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As I write this, I have just returned from the American Bar Association (ABA) TECHSHOW 2018. I was lucky enough to have the opportunity to join two panels as part of the somewhat new academic track, but that was really just an excuse to hear and see firsthand what lawyers, legal tech gurus, and vendors think are the current legal technology issues and what innovations might be on the horizon. (FYI—the planning group for the academic track did a great job. Expect even better things next year!)

Changes in the repository platform landscape are addressed in “Rethinking Digital Repositories & the Future of Open Access.” Newer models for publishing, particularly online, raise issues for properly attributing a work to its author. “Who Is This? Moving from Authority Control to Identity Management” makes the case for thinking more broadly than name authority control.

If you are looking for more avenues to help you stay current, make sure to read “Seeking New Members: Special Interest Groups Provide Unique Benefits for Law Librarians.” You may be inspired to join a new AALL Special Interest Section or Caucus, or find a local group focused on your area of interest. Finally, be inspired by the winners and finalists of the inaugural AALL Innovation Tournament who are working on projects as diverse as attorney-facing chatbots and a virtual reality lab. What technology innovations will we see at this year’s Innovation Tournament at AALL 2018? I look forward to seeing you there.

As rapidly as technology is changing, I often feel that I am chasing the curve trying to keep up. Attending TECHSHOW was one way for me to try to close that gap. I not only learned a lot from the sessions I attended, but also from something as simple as perusing the program descriptions and walking the vendor marketplace. Several programs on security were offered, as well as the expected sessions on artificial intelligence, eDiscovery, and document automation. A series of programs were offered on process automation and management, as well as issues related to running a practice in the cloud, which provided crucial information for practicing, as well as future, lawyers. Even though I was unable to attend every program, I still learned what the hot issues are, what technology concerns lawyers today, and what new products are coming online. I have a better idea of what students need to know to prepare them to be competent lawyers.

If you, like me, are trying to keep up with the latest technology, I hope you find something new in this technology-themed issue. “What You Need to Know about Cybersecurity” is an excellent primer with easy-to-follow examples that help you understand the issues and terminology. You can also learn about the benefits of content intelligence tools and how they are being used to provide value to individual attorneys and work groups at firms.

Kristina L. Niedringhaus
krisn@gsu.edu
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BY LIZ McCURRY JOHNSON, DOLLY M. KNIGHT & MARIBEL NASH
For professionals whose core values are to bring order and validity to information and ideas, the chaos of disruption can make us feel overwhelmed.

Twitter founder Evan Williams recently talked about the chaotic world we currently live in. Williams said, “I thought once everybody could speak freely and exchange information and ideas, the world is automatically going to be a better place. I was wrong about that.” The Network Age, and the idea of social networks, has created a period of time where information consumed by others in the network is given nearly equal weight, whether the information is true or false—authoritative or unsubstantiated. We, as librarians, along with our professional associations, work to strike a balance that allows for the free flow of information, thoughts, and exchanges to take place, but we will step in to validate or invalidate the information as needed. It’s a battle that we may be temporarily losing.

Historian Niall Ferguson recently discussed this and said something that made me think about our current environment: “There are just occasional periods of history—we’re in one of them now—when technology … empower[s] the networks, and weaken[s] the hierarchy.” In my mind, these are the times when law librarians and other legal information professionals are needed the most.

In this issue of AALL Spectrum, the authors discuss our desire for the free flow of ideas and the openness of legal information in a decentralized environment. However, as noted in these articles, we also see the value of keeping private information secure and the need to manage information to maintain its authoritative integrity. We understand the desire of others for immediate delivery of information, but we balance the aggregation and dissemination by ensuring that the information is accurate and relevant to the needs of the user.

We use our networks to enhance our abilities to connect with our peers, but we must be cautious that we don’t end up in an echo chamber where we are only listening to those who tell us what we want to hear. One of the greatest benefits of our association and our profession is the diversity of our fellow information professionals and our willingness to share and advocate our insights and ideas. Our ability to balance these competing forces shows the true value law librarians bring to our organizations.
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You are committed to the profession and the Association and act as one of our best ambassadors. With your $75 upgrade, when joining or renewing, receive:

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- A My Communities badge
- AALL Annual Meeting*
  - Listed in Awards Brochure
  - Listed on signage
  - Slide during Association Luncheon
  - AALL Annual Meeting badge ribbon
  - Listed in AALL Spectrum once a year

ALSO RECEIVE
- Complimentary AALL lapel member pin
- Complimentary ticket to AALL Annual Meeting Association Luncheon [$40 value] at the AALL Annual Meeting

*Must upgrade by June 1 for recognition at the 2018 AALL Annual Meeting; members who upgrade after June 1 will be recognized at the 2019 AALL Annual Meeting.

bit.ly/AALLchampion
Digitizing materials is usually relatively simple. Processing and organizing the resulting digital files takes a little more forethought. Decisions made before the material is digitized lay the groundwork for making things accessible for your intended audience, so the value of planning cannot be overstated. AALL members Erik Beck, Jennifer González, Janice Hyde, and guest presenter Chelsea Dinsmore share highlights from their 2017 AALL Annual Meeting program on the topic.

**WHERE TO BEGIN**

- Who is your audience?
- What are your users’ research habits?
- What interface and search tools would best suit those research habits?
- What metadata will you collect to support your search tools?
- What are your goals for the collection?
- How will you evaluate to know if your goals have been met?


Watch the program at bit.ly/AM17Digitization.

**MAKE IT SEARCHABLE WITH DESCRIPTIVE METADATA**

- Title
- Creator
- Subject
- Description
- Publisher
- Contributor
- Date
- Type
- Format
- Identifier
- Source
- Language
- Relations
- Coverage
- Rights

**MAINTAIN CONTROL WITH ADMINISTRATIVE METADATA**

- Technical metadata document the file format, the source (e.g., analog or digital), and information about the file’s creation.
- Structural metadata describe intellectual or physical divisions in an object (e.g., page, section, chapter) or relationships to other objects.
- Preservation metadata contain information needed to support the viability, renderability, comprehensibility, authenticity, and identity of digital objects over time.
- Rights metadata encompass information pertaining to limitations and restrictions regarding the access to—and use of—content.

**PRESENTATION IS KEY**

- Graphical display: visually appealing, especially online, but may be too simple for complex information.
- Browse lists: great for structured data such as law, but requires a user’s understanding of the content.
- Full-text search: very novice-friendly, but results may not be well-differentiated.
- Citation-based: may yield exact match(es), but requires correct formatting of citation.
- Keyword: ideal where controlled vocabulary lists are used and known, but may render large result sets.

Content contributed by Erik Beck (Digital Services Librarian, University of Colorado); Chelsea Dinsmore (Director of Digital Support Services, University of Florida); Jennifer González (Legal Information Analyst, Law Library of Congress); and Janice Hyde (Assistant Law Librarian for Collections, Library of Congress).
MEMBER PROFILE

VANTAGE POINT

SUSAN deMAINE

ASSISTANT DIRECTOR FOR INFORMATION SERVICES
INDIANA UNIVERSITY
ROBERT H. McKinney SCHOOL OF LAW
RUTH LILLY LAW LIBRARY
INDIANAPOLIS, IN

FAVORITE THING ABOUT YOUR JOB?
Building connections with and for students, faculty, and colleagues.

WHAT’S YOUR GREATEST ACHIEVEMENT AND HOW HAS IT SHAPED YOU?
It’s a cliche, but my greatest achievement has to be raising three children and two stepchildren, who are well on their way to being competent and kind adults. In addition, I’m grateful that I was able to reenter my chosen profession and succeed in it after 10 years of full-time child-raising. Together, these accomplishments have helped me become an interesting mix of humble, confident, and intrepid.

FAVORITE WEEKEND GETAWAY?
With overflowing weekdays, I’m a homebody on the weekends. My favorite getaway is quiet time with a cup of coffee and a good book!

WORDS TO LIVE BY?
From Mr. Rogers: “There are three ways to ultimate success: The first way is to be kind. The second way is to be kind. The third way is to be kind.”

A SKILL YOU’D LIKE TO LEARN?
There are so many! Sailing, playing the mandolin, and speaking Chinese. From a professional perspective, I would like to really understand blockchain, and how to make use of it.
What book, article, or resource has helped you think differently about the delivery of technology services?

1. **THE MYTHICAL MAN-MONTH: ESSAYS ON SOFTWARE ENGINEERING** by Frederick P. Brooks Jr. (Addison-Wesley; 1st paperback edition; January 1975). “A technology book from 1975—this book has aged well. References to specific technologies at this point would have been so obscure as to be fables. One essay is about the tower of Babel as a metaphor for software and as a failure in communications, not in engineering skill nor in resourcing. You see what I’m getting at. This book focuses on the people dynamics of making and delivering technology—those little elves who do all the invisible things behind the devices, apps, and programs we use every day. It goes into topics such as how to achieve integrity in a product, what to do while waiting, and long-term maintenance. It’s conversational and all meat, no fluff.”

Wilhelmina Randtke; Digital Library Services Coordinator; Florida Academic Library Services Cooperative; Gainesville, FL

2. **"THE TWENTY-FIRST CENTURY LAW LIBRARY,"** by Richard A. Danner, S. Blair Kauffman, and John G. Palfrey, Law Library Journal, vol. 101, no. 2 (Spring 2009). “‘Assertive reference’ is one of the most important concepts I’ve come across in my time as a law librarian. ‘The Twenty-First Century Law Library’ highlights some of the ways the digital age has changed librarianship. Kauffman’s discussion on assertive reference has been instrumental in re-directing reference services here at the Ohio Attorney General’s Office. When practicing assertive reference, librarians strategically intervene before someone asks for help. They watch for teachable moments to show attorneys, students, paralegals, and others exactly how librarians can help them find information. We have continued referencing back to the idea through the years as we’ve adapted and revisited our reference services as technology has evolved.”

Jonathan N. Chagat; Senior Research Librarian; Office of the Ohio Attorney General; Columbus, OH

3. **DELIVERING ON DIGITAL: THE INNOVATORS AND TECHNOLOGIES THAT ARE TRANSFORMING GOVERNMENT** by William D. Eggers (RosettaBooks; June 7, 2016). “Although the subtitle implies it is targeted toward transformative information technology (IT) delivery in government, it is instead a vade mecum for anyone involved in IT supply and support in their organization. Readable prose and real-life examples from the public and private sectors reveal novel ways of delivering information initiatives for sustainability, growth, and collaboration. Eggers underscores the importance of having a digital mindset that includes values of openness, user-centricity, co-creation, simplicity, and agility. He emphasizes the significance of understanding the cultures of our user bases and having a mindset that drives change. This book helped me understand processes that I did not fully appreciate and helped me imagine creative ways of proceeding with future technology projects.”

Filippa Marullo Anzalone; Professor of Law; Associate Dean for Library & Technology Services; Boston College Law School; Newton Centre, MA

4. **“YOU DO LIKE READING OFF A COMPUTER SCREEN,”** by Cory Doctorow, Locus magazine, March 2007. “Although brief, Doctorow’s feature in Locus has a lot to say about the way people read online. Much ink, both physical and virtual, has been spilled on the looming ‘death of the book.’ Doctorow’s piece and reassurances from others that the internet will never replace physical media do a lot to put this debate into proper perspective. The difference lies in the level of attention demanded by the medium—a novel, for example, demands sustained attention, while online reading (e.g., emails, memes, and tweets) lends itself to shorter attention spans. The problem, according to Doctorow, is not that the screens of 2007 weren’t sharp enough to allow for the reading of novels, but that ‘novels aren’t screeny enough’ to read for sustained periods on a computer. This article is especially interesting historically, given that, eight months later, the Amazon Kindle debuted, and that changed the reading habits of millions over the past 10 years. This was a sign that perhaps what we actually needed all along was a portable device that was ‘booky’ enough.”

David E. Matchen Jr.; Circulation/ Reference Librarian; University of Baltimore School of Law; Baltimore, MD
Each year, the AALL Executive Board sets aside time to assess the financial health of the Association. The process includes preparing year-end financial statements and an examination and audit of these statements by a certified public accountant. Here are the highlights from the annual report.

In March 2018, the AALL Finance and Budget Committee met in Chicago to review the Association's financial statements, listen and respond to presentations by representatives from our audit firm and investment advisors, consider funding requests, begin the budgeting process for 2018–19, and review the proposed budget guidelines for 2018–19.

Members of the committee were pleased to hear the conclusions of Legacy Professionals LLP, an independent audit firm. In the firm’s report, dated February 28, 2018, it rendered an unmodified opinion that the Association’s financial statements “present fairly, in all material respects, the financial position of the American Association of Law Libraries as of September 30, 2017 and 2016, and the changes in its net assets and its cash flows for the years then ended, in accordance with accounting principles generally accepted in the United States of America.” The audit also noted that “the disclosures in the financial statements are neutral, consistent, and clear.”

During a closed session, committee members had the opportunity to ask questions about the statements, methods, records, and procedures utilized by the financial staff. The auditor confirmed that AALL staff was well prepared and that AALL’s financial documents are correctly
maintained. The audit reflects well on the Association. To request a copy of the complete report, please contact AALL Director of Finance and Administration, Paula Davidson.

**Association Assets**
A representative from Chevy Chase Trust met with committee members in March to review and discuss our Association's investment portfolio. The portfolio, which represents the greatest percentage of our Association's assets, is comprised of three invested funds: the Permanent Investment Fund (PIF), the Restricted Endowment Fund (REF), and the Current Reserve Fund (CRF). Figure 1 illustrates the importance of these investments to the Association's long-term financial security. Each year, one of the goals of this meeting is to ensure continued compliance with the Association's investment policy objectives. See AALL's Permanent Investment Fund Policy at bit.ly/AALL-PIF.

Moderate investment objectives drive our Association's investment strategy. We "seek to balance the possibility of increased gains with a desire to avoid substantial risk to principal." Our investment advisor informed us that Chevy Chase Trust followed a similar asset allocation the prior year. While our economy grew last year, the developed economies outside of the United States were doing even better. Chevy Chase began investing more outside of the U.S., while still focusing on robotics, artificial intelligence, and other technology equities. As of September 30, 2017, $482,745 of our investment income was realized, an increase over the $421,012 realized in 2016.

The largest fund within our investment portfolio is the PIF; it is invested in a variety of managed equities and fixed income instruments, such as corporate bonds, securities, REITs, and municipal funds. Contributions to a variety of endowed funds form the basis of the REF. These funds include the Scholarship Fund; the AALL and Thomson Reuters George A. Strait Minority Scholarship Endowment; the LexisNexis/John R. Johnson Memorial Scholarship Endowment; and the Foreign, Comparative, and International Law Special Interest Section Schaffer Grant for Foreign Law Librarians. Like the PIF, this fund is also invested in a variety of fixed-income instruments and equities. The CRF fund serves as a...
short-term reserve for investing cash available from operations—essentially the Association’s short-term savings account. See Figure 2.

Association Revenues
AALL saw total revenue of $4,189,179 in 2017, which was 2 percent less than the $4,271,692 in 2016. There are three major sources of revenue for our Association, which fund Association programs and activities: membership dues, AALL Annual Meeting registrations and fees, and revenue from the Index to Foreign Legal Periodicals (IFLP). In reviewing how each of these revenue streams performed in the 2017 fiscal year, we found that membership dues of $921,984 was up from the $906,332 collected in the 2016 fiscal year. Membership dues constituted 26 percent of the Association’s overall revenue. Revenue from the AALL Annual Meeting decreased by 9 percent from the prior year. Income from IFLP was also slightly down by $9,809 over 2016. See figure 3.

Overall, AALL’s net assets showed an increase of approximately 3 percent over the prior fiscal year for a total of $5,697,617.

Association Revenues vs. Expenses
The Association’s General Fund—essentially, the Association’s “checking account”—covers daily operational expenses, including salaries and benefits; rent; marketing; expenses related to committee administration; scholarships and grants; professional development; and all Association publications. The staff continues to work with the Board to reduce overall expenses, while investigating income generating opportunities. Some cost savings were realized with the 2017 AALL Annual Meeting. While expenses for AALL Spectrum rose this past year, changes implemented to Law Library Journal have resulted in expense reductions.

Looking Ahead
The AALL Executive Board continuously evaluates how specific Association activities and related costs advance the profession of law librarianship and support the professional growth and development of our members. The Finance and Budget Committee works with staff to ensure the Association budget is not only aligned with the strategic goals of knowledge, community, and leadership, but that it is also consistent with AALL financial policies. The Executive Board has to determine whether activities are still relevant and provide meaningful benefits to members, while also investigating new activities that may be better positioned to move the Association forward and provide enhanced value to members and stakeholders. During the 2016-17 year, the Association completed the successful launch of the upgraded AALLNET, held our first-ever, well-attended Competitive Intelligence workshop, introduced the KnowItAALL daily eNewsletter featuring AALL member articles with more than 500 nonmember subscribers, implemented the Body of Knowledge, and continued to offer the biannual Management Institute.

If any member has questions or comments about the Association’s financial performance or policies, please don’t hesitate to contact me or Paula Davidson.

JEAN L. WILLIS
ASSISTANT DIRECTOR
FOR SUPPORT SERVICES
Sacramento County Public Law Library
jwillis@saclaw.org

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2018 CALENDAR

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<th>MAY</th>
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<td>AALL Annual Meeting Innovation Tournament submissions due</td>
<td>2018–2019 AALL membership year begins</td>
<td>AALL Executive Board Summer Meeting</td>
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<td>AALL Competitive Intelligence Strategies &amp; Analysis</td>
<td>AALL Annual Meeting pre-conference workshop registration deadline for: workshops, library tours, and ticketed SIS events</td>
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<td><strong>14-17</strong></td>
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<td>Michigan Association of Law Libraries Spring Education Meeting</td>
<td>111th AALL Annual Meeting &amp; Conference, Baltimore, MD</td>
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<td><strong>16</strong></td>
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<tr>
<td>AALL/LexisNexis Call for Papers Award submissions due (student division)</td>
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QUICK LINKS

- **AALL ANNUAL MEETING**
  bit.ly/AALL2018

- **AALL EDUCATION**
  bit.ly/AALL-education

- **AALL/LEXISNEXIS CALL FOR PAPERS**
  bit.ly/AALL-callforpapers
They help us save items to the cloud, generate reports, quickly capture and edit screens from any device, manage to-do lists, and stay organized with our day-to-day tasks. What apps are essential to your workday?

**FAVORITE APPS 4 CLICKS**

**MURAL**
“We licensed Mural for our legal design course. LawX. The basic feature is a huge whiteboard that you can drag notes, images, text, and other files to. It has templates to guide the design process. We have used it for brainstorming, empathy maps, workflow mapping, service envisioning, screen design, prioritization of grant proposals, plotting competing designs for web layouts, and to develop task lists for product launches. Its collaboration features are amazing, allowing multiple people to contribute at the same time. As a thinking and organizational tool, for us, it is incredibly powerful.”

David Armond; Head of Infrastructure and Technology; Brigham Young University Law School; Provo, UT

Mural.co (Windows 10 and iOS; $12/per membership/month)

**LIGHTSHOT**
“There are more robust screen-capture tools available, but the free Lightshot tool is quick, easy to use, and doesn’t disrupt my workflow. Lightshot allows users to make edits directly from the initial screen capture, and it includes essential editing tools (pen, line, arrows, squares, text, and highlight). If you need more editing tools, you can upload your capture to their comprehensive web-based editor. Another nice feature allows users to search similar images on Google, directly from the screen capture. I find Lightshot to be the most efficient tool for creating the visual examples that I use throughout my workday.”

Marisol Roberts; Information and Library Services Manager; Hopping Green & Sams; Tallahassee, FL

app.prntscr.com/en/index.html (Windows and Mac; free)

**LAWTOOLBOX**
“LawToolBox is an automated, rules-based, legal calendaring cloud app that makes legal calendaring and calculating legal deadlines a breeze. It will generate a deadline report for an individual case and auto-populate multiple Microsoft Outlook calendars with one push; this makes calendaring in more than one calendar across our legal aid practice more efficient for us. Our CMS (central management system) does not include a rules-based automated calendaring feature (it has a basic calendaring module), and we desperately needed the rules-based automation feature to help with legal calculations. LawToolBox has proven to be an excellent, affordable option that fits within our limited budget.”

Julie Hall; Admin Director of Training, Technology, and Other Support; California Rural Legal Assistance, Inc; Marysville, CA

http://www.lawtoolbox.com/ (iPhone, iOS, Android; pricing available for the web application and Office 365)

**GOOGLE KEEP**
“There are a number of list-making and note-taking apps—I’ve tried (and still use) several! But the one I’ve become extremely fond of lately is Google Keep. With Google Keep, you can create typewritten or hand-drawn notes, checklists, and pictures. You can organize your notes with labels, and pin important notes to the top. When notes are no longer relevant, you have the option to archive or delete them. As with other Google products, the app syncs across all my Google access points, so I can create lists on my computer or on the app, and have them automatically sync. You can also set reminders for notes by date/time or location. I use this app for work and personal use, so the location feature has become especially helpful with grocery lists—I add the address of my grocery store to the location reminder, and the next time I’m there, my list pops up on my phone!”

Ashley Ames Ahlbrand; Assistant Director for Public Services; Indiana University Maurer School of Law; Jerome Hall Law Library; Bloomington, IN

keep.google.com/ (Windows, iOS; Android; free)
WHAT YOU NEED TO KNOW ABOUT CYBERSECURITY

BY BRIAN DONATO, MICHELE GOSSMEYER, KEVIN MOORE & JON SEGGER

Tips law librarians and legal information professionals can use to keep information secure within their organizations.
Technology in law firms has changed dramatically in recent years. Many of you may remember bills being produced on dot-matrix printers, accounting reports being printed on “green bar” paper, and even the days before email when Selectric typewriters were considered “high tech.”

Technology has made many things in the legal world faster, easier, and more efficient. However, as with most things, “easier” often comes with a catch. The catch with technology’s efficiency is the frequent trade-off that must be made with the need to understand and mitigate risks.

Firms who ensure that education and communication efforts are coordinated with their technology programs have the best chance of maximizing the value of technology while minimizing the risks that come with it. The legal industry has made great strides over the past several years in building relationships, developing communications, and sharing security knowledge that strengthens the industry. The collaboration between the American Association of Law Libraries (AALL) and the International Legal Technology Association (ILTA) is a great example of this. Each association looks for ways to share valuable information across its groups, helping technologists understand workflow and service delivery needs, and providing law librarians and legal information professionals with technology and security information to safely and effectively advance in their arenas.

ILTA’s LegalSEC (security) group focuses on the increasingly complex world of security in the legal industry. A steering committee of volunteers provides thought leadership and strategies for raising security awareness and knowledge to enhance the legal community’s security posture. Following are a few cybersecurity tips that should be helpful to you and your organization.

**Data Loss Prevention (DLP)**
DLP technology works by identifying certain types of information and applying controls on where that information can go. A common example is detecting key words or patterns that match credit card data within emails (e.g., cc# xxxx-xxxx-xxxx-xxxx) and preventing them from being sent to external email addresses. DLP requirements can affect legal researchers, librarians, and knowledge management professionals, particularly when accessing and sharing...
Law firms are increasingly being asked by their clients to implement DLP tools and processes to more securely manage the flow of their data.

Despite the above challenges, additional steps can be taken to reduce the overall risk of data loss. Controls such as blocking the ability to upload content to cloud storage and web-based email sites, along with blocking write access to removable storage devices, such as USB drives, can be easily implemented. These are controls that clients look for to reduce the risk of data “loss.” Further, it is important to have structured logging and alerts for email activity that “violates” data loss prevention policies agreed upon by your firm’s management, along with clear and well-communicated policies on how to handle confidential information.

Common Client Security Requirements

Would it surprise you to learn that most law firms are under constant cyberattack? Firms are under siege, whether it be from scans of their networks that attempt to find an unauthorized way through the firm’s defenses, or from malicious email links that, when clicked, provide hackers silent control of the victim’s machine. Most attacks don’t succeed, but when they do, they can seriously affect a firm’s business operations and performance, with results ranging from a single user’s computer being impacted to an entire email, document management, intranet and/or phone system being rendered inaccessible. Recovery times for these attacks can range from minutes to weeks or even months.

Multiple law firms have fallen victim to recent malware attacks (e.g., WannaCry, NotPetya, etc.). Malware rapidly spreads by multiple methods to computers on the same network. Sometimes this happens within minutes across hundreds of servers or thousands of users’ workstations.

Ransomware renders the victim’s files inaccessible and demands ransom for the key to “unlock” them. Some programs just pretend to be ransomware. NotPetya, for example, has been described as a weapon of mass destruction, likely designed by a nation-state actor, to create havoc. While these attacks can be very sophisticated, other similar attacks are spread by a simple malicious attachment to an unsolicited email that, when opened, installs the malware. Be very suspicious of any unsolicited email, particularly those with attachments or links.

Beyond developing best-practice security defenses, increased client scrutiny has also helped drive improvement in law firm information security, especially from regulated industries such as finance and healthcare. The list below highlights some of the common security requirements firms are working on with clients:

- Maintain security policies and procedures that are approved by management, reviewed frequently, and revised appropriately.
- Secure all client-related data and documents to only those individuals working on the matter.
- Ensure all firm members participate in security education.
- Require unique user IDs and complex passwords for each user, require passwords be changed every 90 days, and limit how often they can be reused.
- Encrypt sensitive data that is at rest (i.e., stored on a hard drive, thumb drive, etc.) or in motion (i.e., data that is sent via email or similar technology).
- Enact employee termination policies and procedures to ensure that terminated firm members no longer have access to systems.
- Apply security patches promptly; this can be complicated, especially for firms with hundreds of servers needing monthly patches.
- Audit firm’s vendors to ensure they use the same security standards as the firm.

Law firms are increasingly being asked by their clients to implement DLP tools and processes to more securely manage the flow of their data.

Legal matters often involve sending information to multiple parties. Rules implemented to control the flow of such information must consider all possible valid recipients—including recipients who might be external to the law firm or the client. (For example, you may need to block the transmission of credit card data for some clients while you also unblock it for users of your travel reimbursement system).

Keeping rules up-to-date amidst changing requirements can be a full-time job in an arena where headcount is very limited.
A comprehensive client questionnaire can include hundreds of requirements. For further details on controls being requested by clients, see the Association of Corporate Counsel Guidelines (available at bit.ly/MJ18ACC) on what in-house counsel should expect from their vendors, including law firms, or access the white paper “Staying in Compliance with Client Conditions,” from the 2016 Law Firm Information Governance Symposium (available at bit.ly/MJ18Comply).

**Email Protection/Authentication**

It is amazing to think that even though email has been around for almost 30 years, we still assume the “sender” is who is listed in the “From” line. We are conditioned to immediately open an email because we believe it is business communication that might be important or time-sensitive. Email is especially important to law firms, who use it to communicate with clients, opposing counsel, federal/state/local courts, and government agencies where deadlines are a critical part of legal service delivery.

Email systems were not initially designed with sender identity authentication because they were designed for productive uses, and the malicious use of email systems came well after their creation. Combining the ubiquity of email today with this weakness has produced the rapid rise of “phishing attacks,” which entice recipients into divulging sensitive information, opening attachments, or clicking embedded links. Email authentication fixes the weakness mentioned above by ensuring that the recipient of an email can determine the legitimacy of the sender and, if not, discard or quarantine the message. Email authentication can be an important tool for legal researchers and information teams who receive volumes of data from countless sources, helping to ensure that they are dealing with legitimate sources protecting their firm’s systems.

There are three standards for email authentication that your firm may use to help authenticate the sender. While this authentication happens behind the scenes and within your email system, you may hear the acronyms from your technology teams or when receiving requests from clients for “secure” email/file transmissions.

- **Sender Policy Framework (SPF)** enables an organization (email domain owner) to specify which systems may send email on their behalf and authenticates the return path.
- **Domain Key Identified Mail (DKIM)** uses rules and cryptography to authorize email server addresses to verify the message. Limitations of these standards are that the validation can be “spoofed” by a malicious sender, allowing phishing messages to get through.
- **Domain-based Message Authentication, Reporting, and Conformance (DMARC)** is a “triple-authentication” method that ensures that the ‘From’ field, the return-path, and the cryptography signature fields match.

Email authentication requires knowledge of the email system’s infrastructure, constant monitoring, and updating to protect from new attacks. Your firm may be using services such as Agari, Mimecast, or Proofpoint to assist with authentication. Communicating with your email support team when you receive suspicious messages and/or unusual requests to share information is one of your best defenses.

**Keeping Information Safe**

No matter what your role is in your organization, everyone is a valuable part of mitigating risks and keeping things more secure. If you don’t already have an open dialog with your firm’s security and/or information technology team, contact them or the ILTA LegalSEC team. Every opportunity we have to learn more about various firm roles and workflows provides us with valuable information to help protect our firms, our clients, and our industry.
Gaining a competitive advantage from the data-driven insights that content intelligence tools provide.

BY STEVEN A. LASTRES

To give clients their best advice, law firms need to ensure that their lawyers are informed about the latest news, legal developments, decisions, and deals—and that they keep an eye on the competition, too. Forward-thinking firms are taking content aggregation tools used for more than a decade to the next level by providing content intelligence (CI) platforms. Content intelligence is a combination of business intelligence and content management that helps law firms leverage a vast amount of unstructured data and empowers lawyers to make smart strategic and tactical decisions. The primary benefit of content intelligence is that it delivers personalized information to each individual or team within an organization based on their particular focus and personal preferences. User features include real-time current awareness dashboards, which give lawyers the ability to search across the entire data warehouse of the firm’s premium subscription services and internet resources, and allow them to create their own alerts. Additionally, by leveraging technology and
Moving beyond Content Aggregation

The use of content aggregation tools in law firms is not new. In fact, a majority of firms deployed these tools almost a decade ago to solve a basic problem lawyers had, whereby they were inundated with dozens of daily emails from vendors pushing their publications directly to the lawyers’ email inboxes and clogging a communication channel meant primarily for clients. As a result, content aggregation became widely adopted in law firms because it solved this business problem. Content aggregation tools provided an effective method to enable lawyers to consume current awareness more efficiently by aggregating all of the content relevant for a lawyer into one daily email at the beginning of their business day.

What dynamics have changed to account for content aggregation tools no longer being seen as an effective solution for delivering current awareness? With the age of the internet came the disaggregation of the major legal publishers. What started as a handful of publishers mushroomed into thousands of publishers from traditional media as well as social media. As a result, there has been exponential growth in the amount of current awareness content that is being pushed to end users. Furthermore, with the new economic realities that the legal industry has faced since the Great Recession of 2008, lawyers today are not only focused on practicing law today, they are also focused on business development. Accordingly, the amount of time lawyers have available to spend keeping up with current awareness, both for the practice and business of law, is compressed.

Due to the convergence of exponential growth in content sources and the breadth of what lawyers need to know to be successful as practitioners and business developers, lawyers have shifted how they consume current awareness. No longer is it customary for a lawyer to read an electronic newsletter cover to cover. Instead, lawyers now look for targeted content by scanning the headlines of current awareness material and searching for specific content to implement on a real-time basis. Many traditional aggregation tools have not kept up with these changing user needs. This has led to a demand for a smarter tool that can help lawyers effectively search and filter for the most relevant and actionable information related to their specific preferences based on their practice, clients, deals, etc.
MARKET PLAYERS

Below is a brief synopsis about each of the market players in the legal sector as of February 2018. On page 22, you will find a table listing each product’s key functionality. Confirm that the key functionality outlined in this article is provided by your vendor of choice. You should look for a content aggregation tool that makes use of the latest technology to help you move up the value chain by delivering content intelligence that can be used to make key decisions and provide better client service.

- **BNAConvergence** — the strength of BNAConvergence, now part of Bloomberg Law, is the proprietary BNA legal newsletter content and the vast collection of Bloomberg sources. BNAConvergence provides pre-built dashboards that can be filtered to ensure relevance and deeper search capability and trending analysis. A mobile version is also available for on-the-go access.

- **InfoNgen** — describes itself as a real-time discovery engine for business, finance, and information professionals that automatically monitors and extracts highly relevant information. While a relative newcomer in the legal sector, it provides a sophisticated user portal platform that aggregates and indexes all content and automatically tags it with InfoNgen’s robust metadata.

- **LexisNexis Newsdesk** — a relatively new product offering that came about as a result of the LexisNexis acquisition of Moreover Technologies in 2015. The combination of LexisNexis premium content, which includes *The Wall Street Journal* and thousands of other business, legal, and news sources, together with the Moreover Technologies current awareness and media monitoring tool, makes it a formidable competitor in the content intelligence space.

- **Manzama** — has developed a strong client base with law firm marketing departments, primarily for monitoring a wider range of news and social media sources focused on business development and competitive intelligence. They also provide professionally prepared premium intelligence reports created by their in-house industry analysts. Most recently they have developed a new product called Signals.

- **Ozmosys** — was one of the first content aggregation, search, alerting, and content delivery tools used by large enterprises to control information overload. Ozmosys consolidates high-value information from leading content providers and publishers and removes barriers found in typical distribution methods. Most recently, Ozmosys has developed a new platform called ‘Open Alerts,’ which provides a customizable end-user dashboard.

- **Vable** — formerly known as Linex, Vable is a UK-based content intelligence tool that has made significant inroads in the U.S. with law firm clients. Their content automation platform was completely overhauled in late 2016, and now uses IBM Watson search to power its taxonomy and search engine.

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**The Role of Information Professionals**

In law firms, there is an expectation that information professionals should understand what specific content is required not only for practice and industry groups, client and market teams, and firm leadership, but also what custom content is needed for individual practitioners to be successful. No longer is it acceptable to simply push RSS (rich site summary) or XML (extensible markup language) feeds that publishers provide as they update their own publications on a 24-hour cycle. In fact, users are looking for tools that provide not only content, but also provide context, extract the noise, and help them quickly focus on the most relevant information. As stewards of the firm’s information resources, how do information professionals advance from providing content aggregation to providing content intelligence?

**Checklist of Functionality to Consider in a Content Intelligence Platform**

**Taxonomy and Search**

The backbone of any content intelligence system is the taxonomy that enables information professionals to accurately and automatically categorize content by nodes, such as subject, client, industry, geography, practice group, etc. Look for relevant, pre-built search taxonomies to aid in reducing noise, as well as opportunities to overlay your firm’s custom-built taxonomy with the platform’s out-of-the-box taxonomy. Remember that a robust taxonomy leads to more effective and efficient searching of resources and on-point content delivery. It is highly recommended that when evaluating any content intelligence platform, you spend a significant amount of time testing to ensure you receive expected results.

Look to see which underlying search engine the vendor is using. Is it a proprietary search engine or an industry leader like IBM Watson? The more robust the search engine, the better the results will be that you can deliver to your end users, and the easier it will be for your end users to find content on their own through the platform. Also make sure that your search engine provides robust filtering capabilities, so that you can narrow and sort search results.

**Source Management**

The old adage of “garbage in, garbage out” applies to content intelligence platforms, too. It is critical to your success to evaluate the source management tool that enables information professionals to manage all of the
organization's content sources (free, premium, and firm proprietary content). Be aware that some vendors may charge you to add premium content. Do not overlook the ability to connect to your firm’s automated HR system or AD (Active Directory) feeds so that you can programmaticall assign sources to certain individuals, teams, or the entire firm. Can you control the relevancy of sources by pushing articles from certain sources higher up in the search results, or by excluding certain groups?

A critical feature of any source management tool is the ability to obtain detailed metrics by content title, user, and distribution list. Having granular metrics enables the information professional to negotiate licensing agreements that are aligned with “actual” usage, and to understand what content your users find valuable. User metrics are invaluable in moving further along the content intelligence spectrum, as it allows you to use hard data to evaluate and understand user needs.

**Content Delivery**
The content intelligence platform must have the ability to seamlessly integrate content via RSS, XML, APIs (application programming interface), PDF, URLs (uniform resource locator), emails, Twitter feeds, and website scraping into one platform. Integration helps engage and reach users on your firm’s intranet, extranet, and mobile apps, with focused content and important information relating to specific practices, industries, and clients. Be mindful that your use of these formats should conform with the license agreements you negotiate with your premium content vendors. There is a growing trend among marketing professionals to use content intelligence platforms to distribute internal firm newsletters within the content aggregation tool, and to ingest external client advice memos from other firms to monitor competitors. Therefore, keep in mind that there are many different types of content formats beyond RSS or XML that the platform needs to accommodate.

While lawyers tend to live in email, pushing content via email is not enough. Leverage your ROI (return on investment) on your content budget by streaming content into your SharePoint intranet, particularly on client team, practice group, and industry pages that lawyers frequently visit. Remember that one approach does not necessarily satisfy all users. Keep in mind that different lawyers like to work differently, so you should ensure that your tool can work in ways that the lawyers want to work.

**Curation and Publishing**
As lawyers continue to get buried in an avalanche of content, information professionals have come to their rescue by providing curated newsletters for practice areas, market teams, management, and industry groups. As more information professionals are being embedded into various legal and marketing teams, they are becoming keenly aware of what actionable information those teams need, who makes up their client bases, and what kinds of prospective clients they are courting. That provides excellent insight for the information professional to cherry-pick the content that’s most relevant from all of the content sets that the group receives. This effort has become extremely valuable because it saves the lawyers time from having to scroll through and navigate all the content that a typical content aggregation tool pushes to them. What we now hear from our lawyers is that “if I don’t have time to read Law360, the BNA newsletter, the Wolters Kluwer newsletter, and the other alerts that I receive each day, I just read the curated newsletter because I am guaranteed to not miss any critical content that’s relevant to my practice.” In fact, it is now commonplace for partners to regularly interact with the information professionals to fine-tune and tweak the curated newsletters to focus on new areas of interest or potential clients. This level of collaboration was previously uncommon, aside from the occasional research request.

For information professionals, this has opened up a new avenue of collaboration with firm leadership, partners, and other decision-makers at the firm, and has raised their profile as valued partners in supporting the business and practice of law.

**Competitive Intelligence and Data Analytics**
With the influx of big data in the legal industry, it is critically important that your content intelligence platform automate the gathering of competitive information, business news, and social media using an analytics engine designed to find, analyze, display, and disseminate intelligence to help drive results within your organization. When lawyers receive daily alerts via email there is a lack of insight into and context surrounding the plethora of feeds that they are receiving. The ability to provide data analytics insight through cloud tagging by industry, entity, persons named, and geography is indispensable in today’s data-driven world. Bar charts showing the volume of news that’s being generated on a particular day, for a particular client, or a particular feed provide helpful insight that cannot be replicated by traditional daily email pushes. In terms of media content, it is more important today than ever before that we include social media channels in addition to traditional media. There are several providers that are scraping content from social media, which has become important for law firms in sending out client advice memos, press releases, and other information onto social media platforms, such as LinkedIn. Social media has become another key avenue for marketing and business development initiatives.

**Dashboard View of “My Alerts”**
While lawyers are not traders that sit in front of a Bloomberg terminal waiting with bated breath for market data and news to complete a trade, they do need to be kept abreast on a real-time basis of significant legislative and regulatory issues that impact their clients and practice. As a result, a once-a-day email push with perhaps an afternoon update is no longer sufficient. Lawyers want to be the first to know about breaking
news so they can be the first to inform their client. However, sending out real-time alerts to a lawyer’s inbox runs the risk of bombarding their inbox with a plethora of new additional emails, which defeats the purpose of what content aggregation tools were meant to solve. Instead, by providing the user with a dashboard view of their alerts on their desktop or mobile device, they can easily view and consume breaking news on all of their current awareness alerts, as well as disseminate the information to clients and internal team members, subject to copyright permission.

Manzama provides a handy News Aggregation Platform Evaluation form that is helpful as you begin evaluating platforms. View the form at bit.ly/MJ18Manzama.
Real-Time Alerts
While many publishers now provide real-time alert services via an email push, it is imperative that you confirm that your content aggregation tool has the ability to push those real-time alerts on to a user’s dashboard or their group or client team page, as opposed to clogging up a lawyer’s email inbox. Arguably, while there may be times where a specific alert needs to be pushed via email, what is needed is the flexibility to offer it in both the content aggregation tool as well as in email.

End-User Creation and Management of Custom Alerts
While many partners do not fully utilize many of the technology tools deployed at law firms, we are now seeing that change due to the millennial lawyers, who are more hands-on. In order to accommodate their desire to create their own alerts, a content intelligence platform should provide the end user with the ability to set up their own custom alerts, and allow them to edit and delete alerts on the user interface. While these end-user created alerts are not substitutes for the professional alerts created by information professionals, they do provide the end user with more choices.

Who Are the Market Players in the Legal Sector and How Should You Evaluate Their Tools?
There are some excellent content intelligence tools in the legal market. On page 20, I mention vendors who, as of this writing, are the serious market players in the legal sector. What makes a great tool for one law firm may make a poor choice at another firm. It is incumbent upon every information professional to perform their due diligence review.

Create a detailed request for proposal (RFP) focusing on the content, features, and functionality you need delivered to solve the business problems you are trying to solve for your users. Don’t forget to survey your lawyers and conduct focus groups to determine their needs.

Testing the Tools
While you can use your RFP checklist to narrow down your choices, in order to understand which tool really gets you closest to solving your firm’s content needs, you must conduct at least two pilot tests to kick the tires. The pilot will provide you with valuable feedback to understand what the tool does well and what you thought it could do but it really doesn’t do. Pilots should include information professionals and a pool of end users comprised of lawyers and marketing professionals. Good candidates to evaluate a new tool should include the top complainers at your firm who are telling you they’re drowning in information.

Remember to not get side-tracked into looking at products that only have a great administrative tool that helps the information professionals better manage content, but which does not address the needs of your primary end users. Focus first on what it is that the lawyers need, because they are the core audience that will be using the tool. Next, look for a tool that has a simple and easy-to-use interface. Unnecessary complexity will prove to be a barrier to adoption. Secondarily, focus on the needs of the information professionals.

After you find a content intelligence tool that has all of the bells and whistles that you could possibly want, provide the vendor with a list of all of the publishers, as well as titles, that you would like to disseminate to your users. Do this to confirm that the content vendor has fully executed licenses and distribution agreements with those publishers to ingest and distribute the content that you want to send to your lawyers. This is particularly important with your premium content sources.

Neutral content intelligence tool vendors that do not create and sell their own content, such as InfoNgen, Manzama, Ozmosys, and Vable, are more likely to benefit from close relationships with all legal and business publishers than content intelligence tool vendors that also publish and sell content, like Bloomberg BNA and Lexis. Be aware that some legal publishers like Lexis and Westlaw will require an additional agreement to allow their law firm clients to stream their content through a content intelligence tool.

Don’t underestimate the deployment time that it takes to implement a content intelligence tool. It is highly suggested you use a project manager, since it is likely to take a minimum of three months to get all of your feeds and alerts onto any new system, as well as sync users from your HR or AD system.

Further, you will likely need to dedicate one or more full-time equivalents (FTEs) to managing and maintaining the content intelligence platform. Do not overlook the need for some lawyer training and a feedback loop.

Finally, remember that what lawyers want most out of a content intelligence tool is the ability to keep up on a real-time basis with the latest relevant information that impacts their practice and clients, making them not only knowledgeable, but proactive in serving their clients. The closer your content intelligence strategy is aligned to the business strategy of your organization, the more successful you will be in meeting the needs of your lawyers and firm. Actionable information leads to better client service.
In addition to cataloging creative and intellectual products, librarians create and maintain records for the people and organizations responsible for those items. This work, known as authority control, distinguishes individuals and provides a means to access their body of work. In past centuries, the library community tightly held on to this task by housing these records in printed physical form, such as card catalogs. More recently, these files moved to online databases, such as the Library of Congress National Authority File (NAF) and Virtual Internet Authority File (VIAF), which have experimented with less library-specific record formats.

This opening up of traditional library work has coincided with the increased ability of individuals to create professional profiles for themselves in a variety of platforms (e.g., ORCiD, Scopus, and LinkedIn). Developers of new name registries can use the librarian-curated name authority files to enhance their databases, and librarians can use the registry entries to supplement their catalogs.

Below are brief case studies from three large institutions with evolving projects underway to organize, disambiguate, link, and promote individual creators through linked open registries and apps. Discussion of these projects provides an introduction to, and practical guidance on, the benefits and challenges of leaving the confines of name authority control for the broader world of identity management.
Historically, authority control for faculty members' names in the University of North Texas (UNT) Digital Collections was not a priority for several reasons. Nevertheless, metadata editors were encouraged to consult authorities when applicable and to use available authorized forms. As the UNT Digital Library accumulated more scholarly items (both current and historic), concerns grew about maintaining consistency for names of faculty members who did not have established authorized names, including former or deceased faculty. In 2013, the Digital Libraries Division published a brief study, “Implementing Name Authority Control into Institutional Repositories: A Staged Approach,” showing that only 30 percent of faculty who had submitted materials to the Digital Library had authorized forms of their names. (Read the full study at bit.ly/MJ18Digital.)

The study reinforced the growing feeling among library staff that they had to start controlling names locally, particularly for those people associated with UNT, since there was no reasonable expectation that other libraries would assume this responsibility. However, any solution needed to be able to manage names without prior control as well as those with one or more authority records or established identities. To address this issue, staff in the Digital Libraries Division developed the UNT Name App (code is available from the UNT Libraries GitHub account at bit.ly/MJ18UNTgit). The App creates a unique, linkable URL associated with each local authority record, and includes the ability to link to external authority records (Virtual International Authority File (VIAF), NAF, etc.) or identities (ORCiD, Twitter, Wikipedia, etc.) when they are available. An initial set of names was imported into the app from the repository’s Scholarly Works collection, and staff manually added subsequent names as needed.

Primarily, the focus is on names related to the UNT community, though other names are included to facilitate metadata creation for selected collections. Since developers created both the system and the app in-house, they were able to connect the app directly to the metadata editing form. As an editor types a name into the creator, contributor, or publisher fields, the app prompts the user with a list of authorized forms of possible matches, along with helpful disambiguation information.

Although there are likely many changes that may be useful, there is at least one area of interest to consider for improvement. While the app has provided more standardization, the names remain stored as character strings within individual metadata records. Ideally, in the future, these metadata records will be able to store hyperlinks that point to a local authority record when one exists.
Texas A&M University
Scholars@TAMU
By Dong Joon Lee

The Texas A&M University (TAMU) Libraries develop and maintain Scholars@TAMU, a faculty profile system, and Research Information Management (RIM) System, which includes the identities and the scholarly records of TAMU’s faculty. Scholars@TAMU is based on VIVO, a member-supported, open-source, semantic-web software program. In support of the Libraries’ goal of enabling and contextualizing the discovery of scholars and their expertise across disciplines, the scholars’ profiles include a faculty member’s academic background, publications, teaching activities, grant activities, and related subject headings.

The TAMU Libraries’ approach is forged around the four “user tasks” defined in “Functional Requirements for Authority Data” (FRAD), a conceptual model for authority records developed and published in 2009 by the International Federation of Library Associations and Institutions (IFLA). In addition to claiming the user tasks of Find, Identify, Contextualize, and Justify, the model specifies the attributes of and the relationships between intellectual entities, including names, to control and/or manage authoritative records.

The contextualize task, defined by FRAD as clarification of the relationship between the different entities that appear as access points, has become a major concept for libraries. For example, contextualizing within a university setting entails an understanding of the relationships among the faculty members, their affiliations, their scholarly work, their expertise, their teaching activities, and their grants and awards.

As the need for identity management has grown in recent years due to increased interest in preserving more types of outputs and the proliferation of online works, the limitations of the traditional process of name authority control are more pronounced. The creation of authorized name headings can be too slow and unresponsive as it relies on a body of work and a preferred form of the name. The input process is also too complex, requiring specialized knowledge of the MARC (Machine-Readable Cataloging Record) format for authority records. In addition, the identification of authoritative records for some entities has become too difficult, or even impossible, because no one regularly updates them to include new fields or works.

In response to the limitations, the TAMU Libraries employ two approaches: (1) the development of a faculty profile system using VIVO ontology representing research information, and (2) the motivation of individual faculty members to increase their involvement in and contributions to their own identities. In a recent article titled “Readers, Personal Record Managers, and Community Members: An Exploratory Study of Researchers’ Participation in Online Research Information Management Systems,” the authors confirm that increased researcher participation to RIM systems improves the quality of their identity records.

Scholars@TAMU serves as the University’s authoritative record of the faculty’s scholastic achievements. The system aggregates heterogeneous, authoritative data from internal and external databases and allows the faculty to manage or control their own scholarly narratives by contributing authoritative data (see Figure 1). The library seeks to integrate the traditional library name files with the faculty profile system and with TAMU’s multiple institutional repositories (IRs). Currently, Scholars@TAMU automatically collects data from OAKTrust (TAMU’s Institutional Digital Repository, built on DSpace repository software), and in the future will collect from two other TAMU IRs, built using Fedora and Dataverse software. The disambiguation of authors’ names between Scholars@TAMU and OAKTrust has been implemented by the use of name string search, but TAMU Libraries is conducting multiple pilot tests to make a decision concerning the use of a personal name identifier, such as ORCID, ISNI (International Standard Name Identifier), and local URI (Uniform Resource Identifier).
Identity Management at the University of Arizona
By Erik Radio

Identity management has long been an area of interest in bibliographic practices. At the University of Arizona (UA), identity management takes different forms based on the context of the work involved, but the goal is the same. Whether the items are digitized archival resources or works in an institutional repository, it is desirable to refer to recognized authority files to ensure consistency for the names of those responsible for them.

The digital collections use VIAF to determine name headings, which has the added benefit of supplying URIs for potential linked data integration. RIM is another area of significant interest at UA, and a recent integration between ORCiD and UA’s RIM platform facilitates the synchronizing of works shared between the two different systems, lessening the burden on researchers to update them manually. For faculty-produced resources that are ingested into UAs institutional repository, it is possible to align preferred names through ORCiD, though the details of this workflow are still in nascent stages. While there are several identity files from which to draw, ORCiD is the preeminent one for academic audiences, particularly due to its inclusivity. Although both the Library of Congress Name Authority File and VIAF are much larger sources, they have stricter criteria guiding the creation of new entries.

Consistency allows for greater discoverability. For example, faceted search is really only useful when there are multiple variations of a heading. However, the affordances of linked data suggest that referring to a URI rather than a pre-coordinated string of characters would help avoid the complications caused by having multiple variations coexist, while not negatively affecting retrieval. Yet preparation and curation of metadata for a linked data environment requires varying degrees of remediation work. That is, it is necessary to match existing names with those from linked data providers to insert the appropriate URI, which allows library staff concomitantly to fix existing names. This double benefit allows for greater consistency while also preparing the metadata for linked data integration.

While the specifics of what discovery will look like in the future and what role linked data will have in that process remain to be seen, at a base level, positive effects of more web-friendly name heading projects can be seen through achieving greater consistency in and across digital collections.

The Future
As libraries invest more in identity management solutions to support their digital repositories, staff will need to understand different record formats and how to incorporate data into and from broader registries. Making our authority work discoverable by the larger publishing and research communities will benefit researchers and producers by merging and capitalizing on strengths of the various identity systems.

AALL 2018 ALERT
Don’t miss the session “Game Day! It’s Librarian Skills vs. eRecords to Demonstrate ROI for the Win!,” Sunday, July 15 from 2:30 p.m.–3:30 p.m. For more information visit bit.ly/AALL18eRecords.

AALL2go EXTRA
RETHINKING DIGITAL REPOSITORIES & THE FUTURE OF OPEN ACCESS

Guidance for choosing the best platform for your legal scholarship in an ever-changing publishing environment.

BY MARGARET SCHILT, KAREN SHEPHARD & CAROL WATSON
Over the last two years, changes in the legal publishing arena involving digital repository platforms have raised concerns about the future of open access. In the summer of 2016, Elsevier, a leading commercial publishing company, acquired SSRN (the Social Science Research Network), including its Legal Scholarship Network. Elsevier’s move concerned many legal scholars and law librarians, who feared that the open access policies of the SSRN platform would disappear. Slightly more than a year later, concerns intensified when Elsevier purchased bepress, developer of the Digital Commons platform used by many academic law libraries for their digital repositories, as well as for hosting their law reviews and journals. While there has been no indication that the open access initiatives of these platforms will be altered, the possibility that a future need for profits could jeopardize free and open access remains a real fear in the legal scholarly community.

Why This Matters
How important is it to law schools and their faculties that their scholarship be posted in an open access online repository, outside of traditional law review and monograph publishing? Ten years ago, the question could have been debated; today, the answer is clear. It is immensely important. So much so that it is among the American Association of Law Libraries (AALL) basic tenets—to provide or enable “open access to information for all individuals” and “to promote open and effective access to legal and related information.” Without the free and immediate exposure that open access repositories enable, writers run the risk that scholarly dialogue will leave them behind. The question is not whether to post, but where? Which open access solutions best meet the needs of law faculties while also ensuring perpetuity?

Open Access & SSRN
Today, nearly half of the American Bar Association (ABA)-accredited law schools have legal repositories and SSRN series. In addition to previously published print scholarship, many repositories have expanded their content to include born-digital materials, data sets, and other types of archival or historical materials.

Law schools have used open source options, home-grown systems, and commercial platforms to preserve and provide access to their scholarship. SSRN and bepress’s Digital Commons are the most popular of the platforms, although a new entrant has come into the arena: LawArXiv. LawArXiv is being developed by LIPA (Legal Information Preservation Alliance), NELLCO (New England Law Library Consortium), and MALLCO (Mid-America Law Library Consortium) librarians in conjunction with Cornell Law School to provide an open source, nonprofit alternative for digital preservation and access to legal scholarship.

How does the law school and law librarian select from among these alternatives? Each platform offers distinct advantages and has potential pitfalls.
And with limited time and staffing, for faculty authors as well, is it worth it—or even possible—for schools to participate in more than one repository?

The history of open access in law begins nearly 20 years ago with SSRN’s Legal Scholarship Network. Each year 70,000 to 80,000 new or revised papers are deposited in SSRN. Scholars keep track of the download counts of their papers and use the platform as a repository for their publications, from working drafts to published articles. SSRN offers law schools the opportunity to establish a presence on the platform, enhancing the reputation of the institution through the impact of the scholarship deposited by their faculty, or, in many cases, by the library or law school on behalf of the faculty.

Gregg Gordon, managing director of SSRN, is well aware of the role librarians have taken on to help promote faculty scholarship. “That’s what librarians do,” said Gordon, speaking at the AALL Annual Meeting last summer, “they help others to be successful by pushing their ideas forward.” According to Gordon, one thing that makes SSRN outstanding is that it has leveled the playing field among researchers, permitting great ideas that have been published in more obscure journals to be read by anyone, and encouraging creation of something new by exposing the breadth and depth of existing scholarship. Access to earlier-stage research increases relevant current research. SSRN’s biggest advantage is its immense corpus, which enables Elsevier to position itself as a data informatics and network analysis company.

Familiarity, ease of entry, and the trust that law schools and scholars have placed in SSRN will help it continue to grow, so long as it remains true to its core commitments—open access and its ability to leverage, as Gordon says, its “human curation and cross-disciplinary classification to facilitate discovery and ease of use.” Carol Watson, director of the University of Georgia Law Library, acknowledges that “the history of open access in law for many law schools began with SSRN, and SSRN, now owned by Elsevier, will retain a significant grip on the open access market going forward, especially in view of Elsevier’s recent acquisition of bepress’s Digital Commons platform.”

Bepress’s Digital Commons Platform

Bepress’s Digital Commons platform has been adopted by many law schools as a way to obtain a larger audience for their faculty’s scholarship. Digital Commons offers a customizable website presence along with the option of creating Selected Works pages for each faculty member. The platform is search engine optimized and offers exposure to an international audience. Law librarians offer various levels of support to their faculty in creating a Digital Commons site; some libraries create the site, upload all the scholarship and maintain it, without faculty input, while others create the site and provide assistance and advice to faculty who wish to participate. While bepress has been committed to open access in legal scholarship in the past, law librarians worry that Elsevier’s acquisition could signal a move away from that core commitment.

A Closer Look at LawArXiv

That concern is one of the driving factors behind the development of LawArXiv. Corie Dugas, co-founding member of LawArXiv, explains that LawArXiv “started as a reactive project when Elsevier acquired SSRN … [as] legal scholars were concerned, right or wrong.” SocArXiv, a social science open access repository, initially was considered as a possible platform, but was instead adopted as a model for LawArXiv, designed as a unique space specifically for legal scholarship. The Center for Open Science, through the Open Science Framework, provides the platforms and their backend technology.

But what particular advantages does LawArXiv have to offer legal scholars who already are posting their scholarship, often with the assistance or direct efforts of law librarians, on a variety of digital repositories, including Digital Commons, SSRN, ResearchGate, and others?

LawArXiv is a free, non-commercial platform that is owned and maintained by members of the scholarly legal community, including academics and librarians. This approach frees LawArXiv from the vagaries of market
forces, Dugas advises. It is committed to remaining free for scholars and users. The LawArXiv community has a direct impact on how the platform evolves, and “[LawArXiv’s] approach is that when scholarship is truly open, it shouldn’t matter what platform you are on,” what matters most is getting the scholarship out there and maintaining it. These core commitments are very appealing to law librarians, but those who have committed to another platform may find actually switching to LawArXiv, or adding LawArXiv as a secondary platform, to be difficult. LawArXiv currently offers only individual paper uploads. For this reason, the repository is currently testing batch upload capabilities, which will be essential to convincing law schools to switch to LawArXiv or add it as an additional platform for scholarship. Additional features such as enabling an institutional as well as individual presence are on the horizon and should enhance its growth.

Four Important Areas of Focus

Law schools and librarians face important choices, such as what platform to recommend, how to deal with any barriers to entry, and whether (and to what degree) they should be constrained by choices made in the past. To steer these decisions, academic law libraries should focus on four areas:

- Standards. With the proliferation of systems, data standards are haphazardly applied, resulting in a lack of interoperability among systems. Law librarians must adhere to Open Access and Open Access Archive (OAA) standards. It is critical to agree upon and apply metadata standards as well as determine how to measure usage.

- Impact. To maintain continued support for repositories, libraries must track open access success stories and communicate their impact. Harvard Law’s repository includes a unique feature inviting visitors to share how they have used the repository’s scholarship. Their link invites users to “Please share how this access benefits you. Your story matters.”

- Content. Best practices for preserving born digital and nontraditional content such as video, audio, blogs, datasets, and open education resources need to be developed and consistently applied. As more scholars produce content beyond print scholarship, law librarians can excel at capturing this type of data.

- Choice. Information professionals must confront the reality that faculty are overwhelmed with the variety of services and systems available to host and preserve their intellectual content. Our top priority should be to provide expert advice on choice of platforms and to apply standards that enhance discoverability, access, and preservation of our institution’s scholarship and archival materials.

These commitments are essential to making the choice of platform truly one that is best for the scholarship of a particular law school or law library at a particular point in time. Development of best practices and interoperable data will enable law schools and libraries to avoid being constrained by past choices or blindsided by platform changes that are not consonant with its objectives.

Repositories and the Future

Law librarians are uniquely positioned to navigate this complicated environment by leveraging their experience with multiple platforms, and by applying their understanding of scholarly communications. With their guidance, law schools can confidently choose the best repository (or repositories) to satisfy their individual and institutional repository needs, while at the same time support the goal of open access to legal scholarship into the future.

Everyone agrees that more exposure for legal scholarship is a good thing. Open access to that scholarship benefits the researchers themselves, the public they are addressing, and the progress of ideas. Development of competing platforms to achieve these goals is also a good thing.
2017 was a big year for Jane Sánchez. On February 1, 2017, Librarian of Congress Carla Hayden announced that Sánchez would become the Law Librarian of Congress, succeeding fellow American Association of Law Libraries (AALL) member Roberta Shaffer.
Jane Sánchez had previously served as chief of humanities and social sciences at the Library of Congress. Her time as a legal information professional and law librarian has included several important private sector and governmental positions, each of which has contributed to what has become a remarkable career at both the Library of Congress and the Law Library of Congress.

Sánchez has worked in libraries most of her adult life—since her undergraduate days at the University of New Mexico, as part of a work-study program. “Upon graduation, I worked at two libraries at Harvard University—Lamont, the undergraduate library, and the Gutman Library in the Graduate School of Education,” notes Sánchez. Her first experience with legal materials came when she was working as a manager for a judicial opinions unit at BNA, Inc. “We acquired slip opinions from federal and state courts, and I supported the legal editors by supplying them with slip opinions that matched their subject areas, and later wrote a proposal for the source material management system,” says Sánchez. “This system would be a repository for all primary legal documents coming into the company, including court slip opinions, state Attorney General opinions, state laws, state regulations, etc.” In fact, the system has only recently been retired, some 20-plus years later.

She received her JD from American University’s Washington College of Law and her MLS from Simmons College in Boston. Following her time at BNA, Inc., she also served as a business unit managing director at the U.S. Government Publishing Office, as an associate director of justice libraries in the Justice Management Division of the U.S. Department of Justice, and finally as departmental head of history and culture libraries at the Smithsonian Institution Libraries, before becoming chief of humanities and social sciences at the Library of Congress in 2014.

Sánchez has been a member of AALL since 2012, serving on both the Government Law Libraries Special Interest Section (SIS) and the Government Documents SIS. Here, she shares her professional journey and career insights, and offers advice to those just entering the field.

Describe a typical day.
The Law Library must remain flexible to respond to the needs of Congress on a daily basis, so no two days are ever alike! Thomas Jefferson noted, “There is in fact no subject to which a member of Congress may not have occasion to refer.” We must be responsive to our Congressional colleagues’ needs—whatever the subject may be. One day, a Member of Congress could ask our foreign law specialists about fees charged for asylum applications. The next day, we could receive a request to use a rare book for a swearing-in ceremony. Recently, I donned a hard hat to tour the active construction site of the Law Library’s new secure storage facility—a second, much-needed space to hold our precious rare book collection. Another day, I looked over the blueprints for a law stacks replacement shelving project. On another day, I had the pleasure of poring over one of the many research reports produced by our foreign legal specialists, including: Miranda warning equivalents abroad and the regulation of drones around the world. Finally, the Law Library is digitizing a number of primary legal documents to make them freely available (at no cost) to the world.

What have the positions you’ve held taught you about the Law Library of Congress and the role it plays in society as the world’s largest law library?
When I worked at the Department of Justice (DOJ) library, I was an external customer of the legal research done by the Law Library of Congress. At a time when the National Security...
Division was being stood up, we were receiving more questions that required foreign legal expertise. I triaged foreign law reference questions from DOJ attorneys and referred them to the Law Library. Also, on one occasion, the Law Library found an expert witness for us.

Now that I’m at the Law Library, I see how crucial it is for the library to continue safeguarding the world’s historical and current legal materials. We must remain as a leader in foreign, comparative, and international law research. The Law Library’s collection is approximately 60 percent foreign legal materials, and the foreign law specialists have unique expertise to answer the toughest questions for some 240 jurisdictions. Also, we’ve had a number of foreign visitors remark that our collection exceeds what they have back home.

How does your background working in different types of libraries—both law and non-law—benefit you in your current position?

When you have a specialized library such as the Law Library of Congress, most of the time, patrons need help finding what’s in the law collection. However, the rest of the time, we’ll get a “curveball” question that requires us to marshal our knowledge about the entire Library of Congress collection. I came from the Humanities and Social Sciences Division of the Library of Congress. Being familiar with that collection allows me to connect patrons with the subject specialists who can answer their questions on religion, political science, history, medicine, and other topics outside of law.

What’s the biggest challenge you face as Law Librarian of Congress?

Our biggest challenge is trying to keep up with and anticipate future resource needs. While we are fortunate to have 30 bright and talented foreign legal specialists and American lawyers/librarians, we must constantly evaluate our human resources in support of Congress. Because legislative agendas change with the times, the Law Library must adapt our expertise to best serve Congress. Sometimes, that requires reaching outside the Law Library to get assistance for countries and jurisdictions we don’t currently support.

What do you see as the biggest challenges facing the profession?

The law librarian community’s biggest challenge is demonstrating value when many are satisfied with a “quick search.” That is, working with patrons who conduct quick online searches that yield an answer—not necessarily the best answer—that bubbles up to the top of the results list. The need to provide results that satisfy patrons’ desire for immediate gratification is competing with our desire to demonstrate the greater value that comes from producing results that are authoritative, authentic, accurate, and objective.

What advice would you give to those looking to advocate for themselves or their libraries?

As a law librarian, you should always be marketing your library’s services to users in your immediate organization (if you are part of a
large institution) or determining others who could benefit from your collections and services. Get involved in your organization’s activities (e.g., helping develop a strategic plan) so you can continue to shape expectations, and remain relevant as things change.

What role has AALL played in your career?
AALL was instrumental early in my career when I was at BNA, Inc., a respected legal publisher. To be able to meet our subscribers face-to-face at annual conferences was extremely important for me in understanding the needs and wants of our customers. I learned what they wanted from BNA as a provider of legal information. Now, in my current role, I appreciate AALL’s advocacy on behalf of law librarians and the legal information profession.

What lessons have you gained through the leadership roles you’ve held?
When I first became a manager in the 1980s, a colleague passed along some advice (from her father, actually!) that I try to live by every day. That advice was to treat everyone fairly. Being fair means applying policies and practices uniformly across the organization, and being open to listening to all sides before making decisions.

What career advice would you give to newer law librarians?
I would encourage newer law librarians to take a chance and try different roles (either functional ones within their library, or leadership roles within an association). In my own career, I’ve been a cataloger, created back-of-the-book indexes, developed and assigned metadata for databases, been a reference librarian, and I’ve worked for a legal publisher and many different types of libraries, both inside and outside the federal government. Build a support network early on; you never know who may assist you later in your career. Consider public service! Public service offers opportunities to apply your knowledge in ways that may surprise you, allowing you to stretch beyond single areas of law.

What’s something most people don’t know about you?
I have a twin brother—I come from a family of nine children, with three sets of twins! ■

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KNOWLEDGE Law librarianship continues to evolve rapidly. AALL offers ongoing professional development opportunities that keep you on the leading edge of changes in legal information.

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PHONE 312.205.8022
**Question:** How can librarians assist in data privacy and data protection efforts as the issues become wider and more complex?

More than 50 years ago, an economist named Edgar S. Dunn Jr. argued: “We must somehow commit resources immediately to the task of developing the techniques for safeguarding human rights as we exploit the great advantages of our new technology…” (Read the full article at bit.ly/MJ18Amerstat.) This is still true for law librarians. We should do at least three things to encourage data privacy:

1. Keep influencing the development of data privacy policies in your own organizations—librarians should set the standard for frank and honest disclosure.

2. Keep reading vendors’ privacy policies and, to the extent possible, make things uncomfortable for bad actors (librarians are often the only ones who read the policies and pay the vendors).
3. Keep educating users about how their private information can be used, and why they might want to shop around before giftig their personal "brand" to information providers who leverage data acquired from "free" services. Their personal private data has value.

Our leadership in the intellectual and data privacy domain is fueled by the fact that we’ve had a front-row seat to the digitization of print materials and the customization of online research and discovery tools for individual users. It probably hasn’t hurt that we are willing to read things, including dense legal material. Because we traditionally value our patrons’ trust over their income, it is worth trying to influence contemporary culture, rather than just sitting idly by on the sidelines. We serve both the winners and the losers of the digital revolution.

But leading on privacy policy requires us to also lead in data protection. Therefore, we should do at least three things to protect our patrons’ data privacy:

1. Only keep data we absolutely need.
2. Anonymize data whenever we can—if we only need to know if an item was used after it was returned,
3. Be ready when hacked—sadly, it is only a matter of time. Planning for the required legal disclosures required by a data breach will sharpen your sensitivity to what you should keep and how hard you should work to protect it.

Law librarians have decades of first-hand experience dealing with increasingly complex technologies and their unintended consequences. Once our collective houses are in order, we must reach out to help those who need our expertise but may not know it.

Data privacy and protection have been important issues since the days of paper files. Ensuring that client information is not obtained by unauthorized entities is enshrined in the American Bar Association’s (ABA) Model Rules of Professional Conduct (Rule 1.6), and it has been a matter of sacred trust for attorneys for a long time. The name of the game in data protection is risk management. Having good policies and procedures in place provides a road map for handling data, and demonstrates a level of due diligence should the unthinkable happen.

A good way to manage the risk is to have clear policies outlining how the firm's data is handled. These policies often will include guidelines as to how long to retain data from a client (the Retention Policy), processes governing access to sensitive client information (including ethical screens and personal data), and protocols for transferring data in and out of the firm. Using their intimate knowledge of the firm’s culture and practice, librarians know where to look for the rules, regulations, and information to address the firm’s unique needs. Finding and evaluating checklists and forms with the proper language for the firm is another way librarians can apply their expertise.

Current awareness is an important component of data protection and privacy. Industry groups adjust their guidelines, legislative bodies introduce new legislation, and agencies propose new regulations constantly. It’s just as important to keep the decision makers up-to-date on these developments as it is to provide them with information about current events. This isn’t any different from other services we provide attorneys on a daily basis.

Data protection has also become a concern with third-party online services. After a series of highly publicized data breaches, the requirements for accessing these services has become much more rigorous. Multifactor authentication using emails or text messages is now normal for any public records service. The librarian’s experience using these types of systems can provide a valuable contribution to the firm’s development, implementation, and maintenance of these types of security protocols.
Enhancements to government legislative websites allow for greater accessibility and transparency.

BY TARIQ AHMAD, HANIBAL GOITOM & ANDREW WEBER

At the 2017 American Association of Law Libraries (AALL) Annual Meeting, we presented a panel discussion entitled “Tech Trends + Transparency: Enhancements in Government Legislative Websites.” In preparation for the panel, we enlisted staff from the Global Legal Research Directorate of the Law Library of Congress to survey and evaluate enhancements made to approximately 50 parliamentary websites. A key aspect of participatory democracy requires governments to be transparent and accessible to the public. Numerous legislative bodies around the world have made enhancements to their websites to improve open government. A variety of innovative features allow constituents and researchers to locate and utilize detailed information...
on laws and lawmaking processes in various ways. These include search and browse functions, tracking and alerts, apps, mobile friendliness, audio and video feeds of legislative debates, and other unique features.

The Law Library of Congress survey and the panel discussion focused on aspects that improve accessibility and, by extension, transparency.

**Search & Browse**

The ability to search and browse are core functions available in almost all government legislative websites. However, some websites are more advanced than others. Forty-six of the 50 countries surveyed had both search and browse tools on all of their legislative information websites. Only four countries had search and browse for some of their sites. Indonesia was the only country with search tools but without browsing tools.

**Tracking**

Tracking allows users to follow legislation through its various stages. Tracking capabilities improve transparency and engagement as users can effectively follow the legislative process and debates. Thirty-one of the countries surveyed provide users with some form of tracking or alert function to receive updates on certain documents, including bills, parliamentary news, committee activities, or other aspects of the website. Twenty countries had no tracking or alert features.

LEGISinfo, a research tool on the Parliament of Canada’s website for finding information on pending legislation, uses RSS (Rich Site Summary) news feeds so users can subscribe to a number of topics, including new bills for the current session of Parliament, new bills before committees, and the latest activity or progress for bills. Subscribers can even create a custom RSS feed matching certain filters or search criteria. In terms of tracking, each bill has a page that provides the current status of the bill in the legislative process, including the last stage completed. Moreover, the status of the bill can also be tracked through a color-coded bar.

In the United States, Congress.gov has a variety of tracking options. Constituents can subscribe to receive notifications of changes to a bill’s status, the sponsorship or co-sponsorship of legislation by a Member of Congress, and the addition of new items to saved searches. Also, legislation has a status bar that shows where the legislation is in the legislative process, including Introduced, Passed House, Passed Senate, Resolving Differences (if applicable), To President, and Became Law. Other countries provide less detailed means for tracking legislation. For example, Tanzania provides a simple tracking chart for bills showing the date of introduction, the three readings, and passage. Users can also subscribe to monthly email updates.

**Languages**

Of the 50 countries surveyed, 20 have legislative websites in just one language. Thirty are in multiple languages. Three countries (Sweden, Germany, and Austria) also include sign language. Two (Germany and Austria) have an “easy language” (leichte sprache) version, which makes the content more accessible by using shorter sentences and more images. Canada’s site provides a nice example of side-by-side bilingual legislative information with French and English.

**Mobile Friendliness**

As more traffic to websites occurs via mobile devices, mobile friendliness is becoming a key feature for providing constituents with the same level of access as a desktop computer. According to the 2016 Jumia mobile trend report for Africa, 4.7 billion of the world’s population—close to 70 percent—used mobile devices. From 2016 to 2017, page views of Congress.gov from mobile devices almost doubled.

The Law Library of Congress analysis showed that mobile-friendly features diverged greatly in quality. For instance, last year the Parliament of Canada websites, including the House of Commons and Senate websites, were updated with a more mobile-friendly and responsive design. Even though users have been able to access legislative information via mobile devices in the past through the LEGISinfo website, only parts of that website appear to be mobile-friendly. The status of legislation page is not, but the text of legislation is mobile-friendly.

In the United States, Congress.gov is built using responsive design to fit a variety of screen sizes and devices. Kenya and South Africa have also taken some steps to make their sites more mobile-friendly by providing an app and a partially mobile-friendly website, respectively. However, additional changes would make the information more accessible.
The Law Library’s analysis uncovered a variety of unique features. One unique feature shared by some of the sites is a section for children. Argentina’s included coloring sheets for kids.

Unique Features
The Law Library’s analysis uncovered a variety of unique features. One unique feature shared by some of the sites is a section for children. Argentina’s included coloring sheets for kids. Germany has a “virtual eagle” chatbot that answers users’ questions by clicking a thumbs-up icon. This feature is only informative in character, and is not binding on Parliament, but it does help Parliament make decisions. Votes are published on the Parliament website if users agree to publication.

Challenges
In addition to the challenges that are specific to websites and their enhancements, there are also larger structural issues that stand in the way of access and transparency. The gravity of such challenges largely depends on the level of political and technological advancement of the jurisdiction.

Key among these are infrastructure challenges, particularly among developing countries, related to access to the internet and electricity.

Also, a universal challenge is the lack of availability of sufficient resources for purposes of developing and maintaining a legislative information system. This is at times compounded by the fact that efforts by various governmental and non-governmental institutions aimed at improving access to legislative information are not well coordinated. This can result in a fragmentation of efforts.

Another resource-related problem is that too many websites are not updated frequently enough, which diminishes their usefulness. Similarly, websites often do not include contextual material or information, such as research papers, debate papers, and analyses of bills, to help users better understand raw legislative data. Lastly, the competing interests of the different audiences that consume legislative information present a challenge in terms of prioritizing the enhancements to the government information websites.

Aside from the larger infrastructural challenges, we have noticed that improving access to government in general, and legislative information in particular, to a large extent hinges on the availability of sustainable funding mechanisms. This makes it possible for investments in the most recent technology for the storage and delivery of information, and for keeping dedicated staff that can curate and update the information regularly. In jurisdictions where continuous funding mechanisms are available, the results have been very positive. Among the best examples in this regard are Congress.gov, which is maintained by the Library of Congress, and Kenya Law, administered by the National Council for Law Reporting, a statutory body, both of which are funded through annual appropriations. Other governments keen on improving access and transparency will do well to follow these examples.

READ

AALL2go EXTRA
One of the highly touted benefits of recent technological advances is the ability to communicate almost instantaneously from any point in the world. This advance has brought new life into the old and well-established special interest groups (SIG). For a long time, American Association of Law Libraries (AALL) membership consisted of the AALL Annual Meeting and the monthly or quarterly newsletter that arrived via the U.S. Postal Service. Now, AALL and other professional groups and associations (both national and local) offer a diverse package of benefits that includes websites, listservs, specialty subgroups, online tools and resources (such as templates and forms), and immediate access to research publications. However, to fully maximize the benefits of special interest groups, one should start by joining several groups consisting of different member types and purposes.

Take advantage of unique networking and professional development opportunities by joining a local, state, or national special interest group.

BY MADELAINE A. GORDON
This article outlines the benefits of belonging to such groups, which each serve different geographic populations. To start, AALL provides extensive benefits to the law librarianship community. These include the AALL Annual Meeting, daily and weekly electronic newsletters such as KnowitAALL, and access to AALL’s government relations arm, which works to further the interests of librarians at the state, national and international governmental fronts. Groups such as AALL excel at looking at the needs of the profession as a whole, and the AALL SIG communities (called special interest sections) can often help members with research or daily operations issues.

National Groups
In addition to umbrella groups such as AALL, there are national groups that focus particularly on subsets of the law library population. For example, I am a librarian at the Office of the Ohio Attorney General. I spend a great deal of my time researching policy issues that are of interest nationwide. Therefore, I joined the research librarians group of the National Conference of State Legislatures (NCSL). While still having a national focus, NCSL is a smaller, more specialized group addressing state policy issues. The research librarians group at NCSL provides the opportunity to work closely with individuals who share my specific daily librarian tasks. There is a listserv where any question I ask is usually answered within a few hours. Recently, I received a request for the statutes that allowed a “World of Warcraft” tournament to be held in Ohio when it was illegal to hold such a tournament in the requestor’s state. In addition, the NCSL website (available at bit.ly/MJ18NCSL) contains a plethora of information on topics being addressed across the U.S., such as healthcare and housing. It has articles and links, as well as lists of the legislation passed by each state on different topics. Membership in NCSL has the added benefit of access to the links that provide the actual full text statutes. This is available to any NCSL member, not just individuals who are active in the research librarians’ subgroup.

Librarians involved in the courts have a similar group within the National Conference of State Courts (NCSC). There are also groups for academic and firm librarians. Attorney General librarians have even formed their own special interest group and have regular conference calls, assist with the National Association of Attorneys General (NAAG) wiki—an information resource for all attorney general offices—and work on developing a series of podcasts.

State/Local Groups
National groups have many benefits, but there are also benefits to be derived from belonging to a state or regional librarians group. In Ohio, there is the Ohio Regional Association of Law Libraries (ORALL), a regional chapter of AALL with members from Ohio, Indiana, and Kentucky. These more localized groups allow for interaction and cooperation on a smaller scale, where interests are shared by virtue of location. For example, a group of law librarians in Maryland or New Jersey may be concerned with fishing and crabbing rights by virtue of being coastal states, but a group of librarians from the Western states (for example, the Mountain Plains Library Association) may be more concerned with environmental law and issues such as grazing rights. In addition, chapters of AALL coordinate with the national organization on advocacy issues, such as adoption of the Uniform Electronic Legal Material Act by their states.

These groups allow for greater networking among members through their cooperative programs and projects, which are easier for members to participate in due to lower costs and shorter travel distances. State and regional groups provide members more opportunities to work together on projects and share resources and research on issues that are important to their members by virtue of location.

There are also groups in one’s own backyard that address the issues law librarians work on daily. In Columbus, Ohio, the local bar association, the Columbus Bar Association (CBA), has formed a research librarians group. We meet once a month during the academic year, and any member can propose the topic for the monthly meeting. Past meetings have taken on a wide variety of topics and formats, including visits to different local libraries to see what resources and
There is a common saying that goes, “the more people you know, the more you know.” The benefits from belonging to multiple special interest groups bear out the truth of this statement as everyone has their own unique skills and perspectives.

assistance they can provide to other local libraries. One trip was to the Ohio Supreme Court Library, a public law library with a large collection of resources. However, its existence and services were known to only a very limited audience. The visit made local law librarians aware of this resource. Even if your local bar association does not have a librarians’ group, it may have a group you can join that focuses on an area of law that is one of your firm’s primary practice areas. These groups usually welcome all interested individuals. Membership in local groups allows you to get to know the law librarians in your neighborhood and develop interconnected working relationships. In Ohio, The Ohio State University Law Library has a large collection of periodicals. It provides the Ohio Attorney General Library with articles and receives copies of the Ohio Attorney General Opinions in return. That relationship developed during CBA meetings.

Local law librarian groups also provide training similar to low-cost continuing legal education classes. For example, the Columbus Bar Association librarians’ group has developed a one-day, free training session for summer associates to help ease their transition from academic challenges to the actual practice of law.

Additional Benefits
Membership in local groups can have far-reaching benefits. For example, word spread through local librarian meetings about an upcoming International Federation of Library Associations and Institutions (IFLA) meeting in Columbus. Anyone who was interested could volunteer to help at the conference and attend at no cost. This provided several librarians with the opportunity to interact with librarians from around the world and to learn what issues they were currently facing. This was also an opportunity for librarians ever receive, but we were able to take advantage of it because IFLA reached out to local librarian groups.

Groups and organizations you join in your free time, based on personal interests, can also be a benefit in your professional life. For example, I took a class on mediation, which led to my joining a mediation group in Virginia. Soon, I was coordinating a small claims mediation project in Arlington, Virginia. I became familiar with the judges and the procedure specific to that county’s court system. This information was of assistance when I worked at a public law library in the area, and even lead to a part-time job to help pay my law school tuition.

Another example comes from my position on a local Friends of the Public Library Board. At a board meeting, I learned the library was going to weed their Ohio reference section, with the goal of significantly reducing the size of the collection. My library offered to take the discards. We went through the books and sent them to several specialty libraries who welcomed the books into their collections. There were even a few legal history books that we kept for our own collection and have used for research during the past two years.

The Advantage Is Yours
There is a common saying that goes, “the more people you know, the more you know.” The benefits from belonging to multiple special interest groups bear out the truth of this statement as everyone has their own unique skills and perspectives. Collaborating with individuals in diverse groups brings us a wider selection of resources, opportunities, and people from whom you can learn, exchange ideas, and teach in return. I encourage all law librarians to expand their network and get involved on the national, state, or local level.

AALL2go EXTRA
Learn more about AALL’s committees, special interest sections, caucuses, and chapters at bit.ly/AALLcommunity.

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The 2017 finalists and winners talk innovations and share successes and next steps.

Merriam-Webster’s Collegiate Dictionary defines innovation as “a new idea, device, or method that is implemented successfully.” In the legal world, innovation is often seen as something that serves as a better solution to a problem—something that meets the needs and requirements of an institution in the ever-changing legal landscape. Leading up to the 110th American Association of Law Libraries (AALL) Annual Meeting in Austin, Texas, legal information professionals were invited to showcase their innovative ideas and forgo the status quo. AALL’s first-ever Innovation Tournament, sponsored by Bloomberg Law, attracted all kinds of applicants with incredibly unique ideas. In the end, three concepts made it to the final round, and their creators—Thomas R. Boone (associate law librarian for electronic resources and services, Georgetown Law Library) and Matthew L. Zimmerman (electronic resources librarian, Georgetown Law Library); Katherine Lowry (director of practice services, BakerHostetler); and Jennifer Wondracek (director of legal educational technology, University of North Texas-Dallas College of Law)—pitched them to a live audience and a select panel of judges during the AALL Annual Meeting.

Below we discuss the process for how applicants were selected and check in with the finalists to see how their innovative ideas are progressing.

How Finalists Were Selected
Applications for the Innovation Tournament were solicited with a deadline of May 5. A preliminary review panel made up of Annual Meeting Program Committee members from each library type—private, government, and academic—was
established to evaluate applications and determine who would present their ideas in Austin. The following criteria was used to evaluate all applications, as well as the final pitches:

- Clear articulation of the problem.
- Clear articulation of the innovation.
- Detailed demonstration of who will be served.
- Approach is novel/unique/creative.
- Information provided suggests likely successful outcomes if the innovation is implemented.

Judges for the live contest included: Dan Blackaby (Cornell University Law Library); Melanie Heller (Bloomberg BNA); Joan Hoolihan (New York Appellate Division, Fourth Department Law Library); Saskia Mehlhorn (Norton Rose Fulbright); and Deb Schwarz (LAC Group). Finalists were given five minutes each to pitch their innovation plans, and judges were given five minutes to ask the presenters questions about their innovation plans before taking time to debrief and choose a winner.

While the judges were busy adding up their scores, audience members were asked to select the innovation that impressed them the most. Using a voting feature in the AALL Annual Meeting conference app, they determined the Audience Choice Winner.

At the conclusion of the tournament, Kathrine Lowry was chosen as the Judges’ Choice Winner for her “Attorney-Facing Chatbot,” and Jennifer Wondracek was selected as the Audience Choice Winner for her “Virtual Reality Lab with Public Speaking Apps” concept. Although Boone and Zimmerman did not win, they still went ahead with their innovation plans.

Katherine Lowry is presented with a check for $2,500 by Melanie Heller, Bloomberg Law Vice President and Chief of Staff, Legal Division, to help bring her innovation to life.

**Judges’ Choice Winner:**

Katherine Lowry
Attorney-Facing Chatbot

After successfully developing a Practice Center—a content rich intranet site to serve the needs of like-minded attorneys in their workflows and processes across six major categories (Client Development, Checklist/Forms, Briefs/Memoranda, Events Conferences, Education, and Associations)—Lowry sought to take the Practice Center to the next level by building an attorney-facing chatbot, or multiple chatbots, that could be integrated into the existing platform. The chatbots would include a conversational user interface capable of understanding natural language, so attorneys could ask it a question, such as “Do we have a checklist on Cash Collateral Rules?” or make it a request, such as “Put together a client pitchbook for company ABC and mark it due for 5/5/17.”

Benefits from integrating a chatbot into the Practice Center included:

- Increased efficiency and improved ease of interaction.
- Saved time and effort by combining several steps in a process (or several somewhat complex sequences of events) into one request.
- Formed a highly efficient new part of a workflow or collaborative work environment.
- Accelerated deployment/adoption. Examples of open source bot frameworks include: Microsoft Bot Framework; IBM Watson Conversational Service; Google API.AI; and Next IT.
- Increased ability to handle routine requests and more widely distribute the knowledge of skilled information professionals to attorneys seeking information in real time.

Katherine Lowry is presented with a check for $2,500 by Melanie Heller, Bloomberg Law Vice President and Chief of Staff, Legal Division, to help bring her innovation to life.
Created an enhanced, customized user experience.

In her application, Lowry noted that “Overall, I am seeking to achieve higher utilization of Practice Center pages, increased efficiency for attorneys in finding information, higher attorney satisfaction rates, and increased awareness and utilization of services and product offerings from external information providers and internal departments.”

What challenges/issues does your Attorney-Facing Chatbot address? The chatbot serves as a conversational interface to aid our attorneys and staff to find curated information already on our SharePoint intranet. It allows us to answer questions outside of normal working hours and provide a just-in-time service. Most importantly, the chatbot is scaling our domain expertise to leverage knowledge from our information professionals.

How does your innovation work? Attorneys and staff simply ask a question in natural language and the chatbot, using natural language processing and a small amount of machine learning, replies with quick and relevant answers. There are two components at play here: content creation and the underlying technology. To train the chatbot requires knowledge and expertise from the project team to build an ever-growing list of questions and answers based on the information contained in the Bankruptcy Practice Centers. The content includes original work product and sources from external information providers. From the technology side, it is about selecting the right type of chatbot, experimenting, building prototypes for us to test, and when finished, integrating it within our existing environment.

Who is your primary audience? Our first chatbot will focus solely on answering questions for our bankruptcy group. We are contemplating additional chatbots for other practice areas and creating different types of chatbots for other use cases.

What have you learned since implementing your innovation? The learnings are deep and rich. We learned what did not work and what we think will move into production. For example, there are many different types of chatbots, such as a form bot, document bot, process automation bot, and a question-and-answer bot, to name a few. Each serves a different purpose, so a great deal of time was spent examining the strengths and weaknesses of each and selecting a chatbot that best serves our business needs. To be successful, this process requires a well-rounded team leaning on the skills of a project manager, some developers, and information professionals. Several team members across our organization are dedicated to this project, including fellow AALL members Elaine Kamp, Michelle Dewey, and Jaime Klausner.

Did any surprising challenges arise during the implementation process? Absolutely! Our experiments are constantly helping us learn new things. For example, there are techniques in training the chatbot on how to answer and how to provide the same answer for a variation of questions. If a user asks, “What is an executory contract?” or “Define an executory contract?”, the chatbot should respond with the same answer. To complicate the matter, if a user asks, “I would like to find out more information on an executory contract” or “I need a practice aid on an executory contract,” the response should be different. One set of questions is asking for a definition and the other set of questions is asking for a practice aid.

Have you been able to measure the value of your innovation? We see the potential for efficiency gains in connecting attorneys to just-in-time information across our internal network and external information providers. Overall, we forecast a chatbot will cut resolution time from hours to minutes, handle 25 to 40 percent of common requests, and enable our attorneys to focus on the practice of law and spend less time trying to find pertinent information.

What’s next? Our next step is to take our prototype, integrate it into our production environment, and measure the effectiveness of the chatbot through an internal study. Afterwards, there will be a great opportunity to share our lessons learned with other information professionals looking for ways to leverage this technology.

**AALL 2018 ALERT**

Don’t miss the session “From Concept to Deliverable: Build Your Own Law Library Chatbot,” Monday, July 16 from 11:30 a.m.–12:30 p.m. For more information visit bit.ly/AALL18Chatbot.
As a way to give law students real courtroom experience, Wondracek proposed creating a virtual reality lab with public speaking apps to simulate a real courtroom setting, thereby allowing students to practice trial techniques. The implementation of such apps could provide 50,000 law students with an opportunity to practice their skills and gain the confidence they need to succeed in a real courtroom setting.

What challenges/issues does your Virtual Reality Lab address? Law students are expected to become accomplished advocates—which includes knowing proper courtroom etiquette and speech patterns—during their time in law school. Due to limited facilities, law students are unable to practice in a true courtroom as often as needed, so they have to use alternate locations, such as classrooms or homes, without an audience or feedback. These alternate locations do not provide the same atmosphere and expectations as a courtroom, so student behaviors are modified. A virtual courtroom with feedback features such as current public speaking applications would allow a law student to practice from any location, at any time, and still receive feedback that will help improve their skills. This app may also assist lawyers, undergraduates, high schoolers, and anyone else who wants to gain a better understanding of what it is like to advocate in a courtroom.

How does it work? We are working to create a new environment, based on a courtroom, for a public speaking app. The app will run on Android and iOS smartphones. The student would then add a virtual reality headset, which can range from $10 to $150, depending upon quality level. Ideally, law schools would provide access to the headsets for students, either through library checkout or purchasing more affordable units and handing them out as part of orientation or for a class. If a law school does not provide access, the goal will be for the entire setup, excluding the smart phone, to be available for under $20.

Who is your primary audience? Law students, undergraduates, high schoolers on advocacy teams, lawyers without access to courtrooms for practice, and anyone who wants to gain a better understanding of what it is like to advocate in a courtroom.

What have you learned since implementing your innovation? We are currently working on a pilot program. As a public institution, any time you want to include human subjects in a research project, you must go through an Institutional Review Board (IRB) review before starting the study. Unfortunately, approval can take quite a while to secure. Our first pilot will be testing student progress in a general public speaking app. If this helps students improve their advocacy and...
communication skills, we may then explore more options to build a virtual courtroom.

Did any surprising challenges arise during the implementation process? The IRB process takes longer than expected. We also discovered that Android handles virtual reality better than the iOS operating system, so we are purchasing different, more expensive equipment for our pilot program. This required us to obtain exception forms from our Information Technology department since the equipment is nonstandard. We have three choices for building a virtual courtroom: (1) pay a vendor to build the courtroom around an existing public speaking app for us, which will cost a great deal; (2) find a partner to assist us in building the courtroom and a new public speaking app; or 3) build the courtroom and the app ourselves. We are thus researching further grant and networking opportunities while expanding our own personal skill sets on the side.

Have you been able to measure the value of your innovation? Not yet. The precision required for IRB standards will generate very useful and usable data. We look forward to seeing the final results.

What's next? Finish the initial pilot. Hopefully, the data will lead us to the decision to build our virtual courtroom. We have already received requests for both federal and state courtroom environments, as well as other tribunal environments.

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**Finalists:**
Thomas Boone and Matt Zimmerman
Digitization Manager (SaaS)

The Digitization Manager will be used to streamline Georgetown Law Library’s workflow. The tool will be cloud-based, enabling other libraries and institutions to access accounts and track their own projects, in addition to configuring the tool to reflect their own custom workflows, processes, and item types. The tool will also utilize an application programming interface (API) to enable exchanging of files/metadata and automating processes, such as populating repository metadata directly from integrated library system (ILS) bibliographic records, and publishing links to repository records/files directly to ILS bibliographic records. This will aid in the creation of storage for archival masters directly within the tool’s interface via API calls.

What challenges/issues does your Digitization Manager address? The challenges include: (1) tracking every single item through the digitization process on an individual basis without slowing down that process; (2) creating a tracking system that adapts to different item types and different digitization workflows from within a single system; and (3) implementing a system that can be configured and used by multiple institutions, each of which will have different item types, workflows, steps, etc.

How does it work? A digitization team can enter its own item types and workflow steps into the system and then begin tracking individual items through the workflow. Manual data entry isn’t really an option given the time this would add to the process, so we’ve set up a few ways to pull data in quickly. For example, we can generate lists from the ILS for new items (already part of our team’s workflow), and then upload these lists into the system, adding the items for tracking all at once and pulling metadata in directly from the ILS (via the API). In addition, as the team moves items through the process, they can quickly mark a task/step as complete simply by scanning the item’s barcode, thus allowing them to track an entire book cart of items in just a few seconds.

Who is your primary audience? Our primary audience is our own digitization team. The system must be usable for them before we can focus on the needs of external users. However, even in designing and implementing that system for internal use, we’re careful to make things as configurable as possible so that others aren’t limited by our own library’s particular workflows.

What have you learned since implementing your innovation? The temptation to hard code specific workflow components into the system’s internals is a strong one, as it makes development go a lot faster. But if we code something like our library’s specific item types or digitization steps directly into the application, then other libraries will also have to follow those exact same types and steps or else they won’t be able to...
use the system. Thus, it’s been essential that we create a structure that allows anyone the ability to make customizations, which means a lot more time spent building backend interfaces allowing users to add items themselves.

Did any surprising challenges arise during the implementation process? None of us are project management professionals, so we’ve faced some unexpected stops and starts due to failing to fully plan out every single aspect of the project before starting to build. Past projects didn’t have quite the sprawling scope that this one does, so we could get away with a certain level of making decisions as we go without delaying the development process. For this project, however, the lack of a clear plan for every component has sometimes had ripple effects on components we thought were already complete, but then had to be changed to accommodate later decisions.

Have you been able to measure the value of your innovation? Not yet. Implementation is not yet complete, and we haven’t been able to get our own library using the full system at this time.

What’s next? Finishing the initial prototype is the next step in the process, along with allowing our digitization team to use the system fully as its sole workflow tracking tool. Then we will need to find a cloud-based home for it and add additional (beta) institutional users.

THE NEXT INNOVATION
Are you in the process of developing a new, innovative, and implementable idea to improve your workplace? Think about approaches for delivering services, more effective use of existing resources, and special outreach to stakeholders.

We want to hear from you! Submit your idea by May 4 for a chance to win one of two $2,500 prizes to help you put your plan into action. Submit your application at bit.ly/AALL18Innovation.

AALL2go EXTRA
Watch the “Innovation Tournament” program recording from the 2017 AALL Annual Meeting at bit.ly/AM17Innovation.

The digitization manager allows librarians to track the progress on all scanned items, and quickly add new completed processes by scanning an item’s barcode.
As an American film director, screenwriter, author, actor, stand-up comedian, and journalist, John Waters rose to fame in the early 1970s for his transgressive cult films that featured his regular troupe of actors known as Dreamlanders. Born and raised in Baltimore, Maryland, he started his film career in the 1960s writing, producing, and independently financing his films. As his body of work grew, Waters went from a local boy making cheap, underground movies, to a local man making counter-culture Hollywood comedies. He is most well-known for breaking boundaries of acceptable filmmaking—his movies often cover topics of drugs, queers, abortion, and religion—nothing is sacred in his field of vision. In 1999, he was honored with the Filmmaker on the Edge Award at the Provincetown International Film Festival.

An accomplished writer, photographer, and visual artist, he has published several volumes of his journalist exploits, screenplay collections, and artwork. An openly gay man, Waters is an avid supporter of gay rights and gay pride. He has also authored a string of hysterically funny, bestselling books, including last year’s *Make Trouble* and 2015’s hitchhiking diary *Carsick*. His live one-man engagements around the country are deliciously raucous and un-PC.
John Waters, the iconic writer and director of the box office hit, Hairspray, doesn’t shy away from spectacle. His films are known for breaking boundaries of acceptable filmmaking. His keynote address for the upcoming AALL Annual Meeting in Baltimore this July is titled “This Filthy World,” which will touch on a little bit everything. “It’s updated and always changing—it’s about humor, it’s about crime, it’s about law, it’s about fashion, it’s about movies, and it’s about politics,” says Waters.

AALL President Greg Lambert caught up with the Baltimore native to help introduce AALL members to the man behind the brightly colored suits and distinct pencil-thin mustache. When it comes to censorship, librarians, and criminal justice, Waters has plenty to say.

On Baltimore . . .
Well, I think Baltimore to me is better than it’s ever been because it’s the only city left that’s cheap enough to have a Bohemia. Kids are moving here because it’s cheap in places and it’s near big cities. You don’t have to leave where you were born anymore. You don’t have to go to New York or L.A. As a matter of fact, you almost can’t—nothing new is happening there because it’s too expensive. So, it seems to me [Baltimore] is even more vital. We’ve got edge, come on down!

On librarians . . .
You know, librarians are radical. There’s this popular cliché of librarians being timid old ladies—you are the opposite. You are radical. You want to give kids books that are on the banned list. Anybody who becomes a librarian in any field likes to read, is smart, and I always feel like they’re my people.

On censorship . . .
Of course there is censorship. In the old days, movie censors were pretty stupid, they said ridiculous things, and they were easy to make fun of. But now, the Motion Picture Association of America gives you an NC-17, and they’re liberal censors, which are the worst kind because they have a faulty rating system. They also have the same people in power there for decades and decades. We need to get young people in these positions. When liberals are villains, they’re just as fascist because they think that no one ever disagrees with them. Now, I’m a bleeding-heart liberal, but I do know that we have to stop being such separatists. In my show, I make fun of “gayly correctness”. I think I am politically correct in a weird way, but at the same time, I don’t think they had political correctness arguments in poor schools; it’s the rich people’s problem.

On libraries and free speech . . .
Well first of all, I was corrupted at the library. When I was a kid, I went to the library and I looked up everything in Life magazine on the files. I’d look up drug addiction, homosexuality, I’d look up everything that I was never allowed or supposed to be interested in. And so I found all of my education at the library; I wrote about this in one of my books, Role Models. I tried to get a Tennessee Williams book of short stories when I was really young and it said
I don’t think books should be censored for children, and I think free speech is being able to read what you want. So I think libraries are incredibly important. In most cases, it’s the first time any young person can find out information that their parents don’t want them to know.

“See librarian,” like they wouldn’t leave it out for children. They [the librarians] wouldn’t give it to children, so I stole that book because I wanted to read it. So I believe that if an eight-year-old comes into your library and they’ve heard of Naked Lunch, they’re old enough to read it. I don’t think books should be censored for children, and I think free speech is being able to read what you want. So I think libraries are incredibly important. In most cases, it’s the first time any young person can find out information that their parents don’t want them to know. So I’m for libraries being dangerous. I even think that you should be able to look at porn in libraries. I mean I know that’s a problem, but I guess information should be made available to anyone who’s curious enough to get it. I think that’s important, even the extremes of free speech. Without those extremes, we can’t have, for example, a group such as the American Civil Liberties Union defending Nazis. I can’t imagine in Charlottesville that anyone actually likes them [Nazis], but yes, I am still for the extremes. I’m almost for the right to yell “Fire!” in a crowded theater.

On an alternative career as “criminal-defense lawyer for the damned” . . .

Yes, I would be good at that. (Or a psychiatrist would be pretty good, too.) But a criminal defense lawyer, yes. I’ve taught in prison—several different prisons—and actually, I still visit people in prison. I’ve helped people get out of prison, and I’ve been arrested, so I think I understand the judicial crime system. Once, the corrections people I work with offered to start a reform school using my name for the school. I loved the idea of parents saying “you’re bad, you’re going to John Waters.” I wanted a reform school for rich-kid pyromaniacs! There is no such niche—pyromaniacs are the only kids reform schools usually will not take.

Librarians also make way for groups such as the Innocence Project—a non-profit legal organization that is committed to exonerating wrongly convicted people through the use of DNA testing, and to reforming the criminal justice system to prevent further injustice. Of course I think that’s a great, radical organization. But I go beyond that: I try to free people who actually did commit the crime, and the only other person I’d really want to be is Judy Clarke, the lawyer who accepts the worst cases, and if she gets you life rather than the death penalty, she’s won. She’s the only person whose career I’m jealous of. And I’m not [talking about] Judith Clarke—she’s one of the Brinks [armored trucks] robbers. Although, I think she deserves to get out, too. I wish Judy Clarke could help Judith Clark.

On the politics of punk rock . . .

Well I think the punk rock thing is pretty great. I host a big punk rock festival every year in Oakland called Burger Boogaloo. I’m doing it again this year—last year Iggy Azalea closed the show. The punks are my people, and they’re from 16 to 70 years old; punks have been around for a long time now. I told them last year that whenever there is a big demonstration—for instance, when police officers have attacked somebody for being alive and black—that instead of demonstrating, everybody should wear police uniforms. It would really be confusing if everybody went to a demonstration dressed as a cop, because then you would have true anarchy because nobody would know who’s who. I’m always for using humor as terrorism. I think it’s the only terrorism I’m for. It’s what the Yippies used to do—embarrassing the enemy by making them look stupid. That, to me, is the perfect kind of activism.

On the viral success of the commencement speech he gave in 2015 that became his latest book, Make Trouble . . .

I don’t know. I was amazed it did [go viral], and then it became an illustrated gift book. Whoever thought I’d be a gift book? And now it’s a record—it’s out on vinyl now so I’m excited about that. I feel so proud for having a vinyl record out in 2018. I don’t know, I guess it just spoke to the people. I’m of the generation where if anybody my age says “We had more fun when we were young,” I always say that means you’re old because you’re wrong. The older generation is having just as much fun being hackers. As soon as you stop investigating the new culture and the new music, to me, it just means you’re old and that you don’t have much say about anything anymore.

JOIN US AT AALL 2018

West Academic’s Publishing Past & Present

For more than 100 years, the Minnesota-based company has provided casebooks, study aids, and other educational materials to help students master U.S. law.

Before West Academic began offering its American Casebook Series in 1908, law school professors, according to CEO Chris Parton, had to compile and print their own source material volumes—an often time-consuming and expensive endeavor.

West’s book series provided a uniform, reliable resource multiple law schools could—and did—use to educate students.

Over the years, West Academic, which also produces treatises, statutes, and other supplementary legal products, has undergone two significant ownership changes: a 1996 purchase by Thomson Reuters (previously Thomson Company), and a 2013 sale to a private equity firm, which positioned the company to operate as an independent entity.

However, West Academic’s central goal (helping people learn about U.S. law) and location (downtown St. Paul, Minnesota, which it relocated to in 2013 after several years in the suburbs) remain the same as when the company was founded in 1872.

We recently spoke with Parton about how West Academic is balancing its blend of print and digital information, the ways in which law librarians use its resources, and what he feels the future holds for legal education publishing.

How has the company changed over the years?

The most noticeable change is our evolution to digital. It’s interesting because some elements of the business have not changed, such as the focus on faculty and law students. The core teaching materials have evolved over the years, as innovation in teaching has evolved. Until the last five to 10 years, the medium was just print, so
one of the things that has changed for us is the way we deliver content. For the core casebooks, we discovered that even though the younger generation generally prefers digital media, law students, no matter their age, still want print books. We think it’s because the intensity of reading cases is higher than the intensity of reading an article or novel—having case information in print, where you can highlight and take notes, is still the preferred way to consume that material.

However, there are some products that work better digitally; for example, in print, quizzing requires you to flip back and forth between the question and answer. In a digital environment, a question is asked, the student selects an answer, and whether it’s right or wrong, an explanation is provided as to why one answer is correct over the other. You can interact in the moment and click on a link that leads to an additional resource for a deeper understanding.

Who writes the content, and how is it acquired?
Each imprint publishes materials authored by renowned scholars and award-winning law teachers. Our acquisition editors have direct relationships with law faculty across the country, who they talk to and meet with about possible new titles. Sometimes when they start talking to law faculty, they hear, ‘I have a colleague at another school who is doing some really innovative teaching—talk to her.’ Often, we are contacted with an idea for a new approach to a popular subject or a book focused on a new area of law or a new style of teaching.

Who are your customers?
Law school students are our biggest consumers. They purchase both texts adopted by their professor for class and study aids to better prepare for class and exams. Faculty not only adopt our casebooks for their classrooms as their primary text, but adopt or recommend other supplementary materials as well. Our other customers include practitioners, government agencies, courts, and law libraries.

We have deep connections to law schools. Obviously, we go to the American Association of Law Libraries (AALL) Annual Meeting & Conference; that’s a great show for us. It’s the one opportunity each year where we get to interact with law librarians face-to-face. Although our focus is on law schools, we do sell a surprising amount of print and digital products to practitioners. They buy titles from both our Hornbook Series® and Nutshell Series®—which were developed to help students but can also be used as reference materials. You can think of a Hornbook as a one-volume treatise.

Additionally, graduate and undergraduate programs use our materials. We have several business law books that are written for undergraduate business law classes, and other titles that are used in political science and criminal justice programs.

Are your products sold internationally?
We offer casebooks for professors teaching a U.S.-style law course overseas, but we mostly sell Hornbooks and Nutshells internationally. They give a broad overview of American law in a way that is consumable. Those are the two lines sold most overseas. It’s a small piece of our business; we really are focused on U.S. legal education.

How are your books generally sold in the U.S.? Do students tend to order them online?
Our products are available on our online store (store.westacademic.com).
We also offer free shipping and 14-day digital access to select casebooks immediately upon purchase so that students can access the content before their print book arrives. In addition, we sell through law school bookstores and online retailers, such as Amazon.

**How do law librarians use your products?**

If a law student comes in and says, ‘Gee, I have a question regarding an area of law I don’t know much about,’ the law librarian will say, ‘Start with this book or Nutshell.’ Every area of law acts differently; family law is very fact-driven, other things are very case-driven. [Students would] probably be sent to a Nutshell first, and once they understand the concept, come back to the librarian for more specifics on how to solve the problem.

Law librarians look to us to provide both print and digital offerings for their students. We have a dual relationship with law librarians who are also teachers; we interact with them as a person who adopts books students are required to purchase and use as text for class, and then as the law librarian who purchases our books for the library.

The library also frequently buys a copy of each book that’s been adopted at a law school to keep on reserve, in addition to having a complete selection of study aids for students to access.

**Are law librarians ever involved in developing new products?**

Law librarians are often surveyed about our products and may be involved in beta testing for a new product while it’s in development. For example, we asked a few law librarians to test our updated Study Aids Subscription last year and took their feedback into consideration when making improvements to the product. Our account managers work closely with law librarians to ensure we are producing products that will meet the needs of their students.

**Have you seen any specific trends involving digital publishing?**

We’ve seen a trend in other higher education markets toward schools using digital resources. That trend is growing in the law school market. Our digital collections provide online resources like faculty-authored quizzes and study aids in support of this growing trend. We offer a schoolwide subscription that includes unlimited online access to skills-based titles, treatises, study aids, and audio lectures. Now students can study offline, too, when they download the free West Academic Library app. The mobile app works in sync with their online subscription, so all their notes and highlighting will be viewable on both their computer and mobile device.

We also offer a schoolwide assessment option where students are provided with more than 4,000 customizable, multiple-choice self-assessment questions, designed to enrich the learning experience and evaluate student understanding of core concepts as they are learning them in class. It is the most comprehensive product for formative assessment, and it helps students succeed during their time in law school.

**Do you think printed legal education materials will ever be completely replaced by digital versions?**

We’ve watched a lot of other print industries be changed by digital content. The nature of the way you consume this content and the way lawyers work makes me think print is going to be around for a long time. There are a lot of opportunities to use digital resources to enhance print and do things print doesn’t do well, such as quizzing. But we’re a publisher; we still love books. If you walk by our editorial department, there are people with books out—they have computers, too, but they cross-reference things with books.

Technology has certainly helped us advance books over the years. When the company started, they were using lead typesetting to print books. Print is wonderful—but you have to think in the context of all platforms that are available, and make sure you have the right mix of things so people who are trying to learn the law have information delivered to them in a way that’s as consumable as possible.

**WEST ACADEMIC BASICS**

**Headquarters:** St. Paul, Minnesota

**History:** Originally founded as part of West Publishing

**Employees:** 80

**Number of titles in its catalog:** 1,600

**Oldest product:** American Casebook Series®

**Newest offering:** West Academic’s Reference Collection offers convenient online access to Hornbooks and Nutshells for law firms, government agencies, courts, law libraries, and corporations, and was developed based on an attendee’s suggestion at the AALL Annual Meeting & Conference.

**Brand materials are published under:** West Academic Publishing, Foundation Press® and Gilbert®

**Popular Series**

Some of West Academic’s top sellers include:

- **American Casebook Series®**: Established in 1908, this series was the first commercially available law school casebook.

- **University Casebook Series®**: Published under the Foundation Press Imprint, this series has embodied a tradition of excellence since the 1930s.

- **Nutshell Series®**: Featuring concise summaries of more than 150 topics, the Nutshell Series provides understandable, dependable introductions to a field of law or legal topic.

- **Hornbook Series®**: Offering detailed explanations and insights into a law’s historical development, the series also provides background on contemporary issues relating to the law.
REFERENCE DESK

Using Tech in Disaster Planning & Management

BY LIZ McCURRY JOHNSON, DOLLY KNIGHT & MARIBEL NASH

Whether it’s earthquakes, hurricanes, wildfires, or a malicious malware attack on your institution, disasters—both natural and manmade—can strike at any time and you need to be able to adapt and find new ways to do your job. Is your institution prepared to function on a remote basis? Our Reference Desk columnists offer advice when it comes to planning for and managing disaster situations at your organization.
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I work in an area that is often affected by hurricanes and other inclement weather. How can I use technology to stay productive when I have to relocate or otherwise be away from my office for extended periods of time?

DOLLY: You may have heard a bit about the Thomas fire that spread from Ventura County to Santa Barbara County this past December, becoming the largest fire in modern California history. There were also the subsequent mudslides in Santa Barbara County one month later, where 23 people lost their lives. In California, the cycle of droughts, fires, floods, mudslides (with the occasional earthquake) is not totally unfamiliar, but the rapid nature of these disasters this winter, together with the lives lost, the homes and buildings destroyed, and the interruptions to daily lives, has really taken a toll on the area and the community. For our library, because many of our users are members of the public, not being able to be open or be available made it difficult to accomplish anything productive. We were closed the rest of the week after the fires broke out, with several staff (including myself) impacted by the fires. At one point, after evacuating my neighborhood in Ventura, the fire briefly closed the freeway between where I was staying in Santa Barbara and Ventura, making it impossible to get to my house, much less the library. After the mudslides, the same freeway was closed for nearly two weeks.

In this situation, for a circulating library that is open to the public, I was glad that I kept notes on login credentials to our website, social media sites, and the Integrated Library System in case I needed to access them remotely; this allowed me to communicate our library’s status to our patrons in a shifting and complex situation. It also kept them from getting automated notices.

I definitely learned my lesson about keeping similar documentation about our telephone system, which is one of those things I’d never thought to have somewhere other than my office. I knew the manufacturer of the system, at least, and was able to use a guide I found online to regularly update our phones with more information on our status and to get messages from patrons.

We have a small staff, and I kept in regular contact with them throughout the days we were closed. Having everyone’s number handy and knowing where everyone lived not only allowed me to keep in touch, but it also helped me to know who else might have been evacuated or displaced. We did have a staff member lose their home. Many members of the local legal community lost their homes as well; living or working in Ventura meant knowing people who were impacted.

As our community recovers—from the fire as well as the mudslide—we have a good chance to look back on how we responded to these disasters and plan accordingly for the next time. We definitely benefited from hearing...
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about how our friends in Northern California had responded to their experience of the Tubbs fire earlier in the year. For those of you fortunate to have not experienced a large disaster situation, there’s no time like the present to make a plan—we all need to expect the unexpected.

LIZ: Now, let’s step over into the world of academics and scheduled classes, something not near as dire as the wildfires in California, for sure. But, most everyone can agree that you are truly an adult when you are actively wishing against having a snow day. Snow days often lead to anxiety for both professors and students. However, technology may save you in these instances. If you have a snow day or otherwise need to cancel class (perhaps you are stuck somewhere out of town due to inclement weather, or simply at a conference), consider using Webex to hold a synchronized class. A synchronized class is basically a large conference call or Webex with your entire class. You could also hold a class asynchronously, which means you could record your materials and then post them for your class to review independently. I generally use Camtasia to record shorter videos of instruction (no more than 10 minutes) and then ask the students to produce some kind of follow-up work product based on the instruction. The overarching theme here is that sometimes your same goals can be accomplished outside the face-to-face instruction. While not always ideal, technology can be your friend when you are stuck between a rock and hard place, or rather between snow and ice.

MARIBEL: Regardless of inclement weather, many law firms have set up an infrastructure for working remotely and accessing resources or documents by connecting to a VPN, or virtual private network. We have invested heavily in electronic resources. Training is done primarily via webinar, and reference queries are mostly conducted via email. At very large law firms, such as ours, when one office is closed for inclement weather, the librarians in that office either work from home, or, if they are unable to do so, the work is absorbed by the librarians in unaffected offices. In cases of extreme weather disasters, firms may even relocate staff and attorneys to safer locations, providing temporary housing and work environments. It may hurt a bit, but generally, the work gets done.

When technology goes down it makes staying productive more difficult. Having a plan to deal with the loss of technology is equally as important as having a plan to deal with natural disasters. Last summer, our law firm was affected by a malware attack that essentially shut down our network for several days. Simply establishing communication among our staff and making sure everyone was aware of what was happening became a major project. I would recommend maintaining a local copy of a phone list for current staff and establishing a phone tree to make sure that all library staff members are notified as soon as possible of a technology issue. Make a plan for group communication, such as a group text chain, if firm email is not available, and make sure everyone on staff is included. In addition, each office should maintain a local copy of a current list of vendor contacts. Attorneys will still need to do research using electronic resources, so if they are not able to access those resources through IP-authentication or an internal password management system, the library quickly needs to work with vendors to retrieve or reset passwords for the attorneys, or to otherwise give them the ability to access resources. Became an expert at knowing how to set up a personal hotspot. Walk around the office and provide roving reference services where you can. Librarians can be among the most tech-savvy people in an office, and careful planning and organization during a technology crisis can be an opportunity for the department to show its value in unexpected ways.

While not all problems are opportunities for technology solutions, as librarians we need to adapt to old and new technology. Take a look at your organization. How can you help with its disaster and emergency planning and management?
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10 REASONS TO JOIN US IN BALTIMORE THIS JULY!

- One of the most affordable cities to visit, everything in Baltimore comes at a bargain. Some of the best ways to get around include the commuter water taxi and Charm City Circulator—both free!
- 36th Street in the northwest Baltimore neighborhood of Hampden is the ideal shopping destination for antiques, vintage clothing, and funky boots.
- From Druid Hill Park (northwest), with its 745 acres of green spaces, including a conservatory, zoo, and Zen garden, to Patterson Park (southeast) with its ice rink, ballfields, and pool, Baltimore has plenty to offer nature-lovers and sports-lovers alike.
- July is home to Artscape, the largest free arts festival in the country.
- Average temperatures in July range from a high of 88°F to a low to 67°F.
- From the halting of British forces during the War of 1812 to Francis Scott Key penning the national anthem at Ft. McHenry, a lot of important things happened here.
- Their ethnic food is legit. At 20th and Maryland, it’s authentic Korean barbecue; the strong coffee and ouzo flows in Greektown; and there’s a street nicknamed Corned Beef Row in the Old Jewish District.
- Their classic crab feast is the most fun you’ll have eating a crustacean.
- The state’s soft water, mild climate, and fertile farmland make for some of the best rye whiskey in the country. Local distilleries are all around.
- Baltimore has the best of both worlds—the rolling hills of the Appalachian Mountains a couple of hours to the west, and the crashing waves of the Atlantic Ocean just over the bay to the east.

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