

“A Day in My Law Library Life,” Circa 2018*

Compiled by Scott Frey**

Inspired by “A Day in My Law Library Life,’ Circa 1997,” this compilation collects descriptions of a day in the lives of law librarians in 2018. The descriptions provide a current snapshot and historical record of the law library profession, with similarities to, and differences from, the profession of 1997.

Introduction	71
Why Record a Day in the Law Library Life?	71
Recording and Comparing Law Library Life in 1997 and 2018.	72

Introduction

Why Record a Day in the Law Library Life?

¶1 What happens in a day in your life as a legal information professional? How does your day compare to other law librarians’? And how does it compare to what you or other librarians did months or years ago, or might do in the future?

¶2 In 1997, Frank Houdek gathered responses to the request, “Describe a single day in your law library life.” Houdek published the compilation of descriptions as “A Day in My Law Library Life,’ Circa 1997.”¹ He also compiled excerpts from earlier articles by law librarians into a companion piece, “Day in the Law Library Life, Circa 1910–1920.”²

¶3 “A Day in the Life” wasn’t a new concept in 1997.³ An article ten years earlier centered on “a day in the life” of one law librarian.⁴ Another pre-1997 piece described a week in the life,⁵ and a third piece encompassed, in effect, a month in the life.⁶

* © Scott Frey, 2019.

** Reference Librarian, Western State College of Law Library, Irvine, California.

1. Frank G. Houdek, comp., “A Day in My Law Library Life,” *Circa 1997*, 89 LAW LIBR. J. 157 (1997).

2. Frank G. Houdek, comp., *A Day in the Law Library Life, Circa 1910–1920*, 89 LAW LIBR. J. 239 (1997).

3. See (or hear), e.g., THE BEATLES, *A Day in the Life*, on SGT. PEPPER’S LONELY HEARTS CLUB BAND (Parlophone 1967).

4. Tom Woxland, *A Day in the Life of a Law School Reference Librarian*, 7 LEGAL REFERENCE SERVS. Q. 111 (1987).

5. Nicholas Pengelley, *Diary—A Week in the Life of a University Law Librarian*, 2 AUSTL. L. LIBR. 199 (1994).

6. Fritz Snyder, *Law Librarian’s Journal*, LEGAL REFERENCES SERVS. Q., Nos. 1–2, 1988, at 253; see also Joseph A. Custer, *Law Librarian’s Journal: Over 10 Years Later*, LEGAL REFERENCE SERVS. Q., no. 4, 2001, at 23 (covering a month in 1999).

¶4 Since 1997, various law librarians have recorded, in some form, a “day in the life.” Perhaps most prominently, AALL held a “Day in the Life” photo contest annually from 2005 through 2016.⁷ A 2007 issue of *Law Library Lights* was devoted to “A Day in the Life of a Law Librarian.”⁸ And other articles have described a “day in the life” or something similar.⁹

¶5 Why might we depict a day in the law library life to fellow legal information professionals or beyond?¹⁰ I suspect the main reason is that informing people about what we do relates to what we do in general: connecting people with information. Giving information about our daily work sheds light on services that can help people find legal information.

¶6 A side benefit of recording information about what we do is that we—and future readers—can learn about law librarians’ work over time.¹¹ Using this and Houdek’s articles, one may compare law librarians’ activities in the 1910s, 1997, and 2018. And future legal information professionals may compare their workdays with prior days.

Recording and Comparing Law Library Life in 1997 and 2018

¶7 I came across Houdek’s compilations in 2017, 20 years after they were published¹²—and 100 years after the law library life of the 1910s.¹³ This serendipity led me to propose a sequel.¹⁴

¶8 As Houdek did,¹⁵ I solicited contributions from a large group of legal information professionals, requesting them each to “describe a single day in your law library/legal information professional life.”¹⁶ I asked them to choose a day in the

7. See AALL, *2016 Day in the Life Photo Contest*, <https://web.archive.org/web/20161121094647/http://aallnet.org/hc/NewsCallout/2016DILContest.html>; Holly M. Riccio, *A Day in the Life of the Law—AALL Public Relations Committee to Sponsor Photo Contest That Showcases the Profession*, AALL SPECTRUM, Dec. 2004, at 6.

8. See 50 LAW LIBR. LIGHTS, no. 2, 2007. Another issue focused on the “Life Cycle of a Law Librarian.” 51 LAW LIBR. LIGHTS, no. 4, 2008.

9. See, e.g., Todd Bennett, *A Day in the Life of a Law Librarian*, RECORDER (June 26, 2006), available on Lexis Advance, <https://advance.lexis.com/api/permalink/1c0e4f51-2ed2-4837-a011-02f523f6919d?context=1000516>; Jamie Sommer, *A Day in the Life: U of I Library Student Visits CALL Libraries*, CALL BULL., Summer 2010, at 26; cf. LIBRARY DAY IN THE LIFE PROJECT, <http://librarydayinthelife.pbworks.com/w/page/16941198/FrontPage> [<https://perma.cc/DX8F-QP28>] (eight rounds from July 2008 to February 2012, “librarians, library staff and library students from all over the globe shared a day (or week) in their life through blog posts, photos, video and Twitter updates”).

10. Alternatively, why might we describe what we do, without limitation to one person on one day? Describing a day in a library may involve the activities of other librarians and may benefit from the context of other days. See Cynthia Brown & Allison C. Reeve, *At Littler Mendelson, Tradition Meets Innovation*, *infra* at 80, ¶38 (“addressing one day’s activity requires a broad view of the myriad activities swirling in the department”).

11. See Houdek, *supra* note 1, at 157 (indicating that the 1997 compilation sketched “for current readers, but also for those of tomorrow, what it is like to be a librarian”); Houdek, *supra* note 2, at 240 (the quotations in the 1910s compilation were “not just for historical interest but also for what they tell us about ourselves and the defining issues of our profession”).

12. Cf. BEATLES, *supra* note 3 (“It was twenty years ago today . . .”).

13. I had a preexisting interest in the history of law librarians’ views, including librarians of the 1910s. See Scott Frey, *A History of the Future of Law Libraries*, AALL SPECTRUM, June 2015, at 9.

14. I am grateful to Frank G. Houdek and James E. Duggan for encouraging and providing advice for my work on this project.

15. See Houdek, *supra* note 1, at 158.

16. I included legal information professionals outside law libraries among my solicitations.

second half of January 2018,¹⁷ and to provide the title and nature of their position and a bit of context for their story (for example, their level of experience, the nature of the library).

¶9 Six 2018 responders also participated in 1997. Ten are new to this project. The participants are directors, associate or assistant directors, public service librarians, and technical service librarians, with various job titles. They work in academic, law firm, county, and court law libraries. Their workplaces are located in sixteen states in various parts of the country.

¶10 I expected that law librarians' roles and daily activities in 2018 would be similar in essence to those in 1997. However, I also anticipated that the details—especially regarding technology and, to some extent, the settings and staff sizes—would have changed.¹⁸

¶11 I leave it to each reader to discern key similarities or differences between the 1997 and 2018 descriptions. But I have a few observations regarding technology.

¶12 In 1997, legal research was shifting from physical materials to online resources,¹⁹ and the Internet and computer technology were having a growing impact on librarians and libraries.²⁰ By 2018, the shift had largely occurred, though print materials still matter.²¹ Moreover, technology has changed, though one may debate whether the changes are evolutionary or revolutionary.²²

However, the people who chose to participate are essentially all law librarians working in law libraries. One of the law firm librarians works in an "Information Resource Center." Carol Bannen, *A Day in the Life of a Law Firm Librarian and Records Director Redux*, *infra*, at 77 n.*; Carol Bannen, *A Day in the Life of a Law Firm Librarian and Records Manager*, in Houdek, *supra* note 1, at 162 n.*, 163 ("the Information Resource Center (a.k.a. the library)"). Another firm's library is called the "Knowledge Desk." Brown & Reeve, *supra* note 10, at 80, ¶40.

17. The first day of the time frame was Tuesday, January 16, since Monday, January 15, was a holiday (Martin Luther King, Jr., Day).

18. See Kelly Kunsch, *The Way We Were and What We "B,"* LEGAL REFERENCE SERVS. Q., no. 1, 2002, at 97 (comparing reference librarianship at that time to twenty years' prior and concluding, "The job of being a reference librarian has stayed the same in that we still strive to accurately provide the necessary information in an expedient and pleasant manner. The job is different, however, not only in the tools we use, but also in the context we work within." *Id.* at 109.).

19. See, e.g., Dwight King, in Houdek, *supra* note 1, at 187 ("Realizing that Net skills are vital for a reference librarian, I've vowed to spend more time becoming one with my Netscape."). *But cf.* Joe K. Stephens, in Houdek, *supra* note 1, at 208 ("Influenced more by the hyperbole of the Information Age than by first-hand knowledge, many judges believe that books—and libraries—will be obsolete within a very few years, and some argue that it is a waste to put any more of the taxpayers' money into books."). Incidentally, the 1997 compilation contained only one reference to card catalogs: "our old catalog, a dying breed in state court libraries." Janice K. Shull, *Snapshop of a Cataloger, or What Does a Systems Librarian Really Do?*, in Houdek, *supra* note 1, at 204.

20. See, e.g., Karen Westwood, *Life on the Phone*, in Houdek, *supra* note 1, at 231 (while concluding that the phone was more important technology to her work than a computer, also noting "I use the Internet whenever possible, am getting to be an expert online searcher, and delve into other library catalogs by dialing in.").

21. See Ellie Margolis & Kristen Murray, *Using Information Literacy to Prepare Practice-Ready Graduates*, 39 U. HAW. L. REV. 1, 3–4 (2016):

New graduates are likely to encounter a divide between their tech-heavy lives and the less technological world of those they are working for. When new lawyers enter practice, expected to be "practice-ready" from day one, they will have to be able to use both old and new technologies to carry out the tasks of lawyering and be able to bridge the gap between them, conversant in both languages and able to adapt to the rapidly changing world of law practice.

22. One of the librarians in 1997 asserted that "our profession is, always has been, and always will be, dedicated to helping people locate and use legal information. It makes no difference how automated our methods might become; there is a person behind every request we fill." J. Wesley Cochran,

¶13 I think it is both illuminating and fun to find technology-related terms that appeared in the 1997 descriptions of law library days but not in the 2018 descriptions, or vice versa.²³

¶14 For example:

1997:

- rolodex²⁴
- terminals²⁵
- “East Coast Internet addresses”²⁶
- “dialing in”²⁷
- fax²⁸
- CD-ROM²⁹
- computer-assisted legal research/CALR³⁰
- microforms³¹
- floppy disk³²

in Houdek, *supra* note 1, at 167–68. However, patrons may make different requests to law librarians in light of technological changes. And technology may change how the work is done. *See, e.g.*, Nancy L. Strohmeier, *The Day of the Dwarfs*, in Houdek, *supra* note 1, at 220–21 (“I dream of the day when I can do a computerized rendition of my lecture, complete with digitized graphical images sent out to the networked computers of the students. It could happen; it’s not just a fairy tale anymore.”).

23. Of course, some technology is largely the same, such as email. In addition to technology, you might also compare product names—e.g., for legal research platforms or integrated library systems—or cultural references in 1997 and 2018. My favorite is “face-book,” Laura Orr, *It’s a Small Fish—Someone’s Got to Duplicate It*, in Houdek, *supra* note 1, at 198; surprisingly, “Facebook” doesn’t appear in the 2018 contributions. You’ll find differences in capitalization—e.g., “WESTLAW” in 1997 versus “Westlaw” in 2018—and hyphenation—e.g., “e-mail” versus “email.” Also, some terms take on new meanings—an “index” might refer to a listing of terms and page numbers in the back of a book in 1997 but alternatively to searchable terms in a database in 2018. *See* Victoria Szymczak, *Emergency Meetings and an Eclectic Hum*, *infra*, at 95; Della H. Darby, *Metadata and So Much More*, *infra*, at 85.

24. Rhea Ballard-Thrower, *If Only the Desk Could Talk*, in Houdek, *supra* note 1, at 161.

25. Bannen, *Records Manager*, *supra* note 16, at 163; Ladd Brown, *Internet ’97*, in Houdek, *supra* note 1, at 165; Robert C. Vreeland, *What Do You “Do,” Anyway?*, in Houdek, *supra* note 1, at 228.

26. Bannen, *Records Manager*, *supra* note 16, at 163 (“[W]e find out that our Internet provider has lost the connection in Chicago and we can’t contact any East Coast Internet addresses.”).

27. Westwood, *supra* note 20, at 231 (“delve into other library catalogs by dialing in”); *see also* Shull, *supra* note 19, at 204 (“I enter OCLC via the Internet, a faster, easier, and cheaper method than using a dedicated phone line as we did formerly.”).

28. *E.g.*, Brown, *supra* note 25, at 165. Brown also uses the term “telefacsimiles”—apparently as deliberately antiquated language. *Id.*

29. Karen Brunner, *No Two Days are Alike . . .*, in Houdek, *supra* note 1, at 166; James E. Duggan, *It’s a Mad, Mad, Mad, Mad, Mad World*, in Houdek, *supra* note 1, at 170; Patricia Wellinger, *Rushing Today, Preparing for Tomorrow*, in Houdek, *supra* note 1, at 228. One librarian in 1997 refers to “CD-ROM technologies, networks, towers, jukeboxes, terminators (!), and SCSI cards . . .” Mark Mackler, *A Day in My Law Library Life, or It’s Never Easy*, in Houdek, *supra* note 1, at 191.

30. J. Wesley Cochran, *supra* note 22, at 167; Duggan, *supra* note 29, at 170; Vreeland, *supra* note 25, at 227. A librarian in 2018 says, “I need to provide training on what folks used to call CALR but now is simply: legal research training.” Anna Russell, *A Day in the Life of an Alaska District Law Librarian: “It’s Snowing and There Might Be Moose,” infra*, at 93, ¶114.

31. *E.g.*, Jean McKnight, *My Day at Work (and You’re Welcome to It)*, in Houdek, *supra* note 1, at 192. The only reference I noticed to microforms in the 2018 descriptions came in conjunction with the phrase “as we contemplate purging fiche and film.” Merle J. Slyhoff, *Dear Diary—Fast Forward 21 Years . . .*, *infra*, at 94, ¶129.

32. Melissa Serfass, *A Job with a Slash in It*, in Houdek, *supra* note 1, at 202; Mary Whisner, *It’s the Variety*, in Houdek, *supra* note 1, at 232.

- video and audio tapes³³

2018:

- HeinOnline³⁴
- iPad³⁵
- institutional repository³⁶
- streaming³⁷
- blockchain and smart contracts³⁸
- document automation³⁹
- scanning, digitization⁴⁰
- metadata⁴¹
- e-books⁴²
- blogs⁴³

¶15 A disclaimer: a compilation article like this one cannot provide a complete record.⁴⁴ This article consists of writings by several legal information professionals during one period of time in the United States. The participants do not include most legal information professionals and none in other countries. They do not include paraprofessionals or other library staff members. The descriptions do not include audio or video. They might omit painful or difficult subjects—such as harassment or discrimination⁴⁵—and activities that are deemed unimportant.

¶16 But we know from training and experience that while we cannot provide perfect information, we can provide good information that suffices (or more than suffices) for the user's needs. Descriptions by several law librarians can be a helpful

33. Wellinger, *supra* note 29, at 229 ("videotapes"); Whisner, *supra* note 32, at 232 ("audiotape").

34. Bannen, *Redux*, *supra* note 16, at 78, ¶27 ("We love HeinOnline, which makes a lot of retention decisions very easy."); Mary Whisner, *Another Day in My Thirty-Year Law Library Life*, *infra*, at 102, ¶173 ("Assuming that they would prefer a PDF, I look to see whether it's on the journal's website or HeinOnline.").

35. Bannen, *Redux*, *supra* note 16, at 78, ¶29. Surprisingly to me, there was no mention of iPhone or Android in the 2018 descriptions. *Cf.* Whisner, *supra* note 34, at 101 n.76 (mentioning her "smartphone"). Maybe iPhones and Android phones are now just part of everyday life and not particularly worth noting. *Cf.* James E. Duggan, *It's Still a Mad, Mad World*, *infra*, at 87 n.57 (referring to a BlackBerry, saying, "Some call my affection for this device outdated, but I prefer to term it 'vintage'"). One description mentions text messages. Kincaid C. Brown, *Buckets*, *infra*, at 84, ¶60.

36. Brown, *supra* note 35, at 84, ¶59; *see also* Sharon Bradley, *A Day in the Life of a Special Collections Librarian*, *infra*, at 79 n.48 (referring to Digital Commons).

37. Russell, *supra* note 30, at 93, ¶123; *see also* Duggan, *supra* note 35, at 87, ¶75 ("YouTube"); Slyhoff, *supra* note 31, at 95, ¶131 ("Netflix").

38. Sarah Gotschall, *A Day in the Life of a Law Librarian in 2018*, *infra*, at 89, ¶86.

39. *Id.*; Brown & Reeve, *supra* note 10, at 82, ¶46.

40. Darby, *supra* note 23, at 85, ¶66; Szymczak, *supra* note 23, at 96, ¶141.

41. Darby, *supra* note 23, at 85, ¶66; *see also* Brown & Reeve, *supra* note 10, at 81, ¶45 ("tagging").

42. Brown & Reeve, *supra* note 10, at 82, ¶46; *see also* Whisner, *supra* note 34, at 103, ¶179 ("Kindle").

43. Brown & Reeve, *supra* note 10, at 83, ¶50; Whisner, *supra* note 34, at 103, ¶175.

44. Other articles and projects may fill in some gaps. *Cf.* Vanessa Christman, *The Rural Reality: Rural Librarians Deserve and Need Your Attention*, AALL SPECTRUM, Sept.–Oct. 2012, at 30 (describing a day in the life in a small rural law library and advocating for more understanding of small law libraries by librarians in larger law libraries).

45. *See, e.g.,* Kelly Jensen, *The State of Sexual Harassment in the Library*, BOOKRIOT (Nov. 24, 2007), <https://bookriot.com/2017/10/24/sexual-harassment-library/> [<https://perma.cc/39GB-QEM5>].

starting point for understanding law librarians' workdays and comparing them to law librarians' workdays in other times or places.⁴⁶

¶17 I hope that the experiences and perspectives in the following descriptions provide you with insight into the law library life, circa 2018.

Scott Frey

“A Day in My Library Life,” Circa 2018

Carol Bannen <i>A Day in the Life of a Law Firm Librarian and Records Director Redux</i>	77
Sharon Bradley <i>A Day in the Life of a Special Collections Librarian</i>	79
Cynthia Brown and Allison C. Reeve <i>At Littler Mendelson, Tradition Meets Innovation</i>	80
Kincaid C. Brown <i>Buckets</i>	83
Michelle Cosby <i>A Typical Day with a Dash of Crisis Mode</i> (January 19, 2018)	84
Della H. Darby <i>Metadata and So Much More</i> (January 25, 2018)	85
James E. Duggan <i>It's Still a Mad, Mad World</i>	86
Sarah Gotschall <i>A Day in the Life of a Law Librarian in 2018</i> (January 17, 2018)	88
Dwight King <i>Today Dwight Will Give the Research Strategy Lecture</i> (January 23, 2018)	90
Margot McLaren <i>A Day in the Life of a Law Librarian</i>	91
Anna Russell <i>A Day in the Life of an Alaska District Law Librarian: “It’s Snowing and There Might Be Moose”</i>	92
Merle J. Slyhoff <i>Dear Diary—Fast Forward 21 Years</i> . . . (February 5, 2018)	94

46. See Houdek, *supra* note 2, at 1 (indicating that descriptions by law librarians in 1997 and quotations from 1910s law librarians allow some comparison of a day in the life of law librarians from each era).

Victoria Szymczak <i>Emergency Meetings and an Eclectic Hum</i>	95
Karen Westwood <i>A Day in the Law Library Life</i> (January 23, 2018).....	97
Ronald E. Wheeler <i>Everything from Soup to Nuts: The Full Plate of Academic Law Library Directorship</i> (January 24, 2018).....	99
Mary Whisner <i>Another Day in My Thirty-Year Law Library Life</i> (Tuesday, January 16, 2018) ...	101

A Day in the Life of a Law Firm Librarian and Records Director Redux*

Carol Bannen**

¶18 I wrote a description of a day in my work life back in 1997.⁴⁷ Here I am in 2018 at the same place, supervising the same departments, and in many instances doing the same thing, but with different technology and a few different people.

¶19 I have been with the same firm for over forty years. The technology has changed, but the essence of the job stays the same: get the right information to the right person in the right time.

¶20 I arrive early to work ahead of everyone else on the floor. I pull out of my snowy driveway leaving my husband with the snowblower and find the roads are not too bad. The first crisis of the day is the broken coffee maker. After reporting it, I head to another floor to find coffee to drink while I read the *Wall Street Journal*. I check my email and find some research requests. There are no voicemails since email is the main communication technique for most.

¶21 Today a couple of the IRC (Information Resource Center) staff are on vacation, so I get to do some research. After everyone is here we have a triage meeting and make sure no one has too much to do and that every request has an owner. I do some due diligence research on a potential client and research an issue for one of our employee benefits attorneys.

¶22 I am next off to the monthly meeting with the other directors and managing partner/CEO. I get an update on firm initiatives and hear from other directors. We are in the midst of remodeling and downsizing a floor, so there are issues to deal with, especially from the Records Department's standpoint. Moving to a more paper-light practice is a slow but sure process that has become more urgent as attorneys and staff get closer to moving offices.

¶23 One of the assignments from the directors' meeting is to create a budget for the next fiscal year (six months away) by next week! The board of directors retreat has been moved up this year, and the directors would like to have departmental

* © Carol Bannen, 2019.

** Director of Information Resources, Reinhart, Boerner, Van Deuren, S.C., Milwaukee, Wisconsin. *Editor's note:* Carol retired in December 2018 as this issue was going to press.

47. *Editor's note:* Bannen, *Records Manager*, *supra* note 16, at 162.

budgets and a document outlining all major initiatives, including staffing and space. After the excitement died down, the directors decided we needed to do a forecast for only five or six major budget items. Luckily the format of the report stayed the same from last year, so modifying it won't be too bad. I have my future initiatives well in mind.

¶24 Next I track down a *Wall Street Journal* article the CEO remembers reading on how the new tax law changes will affect law firms. After reviewing the status of the outstanding research requests, I get a request from Marketing to see whether I have an old sweatshirt and cup with a firm logo from our last move in the 1990s. As a longtime employee and pack rat, I know I can locate them at home.

¶25 I next dive into some contract negotiations with two of our larger vendors. In between contracts I discover our invoice Access database is not compacting correctly, which results in a visit with the Help Desk. Enterprise access to a local publication is not working, so I schedule a meeting to demonstrate our issues in person with the publisher. Another vendor has not applied our check properly, and one of the attorneys has lost access to a product. Accounting sends me a copy of the canceled check. The vendor agrees it has the money, and the attorney gets access.

¶26 The Records Department gives me an update about clearing files before the remodeling. As we remodel a floor, another floor needs to be cleared. We have an email discussion about who the paper-heavy people are. I have an in-person discussion with Human Resources about the best way to approach some of these people. They will take the first crack at it, but we are making amazing progress.

¶27 The discussion about paper gets me a little nervous about where we are with the library collection. I do another walk through the collection and count shelves. The book collection is in pretty good shape, but the periodical collection still needs some work. We love HeinOnline, which makes a lot of retention decisions very easy.

¶28 The Hires and Terms email comes out. I find two new hires and one departure listed along with a law clerk hire. In addition to identifying what licenses everyone will need depending on their practice, I have to identify licenses to delete. Professional Development emails me about setting up orientation for the new hires and scheduling our legal research classes for the law clerk.

¶29 It is now midafternoon and there are no emergencies, so I have the privilege of heading out with my eighty percent schedule. I know my staff in the IRC and Records have everything under control. But there is still that iPad at home with the work email on it that gets checked periodically during the late afternoon and evening after the snow shoveling.

A Day in the Life of a Special Collections Librarian*

Sharon Bradley**

¶30 The day starts like most:

- a brief follow-up with a colleague about a discussion we had yesterday;
- a scan of the email inbox;
- anything I can deal with in five minutes, then just do it (David Allen, author of *Getting Things Done*, says just do it if it takes less than two minutes, but I need to give myself more time);
- move other items into to-do;
- review the calendar (my love of the bullet list is deep and profound, hence this bullet list).

¶31 The first item on the calendar is the Library Leadership Team (LLT) meeting at 10 A.M. I've already reviewed the agenda and printed a couple of relevant documents. The LLT meets every two weeks, and all of the librarians are members. The group approves policy changes, discusses management issues within the library, and tries to facilitate communications. At this meeting, we were also finalizing our strategic plan for the next two years. We've put a lot of effort into developing a new set of goals, first during our annual retreat in December, then at an LLT meeting two weeks ago, and now in our final review. Lots of wordsmithing, but it's important that it reflect what we'd like to be working on and be a balance between specificity and flexibility.

¶32 I had to meet with a student from my legal research class. He did not do as well on the final exam as he had expected. All of our students arrive with outstanding grades and LSAT scores. They were at the top of their undergraduate class, but the odds are that will not be true in law school. The curve is cruel.

¶33 Next is a lunchtime gathering of faculty and staff for the dean's annual review of the state of the law school. How are we doing in terms of admissions, job placement, and fund-raising? Very well, thank you for asking. By the time I had arrived all of the vegetarian sandwich options were gone. I really don't think the meat eaters should take our vegetarian options—and they took all the chips.

¶34 Then some actual special collections activity. I had to return three portraits to storage. I'm responsible for the school's portrait collection, which means moving some items around, arranging for someone to come bang nails into the walls, and ordering placards for each item as it goes on the wall. We've recently begun sending items to an art conservator. When I say "we," I mean "me"; I take the items to Atlanta. Items that are not going for a while end up in my storage room. Some time ago I created an online gallery⁴⁸ to keep track of them all.

¶35 The law library has a book repair workroom staffed by students. Here's a tip: hire art students. They like working with their hands and don't mind getting messy. We were running low on a few items, so I took the opportunity to walk to a nearby drugstore to buy isopropyl alcohol. It's used to make a consolidant for the leather-

* © Sharon Bradley, 2019.

** Special Collections Librarian, University of Georgia School of Law Library, Athens, Georgia.

48. Portrait Gallery, Digital Commons: A Service of the UGA Law Library, <http://digitalcommons.law.uga.edu/portrait/> [https://perma.cc/N6UL-ZHPP].

bound books. I've learned the hard way not to stick my nose into the container while mixing the stuff.

¶36 The day ended with work on the new SEAALL⁴⁹ website. We're switching to a service called Wild Apricot, which also has membership management features. There's a steep learning curve, but a great part of my job is getting to spend time learning about new applications and services. I'm also lucky, as my institution values support of the profession and encourages involvement with our professional organizations.

¶37 So, a fairly typical day. The great thing about being a special collections librarian in a law library is that I have a wide variety of typical activities including teaching and presenting, creating research guides, cataloging items for the rare book room or the archives, and organizing displays.

At Littler Mendelson, Tradition Meets Innovation*

Cynthia Brown** and Allison C. Reeve***

¶38 Check in on the library at Littler Mendelson and you'll find books shipping to one of over sixty practice offices nationwide, legislative histories identifying legal intent, orientations teaching advanced research skills, and case law holding the winning argument. This is what one would expect in a law firm library. However, what frequently surprises peers is finding librarians managing the firm's internal knowledge stores, tracking legislation, distributing current awareness, developing firm business through competitive intelligence, and researching legal updates for compliance toolkits. For Littler, addressing one day's activity requires a broad view of the myriad activities swirling in the department.

¶39 Via a request management system, attorney and staff requests are collected, tagged for type of research, and assigned to one of three library teams. Throughout the day, librarians receive requests ranging from "how do I order business cards?" to "can you send me all litigation against this company in time for my meeting at 2:00?" They triage the questions, answering over 27,000 requests in 2018. Through strategic cross-training and request type recognition, the library smoothly handles the inevitable ebb and flow of request levels. Attorneys receive the same quality service whether it is a slow summer week with 400 requests, or the fall rush with requests surging to over 600 a week.

¶40 Three teams of research librarians (RLs) and assistant librarians (ALs) staff the library, known to Littler as the Knowledge Desk, with expertise in legal research and sophisticated experience with technology and competitive intelligence. Those on the reference team complete traditional legal research and collection management operations, specializing in employment and labor compliance and litigation. Team members pull complaints, collect verdict and settlement data, identify legal authority, and manage print and online resource development requests. If attorneys and staff need training, Littler does not rely on vendors but puts training in the

49. *Editor's note:* Southeastern Chapter of the American Association of Law Libraries.

* © Cynthia Brown and Allison C. Reeve, 2019.

** Director of Research Services, Littler Mendelson, P.C., Fresno, California.

*** Library Manager, Littler Mendelson, P.C., Kansas City, Missouri.

hands of expert researchers who can guide attorneys and staff to the most useful and effective legal information.

¶41 The original library team, where the most recognizable information work occurs, is the reference team. When an AL on this team turns on her computer, she will be sure to find a handful of overnight complaint requests sitting in her email. The early shift starts at 7 A.M. CST, and the attorneys look forward to finding promptly delivered documents when they arrive at the office. Once the queue of overnight requests clears out, the reference AL can expect the flow of new tickets to be strong and steady all day. A few minutes will be carved out to wrap up longer background checks or collection projects, but the reference AL is the front line for the Knowledge Desk. She fields questions, answers the phone, and triages workloads among a staff of twenty librarians all day.

¶42 The day starts similarly for a reference team RL. She has likely been contemplating how to wrap up the large legal research question from last week and is expecting a follow-up email from her discussion with the shareholder the prior evening. Checking her open requests, the RL evaluates her workload and determines how many new research projects she can take in the next few hours. Throughout the day, she will pull samples of jury awards, locate authority in case law, identify resources relevant to patron needs, and negotiate follow-up questions and project deadlines.

¶43 The strategic team is where legal information professional skills start to go beyond the traditional boundaries of law librarianship. The team's work includes current awareness, newsletters, case filing reports, litigation tracking, initial case dossiers, business intelligence, and resource evaluation. The library plays an integral role in current awareness for both attorneys and clients. Each morning, news is clipped for multiple, topic-specific newsletters; current legislation is tracked and summarized for *Littler GPS*,⁵⁰ and daily filings are reported to keep attorneys abreast of immediate client needs. Business research librarians regularly work with firm business development, marketing, and legal project management teams to identify external and internal knowledge. Through savvy research skills and business databases, these librarians compile the most useful tidbits on company profiles, litigation, news, and executives, and deliver a concise package of intelligence, making a client phone call or pitch a winning encounter.

¶44 Long and continuous firm projects drive the strategic team's AL. Every day a new legislative tracking report is produced, and each morning guarantees new requests to assist with initial case dossiers or business intelligence reports. ALs create new docket reports each morning and deliver them to the attorneys assisting in client development efforts. By afternoon, a strategic AL will take a call from a knowledge management (KM) attorney about a new project requiring AL expertise in tracking and organizing information and developments. The rush of constant tickets is not the same as for the reference team, but the strategic team continues day after day on critical firm and client projects.

¶45 The strategic RL similarly knows what lies ahead in her day. News clipping, legislative tracking, business research, and case tracking and tagging are her first priorities. Her schedule will consist of evaluating new research and efficiency tools,

50. *Editor's note: Littler GPS*, LITTLER MENDELSON P.C., <https://www.littler.com/service-solutions/littler-gps> [<https://perma.cc/4ZH8-5TZZ>].

consulting new firm projects, and providing insight on legislative trends. The strategic RL can plan her morning to complete duties due by noon and schedule her afternoon to accommodate firm-initiative projects, knowing that in three months' time her afternoon will be busy with new endeavors.

¶46 The knowledge team is where Littler really gets creative. This innovative group bridges attorneys, staff, and clients with Littler's collective experience and knowledge, compiling and delivering presentations, memos, forms, and subject-matter experts; and keeping the online portal stocked with relevant user guides, demos, links to publications, and contacts. Littler's Knowledge Management Department offers a variety of service solutions providing attorneys and clients with direct access to client toolkits, practice group email distribution lists, template storage sites, various e-books published by KM attorneys, document automation software, and extranets designed to enhance client communications. The Knowledge Desk is strategically positioned to connect this compiled knowledge to those who rely on the expert information. By managing content of client-facing extranets, training users, researching legal updates, and providing immediate distribution of sample documents and Littler's publications, the team frees attorney time for client services and interpretation.

¶47 The Knowledge Desk AL is certain that requests are waiting when she turns on her computer. Requests for Westlaw IDs, vendor issue solutions, and state survey delivery are constant. Any one of these internal ready reference issues arises each night. Similar to the reference team's workflow, the Knowledge Desk AL takes the bulk of requests this team receives and provides quick answers to keep the attorneys working.

¶48 The Knowledge Desk RL has far less certainty in her day than the reference and strategic librarians. Her internal research questions are unlikely to go over one or two days, but there will be ten to twelve today. Attorneys looking for a subject-matter expert on a very narrow issue will require research from several different databases to ensure a good match. Survey requests for topics not previously created will send the librarian on a search through internal and external resources. Training new employees and coordinating new vendor launches are fit in between requests. Connecting attorneys with Littler's collective knowledge keeps the Knowledge Desk RL poised in a position of connection between thousands of documents and attorneys. No one can tap into the collective knowledge of Littler attorneys like the Knowledge Desk librarian.

¶49 The Knowledge Desk is an integral component of the KM Department, affording innovative opportunities beyond basic legal research and adding valuable services to the firm and clients. This value comes in the form of saved time and, ultimately, money. As a firm focused solely on the practice of labor and employment law, attorneys and researchers at Littler are experts in the field, and the Knowledge Desk harnesses that intelligence for targeted dissemination. For any given project or attorney request, internal firm resources may be tapped as well as the physical collection and legal research databases. It is the evaluation, compilation, organization, and distribution of these materials that gives a competitive edge. The Knowledge Desk bridges information needs and answers through its one-stop shop for all KM and library research.

¶50 Through the library's internal marketing team, the Knowledge Desk remains at the forefront of attorneys' minds. Not only do attorneys receive weekly research blogs and firm-wide announcements, but ceramic coasters bearing the Knowledge Desk name and motto remind them every time they pick up their coffee mugs: *#KnowledgeDesk: Your Answer is Here*.

¶51 Through the years, Littler's expert library has evolved into an information hub for the KM innovations the firm is known for, such as Littler GPS, the *Littler On* treatise series, and daily published legal updates called "Littler ASAPs."⁵¹ As one shareholder recently remarked, "The Knowledge Desk is the best thing Littler has ever done." On a daily basis, Littler librarians demonstrate their expertise in legal research and beyond, helping to advance the profession into the legal information of the future.

Buckets*

Kincaid C. Brown**

¶52 Each day in the law library is different, but I have found that each of the individual tasks, projects, and responsibilities that I take care of each day can be placed in one of several buckets that return on a daily or weekly basis. My buckets today are as follows:

¶53 *Bike to/from work*. On my way to work, as I avoid ice patches and bad drivers, I think about the top things I want to get accomplished today. If I'm lucky, I will get one or two finished. On my way home, I think about what went well and what I hope to finish tomorrow.

¶54 *Supervision and management*. I had a number of meetings today in this bucket: one about a personnel issue; an impromptu meeting about the library budget, discussing the projections and where we stand; and a meeting with a few other supervisors about the staff schedule for opening the library. There are days, certainly, where this bucket takes most of the day, just not this day.

¶55 *Teaching*. During winter terms I co-teach Advanced Legal Research. Next week, I lead the statutes and session laws class. I like to use a flipped classroom model and today am working on the exercises to run through during the class itself. There is no lunchtime faculty talk today, so I eat at my desk and see that the Vermont legislature decriminalized marijuana possession. I turn that into an exercise as I know Lexis and Westlaw will not incorporate this revision into the Vermont statutes by the time of Monday's class, making this a great example of the need to verify statutory language through the session laws. I also revise an exercise proving the importance of using secondary sources, not just in case law research but also in statutory research (especially for researchers who, in this case, might not look for a definition for "waters of this state").

¶56 *Coffee*. Aside from my morning cup at home, only two more (big ones) today. I take the stairs up, to get a bit of exercise. Sadly, I must make the pot of the good stuff both times so as to avoid drinking the weak alternative that tastes like dirty water.

51. *Editor's note: News & Analysis*, LITTLER MENDELSON P.C., <https://www.littler.com/news-analysis> [<https://perma.cc/7WZP-Y5P4>].

* © Kincaid C. Brown, 2019.

** Assistant Director, University of Michigan Law Library, Ann Arbor, Michigan.

¶57 *Collection development.* This can be a mix of meetings, decisions regarding specific titles, and project work, as it is today. I have a meeting with the director and one of the selectors about several subscriptions and whether they should be renewed. I saw in *Above the Law* that a report covering the quality of jobs for law school graduates was released online. Not trusting the permanence of reports released on the web, we print and bind reports that researchers might want down the road. Accordingly, I select this report to be printed and bound. I also make a couple of retention decisions and select a few books for our legal fiction collection.

¶58 *Email.* Since email can take over a day, I am trying the work productivity method of scheduling times of the day for email. Some days I am good at keeping away from my inbox; days when I have a lot of meetings or where I am procrastinating, I often will check email more frequently. I am pretty on task today and there are no fires to put out, so I am able to sequester my email time effectively. I read through and respond to a bunch of internal library emails. I take a look at an announced electronic resource trial, respond to a call for volunteers to judge the law school moot court competition, and agree to participate in the Leadership Academy mentoring program. I also get a couple of emails from faculty for things I don't do anymore that I pass on to the appropriate people—for example, I haven't dealt with new Lexis and Westlaw passwords for a decade and lost the ability when the vendors updated their systems a few years back.

¶59 *Projects.* These vary, obviously. Today, I work on our project to complete the backfiles of the Michigan law journals in the institutional repository, loading volume twelve of *Michigan Journal of Race & Law*.

¶60 *Miscellaneous meetings.* Two today, one with the library's Library Management System Committee, where we discuss outstanding items that need to be fixed and options for sending text messages for overdues, and the other for the General Counsel's Advisory Committee, a committee of the UM Senate Assembly.

¶61 But, of course, my youngest son thinks that compared to the drudgery of school, work is all eating donuts, sipping soda, and playing computer games . . .

A Typical Day with a Dash of Crisis Mode*

Michelle Cosby**

¶62 As the associate director, I oversee the day-to-day management of the law library. What does that mean? Well, that can vary by the day. Sometimes it means handling human resources-related issues, such as special leave requests or questions about time sheets. Oftentimes it means back-to-back meetings. Meetings with librarians, meetings with other senior administrators in the college, and meetings on campus.

¶63 Today was a mix of the typical with a dash of crisis mode. The day before, the sprinkler system in the College of Law burst, causing damage to multiple floors of the buildings, and displacing many faculty and staff. Several of the displaced faculty were relocated to study rooms in the law library. The law library director

* © Michelle Cosby, 2019.

** Associate Director and Associate Professor, University of Tennessee College of Law Library, Knoxville, Tennessee.

was overseeing this process, so most of my attention was on “regular” library activity.

¶64 The day began with a demo from a potential new vendor. After that, I met with our head of Public Services and our IT analyst to see whether there was a way to create a BibTeX file that put citations in *Bluebook*⁵² format for uploading scholarship to the university’s Faculty Information System, Elements. The law library faculty meet regularly, and today was one of our meetings. We discussed the state of the building along with other initiatives and projects going on this semester. My last *scheduled* meeting of the day was a one-on-one with a law library department head.

¶65 I emphasize scheduled because, as usual, a few unscheduled meetings came up, mostly addressing time sheets. The university closed early and opened late during this pay period, which usually creates questions on how to properly account for time. In addition, I was part of the team that evaluated flooded offices to see whether there were any library books that could be salvaged. I ended up staying a bit late today to finish up some volunteer work for a committee that I am on.

Metadata and So Much More*

Della H. Darby**

¶66 Today is Thursday, January 25, 2018, and we are focusing on the law library archives, one of several responsibilities of the Metadata Department. Harnessing the power of our abundance of student employees, we are working to build an index to the various alumni resources that are housed in the archives. On this day, the department is collectively engaged in multiple indexing, transcription, and digitization projects that will improve access to information about Cumberland alumni.

¶67 One of my weaknesses is that I will hire virtually any student applicant who qualifies for Federal Work Study. Last semester I left the job advertisement up too long, so now I have eleven students popping in at various times of the day. Keeping eleven students productively engaged can be a challenge, especially if their shifts overlap, so it is incumbent upon me to have both short- and long-term assignments to channel their energies. After twenty-seven years managing student employees in school and academic libraries, I have learned they are most productive when working on something that appeals to them. Fortunately, the interests and abilities of these eleven students are far-ranging and can be applied to a plethora of tasks.

¶68 Three students work in tandem to index, and proofread the indexing of, two student publications of the 1960s to 1990s. They enjoy reading the articles and have discovered that the issues of concern to students haven’t changed much in 50 years—there will never be enough parking! Another student proofreads the transcribed personal data about law students and graduates who are listed in the pre-1970 Cumberland catalogs. It is evident that in the early decades of the law school there were many more students than graduates. Two other students transcribe information about Cumberland alumni from nineteenth-century fraternity direc-

52. *Editor’s note*: THE BLUEBOOK: A UNIFORM SYSTEM OF CITATION (Columbia Law Review Ass’n et al. eds., 20th ed. 2015).

* © Della H. Darby, 2019.

** Metadata Librarian, Lucille Stewart Beeson Law Library, Cumberland School of Law, Samford University, Birmingham, Alabama.

tories. Fascinating and sometimes tragic information is included in the notes about these alumni. Yet another student researches notable Cumberland alumni who have served as judges or politicians. We started this particular project in response to a query from the alumni office. For all these projects, the students enter the descriptive metadata into Excel spreadsheets, which reside in a Dropbox folder to allow flexibility of work location. When the transcribing, indexing, and proofreading are completed, the spreadsheet data will be converted to MARC records and loaded into a reference database. Another student continues working on a colossal project to digitize our composite photos, both group and individual. He photographs the photographs, crops them, and uploads them to Flickr. He also creates and manipulates metadata about each image to ensure the greatest accessibility.

¶69 As students come and go throughout the day, the metadata creation progresses. In my office, between the inevitable questions that arise, I work through the final stages of normalizing the metadata about our 1866 to 1869 alumni. By combining the metadata for multiple sources into a single spreadsheet, I discover variations in the spellings or formats in which students' names were entered in the original publications. To provide uniformity of description, I select the most common and most complete "authorized" form of the name and then add entries for the variations. At last, using MarcEdit, I create 586 records and add them to the database. Twenty-two years done and 148 to go! Whew.

¶70 It is a complex dance with many moving parts, but each student has become proficient with his or her portion of the choreography. The ultimate goal of these various projects is a searchable database that will allow our users to discover the Cumberland publications in which the alumni they are searching for are mentioned or to connect to a digital image. Each step in the dance is performed with the intent of increasing this discoverability.

It's Still a Mad, Mad World*

James E. Duggan **

¶71 A lot has happened in the twenty years or so after my first "Day in My Law Library Life" piece.⁵³ I've risen through the ranks to become an academic law library director and tenured law professor. I escaped the cold winters of Illinois, moved to New Orleans, and became reacquainted with the traditions of civil law. I served as president of AALL in 2008 to 2009⁵⁴ and was fortunate enough to be elected to the AALL Hall of Fame in 2014.⁵⁵ I even became editor of *Law Library Journal* in 2014 (and followed in the footsteps of my mentor, Frank Houdek, who published the original "Day in My Law Library Life" compilations).⁵⁶ Even with twenty years of experience, every day feels like a new adventure.

* © James E. Duggan, 2019.

** Director of the Law Library and Associate Professor of Law, Tulane University Law School, New Orleans, Louisiana.

53. See Duggan, *supra* note 29, at 169.

54. James E. Duggan, *Innovate: Your Challenge for the Year (From the President)*, AALL SPECTRUM, Sept./Oct. 2008, at 6.

55. Pauline M. Aranas, *Introducing the 2014 Hall of Fame Inductees: AALL Honors Bredemeyer, Danner, Duggan, and Maes*, AALL SPECTRUM, June 2014, at 34, 35.

56. After a five-year term, this is the first issue following my editorship. See James E. Duggan,

¶72 My morning begins with a quick review of my electronic calendar, to see what's in store for the day ahead. I then scan my BlackBerry⁵⁷ for overnight emails and texts from library staff, faculty and administrative colleagues, and the dean to see whether anything needs immediate attention. Sure enough, the dean is asking permission to use a room in the law library for a reception, and a faculty colleague wants the library to purchase a somewhat expensive monograph. Both requests are readily granted by return e-mail, and I head to work.

¶73 I try to be at the law library by 7:30 A.M. (8:00 A.M. at the latest). That way I have some time to organize my day, see which staff are on the vacation/sick leave calendar, and draft my to-do list, and return any telephone messages from the day before. Today I call a law firm that wants to donate a complete run of law reviews from the 1980s and 1990s (which I must unfortunately decline, as we already have multiple copies in print and are covered by HeinOnline as well as Lexis Advance and Westlaw).

¶74 I next review my notes and slides for my advanced legal research class that I am scheduled to teach at 11:30 A.M. Today's lecture is the first of two on legislative history, and I am hopeful that I can build on the success of last week's presentations of statute research and teach my students about why they are the likeliest to be asked to compile a legislative history.⁵⁸ In addition, I need to craft an assignment that requires students to use the appropriate databases⁵⁹ that I will demonstrate in class.

¶75 During class I quickly review *Bluebook* citation errors from last week's assignment, then launch into why understanding legislative history is an important part of the legal research tool box. Before students' eyes can glaze over, I play a YouTube version of Schoolhouse Rock's "I'm Just a Bill"⁶⁰ to remind them how the legislative process works. I then follow up with compilations of legislative history for legislation that students might be interested in, for example, bills that examine consolidating or exempting student loan debt.

¶76 After class (which lasts for an hour and twenty-one minutes, per ABA requirements), I head out for a quick lunch with another faculty colleague, then return to the law library to review and approve acquisition invoices and Hein GreenSlips⁶¹ for possible monograph orders (which are routed to librarians for their examination).

¶77 I then tackle the filing of the next loose-leaf release of the *CCH Standard Federal Tax Reporter*, which, thanks to the Tax Cuts and Jobs Act of 2017,⁶² looks to be nearly 500 pages. This takes me almost an hour and a half to file, as it is the type of loose-leaf filing where most of the pages are replaced one or two pages at a time. Our beloved loose-leaf filer retired last year, and rather than replace her, all the

From the Editor: The Last Chapter, 110 LAW LIBR. J. 445, 2018 LAW LIBR. J. 19.

57. Some call my affection for this device outdated, but I prefer to term it "vintage."

58. Typically, no one except the librarian knows how to do it!

59. *E.g.*, ProQuest Congressional, Congress.gov, Westlaw's U.S. Code Congressional & Administrative News, Lexis Advance's Legislative Histories.

60. TheGreatWorker, *I'm Just a Bill (Schoolhouse Rock!)*, YouTube (Sept. 1, 2008), <https://www.youtube.com/watch?v=tyeJ55o3El0> [<https://perma.cc/P9XV-SH8Z>].

61. See *Electronic Greenslips*, WILLIAM S. HEIN & Co., <https://www.wshein.com/electronic-greenslips/> [<https://perma.cc/NU26-3NAD>].

62. Pub. L. No. 115-97, 131 Stat. 2054 (2017).

librarians and staff (as well as student workers) were assigned individual loose-leaf titles to file.⁶³

¶78 After finishing my filing, I leave for the University Senate meeting, which meets at 3:00 P.M. This body, which consists of representatives of faculty, staff, students, and administrators, meets approximately three to four times per semester to review committee recommendations, vote on curricular matters, and hear updates about university matters.

¶79 The meeting runs long, and I don't return to my office until after 4:30 P.M. I return a few phone calls and emails, then start on cite checking and editing a couple of *Law Library Journal* manuscripts that are due for the next issue. I work until 5:30 P.M., when it's time to leave for a law school-sponsored constitutional law lecture, which is held in the law school's auditorium. It is an interesting talk, but I feel my energy wane, and as 7:00 P.M. rolls around, I'm on my way home.

¶80 Working in a law library still feels like a mad, mad world, but one I wouldn't trade for anything!

A Day in the Life of a Law Librarian in 2018*

Sarah Gotschall**

¶81 A day in the life! Well, January 17, 2018, was already underway when I received an email from Scott Frey at 11:41 A.M., asking whether I wanted to contribute to his "A Day in My Law Library Life, Circa 2018" project. He had just read my blog post about the future of the law librarian profession in 2027.⁶⁴ He wrote that "you need not describe your day with an eye towards the future." Well, too late! Like any pink elephant, once pointed out, it is hard to ignore.

¶82 Usually in my days of life, I procrastinate on stuff, but new and improved 2018 Sarah decided to strike while the iron was hot! I began to recreate the workday, which wasn't difficult because only two hours and forty-six minutes had elapsed.

¶83 Work, where is that? For the last twelve years I have worked at the University of Arizona's James E. Rogers College of Law Library as a reference librarian and professor of practice. Before that, I worked in the customer support department of LexisNexis, helping customers with their research questions.

¶84 Circa 8:55 A.M.: The morning started badly when I woke up with a cold, again! Lately, if I stayed in bed every time I had a cold, I would never actually go to work, so off I went. Of course, illness doesn't usually put one in the mood for work, so I wandered around complaining to coworkers about my cold and the day's cryptocurrency crash. Lacking the energy for continued wandering, I returned to my office and plunked down at my computer.

63. I'm still not sure how I was assigned *this* particular title . . .

* © Sarah Gotschall, 2019.

** Reference Librarian and Professor of Practice, University of Arizona Law Library, Tucson, Arizona.

64. *Editor's note:* Sarah Gotschall, *The Year 2027: The Future of Academic Law Libraries/Librarians*, RIPS LAW LIBR. BLOG (Jan. 16, 2018), <https://ripslawlibrarian.wordpress.com/2018/01/16/the-year-2027-future-of-academic-law-libraries-librarians/> [<https://perma.cc/RQ95-NQ8G>].

¶85 9:20 A.M.: As usual, the first non-wandering action of the day was checking my email and calendar. Sensing my delicate state, Outlook blessed me with no email requiring a response and nothing on my calendar until after lunch.

¶86 9:30 A.M.: Feeling lifeless, I examined my to-do list for something requiring little thought or effort. My colleagues and I are co-teaching a law practice management and technology course for the first time this semester, beginning in March. It is a survey course, and my section concerns legal analytics, blockchain and smart contracts, and document automation/legal expert systems. The previous day I started a LibGuide for my topics. I had already formatted the guide and done research on my course materials for the curriculum proposal, so, even in my weakened state, it was easy to cut, paste, and edit stuff.

¶87 I didn't think about it at the time, but after Scott's email the future was on my mind, and I was reminded that we decided to teach the class in part due to the amount written and said about the need for law librarians to expand our bailiwick of skills and activities to "stay relevant" in the future.

¶88 11:00 A.M.: Bored with the LibGuide, I worked on my legal analytics exercise for my first day of class. Finding that we once again somehow lost access to Ravel Law Analytics, I went to my coworker's office to complain about it. I thought that my exercise would be more interesting if it covered more than Bloomberg Law Litigation Analytics and the limited Lex Machina analytics that currently appear in Lexis Advance. Of course, it is always possible that LexisNexis will have already incorporated their newly acquired Ravel Law Analytics into Lexis Advance by March.

¶89 11:41 A.M.: I received Scott's email! I responded that I was interested in submitting to his project and started reconstructing my day thus far. As I typed, the pink elephant kept trumpeting "future future future" since my day in the life . . . didn't need to be about the future.

¶90 11:55 A.M.: All this futuristic thinking led me to ponder that supposed educational wave of the future, online education! More specifically, I pondered whether my coworker's newly online advanced legal research class had stolen any more of my students from my old fashioned, in-person administrative law research class. In the past few semesters, we both usually had approximately seven students, but since going online for the first time this semester, he had twenty-five students and I had only three! Well, hopefully three, I thought as I logged into the university system to check to see whether anyone had dropped. No one had dropped yet, but, of course, I went to my coworker's office to—you guessed it—complain!

¶91 I was just kidding, of course. I am all about anything that makes law school more enjoyable for students so if they want to take their classes from the comfort of their beds, I am all for it. I am considering making the move for my own class next semester.

¶92 12:11 P.M.: Finally feeling better, I spent my lunch hour walking around campus with another librarian. We racked our brains for decent gossip, fluffing up the smallest tidbit . . .

¶93 1:15 P.M.: Back at my desk, I was delighted that it continued to be a refreshingly light email day. I answered a few emails and put an upcoming presentation by the online learning folks in my calendar.

¶94 1:25 P.M.: I went to look for, but failed to find, one of our library fellows (student employees with JDs who have fellowships for library school) to see what we should do to prepare for our upcoming substantial paper research presentation.

¶95 1:35 P.M.: A former student stopped by to visit me, and then I went to visit some friends in another department.

¶96 1:50 P.M.: Time got away from me and I rushed back to my office to prepare for my 2:00 meeting with a clinical professor who requested a presentation on land use law research for her class the following week.

¶97 2:00 P.M.: The newly hired professor was a very nice woman who claimed to be a former research student of mine from 2008. This really threw me since neither her name nor face seemed remotely familiar! Pushing fears of early (well, at least kind of early) onset dementia aside, I took notes on the specific sources she wanted covered. I explained that I usually make a LibGuide for presentations and promised to email a draft of it to get feedback the following Monday.

¶98 2:30 P.M.: I started on the above-mentioned LibGuide.

¶99 They day went on, but alas, I am out of my allotment of words!⁶⁵

Today Dwight Will Give the Research Strategy Lecture*

Dwight King**

¶100 “I’m here to give you a research strategy for your moot court problem and remind you of a few things you probably forgot about legal research over the winter break.” That’s how I began my lecture to those 1Ls who could attend the 10:00 A.M. section. (I would repeat the lecture again at 4:00 P.M. for the rest of the 1L class.) Legal research and legal writing are taught in two separate courses at Notre Dame. We join forces at the beginning of the spring semester for this single lecture. I’m always hopeful that their immediate need to apply what I teach them will encourage the students to pay close attention. I’m discouraged by the yawns I see. Their polite applause at the end leaves me skeptical as to whether my demonstration of ways to research Oregon law on investigatory stops was successful. Oh well, as with so much of what we teach them about legal research—they’ll thank me later!

¶101 Not long after returning to my office, I was met by the journal editor who had emailed me the night before for help with a few *Bluebook*⁶⁶ citations that had bewildered the initial cite checkers. We searched Westlaw’s *Secondary Sources* database for sample law review cites to the U.S. National Archives, the Canadian Library and Archives, and the Avery Brundage Collection at the University of Illinois Archives. I wish the *Bluebook* would provide sample cites to archives! I’ve used the *Bluebook* for over thirty-five years. The students consider us librarians to be the citation experts; however, I have to admit that I still do a lot of “best guessing.” Together, the editor and I finally found some samples she liked.

¶102 Next up, could I help a faculty member find an authoritative source stating that an Alabama death row inmate had committed suicide? She had sent me an excerpt of an article from an Alabama newspaper commenting on the event. It took a while for me to find the full text on Lexis, but in the end, she thought she still needed something more. She found mention of the suicide on several death row

65. *Editor’s note*: The author has informed this editor (the compiler) that nothing much exciting happened after 2:30 P.M. on this day in the life.

* © Dwight King, 2019.

** Associate Director for Patron Services, Notre Dame Law Library, Notre Dame, Indiana.

66. *Editor’s note*: BLUEBOOK, *supra* note 52.

blogs, but she was hoping for better. I wanted to impress her with my librarian prowess by finding mention of the event in a major publication on a database of which she wasn't aware. I searched for quite a while, but to no avail. I finally had to call her and confess that what we were both finding through Google was all that was available. She's very nice; she thanked me for looking and told me not to worry for now. Maybe she would just have to simply cite herself as the authoritative source. She had worked on the case pro bono when she was practicing. She knew what had happened to her former client.

¶103 We have a general LL.M. program at Notre Dame. Most of the students are international students. I teach them U.S. legal research in the fall semester. One of my former students came to my office seeking assistance with citing a source he had found on Westlaw. He wasn't sure what kind of source it was. None of the examples from the citation cheat-sheet I had given him last semester seemed to cover the situation. With a little looking, we finally concluded that he had found the electronic version of a nonconsecutively paginated periodical. My former student was very grateful, "Thank you, Mister Dwight!"

¶104 It was time now for the 4:00 P.M. research strategy lecture. I had tweaked my PowerPoint a little bit from this morning. I even noticed a slight mistake about which key number I had used to get that "one good case." Fortunately, no one had pointed it out. I called Matt in the IT Department asking whether I might use the lapel microphone this time. Perhaps if I could move around a bit this time instead of just standing behind the courtroom podium, as I had done in the morning, I could reduce the number of yawns during the afternoon session! At 4:40 P.M., I concluded and asked whether there were any questions. No one raised a hand. "Well, if you have questions later, remember that all of the reference librarians are happy to help you. Good luck with your briefs!"

¶105 I went back to my office and had a late lunch before going home.

A Day in the Life of a Law Librarian*

Margot McLaren**

¶106 The most rewarding aspect of my law library work is cataloging and bar-coding all of the titles at Western State College of Law Library into the library's online catalog using OCLC's new integrated library system, World Management Services (WMS).

¶107 I was hired as a technical services librarian on September 2, 2016, to catalog the library's entire collection using OCLC WMS; to train library staff members on how to use OCLC WMS to check in and bar-code serial continuations (such as loose-leaf updates, pocket parts and supplements, journals, newspapers, and magazines); and to set up the circulation module so faculty, staff, and students can check out library materials.

¶108 What led me to pursue librarianship as my career? Word of mouth. A woman whom I met back in the summer of 1980 noticed that I enjoyed frequenting rare booksellers in downtown Newport, Rhode Island, and in Keene, New Hamp-

* © Margot McLaren, 2019.

** Technical Services Librarian, Western State College of Law Library, Irvine, California.

shire. She told me that University of Rhode Island offered a master's degree in library and information studies. I was so overjoyed at hearing this wonderful news and opportunity, that in the middle of my sophomore year, I decided to become a librarian. After I completed my undergraduate studies, I entered University of Rhode Island's Graduate School of Library and Information Studies in the fall of 1983.

¶109 In the spring of 1984, I enrolled in a cataloging course (at that time it was a required course). My cataloging professor taught us first how to catalog books on a 3 × 5 card, and then how to catalog on OCLC (URI's GSLIS had an account with OCLC). She made the cataloging class so enjoyable that I instantly fell in love with cataloging because it reminded me of my undergraduate days when I was a math major, learning a set of formulas to solve complex mathematical equations. In cataloging, the student learns a set of cataloging rules to create bibliographic records, so patrons can locate library materials easily.

¶110 At Western State College of Law Library, I begin my day by cataloging the remaining titles on the book cart and creating new spine labels for the Library of Congress call numbers that have been reclassified. After I finish labeling the monographs, I go back into the stacks to reshelve the books. Then I reload my book cart with another round of books, totaling around 50–60 items. Today, I cataloged seventy-seven books in 6.5 hours. Since September 2016, I have cataloged 5312 titles.

A Day in the Life of an Alaska District Law Librarian: “It’s Snowing and There Might Be Moose”*

Anna Russell**

¶111 I am a U.S. Courts branch librarian, and I love my job. The Ninth Circuit Courts Library primarily serves over 400 judges and 5000 court staff in the Ninth Circuit. Headquartered in San Francisco, we have branches throughout the nine most western states. In addition to serving the federal courts, we provide limited service to other federal agencies, state and local courts, members of the bar, and the public.

¶112 As a court librarian, you have the ability to immerse yourself in all aspects of librarianship, from cataloging, collection development, procurement, and acquisitions to public services, facilities management, and archives.

¶113 In preparation for this piece, I took a look at *Law Library Journal's* 1997 Special Feature⁶⁷ on a Day in the Life. One commonality that stood out after two decades is the law librarian's unique work feature of rarely having a set routine. Depending on your main work requirements, you may have set times of the year where you expect to be working on the same topics, but even these will usually be new experiences every time.

¶114 For an example of a typical day, I like to start with the typical items I work on at any given time. I need to check in with my patrons on a regular basis to see what research support I can provide. I need to process new titles into my library collection, using the ILS and physical check-in processes. I need to manage tech-

* © Anna Russell, 2019.

** Anchorage Branch Librarian, U.S. Courts Library, Anchorage, Alaska.

67. Houdek, *supra* note 1, at 231.

nology issues that come up on hardware and software. I need to provide training on what folks used to call CALR but is now simply "legal research training." And then there are the unexpected projects like determining whether there might be a federal entity that loans federal fine art out for display to the public or planning a wellness space in the library where patrons could drink tea and take a few moments to relax.

¶115 7:30 A.M.: Begin the day, turn on the lights, unlock the library, set up the tea area, turn on the computer, and check email.

¶116 9:00 A.M.: Allow members of the public open access to the library.

¶117 12:00 P.M.: Put a stop to whatever I am doing at the time to take a lunch break; maybe it's checking in library materials, or maybe working on archiving the history of the federal court in my area. In this instance, I think it was answering email.

¶118 1:40 P.M.: Greet a patron who's entered the library, searching for § 1983 in the U.S. Code.⁶⁸ Providing the patron with the primary law is the first step. I also share a couple guides on understanding 1983 claims.

¶119 3:15 P.M.: I receive a big smile and thank you from the grateful patron who appreciated the extra resources I provided.

¶120 3:20 P.M.: I am late closing the library to the public; normally I close at 3:00 P.M.

¶121 4:00 P.M.: I am done for the day; I put on my gym clothes and head out to exercise.

¶122 As access to online resources shrinks to narrowed subscription groups, I've appreciated the creativity and surprising amount of quality service I provide as an information professional. Finding ways to provide current useful content to as many patrons as possible is a continual process. I spend time daily talking to law clerks and other court personnel to learn the most pressing legal issues. I talk with judges to get a sense of their strategic goals to be ready to provide them with the necessary resources. And when the rare prisoner calls to ask for primary law, I make sure to find a way to help.

¶123 In 2018, my library's value is often found in the connections I make and the inviting space I provide. Setting up activities that bring people together (whether or not the theme is of a legal nature) is a main feature in my work. I recently set up a group viewing party for a streaming lecture on the Supreme Court's October Term 2017 legal issues. I am not sure it gets much better than donuts, coffee, and a good intellectual group program.

¶124 As far as the moose go, I've learned that they are much faster than they look. Due to their unpredictable behavior, they are more dangerous to the casual observer than your typical bear. But they are majestic creatures, and when one moseys by your building early one weekday morning, you can't help but feel it is going to be another interesting day.

68. *Editor's note*: 42 U.S.C. § 1983 (2012).

Dear Diary—Fast Forward 21 Years . . .*

Merle J. Slyhoff*

¶125 February 5, 2018

¶126 Dear Diary,

¶127 Over the weekend I found my diary from 1997. It opened to February 25, 1997, and there was an entry where I had described a day at work.⁶⁹ Might be time for an update!

¶128 Wow! Some things have changed drastically, and some seem to be the same. I'm still at Biddle Law Library at Penn but my title has changed . . . again. Now I'm Collection Development and Resource Sharing Librarian, the collection development component going back to my original position here at Biddle oh-so-many years ago! My days are now spent overseeing interlibrary loan and doing collection development for U.S. law. Other duties now include reference desk duty and serving as liaison to our six student journals, plus associated and additional tasks. Like 1997, I still wear many hats!

¶129 Emails continue to play an important role in everyday work, but they no longer come from the same lists since my job functions have changed. They now focus on OCLC and other ILL news, various publisher emails trying to get me to buy their latest database or book (although I'm not quite sure why the rep thinks an academic law library would be interested in buying a freshmen English textbook), emails from Penn law journal editors unable to locate a source, or a faculty member responding to my request for an overdue ILL book to be returned with my promise of getting another copy. Right now email is heavy with replies to my question asking company reps whether certain microfiche content is available in their companies' databases as we contemplate purging fiche and film. Happy to say the answers so far have been yes to online accessibility!

¶130 It was a busy day—an early meeting of law school staff brought the sobering reality of how to deal with our students who may be going through stress or distress. Certainly a sad reminder of the difficult times our student body (and everyone!) is facing. And a confirmation that our jobs as law librarians extend beyond our knowledge of what's in the books and the databases. Our personal contact with the students plays an important role in the overall operation of the law school and the lives of the law students.

¶131 On a cheerier note, I did Roving Reference today! You may remember a few years ago I told you I had developed a program where I go to the main student area and set up roving reference—I now go weekly and take my sign and my laptop and the big monitor is there waiting for me. I really enjoy Roving Ref and it now seems to be considered a normal activity by the students and faculty. “Oh, there's Merle. Must be Roving Ref day,” “Hey, since I see you here it reminds me I wanted to ask you to buy this book and route it to me,” “I'm working on an assignment. Can you help me find something?” My take-ref-to-them seems to have caught on. And my hook this year? Movies! IT worked with me to show DVDs so I no longer have to rely on the few “play now” law-related titles in my Netflix account. This

* © Merle J. Slyhoff, 2019.

** Collection Development and Resource Sharing Librarian, Biddle Law Library, University of Pennsylvania, Philadelphia, Pennsylvania.

69. *Editor's note:* Houdek, *supra* note 1, at 206.

week I showed *The Fighting Temptations* from our DVD collection. Seeing Beyoncé on the big screen surprised some, but I assured them there was a law-related aspect to the film. And free books! I take "extra" books and put them on the table with a Free Books sign. Definitely grabs their attention, and the students get to take an older casebook, a duplicate copy of a book in the collection, donated books we don't need, or a novel a staff member brought in.

¶132 After Roving Ref, one of our database reps had an update session. I like it when my colleagues challenge the reps, especially if they're expressing concerns and raising issues. The companies need to know how the academic users react to their products. Interesting session, but the yummy lunch he provided far exceeded the content!

¶133 A late afternoon meeting with one of our journal research editors provided me with an update on their spreadsheet for keeping track of sourcehunt resources in their office and the status of their Research Editor Manual that spells out their procedures for associate editors and placing ILLs.⁷⁰ I hate when the journals recreate the wheel every year because they have to start from scratch! Continuity, folks, continuity!

¶134 In between the highlights of the day, I put out ILL fires, double-checked some titles that we can cancel, and added books to my display, "Biddle Law Library Collections: Expect the Unexpected."

¶135 So, Diary, it was just another day at Biddle with the many hats that I wear still getting shuffled around. I guess I should give you an update more often than once every twenty-one years, especially since my Day in the Life entry in 2039 won't have any mention of Biddle Law Library!

¶136 Oh, and I forgot the best news of all!!! I'm going to bed a bit early tonight. You see, I was up very late last night because . . . THE EAGLES WON THE SUPER BOWL AGAINST THE PATRIOTS!!!!!! First time the team has held the Lombardi trophy!!! GO EAGLES!!! And goodnight . . . But first a few Words With Friends games with my law library colleagues around the country because networking is so important!

Emergency Meetings and an Eclectic Hum*

Victoria Szymczak**

¶137 The doors at the University of Hawaii School of Law Library open to the public at 8:00 A.M. on most weekdays. But not today. The student assigned to open the library today overslept. Things happen. Fortunately, one of our veteran student workers, Troy, was already in the library printing out his notes for class. He pitched in when he saw that the doors were still closed at 8:05 and got things rolling. Thank the stars for Troy and for our popular twenty-four-hour access cards that we provide for all of our students and faculty. Without the access card, Troy would have been waiting outside with our alumnae and public patrons. Meanwhile, the law

70. *Editor's note: See Merle Slyhoff, Sourcehunts and Interlibrary Loan Materials: One Library's Best Practice*, SCHOLASTICA BLOG (Sept. 25, 2015), <https://blog.scholasticahq.com/post/sourcehunts-and-interlibrary-loan-materials-one-library-s-best-practice/> [<https://perma.cc/SKP7-RRVW>].

* © Victoria Szymczak, 2019.

** Law Library Director and Associate Professor of Law, William S. Richardson School of Law, University of Hawaii at Manoa, Honolulu, Hawaii.

library coffee klatch gets the coffee maker going, the circulation counter gates rise up, and we are ready for a new day in paradise.

¶138 Early in the morning, the Library Art Committee asks for an emergency meeting with me. Our third annual art exhibit opens on March 22, and the committee is busy with invites, art submissions, and catering. Apparently one of our alumnae, who now lives in New York City, would like to submit a piece. She sent photographs of three works and asked us to choose which one she should send. Once the exhibit is over, she is going to donate the work to us. Thankfully, I am pleasantly surprised by her work and delegate the choice back to the committee. This should be a group decision, not mine alone.

¶139 Later that day, one of our recurring visiting professors from the East Coast tracks me down. On her flight over she sat next to an amateur painter who lives in Massachusetts. She wants to know whether he could submit his work for the art exhibit. The theme of the show is “Currents” and the painting is titled “Disappearing Island.” He has never exhibited his work before and would be thrilled if he could participate. Again, I take a deep breath. Again, I am pleasantly surprised with the thumbnail picture she shows to me. Our annual art show is going global! Hopefully, we will see some local contributions soon.

¶140 This same afternoon, one of our reference librarians is contacted by a faculty member who is leading a roundtable. She needs immediate help locating the regulations known as the Baby Doe Regulations, issued under CAPTA, 42 U.S.C. §§ 5101–5119(c).⁷¹ Normally, this is not such a big deal; however, the librarian cannot seem to find current regulations for the statute. Wondering whether our usual online database providers have messed up the regulations files (again), she expresses her concern to our electronic services librarian. Now there are two people looking frantically for these regulations. Bingo! They find that the regulations were repealed via executive order and get back to the faculty member to deliver the news before her testimony. I am not sure that this is what she wanted to hear, but we do not make up the law—we find it.

¶141 As dinner time rolls around, our evening students start rolling in to print out their notes and get some last-minute reading in before classes begin. Our evening manager is reviewing pending projects to make sure nothing is left undone before she cracks the whip and gets our student workers focused on indexing and scanning archival papers in preparation for an international public event on March 4. The collection contains the papers of the late Professor John Van Dyke. Speakers and visitors will be flying in from the mainland, Korea, and the Pacific islands to commemorate his research and advocacy on behalf of the environment and indigenous peoples. She is ahead of deadline, but we are all a bit nervous to be hosting such an important event for the law school. Before I leave for the day, we have an impromptu meeting to highlight outstanding matters. This includes design, floor layout, poster boards, catering details, and invitations. The governor wants to know whether he will be speaking and whether the first lady is invited. We outline a plan with assignments for everyone on staff, and I see the relief in the evening manager’s face. We all work together at our library.

71. *Editor’s note:* Child Abuse Prevention and Treatment Act of 2010, 42 U.S.C. §§ 5101–5119(c) (2012).

¶142 As I walk to my car, the sun is setting and I am grateful for the wonderful people with whom I work and the eclectic hum of the University of Hawaii School of Law Library.

A Day in the Law Library Life*

Karen Westwood**

¶143 Tuesday, January 23, 2018

¶144 7:45 A.M.: Email message upon arrival: employee whose Monday flight was cancelled due to Minneapolis snowstorm won't be rebooked in time to make it in to work today. Plan to cover his afternoon reference shift.

¶145 8–10 A.M.:

- Sign authorizations for expenses—books, supplies, etc.
- Arrange to return *Selecting and Implementing an Integrated Library System* by Richard Jost to Mitchell Hamline School of Law. Make plans to catch up with colleagues while there.
- Work on upcoming Kaizen Event (county-offered program that helps employees break down a process into its individual parts—resulting in employee empowerment and increased efficiency).
- Schedule meeting with a Hennepin County statistician relating to an article I am writing with a law firm colleague.

¶146 9:30 A.M.: Take break to buy “Snow Day Doughnuts” for staff. Just seems like a good idea. It's cold out there, and we all have more shoveling to do at home after yesterday's storm.

¶147 10–11 A.M.: GARE Meeting—Government Alliance for Racial Equity works with entities around the country to achieve racial equity and advance opportunities for all. Our law library is partnering with Hennepin County Libraries on this, and I have been asked to take on leadership duties for the second cohort of GARE training attendees. This is a yearlong commitment and is a great opportunity to work on this important topic as well as work more closely with public library colleagues.

¶148 11 A.M.–12 P.M.:

- Email a request for housing attorney to make a presentation to “Street Voices of Change,” a group of homeless and formerly homeless advocates.
- Send email to court contact reporting on our first legal clinic (held Monday in the snowstorm!) in conjunction with CAIR-MN (Council on American Islamic Relations—Minnesota Chapter).
- Review title purchases and renewals. I check nearly every title for usage stats and to see whether it continues to fit in our collection development plan.

* © Karen Westwood, 2019.

** Director, Hennepin County Law Library, Minneapolis, Minnesota.

¶149 12:00–12:30 P.M.: Eat a quick lunch brought from home.

¶150 12:30–5:00 P.M.: Reference desk shift.

Sample questions:

- Locate “Guardian’s Annual Well-Being Report” form—from nonattorney patron.
- Receive gift of several packages of Post-It Notes (“Thanks for all the help!”)—from nonattorney patron.
- Can we locate an unpublished BIA opinion?—from law firm librarian.
- Where do we keep *Minnesota Practice*?—from an attorney.
- Multiple book location and photocopy requests—from attorneys, county staff, and nonattorney patrons.

Slow afternoon, so during the shift I also:

- Review donated local legal newsletters—check to see whether they fill any gaps we might have.
- Email the State Law Library, asking whether it would like any of the local newsletters that we determined we didn’t need.
- Remember that the front door has not been completely closing when locked. Email staff to remind them to pull door all the way closed when closing the library. Send maintenance request for review of the door mechanism.
- File loose-leaf updates for *Milgrim on Trade Secrets* and *Chisum on Patents*.

¶151 4:00 P.M.: Other reference librarian goes home early, sick. Not likely that he’ll be back tomorrow.

- Wipe down reference desk, phone, and keyboard with hand sanitizer—sick librarian was on desk in morning. Probably of only talismanic benefit at this point.

¶152 5:00 P.M.: Close library; make mental list of what to do tomorrow:

- Plan to arrive at work in time to open library in event snowbound colleague has not made it back to the state yet.
- Email court colleague whom I learned in today’s meeting is also involved with GARE. Any potential for partnership in that work?
- Work on communication plan to better promote our next clinic.

¶153 My tasks as director of the Hennepin County Law Library fall into a few general buckets, as illustrated by this log. First, I handle the administrative tasks you might expect—budgeting, bill paying, and so on. Second, I keep my hand in reference work—we have a small enough staff that it is necessary, but it also keeps up my skills, and I love reference questions. Third, I’m a communicator and promoter—sharing the value of the law library and looking for ways to partner with other entities. Our mission statement reads, “In support of access to justice, the Hennepin County Law Library ensures access to the body of law and legal materials for all.” Tuesday, January 23, 2018, wasn’t a very exciting day, but every day that I keep that mission front and center is a successful day in the law library life of a public law library director.

Everything from Soup to Nuts: The Full Plate of Academic Law Library Directorship*

Ronald E. Wheeler**

¶154 I have been a professional law librarian for seventeen years, and this is my third academic law library directorship. BU is the fourth-largest private university in the United States and the nation's third-largest private urban university. The law school is highly ranked and regarded, and the law library serves a talented and prolific faculty, a J.D. enrollment of about 700, and a robust cohort of LL.M. students from foreign countries that numbers close to 200. We have twenty-two total law library staff, with eleven professional librarians, if you include me.

¶155 On Wednesday, January 24, 2018, I arrived at my office in the Fineman and Pappas Law Libraries on the third floor of the Boston University School of Law at 8:00 A.M. On the way to the office, I stopped at Dunkin' Donuts, which is just about a block away, to pick up two donuts and a small coffee. I always try to eat and pump up on caffeine before teaching.

¶156 I was particularly careful to be prompt that morning because the seminar course that I am teaching this semester, Critical Race Theory (CRT), meets from 8:30 A.M. to 10:30 A.M. I knew that I needed to review the assigned article once more and think about the learning outcomes I had formulated with regard to that article.

¶157 I find that I really enjoy teaching seminar courses such as this one. I teach CRT as a survey of the literature of critical race legal theorists and the body of work they have produced since the 1980s. Thus, it is a course in which the students read weekly academic articles and write one- to two-page weekly reflection papers about them. I then facilitate a class discussion of the articles with an eye toward teasing out a couple of main themes that I use as learning outcomes. During the course, the students produce a paper and I impose strict deadlines throughout for choosing a topic, producing an outline, producing a detailed outline with sources identified, producing a draft of the paper, and finally producing a final paper. My goal here is to teach students about creating a research plan and carrying it through to fruition.

¶158 So, in this thirty minutes before my class I reviewed my learning outcomes for this class meeting, skimmed the article, ate my donuts and drank my coffee, and printed out a class list to use as an attendance sheet. I then walked hurriedly out of my office, up a flight of stairs to the fourth floor of the building, and directly to my class, which is held in room 417.

¶159 For the next two hours, I facilitated a discussion of the article *Serving Two Masters: Integration Ideals and Client Interests in School Desegregation Litigation*, by Derrick Bell. This discussion was lively, so my job as facilitator was relatively easy. The fifteen students in my course are excellent and diverse. They even include an LL.M. student from China and a graduate student from the School of Public Health. The discussion felt enlightened, insightful, and thoughtful. I was also able to bring in my own knowledge of the issues surrounding busing that occurred in 1975 in Detroit, which the article discussed, since I was attending a Detroit public school during that time. Although that reality made me feel ancient, the students seemed to appreciate my firsthand knowledge and experience.

* © Ronald E. Wheeler, 2019.

** Director, Fineman and Pappas Law Libraries, and Associate Professor of Law and Legal Research, Boston University School of Law, Boston, Massachusetts.

¶160 After class, from about 10:30 A.M. to 11:45 A.M., I sat at my desk and tried to complete mundane and somewhat clerical tasks that are nonetheless absolutely necessary. I emailed students about various matters, including their enrollment status and whether they had been formally admitted off of the class waitlist. I downloaded and printed out each of my fifteen students' papers for the week and put them in my bag to read at home. I also edited my Blackboard Learn course site by editing the syllabus, adding to the online calendar, and amending some of the weekly topics. The final clerical task I performed was to record the attendance information for today's CRT class.

¶161 From about 11:45 to 12:45 I went out to lunch. I don't always take an hour lunch. Most days I grab something quick to eat at my desk. However, at 1:00 P.M. I was chairing a faculty committee meeting that I was dreading. So I decided to take an hour, get out of my office, and have a leisurely lunch to think through my strategy for this upcoming meeting. I ordered my go-to dish, the warm calamari salad, at a local restaurant called Scoози.

¶162 When I returned from lunch, one of the meeting attendees had already arrived, so I grabbed my materials from my office and went directly to the law library conference room, located in our law library administrative suite about three offices away from mine.

¶163 The faculty committee I am co-chairing is called the Community and Inclusion Committee. It is, in effect, our law school's diversity committee, and its charge includes the following tasks:

1. Review the results of the student climate survey with an eye toward drawing conclusions and making recommendations.
2. Work with Student Affairs to draft an executive summary and final report (that draws conclusions and makes recommendations) to be shared with the entire community.
3. Present results to the faculty.
4. Follow up on possible professional development for faculty.
5. Continue to engage with Student Affairs around programming relevant to diversity and inclusion.
6. Strategize with Student Affairs and the First Generation Professionals group regarding enhanced programming for that population.
7. Continue strategizing around programming and events responsive to conservative students.
8. Respond to events as they occur.

¶164 On this day, the committee was meeting to decide what needed to be done with our first draft of the Climate Survey's Summary Report. The meeting was fraught, from my perspective, because I was in fundamental disagreement with my co-chair about the usefulness of the student climate survey and about the significance of certain findings. Ultimately, it was decided that certain revisions had to be made to the draft summary report, and that when the revisions were made by those assigned to them, they were then to be sent to me. My job became to harmonize all of the rewrites and to draft a cohesive and meaningful report. This was decided after about an hour of fairly disagreeable back and forth between myself and my co-chair about various issues. The meeting felt long and stressful, and I was glad when it finally ended.

¶165 At 2:00 P.M. I had a meeting with the dean of the law school, Maureen O'Rourke. Dean O'Rourke is currently serving as the chair of the ABA Council on Legal Education and Admission to the Bar. She is the dean who hired me into this job two years ago, and she is a fantastic and intense boss. I meet with her monthly for one-on-one meetings like this one, and I also meet with her every other week as part of the Dean's Management Committee, which is composed of all of the assistant and associate deans and other senior managers like myself. At this meeting we discussed the progress of the Climate Survey Summary Report, which I am currently working on. We also discussed my Critical Race Theory course and how it was going. She asked me to teach this course as a favor to her, so she is interested in its success. As is sometimes the case, law library issues or projects often get discussed with her via email, and it is the interpersonal stuff with colleagues, like my interactions with the co-chair of the Community and Inclusion Committee, that must be discussed in person.

¶166 From that meeting I rushed to room 417, where I co-teach the 1L legal research and writing course we call Lawyering Skills. I teach that course, which runs throughout both the fall and spring semesters, with Director of Legal Writing Robert Volk. The class meets twice a week for an hour each on Wednesdays and Fridays. Since my role in this particular class meeting was minimal, I was at ease and not worried about reviewing course materials.

¶167 When the Lawyering Skills class ended at 3:30, I returned to my office to do some cleanup tasks like organize papers, file papers, make notes on my day for this article, and revise my electronic calendar. Earlier in the week, I had slipped leaving the building and I broke my near-fall with my right hand. In doing so, I jammed the three middle fingers on my right hand. By 4:00 P.M., my fingers were still feeling sore and I feared one might be broken, so I left my office to go over to the occupational therapy office, where I could be seen right away. They have an X-ray machine there, and my hope was that they could let me know what I needed to do to heal. That is where I ended my workday.⁷²

Another Day in My Thirty-Year Law Library Life*

Mary Whisner**

¶168 I arrive at 8:45. On my way to my office, I stand in my colleague Maya's door and talk to her about an announcement she's preparing to alert our faculty to PolicyMap,⁷³ a new database from the campus library system that she has explored.

¶169 Once I'm sitting at my desk, I know I should think about what my day and week will be like, so I check my calendar. (This is the first day back after a three-day weekend.) Planning ahead doesn't come naturally to me, so I have to remind myself to do it. Today, I don't have any meetings or classes. On Thursday, I have a training session for visiting scholars. On Friday, my colleague Crystal and I are speaking to

72. *Editor's note:* The author reports that none of his fingers were broken, in fact, and that they healed well.

* © Mary Whisner, 2019.

** Research Services Librarian, Marian Gould Gallagher Law Library, University of Washington School of Law, Seattle, Washington.

73. POLICYMAP, <https://www.policymap.com> [<https://perma.cc/9VDL-WKQP>].

a legislation class. Even though that is three days away, preparation is on my mind. I thought about it when I was in on Sunday, because I thought the class was early in the week. Once I saw that it wasn't until Friday, I allowed myself to work on the SSRN⁷⁴ research guide I wanted to finish. Now I think I'll start the day with a couple of SSRN maintenance tasks: posting final versions of a couple of papers that are up in draft. It's not that the SSRN updates are urgent, but I think I can take care of them fairly quickly and have them out of the way. I'm confident that I'll be able to do enough prep for the legislation class before Friday. I'm not a stranger to the topic: one advantage to being at this stage in my career.⁷⁵

¶170 But first I need to turn on my computer. I'll open up my email and see whether there's anything I need to reply to quickly. Maya sent me her draft announcement, so I spend a few minutes checking out her links and then play around with the database myself. It's really cool, but I don't want to get sucked in. It's a tough balance.⁷⁶

¶171 At 9:36 I send an email message to the faculty with a link to our updated guide on SSRN.⁷⁷ I also send a quick note to our law school's new contact at SSRN. Still reviewing email, I see a message from a graduate, sharing an article from the *American Journal of Public Health* about opioids and hepatitis. I look at the journal's website and see that the current issue has several interesting articles on the opioid crisis, so I send links to GallagherFYI-Health, the listserv we have for our health law folks.⁷⁸

¶172 After two hours looking at email, replying to email, exploring a database, and sending messages to faculty, I realize I've been sitting way too long. My shoulders are getting tense. I need to get up and walk around. I'll take a walk out to the Reference Office to say hi to the intern on duty. On the way, I run into another intern I haven't talked to since the Christmas break. We chat about the idea he's working on for his major paper. In the Reference Office, I greet the two interns finishing up the 9 to 11 shift as well as the one starting the 11 to 1 shift.

¶173 Back at my desk, an alert from Westlaw leads me to an article about the quality of federal databases.⁷⁹ I think our administrative law faculty will be interested, so I'll send it. Assuming that they would prefer a PDF, I look to see whether it's on the journal's website or HeinOnline. Nope, and the version the author has on SSRN is just a draft. So I send the citation to the faculty members, explaining that it's on Westlaw and Lexis and will probably be on the journal's website and HeinOnline soon. While I am on the law review's homepage, I spot an article in the

74. *Editor's note*: Social Science Research Network.

75. Earlier this month I marked my thirtieth anniversary here.

76. For this project, I logged my activities by muttering into my phone, using the voice recognition feature in the Notes app. "Sucked in" displayed as "CEFTIN." "Tough balance" came out "cut fillets." Sure, it's a smartphone, but it's not that smart.

77. Mary Whisner, SSRN, GALLAGHER LAW LIBRARY: RESEARCH GUIDES, <https://guides.lib.uw.edu/law/ssrn> [<https://perma.cc/QR93-GHP3>].

78. For more about our current awareness lists, see "GallagherFYI Lists," in Mary Whisner, *Staying Current*, GALLAGHER LAW LIBRARY: RESEARCH GUIDES, <http://guides.lib.uw.edu/law/staying-current/GallagherFYI> [<https://perma.cc/8MF5-BSUV>].

79. Nathan Cortez, *Regulation by Database*, 89 U. COLO. L. REV. 1 (2017). The alert is what I call my "vanity" alert, which tells me when something of mine has been cited. Cortez mentions one of my *Law Library Journal* columns at 12, n.48.

journal's online companion that I know will interest another professor. I send her a note, and less than an hour later she sends me a note saying "ooh thanks."

¶174 I log in to SSRN and update a professor's paper on SSRN, changing the "forthcoming" citation to the final one. Was it three hours ago that I thought I could take care of updating three papers on SSRN quickly?

¶175 I skim an email message from the American Constitution Society. That leads me to take a look at the ACS blog.⁸⁰ I send three posts about sexual harassment policies to the professor teaching employment law.

¶176 At 1:00 I get an email listing questions that the visiting scholars have submitted to help me prepare for the Thursday presentation. The questions are diverse, as are the visiting scholars' overall projects. Many of the questions can be addressed with the general skills I would cover in any presentation (how to use the catalog, how to search for journal articles, where to find nonlegal databases, etc.). I will use the scholars' questions in my demonstration to illustrate the skills.

¶177 At 1:09, I take stock. There is plenty more work to do, but it's a good idea to go take the dog to the park and enjoy the fresh air and sunshine. In late 2008, I was allowed to go from 8-hour days to 6.5-hour days (.8125 FTE). This has been a boon for my mental health: I can take the dog for a walk during what passes for daylight here in Seattle's gray winters, and I have the flexibility to run errands when I want to. I approach my work schedule flexibly: I show up when needed, even if that means a longer day here and there.

¶178 At 2:40, I'm back at my desk. I notice some mud spatters on my pants—a risk of going to the dog park. If I need to look decent, I sometimes cover up my work clothes with rain pants, but I didn't today. I update the second and third papers on SSRN. I email the professor.

¶179 At 4:00 I have a visit from the part-time faculty member who is teaching race and the law. I talk to him about his research projects (hunger strikes, history of race). I give him my personal copy of a book that I also have on Kindle.⁸¹ He is wowed by HeinOnline's collection, *Slavery in America and the World: History, Culture & Law*. I also show him the Dream Hoarders game,⁸² which illustrates aspects of privilege.

¶180 After my visitor leaves, I return to email. I respond to a message from an associate dean. At 5:36 I turn off my computer and head home. Even at just over eighty-percent-time, I feel like I've had a full day, packed with my beloved variety.⁸³

80. *Editor's note: ACSblog*, AM. CONST. SOC'Y, <https://www.acslaw.org/acsblog> [<https://perma.cc/7D4M-YRGG>].

81. IBRAM X. KENDI, *STAMPED FROM THE BEGINNING: THE DEFINITIVE HISTORY OF RACIST IDEAS IN AMERICA* (2016).

82. *Are You a Dream Hoarder?*, BROOKINGS INST. (June 19, 2017), <https://www.brookings.edu/interactives/are-you-a-dream-hoarder/> [<https://perma.cc/T4SZ-9YVM>]. The game is inspired by RICHARD V. REEVES, *DREAM HOARDERS: HOW THE AMERICAN UPPER MIDDLE CLASS IS LEAVING EVERYONE ELSE IN THE DUST, WHY THAT IS A PROBLEM, AND WHAT TO DO ABOUT IT* (2017). I haven't read it yet, but I'd like to.

83. And I like variety. See Whisner, *supra* note 32, at 231.