Next-generation Citation: Inside KeyCite
President's Briefing-Publisher Relations
Invest In AALL: Volunteer for a Committee

by Jim Heller and Donna Bausch

AALL Vice President/President-Elect Jim Heller and Donna Bausch, chair of the Special Committee on Volunteerism, recently had a conversation with an AALL member (who, in the interest of anonymity, we shall call J. Doe) regarding committee service. We reprint that dialogue below.

**Doe:** I've been an AALL member for only four years, and don't feel qualified to serve on a committee.

**Heller:** I served on my first AALL Committee (the Copyright Committee) when I had been an AALL member for only four years, too. The only qualification required for most committees is that you're an AALL member. A few committees require that you attend the Annual Meeting, and some (Copyright and Government Relations) ask that you have or develop a subject expertise. You're qualified, and we need you.

**Doe:** But doesn't AALL committee service require an onerous time commitment?

**Bausch:** The volunteer form allows you to identify committees on which you are willing to serve. Some certainly require more time than others, but the time commitment should be outweighed by the engaging nature of the work involved. Who wouldn't relish the opportunity to make a personal difference in information policy issues?

**Doe:** But I've heard that I won't be selected even if I volunteer. Someone even told me that only AALL insiders are chosen.

**Heller:** In some years we have had many more volunteers than committee slots, but last year every person who volunteered for a committee was appointed. I'm not sure what an insider is. I never served on the Executive Board before being elected VP/President-Elect, so I certainly wasn't an insider in that regard. We make an effort to appoint someone to each AALL committee who has never served on an AALL committee previously. I am committed to select committees that “look like AALL”—those that reflect the diversity of our members.

Where to Find the Committee Volunteer Form

- On AALLNET ([http://www.aallnet.org/committee/volunteer_form.html](http://www.aallnet.org/committee/volunteer_form.html)).
- Broadcast e-mail. Very soon (and if this issue of AALL Spectrum has been delayed, perhaps you've received it already) all AALL members with an e-mail address will receive the committee volunteer form at your computer. You have two options for completing the form. You can print the form on your printer, fill it in, and mail it to AALL headquarters, or you can or fill in the form electronically by “replying” to it, thereby e-mailing it to HQ. In addition:
  - The forms will be e-mailed to the members of these SIs: Academic Law Libraries; Private Law Libraries; and State, Court and County Law Libraries.
  - Fax-on-Demand: 908/544-5901—request document number 330.

_Doe:_ Someone told me that committee work is boring and irrelevant.

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This past spring Susan E. Tulis, Documents Librarian at the University of Virginia Law Library, received the US Government Printing Office Special Award for Exemplary Public Service. The award was presented by Public Printer Michael DiMario at the Depository Library Conference in Crystal City, Virginia. The award acknowledges Susan’s exemplary record of dedication and support to the principle of providing public access to government information through the Federal Depository Library Program.

Past President Frank Houdek rides off into the sunset. It was a great year, Frank—happy trails to you.
August 26, 1997 While members of Congress enjoy their annual summer recess, the month of August is generally the only catch-up time for Bob and me to prepare for the fall onslaught of harried activity before the October break for elections. This year is an exception, though, as legislative activity has been humming along at a fast clip throughout the summer. The following issues are keeping us busy this month, and will require close monitoring when Congress reconvenes after Labor Day.

Legislative Branch Appropriations FY 1998

In a twist from recent history, on July 28, 1997, the House Appropriations Committee passed the $1.7 billion Legislative Branch Appropriations Act for FY 1998 (H.R. 2209, House Rept. 105-196), which provides higher funding levels for the Library of Congress (LC) and the Government Printing Office than does the bill passed with amendments by the Senate. Among highlights of the bill, the House approved $1.7 million to initiate LC’s Integrated Management System, and provided adequate funding for the Congressional Research Service and the Copyright Office. The Senate’s $1.5 billion package, while supporting both agencies with slightly lower appropriations, also ends the distribution of the bound Congressional Record to members of Congress. This is another blow to our attempts to find congressional support for the bound Congressional Record and the Serial Set. Conferences will meet in September and our lobbying efforts will continue at that time.

Oakley Submits Amicus Brief in Support of Equal Remote Access to Court System

Our Washington Affairs Office Web site attracts a wide range of visitors beyond members of AALL and the broader library community. In June, we received a call from a pro se attorney in Massachusetts who was frustrated by his inability to have remote access to the electronic system of the Massachusetts Supreme Court. This is a valid issue for AALL as our Government Relations Policy clearly states that equitable access to government information is an essential component of our democratic society. In an amicus brief in support of plaintiff Ross E. Mitchell (submitted by Bob Oakley on July 31, 1997, to the United States Court of Appeals for the First Circuit), Oakley asked that the Court amend its rules to provide equal access for all parties who have business before the Court. Thus the system would be available remotely to attorneys and pro se litigants on an equal basis.

Report of the Judicial Conference’s Committee on Automation and Technology Disappointing

In a July 24, 1997, letter to Bob Oakley, Edward Nottingham (Chair of the Judicial Conference’s Subcommittee on Policy and Programs that held the April hearing on the ABA recommendation for the medium-neutral citation system), questions whether the Judicial Conference has the power to mandate that all federal courts adopt the specific elements of the ABA proposal. In addition, the letter raises concerns that “the proposal inevitably enmeshes the judiciary in competition among private interests currently engaged in disseminating federal judicial opinions.” The subcommittee does, however, propose an alternative approach, that of creating and maintaining a publicly accessible central database of federal opinions. This raises all sorts of questions about costs, responsibility for its creation and maintenance, and numerous technological questions about citation format. The subcommittee recommends finding answers to this questions and developing a plan of action.

AOUSC Compliance with the Proposed Revisions to Title 44

Bob Oakley and I met with Judge Royce Lambeth, U.S. District Court Judge for the District of Columbia who has twice provided congressional testimony for the Administrative Office of the United States Courts (AOUSC) before Senate Rules hearings on public access to government information. Also present were John Hehman and Gary Bowden, two representatives from the AOUSC. While recognizing the independence of the courts, we stressed the importance of public access to judicial branch information and suggested some immediate steps in this direction: access to the PACER system for depository libraries and the development of formal agreements between the AOUSC and the law school consortium that voluntarily provides Internet access to appellate court opinions. Joint Committee on Printing (JCP) Staff Director Eric Peterson, guest speaker at the GRC’s annual Legislative and Regulatory Update in Baltimore, has not yet met with representatives from the AOUSC to discuss the JCP draft legislation revising Title 44. He has expressed confidence that allowing the AOUSC to determine regulations and standards for the publication of judicial branch information will be an incentive for compliance with the provisions of a revised Title 44.

WIPO Implementing Legislation Advancing

As expected, we are beginning to see the Administration’s proposals for legislation implementing the World Intellectual Property Organization (WIPO) copyright treaties. President Clinton sent the two WIPO treaties to the Committee on Foreign Relations in late July, along with implementing legislation, H.R. 2281 and S. 1121. They have been referred to the House and Senate Judiciary Committees. This bill contains the same basic problem areas of the White Paper proposal that were strongly opposed by the library community and the Digital Future Coalition during the 104th Congress.

On another front, Rep. Howard Coble (Chairman of the House Judiciary’s Courts and Intellectual Property Subcommittee) introduced H.R. 2180, the “On-Line Copyright Liability Limitation Act,” on July 17, 1997. This bill offers some improvements over last year’s attempts to hold online service providers liable for copyright infringement by subscribers. Bob will present testimony on this bill on behalf of national library and education organizations at a hearing before the Senate Judiciary Committee on September 4.

Two Quick Items

JCP Staff Director Eric Peterson was to meet with the Inter-Association Working Group on Title 44 on August 28, at which time he shared the latest version of the JCP bill to revise Title 44. We are anxious to learn how our Chapter 19 proposal creating a new Federal Information Access Program fares in this latest revision.

President Clinton has recently nominated Federal Communications Commission General Counsel William Kennard to be the new Commissioner for the FCC, replacing Reed Hunt. Hunt had strongly

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AALL Announces Resource Guide Series for Law Firm Librarians

Building on several decades of commitment to private law libraries, AALL is the best single source for information, contacts, and professional development for law firm librarians. We are pleased to announce yet another useful tool that is being made possible by AALL and the support of its many members.

A year after the debut of this top-quality magazine, AALL is creating a new group of informative publications—the Law Librarians: Making Information Work Resource Guides. This series of eight Resource Guides, each focusing on a specific information issue, will be published over the next two years to help private law librarians share their knowledge about critical information issues with firm managers and decision-makers.

Valued Partners

We are very fortunate to once again have the support of our valued corporate partner, LEXIS-NEXIS, whose generous contribution will fund production of these eight Resource Guides. None of them would be possible, however, without the commitment of time and talent from Michael Saint-Onge (Coudert Brothers, San Francisco), who chaired the Private Law Librarians Special Interest Section (PLL-SIS) last year. Mike will serve as editor of the series, coordinating the efforts of many other AALL members who also have agreed to share their information and expertise for the publications.

The Resource Guides respond to the critical challenge law librarians have in communicating the substance of what they do—and the information issues that they understand better than anyone—to those who are not directly involved in law librarianship but need to understand key issues. Anyone who has debated the pros and cons of the Internet as a legal research tool, for example, will appreciate the well-researched limitations of the Internet for legal research, as handouts for “the powers that be” to demonstrate librarians’ expertise and value to the firm.

Because they are written from a management perspective, the Resource Guides can be used in two ways—either as background for librarians’ own presentations to management, or as handouts for “the powers that be” to demonstrate librarians’ expertise and value to the firm.

The Resource Guides are good examples of the high quality programs and information AALL provides to the more than 1800 private firm and corporate law librarians in our membership. This very active and influential group now accounts for 36 percent of AALL members, the largest number in AALL history, with more than 1600 in the PLL-SIS.

20 Years of Private Law Library Support

In fact, as the premier organization devoted exclusively to the interests of law librarians, AALL has long been a gathering place for law firm librarians.

The PLL traces its roots to the 1959 AALL Annual Meeting. After becoming “officially” established in 1977, the group became a true AALL driving force when the ranks of private law librarians swelled with law firm growth in the 1980s. Since then, AALL’s private law library members have continued to build on this strong foundation, teaming up to create new resources and programs that support private law libraries’ special needs and interests. The recently completed PLL Strategic Plan will take the group into the next century, with initiatives such as:

- improving communications with information providers to resolve problems and enhance available products;
- supporting a Consumer Advocacy Committee to review products, track costs, and help members make informed decisions on legal research products;
- producing the PLL Perspectives quarterly newsletter to address the specific needs and interests of private law librarians; and
- sponsoring a wide variety of educational programming at the AALL Annual Meeting in July as well as in various geographic regions throughout the year.

In addition to the wealth of publications and educational programs it offers, membership in AALL and PLL puts private law librarians in contact with more than 1800 professionals who share similar interests and challenges. Our members tell me that one of the greatest benefits of AALL is the network of people whose support and encouragement, as well as professional counsel, help keep them motivated and enthusiastic.

Like the other 5000+ AALL members, private law firm librarians benefit from the ability to obtain difficult-to-locate resources from AALL contacts across the nation. Each individual benefits from the personal growth, friendship, and professional development they receive from involvement in AALL.

If you have any suggestions or comments about the Resource Guides, or the topics that should be covered, please contact Michael Saint-Onge (mso@sfo.coudert.com) or me (rparent@aall.org).
The Future of SOLO Librarianship

by Judith A. Siess

What Is a SOLO?

A SOLO is “an isolated librarian or information collector/provider who has no professional peers within the immediate organization,” according to the Special Libraries Association (Scope Note in Who’s Who in Special Libraries), whose SOLO Librarians Division includes more than 1000 members, the largest group of SOLOs in the world. Other names for SOLO librarian are one-man band (in the UK), sole-charge librarian (sometimes used in Australia and New Zealand) and one-person library (used most everywhere else).

A SOLO is expected to do it all—ordering, cataloging, reference, bibliographic instruction, online searching, filing, budgeting, and so on. The SOLO may have a part-time assistant, volunteers, or, if lucky, some full-time clerical assistance. But the SOLO is the only trained librarian on the staff. In addition, the SOLO has no one in the organization doing the same job to go to for help, advice, or even a shoulder to cry on. The library is part of—but not in the organization doing the same job to

SOLOs must also deal with broader issues not unique to law librarianship, including: timeliness, currency, accuracy, thoroughness, detail, rising costs, burnout, and an emphasis on the practical uses of information.

In a summary of several studies of how lawyers find information, researchers found that 50–60% of them do not go to librarians for help, even if they have trouble finding the information themselves. They do not use the librarian to learn how to search, only to provide the documents they identify from their own searches. This provides an opportunity for librarians and a special challenge to SOLOs, who may already be stretching their resources.

On to the Future

Before we get too deep into futuristic soul-searching, let’s consider the question posed by the editor of Electronic Library: “Will librarians still be around in 2024, and if so, what are they likely to be doing?” Why are we asking this question? Do we ask it about teachers, doctors, or lawyers? Is it because information is becoming more available, or because we are insecure? It is probably more the latter (insecurity) than the former (the threat of technology). Librarians have historically had a poor self-image, which leads us to more introspective questioning of our future than is probably either necessary or healthy.

Tony Ferguson, writing in the April 1996 issue of Against the Grain, urges, “Librarians take off your black arm bands, stop the funeral dirge, cease the endless wringing of hands, stop sounding the death knell of collection development, stop moaning about the futurocratic soul-searching, let’s consider the question posed by the editor of Electronic Library: “Will librarians still be around in 2024, and if so, what are they likely to be doing?” Why are we asking this question? Do we ask it about teachers, doctors, or lawyers? Is it because information is becoming more available, or because we are insecure? It is probably more the latter (insecurity) than the former (the threat of technology). Librarians have historically had a poor self-image, which leads us to more introspective questioning of our future than is probably either necessary or healthy.

Tony Ferguson, writing in the April 1996 issue of Against the Grain, urges, “Librarians take off your black arm bands, stop the funeral dirge, cease the endless wringing of hands, stop sounding the death knell of collection development, stop moaning about the end of librarianship as we know it today. We are all going to be busier in the future than in the past... Our shelves may be digital, but the work of filling them and keeping them filled continues to be complicated and important. Job security for the information professional is assured.” Users will need even more guidance through the “chaos” of the continually changing Internet. Collection development will take more time because digital materials need more evaluation than books. The safeguarding of intellectual property will be more complicated and require more technical competence.

Technology

Technological trends suggest growth in, and challenge for, SOLOs — much of which is shared by our non-SOLO colleagues. We cannot overestimate the impact technology will have on our future. The greatest impact may come from client/server technology—providing information at
the desktop, with graphics, sound, video; in full text with copyright taken care of; databases of internal documents; personalized SDIs—all available from anywhere in the world to anywhere else. There is the ever-present danger of technology—new is always better than old, the future is always better than the present. We have a tendency to assume that any and all improvements are worthwhile. In addition, there is the nerd’s cry of “gotta have it now.”

Barbara Golden of the Minnesota State Law Library asked State/Supreme Court Law Libraries, “Do you have a person or are you planning to add or assign a person to handle responsibilities for information technology?” Of the 21 responses, eight states (38%) did have such a person (Alabama, Florida, Kansas, Louisiana, Montana, Nevada, New Jersey, and Ohio) and 13 (62%) did not (Alaska, Colorado, Hawaii, Idaho, Indiana, Maryland, Mississippi, New York, North Dakota, Oregon, Texas, Virginia, and Wyoming). Four states (Indiana, Iowa, Michigan, and Mississippi) said they use experts from their parent organizations, with librarian input. Most of the respondents recognized the importance of technical expertise and control within the library. A Nevada respondent noted, “A law library cannot provide adequate legal reference service without the assistance of information technology and has to have someone on the staff with an understanding and focus on how to utilize this new technology...” A Michigander added, “In the not-too-distant future, however, librarians, including law librarians, will of necessity have acquired most of the skills we all need now to assist us in making the successful transition to an Internet-based legal information environment.” (law-lib listserv, 7/11/97)

It is obvious that “technology offers more opportunity than obstacle for future generations,” as Suzi Hayes pointed out (InfoManage, March 1994, p.5). The issue is how we will use it. We need to see it as a tool to solve problems, not an end in itself, leading us only to find new ways to use new technology. We must weigh the costs, benefits, and impact on users of any proposed innovation. We should rethink the entire service, not just automate it (and only automate what is improved with automation). We run the risk of what I call “electronic myopia.” The researcher is interested only in material available online. Material that hasn’t been indexed becomes invisible. And the researcher may make document retrieval decisions based on what’s available online in full-text rather than what will present a well-balanced view of the issues.

Dealing with Change

Linda Appel, former Chair, SLA SOLO Librarians Division, says, “The major issue facing SOLO librarians today is change: recognizing its inevitability and the forms it may take, planning for it creatively and relentlessly, and adapting to it resiliently and ingeniously.”

Andrew Stathis, a non-librarian who heads an architectural firm specializing in law offices, says in his provocatively titled article “Technology Offers Incentive to Downsize Law Libraries” (The National Law Journal, October 2, 1995, p. B11), that the law librarian of the future must be computer literate, more of an administrator than a data gatherer. “The presence of the librarian will be essential.”

Robert Shafer (Director of Library Services, Covington & Burling) predicts that “Many future law librarians will have law degrees.... However, while I believe that a basic knowledge of the law is required for a law librarian, I think that more important than a law degree are the other knowledge and skill sets law librarians can bring to a firm.

“Online services will continue to grow and ... law librarians will play an increasingly vital role in helping their firms get the information they need. Time will be money even more so in the future than now, so any service that can help a law librarian expedite getting to that right kernel of information will be valuable [including the Internet].

“Law librarians will increasingly play an added-value role in law firms, finding and condensing information that attorneys don’t have time to find and learn.” (LEXIS-NEXIS Information Professional Update, March 1996, p. 37)

What’s Next for SOLO Law Libraries?

We must remember that “value added” is where it’s at. One of our strengths is our closeness to the customer. We will become increasingly technology driven, especially regarding electronic document delivery and remote access to “library” collections. Our role will evolve into facilitators or information advisors.

Mary Ellen Bates, a consultant in Washington, D.C., notes, “SOLO librarians can move up a notch [in the future]—their roles will be to teach consumers how to shop around and select the most appropriate information resources, train them in the most cost-effective search techniques, and support them when they need more complex research done that goes beyond the capabilities of the end-user search tools. Sometimes it’s difficult to give up some of the online searching—this is the part that many SOLOs enjoy the most. But in handing over the basic tools to library patrons, SOLO librarians can build their jobs into that of information consultant and guru instead of information go-fer. And remember, patrons will still come back when they find that they’re not finding what they want and they have a much higher appreciation of the information gathering and analysis skills of librarians as a result.” (The One-Person Librarian, May 1994, p. 4–6)

With end-user searching, interest often wanes after the first rush—when users find that it’s harder than they thought. That’s where we can step in. If your users embrace end-user searching, you can still act as a filter, checking out quality, recommending sources, training, and doing the really hard searches. Chris Olson advises

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that we be honest with our patrons (attorneys), educate them, work with them, act and manage professionally, and outsource and/or use consultants (AALL Spectrum April 1997, p. 13).

In the April issue of AALL Spectrum, participants in a "virtual symposium" delved into "the harsh realities being faced by firm librarians today." Michael Saint-Onge said that law librarians seem frustrated, unable to predict the future for themselves. While Kathie Sullivan saw a time when small private firms will not be able to afford their own libraries, Joe Stephens feared "that the librarian will go before the library" and that the small firm library will have only essentials for its own firm, relying on public libraries/law schools for the rest of its information. Even if the library does not go, there is a strong possibility of more law libraries becoming SOLO situations in the future.

Outsourcing of law library work is another possible outcome faced by SOLO and other law librarians alike. My query (on law-lib and law-libreff) about the future of SOLO law librarianship drew varying responses. Dina Dreifuerst, law librarian at Clements O'Neill Pierce & Nickens of Houston, is already outsourcing. She uses a filing service and a secretarial assistant for mail, routing, and serials check-in. She still laments her lack of time—billing 90-100 hours per month leaves her little time for management or long-term goals. Richard Dengrove of the U.S. Department of Agriculture is more pessimistic about outsourcing. He forecasts that "We'll all be employed by temp agencies rather than particular libraries…. Business, and government, more and more over the years has been a matter of temporary projects rather than ongoing activities."

Susan Siebers (AALL Spectrum, May 1997, p. 9) points out that some firms allow librarians to work directly for clients, bringing in additional income. This may be a growing trend and would help keep those libraries' goals aligned with their parent institutions. She also predicts that "there will be fewer lower-skilled positions" (shelvers, filers). Law librarians must emphasize their skills and professionalism, differentiate themselves from the support staff, expand into Web skills and improve presentation skills, and consider outsourcing (e.g., filing). They can expect and must facilitate more direct attorney access to the Internet and technology in general. She also expects law libraries to receive no additional space (maybe even less), and even more consolidation in legal publishing.

"Virtual symposium" participant Mark Estes also stressed the importance of a commitment to life-long learning (continuing education) and also suggests changing one's planning time frame to no more than three years out.

Mary Lynn Wagner (AALL Spectrum, April 1997, p. 32) urges law librarians to use more marketing, not to be afraid of it or "consider it a waste of time." She suggests MBWA (management by walking around), getting feedback from attorneys, more value-added services, and participation in professional organizations and continuing education. I also suggest RBWA-reference by walking around. Often your presence will remind patrons of a question they might have when they wouldn't necessarily make the trip to the library or pick up the phone to ask it.

Some Final Thoughts

The future of all librarianship will increasingly depend on technology. This is even more important for the SOLO as it enables us to extend our limited resources of time and personnel. We must be sure we become the masters of technology, rather than letting it use us. We must ensure we do not let it coopt our role in the transfer of knowledge. Since it is unlikely that our current or prospective employers will jump to train us in the new technology, it remains our responsibility to obtain this training ourselves.

In order to remain part of the information mainstream—especially SOLOs who wish to remain employed at all—we must change our roles and become information and knowledge leaders, facilitators, mediators, advisors. No longer will it be enough to be passive question-answerers. We must take a proactive role in promoting information services and the importance of our role in the process. A major first step is to change our education and our image. We must be prepared for the future. We will gain respect not by demanding it, but by earning it.

It is almost certain that in the future there will be more SOLOs in legal, corporate, and other institutional settings, and probably even in public and academic settings. While some may see this as a bad thing, I see it as an opportunity for those of us who enjoy working alone. However, to succeed we need to have more contact and interchange among SOLOs. This is especially true for those of us working outside the U.S., where there are fewer opportunities to meet with peers. We also must establish and maintain mentoring relationships with students and new librarians so that they will no longer feel unprepared and alone.

Note that I use "we" throughout these thoughts. None of us can sit back and wait for the future to happen—for "them" to make changes. We all have to take an active part in making the future happen the way we envision it. We need to have the right education, the right attitude, and the right image. We need to make sure that we are experts, but in the right things. We must have the knowledge that is needed by our employers, customers, competitors, and colleagues, and they need to know what we have to offer. We have to convince them that we are the best (maybe the only) ones to help them meet their goals. We must position ourselves to become an indispensable part of their business plans. Then—and only then—we will be paid what we are worth.

We will be worth what we are paid. And then we will be able to be full partners in the worldwide information process.

Judith A. Siess (jis@en.com) is President of Information Bridges International in Richmond Heights, Ohio.

This article is based on material from the author's book, The SOLO Librarian's Sourcebook (ISBN 1-57387-032-3, Information Today, Inc., 143 Old Main Road Pike, Medford NJ 08055, 800/300-7868).
Exploring the National Digital Library: A Day at the Library of Congress
by Wendy Nobunaga

The rain was not going to stop the 40 people attending the Library of Congress Automation Initiatives Program on the Thursday after the AALL Annual Meeting in Baltimore. Co-sponsored by the Law Library of Congress and the AALL Technical Services Special Interest Section, the program was held on July 24, 1997, in the Digital Library Visitors Center at the Library of Congress James Madison Memorial Building in Washington, D.C.

Barbara Tillett (Chief of the Cataloging Policy and Support Office at the Library of Congress) welcomed us to the library and introduced Jolande Goldberg (Senior Classification Specialist at the Library of Congress) and Leonette Williams (Associate Director for Collections and Technical Services at the University of Southern California Law Library), both of whom played a major role in putting this program together.

Out With JX, In With KZ and JZ

First to speak were Jolande Goldberg and Rebecca Guenther (Senior MARC Standards Specialist at the Library of Congress), who presented two of the newest Library of Congress classification schedules. The online presentation discussed in detail the outdated JX schedule, its demise, and its recent division into the new classification schedules—KZ for the law of nations and JZ for international relations.

Searching GLIN

The next presentation was on GLIN, the Global Legal Information Network, developed by the Law Library of Congress. GLIN is a cooperative international database containing full texts of laws of various nations. Contributors include: Africa, Asia, Europe, and the Americas. Though the digitalized or scanned texts of the laws are offered in the original language, there are searchable abstracts in English. After providing an informative presentation on the origins and current status of GLIN, Janice Hyde (GLIN Program Officer at the Law Library of Congress) and Nick Kozura (GLIN Project Manager and Automation Planning Specialist at the Law Library of Congress) gave a firsthand look at GLIN, demonstrating the searching and retrieval of full texts of laws in the database. GLIN is accessible through the Library of Congress' home page (http://lcweb2.loc.gov/glin/glinlowhome.html).

The First 42 Congresses

Robert Gee, Beth Davis-Brown, Emily Baker, Andrew Cook, John Sims, Randy Wells, and James Martin (all from the Law Library of Congress) next presented "A Century of Lawmaking for a New Nation: U.S. Congressional Documents and Debates, 1774-1873." Together they discussed the Law Library of Congress' plan to digitize historical documents of the first 42 Congresses. Some documents include: House and Senate Journals through 1873; Annals of Congress, 1789-1824; and U.S. Statutes-at-Large, 1789-1873. As part of the National Digital Library Program of the Library of Congress, the database will be fully searchable with links to other documents. Following the discussion, we were given a demonstration of the project prototype.

"American Memory"

Judith Farley (Coordinator of the Digital Library Visitor Center) discussed "American Memory," a project of the National Digital Library. "American Memory" started in 1991 as a pilot program to digitize items that tell the story of America. "American Memory" provides free online access to primary source material related to the history and cultural development of the United States from the Library of Congress' history collections. It can be found through the Library of Congress' home page (http://www.loc.gov).

Following the presentations, Pamela Barnes Craig of the Law Library of Congress led us on a tour of the Library of Congress Jefferson Building, which is beautifully restored and fully reopened after a 12-year renovation. It was a great way to end the day.

Finally, thank you to all the speakers for presenting such an informative program and an extra special "thank you" to all the people involved in organizing and planning the day.

Wendy Nobunaga

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How will you respond? With the recent publication of the Library of Congress KZ schedule for the Law of Nations, law libraries have for the first time a complete, nationally recognized classification schedule for legal materials. If you are the manager of a library with a large foreign and international law collection, you should now be expecting to receive from your Cataloger a proposal to adopt the new schedules, and to reclassify all or parts of your collection from whatever local system you have been using up to this point. Before that proposal hits your desk, here are a few questions you should ask so that you will be prepared to make an informed response.

Is it broke (and if it ain’t ...)?

Since the primary reason for adopting any subject classification scheme is to arrange your books on the shelf in such a way that like material can be found together, you should test how well your current schedule is working. Try this: go into your foreign and international treatise collection at any point and, going book by book, check to see if there is any logical subject connection between one book and the next book to it. (This can be done from your office if you can search by call number on your OPAC.) You might find this exercise somewhat disturbing. Most local schedules are oriented primarily towards jurisdiction, and they sub-arrange only by broad categories: government regulations, taxation, criminal law, etc. You will likely find some very odd bedfellows.

You should also try the inverse of this exercise. Search under a specific subject heading such as “Divorce—Germany” or “Civil law—Japan.” Are most of your books on that topic shelved under the same basic call number? If they are under the same basic call number, are they actually shelved together, or do other books intervene that are way off topic? In other words, can a patron go to your stacks and find your books on one subject in reasonable proximity to one another?

If not, you should consider adopting the Library of Congress schedules. They were developed by experts in the area of foreign and international law, and they provide a level of specificity that allows a user both to browse your collection effectively, and to learn about the structure of the law of the jurisdiction based on the organization of its material.

What’s this gonna cost me?

Reclassification projects are not cheap. You may outsource a large part of the work to a commercial service that, for a fee, will provide new call numbers for your foreign and international material in a relatively short period of time. The disruption to your current processing will be minimized, but you should expect many months (perhaps years) of clean-up after the project is officially “completed,” since the commercial services depend heavily on machine matches made with little human intervention, and the work will be done by people who do not know your collection’s peculiar quirks. Or you can attempt to conduct the project entirely in-house, which will take much longer, placing a burden on your existing staff, cost less (or perhaps cost about the same, but be amortized over a longer period of time), and allow for a higher level of quality control. The best course for your library will depend on the size of your collection, your staff, and your budget.

What if we stay with what we have?

One important consideration is to avoid false economy where reclassification projects are concerned. Doing nothing has its costs also. Continuing to use a parochial classification scheme, almost by definition, ties you to original cataloging, the slowest and most expensive way of producing cataloging records. By spending money once, up front to adopt a nationally recognized schedule, you facilitate the use of less expensive copy cataloging, particularly if there are other collections similar to yours whose cataloging records are of known quality. By placing your own standardized call numbers in a national bibliographic utility, you also participate in the community of shared resources, making everyone’s processing faster and cheaper.

Moreover, a well-organized collection is user-friendly and allows for a degree of self service. The more muddled and arcane the organization of your foreign and international material, the greater the burden you are placing on your Reference staff. Your puzzled patrons (those who don’t simply give up in exasperation) are likely to bring their problems to the Reference desk, and a Reference librarian who can answer any Anglo-American law question in two minutes flat might find substantially longer to untangle the court system of Uzbekistan. Investing in better bibliographic organization will pay off immediately in savings of public services staff time, and continue to provide dividends to your library for years to come.

Where do we go from here?

If you decide that your patrons could benefit from a better-organized foreign and international law collection, the next step would be to contact either Jean Pajerek at Cornell Law Library (jmp8@cornell.edu) or me at Boalt Hall Law Library, Berkeley (benemann@boalt.berkeley.edu). We are chairing an effort to coordinate foreign law reclassification projects among law libraries, hoping to establish a level of synergy that will spread the burden more evenly, and make it possible for us all to benefit from one another’s work. We are both deeply involved in reclassification projects in our respective libraries, and would be happy to share our hard-won expertise.

Making a change this drastic in a library’s operations is a decision that should not be made lightly, but neither should we shrink from change when the time has come to move our collections to a higher level of access. Foreign and international material has always been complex and expensive. Add to those adjectives the word “voluminous” and you can understand why the old interim classification schedule that once worked so well may now be inadequate to handle the amount of material your library is receiving, or to reflect the sea change that has taken place in international politics during the last decade. Given the amount of money spent on acquiring these materials, it makes sense to expend the necessary resources to make them readily available.

William Benemann (benemann@boalt.berkeley.edu) is Head of Technical Services at Boalt Hall Law Library, University of California, Berkeley.
KeyCite—A New Electronic Citation Service

Technology Editor Mark Giangrande takes us on a tour of this next-generation legal research product. Plus, we get to take a peek at what West is working on for the near future.

On July 21, West Group introduced KeyCite, a new electronic citator product that will have great impact on the legal research process. Scores of attorneys, law students, and librarians have grown up with Shepard’s Citations. The words “Shepard’s” and “Shepardizing” are in the legal lexicon as synonymous with checking the quality of cited authority. KeyCite is the first new product that can mount a serious challenge to the Shepard’s monopoly on citation services.

Shepard’s, in its electronic iteration, has always maintained a compatibility with its print counterpart. Many other electronic products that are available online and in CD-ROM format are similar in that they have been not much more than automated versions of print materials. Because of this, much of the legal research technology developed in the past several years tended to augment the familiar book model when text was ported to a digital medium. With the appearance of unreported cases in searchable full text, electronic versions of primary law databases expanded beyond the traditional printed reporter, becoming unique legal compendiums of their own. KeyCite recognizes this in a way that Shepard’s has not. KeyCite is one of the first new electronic products to appear on the horizon that does more than simply automate the traditional strategies of research and practice. In another sense, it is a product that will move legal research several steps away from book methods by creating a strategy that is unique to electronic research.

How It Works

A researcher invokes KeyCite from a button on the Westmate toolbar. If a case is on the screen, then that is assumed as the default. Otherwise, a new citation may be entered directly into a dialogue box. The display gives options for displaying the full history of the case, the negative history only, omitting minor history, and citations to the case. Citations are organized in four groups indicating the depth of the citing authority’s treatment of the original case. KeyCite uses a rating system of one to four stars, with four stars meaning “examined,” three stars meaning “discussed,” two stars meaning “cited,” and one star meaning “mentioned.”

The authority of a cite is given through visual cues. A pennant will appear in the title area of a displayed case, or next to a citation in a list. A red pennant means the case has been overruled or is no longer good law for at least one of its points. A yellow pennant means the case has some type of negative history of which a researcher should be aware. A blue “H” indicates that there is some direct history for the case that is not ordinarily negative. A quotation mark to the right of a citation in a list indicates that the citing case has quoted language from the cited case. Each citation listing is a hyperlink to the full text of the citing decision. Jumping to the text of the citing case leads directly to the reference; the title of the cited case and any quoted text is highlighted in red letters. Additional references are easily located by clicking on the “next term” button in Westmate. KeyCite can also generate a table of authorities within a cited document by invoking the “TA” button immediately to the right of the “KC” button.

KeyCite is impressive in the tight integration it has with WESTLAW and other West Group electronic products. It takes full advantage of the ability to include and link to other relevant documents in the WESTLAW database. These relevant documents include unreported cases, slip opinions, and non-case material such as law review articles, ALR annotations, and full-text treatises. Links to materials mounted on the system are active. Any case may be KeyCited almost immediately after it appears online. This means that virtually all decisions in the WESTLAW database may be checked for citation history and quality.

KeyCite also ties into the West key numbering system. Citation lists can be generated from headnotes, or the citation list can be limited by key numbers by selecting options from the screen. As the list of headnotes appears, there are short statements that indicate the number of citations for a particular headnote. Perhaps “even unreported decisions or decisions without headnotes can be topically categorized based on the headnotes in the cases cited.”

West has indicated that clients who own CD-versions of a database will not be charged to view a case that appears in their subscription, even though the online product is linked to WESTLAW rather than to their locally mounted databases.

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Can this relationship be saved?
“Are we partners or opponents?”

The Librarian’s Turn
“Things are so busy in my library I could work overtime just covering the urgent projects,” says Sandra, an 11-year veteran law librarian, “but I spend so much time trying to solve publisher problems I can’t seem to get my work done.

“Not only do I have to take time to correct things that shouldn’t be happening in the first place. But even the simplest issues seem to take forever to work out. We used to be able to count on one representative to know our account and help track things down. Now I’d give anything to talk to someone who can answer my question with one phone call.

“Between all the mergers and restructuring of publishers, I just don’t trust them anymore. I used to think we were partners in the cause of providing legal information to the public. But lately it seems money is their only priority.

“The thing is, having to spend so much extra time on these problems takes me away from the law librarian work I really enjoy and am supposed to be doing. I’m so rushed already I don’t need this aggravation. And the hardest part is, no one here really understands what I’m dealing with because I’m the only law librarian.”

The Publisher’s Turn
“I know changes in our industry are creating a lot of problems for law librarians,” says Tom, a customer service executive at a leading legal publisher, “but our whole work environment is being reinvented and it’s not easy for us, either.

“In the last few years, we’ve moved or lost hundreds of people and had to completely retrain thousands more. Technology has turned our industry upside down. Increased demands on sales reps and made us reorganize our customer service function. With all the new products they have to learn and understand, sales reps don’t have time to handle customer service like they used to. We simply can’t afford to operate that way anymore because customers won’t pay the prices we’d have to charge to pay for it.

“Our company is just doing what we have to do to keep up with the changes in the world. I only wish people would remember that we’re an organization of human beings, not a corporate giant trying to take advantage of them. Many of us have worked with the librarians for years and have endured all the changes they have. I want to be helpful to my customers, not harmful. I wish they could understand that.”

The Counselor’s Turn
Despite their frustrations, I sense from the emotion in their voices that this relationship is important to both publishers and law librarians. Underneath it all, they realize how much they depend on each other to do their jobs, and both want their interaction to be the productive and positive experience it once was. To achieve this, they must acknowledge the environmental causes of the problems, realize the human element and unique objectives that influence both sides, and look for common goals to encourage cooperation rather than conflict.

Uncontrollable factors in her work environment are overwhelming to Sandra, who feels abandoned by publishers and anxious about her future. Publishers are also reeling in the wake of monumental changes brought on by technology and company mergers. The fact is, there is no easy way out of the confusion and disarray. Both sides must endure the current chaos and cooperate to move forward into a more effective, mutually beneficial relationship.

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Sometimes it seems publishers and law librarians have irreconcilable differences. Changes in our world have magnified the natural conflict between publishers, who have to make money, and librarians, who have to stretch it. In reality, good libraries wouldn’t exist without published products, and publishers wouldn’t do very well without libraries. Like it or not, librarians and publishers need each other.

Last spring I determined that if I accomplished nothing else during my year as President, I wanted to:
1) raise the level of discourse with and about publishers to one of cooperation and understanding, and
2) provide AALL’s members with concrete suggestions and tools for dealing with the sea change in the world of legal publishing. We know that this is a hot issue, at some level, with almost everyone.

Although it’s not the ultimate solution, this “President’s Briefing” has been prepared to give some perspective on the issues faced by both the producers and the consumers of legal information. It demonstrates the sort of assistance the AALL Executive Board and I want to provide our members and readers.

In the coming months, you can look forward to AALL’s Tool Kit for Publisher Relations and a host of other actions to support you in this critical area.

Gudy Meadows

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On Resolving Problems

"I feel we're all in the same industry, albeit different ends—it's important to communicate your situation to publishers so they can communicate to you and you can jointly come up with some resolution. Saying I'll cancel your titles and go to someone else isn't always very effective."

Ruth Fraley, New York State Court System

"Be active in sending suggestions to publishers. Don't wait until you're unhappy about something. If you would like to see some improvement send a letter, make a call—most companies are in the mode of continuous improvement."

Marian Parker, Matthew Bender and Company

"I use a friendly but to-the-point telephone call or letter to describe the problem and how it negatively impacts the firm and our library."

Laura Olsen Dugan, LaFollette & Sinykin, Madison, WI

"I would advise people to prioritize their needs and to look for various avenues to address them. Save the 800-number calls for the more immediate issues, and use the web page or e-mail for less-important things such as requesting replacement pages."

Becky Hensley, CHI Incorporated

On Effective Relationships

"We need to try to remain reasonable and if we have a complaint, offer a specific suggestion to remedy the problem. I've been upset when people have posted their letters to publishers or aired a complaint on lawlib before they've tried to get a problem resolved with the company."

Kathie Sullivan, McNamara Lochner Titus & Williams, Albany, NY

"Publisher relations is recognizing that we need each other. Having a constructive and productive relationship requires some open-mindedness and the ability to put yourself in the other's shoes, to have two-way communication. Publishers are not our sworn enemies."

Frank Houdek, Southern Illinois University Law Library

"As frustrated as we all may be, we all know we can hear somebody better if they're talking to us rather than yelling at us."

Marian Parker, Matthew Bender and Company

"I think if we are strategic and forceful in a positive way, the library community will be able to direct what happens with publishers. Effective communication is the key."


"We're not a mysterious nameless company, we're the same people librarians have worked with for years—we're going to track issues down and give them to the right people."

Donna BergsRaard, West Group

"There were always people we could call to help us understand what's going on, and now the actual people aren't there anymore. There is a real shift in attitude that librarians still need to make to adapt to this new environment."

Margie Axtmann, University of Minnesota Law Library

On the New Environment

"Librarians are the ones who must serve the technically challenged and the technological whiz kids among our patrons. We have to somehow balance our resources and it's extraordinarily difficult."

Ruth Fraley, New York State Court System

"The customer service that librarians received five years ago would not be acceptable for a moment today because customers are more demanding and sophisticated. They have to realize we'll never meet their expectations because the expectations are constantly increasing."

Holley Moyer, LEXIS-NEXIS

"When you bring technology into it, you've got network problems, individual PC problems, connection problems. Problems become compounded when you try to connect to others."

Janeen Heath, Dresser Industries

"Our customer base ranges from one-person libraries to those with multiple locations, and we have over 700 products in various media. Before, we'd just send out a loose-leaf reporter to a single location. Now elements like computer compatibility, WAN or LAN usage and publication unlock codes can make transactions much more complex."

Gene Landoe, CCH Incorporated

"Manufacturing is one of the lowest costs of electronic publishing. What's very expensive is the tremendous cost of research, case noting, indexing, quality control, and the technology experts needed to produce information in electronic form. We have all of the same costs, and more, as we did to create print products."

Howard Zack, West Group

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Many law librarians and publishers spoke with us during the preparation of this briefing. The following comments were chosen to represent the varied of opinions that exist on this complex subject. We thank everyone for their help and regret that space does not permit sharing all their comments—Ludy Meadows
Link up with CRIV

The Committee on Relations with Information Vendors (CRIV) is a vital component in AALL's multi-faceted approach to addressing the complex issues surrounding the publication and distribution of legal information products. CRIV works directly with publishers to provide an effective means of exchanging information about librarian needs and publisher practices; it also actively engages in problem resolution on behalf of librarians.

"We can be the mediator and help when something is a big hassle and isn't getting solved," says Judy Lauer, 1997-98 CRIV Co-Chair. "Come to us and let us try to help take some of the pressure off you."

CRIV serves AALL members in the following ways:

- **Representing law librarians** in outreach to publishers, including conducting on-site visits and sharing information on law library needs.
- **The CRIV Sheet**, containing practical tips, news and researched articles about publisher issues, which appears three times a year in AALL Spectrum.
- **Complaint Resolution Subcommittee**, chaired by Mabel Shaw of Georgetown University Law Center (202/662-9139, shawm@law.georgetown.edu), providing CRIV intermediaries and negotiators to help members solve publisher problems.
- **CRIV Ombudsmen**, who maintain relationships with publishers and keep AALL members informed on their procedures and key contacts (details provided on Web page).
- **Contributing expertise** to assist in selecting AALL's annual New Product Award for publishers.
- **The new CRIV Web page** (http://www.aallnet.org/Committee/CRIV/), with frequently updated information including:
  - Publisher contact information
  - Online interactive complaint form
  - News of complaint resolutions
  - Hot topic descriptions and discussion groups.

**Now being planned:**

- Tool Kit on Publisher Relations
- Librarian Bill of Rights regarding Publishers
- Publishers' Guidelines
- AALL-sponsored listserv for publishers to quickly disseminate information about products, policies and procedures.

Understanding change

David Turner, Vice President for Thomson University, is a certified consultant in change management, provides the following insight on how people deal with change.

"In a rapidly changing, turbulent environment, we are constantly barraged with conditions that encourage us to feel slightly off-balance. Change usually is a request that people do things in ways they haven't before, and until they get comfortable with new domains, they experience anxiety around successful performance. What's happening today is that you learn a new way of doing things only to discover very quickly that it is outdated. People need appropriate training, hand-holding, coaching, and support or they are going to feel anxiety with the inability to do things as well as they once did.

"People who are inclined to want a predictable or stable environment will more quickly manifest their anxiety in an uncertain situation. Anxiety diminishes productivity because people who are anxious are preoccupied with figuring out what the new behaviors need to be. Anxiety can be manifested in anything from headaches or illness to chronic complaining or unnecessarily lashing out at other people.

"Understanding change allows you to more comfortably deal with it and prepare for it. The more we are able to successfully manage transitions, the better we are at it — it increases our capacity to handle it. Everyone goes through this kind of anxiety in transition — even positive change is at some degree uncomfortable.”

**TIPS FROM CRIV**

1. Be polite—the person on the phone usually isn't at fault.
2. Cultivate a good relationship with your local sales representative. As allies they can often work miracles and have an incentive to keep you happy.
3. Document all conversations. Don't forget to get the phone rep’s name and the time and date you called.
4. Save receipts, correspondence, warranties, ads and mailed solicitations. They are proof of promises not met.
5. Have all information ready when you call (invoice number, order number, title, price, etc.).
6. If the person on the phone can't help, ask to speak to the supervisor. If you can't do so right away, at least get the supervisor's name.
7. Don't make idle threats. If someone figures they don't have to take you seriously, they won't.
8. If all else fails, contact CRIV for assistance.
AALL and Publisher Relations

AALL closely monitors mergers and other significant industry activity, voicing member concerns in such procedures as the West-Thomson antitrust review. The Committee on Relations with Information Vendors (CRIV) has stepped up its historical role of facilitating communication between law librarians and legal publishers. CRIV not only helps resolve complaints, but works proactively by sharing publisher information and complaint resolutions with all AALL members (see “Link Up with CRIV”, p. 19, for more details).

The new Consumer Advocacy for Private Law Librarians (CAPLL), subcommittee of AALL’s Private Law Libraries Special Interest Section also has some projects underway. Among its plans is development of a template form letters about common publisher complaints—to save librarians time in composing letters—and a suggested invoice design that meets librarian needs.

Can this relationship be saved? continued from page 17

The first step is to understand that anxiety and confusion are common factors in any change. Although they are undesirable, these conditions are perfectly normal. It's human nature to feel uncomfortable and need support when dealing with change, so it is in everyone's interest to listen, try to empathize, and set realistic expectations.

Sandra has to step back and put the publisher's actions in context, and not take them personally. She needs to come up with new strategies to deal with the situation at each publisher, and to create procedures to handle them most effectively in cooperation with each company. This involves identifying, prioritizing, and communicating her needs in a constructive and calm tone. To create order in the chaos she may need to carefully record the steps she has followed to resolve a problem.

Sandra should be sure to reach out to colleagues and friends to help deal with the challenging times. Involvement in networks provided by AALL, its SISs and local chapters, for example, provides vital contact with people who understand. E-mail is a good personal communication tool, but the lawlib listserv shouldn't be confused with a support group. Messages posted there are read by thousands of people and should be as carefully thought out as an article for publication.

The publisher needs to establish more ways to listen to customers and validate the difficulties company changes are causing. Communication must be a top priority. Law librarians would be best served by a thorough understanding not only of the company's products but of its operations as well. Given the information and opportunity, librarians could provide valuable input as to the impact a company change might have on their organizations.

Working together for the common goal of providing the best legal information available is the best way to adapt to this ever-changing technological world. It will take understanding and rational communication to find the common ground, but with hard work from both sides law librarians and publishers can weather the current turbulence and improve their relationship for the future.

Editor's note: This article is a fictional attempt at capturing some of the key issues at work in the current librarian publisher relationship. Any similarities to individual situations are purely coincidental.

Resources

AALL Committee on Relations with Information Vendors (see details p. 19)
CRIV Complaint Resolution Subcommittee
Mabel Shaw, Chair, Georgetown University Law Center (202) 662-9139
shawm@law.georgetown.edu
Web page (http://www.aallnet.org/Committee/CRIV/)
Publisher Contact information
Online Complaint form
Complaint Resolution updates
AALL Private Law Libraries SIS
Consumer Advocacy for Private Law Librarians Subcommittee
Kathie Sullivan, Chair, McNamee Lochner, Titus & Williams, Albany, NY (518) 447-3266
sulliven@mltw.com

American Association of Law Libraries
53 West Jackson Blvd., Suite 940, Chicago, Illinois 60604
312/939-4764 • Fax: 312/431-1097
Fax-on-demand: 908/544-5901
company views this as an accounting issue rather than a technical one, in that it knows what information its customers have licensed from West.

To use KeyCite, a researcher needs to use Westmate 6.3 or "Classic" Westmate (version 5.x). In Westmate 6.3, the KeyCite features are activated through the "KC" and "TA" buttons on the toolbar. Classic Westmate has clickable prompts at strategic locations that can invoke KeyCite. There is also a Web version that is available through Netscape Navigator or Microsoft Explorer and most other Web browsers. KeyCite is also available for DOS users. It is available to Mac users and on the Web (at www.keycite.com). Pricing is competitive with Shepard's online service through WESTLAW. All customers will be able to use KeyCite free through November 30, when the pricing plan goes into effect. WESTLAW will still offer the electronic version of Shepard's Citations for its customers.

Other West Group Technology Plans

Last April, West sponsored the 10th Annual Editors' Exchange in San Diego, California. Editors and writers from major legal publications attended sessions that gave a window on some of the technology that will be available in the next one to two years. President and CEO Brian Hall spoke about several company product initiatives, while West Technical Managers demonstrated some developing products. These included the next versions of Westmate, WESTLAW access through the Internet, and use of push/pull technology. Hall outlined a strategy that firmly describes West as an information service company—a sharp contrast to the company's former view of itself as a bookseller.

One somewhat provocative statement from Hall was that West Group is no longer placing resources into developing new print products. The comment arose in regard to a discussion of titles that are respected publications, but not strong sellers in the book market. Corpus Juris Secundum (CJS) is a specific example of this kind of title. AALL Spectrum asked Hall about these and other issues.

AALL Spectrum: You've indicated that West Group is not putting any more money into developing new print products. What does this mean for marginal print products now? CJS is an example that came up in the discussion. There is the impression that CJS doesn't sell. This question is not specifically about CJS, but about products that are venerable but unprofitable. Does the company have any long-term strategy on discontinuing those kinds of products?

Brian Hall: Our position is to invest in products that our customers need and want. The majority of product development is invested in non-print products. However, we are very much involved in print product development and will continue to be involved as long as the market demands it. We have no plans to discontinue CJS or any other "venerable" publications. But we are continually evaluating the profitability of our publications and will make the best business decisions in the future, making sure that our customers' needs are the priority. We view technology as a real driver of change in today's legal practice. Legal professionals want to increase their productivity, and to do that they need fully integrated products.

AALL Spectrum: With the strategy aimed clearly at technological delivery systems and products, there is the thought that electronic search strategy may not be efficient to find all possible or relevant documents in a database. There have been studies that have suggested as much. Has the company considered this as part of its strategy?

Brian Hall: A logical concern, but fortunately for West Group customers, West provides an unparalleled set of search and document-finding tools. These searching tools combine the power of technology with the expertise of West's legal editors. We offer customers a range of products that provide different approaches for finding relevant documents. For example, WESTLAW and West's CD-ROM products offer both Natural Language and Boolean searching, EZ ACCESS, citators and hypertext links. Our print and electronic products include their own set of tools, including West's Key Number System and digests. All of these search tools complement one another and together create a fully integrated research system. It is definitely part of West Group's strategy to provide the most accurate and comprehensive search results. But we don't advocate just one search tool. Instead, we offer a menu of tools that researchers can use in combination to get the best results. And look for other new and fully integrated search vehicles from West Group in the near future.

AALL Spectrum: Last year the company announced that products would be available in both PREMISE and Folio. Comments from librarians indicate that this is not the case. How committed is the company going to be to this announcement? How does Folio fit into West Group's tech strategy, particularly since LEXIS-NEXIS has effectively sold the company?

Brian Hall: It takes considerable effort and time to cross-publish on all platforms. We continue to pursue this goal by prioritizing our efforts according to market feedback. We are actively cross-publishing CD-ROM products and will continue to do so as long as the market demands it. For example, USCA, McKinney's Consolidated Laws of New York Annotated and West's California Codes Annotated have been produced using FolioViews, and American Law Reports (AIR) is now available on PREMISE. We are, however, pursuing development of a single platform (code-named "Trinity") that will unify the different CD-ROM platforms. This product will be another means of delivering information by bringing together these multiple interfaces.
Electronic Capabilities and Strategies for the Future

West Group technicians demonstrated a prototype of the Trinity Interface as WESTMATE would appear through it. The look and feel is similar to framed pages from a Web site where the user can customize what elements of the WESTLAW service will display in each of the frames. Trinity is expected to reach the market around the summer of 1998. The Windows 95 version of Westmate is expected around the end of this year.

Other developments that WESTLAW technical managers discussed included how WESTLAW and other West electronic products could operate in the ActiveX and Java platforms that are built into the next version of Windows. Under the ActiveX/Java model, almost everything becomes an object that can be linked to other objects, no matter where they are located.

For example, someone who creates a memo in Microsoft Word or WordPerfect may cite a case or other document that appears on WESTLAW. By manipulating a WESTLAW control panel program, the creator of that memo can determine whether or not the citations are also active links to the full text of the cited document on WESTLAW directly from the word processing document. If a document's creator e-mails that document to another person and that person views the memo in his word processing application, the links would still be active to the full text online, whether or not the second person has a subscription to WESTLAW. West Group representatives were clear to indicate that the technology for this capability was more than viable, but the company had not worked out the obvious marketing issues for this ability other than to say that under present thinking, the end user would be responsible for any access costs.

West is also looking at “push/pull” technologies as potential information strategies. “Pull” technologies are those where a researcher gathers information from specifically selected sources. In Microsoft Explorer or Netscape Navigator, a user gets Web pages from a server and views them. Internet clients who access news, sports, and other current information, which is displayed on the user's screen, exemplify “push” technology. Information is updated at regular intervals. As these clients are customizable, a user may select what information comes across. In the case of legal research, push technology products can include later case/statute services, legislative updates, current events, or any other kind of information that the market demands.

Mark Giangrande is the Associate Director for Information Services at the Northwestern University School of Law Library in Chicago.
The major changes include:

This standard replaces the 1991 version of the SICI standard as the basis for the SISAC barcode. The SICI standard defines the Contribution Identifier, a very important SISAC standard, serves of the ANSI/NISO Z39.56 standard. SICI (Serial Item and process. That SISAC will continue to actively work on the EDIFACT-based ANSI X will be carried out in the UN/EDIFACT standard, rather than the profession to work towards the target that all EDI transactions, includes technical experts from various parts of the serials development on technical integrity of the ANSI X (a standard used only within the United States) to the UN/ EDIFACT transaction sets, which adopt the international standard. Besides this important document, SISAC has made a significant development on technical integrity of the ANSI X12 EDI standard (a standard used only within the United States) to the UN/ EDIFACT transaction sets, which adopt the international standard. The committee set up the Technical Advisory Group, which includes technical experts from various parts of the serials profession to work towards the target that all EDI transactions, will be carried out in the UN/EDIFACT standard, rather than the ANSI X12 standard. Sandy Hurd, the Chair of SISAC, expected that SISAC will continue to actively work on the EDIFACT-based transactions after completing the transition from X12 to EDIFACT process. (SISAC NEWS, V.12, No.1, Summer/Fall 1997)

In addition, SISAC has also completed work on the new version of the ANSI/NISO Z39.56 standard. SICI (Serial Item and Contribution Identifier), a very important SISAC standard, serves as the basis for the SISAC barcode. The SICI standard defines the requirements for providing an identifier for each item of a serial and each contribution contained in a serial in a coded form. This standard replaces the 1991 version of the SICI standard and includes numerous significant changes to the 1991 version. The major changes include:

1. Introduction of a method to indicate the medium used for distribution of serial items. The new standard allows users to tell whether the item or contribution being identified is in the format of paper, microform, or electronic, etc.

2. Establishment of a means to specify a derivative part of a serial item or contribution. The standard provides the coding of tables of contents, indexes, or abstracts for either full serials or individual parts—very helpful for legal publications.

3. Establishment of the SICI code as a sequence of defined segments: item, contribution, and control. The previous version of the standard did not explicitly address the segments, but rather implied their existence.

Digital Objective Identifier (DOI), a standard identification system for objects of digital commerce, was extensively discussed by the committee in both the Midwinter and Annual Meetings. It will continue to be a very hot topic in the Serials profession in the coming years. DOI, initiated by the Association of American Publishers (AAP), is intended to make Internet commerce more secure for publishers. The DOI system allows a user to establish an immediate online interaction with the current copyright holder or assignee. DOI can be the identifier of a full journal issue, an article, a table, or a data set that can be purchased separately via the Internet. The committee will keep working with AAP on the development of this identifier system, though SISAC is not directly involved in the creation of this exciting technology.

Finally, SISAC announced the establishment of a new listserv, SISAC-L (listserv@sun.readmore.com) for conducting SISAC business, distributing SISAC announcements and publicity, and discussing initiatives underway by SISAC and its subcommittees.

Joan Liu (liuj@turing.law.nyu.edu) is Serials Librarian at New York University Law Library.

Nonie Watt (wattn@indiana.edu) is Head of Technical Services, Indiana University Law Library.
The first and most important thing is: don't be shy. Assume you have an important contribution to make and build on that.

However, no one wants to go to all the trouble of researching and writing an article and then having it turned down because, for example, there is a major piece on essentially the same topic in an issue that's just being printed. How would you know that? By conferring with the editor before you write the piece. This is what's known as querying: a prospective author—i.e., you—contacts an editor—ahem, us—and basically pitches the story idea, and finds out whether there's any interest in it before going through all the blood, sweat, and tears of having to actually write the thing. Oftentimes we'll like the basic idea but suggest taking a different angle or approach, and that could mean the difference between acceptance and rejection right there. Your query also gives us an opportunity to discuss length, deadlines, format, etc.

Writing for a magazine is rather different than writing for a journal. It is usually insufficient to have only an interesting topic; in order for your magazine piece to be truly successful, you need to present an interesting topic in an interesting way. Also, don't expect a lot of give-and-take with us once the deadline has passed. When writing for a journal, the editor will typically return a manuscript with suggested changes, the author will disagree with some of the suggestions, and so it goes, back and forth—a constant process of negotiation and compromise occurs as the piece takes shape. With a monthly magazine, the production schedule is so much narrower in time that multiple drafts becomes an unattainable luxury; it's highly unlikely we'll be able to confer with you about cuts and changes, as rewarding and edifying as that might be; copy gets cut, changes get made, the magazine gets printed, and we all move on to the next big thing.

When you're at the point of actually sitting down to write, try not to get in your own way. Don't worry too much about whether or not we'll like your prose, don't revise endlessly until you become verbally constipated—just get the article written and in the mail. We look at it like this: our job is to print what you write, but we can't do that unless you send it to us.

If you're having trouble coming up with an angle, ask yourself this question: "What difference does it make to the reader?" Look for a way to get a reaction from your audience—any reaction, even horror and revulsion, is better than none at all—and then hammer down hard. Be funny, be irate, be opinionated, be outrageous—just don't be passive or long-winded. If you're really stuck, jump-start the process by writing us a letter. "Dear AALL Spectrum, I am really excited about [insert your topic] because . . . and when you're done, just strike out the opening bit and voila! your first draft is finished.

What we're looking for: illuminating and entertaining articles on topics of real interest to law librarians and other legal information users. Technology and library management are perennial and seemingly inexhaustible areas of interest. Whenever possible, write from your own experience, in the first person—it makes the piece much more involving for the reader. AALL Spectrum prefers articles in the 2000–5000 word range (roughly 250 words fit on a double-spaced typescript page, so we're talking 8–20 pages of typescript), but we're happy to consider both shorter and longer pieces.

One thing that greatly increases the likelihood of acceptance is having interesting graphics—photos, charts, tables, etc.—to accompany your piece. AALL Spectrum accepts photographic prints and slides, color or black-and-white, and if a negative is all you've got then we'll take that, too. We can accept graphical images in all the major formats. We usually end up re-drawing tables and graphs so don't sweat over them excessively.

One nit to pick: AALL Spectrum has printed several articles with end notes, and in retrospect we wish we'd been more rigorous and edited the pieces to get rid of the notes. In almost every instance, the information you'll want to put in notes can be simply incorporated into the main body of the text. Repeat after us: parentheses good, end notes bad.

So what are you waiting for? Send us your articles—your musings, your rantings, your epic meditations. Also your cartoons, your photographs, your puzzles, your laundry lists. And feel free to float ideas our way. Call us at 312/939-4770, ext. 19, send a fax to 312/431-1097, or send e-mail to pbeck@aall.org.

Do the best you can and try to have fun. We look forward to hearing from you.

Peter Beck
Editor, AALL Spectrum
Chapter News  by Susan Trask

New Officers
GPLLA (Greater Philadelphia) announces its officers for 1997-98:

- President: Merle Slyhoff
- Vice President/President-Elect: John O'Connor
- Treasurer: Connie Smith
- Secretary: Safoa Abboa-Offei
- Past President: Michelle Ayers
- Directors-at-Large: Alice McCready, Mary Newman, Marilyn Roth, Sandra Proctor, Leslie Leach

Annual Institute
The Greater Philadelphia Law Library Association (GPLLA) held its Annual Institute on May 9, 1997. This year’s topic was “Communicating in a Diverse World.” Carolyn Jones (Training and Organization Development Consultant with the University of Pennsylvania) presented a full-day workshop that included discussion, workshop exercises, and role-playing. The lunchtime speaker was Patrick Kehoe, AALL Past President.

October Programs
MALL (Minnesota) is involved in planning and hosting the Second Annual Minnesota Law & Technology Show, sponsored by National Practice Institute, West Group, IBM, and Minnesota Law & Politics. Joining MALL in the planning are other legal groups, such as the Hennepin County Bar Association, Minnesota Legal Administrators Association, National Law Firm Marketing Association, and Minnesota Paralegal Association. In addition to helping with registration, monitoring seminar rooms, and collecting evaluations, this year MALL members will help staff an Internet “cafe” where attorneys and other attendees can try out the Internet. MALL is also sponsoring three programs on the Internet.


Working with the Bar
LLAW (Wisconsin) members volunteered at the State Bar Technology Booth at the State Bar Convention. Member volunteers were Carol Bannen (Reinhart Boerner van Deuren Norris & Rieselbach); Amy Easton Bingenheimer (Quadrel & Brady); Laura Olsen Dugan (Lafollette Sinykin), Mary Kasholek (van Briesen Pertul & Roper); Kellee Selden-Allhouse, Pam Noyd and Susan O’Toole (Foley & Lardner); Ellen Platt and Robin Schard (Marquette University Law Library); Jane Moberg and Dawn Rohan (Michael Best & Friedrich); Mariann Storck (Scotfrey & Kahn), and Susan Madere, Richard Matthews, and Terry Mackey (Milwaukee Legal Resource Center).

Working with the Students
In April, AzALL (Arizona), in collaboration with Arizona State University College of Law and the Young Lawyers Division of the State Bar of Arizona, offered “Jump Start: Legal Research From Law School to Your First Summer Job” to 50 law students at Ross-Blakley Law Library. During this full-day seminar, students learned practical tips on getting assignments and doing research in a “real world environment” (Tory Trotta, Ross-Blakley Law Library), conducting federal research (Julia Covington, Jennings Strouss & Salmon), and doing Arizona research (Alison Ewing, Ross-Blakley Law Library). After lunch, which included a panel discussion on “Being Your Own Reference Librarian,” students chose one of three concurrent workshops: looseleaf services (Pat Wood, Ross-Blakley Law Library), administrative law (Donna Larson-Bennett, Ross-Blakley Law Library), or court filings (Mary Berkersheir). The program concluded with students working in teams to conduct research in a simulated law firm environment, using the skills they had learning throughout the day.

Planning Ahead
Members of LLAW (Wisconsin), CALL (Chicago), MichALL (Michigan), MALL (Minnesota), and MAALL (Mid-America) are planning to hold a regional meeting in Milwaukee in the fall of 1998: “Oktoberfest in A Great Place on a Great Lake.” Co-chairs of this Third Midwest Regional Conference are Julia Wentz (Marquette University Law Library) and Amy Easton Bingenheimer (Quadrel & Brady).

CoAAL (Colorado) and SWALL (Southwest) are planning a joint meeting for 1999 in Denver, Colorado. Mary Williams (Porcel Mauro Hultin & Spaanstra) is serving as co-coordinator of this meeting.

Compiled and edited by Susan L. Trask, College of William & Mary, Marshall-Wythe Law Library, 5, Henry Street, Williamsburg, VA 23187-3175 757/221-6351 757/221-3051 sltras@facstaff.wm.edu

Make a difference--

- for yourself Volunteer for an AALL Committee!
- for your Association see page 1 for details
- for your profession
Nominees Sought for Service and Bibliographic Awards

The Awards Committee is seeking nominations for the Marian Gould Gallagher Distinguished Service Award and the Joseph L. Andrews Bibliographical Award. The deadline for nominations is February 1, 1998. Instructions for submission of nominations are provided for each award in the following paragraphs.

The Awards Committee is seeking nominations for the **Marian Gould Gallagher Distinguished Service Award**. The Gallagher Award is presented to an individual who has completed or is nearing completion of an active professional career. The Award is given in recognition of outstanding, extended, and sustained service to law librarianship and to AALL. Honorees may be recognized for achievement in a particular area of law librarianship, for service to the Association, or for outstanding contributions to the professional literature. The Award may be given posthumously. Please send nominations with a qualifying letter in support of your nominee to Ruth J. Hill, Gallagher Award Subcommittee Chair, Rains Law Library, Loyola Law School, 1440 W. 9th St., Los Angeles, California 90015-3970; fax 213/497-2204. The deadline for nominations is February 1, 1998.

The **Joseph L. Andrews Bibliographical Award** recognizes a significant contribution to legal bibliographical literature. The work may be a book, pamphlet, periodical contribution or publication in some other form. A nominated work shall be measured by its creative, evaluative elements and the extent to which judgment was a factor in its formation. The term “legal bibliographical literature” is meant to be broadly defined and should not be limited by an author’s use or nonuse of the term “bibliography” in the title of the work. To make a nomination for the Joseph L. Andrews Bibliographical Award, please provide as complete a description as possible; it is not necessary to submit a copy of the work. Only works published during the 1997 calendar year will be eligible for consideration. The Award is not limited to publications prepared by law librarians or AALL members. The deadline for nominations is February 1, 1998. Please send nominations for this award to David Bachman, Co-Chair, Andrews Award Subcommittee, Vanderbilt University Law Library, 204 Law School, Nashville, Tennessee 37203, fax: 615/343-1265.

Changes to Current Law Index

During the Spring and Summer, the Indexing of Periodical Literature Advisory Committee approved the following changes to the Current Law Index:

**Deselect the following titles:**
- Bar Leader
- Scots Law Times

**Add the following titles:**
- American Lawyers Corporate Counsel Magazine: CCM
- Amlaw Tech
- Australian International Law Journal
- Computer Law and Security Report
- Deakin Law Review
- DePaul Journal of Health Care Law
- Estates & Trusts Journal
- Intellectual Property Quarterly
- International Insurance Law Review
- Journal of Individual Employment Rights
- Journal of International Banking Law
- Journal of Small and Emerging Business Law
- North Carolina Banking Institute
- Oil & Gas Law and Taxation Review
- Supreme Court Economic Review
- Trademark World
- University of Baltimore Intellectual Property Law Journal

**by Katherine Malmquist**
Katherine Malmquist, Cleveland State University, Cleveland Marshall College of Law Library, 1801 Euclid Avenue, Cleveland, OH 44115 • 216/687-4873 • fax: 216/687-6881 • katherine.malmquist@law.csueastohio.edu

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**The Attorneys will love the Convenience and Ease of Use of your Library’s New CD’s! They’re trying them out already!**

**Why won’t it fit in this slot?**

**That is the floppy disk drive! Get a Screnchriver!**

**Oops! Well, it’s just a small scratch...**

**What is the “code word”?**

**Why won’t it print?**

**Abort? Retry? Give up?**

**What’s a “fatal error”?**

Carol S. Wellington, Manager of Library Services, Peabody & Arnold, Boston, Massachusetts.
**Special Interest Section News** by Melinda D. Davis

**1997 Renee D. Chapman Award**

Richard C. Amelung (Professor of Legal Research, Head of Technical Services, Law Library, Saint Louis University) is the 1997 winner of the Renee D. Chapman Memorial Award for Outstanding Contributions in Technical Services Law Librarianship. Richard has actively fostered technical services law librarianship at the local, chapter, regional, and national level since 1980. Among his many contributions, from 1988-1992 he was the chief coordinator for the Mid-America Law School Libraries Consortium CD-ROM Union catalog, which provides access to the holdings for 18 midwestern law school libraries. He continues to coordinate four LLMC Major Microform Cataloging Projects, contributing cataloging copy to OCLC for 19th century legal treatises on international law, canon law, civil law, and Native American legal materials. These records are used by the law cataloging community throughout the world. Richard pioneered cooperative cataloging ventures with the Library of Congress’s Program for Cooperative Cataloging including NACO (name authorities), SACO (subject authorities), BIBCO (bibliographic records), and CONSER (serials records). His advocacy for cataloging excellence resulted in the first NACO training for law catalogers at LC prior to the Baltimore Annual Meeting.

**Perpetual Motion Machine a Reality? No, it’s just the PLL-SIS**

In May, Anne Ellis represented the Private Law Libraries SIS at the Association of Legal Administrators’ annual meeting in Seattle. PLL sponsored a booth in the exhibit hall and a vendor-sponsored program, “Law Librarians: Making Information Work.” The program focused on questions such as why a firm needs a law librarian, what services a law librarian can offer a firm or corporation, and how a law librarian can contribute to the firm’s profits. This type of marketing to an employer is invaluable and is a key element of the PLL Strategic Plan. Martha Goldman is the chair of the Task Force on the PLL Strategic Plan, which includes initiatives targeting consumer advocacy, employers, practical research and information in a new PLL publication, research on the value of law librarians, and sharing of best practices.

In 1996/97, PLL mailed 105 new member kits, which included a welcome, committee lists, volunteer forms, and mentoring information. The PLL Mentoring Committee will be actively recruiting in both the private sector and law librarianship in general, targeting library schools, paralegals, and non-law librarians to attract new members to the profession.

**New Technical Services Research Grant**

The OBS/TS Joint Research Grant Committee was unanimously created by the members of the Online Bibliographic Services (OBS) SIS and the Technical Services (TS) SIS at the Annual Meeting in Baltimore. Proposed by Brian Striman (University of Nebraska) and Ellen McGrath (University of Buffalo), this Committee will be responsible for promotion of the grant, reviewing applications, and awarding grants to support research for technical services law librarians in either SIS.

Chaired by Brian Striman, the Committee is permitted to make grants of up to $1000 per year (with equal funding from each SIS) for one or more research projects. Initially, the Committee will have six members. The program will be evaluated in three years to determine its usefulness in promoting research among the members of the two SISs. Reports of the Committee’s activities will be published in the Research and Publications Column in forthcoming issues of Technical Services Law Librarian. For more information, contact Brian Striman (402/472-8286 or e-mail: brians@unilib.unl.edu).

**Bookmark This!**

Legal Information Services to the Public SIS now has a Web page at http://www.allnet.org/sis/lisp. Still under construction by Fred Hanson (King County Law Library), it will include, among many other things, the LISP Public Libraries Toolkit. Developed by Betsy Sandison (Baltimore County Circuit Court Library) and Marsha Thomas (University of Utah Law Library), the Toolkit is an electronic guide for public librarians, with sections on researching a legal problem, reading and finding a citation, updating, and knowing when to refer. The Web site will also include the text of our brochure “How to Research a Legal Problem” and the LISP Clearinghouse Bibliography, along with links to other Web sites of interest to lay people and non-law librarians. Please visit the Web site and refer non-law librarians to what should be some very helpful materials. Suggestions, comments or contributions for the Bibliography eagerly awaited!

**Government Documents**

GD-SIS has three new committees at work: the Publications Review Committee, charged with reviewing all publications that carry the GD-SIS name (e.g., State Bibliographies, and Jurisdocs; the Public Relations Committee (“have committee, need workers”); and last, but hardly least, the Strategic Planning Committee, developing an agenda for the SIS (modeled on the strategic plans created by AALL and the PLL-SIS) based on a survey of the members of the SIS. The Government Documents SIS has ambitious plans for the next year. If you are interested in being a part of the action, contact Paul A. Arrigo at.zzarr@acc.wuacc.edu.

**Coming next month in AALL Spectrum**

- On behalf of the Information Technology and Implementation Working Group, Cathy Lemann reports on recent experiences exhibiting at the National Conference of State Legislatures (NCSL) and the Court Technology Conference (CTCS)

- Revising the AALL Code of Ethics—Ralph Monaco gets the ball rolling with an examination of the role and purpose of an ethics code.

- the centerfold is where you’ll find the always-informative CRIV Sheet—volume 20, number 11
Rejection and Redemption

I have a tale to tell concerning two words that should be of the four-letter variety: JOB SEARCH.

Back in the fall of 1996 I decided it was time to make my move to the academic arena of law librarianship. I had 10 years of professional experience in various law libraries (court and private firms), a JD, and an MLS. What I wasn’t prepared for was the onslaught of rejection I had to put up with during my 11-month odyssey to my new position as Assistant Professor and Head of Public Services at the University of Dayton Law Library.

I’m sure would not pass muster in my current position as Assistant Professor and Head of Public Services at the University of Dayton Law Library.

Have you ever been rejected out of hand for a position when you thought you could do the job standing on your head? It’s a very humbling experience. Sometimes you’re not even sure you’ve been rejected. I have had people refuse to call to inform me that I didn’t get a certain job, or give some very lame reasons why I wasn’t chosen (We wanted someone more technical; We needed to go in a different direction; We are only looking at people who have experience in a large research library). Yeesh! I have also been sent some rejection letters which I’m sure would not pass muster in my daughter’s kindergarten class.

My 10 years of law library experience did not include any work in an academic library, and people tend to be homogenous and prefer to hire those of their own ilk. My 10 years of law library experience did not include any work in an academic library, and people tend to be homogenous and prefer to hire those of their own ilk.

How to solve this problem? Apply to any opening in a geographic area that would be interesting to you. I had people refuse to call to inform me that I didn’t get a certain job, or give some very lame reasons why I wasn’t chosen (We wanted someone more technical; We needed to go in a different direction; We are only looking at people who have experience in a large research library). Yeesh! I have also been sent some rejection letters which I’m sure would not pass muster in my daughter’s kindergarten class.

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Having your weaknesses? Another question that became annoying was: Why do you want to come here? I was usually very honest with everyone concerning my reasons for applying: location, location, location, and then money. I told people I would not be interviewing at any place where the winters would be worse than those I was already experiencing.

If you make the first cut at the telephone interview, you will be invited for a visit on campus. This is the point in the process where I asked that the term “salary commensurate with experience” be defined. It makes no sense to waste your time, and the school’s time and money, to interview for a position that you ultimately could not accept. Most library directors are appreciative of the candor. If you reach some type of understanding concerning salary (and most of the time it is negotiable), you are on your way.

Make sure you take throat lozenges with you in your travel kit. You will be talking, and talking, and talking. At one place, I was surprised that I wasn’t interviewed by the custodial staff. I had to perform a “presentation” at only one school. I see good and bad with that. It is bad if you are prone to anxiety. It is good if it gives you a chance to address faculty and staff members in a different setting other than the personal interview, thereby lessening the chances of answering the same questions over and over.

I told people I would not be interviewing at any place where the winters would be worse than those I was already experiencing.

The campus visits are usually very fun. They will put you up in a nice hotel, pay for all of your expenses, and fly you in and out. You will go out to eat a lot with various members of the staff and/or search committee. You could put on some serious weight if you go on enough of these visits.

After you return home, the stress of waiting for a reply begins. This is the part of the process that almost did me in. Some schools were good about it; others, not so good. I used e-mail to keep in contact with various parties. I also sent out numerous thank you notes or letters to those people with whom I had had an interview. You then start fielding the rejections. It’s a very tough thing to be rejected, but you have to move on. I sent out about twenty resumes, visited six schools, and was finally hired on June 16 by the University of Dayton.

It is a very tough process, especially if you are relocating. I only moved 200 miles southwest, but the logistics of the move are mind-boggling. It is especially stressful when you have young children and have to sell your house and buy another long distance.

To sum up, be prepared for a long process, unless you’re one of those lucky individuals who are in demand. There are a lot of talented people out there who will want the same job for which you have sent in an application. Brush up on the spiel you will use to answer questions during your telephone interview. The same people (and more) will ask you those very same questions when you visit the campus. Don’t be afraid to boast of your accomplishments. If you’ve written something (and it’s good advice to have written a few articles before applying for an academic position), make sure the search committee has the cite(s), or preferably the article(s). Publish something on your own Web site (research guides, pathfinders, etc.) even if you have to use your own personal Internet Service Provider. The search committees want to see concrete evidence that they are not hiring a dunderhead, or a slick salesperson who can talk a good game, but can’t back it up.

If you decide to go through with a job search, I say good hunting. Take the time to make the right choice for your career and your family, because you are not going to want to do it again for a very long time.

Ken Koslowski, University of Dayton Law Library, 300 College Park, Dayton, OH 45469-1350 • 937/229-4810

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Placement Listings

The listings here are edited for space and are provided to keep readers informed of what sorts of jobs have been recently available. Many jobs listed here will have been filled by the time the issue is printed. Full listings of all current placement ads are available through several means: by phone, from the 24-hour Career Hotline, 312/939-7877; by FAX, from the AALL Fax-on-Demand service (call 908/544-5901 and request document 730); on the World Wide Web, at AALLNET (http://www.aallnet.org). To place an ad, call Kate Kasprzyk at 312/939-4764.

Assistant Director for Technical Services, Cleveland State University, Cleveland-Marshall College of Law Library, Cleveland, Ohio. Responsible for the direction of all aspects of technical services including cataloging, acquisition, serials, bindery, preservation and storage of library materials, as well as the Law Library's automation activities. Requires MLS and experience as either Head of Technical Services or Assistant Head of Technical Services. Salary is competitive and commensurate with qualifications and experience. #13215

Director of Law Library, University of South Carolina Law Library, Columbia, South Carolina. Requires JD and MLS. Substantial academic law library experience, experience in management of staff and budgets and collection development are also required. This is an academic faculty/tenure-track position with opportunities for teaching. #13214

Legal Reference Librarian, Suffolk University Law Library, Boston, Massachusetts. Provides reference and research services to faculty, students and staff, including conducting online and bibliographic training sessions and providing manual and online research assistance. MLS required, JD preferred. Evening, weekend and holiday rotation. #13213

Cataloging Librarian, United States Court of Appeals for the Second Circuit, New York, New York. Manage and evaluate the cataloging program; prepare Union Catalog for implementation of SIRSI Unicorn Integrated Library System. Requires MLS and three years' cataloging experience; knowledge of OCLC and ILS. Salary starts at $37,436-$46,814 depending on qualifications and experience. #13212

Systems Librarian/Database Manager, Dechert Price & Rhoads, Philadelphia, Pennsylvania. Responsibilities include managing integrated library system and evaluating alternatives, developing new ways of delivering information to over 500 patrons in ten locations, training staff and end-users and providing reference service. Ideal candidate will have MLS/MIS, law library experience, and the energy and enthusiasm to excel in a fast-paced environment. #13211

Law Librarian, Morris Manning & Martin LLP, Atlanta, Georgia. Requires MLS degree, three to five years of library management experience, extensive LEXIS, WESTLAW, Internet, CD-ROM and other online database research experience. Excellent written and verbal skills, organizational and time management skills. Excellent salary and benefits packages. #13210

Branch Services Librarian, Regional Justice Center-Kent Branch, King County Law Library, Seattle, Washington. Supervises Kent Branch activities including public and collection services, computer, LAN and other technology applications; staff training, and facility maintenance. MLS with minimum of three years' law library patron services experience required. Additional significant experience as professional librarian or law degree from accredited institution may be substituted for two years of law library patron experience. #13209

Reference Librarian, Ross & Hardies, Chicago, Illinois. Entry-level reference position. Responsible for ILL and providing reference to 150+ attorneys. MLS required; recent library school graduates encouraged to apply. #13208

Law Librarian/Recruiting Coordinator, Ball & Weed PC, San Antonio, Texas. Firm of 33+ attorneys seeks a dynamic, innovative librarian for its San Antonio office. Qualified applicants will have an MLS, at least 2 years of law library experience, excellent customer service skills, ability to work under pressure, and will be proficient with online services. In addition this position coordinates the firm's law student recruiting program with the Recruiting Committee. Excellent salary and benefits. #13207

Reference Librarian, University of Miami School of Law Library, Coral Gables, Florida. The Evening/Weekend Reference Librarian provides reference service on four weekdays and one weekend day. Provides instruction in legal research. MLS required, JD strongly preferred. Experience with creating/maintaining Web pages highly desirable. Non-tenure-track faculty appointment. Competitive salary with comprehensive benefits package. #13206

Serials Librarian, University of Miami School of Law Library, Coral Gables, Florida. Management of Serials Department with 6700 active serials and monographic continuations subscriptions. Cataloging of serials and non-print formats in a variety of languages. Requires MLS and two years' cataloging experience, preferably in a law library. Experience with Innovative Interfaces and law library experience are highly desirable. Non-tenure-track faculty appointment. #13205

Reference Librarian, Powell Goldstein Frazer LLP, Atlanta, Georgia. Large Atlanta law firm seeks Reference Librarian with MLS, at least 2 years of law library experience, excellent customer service skills, ability to work under pressure, and proficiency with LEXIS, WESTLAW, DIALOG, and the Internet. Previous experience with Internet training and HTML a plus. #13204

Reference Librarian/Computer Services Librarian, University of San Diego Legal Research Center, San Diego, California. Seeking experienced MLS & JD to provide general legal reference services, develop and manage computer instruction and services to law faculty and students. Some weekend and evening hours. Salary and benefits competitive. #13203

Deputy Librarian, Piper & Marbury LLP, Baltimore, Maryland. MLS with significant reference experience in law libraries, ability to work independently, and handle diverse and demanding workload is desired. Requires an innovative service orientation, strong analytical abilities, very good computer research skills. Salary is competitive and commensurate with experience. #13202

Computer and Technology Services Librarian, Louisiana State University, Baton Rouge, Louisiana. Responsible for implementation of computer and technology products and services serving a faculty of 33 and student body of nearly 700, and supervision of the computer services department. MLS required, JD strongly preferred. Salary commensurate with experience; generous benefits package. #13201

Assistant/Associate Reference Librarian, University of Michigan Law Library, Ann Arbor, Michigan. MLS required, plus organizational and teamwork skills. JD preferred, plus law library and computer experience. Salary $30,000 and up depending on qualifications; generous benefits worth 22% of salary. #13184

Assistant/Associate Reference Librarian, University of Michigan Law Library, Ann Arbor, Michigan. Provides full range of reference service for all parts of the collection to law school community. Responsible for collection development in assigned area of international law and documents. JD and MLS required. Salary: $34,000 and up depending on qualifications; generous benefits worth 22% of salary. #13133
New Law Librarians

Cathy Surles has joined the staff of the Duke University Law Library, Durham, North Carolina, as a Reference Librarian. She received her JD and MLS from North Carolina Central University, and has been practicing law in Durham since her graduation.

Changing Places

Don Arndt, formerly Reference/Electronic Resources Librarian at the Biddle Law Library, University of Pennsylvania, Philadelphia, has joined the Schmid Law Library, University of Nebraska, Lincoln, as Associate Director/Head of Public Services and Assistant Professor of Law Library.

Debra Austin, formerly with West Group, has joined the staff of the University of Denver Law Library, Denver, Colorado, as Library Instruction Coordinator.

Emily Carr is now a Legal Reference Librarian at the Law Library of Congress, Washington, D.C. She had been Head of Reference/Documents at George Mason University School of Law Library, Alexandria, Virginia.

Randy Diamond has joined the staff at the University of Missouri-Columbia Law Library as Associate Director. He was previously Head of Educational Services at the Thomas Cooley Law School Library, Lansing, Michigan.

Denise Gibson, formerly Reference Librarian, has been promoted to Reference/Electronic Services Coordinator at St. Thomas Law Library, Miami, Florida.

Jessica Hogan is the new Electronic Services Librarian at the University of Denver Law Library, Denver, Colorado. She had previously been with West Group.

Martha Keister is now the Foreign, Comparative and International Law Librarian at the University of Denver Law Library, Denver, Colorado. She had been the Library Instruction Coordinator there.

Rosalie Sanderson, formerly Assistant Director for Computer Information Services at the University of Florida Legal Information Center, Gainesville, has joined the staff of the Hugh F. MacMillan Law Library of Emory University School of Law as Assistant Law Librarian for Reference and Instruction.

Professional Activities

Melody Busse Lembke, Head of Technical Services at the Los Angeles County Law Library, Los Angeles, California, and Rhonda K. Lawrence, Head of Cataloging at the Hugh and Hazel Darling Law Library, University of California, Los Angeles, have now completed the third edition of their work, Cataloging Legal Literature: A Manual on AACR2 and Library of Congress Subject Headings for Legal Materials. Published as number 22 in the American Association of Law Libraries' publication series, the work is available from Fred B. Rothman and Company.

Janet Sinder, Head of Information Services, Duke University School of Law Library, Box 90361, Durham, N.C. 27708-0361 • 919/613-7120 • fax: 919/613-7137 • jls@law.duke.edu
Volunteer continued from page 1

Bausch: Maybe that person didn’t have a particularly good committee experience. But from my own experiences, and knowing of the experiences of most of my friends and colleagues, I disagree. AALL committees are working to change the face of legal literature, legal citation, how we deal with copyright issues, and the federal depository library program. This is neither boring nor irrelevant.

Do: Will committee service help my law library career?

Heller: Serving on an AALL committee helps you develop a reputation as a contributing member of our profession. Today’s and tomorrow’s leaders of law librarianship will become your friends and colleagues. Indeed, at some time you may want to call upon them as a reference. But committee work is not simply resume fodder; committee service makes you both a better and better known law librarian, improving your future career prospects while at the same time assuring a healthy future for AALL and for our profession.

Bausch: And committee work is certainly not thankless. Over the next year the Special Committee on Volunteerism will make recommendations to the AALL Board on how to better recognize our volunteer leaders.

You will read more about the work of the Special Committee in future issues of AALL Spectrum. You’ll also hear from members who have recently served on a variety of AALL committees. You’ll read about their projects and how they found committee service personally and professionally fulfilling—in other words, why they volunteer and serve.

Heller: Take the plunge. AALL needs you, and I need you. If you need more information before filling out the volunteer form, read about the committees in the AALL Directory and Handbook. (Each committee and its work is described at page 368 in the 1996-97 Directory). Annual committee reports are published in Law Library Journal.

There’s a committee for everyone. Want to give out money or awards? The Grants, Scholarship, Awards or Call for Papers Committees may be just for you. You can influence policy (and policy) by joining the Government Relations, Citation Format, Copyright, or Relations with Information Vendors Committees. Interested in helping to prepare AALL’s education agenda? Try the Professional Development Committee. Want to mentor new members, or help connect job seekers with job providers? Consider the Mentoring and Retention Committee or the Placement Committee. Are you an author or editor of law journals and need more information about the ILP Conference or the IFLP Conference? The Publications Committee is the right choice for you.

There’s a committee for everyone. Want to give out money or awards? The Grants, Scholarship, Awards or Call for Papers Committees may be just for you. You can influence policy (and policy) by joining the Government Relations, Citation Format, Copyright, or Relations with Information Vendors Committees. Interested in helping to prepare AALL’s education agenda? Try the Professional Development Committee. Want to mentor new members, or help connect job seekers with job providers? Consider the Mentoring and Retention Committee or the Placement Committee. Are you an author or editor of law journals and need more information about the ILP Conference or the IFLP Conference? The Publications Committee is the right choice for you.

Make friends (me and your fellow committee members); influence people (both inside and outside AALL).

Invest in AALL.

Volunteer Today.

Jim Heller (jiheller@facstaff.wesleyan.edu) is Director of the Law Library and Professor of Law at William and Mary School of Law, Williamsburg, Virginia.

Donna Bausch (dbausch@leo.virginia.edu) is Law Librarian at the Norfolk Law Library, Norfolk, Virginia.

Memorials

AALL Spectrum has been advised of the deaths of:


AALL Spectrum carries brief announcements of members' deaths in the Memorials column. Traditional memorials should be submitted to Frank Houdek, Editor, Law Library Journal, School of Law Library, Southern Illinois University, Carbondale, IL 62901, for inclusion in the Law Library Journal.

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Public Relations Exhibit Showcases Members’ Efforts

by Janice K. Shull

The Annual Meeting Exhibit Hall always sizzles with hot new products from our partners in the legal information field. The Baltimore Exhibit Hall was no exception—from laptop giveaways to “cracking the egg” at the West Group booth, visitors saw lots of action and carried off many rewards. The Public Relations Exhibit treated its visitors to edible munchies and lots of examples of successful marketing ventures in all types of law libraries.

This ever-popular Annual Meeting event, sponsored by the AALL Public Relations Committee, brings together AALL members who wish to share their public relations ideas and products in an informal way with other Association members. The 1997 group of 27 exhibitors assembled items that included bookmarks, a pictorial directory of library staff, legal research guides and pathfinders, library building campaigns, topical exhibits, videotaped interviews, National Library Week programs, and library guides. All of the exhibits demonstrated the leadership of law libraries in providing legal information.

The Public Relations Exhibit depends on membership participation. This is really a show-and-tell session, for our members and by our members. The handouts available at the exhibits might help you design an eye-catching brochure for your library, or plan a standing-room only program for your funding organization, or organize activities for National Library Week. The planning has already begun for the Anaheim exhibit, and the 1998 coordinator, Rebecca Trammell, is on the prowl for creative individuals who will share their public relations products with other idea-seekers. Contact her at University of Orlando Law Library, 6441 E. Colonial Drive, Orlando, Florida 32807-3673; 407/275-2100; e-mail: rtrammell@uo.edu.

Janice K. Shull, Law Library of Louisiana, is the 1997 Public Relations Exhibit Coordinator.
AALL Delays Open Membership

by Charles R. Dyer

[The following appeared, in slightly different form, as an editorial in the August–September 1997 issue of For Your Information, the newsletter of the Council of California County Law Librarians.]

A small group of academic law librarians convinced the members of AALL present at the second business meeting in Baltimore to delay passage of the “open membership” Bylaws amendment, which would have enabled anyone to become a full-fledged member of AALL (with the right to hold office restricted to those employed as law librarians). They found several nitpicky points that convinced a majority to send the amendment back to committee. Correcting those points would require a much more elaborate wording and probably lead to more confusion, not less. Nevertheless, they accomplished their objective—to delay as long as possible the opening of membership in AALL.

Having served as chair of the Trustee Development Committee of the State, Court, and County Law Libraries SIS in previous years (and once again as co-chair this year), I have had a special interest in seeing membership opened up. Presently, our trustees can only be associate members of AALL, without voting rights. Several trustees from California county law libraries have attended AALL meetings over the last few years, and Associate Justice George Nicholson of Sacramento (a former Sacramento County Law Library Trustee) was awarded honorary membership in AALL this very year for his significant work and concern on behalf of law libraries. The irony was astounding.

The American Library Association allows trustees to be members. The Special Library Association allows anyone to become a member. Why do law librarians hold back?

Some academic law librarians have led a concerted effort to confuse the issue. They suggest that the law book publishers will sign up large numbers of their employees as members and take over AALL. Give me a break.

Those publishers who have a few associate members do so entirely for public relations purposes, and to try to “take over” would be the ultimate PR faux pas. The publishers have nothing to gain from “owning” AALL. They already have their own lobbying organizations, which are usually more influential than AALL is anyway. They won’t get any more money, as it is their contributions that keep a significant portion of AALL afloat already.

Can Thomson cause us to renege on our strong stance for vendor-neutral citations? Of course not. And, if they somehow did, everyone would know it, and most state governments would consider that simply further proof that vendor-neutral citations are necessary for a level playing field. It would backfire dramatically.

Unfortunately, many private law librarians buy these confusing arguments. They generally are too busy to look into the matter closely and do not see the harm they cause by helping those academic law librarians continue this obfuscation. They think the amendment is unclear and that delay will help, when it is precisely delay that is the most dangerous thing of all.

What we are talking about is the heart and soul of what AALL is all about. If we are, as some suggest, primarily interested in the health and well-being of law librarians, then we are really a trade union. If we are an association of libraries—as distinct from an association of librarians—then we should make libraries and access to legal information primary, not job security or status.

An association of libraries would want input from library customers, from those who govern libraries, from those who sell to libraries, and especially from those who conduct business similar to our own and sometimes in place of us, such as computer specialists. We need the interaction. Then we will know better how to do our jobs. And those who do library work but do not call themselves librarians, as often happens with MIS people in law firms and elsewhere, can learn from us how better to serve their legal-information-needy customers.

There will always be a need for librarians so long as people seek information, but, if we stick our collective head in the sand, we may find that a different breed of librarian has come to take our place. These new librarians may well be trained at Berkeley or some other place where they now look askance at the name of “librarian,” but they are information gatherers and organizers, nevertheless. This situation doesn’t scare me, as I will either hire those who can do the work or learn to do it myself if I have to. I suspect that that is the attitude of most county law librarians.

It is my belief that what these few obfuscating academics are truly scared of is the loss of status, since that is all that is really important in academia. They think: If any Joe Blow can be a member of AALL, then what value is there to being a member? (Hell, even the other faculty members could go to meetings, and, egad, vote on things!) For those of us who have to watch our travel budgets, we judge our associations on what they can provide for us, not what status they might give us. AALL needs to be ready to serve those who do law library work but do not call themselves law librarians, and we need their input and fresh perspective to stay up with things.

Upon my return to San Diego, I have advised my board that I will be seeking a change in our rule regarding professional memberships for our librarians. No longer will AALL be the preferred national organization. We have recently sent people to meetings of the Special Library Association, the Public Library Association (a division of ALA), and the Library Information Technology Association (a division of ALA). We will begin to look more closely at the American Society for Information Science and some computer associations as well. We can’t stop growing just because our old association does. We need to congregate with people who are looking ahead.

We won’t abandon AALL, as there are many who are still up with the times, even some academics. Two task forces recently suggested open membership; SCCLL-SIS suggested it several years ago. But we can no longer put all our eggs in one basket.

Charles R. Dyer (cdyer@sdcll.org), Editor of For Your Information, is Director of Libraries at the recently re-named San Diego County Public Law Library in San Diego, California.