

# TECHNICAL SERVICES LAW LIBRARIAN

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## *Program Report*

### **Telling Your Story: Using Metrics to Display Your Value**

*David Sanborne  
Cook County Law Library*

This program focused on how law libraries can use metrics to create narratives that emphasize the library's value to their organizations. In the introduction, moderator Wendy Moore discussed how because more organizations are demanding outcome-based metrics, libraries should consider the purposes of the metrics they collect, asking themselves if they could only report five metrics, what would they be? She emphasized that it was important to distinguish metrics from benchmarking. Moore then identified four steps to good metric use: identify data, prioritize data, track data, and communicate that data; she then suggested that librarians often do not sufficiently emphasize the communication step.

After the introduction, three speakers presented, representing law firm, law school, and government perspectives on the issue. The first was Steven Lastres of Debevoise and Plimpton. He argued that it is important for libraries to align their metrics with the strategic plan of the organization, to tailor the granularity of the data to fit the organization, and to use metrics to show how the library benefits the business interests of the firm. Metrics are available to emphasize the skills and expertise that librarians bring to the table. He emphasized that it is important that metrics are relevant to the wider institution, not just the library.

Lastres recommended that firm librarians take advantage of marketing and financial systems. As firm librarians become more embedded in law practice management, these systems can be used to gauge the impact of embedded librarians, enabling librarians to justify library budgets with quantitative data. Lastres argued that metrics should also support the impact of librarians on the business of law, not just the practice of law, and monitoring software is an effective means of getting that data. He claimed that resource utilization data can be a powerful bargaining tool when negotiating contracts.

Lastres emphasized that metrics derived from tracking software allow librarians to identify the top users of each tool. Then, the librarians can reach out to those users to evangelize to their coworkers, allowing staff who know the library well to do internal marketing without requiring significant investment from library staff. He emphasized the importance of making sure that metrics are always contextualized. Using metrics to supplement a narrative helps the library justify

*Continued on page 26*

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Classification:

Aaron Kuperman

Collection Development:

Adrienne DeWitt

Description & Entry:

Jesse Lambertson

The Internet:

Wilhelmina Randtke

Library Metrics:

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Management:

Beth Farrell

MARC Remarks:

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OCLC:

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TechScans:

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# Online Bibliographic Services Special Interest Section

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“Stand on the shoulders of giants” –Google Scholar

I take up the reins as Online Bibliographic Services Special Interest Section (OBS-SIS) Chair with a mixture of excitement and trepidation—excitement at the opportunity to build on the work of previous chairs and trepidation that I might not be quite up to the challenge. It is my great privilege to pick up where Jennifer Noga left off. Under Jennifer’s leadership, OBS was able to develop excellent programming for Annual Meeting 2018, contribute to the association-wide effort to continue support for the American Association of Law Libraries (AALL) liaisons to American Library Association (ALA) standards committees, and initiate an effort to reframe the OBS-SIS’s mission to better serve the needs of our members. I am grateful Jennifer will be continuing on the board as immediate past chair. Additional thanks are due to Marjorie Crawford as 2017/2018 immediate past chair, especially after serving two terms as chair. The impact of her continuing contributions cannot be understated. Our members at large, Patty Alvayay and Jason LeMay, took the lead in, respectively, organizing another successful series of Alphabet Soup dine-arounds and developing and staffing the OBS display area in the Annual Meeting exhibit hall. I am looking forward to working with the 2018/2019 OBS Executive Board Vice-Chair/Chair-Elect Jessica Pasquale, Past Chair Jennifer Noga, Secretary/Treasurer Kevin Carey, and Members at Large Jason LeMay (2017/2019), and Barbara Szalkowski, (2018/2020). I am certain we will make a great team.

The OBS-SIS Education committee, chaired by Jennifer Noga, facilitated two successful program proposals for Annual Meeting 2018. *Manipulating Data with OpenRefine* and *APIs: What They Are and How to Use Them* were well received; our OBS-SIS Hot Topic Forum “*When Systems Change*” provided a spirited conversation centered around systems migration issues. Session recordings and/or supplementary materials are available from AALLnet at [https://www.aallnet.org/annual\\_meeting/aall-2018-baltimore/](https://www.aallnet.org/annual_meeting/aall-2018-baltimore/).

As I write this, the Annual Meeting Program Committee’s (AMPC) IdeaScale crowdsourcing platform to develop “must have” program ideas has just closed. There are many interesting program ideas for Annual Meeting 2019, including further exploration of OpenRefine, a deep dive into regular expressions in MarcEdit, experimentation with application programming interfaces (APIs), “artificial intelligence,” the RFP (Request for Proposal) process, and new library systems. We expect an announcement of “must have” themes and the formal call for proposals in early September. See <https://www.aallnet.org/conference/resources/proposing-a-program/proposal-process-timeline/> for a snap shot of the 2018/2019 program-planning calendar. Your OBS-SIS Education Committee will do their utmost to facilitate submission of successful program proposals in areas of interest to OBS members. I encourage each of you to consider what you might be able to contribute as we develop programming for Annual Meeting 2019.

Finally, special thanks are due to the members of the OBS-SIS Special Committee on Repositioning: Jason LeMay (Chair), Barbara Szalkowski, Elizabeth Manriquez, and Marijah Sroczyński. They drafted a revised object statement for the OBS-SIS, below, approved unanimously at our business meeting in Baltimore. Their work will form the foundation of OBS-SIS’s effort to refocus and better serve our members. The Executive Board will be looking to the membership for guidance and feedback as we move forward with this initiative.

The object of the Online Bibliographic Services SIS shall be:

- To provide a forum for the exchange of ideas and information on the use and capabilities of metadata, electronic resources, and library systems (defined to include library resource management systems, discovery systems, and bibliographic services and utilities); and
- To explore ways that emerging technologies can be integrated with library systems and how these changes affect libraries and librarians; and
- To communicate the concerns of its members to the governing bodies of those systems; and
- To foster communication between all types of law librarians to explore ways to improve access to information for users; and
- To represent its members’ interests and concerns within the AALL.

*Jacqueline Magagnosc  
Cornell University*

## **T**echnical Services Special Interest Section

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I always find the American Association of Law Libraries (AALL) Annual Meeting exhilarating, inspiring, and exhausting. There are so many people to talk to, so many ideas to hear about, so many sessions and meetings to attend, even so many things we wished were done differently! It was good getting to see and connect with Technical Services Special Interest Section (TS-SIS) members in Baltimore. As usual, I returned from AALL with ideas to implement, products to explore, and networking connections to build on—but then real life caught up with me, and I had to set aside most of those ambitions.

Many of you who attended AALL might have experienced the same thing. Or perhaps you did not go to the conference at all and wonder what you might have missed. That is why the September *Technical Services Law Librarian* is always my favorite issue of the year. I love reading all the recaps and getting inspired all over again.

As you read over the write-ups of sessions, hot-topics, and meetings, be thinking about what educational offerings TS-SIS could be offering, not just at next year's meeting, but also throughout the year. The TS-SIS Professional Development Committee, co-chaired by Trina Holloway and Julie Stauffer, needs to hear your ideas for webinars and discussions we could host that would be relevant for your work and professional growth.

Our renamed TS-SIS Standing Committees, Metadata Management (formerly Cataloging and Classification) and Resource Management (formerly Acquisitions, Preservation, and Serials), are adding new members now and throughout the year. If you want to get involved in the work and discussions these groups undertake, get in touch with the co-chairs for each standing committee to join their My Communities forums. Metadata Management is co-chaired by Keiko Okuhara and Jesse Lambertson while Resource Management is co-chaired by Pat Roncevich and Catherine Bye.

During my years in AALL, I have learned that participation is crucial. Very few people actually offer ideas, feedback, questions, or nominations when asked. Which means when you do, your voice has much more weight. Will things change the way you hope? Will that person you nominated be elected? Not always. But not being engaged guarantees that you will not be heard. This may surprise some of you, but as a SIS chair, my ideas, nomination suggestions, conference feedback, etc. do NOT carry special weight or significance. AALL Headquarters, Executive Board, AMPC (Annual Meeting Program Committee), CRIV (Committee on Relations with Information Vendors)—they would rather hear from 20-30 of you than me alone. I challenge each of you to not delete email calls for nominations or assume someone else will take care of submitting questions relevant to technical services to an AALL Executive Board candidate call in, but instead, speak up and be heard. Together, we are all the voice of technical services in AALL!

*Wendy Moore*  
*University of Georgia*

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### **TS-SIS Marla Schwartz Education Grant Write-Up**

*Aaron Retteen*  
*Texas A&M University*

As a new law librarian, the 2018 American Association of Law Libraries (AALL) Annual Meeting in Baltimore, Maryland was my first Annual Meeting experience, and I am convinced attending this conference was beneficial for both my personal and professional growth. I am grateful to the Technical Services Special Interest Section (TS-SIS) for awarding me the Marla Schwartz Education Grant, which made it possible for me to travel to Baltimore and participate in the full spectrum of programming offered. I am also very fortunate to have supportive colleagues at Texas A&M University School of Law who, based on their past positive experiences, encouraged me to participate in the Conference of Newer Law Librarians (CONELL) and who helped me navigate the rich and diverse programs and events that made up this year's conference schedule.

Attending the conference with colleagues who are already embedded within the AALL community really helped me to break out of my shy shell and hit the ground running with service opportunities. Since I arrived in Baltimore on the first

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day attendees could pick up conference badges, I helped volunteer at the registration kiosk by preparing and handing out tote bags and badges. As a new face at AALL and within the profession, I found this to be a great way to introduce myself to many people and start building up my professional network.

After settling into the conference hotel and meeting up with colleagues from other institutions, it was time to gear up for CONELL. The day was packed with helpful information provided by a slate of people participating in the AALL community at different levels. It was a perfect occasion to ask questions of and get answers from people who were all at one point also early career law librarians. The concurrent group sessions featured a marketplace for attendees to learn about different groups within AALL and a speed-networking event for CONELL attendees to meet and network with each other. For me, these events were great successes, and I thoroughly enjoyed getting to know my fellow CONELL attendees, exchanging business cards, and building up future professional connections. On top of all of this, we ended the day with a wonderful educational bus tour of the city of Baltimore, which will stay with me as a highlight of my whole conference experience. I will definitely be recommending CONELL to other new law librarians, as I genuinely believe it is a great way to learn about AALL and catalyze involvement within the organization.

Directly following CONELL, I had the pleasure of attending the Black Caucus of AALL (BCAALL) Annual Dinner with one of my colleagues, which was one of the best dinners I have ever had, full of great people, delicious food, and thought-provoking conversation on the state of our information ecosystem led by the keynote speaker Dr. Renate Chancellor. The members of BCAALL were so friendly and welcoming, and this dinner led to me becoming motivated to attend the BCAALL Business Meeting and being appointed as the BCAALL Webmaster. I am so excited to bring my years of web design and programming experience to the table for the benefit of BCAALL and thankful for being so widely accepted into an amazing group of people.

Sunday, Monday, and Tuesday were the core substantive programming days for the Annual Meeting, and I have to admit it was at times difficult to choose what to attend because many concurrent events interested me. I have since learned that AALL makes available on-demand recordings for conference attendees who may have missed an event, so I am looking forward to virtually “going back” to the Annual Meeting to catch the sessions I had to miss out on in person. All of the events covering substantive topics were interesting and engaging, and I left each event feeling educated and empowered. While learning new things and reinforcing older ideas was one of many great takeaways from the conference for me, my favorite part of the Annual Meeting’s programming was the roundtables and events that allowed me to personally interact with other law librarians, such as the Law Repository Caucus Meeting, TS-SIS Meet & Greet, BCAALL Business Meeting, Computing Services (CS-SIS) Breakfast and Business Meeting, and Professional Engagement, Growth & Advancement (PEGA-SIS) socials and mentor matching opportunities. I thoroughly enjoyed these opportunities to “talk shop” with fellow law librarians, as I could share my own experiences, projects, and goals, and benefit from listening to everyone else’s experiences and perspectives. This is, to me, an invaluable aspect of attending the AALL Annual Meeting in person, surpassing what is possible through online events like webinars.

This conference was also my first experience roaming an Exhibit Hall dedicated to law librarianship, and it was enlightening to see the wide array of products and services being offered. In particular, attending the AALL Annual Meeting provided me the opportunity to meet in person and foster better relationships with the vendor representatives I had previously only known through e-mail and phone calls. Opportunities to make personal connections with professional contacts are invaluable, and my institution is already benefiting in myriad ways from these interactions.

Attending my first AALL Annual Meeting as a newer law librarian has been one of my favorite experiences of my early professional career. Being awarded the Marla Schwarz Education Grant made travelling to the conference possible for me and enabled me to hit the ground running in the law library profession by meeting new people, learning new things, and becoming an active part of AALL. I am sincerely thankful for this opportunity, and I look forward to contributing to our profession in the future.

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## Workshop Report

### Yael Mandelstam's 'Magic of MarcEdit' workshop—a proper write-up

Jesse Lambertson  
Georgetown University

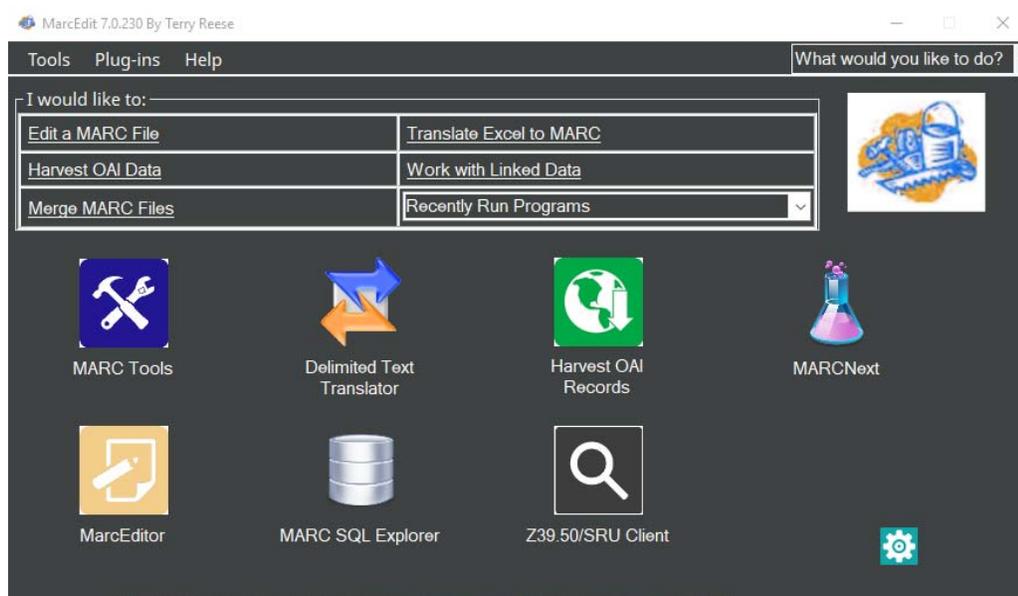
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Yael Mandelstam, Head of Cataloging & Metadata Services at Fordham University School of Law, presented on a range of workflows and learning scenarios to get deeper into MarcEdit as a tool for efficiency and for manipulating data in multiple ways.

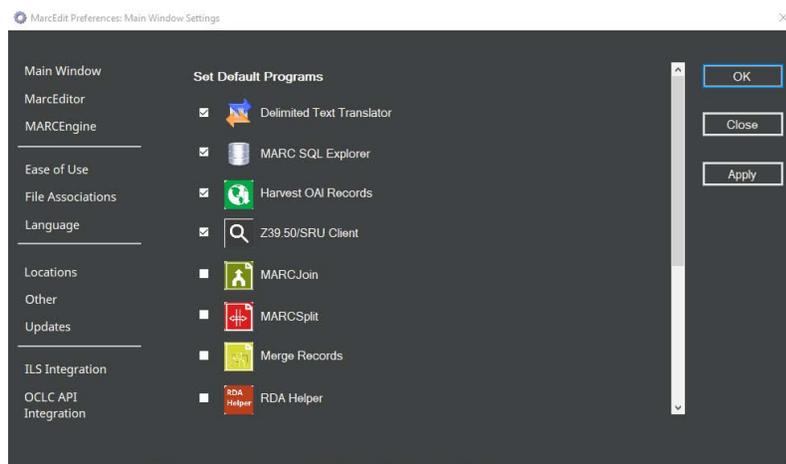
This was my second such all-day workshop for MarcEdit—but each person has taken completely different tracks, which suggests how many things a metadata person can accomplish with one piece of software.

She started out with main window views of MarcEdit.

*[All screenshots are from my local MarcEdit – which may be using a different theme]*



And Settings...



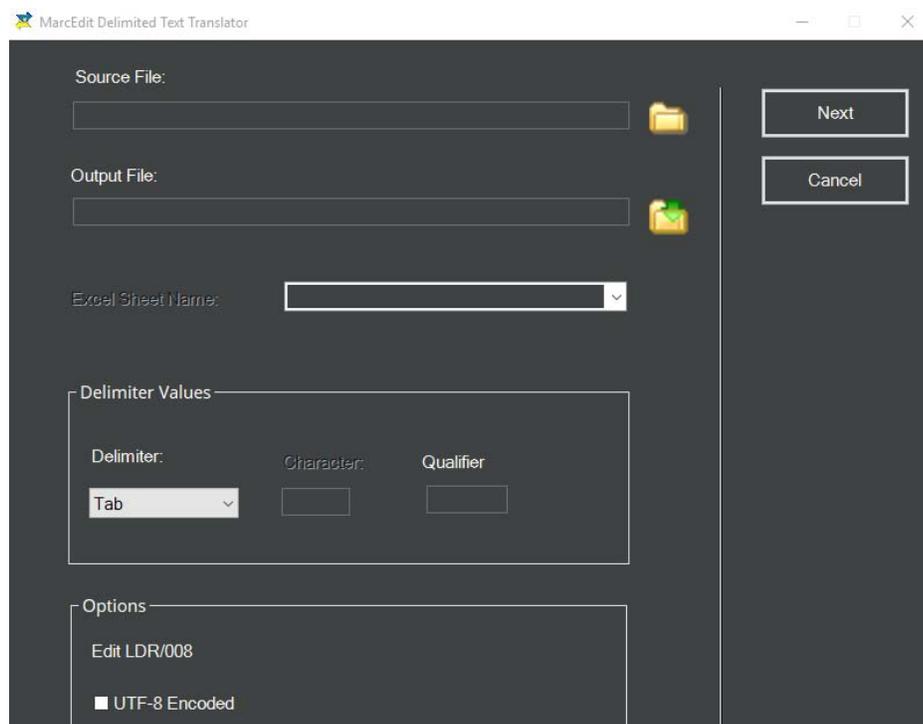
Yael handled two key overlapping steps in early part of the workshop: how to combine or split files along some criteria AND renaming files coming from Sierra. She specifically was dealing with Sierra data, so she demoed the process (external to Sierra) by which one changes the Sierra default file extension (.out) to the standard binary (.mrc) in order to work in MarcEdit (although, this could also be changed to .mrk and then recompiled back into a .mrc file).

And, of course, after records have been pulled from an integrated library system (ILS) and edits have been made at scale, then one can use MarcEdit's MARCValidator to check structure of the edited file and even apply *Resource Description and Access (RDA)* fields to one's record set.

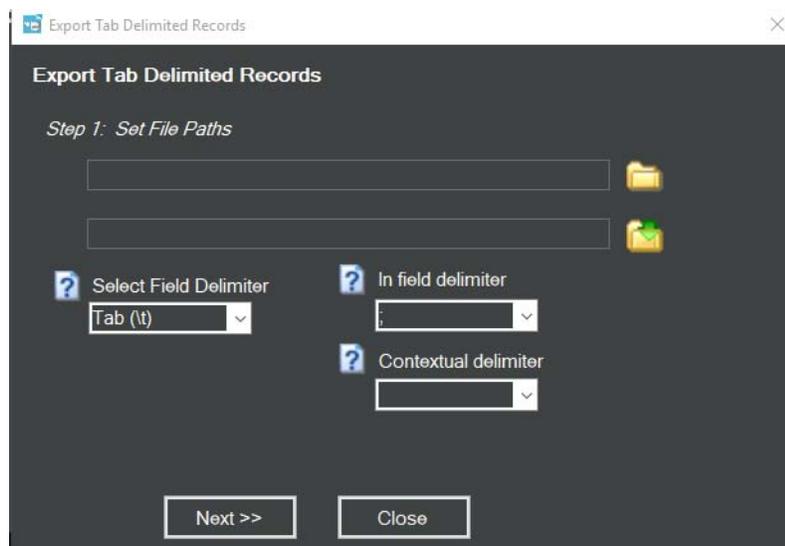
There are just SO MANY edits and match changes one can do with MarcEdit:

- Copy field content from one to another
- Delete duplicate fields or fields with specific strings
- Delete fields
- Edit subfield content (or add missing subfield content)
- Use regular expressions (regex) to manipulate data in super granular ways unavailable to the larger-scale (out of the box) batch tools (more on regex later)

One of the very new things for this author was the use of the tab delimited import/export process—which I had always seen but never needed (I hope...).



AND...



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Yael’s example (from KBART) suggested the vendor sends a spreadsheet of data—which may be friendly and easy for non-catalogers to organize metadata for all types of content, but for catalogers, we need something structured differently.

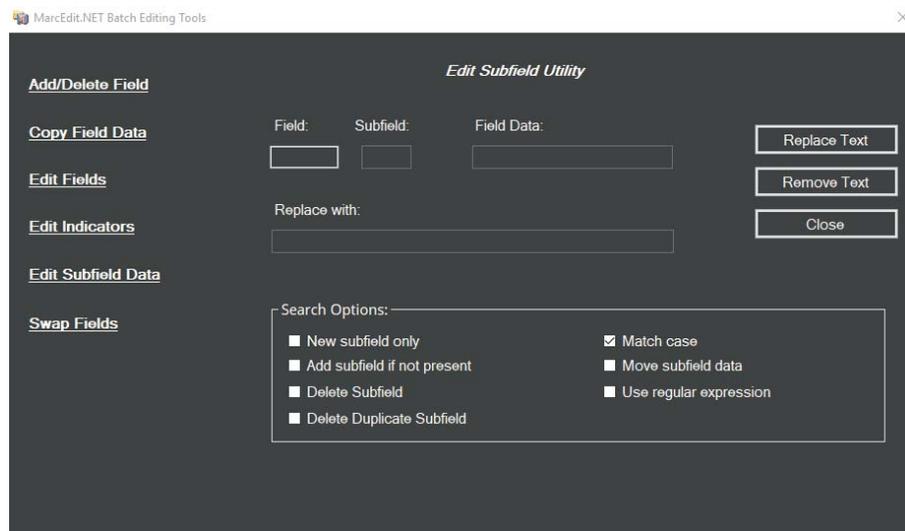
The above images relate to the process by which tab delimited data be configured to “crosswalk” from spreadsheet data to simple Marc data (friendly for one’s ILS – not for contribution to OCLC or anything...).

I could go on and on about the various things Yael covered, such as the creation and tweak of task lists (even the exporting of task lists to a backup), but the really challenging (and new for me) MarcEdit attribute through the day was its ability to manipulate data at scale and granularly with the use of regular expressions (regex).

What are “regular expressions,” one might ask?

Well, in the event that the batch tools in MarcEdit (which are legion) cannot help, then regular expressions are the next thing (other than running something like Perl or Python, etc.), and this is great because any tool can be set to work with regular expressions.

The option just needs to be “ticked” before running the operation:



When this option is needed, lots of amazing changes can be made.

For instance:

- You can look for patterns using such characters as \*, which means you are asking the script to match whatever precedes it) ‘0’ or more times.
- If we use a combination of sets of patterns, say, (http\*) or (written by\*), after making changes, such as updating URLs to SSL or editing some consistent typo as noted above, we refer to the interactions of these operations by these defined match patterns, \$1 (edits) and \$2, when we are combining these matched patterns.

There is A LOT to learn with REGEX, but Yael shed some necessary light on them for me personally.

It was a well-spent, mentally engaging day.

Big thanks to the whole group of attendees who contributed to the learning at the University of Maryland, Francis King Carey School of Law (at which the workshop took place).

Feel free to contact me if you want to discuss or learn further: Jesse A. Lambertson, jal360@georgetown.edu.

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## John Waters Keynote Address AALL 2018

Michele Pope  
Loyola University – New Orleans

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The keynote speaker, John Waters, is a film director who began his career making counterculture black comedy films in the 1970s and 1980s. He has authored several books, including the recent *Make Trouble*, in 2017. This year, the Baltimore Museum of Art will present a retrospective titled *John Waters: Indecent Exposure*, featuring 160 photographs, sculptures, sound works and videos created since the 1990s. Although not intended for wide release due to their bizarre and sometimes grotesque and explicit situations, his early films became cult classics. *Polyester* drew international attention and ran for 95 weeks in New York City and ten years in Los Angeles. *Hairspray* is Waters best-known work, a movie he directed, wrote, produced and acted in, which earned \$8 million in its first 1988 release. In 2002, it was adapted into a Broadway musical that ran for six and a half years, winning eight Tony awards and Best Musical in 2003. The 2007 adaptation starring a-list actors John Travolta, Michelle Pfeiffer, Christopher Walken, Queen Latifah, James Marsden and Zac Efron, earned \$200 million worldwide.

While Waters' films are also known for their extreme images, they are also hilarious and poignant, touching on topics of racism, separatism and homophobia, and challenging societal norms of freedom of expression. Waters' movies, books and stand-up comedy use humor to entice his audience and deliver his message of dissent. This year's keynote address was no less. The audience laughed throughout his forty-minute version of "This Filthy World," a longer one-man show and documentary film. Waters did not consent to having the session recorded, so my notes can only provide a glance of a memorable performance.

Waters began with a "trigger warning" that he would take us over the top. His jokes provided a venue to share his unique perspective on a swath of un-PC topics, from Trump to seniors on LSD. When Waters said he would step up and run for president, the audience roared. He would be for abortion leave, giving men time off to accompany women. While campaigning, the opening act would be the Satanic Temple choir, and he would have drag queens come out dressed as Kim Davis, the Kentucky county clerk who gained international attention when she defied a U.S. federal court order to issue marriage licenses to same-sex couples. Waters admitted he loves to use humor as protest.

An early role model and influence on his career was Kroger Babb, producer of *Mom and Dad*, a controversial exploitation film and the third highest grossing film in the 1940s. The film was condemned by the Catholic Legion of Decency and at the center of many high-profile lawsuits brought against the motion picture censorship system. The film exploited medical footage to show explicit images of women.

As for his movies, *Pink Flamingos* was his first to cause a lot of trouble, and it was also condemned by the Catholic Legion of Decency. Ironically, a rewrite of the film for children titled *Kiddy Flamingos* will be in his retrospective at the Baltimore Museum of Art this fall. *Female Trouble* was his favorite of Divine's movies. Divine was an actor, singer, and drag queen who met Waters in high school and was featured in six of Waters' early films. *Desperate Living* was a "lesbian fairytale." Lesbians were mad that a man had made the movie, but now he says lesbian groups bring it to colleges to raise money. *Polyester* was the first commercial success to which he credits Tab Hunter, a Hollywood star and 1950s heart throb. Tab took a risk making the movie which included a love scene with Divine. People were shocked that he would make a film with *those* people. Filmed in a house in Baltimore, neighbors would see an unshaven heavy man walk in and Divine running out, and it took them a while to figure out it was the same person.

Then the miracle of *Hairspray* happened in 1988. Sadly, Divine died a week after the film's release. The movie was immediately successful and then became an award-winning Broadway musical. Waters couldn't believe it was happening. In 2007, it became a Hollywood blockbuster and is the fourth highest grossing musical in U.S. history. This July, the Academy of Motion Pictures Arts and Sciences sponsored a 30-year anniversary of *Hairspray* in Los Angeles. Waters is currently working on a sequel for HBO.

And in regard to lawyers, if he could be one he would represent the guilty ones, the damned, despised and depraved. He praises Judith Clark, who fights for life sentences in capital cases. Waters fought with Maryland governor Martin O'Malley against the death penalty, and in 2013, it was repealed in Maryland. Waters has taught in Maryland prisons. The class made a movie called *Reckless Eyeballs*, which is the charge you get in prison if you give a guard a dirty look. He helped get one of his students out of prison who was serving a life sentence for a double murder. After 27 years, he got out, eventually bought a house and was hired back to work in the prison system. Books, Waters says, are the key to success. For a rehabilitated person to leave their fortune to create a prison library for other bad kids to learn how not to be bad, that is the ultimate devious rehabilitation.

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## ***Program Report***

### **Manipulating Data with OpenRefine**

*Carol Collins*  
*University of Tennessee*

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**Speakers:** Jason LeMay, Emory University; Emily Dust Nimsakont, University of Nebraska-Lincoln; Thomas Ma, Harvard Law School Library

Program sponsored by the OBS-SIS.

Jason LeMay welcomed the audience to the session, gave a brief overview of the program, and introduced the speakers. The audience learned that OpenRefine is an open source application used to identify inconsistencies, enhance, cleanup and convert data.

Emily Dust Nimsakont gave a descriptive summary of the OpenRefine software and spoke about her experiences with editing metadata. She explained that the OpenRefine website, <http://openrefine.org/>, offers documentation and download information. The audience learned that the application supports comma-separated values (CSV), tab-separated values (TSV) Extensible Markup Language (XML), Excel spreadsheets, and JavaScript Object Notation (JSON) formats. Ms. Nimsakont displayed screen shots as she described OpenRefine's functionality. She included loading data, editing data, cleaning up inconsistencies, splitting multivalued cells, clustering, transformations, and General Refine Expression Language (GREL) in the overview. She mentioned that OpenRefine works well with MarcEdit.

Thomas Ma uses OpenRefine to reconcile name identifiers for a Nuremberg Trials linked data project taking place at his library. He first demonstrated how to reconcile a list of names in an OpenRefine file against the Virtual International Authority File (VIAF). He noted that the VIAF service is not integrated into OpenRefine, so the URL must be added to the application. Despite the fact that algorithms are used in the matching process, false matches are prevalent. Mr. Ma stressed the importance of using human judgment in evaluating the computer generated matches. He examines birth and death dates along with occupational information to verify data. Next, he demonstrated how to reconcile fields in OpenRefine against Wikidata. This process is much like the VIAF process, except Wikidata is a component of OpenRefine. After the reconciliation and verification processes, he constructs the Wikidata URIs by extracting and appending the Wikidata ID to the base URL. He showed the group how to locate and place additional pieces of information such as birthplace, occupation, and death place into an OpenRefine file. He briefly mentioned that it is also possible to reconcile OpenRefine data against SPARQL endpoints such as DBpedia.

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## ***Program Report***

### **Rewriting the Rules of the Federal Depository Library Program: the Struggle to Amend 44 U.S.C.**

*Michele Pope*  
*Loyola University – New Orleans*

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Moderator Peggy Roebuck Jarrett, Head of Collection Development, University of Washington Gallagher Law Library and speaker Erik Beck, Digital Services Librarian, University of Colorado Law School, William A. Wise Law Library presented the background of Title 44 and an overview of legislative changes over the past year. Title 44 establishes the Government Publishing Office (GPO) as the agency that publishes and distributes federal government information. Chapter 19 of Title 44 governs the Federal Depository Library Program (FDLP) and establishes a partnership between federal depository libraries (FDLs) and the government. The last big change to the structure of the FDLP was in 1962. In the 1970s, law schools were added to the program. In 1993, Congress passed the GPO Access Act, which set the stage for GPO's online collection, beginning with GPO Access, FDsys and now govinfo, but it didn't change the fundamental structure of the FDLP. There was an attempt to change the law in 1998 with the Wendel H. Ford Government Publications Reform Act. Although the 1998 act didn't come up for vote, it revealed disagreements in the library community around the role of print and regional depositories. While technology has changed the delivery and access of government information, and while there have been changes to policy and practices over the years, the law governing the FDLP has remained from a previous era.

Modernizing GPO has been the topic of various government studies and countless recommendations from the FDLP community over the last 20 years. In terms of the modernization of GPO, there are three central ideas. The first is to expand GPO's publishing role beyond printing to the collection and distribution of electronic information. The second is to reestablish Congress and GPO's power to compel government agencies to deposit government documents with GPO and

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thereby reverse the proliferation of fugitive documents. The third is to grant the Office of the Superintendent of Documents (SOD) powers that allow it to more effectively administer the FDLP.

The story of this year's effort to reform Title 44 began with the appointment of Rep. Gregg Harper (R—Miss. 3rd) to the chairmanship of the Committee on House Administration (CHA). Previously, Rep. Harper had served as vice chair to the Joint Committee on Printing (JCP), responsible for oversight of GPO. Rep. Harper became familiar with issues facing GPO during his service on the JCP. His ascension to the chairmanship of the CHA gave him the power to address those issues. Last year, the CHA made it a priority to modernize GPO through reform of its governing statute Title 44.

The Senate Rules Committee and the CHA are the two committees responsible for GPO. In the winter of 2017, CHA assigned staff to study Title 44 reform and collect stakeholder feedback, from congressional hearings and comments from the depository community. The hearing called *Transforming GPO for the 21<sup>st</sup> Century and Beyond*, was conducted over four sessions in the summer and fall of 2017. The first and second sessions included testimony by former GPO Director Davita Vance-Cooks, who felt that Chapter 19 of Title 44 should be considered by Congress for reform and urged the Committee to consult with FDLP libraries to determine what changes there should be. In session three, Superintendent of Documents Laurie Hall testified on the FDLP and SOD. The Committee demonstrated an effort to collect input from the library community, including testimony by selective and regional coordinators and American Association of Law Libraries (AALL) members, who testified regarding the value that FDLP has provided to their libraries and their users, and on proposals to strengthen the FDLP. The fourth session included testimony by other stakeholders, including the CRS researcher tasked with studying Title 44.

In addition to being represented in the hearings, the Depository Library Counsel (DLC) heard over 100 comments from the FDLP community and various library organizations. Support statements included free public access to government information, securing the preservation of digital and tangible documents, updating the definition of government publications to include digital objects, the protection of user privacy on GPO's online platforms, and more flexibility for regional depositories. The cost of maintaining the historical collection has become so great that some regionals have threatened to withdraw from the program. Seeing this as one of the greatest threats to the continued health of the FDLP, it became urgent that something be done. Regionals are the backbone of the FDLP, and without them, there are limitations on what the FDLP can accomplish.

Released in December 2017, the first draft of the bill was a complete rewrite of Title 44. The bill was never introduced, but it set the table for the ideas to advocate for and resist. Objections submitted by the DLC in January 2018 included concerns that agencies would be allowed to circumvent GPO for their printing services, eliminate tangible distribution of the Statutes at Large and the Congressional Record index, and that the House and Senate could establish new publication guidelines with each Congress, potentially leading to problems of consistency. In March 2018, *H.R. 5305: The FDLP Modernization Act of 2018* was introduced and referred to the CHA and Committee on Oversight and Government Reform (OGR). Operational changes to GPO that the DLC opposed in the previous draft were not in the current bill. Every member of the CHA cosponsored the bill, except for one who failed to sign on as a sponsor before the bill was introduced but has since been publicly supportive. The SOD, DLC, AALL, American Library Association (ALA), and the Association of Research Libraries (ARL) all support the bill.

Of the 6 recommendations that AALL submitted, 5 were included in H.R.5305. The only one not included was giving grant authority to GPO to help FDLs defray the increasing cost of maintaining depository collections. The most important feature of the bill is the expanded role it creates for the SOD, including the authority to establish a national collection of free government information, requiring government offices to furnish the SOD with information dissemination products (IDPs), allowing the SOD to proactively collect IDPs that offices fail to deposit (§1722), granting responsibility for preservation and authentication of IDPs in an online repository, protection of user privacy (§§1731-1733), authorization to establish and alter FDLP policy (§1742), granting responsibility for providing training and CE programs to FDLs and the public (ostensibly through the FDLP Academy) (§1743), and power to designate and terminate FDLs (§1747). The DLC, GPO and library community are still waiting for the CHA report which will clarify how the bill should be interpreted, implemented, and how it would affect GPO. The bill hasn't moved out of the OGR.

Laurie Hall, Superintendent of Documents, U.S. Government Publishing Office, spoke on how the bill would affect GPO, the SOD and the FDLP. GPO is pleased with H.R. 5305, which provides statutory authority for current programs and GPO's *National Plan for Access to U.S. Government Information*. 17 of the 49 actions outlined in the National Plan either have been achieved or were ongoing activities operational within the Library Services and Content Management (LSCM) unit of GPO by the end of 2017. Two actions, to facilitate expansion and types of depository libraries and to have online as a format on equal par with tangibles (with some stipulations), require changes to Chapter 19 of Title 44 before they can be implemented. The only operational elements in H.R. 5305 that are not in the National Plan are gift authority to help FDLs

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preserve tangible materials and the regulatory process. H.R. 5305 amends Chapter 17 of Title 44, which covers no-fee access to government information and repeals Chapter 19 (Depository Library Program) and 41 (Access to Federal Electronic Information).

Discussions are now focused on preparations for how to proceed if the bill does or does not pass. Decisions will need to be made about what GPO is currently doing that is not in H.R. 5305. If the H.R. 5305 does pass, current library designations will remain in the FDLP for now. The SOD will be able to limit the number of selective depositories but be flexible on the types of libraries (i.e. preservation stewards) that are in the program. Regionals won't have to take tangible IDPs unless provided by the SOD. GPO is currently looking at and will have to prioritize hiring additional staff, increasing appropriations, new regulatory responsibilities, awarding contracts and establishing new processes. The old law called for regionals to provide reference service, interlibrary loan and assistance to selective with dispositions, the List of Classes, a biennial survey, inspections, and for libraries to have a minimum of 10,000 books. Since these processes and guidelines aren't in H.R. 5305, they will have to be reevaluated. The FDLP Modernization Act of 2018 (H.R. 5305) Section-By-Section Analysis is at <https://www.aallnet.org/wp-content/uploads/2018/03/2018-Analysis-FDLP-Modernization-Act-of-2018.pdf>. Up-to-date information is available through AALL's Advocates Community and Legislative Action Center.

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## ***Program Report***

### **Deep Dive: APIs: What They Are and How to Use Them**

*Brooke Moynihan Minore  
Michigan State University*

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Jennifer Noga, Wake Forest University School of Law, led off the Deep Dive by announcing the panel of speakers: Richard (Bo) Adams, Emory University, Pitts Theology Library; Lora Woodford, from LYRASIS; and Jeff Gerhard, Digital Initiatives Librarian, Georgetown University Law School.

#### **An Introduction to APIs (Basics/Overview: Getting Info with APIs) – Lora Woodford**

Lora Woodford was the first presenter, and she gave an overview of APIs—what they are and how they are used. API stands for “application programming interface” and is a computer program that helps two applications to interface with one another. Ms. Woodford explained that APIs are not new. An example you already know is the copy & paste function from Word to Outlook. APIs facilitate an interchange of information across applications. The API tells programmers how to program applications and the rules they must follow for programs to talk to one another. Web APIs perform the functions of getting, putting, hosting, and deleting data. “RESTful” APIs are the most common type you will deal with in the library setting. Libraries should care about APIs if they have content on the web and care about being able to access and meaningfully manipulate textual data on the web.

So if you want to use APIs, how do you begin? Many applications will help you use an API—you do not need to write code to use them. Then as you become more confident, you can write your own, too. Ms. Woodford demonstrated how one might access APIs using GUI applications. A GUI (pronounced gooey) is a graphic user interface. Postman & ProPublica are two kinds of GUIs. Getting information with a GUI can be relatively simple or more complex, depending on your requirements and use of the data.

#### **APIs for (Theological) Librarians: A Basic Introduction (Examples of APIs for Libraries, Pushing Information) – Dr. Richard Manly Adams, Jr.**

The second presenter was Dr. Richard Manly Adams, Jr. Dr. Adams described an API as a set of protocols, which define how to make a request. He advised that APIs are everywhere and that you should assume there are APIs that do what you need to do. Some examples of places to look for APIs for libraries include Google (which has RESTful APIs for most of its products) and MailChimp, where employers host it on their own website instead of having users go to MailChimp to use it.

Dr. Adams next posed the question of why we should care about APIs. As information professionals, we care about how to present information to patrons. Understanding the medium of information is as important for librarians as the information itself. Dr. Adams states that the future blends the role of software professional and information professional. We must embrace NEW TOOLS! In order to use another service's data for your purposes, find content that you want to pull in and display on your website (examples: weather information for your area from weather underground; bible verse of the day.)

There are many other uses for an API as well. An API will allow your library to computationally compare and analyze big data from diverse services. For example, Dr. Adams' library used bibliographic metadata to trace development of a genre. WorldCat also has powerful APIs to let you mine their metadata. Finally, Dr. Adams addressed what a librarian needs to

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learn to get started with APIs. The top three steps to take to begin using APIs are: 1) learning basic web architecture, 2) gaining some scripting language expertise, and 3) exploring what APIs are available.

### **APIs in the Law Library (Examples of APIs for Law Libraries, Constructing APIs) – Jeff Gerhard, Digital Initiatives Librarian, Georgetown University Law School**

Jeff Gerhard was the third presenter. He described how Georgetown uses APIs. Georgetown uses APIs for website content and enhanced functionality, ILS integrations, and digital initiatives. These APIs provide data for hours of operation, lists of databases, inserting JSON data to display information on their website, shelf mapping “map it” from SIERRA, and for their faculty scholarship database. Georgetown uses the SIERRA API to track digitized information. They also use APIs for digital initiatives such as reconciling and creating metadata, connecting a local database to the ILS and remote digital repositories. Georgetown also uses Internet Archive APIs, which are good for using structured data, updating content, and working with spreadsheets. Examples of this type of API include ProPublica Congress API; Google’s Civic Information API; the Federal Register; dc.gov open data initiatives; and CourtListener, which provides digitized court records and briefs. Mr. Gerhard also advised that there are many proprietary APIs: Westlaw, Ravel law, etc., which are not open content, but can be useful if you are a purchaser.

There are a few caveats and concerns to keep in mind when using APIs. You must consider the issues of management and hosting content. You must also consider reliability, security, and the regulatory environment. Finally, it is important to document the work done in creating and maintaining an API for the person who comes after you.

For more information on this presentation, including detailed PowerPoint slides provided by the presenters for this Deep Dive session, please see the supplemental materials found on the AALL website at the following address: <https://www.aallnet.org/recording/aall2018-apis/>.

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## **OCLC Update**

*Emily Dust Nimsakont  
University of Nebraska*

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The Online Bibliographic Services Special Interest Section (OBS-SIS) OCLC Update was held from 7:30-8:30AM on Monday, July 16, 2018. Eric Childress, Community Manager, OCLC Research, provided updates about OCLC-related events and products.

### **OCLC Community Center**

The OCLC Community Center started in 2015 as a place for users of OCLC products to find information about updates, talk to peers, and suggest enhancements. Currently, there are 12 communities made up of over 14,000 members, and 250 new postings every month. There is more information about the Community Center at <http://oc.lc/community>.

### **OCLC Americas Regional Council Conference**

On October 25-26, 2018, the OCLC Americas Regional Council Conference will be held in Chicago. More information about the conference can be found at <http://oc.lc/arc18>.

### **WorldShare Collection Evaluation**

WorldShare Collection Evaluation provides services that allow libraries to make collection development decisions through cooperative intelligence. Library staff are able to see what peer institutions hold in their collections when deciding whether or not to retain titles. OCLC has created some predefined groups to compare collections with, including a group of the top 10 law schools.

### **WorldCat Discovery and Search**

WorldCat Discovery is a new search interface; however, it will not be replacing FirstSearch as a way to search WorldCat. FirstSearch and WorldCat Discovery are offered together under one subscription.

The FirstSearch user interface will be getting an update. New features will include an API (application programming interface), precision searching, open web visibility, and visibility in Worldcat.org.

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## WorldShare Collection Manager

WorldShare Collection Manager lets library staff automate workflows for electronic and print items in the same place. Cataloging for batches of items can be handled through Knowledge Base collections. More information about Collection Manager and the OCLC Knowledge Base can be found at <http://oc.lc/getCM> and <http://oc.lc/kbcollections>.

## WorldShare Record Manager

WorldShare Record Manager allows for the cataloging of one item at a time. It is similar in function to Connexion, but there is no end-of-life date for Connexion at this time; both services exist right now. The online save file is shared between both services, so staff members can work on records in either of them. There is more information about Record Manager at <http://oc.lc/getRM>.

## Metadata Quality

OCLC is working on converting 260 fields to 264 fields in *Resource Description and Access (RDA)* records. Work also continues on the cleanup of duplicate records. A new project called the Member Merge Project allows OCLC members to clean up duplicates instead of reporting them to OCLC. Forty institutions are participating in this project so far, and it will be implemented on a wider basis eventually.

## OCLC Linked Data Prototype Project

OCLC has introduced a Linked Data Prototype Project, with the goal of understanding what it means to manage linked data as a community and learning what kind of ecosystem is needed to support an entity-oriented data management system. Sixteen institutions are currently participating in the project. They are working to reconcile WorldCat data with data from Wikibase and MediaWiki.

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## *Program Report*

### **Data Mining for Meaning: The Law and Corpus Linguistics Project**

*Julie Seraphina Griffith  
University of Alabama*

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Karen Selden moderated this session. The presenters were Shane Marmion (William S. Hein & Co., HeinOnline), Shawn Nevers, and David Armond (both at Brigham Young University).

Brigham Young University (BYU) Law School's Law & Corpus Linguistics Project, the Corpus of Founding Era American English (COFEA) was the example used to discuss the adaptation of linguistics practices to legal research and studies. Due to the complications of multiple variables, BYU decided to build and maintain the project in-house. COFEA is a five-year project, currently in its third year, which provides a platform for research into the meaning of words in legal sources. Shawn Nevers and David Armond attended training in order to support faculty who began experimenting with research in COFEA. COFEA covers the years 1760-1799 and currently contains over 96,000 documents and over 143,000,000 words. Whereas linguists seek to prove or disprove a hypothesis using the words and contexts for analysis, the interests of legal research are varied and can be open-ended, which means that the metadata must accommodate any type of question being asked. The software is adapted from the linguistic function to determine the precise meaning of language found in statutes via the juxtaposition of a specific word to its surrounding words. The actual meaning is determined by the context in which it is used. Lawyers and judges can therefore determine the ordinary meaning of a word through evidence of its usage. Due to so many variables and the accompanying complications, it was decided to develop the project in-house at BYU. Linguistic professors Mark Davies and Bill Eggington served on a team that included librarians, law faculty, two search engineers, and one designer.

The content came from three sources. The National Archives Founders Online (at <https://founders.archives.gov/>) contains about 85,000 records with an average size of 1,400 words, including letters that are comparable in length to emails today. The Text Creation Partnership (TCP) Evans Bibliography at the University of Michigan (lib.umich.edu) contains about 2,300 records and an average of 40,000 words. Legal materials were needed for balance, and HeinOnline met this need by sharing records at the title level. Shane Marmion stated that BYU was the first institution to request support for data mining in general. Therefore, HeinOnline shared the content while BYU built the platform for data analytics. He also stated that because every project is unique, analytics would be different for each project.

It was essential to determine what and how to tag the data, done by units of word, paragraph, page, section, chapter, or entire text. Issues included OCR quality, testing the metadata, and maintenance of the dataset(s). For example, David Armond

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stated that the error rate for students inputting the data was about 50%. When catalogers did the work, accuracy was 100% due to the catalogers' capacity to stay highly focused, remain aware of following the rules, and capacity for challenging, intellectual thinking. Testing works best with small sets that, unfortunately, will not reveal every error. Therefore, testing the metadata early and often is essential. Also, it is important throughout the process to determine issues related to authentication and to be realistic regarding the state of permanence of what is created.

The applications for research in the emerging field of corpus linguistics remains to be determined. The COFEA five year project will be completed in two years. BYU has held workshops on researching the law using corpus linguistics and will begin offering online tutorials on using COFEA this year. Stanford, Harvard, and Yale all have articles in their law reviews regarding corpus linguistics. Supreme Court Justice Clarence Thomas cites COFEA in his dissent in the *Carpenter v. United States* case regarding the phrase "reasonable expectation of privacy." This session was extremely interesting.

Recording is available at <https://www.aallnet.org/recording/aall2018-linguisticsproject/>

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## ***Program Report***

### **Special Collections Make for Special Relationships: Working with Your Institution to Bring Special Collections to the (UV-Filtered) Light**

*Liz Manriquez  
UNLV*

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Speakers: Christine Anne George, Faculty & Scholarly Services Librarian, Yeshiva University  
Heather Kushnerick, Special Collections Librarian and College Archivist, South Texas College of Law Houston  
Travis Williams, Metadata Librarian & Archivist, Louisiana State University (LSU)  
Vanessa King, Assistant Law Librarian for Special Collections, Hugh F. MacMillan Law Library, Emory University School of Law

This aptly named program, sponsored by the Legal History and Rare Books Special Interest Section (LHRB-SIS), provided clear ideas and strategies for the novice or experienced librarian to implement a special collection at their library. Each of the speakers detailed how they became the administrator of special collections at their institution and the successes they have had along the way. The speakers represented vastly different institutions, with differing levels of history, resources, and support. These varied experiences were an especially beneficial aspect of the session, as librarians from all different backgrounds could benefit from attendance.

Kushnerick, who reiterated the importance of special collections in raising the profile of libraries, both within their institution and society generally, moderated the session. She also participated in the question and answer session following the formal presentations.

Williams began his section of the session by explaining how his role was created at LSU, beginning with a storage closet of items and leading to a full time position. He explained the process of ferreting out collections from the detritus housed in the storage closet. One such success story resulted in a collection of speeches made by Paul M. Hebert, a former dean and prominent figure at LSU. A representative sample of these speeches is located on the LSU Law Digital Commons; the full collection is available to researchers upon request at the LSU Law School Library. Another successful project included digitizing old photos that were then uploaded to Flickr. Williams then relied on crowdsourcing to identify many of the people in the photos. Williams and his team were able to create coherent and valuable collections from certain items, considered castoffs for decades. Williams stressed forming relationships with alumni, faculty, donors, main campus, and current students. Through these relationships, the library is able to serve as the institutional memory for LSU.

When King took the stage, she expanded on the idea of forming relationships for the mutual benefit of the library and other important stakeholders. She recommended reaching out to the Marketing & Communications Department, Development & Alumni Relations, faculty, and others. These major stakeholders can provide materials for special collections and then benefit from the finished product. One example of this symbiotic relationship is the Centennial Exhibition. This project included both a physical exhibit and a virtual counterpart, housed in a LibGuide. A large scale project like the Centennial project can bring recognition to the law school and the library, resulting in further donations and subsequent opportunities to showcase hidden collections.

George was the last to present, building on the foundation set by the previous speakers. George reiterated the emphasis on relationships and expanded it to include other departments at the university, such as Admissions, the Office of the Dean, and

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the Office for Institutional Advancement. George began collecting student flyers on campus to document the law school as a whole, not just traditional scholarship. Once people heard about her penchant for student flyers and the purpose of her collecting, George began receiving flyers left and right from interested parties. What started as something small turned into “Operation Flyer,” which culminated in a special collection housed on their digital commons entitled “Life @ Cardozo.” Collections such as these of non-traditional items serve an important role in capturing life at the school during that time period. Libraries are the institutional memory for an ever-changing group of people, and there is value in not only the scholarly, but also the fun.

This session was well planned and executed, much like the special collections highlighted by the speakers. They discussed the importance of creating and maintaining relationships with major stakeholders; they described the techniques they employed to collect, digitize and exhibit their collections; they detailed the tools they employed to create metadata and house the collections; and, most importantly, they inspired people like myself to get into the storage closet and mine out the treasures at my library. We may not all have decades or centuries worth of historical items to showcase to the world; sometimes all we have is a closet of castoffs, but with a little creativity and gumption, we can all capture the spirit of our institutions.

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## *Program Report*

### **Compressing an Elephant: How We Shrank Acquisitions and Collections Workflows by Developing Our Own Best Practices for Operational Excellence**

*Laurel Moran  
San Diego County Law Library*

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Speaker Theodora Belniak from the Charles B. Sears Law Library at the University at Buffalo (State University of New York) opened the program by conducting an online survey of participants. The survey got the participants warmed up to the topic by asking several acquisitions-based knowledge questions on invoices, accounts, budgets, staff, open orders, and more. She then told her story of taking over the law library acquisitions department in 2011 and the challenge of entering a department where everyone knew their job well; however, there were no written workflows or procedures in place. Like many libraries, the acquisitions workflows continued on year after year even though some of the reasons for how the work was done no longer existed.

The remainder of the program focused on how this one law library reviewed workflows to become more efficient and save money. Speaker Lisa Scholl, Manager of Finance and Acquisitions at the University Libraries at Buffalo, assisted in this section of the program by offering additional insights as to how this workflow streamlining process took place.

The first advice offered for tackling institutional workflows was to ask WHY things are done the way they are in acquisitions. Also keep in mind that reviewing the processes will not be linear. In conducting the evaluation process, you need to embrace nonlinearity and follow the WHY. Before 2011, the Sears Law Library acquisitions processes were all very high touch, repetitive and heavy in terms of staff time, and workflows were often interrupted by outside issues with vendors, invoices, missing data, and more. Following the WHY led to the Sears Law Library changing a number of acquisitions processes.

The Sears Law Library acquisitions department first looked at monographs acquisition and processing. They started by collaborating with their access services department to ensure that any proposed changes to such acquisitions would be less work for everyone, and that all would benefit in the long term. Ultimately, they moved all monographs acquisitions to a purchase on demand model using their Interlibrary Loan system (ILLiad). This purchase on demand program gives the library the option to purchase an item once it is requested via ILL by a patron. Since this change, the Sears Law Library has found that they are purchasing fewer monographs: expenditures are down by two-thirds, combined with a streamlined receipt, processing, and delivery of monographs. Monograph spending was reduced from \$130,000 annually to approximately \$40,000.

The next step taken in evaluating workflows in acquisitions was to take a hard look at invoices and vendor records. Was the library getting the information on each invoice that it needed to process and pay for the item? Was the vendor related information correct? The library chose to send an email to every vendor soliciting the information needed to clean up accounts. They asked for updated contact information; information on EDI (Electronic Data Interchange); full lists of all standing orders; and requested purchase order numbers be added to all invoices. The library used Google docs to communicate between the law library and finance/acquisitions (which is run out of the Main campus library). The process was tedious but worthwhile. An entire process was formulated to clean up the fields in serials records, to set data points to track information, and to cross link orders. All vendor account numbers were cleaned up. The review removed long retired staff whose names showed up on invoices and different addresses for the same library. The Sears Law Library reduced vendor account numbers from 15-20 account numbers for some vendors to no more than two numbers for each vendor. The total number of vendors was reduced

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from 140 to 73. Open orders were reduced to 1,100. The number of print invoices received (they made a concerted effort to get electronic invoices) was reduced to five per week. The number of staff required in acquisitions went down from five to two and staff that left acquisitions transferred to other jobs within the library.

Speaker Elisabeth Umpleby offered some similar experiences from the perspective of the University of Connecticut School of Law Library.

A short question and answer period ended the program. Much discussion centered on the difficulty of Long Term Maintenance agreements in acquisitions. Sears Law Library speakers indicated that they do not entertain long-term maintenance agreements in their library.

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## ***Program Report***

### **Digitization as Choose Your Own Adventure**

*Larissa Sullivant  
Indiana University – Indianapolis*

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Presented by Jason Eiseman, Yale University Lillian Goldman Law Library; Leah Prescott, Georgetown Law Library; John Joergensen, Rutgers Law School Library.

Jason Eiseman, Leah Prescott, John Joergensen shared experiences with their respective digitization projects.

#### **Yale University Law Library experience**

At the beginning of his presentation, Jason posed several questions for those who have been anticipating digitizing their respective collections and wanted to talk about it at the end of the program:

What collection from your library you would like to digitize? What are the barriers to digitizing that collection? Who is the audience for your collection? How would you provide access to your collection? Do you outsource, or digitize in house, and why? What equipment do you use? Will you use imaging studio, book scanner, or sheet scanner?

Jason pointed out that, for him, it was not about the latest and coolest technology but about having a clear idea of the content he had to digitize, what he wanted the final product to be, and whom it would serve in the end. He also warned about the so-called “design challenges” because of potentially limited resources. His library had a very clear mission, which was “to preserve and provide access to cultural assets of intrinsic value.” They also had collection priorities, i.e., Rare Book collection, Connecticut legal history, Italian statutes and legal manuscripts.

Before they began the project, they visited several libraries in the country to see how those libraries did it.

For their project, the Lillian Goldman Law Library decided to create an imaging studio: 6’ wide X 20’ long. Because they were digitizing different sizes, they needed very high resolution, master level images. The cost of the project was \$20,000 and spread over 2 years. They used consultants to help with choices of equipment, and purchased some used and some discounted equipment for their project. Jason noted that they scanned images not just for access, but also for preservation, and they used Preservica software. For access repository, they used Hydra/Samvera architecture. Standard metadata across all Yale schools/libraries was used for this project.

#### **Georgetown Law Library experience**

The project is still ongoing. They are digitizing rare books, the *District of Columbia Court of Appeals* materials (from microform), Tokyo war crimes documents, and historical a/v materials. In terms of the equipment, they are using Kirtas Kabis I, Zeuschel OS 12002, Internet Archive Tabletop Scribe, Mekel Mach XVII for microfiche, and Mekel Mach X for microfilm. Epson Expression 11,000XL and Epson DC 70, 000 have been used for the project.

For their digitization project, they came up with an in-house staff scanning team headed by the Digital Initiatives Librarian, Digital Initiatives Coordinator, and Digital Initiatives Assistant. Every staff member give 2-4 hours per week for the project, and the students work up to 75 hours per week on this project.

The library lends scanned and digitized materials the same way they lend physical copies. At this point, they have scanned about 3,000 books, and loaned 213 digitized materials to view.

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## **Rutgers University Law Library experience**

When Rutgers approached their digitization project, they had the following concerns:

- Space concerns
- Usefulness/uniqueness of materials
- Copyright issues
- Expense

Space concerns: their shelves were full. They decided to digitize their government documents collection to free up the space.

They used the following equipment: Next Scan Flex scan (produces high quality); the cost: \$50,000.

Panasonic KV-S2026c, which does color well, works great and does not break! However, not produced any more; and the cost: \$900.

They also used “chompers” (guillotine paper cutters), which they bought on EBay for \$250, and they can cut up to 500 pages at a time.

Rutgers University Law Library has very high scanning standards: for government documents—600 dpi bitonal, which makes the material quite readable; for Constitutional documents—300 dpi grayscale.

Metadata standards: they used Dublin Core based on existing MARC records. John noted that the majority of the cost was metadata work, not scanning. They had MARC records already with essential content metadata in them; however, technical images metadata was new and needed to be created.

Rutgers also used student workers to scan, which made the project cheaper. They also had quality control in place to check all scanned images. To enable their server to host dynamic websites and web apps, they installed a “LAMP” stack (a group of open source software). This term is actually an acronym, which represents the Linux operating system, with the Apache web server.

Initially, the speakers wanted to engage the auditorium in discussion on scanning projects at the end of the program, but they ran out of time.

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## ***Program Report***

### **Oh No, Not This Renewal Again: Using Electronic Resource Management to Take Control of Your Acquisitions**

*Jen Fell  
Sacramento County Law Library*

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As the shift from print to electronic resources continues to transform the landscape of legal information, this program’s panelists, Stacy Pangilinan of DLA Piper and Constance Ard of Hogan Lovells, shared ways in which they have adapted their acquisitions practices in order to better collect, organize, and deliver much-needed data on the resources they manage. Introducing the panel and the topic, moderator Anna Forsher of HBR Consulting pointed out that developing acquisition workflows that are not only productive but also efficient and data-driven can be daunting, especially given current challenges such as information overload, budgets under scrutiny, and multi-office acquisitions departments. Over the course of an hour, the panelists demonstrated that effectively implementing electronic resource management (ERM) could have a dramatic and sustained impact on acquisitions workflows, the measurement and presentation of key metrics and information to stakeholders, resource evaluation, and budgetary planning. ERM is comprised of several elements, including: the organization and synthesis of key information; the measurement of key metrics; historical background and future planning; operational efficiency; improved responsiveness; and team cohesion.

Before making any big changes, both panelists recommended reviewing all aspects of the library’s current practices involving resource subscription management. In addition to evaluating various workflows surrounding cancellations, renewals, and new purchases, it is also helpful to identify stakeholders, decision-makers, content experts, users, and the information managers themselves. The logistics of this step can be tricky: Pangilinan describes how, spread across the country in several offices, her team finally decided to “get everyone in a room” and hash out, over the course of two days, the way things were and the way they wanted them to be. Ard’s approach was slightly different because she had just come into the job, so she and her team began questioning the practices in place by asking, “How and why?” This step’s approach will depend on the library’s size, staff, and allocation of resources.

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Creating new processes first requires identifying solutions to current problems. Use the review to identify any challenges that your team is facing and brainstorm possible solutions to incorporate into new ERM practices. For example, Pangilinan and her colleagues created definitions to clarify their understanding of current and best practices, and she shared their “lightbulb moment” definition of resource=license (or resource=contract, as opposed to a resource=vendor, since a single vendor can offer several products across several different contracts). Working through such issues upfront can help clear the way for new practices and new understanding. Ard describes her team’s challenge of identifying and reconciling stakeholder directives (globalism, efficiency, and ROI) with user directives (an attachment to deskbooks and “must have” resources), whether comfortable or shiny and new.

After reviewing current practices and problems, the panelists identified the data they wanted to track and the tools they would use. As budgets tighten and stakeholders scrutinize, the panelists emphasized the need for data to justify acquiring, keeping, or canceling expensive resources. Given that most contracts are annual or multi-year agreements, it may take some time in order to identify all the resources that require tracking, especially if acquisitions are decentralized, or, as Ard put it, “a global organization with local protocols.” Some data elements that the panelists tracked include cost, usage, uniqueness/need, approvals, and staff involved in workflows, but these elements can be further refined to suit specific needs, e.g. cost per user figures or multiple offer figures. Yet Ard pointed out that data collection goes beyond mere numbers, and that “qualitative input” from attorneys provides meaning to a resource where usage and cost may not. Pangilinan affirmed the notion by sharing that staff will review data prior to budget planning meetings with practice groups to note any oddities that may explain high or low usage, e.g. an electronic resource delivered via pdf.

Once the panelists identified the data they wanted to track, they selected the best available tools for the job, cautioning the audience that there is not (currently) one tool that can deliver all necessary functions of ERM. Rather, both panelists use a suite of resources to manage contracts and provide analysis on usage and expenses. Additional resources may play a role as well: Ard and her team use a custom checklist in Word to track renewal data and processes while employing Research Monitor, Contract Management System, and Chrome River for use and expense analysis. Pangilinan developed a renewal data form in SharePoint, but the team also uses Research Monitor and SpendConnect for metrics. The team also uses Zoho to track deskbook spending by practice group, noting that such tracking can inspire a closer look at a practice group’s allocation of funds. Both panelists hope to further automate their ERM systems in the future but point out that ERM is an ongoing process that will continue to rely on changing technologies.

Among the many takeaways from this program and the panelists’ experiences is that while ERM does require a certain degree of strategy and adaptability, all involved will appreciate its benefits. Because ERM is based on ever-changing research habits and technologies, the library’s ERM workflows and practices will also require regular evaluation. Since its debut in 2012, Pangilinan’s SharePoint renewal form has undergone several revisions, and the team is still hoping to automate additional various processes, as is Ard’s team. Standardization and automation are admirable goals for an ERM system, but implementers should also remember to have patience and trust in the process. The results will speak for themselves, as ERM will streamline and create much-needed efficiencies. Pangilinan notes that the “narrative” on an electronic resource is now available to present to inquiring decision-makers almost instantly and, thanks to the team’s comprehensive data collection, that renewal data tells a story, answering important questions regarding usage and spending. Ultimately, implementing or improving upon an ERM system will not only streamline library workflows and resource allocation, but it will have far-reaching positive effects on budget planning, collection development, current awareness, and business development, as both panelists note. The jury’s still out on whether it will help curb spending on deskbooks, but to quote Ard in her concluding comments, “We have the map, we’re doing the work, and we know we’ll get there. You will too.”

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## ***Program Report***

### ***RDA Report with Kathy Glennan, Chair-elect of RDA Steering Committee: Technical Services Special Interest Section Hot Topic***

*Chris Tarr  
University of California, Berkeley*

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One of the first points Kathy Glennan made was that as the *Resource Description and Access (RDA)* becomes more flexible and more general, we will need to have more local documentation. She stated that the goals of the *RDA: Restructure and Redesign (3R)* project are:

- To be able to act without waiting for IFLA (International Federation of Library Associations and Institutions) approval
- To improve interface
- To restructure underlying data

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- To generalize instruction where possible (may affect law, which is special)
  - To have a new approach to relationship designators
  - To offer more flexibility
  - To make the standard more international

### **3R timeline**

The original toolkit had some changes introduced in 2016, and then the toolkit was frozen in April 2017. The beta toolkit—new expression—is now out. The new toolkit should be able to accommodate the original *RDA* toolkit. It is evolving into more of a data dictionary rather than a cataloging code. If we are going international, a cataloging code is not possible. It is in continuous development—they hope to finalize it in spring 2019. The original toolkit will remain available for one year after official one is endorsed. The original should be available throughout 2019 and into 2020 (but frozen). The beta version of the new toolkit is at <https://beta.rdatoolkit.org> (if you have a subscription). Contact James Hennelly at ALA (American Library Association) Publishing if you do not have a subscription.

### **What parts of the new *RDA* are here?**

- Initial implementation of Library Reference Model (LRM)
- Reorganized *RDA* instructions
- Element reference feature for each *RDA* element
- Search and navigation functions
- Cross-reference and cross-reference preview functions
- Responsiveness

### **What is to come?**

- New instructions for diachronic and aggregates
- Additional rewording
- More examples
- More relationship designators
- Graphical browse
- Integration of policy statements
- Translations

“What is to come” cannot happen until text is stable—Glennan encouraged us to provide feedback.

### **What still needs to be done?**

- Complete the content
- Editing
- Clearer separation of instructions between preferred names and the three types of access point instructions
- Changes resulting from feedback
- Final approval from the *RDA* Steering Committee (RSC) and *RDA* board (which must be unanimous)

At that point, the old toolkit will no longer be the authorized site.

Kathy Glennan then took us on a tour of the site, showing us:

- Videos
- You can log in personally, though you do not have to (with IP authentication)
- If you do, you will see recently viewed instructions (that you have just looked at), which can be useful
- News
- You can subscribe to announcements and updates
- There is an opportunity to let them know what we want

Then you will see:

- Entity chapters
- Order matches LRM
- Element pages
- Guidance chapters
- Explanations and guidance not tied to a single element
- Policies (sample at moment)

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- Resource
  - Glossary
  - Relationship matrix
  - Entities and elements
  - A new feature is the element reference. Element reference contains domain and range, alternate labels and MARC21 mappings

New features include:

- Four recording methods
- Unstructured description—note, not in form
- Structured—has a form
- Identifier (assign by local agency—ISBN, ISSN, LCCN)
- IRI—internationalized resource identifier (URL-type)

All four recording methods will be listed on every element page even if not applicable to that particular element.

There was more discussion of structured vs. unstructured descriptions, diachronic (serial) vs. static works, aggregate works and aggregate manifestations, manifestation statements, the inclusion of certain expression elements—language, duration, date of capture—associated with original work and being included in the description of the work. Data provenance, providing information about how, when and where the metadata was recorded, may also be included.

Glennan then discussed what we should do to get ready for the new *RDA*:

- Explore the beta site: <http://www.rda-rsc.org>
- Check the RSC presentation sites—there are many presentations available
- Visit the *RDA* 3R Project website: <http://www.rdatoolkit.org/3Rproject>
- Watch for announcements for training when content is more stable

Glennan then answered audience questions. Many people were concerned that *RDA* may do away with numbering, which seemed inconceivable to us. According to Glennan, part of the problem is that each element has its own page, so that it might make sense to use URLs instead of numbers. The most serious concern seemed to her to be for presentations, training, and conversations, where it seems hard to talk about unnumbered elements. She said that ALA Publishing opened an opportunity for some alternatives. RSC is sure they do not want any hierarchy implied. Any numbering may be random to avoid any notion of hierarchy.

A big problem seemed to be the difficulty of editing with the existing numbering—the editor found it difficult to change numbers when things are edited. Any numbers, if added, may not be displayed prominently.

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## ***Program Report***

### **The PEGI Project: Preserving Electronic Government Information**

*Elizabeth Outler  
Southern University*

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Speakers: Scott Matheson, Lillian Goldman Law Library; Deborah Caldwell, University of North Texas; Robbie Sittel, University of North Texas

The PEGI (Preserving Electronic Government Information) project is a two-year project including eight institutional partners: University of North Texas, the Center for Research Libraries, Arizona State University, the University of Missouri, the University of North Carolina at Greensboro, Yale University, Stanford University, and the Educopia Institute. According to the presenters, “the focus is at-risk government digital information of long term historical significance which is not being adequately harvested from the Web or by other automated means.” The second year of the project is partly funded by a grant from the Institution of Library and Museum Services (IMLS). There are other organizations involved in the dialog with the PEGI project members, including the Government Publishing Office (GPO), the National Archives and Records Administration (NARA), LOCKSS (Lots of Copies Keep Stuff Safe), the End of Term Web Archive, DataRefuge, and more.

Through the end of 2018, individuals involved in the project are holding mini-forums at relevant meetings and conferences, such as the American Library Association (ALA), the American Association of Law Libraries (AALL—this program), the

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International Federation of Library Associations and Organizations (IFLA), and the fall Depository Library Conference, among many others, to gather information and ideas from librarians to help identify the most at-risk and highest priority government information sources, as well as the types of problems that confront users in reliably accessing such information. They have also been putting on webinars to serve the same purpose. A final “national forum” will be held (by invitation) in December at the fall membership meeting of the Coalition for Networked Information (CNI). In addition, the project members have been conducting an environmental scan. A white paper reporting the results is due in December 2018, and in 2019, a final report will describe the recommendations and opportunities for action. More information is available at <https://www.pegiproject.org>.

This program was one of the mini-forums—attendees sat at round tables in groups, and after a brief introductory presentation sharing the above information, the speakers asked three questions. Groups considered each question and discussed their answers, then presented them to the room. After each question, the speakers displayed a bar chart showing the frequency of answers they had received before.

Question 1: Are there categories of electronic government information (i.e. digitized records, databases, other digital information types) that you think have long-term value for research purposes?

Groups’ ideas included: agency ephemera, administrative rulings, court dockets, legislative committee websites, congressional member websites, social media accounts, state and county regulatory information, policy guidance, press releases, data sets, government employee communications (including emails, text messages, slack channels), court records and briefs, recorded information at hearings and whatnot, material produced in the course of the government doing its business—i.e., transactional data.

Question 2: If you identified any categories of electronic government information above, are there any potential risks that might threaten the long-term survival of this information?

Groups’ ideas included: political, funding, neglect, agency interest/need, delegation to private vendors, volume of information being produced, pace of technology change, lack of public interest, training and skills of the people who are responsible, accidental or inadvertent damage, incompetence, hacking (i.e., intentional destruction or manipulation), custodians don’t understand the value, if you’re not collecting it you can’t preserve it, accidents and disasters.

Question 3: Do you think that there are any useful strategies that could lead to better coordination of efforts by academic or public organizations for purposes of digital collection, preservation, and access? Do you see any logical priorities, opportunities, or barriers to such collaborative actions?

Groups’ ideas included: having standards and following them (however, getting to consensus on that coordination at a nationwide scale is incredibly difficult as there are a lot of barriers that keep us from being able to coordinate), identify good and bad actors, advocate for legislation and regulations at all levels, work to increase communication and reduce barriers, digitization registry (GPO’s may not be active, but Legal Information Preservation Alliance has one), International Image Interoperability Framework (IIIF) is an example of successful coordination, statewide coordinated efforts to identify and popularize best practices, make it sexy and commercially viable (Congressional Record is digitized by several vendors plus the government—why not this other stuff?), variety of formats is a big barrier, as is the cost, uninformed decision makers are also a problem, uninformed IT specialists, too.

The usefulness of the program was primarily informational, and it probably served the speakers more than the attendees. However, for librarians whose role or interests focus on government information, this was probably essential to attend.

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## ***Program Report***

### **FCIL Basics for Metadata Professionals: Collaborating to Ensure Access to Foreign and International Legal Materials**

*Patrick Lavey*  
*UCLA*

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Yes, Tuesdays do have important conference sessions, and *FCIL Basics for Metadata Professionals* fits the bill. Moderated by Ajaye Bloomstone of the Louisiana State University Law Library, the program featured George Prager, Head Cataloger at New York University Law School, Loyita Worley, head of Europe, Middle East and Africa library operations at the London firm Reed Smith, and Susan Gualtier, reference librarian at the University of Pennsylvania’s Biddle Law Library. The goal of the session was to help metadata professionals understand foreign, comparative and international law (FCIL) generally

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and to provide useful sources of information for catalogers. In addition, the meeting sought to inform FCIL librarians about the cataloging process. Problems considered included subject analysis and classification as well as the differences between common law systems, such as the United States, and civil law systems, which predominate in Europe and Latin America.

George Prager began by emphasizing the focus of our efforts, collaboration for optimal access. Foreign, comparative and international law presents a number of cataloging problems, many not addressed by *Resource Description and Access (RDA)*. He emphasized starting the cataloging process by asking what type of resource is being cataloged. Is it a legal publication at all, and if so, what kind? Sources of help include *Cataloging Legal Literature, 4<sup>th</sup> edition*, the scope notes in the Library of Congress Genre/Form terms, articles in *Technical Services Law Librarian*, and simply asking a Foreign, Comparative and International Law librarian for help.

The question of jurisdiction, the body that makes laws and controls a defined territory, is important. Is the source being cataloged for one or more jurisdictions? What level of government is considered in the source? National, local, provincial? Does the source cover public international law, and does the cataloger appreciate what that is and how to distinguish it from private international law, which considers conflict of laws? Do we understand the difference between public law, which considers the relations of individuals to the state, and private law, which governs relations of individuals to each other? Are these the same under civil law systems and common law systems? If not, do we understand the differences?

Other matters considered included the preferred title for a law. Official short title or citation titles are used in common law jurisdictions, but not for civil law nations. Official title of the enactment is often too long to be useful. Another problem area is the date of promulgation of the law. *RDA* has us use either the date of enactment of the law or the date the law was brought into force. These dates often differ. The Cataloging and Classification Standing Committee may submit an LC-PCC revision proposal to prefer the date of enactment, when known.

Finally, George discussed subject headings and various foreign sources of them. Important terms such as *Law—International unification*, *International and municipal law*, and the subdivision *International status* (used under the names of countries or areas) were explained. Foreign language catalog records and the online catalogs of the national libraries of France, Germany and Spain are useful sources for terms. These could be added to or left in our records, depending upon our language expertise and local policy. This would provide additional access in the vernacular.

George concluded with a discussion of European law and potential pitfalls in its subject analysis. For example, the Council of Europe (1949) is not the same as the Council of the European Union or the European Council. The *European Union* cannot be used as a subdivision; *European Union countries* is the proper subdivision. This presentation was extremely useful for any cataloger.

Next was an interesting presentation by Loyita Worley of Reed Smith in London. This firm is international, with a staff of more than 1,700. Its various cataloging offices are moving slowly to the online world. In London, they rely heavily on the Law Society Library and the library of the Institute of Advanced Legal Studies at the University of London. They lack some foreign language expertise, especially Arabic, Chinese, Greek and Russian. They rely on Google Translate for these languages. The London office uses a local classification scheme; others use the *Moys classification and thesaurus for legal materials*. They use the Liberty Softlink central catalog. She indicated that the cataloging work at Reed Smith was quite different from that done in academic libraries.

Lastly, Susan Gaultier spoke on the challenges of working with foreign, comparative and international law materials. She cited language barriers as one such challenge. FCIL librarians often have to order material in languages they do not read. Similar legal concepts are expressed in different terms in different languages, making resource selection a challenge. For example, many civil law nations use the term *Competition law* rather than the more familiar *Antitrust law* used here in the United States. She discussed the various legal systems, those considered in George Prager's presentation and others, including religious and customary law, which can co-exist with national law in some nations. She then proceeded to discuss the various sources in the handout *List of Resources*, made available to participants and available at <https://law.upenn.libguides.com/fcilbasicsaall>. This is a wonderful list of sources, useful for metadata professionals as well as reference librarians. All of us should bookmark this resource. Finally, she urged catalogers to contact FCIL librarians with questions.

A cataloging exercise session followed, which showed much general agreement on the description of FCIL resources, but little agreement on specifics.

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## ***Program Report***

### **Setting Priorities, Meeting Deadlines, and Managing Projects for Law Librarians**

Michele Pope  
Loyola University – New Orleans

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Four presentations discussed a wide range of tools applicable to small individual projects or long-term team projects. Librarians are multitaskers. While juggling projects and trying to continue to move each goal forward, they have developed skills to be able to complete their work. The audience was asked to participate in a poll that asked: What prevents you from getting the important things done, and what tools do you use to manage priorities, projects and deadlines? The answers are available on the American Association of Law Libraries meeting recordings webpage.

George Taoultides, Manager, Faculty Research/Scholarly Support Services, Harvard Law School Library gave a presentation on Agile Project Management (APM). Agile was developed in the 1990s by software developers. While traditional “waterfall project management” is a linear process, Agile is flexible and leaves room for revision. Agile focuses on customer satisfaction, where the librarian engages with the patron to understand what they want. Start with a “Project Skinny,” a one-page document that asks: 1) the need for the project, 2) a one sentence summary, and 3) the deliverables. A deeper dive would utilize the “Project Charter,” which asks a series of questions to help you think about the project, for example the wow factor (what makes this project new, exciting, meaningful) and project boundaries. Next is the “Work Breakdown Structure” that lists project tasks broken down by levels that become more granular depending on the deliverables. Then, there is a “Release Schedule,” which structures the release of the product in stages within a set period until the final project is completed.

Trello, a web-based project management application, is a great tool for Agile. The Trello structure is a row of columns that first list the ideas and tasks with tasks most urgent at the top. The next two columns (Sprint 1 and Sprint 2) lists tasks to be done in two-week increments. Each Sprint should produce a minimum viable product. Tasks move into the “Doing” column and eventually the “Done” column.

Basic principles of Agile focus on customer service, the adaptability to change and team building through engagement. See *The 12 Basic Principles of Agile Project Management* at <https://blog.hubspot.com/agency/basic-principles-agile-project-management>. Other related resources are Scrum (a framework for team collaboration), Lean Development (the application of Lean principles to software development), Kanban (a lean method to manage and improve work across human systems) and Coursera, which has courses on Agile Development.

TJ Striepe, Associate Director for Research Services, University of Georgia School of Law, presented on Effectively Managing Faculty Projects. In a team setting, first sit down and think about the project, consider what the purpose is, the deliverables, who will be on your team and assess their skills and knowledge to match abilities with the task. Before assigning tasks, understand the scope of the project, the context, the objectives and specifics like the timeline and which databases will be use.

If research assistants (RAs) are involved, provide training if needed and use that as an opportunity to assess their knowledge and comfort with research tools. When you assign the task, give context to research to make it meaningful. Show RAs examples of a finished product so they know the end goal. Monitoring is one of the most important things, and build it into the assignment so that it does not feel like you are nagging. It helps to give a false due date to get work started. Do not just leave RAs to do their work; follow up with them by email and have scheduled meetings to assess progress.

Prioritizing can be really difficult. You cannot really say no, so it comes down to the stakeholders. If you have a project for the dean versus an adjunct faculty member, that is easily prioritized. Another factor when prioritizing is staff and how much time they have to do the work. KanbanFlow, another web-based project management tool, lists RAs and whether they are free to work on a project. Working with a web-based project management tool helps to visualize the work in process, so seeing the progress of each project with the team member responsible can help to prioritize tasks. There may be times when you have to say no or can only deliver a scaled down version, but keep in mind that when you have limits, patrons will understand that they shouldn't wait for the last minute to ask.

Deborah Schander, Associate Director/Lecturer in Law, Alyne Queener Massey Law Library, Vanderbilt Law School, discussed Completing Projects with Limited Personnel. It is hard enough keeping up with project deadlines, but when you are understaffed, it makes it even harder. First, sit down with the team, determine priorities and put them in writing. This will make it easier to evaluate projects throughout the process. The team needs to communicate and work together. Don't work in silos. Calendar everything because it is valuable to visualize a timeline for projects occurring simultaneously. Monitor stress levels, and when you notice changes in behavior, talk about what is causing it. For individuals working independently,

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write down your individual goals and discuss them with a supervisor. Arrange to have an accountability buddy who can check in on occasion. Lastly, schedule a one-on-one meeting with employees, even as often as thirty minutes each week. You may think there is not enough time for that, but it saves time with fewer drop-ins and random emails.

Austin Williams, Assistant Law Library Director, North Carolina Central University School of Law Library, discussed Self Imposed Deadlines, which are for projects without deadlines. Carve out time to think about the topic, scope, outline and content. If it is a larger goal, break it down into individual tasks done independently over an extended period, fitting the smaller tasks in your schedule where you can. Assign a due date, but planning the project can be a multistep process performed in different blocks of time. Do the who, what, when analysis: who is doing the work, what are their tasks and when is it due. Whether an individual or a team project, build some slack into your schedule for the urgent and unexpected.

If you are going to miss a deadline, you have to communicate. Tell your team members and discuss alternatives because there may be people downstream who are depending on your work. From an individual standpoint, if you miss a deadline within a larger goal, hopefully, you are at an early stage where you can readjust instead of trying to do all those steps at the end of the year. Williams uses Outlook calendar as a tool to track due dates and set up reminders, including reminders for returning emails. Using one of these philosophies or a mashup of it will help you achieve your goals.

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## ***Technical Services Law Librarian (TSL) Annual Report*** **July 2017-June 2018**

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The *Technical Services Law Librarian (TSL)* volume 43 had four issues, published in PDF and available on the *TSL* website at <https://www.aallnet.org/tssis/resources-publications/technical-services-law-librarian/> and on HeinOnline at <https://heinonline.org/HOL/Index?index=lcc/tsll&collection=aallar>. Michael Maben completed his fifth year as *TSL*'s editor-in-chief and was very grateful for the excellent assistance provided by Stacy Fowler, Associate Editor; Julie Stauffer, Layout and Design; and Martin Wisneski, Web Manager. All issues for Volume 43 were published on schedule. The editor-in-chief greatly appreciate the work done by our dedicated columnists and editors.

There were a few columnist changes through the year. Emily Nimsakont took over the OCLC column (in addition to writing the Library Metrics column). Amber Hawkins stepped down from the Private Law Libraries column and JoAnn Hounshell agree to take it over. Lastly, Angela Hackstadt stepped down from the Serials Issues column and Rebecca Engsborg agreed to write it. There were no changes with the editorial staff during the year.

I had hoped to step down as editor-in-chief at the conclusion of volume 43, but I was unable to recruit someone to take over. I will continue to work on recruiting someone for the position.

Finally, with the Editorial Board, Sara Campbell and Sarah Lin completed their two-year terms. The other Board members for 2017/2018 were Larissa Sullivant and Elizabeth Outler, and I appreciate all their support.

We will look forward to another publishing year, beginning with our Conference Issue in September.

*Michael Maben, Editor-in-Chief*  
*Indiana University, Bloomington*  
*Jerome Hall Law Library*

Continued from page 1

staffing increases as well as explaining the value of professional staff to non-librarians. Lastres argued that a particularly strong use of metrics is in demonstrating cost savings—showing how assigning simple tasks to paraprofessional staff and reserving professional staff for more complex tasks saves the firm money. In a unified system, using metrics to track lawyer activity pre- and post-library-provided training helps to demonstrate the value of the library.

TJ Striepe, Associate Director for Research Services, University of Georgia Law Library, discussed dividing metrics into two types: internal and external. Internal metrics are those that the library collects to govern its own performance management, whereas external metrics are those that the library collects in order to communicate their story to the larger world. He argued that it is important to distinguish between metrics and benchmarking. Benchmarking is looking at what other institutions are doing, whereas metrics are looking at your own activity. He emphasized that metrics should align with the institution's message. He suggested using the number of faculty-published articles assisted by librarians. He argued that "people like graphs," so make sure to include them when communicating metrics. Like Lastres, Striepe argued that internal metrics can be used to identify the library's biggest users, people who could then be used to become champions of the library.

The final speaker was Joy Shoemaker, Branch Librarian for the Ninth Circuit United States Court of Appeals Library. Like the other presenters, she emphasized the importance of connecting the metrics to the strategic goals of the larger organization. She argued that it is important to be careful about what data you report—just because the library has decided to collect data on an issue doesn't mean that data needs to be reported. But it is generally better to have data than not, as data can help make informed decisions. Shoemaker mentioned that it is important for libraries to identify what can and cannot be measured. She recommended tracking information about reference questions related to cases, training sessions, and acquisitions, but deprecated tracking users except as those numbers relate to other metrics. She also argued that metrics should not lump public users (self-represented litigants or lay users) with court users (attorneys, judges, etc.). Shoemaker discussed the difficulties the federal courts have had in reporting metrics due to a lack of shared tools. She advocated for making metric reporting tools as easy to use as possible to maximize staff buy-in. She described the steps taken to build a unified reporting system for the US circuit courts. Shoemaker said that the key to using metrics successfully is enlisting people with good design and graphics skills. She concluded by saying that libraries should ask themselves when evaluating their metrics: What types of info are they tracking? What is new that they should be tracking? What gaps are there in what is being tracked?

### **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