your library can understand or making sure to handle computer-processed data correctly.
- Timeliness: "Metadata should change whenever the described object changes" (7).
- Provenance: Metadata should have information about its own source, such as its creator.

Christina Harlow, in the previously mentioned webinar, suggested several potential metrics in addition to the ones used by Király. Of the metrics she listed, the ones I feel are most relevant to beginners in metadata assessment are:

- Conciseness: Metadata should avoid redundancy, such as multiple fields that have the same meaning.
- Interlinking: Assessment of interlinking involves checking for links to other resources and making sure that link rot has not occurred.
- Interoperability: Assessing interoperability involves making sure that shared standards and schemas are being used.

Not all of these metrics will be applicable to your particular collection or discovery tools. However, looking at the list is a good way to get started thinking about ways to assess your metadata quality.

Tools for Metadata Assessment

Once you have determined which metrics to use, it is time to think about what tools to use to assess your metadata according to these metrics. I will highlight just a few of the many tools available:

- MarcEdit (http://marcedit.reeset.net): While many catalogers are familiar with MarcEdit because of its ability to edit batches of MARC records, it also has metadata assessment capabilities. For example, it can provide information about which fields appear in which records in a particular set, helping to determine completeness and accuracy, as well as help in a search for redundancy.
- OpenRefine (http://openrefine.org): Previously known as Google Refine, OpenRefine is "a powerful tool for working with messy data: cleaning it; transforming it from one format into another; and extending it with web services and external data." This tool, with its capability for facets and filters, allows for evaluation of metadata quality, particularly in the areas of completeness, consistency, and accuracy. This is a free tool, available for download from the OpenRefine website.
- Tableau (http://www.tableau.com): This is a tool for data analysis and visualization. There is a free version (note: projects using this version must be made public at http://public.tableau.com) as well as paid versions starting at $35 per month.

These are only a few of many tools for metadata assessment. The Digital Library Federation (DLF) Metadata Assessment Working Group has compiled a list of tools for metadata assessment at https://docs.google.com/spreadsheets/d/1PCi_3pcWSFQ9fR54AxwO7LWuBUu2vbVw1etvw_UAl5g/edit#gid=0. The description of each tool in the database includes a summary of what it does, links to the source code (if applicable) and the documentation, and notes as to whether or not it is free and whether or not it is open source. This spreadsheet is a great resource for finding out about different metadata assessment tools. Browsing it even gave me some ideas of the kinds of assessment to do, based on the tools available!

There clearly is much more to say on the topic of metrics for metadata assessment; I have only scratched the surface in this column. If you are interested in learning more about this topic, one resource to explore is the previously mentioned DLF Metadata Assessment Working Group (http://dlfmetadataassessment.github.io/). I encourage you to explore this topic; assessing the quality of your metadata is one way in which your library can help people get access to the resources they need.

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MANAGEMENT

Learning: The Ultimate Survival Tool

Beth Farrell
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A recent issue of *The Economist* featured the special report, "Lifelong Learning: How to Survive in the Age of Automation." The report shows that, across all industries, unpredictable technological changes require employees to acquire new skills throughout their careers—cramming more training in the start of a career is not enough.[1] While some library managers may have departments full of people who are happy to learn new things, most libraries have some staff who are resistant and may need encouragement. Those of us who have worked in libraries for a decade (or two) may feel as if we have already endured enough change. However, Ulrich Boser, senior fellow at the Center for American Progress and author of *Learn Better* declares, "We need to learn all the time. Every day. Learning to learn is the ultimate survival tool."[2]

On-the-job learning differs significantly from traditional education in schools, according to Erika Anderson, founding partner of Proteus, a coaching, consulting, and training firm.[3] She describes the kind of lifelong learning needed at the workplace as "resisting the bias against doing new things, scanning the horizon for growth opportunities and pushing yourself to acquire radically different capabilities—while still performing your job."[4] Over decades of consulting, Anderson has found that those who succeed at this kind of learning have four attributes: aspiration, self-awareness, curiosity, and vulnerability—all of which can be cultivated.[5]

Anderson says successful lifelong learners are able to raise their aspiration level, even when faced with a lack of time and/or interest. Managers who want their employees to learn new things must first set a good example: "We are all time-deprived," say business psychology professor Tomas Chamorro-Premuzic and HR consultant Mara Swan, "but high learnability people make the time to learn new things."[6] As much as possible, allow staff to direct their own learning—learners with more autonomy show a greater motivation to learn.[7] Even if the subject matter is required, managers can allow staff to choose the method of learning; for instance, staff can choose to view an online course at their desk (or at home), attend an off-site workshop, or read a book to gain knowledge or skills. In her Great Courses Plus lecture series *How to Learn*, psychology professor Monisha Posupathi states that while research does show that mild anxiety can help us focus, high anxiety or other negative emotions such as anger and fear stifle learning.[8] Tying the learning of a new skill into an annual job performance evaluation could stress out or discourage a reluctant learner—in this case, managers can assess the learning more casually.

Anderson has found that successful lifelong learners admit their own bias in judging what they know or don't know and what skills they have or don't have.[9] They accept that their self-assessment may be biased and try to not feel defensive if others point out areas requiring growth.[10] If your employee needs help cultivating greater self-awareness in terms of workplace competencies, first help her develop a learning plan, always keeping in mind that the greater the autonomy, the greater the motivation. Be sure to focus on learning goals, which prioritize long-term development and success (e.g. I will consistently provide excellent support to the collection development team by providing useful reports about our collection), as well as specific short-term performance goals (e.g. Within the next 90 days, I will view a webinar on creating usage reports in EBSCOAdmin and then begin generating monthly reports on our EBSCO usage).

Curiosity is another common characteristic of lifelong learners, according to Anderson. They use self-talk to overcome initial disinterest in a subject. Asking "I wonder why others find this interesting?" or "How can this make my job easier?" can help people increase their willingness to tackle necessary tasks.[11] Social employees may also overcome initial disinterest by working on a task with others, or they may enjoy sharing what they have learned (with a group or just one-on-one with their manager.)

Once we are comfortable with our job duties, Anderson reports, we may well wish to avoid *not* being good at something: ". . . the idea of being bad at something for weeks or months…having to ask dumb I-don't-know-what-you-are-talking-about questions . . . is extremely scary."[12] Great learners learn to cope with the vulnerability of being a beginner again by using supportive self-talk—"I'm making beginner mistakes, but I'll get better" instead of unsupportive self-talk—"I'm terrible at this."[13] Provide positive, supportive feedback to your employees struggling with their newfound beginner status, but NOT in a controlling way (e.g. "You are doing great, as you *should* be so you can meet your performance goal.")

Encouraging employees (and ourselves!) to become lifelong learners and placing an emphasis on learning as a skill in its own right will likely benefit us personally, as well as helping our organizations overall.

Endnotes

1 "Lifelong Learning: How to Survive in the Age of Automation," *The Economist*, January 14th-20th, 2017, 9.
2 "Learning to Learn," *All in the Mind* podcast, May 7, 2017.
3 Erika Andersen, "Learning to Learn," *Harvard Business Review*, March 2016, 99.
4 Ibid.
5 Ibid.
6 Tomas Chamorro-Premuzic and Mara Swan, "It's the Company's Job to Help Employees Learn," *Harvard Business Review* online, July 18, 2016 https://hbr.org/2016/07/its-the-companys-job-to-help-employees-learn.
7 Ulrich Boser, *Learn Better* (Emmaus, Pennsylvania: Rodale, 2017), 9.
8 Monisha Posupathi, *How We Learn* (Chantilly, Va: The Teaching Company).
9 Anderson, 99.
10 Ibid, 100.
11 Ibid, 101.
12 Ibid.
13 Ibid, 100.

OCLC

Announcements from OCLC

Jason LeMay
Emory University

Library and Archives Canada to Move Catalog to WorldCat

Library and Archives Canada (LAC) will be moving to the OCLC WorldShare Management Services (WMS) as its library services platform. As part of this process, LAC will also move its full national catalog to OCLC WorldCat. A link to a subset of OCLC WorldCat will provide access to a Canadian view of WorldCat, where there are currently 122 million holdings from Canadian libraries.

For more information, view the news release at http://www.oclc.org/en/news/releases/2017/201709dublin.html.

PRESERVATION

The Season of the Archivist

Matthew Jenks
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It is that time of year again. The academic year is ending: students are winding up the semester, taking exams, finishing coursework, and getting ready to take their leave from school once more as the summer vacation begins. Faculty are finishing grading papers and exams, and many are winding down the academic year while preparing to take a much-needed vacation. For us archivists, on the other hand, it is the time of year when things begin to really pick up.

Initiatives, long-planned, take shape and are launched. Yearly weedings and cleanings are popular right now, and those projects which were put off earlier in the year (through procrastination or otherwise) suddenly become a priority. In fact, things can get downright busy for us archivists as the rest of the school takes a breather (we are contrarians by nature, after all).

This, for me, is the Season of the Archivist—a time of year when we truly engage in the core functions of our calling and reconnect with what made us want to become archivists and preservationists in the first place. For many of us, it is primordial—we create meaning in the larger sense through the collection, preservation, and organization of those things pertaining to history and culture. We work with photos, documents, letters, books, and various ephemera (usually legal and academia-related) to reconstruct the past, to rediscover what was, and connect it to what is. For me (and those like me), there is the added thrill of working with items in the collection that are truly treasures in and of themselves. They have tangible rarity and value and are a joy to process. In my own personal life, I am a stamp collector (we are becoming a rare breed), and the greatest thrill is coming upon a rare and valuable stamp (i.e. the 1867 'G' Grille) in an old stamp album. It is about the thrill of the hunt!

Along with this, there are numerous learning opportunities and events for archivists to attend at this time of year (time and finances permitting). Of all these, the Society of American Archivists (SAA) Annual Meeting in Portland, Oregon is perhaps the largest and most anticipated. Although a high-ticket item, it is worth the expense because they pack so much into a 5-day period (http://files.archivists.org/conference/2017/AM17_Preliminary_Flyer.pdf). It also has the added benefit of not competing timewise with our annual American Association of Law Libraries (AALL) Annual Meeting, which occurs the week before, July 15-18. In addition, there are many other local events and programs that can be invaluable to attend in your own area.

For myself, here is a list of my own personal To-Dos and Interests for the next few months, although it is by no means exhaustive. Perhaps it will jog something in your own mind to add to your list—a back-burner project or a long-awaited initiative:

1. In our own archives, the most pressing initiative (along with the ongoing project of classification and arrangement) is that of weeding. In our particular case, I have made it a priority to prune and cull all those items that are NOT in fulfillment of the mission of the University of New Hampshire Law Archives. This good and efficient meta-task works well in tandem with arrangement. For us, the most pressing reason has to do with lack of space. Now that we have actually launched our archives, EVERYBODY has something they want to donate (not that I am

complaining), and we are beginning to get overwhelmed. The goal is not to discard items per se, but to find other homes for them, or at the very least, environmentally sound storage. Along with this (and perhaps most importantly), we have contacted some of our former staff and faculty going back to the early days, and several of them have agreed to assist us with the identification and placement of those items (many of them photos) which are as yet a mystery—we either do not know what the items are, what they pertain to, or who is in the photo. We have far too many of these in our collection, because for so long, preserving our history and school culture was not part of our core mission. Documents and photos were not tracked or marked for provenance. This is my biggest priority right now; there are not many of our original Franklin Pierce Law Center people left from the early days, and we need to identify items while we still can.

2. I am attending a local workshop sponsored by the NHAG (New Hampshire Archives Group) on gathering oral histories called Community Stories: "In a lively, interactive program, folklorist and oral historian Jo Radner will teach us why and how to gather community stories. We will experience the dynamics of interviewing and learn about the kind of listening that can elicit significant stories. Finally, Jo will offer suggestions for ways to make archived oral history collections more valuable to our communities." (http://www.nhag.org/announcement-s17.html) This is particularly valuable for me, as one of our goals is to interview some of our retired faculty, staff, and even alumni to create a series of recordings which together might make up an oral history of our school. More on this in a future column.

3. I also attended a free workshop on Saturday, May 20th, in which "participants can learn to read and transcribe the letters of NH Revolutionary War leader Meshech Weare. Weare's correspondents included George Washington, John Jay, Nathaniel Peabody, Benedict Arnold, John Hancock, and Thomas Jefferson." This workshop was funded by the National Historical Publications and Records Commission (a division of the National Archives) and Keene State College, but it was also sponsored by the New Hampshire Archives Group. I cannot stress enough how important it is for new archivists to join a local or regional archival group or organization. The learning opportunities, networking opportunities, and just plain inspirational and motivational opportunities are invaluable!

4. I will possibly be attending the SAA Convention in Portland (as of this writing), but it depends upon budget and finances.

5. Tentatively (and as noted above), we want to set up some oral history interviews with former faculty and staff (alumni to be determined).

6. This summer, I want to learn about the history of my local community and city around Concord, New Hampshire. The history of an academic institution can often be closely tied to the history of the community it is located in, and learning about local history will often be richly rewarded with insights and revelations into the institution's past. Our own school was built on the site of the old Durgin Silver Factory which, in the Victorian era—along with Abbott-Downing (maker of the famous Concord Coach stagecoaches), Rumford Press, and others—made Concord one of the most prosperous and vibrant cities in New England at that time. The brick walls on the lowest floor of our library comprise all that is left of this massive bygone Victorian factory, being part of the original foundation of the building. With knowledge, the connections will only grow from here.

7. Lastly, I want to take a tour of some of the Digital Collections on the Library of Congress website (loc.gov). These collections are not only amazing for their subject matter, beauty, and overall quality; they are also invaluable as templates for digital restoration, as their simplicity, minimalism, and metadata make them ideal as standards to go by. DON'T FORGET: Library of Congress has created some amazing Resource Description Formats and Digital Library Standards for Digitization Initiatives, located at http://www.loc.gov/standards. There is a vast amount to learn here, and I am only beginning to tap its secrets, but I highly recommend drawing upon the structural knowledge contained here for building your own digital library. It will reward those who delve deep.

This is my personal To Do list for the summer, during my favorite time to do what I love. I call it the Season of the Archivist, but it is really just a time to embrace all that is history and preservation and archiving. Celebrate being able to do something for a living we truly love!

Private Law Libraries

Amber Hawkins
Littler Mendelson, P.C.

Allison Rainey
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Every library, at some point or another, struggles with their budget. It would be great if we had unlimited funds to do everything we wanted, but, unfortunately, that is not the case.

After a few months of contract negotiations, along with resolution to information technology and security issues, installation, and training, our library began using a database tracker, Onelog. The purpose of this was to see which were being used and how often (not to check which cat videos are being watched). I added all the resources the firm uses and broke them out into similar categories for ease of reporting. For example, some categories I have used are Business Intelligence Resources, Legislation, Non-Westlaw/Lexis Research Resources, Westlaw/Lexis Resources, and a few different internal categories, depending on the resource in question. At the time of this writing, we are tracking 43 different resources, 11 of which are internal.

As a previous writer of this column stated a few years back, we do not (and cannot) afford to waste money on something no one is using, which still holds true today. Of course, there are always exceptions to the rule, as certain products are limited to use by a specific practice group or within the library itself.

Three months into our tracking, I have a good idea of the things we use and how often. The snapshot of our resources updates frequently, so we can definitely see which of our non-Westlaw/Lexis resources are getting the most use. I am sure that three months from now, the stats will be more helpful. This will definitely help the library when it comes to budgeting for next year as we will be able to look at the usage reports and provide justification for cancellations or expansions.

On the print side, we do not have electronic usage statistics. We do not have a traditional system, in the public library sense, of checking out books using barcodes and cards. That said, routing lists help to some extent, as do repeat requests for certain titles. The inventory project I touched upon in the last issue is still ongoing, which is also helping with determining item usage. It is my hope that the reviews of the collections will get offices to take a good look at whether or not they truly *need* a title. (Some of this calls back to prying print away from attorneys and getting them to embrace online resources that are updated much more frequently than their print counterparts.)

These issues will continue to persist, but there have been enough advances in technology that we can be more thoughtful in our discussions on what to enhance, maintain, or remove within our collections. I look forward to having more complete usage statistics to be able to assist in our library's next round of budget negotiations. Perhaps we will be able to expand the items we provide to our attorneys that help them succeed.

Amber Hawkins
Littler Mendelson, P.C.

One technical services responsibility that I have been reflecting on recently is the management of attorney office copy purchases. While we would prefer that our attorneys use the currently subscribed books and online resources, there are a number of cases when attorneys cannot rely on the library copy. If it is a rules book that the attorney may reference almost daily, they really need their own book. With some popular titles, such as the *Federal Civil Rules Handbook*, we would need to increase the number of library copies to make sure that everyone who needed access could have it. In the end, we would likely end up spending the same amount of money to have enough copies available whether they are library copies or personal copies. It makes more sense for attorneys to have a personal copy that they can annotate rather than library staff members having to spend time keeping track of a large number of copies.

I am always curious to hear how other firm libraries deal with these types of requests. There are several options for how this type of purchasing can be budgeted and executed. It makes sense to set up and follow a standard procedure year after year. This makes things easier for both library staff members and attorneys. I have experience with some models, but in writing this column, I thought about other ways to handle it. All of these options have benefits and downsides. Unfortunately, there is no perfect solution.

One approach is to provide each attorney with a set amount of money that is available to purchase books each year. This approach is easy to budget for since you just need to multiply the number of attorneys by the chosen amount of money. The method requires a significant amount of library staff time each year. First, attorneys must be educated about the program, both about the budget and any limitations on purchases. Library staff members also need to remind attorneys of year-end ordering deadlines. Second, attorney's purchases would need to be tracked to make sure that they do not exceed their allowable amount. A number of aspects of this approach can lead to additional work for library staff. Attorneys do not always remember how much they have spent that year and will ask for their remaining balance, especially if there is a reminder email. Since attorneys have flexibility in what they order, there are also a large number of invoices to process by library staff associated with this type of program. Depending on restrictions placed on ordering, it may also be necessary to generate a list of recommended or allowable purchases. Reference staff may also need to be involved if attorneys ask for specific treatise recommendations.

A related approach to the set budget option is to not set a budget limit but still allow attorneys to request titles. This removes some of the work involved with managing the program, as it is not necessary to track purchases and balances. However, a lot of the work remains. Purchase requests must be reviewed to confirm they are acceptable. If the library chooses to put more restrictions on orders, it will reduce the number of invoices, but it will still be a significant number. Although this option removes the budget limits, it is possible that there will be fewer titles ordered and less spent overall, especially if the available titles are more limited. Budgeting for this option is more difficult and may require looking at the trend of annual spending to estimate an amount for the upcoming year.

It is possible to avoid some of the challenges of the previous options by providing attorneys with a predetermined set of books each year. To establish this type of program, librarians must work with practice group leaders or administrators to determine which books the attorneys use most frequently. The number of books can vary depending on the practice group, so you need to determine how and when to place limitations on the size or costs of these sets. This option can end up being more expensive for the firm if not every attorney would request all of those books under another system. However, it greatly reduces library staff time needed to manage this each year. There may need to be a periodic review of titles, but ordering can be automated, and it is not necessary to track attorney requests and purchases. In addition, bulk book purchases limit the number of invoices to be processed.

You could also move the costs associated with these types of purchases from the library budget to the practice groups' budgets. The library could continue to manage the ordering, but there would have to be additional coordination with practice group leaders about the budget and any limitations the group wanted to impose on book selection. If groups had different ideas about how to handle things, this could become extremely complicated to manage very quickly. I can see several problems with completely removing this from the library and having the practice groups manage the ordering. Libraries have established relationships with vendors, which may include discounted pricing based on other subscriptions. There could also be treatise purchases by multiple groups when it would make more sense to have one library copy instead. Additionally, practice group managers may not be familiar with resources already available through library subscriptions and could end up ordering overlapping materials or something that is already in the collection.

In the end, the solution that works best for you depends on the unique situation at your firm. In some firms, the set of books approach could be the best option, while at others, this could never work. You have to weigh budgets, library staff time, and firm culture when making a decision about what type of system to use. If there are already long-established procedures in place, you may be able to make small changes to make the management easier for library staff. Greatly reducing spending is not necessarily the best outcome. The real goal is to get your attorneys what they need while staying within the restrictions of your budget.

Allison Rainey
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Collecting, Comparing, and Assessing: What is the difference between a Content Analysis and an Environmental Scan?

Hollie White
Curtin University

As librarians, we are often asked to find out "what other libraries are doing about topic X." In those cases, we often type up a quick question or survey and send it off to a listserv in hopes of getting some answers to bring back to our libraries and share. This type of data collection is almost a research approach. Because we do this so frequently, I thought I would write this column about two formal approaches related to this "send it to the listserv" approach. The two approaches I will discuss are Content Analysis and Environmental Scans.

What is a Content Analysis (and why haven't I heard of it?!)

I consult with many library science researchers about research and study design. One popular research method that has come up quite a bit this week is Content Analysis. There are two approaches with this research method. The first is quantitative and borrowed from journalism and mass communication, which defines content analysis as "the systematic objective, quantitative analysis of message characteristics" (Neuendorf 2002). This method is a way to scan multiple information sources on the same subject to identify patterns, similarities, differences, and anomalies in a systematic way. (Remember that at the crux of research is the systematic collection of data.) Content analysis can focus on analyzing either the obvious (manifest) or the not so obvious (latent) types of content (Spurgin & Wildemuth 2009). After information is gathered, multiple coders code it for greater meaning, and then it is checked for intercoder agreement. Analysis occurs after coding. Qualitative content analysis is approached slightly differently. Instead of focusing on "counting words or extracting objective content from texts," the qualitative approach focuses on a systematic but subjective side of research by focusing on syntactical and semantic information (Zhang & Wildemuth 2009). Researchers (Weber 1990; Zhang & Wildemuth 2009) argue that using both methods in combination makes for better studies.

Many people assume that you must deal with printed text (or traditional sources like books) to conduct content analysis, but at the foundation of the approach is messages or communication. That means a researcher can use audio, video, images, and digital text as sources of content in addition to traditional print.

What makes Content Analysis different from an Environmental Scan?

Environmental scan is a term used in business about the process of "systematically surveying relevant data to identify external opportunities and threats" (Society for Human Resources Management 2012). In libraries, though, we talk about environmental scans in terms of evaluating what our peers are doing in certain areas. Technically, an environmental scan is much broader than a content analysis because it is looking for everything, as opposed to looking for aspects of a targeted area.

How does this relate to that question I ask on the listserv?

Do not let the formal name of a content analysis scare you away from this method. Content analysis studies work best when you go into them with an idea about what you want to collect and then can find patterns within the material you collect—something that is already being done with that question on the listserv. The step between collecting the raw data and finding/analyzing the returned data is not that great (and probably something that is already being done anyway before reporting back to the library).

Environmental scans are much broader and let you discover new things. In relation to the scenario with the question on the listserv, an environmental scan would look beyond that one question and combine it with other data without targeting a focused area.

The purpose of this brief article is to show that, with slight modification, how we ask others about topics can evolve into a more robust way of collecting, analyzing, and reporting data. Did you ever think that your question on a listserv could become a research study?

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Serials Issues

Angela Hackstadt
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Updating Policy Documents: We are currently updating our Information Development Policy document to reflect new binding and serials selection/deselection policies, among other things. The main campus library has begun construction on a new off-site storage facility, which should open in 2018. The law library will have some space in the new facility, so we have off-site storage to consider versus a weeding project that has (so far) primarily targeted bound law journals. Our students want more individual and group study spaces; faculty and students alike want seamless access to resources. Two topics continue to come to mind as I work on this policy update: serials review and weeding.

Deciding what to Cancel: In 2014, the law library cut approximately 60% of our print journal subscriptions and our print copies of West reporters; in 2015, we canceled a few more journals deemed "problem titles" (e.g., those with consistently skipped issues and poor responses to claims). Deciding factors for the settled upon cancellation criteria included our need for more space, how faculty and students access serials, and the online access that we have between HeinOnline, other databases provided by campus libraries, and increasingly available open access journals. We will review our approach in the course of the policy update but it seems to be working so far. The George Washington University (GWU) Libraries[1] made cancellation decisions based on the cost of a title against the average cost of an Interlibrary Loan (ILL) request, the cost of packages against the cost of purchasing titles individually, and the overall usage and unique content of databases. One takeaway from the GWU experience is to allow time for price negotiations because vendors may be willing to negotiate a lower price when a library needs to cancel for budgetary reasons.

Weeding: a Glass Case of Emotion: We are in the information-gathering stage of a weeding project at the law library. So far, we have identified online coverage of bound journals. Our focus is on bound journals because bound journals take up a great deal of real estate and students continue to request more study space in the library. Cristina Caminita and Andrea Herbert describe a weeding project undertaken at Louisiana State University to make the shift from storage space to collaborative and structured learning spaces.[2] Caminita and Herbert report that a major obstacle was a lack of regular weeding. This led to a larger volume of materials to move, and with it, a significant accumulation of dust, which triggered allergic reactions in librarians, staff, and students working on the project. They also acknowledge that weeding is an emotional experience for library employees, who may feel attached to the materials, and library users who are unfamiliar with library practices. Megan Lowe describes how University of Louisiana Monroe (ULM) library completed a large weeding project in "It's my Deselection Project, I'll Cry if I Want To."[3] ULM librarians working on the project had to deal with classroom faculty who were unfamiliar with the weeding process; as a result, the library had to work with interested faculty in determining what to keep and what to discard. In the case of ULM, emotions ran high as a problem faculty member questioned the library's weeding process throughout the project. Lowe explains how the library involved faculty in the process and describes how she handled incivility.

Library staff and users may be less emotional about moving materials to off-site storage than they are about discarding materials. Some users may still be upset that bound journals, for instance, are no longer "right here" in the law library, even though they could access the same material online or have the physical book in hand in 24 hours. We will have to balance the traditional library-as-storage with the contemporary library-as-space. Ultimately, good communication about the cancellation and weeding processes, both in the library and in the larger university community, is vital.

Endnotes

1 David Killian, Debbie Bezanson, Robin Kinder, *Divide and Analyze: GWs Approach to Serials Cancellation*, 29 Against the Grain 24 (2017).
2 Christina Caminita and Andrea Herbert, *The Weeding Planner: How a Research Library Weeded Approximately 2.76 Miles of Print Materials from Shelves to Repurpose Library Space OR Much Ado About the New Normal,* 28 Against the Grain 34 (2016).
3 Megan Lowe, *It's My Deselection Project, I'll Cry if I Want To*, 28 Against the Grain 12 (2016).

Serials Titles

Crystal Alberthal
University of Washington

The serials staff of the University of Washington School of Law, Gallagher Law Library recently identified the following serial title changes:

Intellectual Property Law Bulletin
1996-v.20 no.2 (Spring 2016)
(OCoLC 57138717)
Changed to:
Intellectual Property and Technology Law Journal
v.21 no.1 (Fall 2016)-
(OCoLC 974376588)

Suggested State Legislation
v.24 (1965)-v.75 (2016)
(OCoLC 04796764)
Changed to:
Shared State Legislation
v.76 (2017)-
(OCoLC 983889851)

The serials staff of the University of Washington School of Law, Gallagher Law Library recently identified the following serial cessations:

American Indian Law Review
Ceased in print with: v.40 no.2 (2015/2016)
(OCoLC 01793421)
Continued online: http://www.law.ou.edu/content/current-issue-1
(OCoLC 49335095)

Hastings International and Comparative Law Review
Ceased in print with: v.39 no.2 (Summer 2016)
(OCoLC 03424187)
Continued online: http://journals.uchastings.edu/journals/websites/international-comparative/index.php

Hastings Women's Law Journal
Ceased in print with: v.27 no.2 (Summer 2016)
(OCoLC 19650978)
Continued online: http://hastingswomenslj.org/

ICC Dispute Resolution Bulletin
Ceased in print with: 2016 no.2
(OCoLC 914168750)
Continued in e-book only format. Available directly through publisher only at http://www.storeiccwbo.org.

Journal of Law & Equality
Ceased in print with: v.12
(OCoLC 51654578)
Continued online: http://jle.law.utoronto.ca/current-issue
(OCoLC 60380414)

New England Journal on Criminal and Civil Confinement
Ceased with v.42 no.2 (Spring 2016)
(OCoLC 09355506)
Merged with:
New England Law Review
(OCoLC 01759770)
Effective June 1, 2016

Oklahoma Law Review
Ceased in print with: v.68 no.4 (Summer 2016)
(OCoLC 01715371)
Continued online: http://digitalcommons.law.ou.edu/olr/
(OCoLC 49241809)

Santa Clara Journal of International Law
Ceased in print with: v.15 no.1 (2017)
(OCoLC 244484260)
Continued online: http://digitalcommons.law.scu.edu/scujil/
(OCoLC 56828598)

Subject Headings

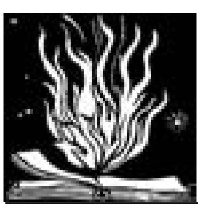
Patrick Lavey
UCLA

I had occasion to catalog a work with the subject "Local government—Law and legislation," with a geographic subdivision. I pondered a moment to not confuse it with the heading "Municipal corporations." Per *Black's Law Dictionary,* a municipal corporation is "a city, town, or other local political entity formed by charter from the state and having the autonomous authority to administer the state's local affairs." Plainly, the usage of "Municipal corporations" is much more restrictive and refers to authority of the city as granted by the state. "Local government—Law and legislation" is probably better suited to references to local laws as a whole, with an appropriate geographic subdivision. Is that how you understand it? This could be a useful topic for an exchange on the Technical Services Special Interest Section (TS-SIS) Cataloging and Classification list. It might distract attention from an earlier question raised on the Classification and Subject Cataloging Advisory Group's list, "Law, Primitive," which cries out for a lot of work, perhaps more than we can give it.

In case you missed the TS-SIS e-mail of May 15, here are some recent subject headings approved for use. "Asian American law students" is now available. A group of headings, "School facilities—Finance," "School facilities—Finance—Law and legislation" and "School facilities—Law and legislation" have been added. "Three dimensional printing" now takes "Law and legislation," as do "Employee loyalty", "Gene therapy," and "Military assistance, American." We may now use "Discrimination in financial services" and "Financial exclusion," both with scope notes that need to be read. "Financial exclusion" applies to works on inadequate access to financial services for individuals, groups, and businesses. The headings "Energy web" and "Renewable resource integration" are available and used to describe the use of online technology to coordinate efficient use of renewable energy sources. Both lack scope notes but provide information on the topic in several 670 fields.

The genre/form heading "Fatwas" is now available for use. The term became famous by the fatwa issued against the author Salman Rushdie many years ago. The heading "By-laws" has been modified, and law catalogers should check the changes. The scope note for "Municipal ordinances" has been revised, and the term "Town laws, Medieval" has been dropped or soon will be; see below.

The TS-SIS e-mail alerted me to the availability of the April list of approved headings at the Classification Web page *classificationweb.net/approved-subjects/*. These are not yet on the page *Library of Congress Subject Headings (LSCH) Approved Lists*, and, as of this mid-May writing, have no records in the Library of Congress' page http://authorities.loc.gov. The heading "Cell phones (Islamic law)" will soon appear, as will "Holocaust deniers" (sp2016002460). This latter heading will be useful for works on individuals or groups who deny or downplay the extent and significance of the Holocaust. As for my noting subject headings that are not on http://authorities.loc.gov as a regular part of this column, I will wait and see.



TechScans

Jacqueline Magagnosc
Cornell University

Contributing authors: Anna Lawless-Collins, Jason LeMay, Jackie Magagnosc, Emily Dunst Nimsakont, Rachel Purcell, Lauren Seney, Travis Spence.

Cataloging

Core Competencies for Cataloging and Metadata Librarians

The Cataloging and Metadata Management Section's (CaMMS) Competencies and Education for a Career in Cataloging Interest Group presented *Core Competencies for Cataloging and Metadata Professional Librarians* at the American Library Association (ALA) Midwinter in Atlanta. The document supplements the American Library Association's Core Competencies in Librarianship. The document outlines Knowledge, Skill & Ability, and Behavioral Competencies and intends to define a "baseline of core competencies for LIS professionals in the cataloging and metadata field."

Knowledge competencies are those providing understanding of conceptual models upon which cataloging standards are based. Skill & Ability competencies include not just the application of particular skills and frameworks, but the also the ability to "synthesize these principles and skills to create cohesive, compliant bibliographic data that function within local and international metadata ecosystems." Behavioral competencies are those "personal attributes that contribute to success in the profession and ways of thinking that can be developed through coursework and employment experience."

Of particular note is the emphasis on cultural awareness in the introductory section: "Metadata creators must possess awareness of their own historical, cultural, racial, gendered, and religious worldviews ... Understanding inherent bias in metadata standards is considered a core competency for all metadata work."

Full text of the competencies document is available via ALA's institutional repository at https://alair.ala.org/handle/11213/7853. Slides from the presentation at ALA Midwinter are also available at http://connect.ala.org/node/263375.

Linked Data Catalog at Oslo Public Library

The Oslo Public Library, Deichmanske bibliotek, has developed a library services platform based on Linked Data. The library's website (https://sok.deichman.no/) displays this Linked Data, and the source code is available on GitHub (https://github.com/digibib/ls.ext).

The platform uses a work-based model for its public-facing catalog; for an example of this "FRBR-ized" interface, see the display for the film *Harry Potter and the Order of the Phoenix* (https://sok.deichman.no/work/w2486f84c9c8ae124c403bb30824c0989). The display provides prominently positioned work-level information, then shows information for two different DVD versions of the movie as well as a Blu-Ray version. It also very nicely highlights the film's position in the Harry Potter series by providing "continues" and "continued in" links to the appropriate films. It also includes a "based on" link to the book of the same name. Following this link brings you to an even more impressive display of various print and audiobook holdings for this title.

A post from 2014 on the library's blog has more information about the behind-the-scenes cataloging work at http://digital.deichman.no/blog/2014/07/06/rdf-linked-data-cataloguing-at-oslo-public-library/.

Government documents

Preservation of Electronic Government Information Project (PEGI)

A recent article in *Against the Grain* (http://www.against-the-grain.com/2017/05/atg-newsflash-pegi-a-two-year-initiative-to-address-national-concerns-regarding-the-preservation-of-electronic-government-information/) highlights PEGI—the Preservation of Electronic Government Information Project. This project is a two-year initiative designed to address the growing awareness of the "serious ongoing loss of government information that is electronic in nature." Participants include the Center for Research Libraries, the Government Publishing Office, the University of North Texas, the University of Missouri, and Stanford University.

Historically, the print production workflow for government information helped ensure that content was preserved by the National Archives and Records Administration (NARA), the Government Publishing Office (GPO), and the depository libraries. Now that most government information is disseminated digitally, production workflows are variable, resulting in a larger volume of "fugitive" publications.

According to the PEGI (http://www.crl.edu/preservation-electronic-government-information-pegi) project narrative, the focus of the project is "at-risk government digital information of long term historical significance." The project proposes focusing on "activities of triage, drilling down into agency workflows ... and undertaking advocacy and outreach efforts to raise awareness of the importance of preserving digital government information." The project intends to undertake a comprehensive environmental scan, provide recommendations for information creators, and create an educational awareness and advocacy program.

A final goal is to create a PEGI Collaborative Agenda to identify collaborative actions that will "make more electronic government information public, preservable, and preserved in multiple environments that include distributed sites in academic libraries and other heterogeneous locations that are indexed, contextualized, and usable."

Information technology

Library Systems Report 2017

Marshall Breeding released the *Library Systems Report* earlier this month. This report "documents ongoing investments of libraries in strategic technology products made in 2016." It lists any mergers and buyouts for 2016, as well as looks into open source ILS (Integrated Library System) products. A survey requesting details about vendor's organization, sales performance, and narrative explanations of accomplishments provided the data for this report. It also includes information taken from press releases, news articles, and other publicly available information. Breeding sums up the overview of the report in his first paragraph:

> The library technology industry has entered a new phase: business consolidation and technology innovation. Development of products and services to support the increasingly complex work of libraries remains in an ever-decreasing number of hands. Not only have technology-focused companies consolidated themselves, they have become subsumed within higher-level organizations with broad portfolios of diverse business activities. The survivors of this transformed industry now bear responsibility to deliver innovation from their amassed capacity. Modern web-based systems delivering traditional library automation and discovery capabilities are now merely table stakes. Real progress depends on building out these platforms to support the new areas of service emerging within each type of library.

The full *Library Systems Report* is available at https://americanlibrariesmagazine.org/2017/05/01/library-systems-report-2017/.

The Idealis, an Open-Access Journal for Library and Information Science Research

"High-quality, library-related scholarly communication research has been historically difficult to discover. The Idealis aims to fix that."

A new open-access journal, *The Idealis*, has this statement under the heading "Liberating Research" on the homepage of their website at https://theidealis.org/. The journal's founding editors, Stacy Konkiel, Nicky Agate, and Lily Troia, gather the "very best scholarly communication literature from across the web, working with authors to make their research available, ensuring that librarians are connected to excellent research that's relevant to their work" (from About section at https://theidealis.org/about/).

Their current focus is limited to academic librarians interested in scholarly communication, but the journal intends to broaden the scope to other areas of librarianship as well. In their "Discover" section at https://theidealis.org/discover/, they offer a long list of essays and articles with wide ranging topics including Orcid annual report, humanities and social science creative commons, evolution of scientific communication, social media, and others. They plan to expand past articles to "create a carefully curated journal full of research that is relevant first and foremost to the needs of library practitioners" with "difficult to access research in all forms–articles, books, code, data sets, presentations, white papers, and more." You can subscribe at https://theidealis.org/subscribe/ for new research alerts, submit library-related research at https://theidealis.org/contact/, or apply to be an editor at http://theidealis.org/apply-editor/.

The full post by Lee Skallerup Bessette is on the *Chronicle of Higher Education* blog: ProfHacker at http://www.chronicle.com/blogs/profhacker/introducing-the-idealis-an-open-access-journal-for-library-and-information-science-research/63807.

Supporting other law school departments with the ILS

Brian T. Johnstone has an article in the March 2017 *Computers in Libraries* about setting up his ILS, SirsiDynix, to support lending from the art department at his university. It is not a directly applicable situation, but it certainly got me thinking about ways we can support other law school departments. He was able to create a "mini library" using his ILS; one obvious challenge to overcome is setting up the resources so they are not lost or become clutter in your discovery layer.

As we think about ways to collaborate with other law school or organization departments, ideas like this keep our creativity going. We just need to be careful with how we go about it so it is actually useful to the new group without making life more difficult for our existing patrons.

Open Access Legal Research Repository, LawArXiv, Launched

The movement toward open access continues in legal research with the launch of LawArXiv. LawArXiv will provide open source, open access archives for legal research. This non-profit venture provides a platform owned and controlled by the scholarly legal community. LawArXiv will accept preprints and post prints where the author has the copyright on their work.

The Legal Information Preservation Alliance, the Mid-American Law Library Consortium, NELLCO, and the Cornell Law Library, with the Center for Open Science (COS) providing the technological infrastructure via its Open Source Framework, jointly developed the LawArXiv repository. The COS platform also serves as a preprint service, allowing organizations to control their branding, licensing requirements and taxonomy.

COS has established a preservation fund of $250,000 to ensure the archive will survive for at least 50 years should the COS be forced to curtail its operations.

For more information, see the COS press release (https://cos.io/about/news/center-open-science-releases-another-branded-preprint-service-lawarxiv/) or visit the LawArXiv site (http://lawarxiv.info/).

NMC 2017 Horizon Report

The New Media Consortium (NMC) recently released the *2017 Horizon Report for Libraries*. The report identifies trends, challenges, and developments in information technology related to academic libraries. While the focus of the report is toward traditional research institutions, there are some relevant takeaways for academic law libraries.

One of the more relevant identified trends for academic law libraries is the rethinking of library spaces. As students rely less and less on physical holdings for research, libraries are opening areas for active learning and collaboration. While this trend is nothing new in academic libraries, it continues to accelerate across all libraries.

Other identified trends include:

- Cross-institution collaboration
- Evolving nature of the scholarly record
- Patrons as creators
- Research data management
- Valuing the user experience

One of the challenges identified facing information technology in libraries is adapting organizational structure and workflows to the new technological realities. The rapid pace of technology changes often leads to steep learning curves from staff and a resistance to keep up. Other challenges listed in the report are:

- Accessibility of library services and resources
- Improving digital literacy
- Maintaining ongoing integration, interoperability, and collaborative projects
- Political and economic pressures

The full report is at the NMC web site (http://www.nmc.org/publication/nmc-horizon-report-2017-library-edition/).

Top Information Technology (IT) Challenges for Higher Education

In January of 2017, EDUCAUSE released its Top 10 IT Issues report for 2017. This year's report focuses on issues that affect student success at higher education institutions. Academic IT organizations support a wide array of users with drastically varying demands and needs. As colleges and universities must do more with less, student success is a key indicator for measuring the cost and value of higher education. The top IT issues identified were broken into four separate themes: (1) IT foundations; (2) data foundations; (3) effective leadership; and (4) successful students. The full list of issues and their descriptions are:

1. *Information Security*: Developing a holistic, agile approach to reduce institutional exposure to information security threats.
2. *Student Success and Completion*: Effectively applying data and predictive analytics to improve student success and completion.
3. *Data-Informed Decision Making*: Ensuring that business intelligence, reporting, and analytics are relevant, convenient, and used by administrators, faculty, and students.
4. *Strategic Leadership*: Repositioning or reinforcing the role of IT leadership as a strategic partner with institutional leadership.
5. *Sustainable Funding*: Developing IT funding models that sustain core services, support innovation, and facilitate growth.
6. *Data Management and Governance*: Improving the management of institutional data through data standards, integration, protection, and governance.
7. *Higher Education Affordability*: Prioritizing IT investments and resources in the context of increasing demand and limited resources.
8. *Sustainable Staffing*: Ensuring adequate staffing capacity and staff retention as budgets shrink or remain flat and as external competition grows.
9. *Next-Gen Enterprise IT*: Developing and implementing enterprise IT applications, architectures, and sourcing strategies to achieve agility, scalability, cost-effectiveness, and effective analytics.

10. *Digital Transformation of Learning*: Collaborating with faculty and academic leadership to apply technology to teaching and learning in ways that reflect innovations in pedagogy and the institutional mission.

The EDUCAUSE "Top 10 IT Issues" are available at https://www.educause.edu/research-and-publications/research/top-10-it-issues. The full article is available at http://er.educause.edu/articles/2017/1/top-10-it-issues-2017-foundations-for-student-success.

Chrome Browser Extensions for Librarians

Google's Chrome browser has gained immensely in popularity, with more than half of the global browser market according to W3Counter (https://www.w3counter.com/globalstats.php). Browser extensions that allow users to add functionality to their browsing experiences are readily available from the Chrome Web Store (https://chrome.google.com/webstore/category/extensions), and most of these extensions are free.

Library Technology Launchpad has identified six Chrome extensions that will be of particular interest to librarians:

- Adobe Acrobat (convert webpages to PDF)
- DOI Resolver (access resources via a DOI)
- Google Scholar Button
- Grammarly for Chrome
- Library Extension (to find books in a local library)
- Wayback Machine (automatically access a cached page from a 404 error)

Of particular interest to Technical Services librarians, the DOI Resolver and Google Scholar extensions may help in accessing article or e-book content for cataloging or acquisitions purposes, while the Wayback Machine is useful for locating those helpful cheat-sheet sites that have suddenly vaporized.

The full post is at http://libtechlaunchpad.com/2017/02/21/6-chrome-browser-extensions-every-librarian-needs/.

Local systems

UXF: User Experience Friction at the Library

A recent post on Designing Better Libraries takes aim at user experience friction. According to the definition from The Pfeiffer Report, UX friction is "basically anything which separates the device we use from that ideal user experience," and "is the slow-down … that occurs when the user experience of a device deviates from our expectation or knowledge" (http://www.pfeifferreport.com/v2/essays/understanding-user-experience-friction/).

Web page designs cause UXF with unnecessary steps or poor and/or specialized verbiage. Library catalogs and discovery systems often use specialized terminology to indicate material statuses (e.g., "in transit"). Additionally, customers seeking materials for current use typically need to wade through listings of materials of varying availability, and these customers may not realize that a physical item is not actually available in their current location until after they have sought it out on the shelf.

Basic steps to reduce friction include:

- Reducing anxiety
- Removing avoidable steps
- Mitigating context switching

To read the full post, visit http://dbl.lishost.org/blog/2017/03/22/uxf-wheres-the-friction-at-your-library/.

Management

Measure the Future

Many of us are familiar with the myriad needs for statistics—reporting to outside agencies; making the case for more staff/space/money to our administrators; making the case for retaining the staff/space/money we have to our administrators; internal space, service, and collection planning ... the list goes on. We are also familiar with the limitations of our current statistical gathering methods. That is one of the reasons I was excited to learn about Measure the Future, a project from Jason Griffey—it will allow us to place sensors in various places around the library to measure the volume and flow of traffic while protecting patron privacy. The sensors are ours once purchased, and the project has a strong open-source ethos. We plan to start using it soon, and I hope others are able to take advantage of it as well.

ALCTS Webinar Series: re-envisioning technical services

I have been watching the webinar series "Re-envisioning Technical Services," from ALA's Association for Library Collections & Technical Services (ALCTS), for the last few weeks. As a manager of a technical services department, I have come to realize that skills are vital and difficult at the same time: I have to ensure the people I hire have the right skills, keep up with skills training for the department, and maintain my own skillset while functioning as a manager. In the second webinar, "New Resources on Staff and Leadership Development in Technical Services," Cory Tucker discussed a survey he had done with colleagues that included information about the skills most needed for essential technical services functions and whether new graduates are coming out of library school with those skills. Overall, the findings indicated that new hires did have the skills necessary to work in technical services; however, there are always areas in which people can improve. The next webinar, "Case Studies: Residencies, Peer Training, and Succession Planning," offered concrete suggestions for skills training. The residency model is intriguing, but probably not practical for many libraries. In this model, recent graduates spend a year as a "resident," working on discrete projects. Peer to peer training is more practical and probably already happening, at least informally, at most libraries. We use it at Boston University to help train our public services staff on back end systems so they can see more information about resources; we also use it to help staff who are currently in library school learn more about different library functions.

It is not too late to register for this webinar series, and I would recommend it to anyone trying to think strategically about their technical services departments. As presenter Jacob Nadal noted, technical services managers need to be managers, experts in our fields, and inspiring leaders. This webinar series is one way to help with that.

Preservation

Who's Responsible for Digital Preservation?

In response to concerns or as staffing levels change, many libraries are currently being restructured and rethought to support new campus goals. That does not mean that our core functions change—we are still here to describe materials, provide access to items in a variety of formats, and assist or manage the preservation of materials. What is less clear as we move forward is this: who is responsible for what, especially when it comes to digital preservation? Should that the library handle it? Or should it fall under the realm of the IT department, a different department within your institution, or even an external department or company? These questions are hard enough to answer, but as we take on new roles, both comfortable and unfamiliar, finding the solution has become even more challenging.

To help answer those questions, Harvard Library's Digital Repository Service (DRS) has recently produced and shared documentation on the management of digital assets. There is a blog post available at http://blogs.loc.gov/thesignal/2017/04/who-does-what-defining-the-roles-responsibilities-for-digital-preservation/?loclr=eadpb describing the process of developing documentation, and the full document is available on the DRS Wiki (https://wiki.harvard.edu/confluence/pages/viewpage.action?pageId=204385879).

TSLL EDITORIAL POLICY
Technical Services Law Librarian (ISSN 0195-4857) is an official publication of the Technical Services Special Interest Section and the Online Bibliographic Services Special Interest Section of the American Association of Law Libraries. It carries reports or summaries of AALL annual meeting events and other programs of OBS-SIS and TS-SIS, acts as the vehicle of communication for SIS committee activities, awards, and announcements, as well as current awareness and short implementation reports. It also publishes regular columns and special articles on a variety of topics related to technical services law librarianship.

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Publication Schedule

Issues are published quarterly in March, June, September, and December.

Deadlines (each vol/year):

no. 1 (September).............August 21st
no. 2 (December) ....November 21st
no. 3 (March) ....February 21st
no. 4 (June)............................May 21st