

ORALL NEWSLETTER

OHIO REGIONAL ASSOCIATION OF LAW LIBRARIES

DECEMBER 2003

VOLUME 2003, NUMBER 4

President's Column – Suzanne Young

Odds and Ends

...or should I say "Odds and Beginnings?" This is my first column as ORALL President. I took over the position in October 2003, at the Annual Meeting. My predecessor, Beth Langton, wrote great columns concerning current issues in law librarianship and the challenges we face in the workplace. As I pondered possible topics for my first column, I realized that I had lots of thoughts, but they were disorganized and scattered. (Does that come as a surprise to anyone?) Then it occurred to me: "Maybe this is part of that information overload that everyone talks about!" So I decided to save most of those thoughts for the future, and to devote this column to a recap of the recent ORALL meeting.

The 54th ORALL Annual Meeting was held October 22-23, 2003 at the University of Notre Dame in South Bend, Indiana. Before I turn to the programs, I'd like to thank Roger Jacobs and the Notre Dame library staff for their hospitality. The local arrangements committee, chaired by Carmela Kinslow, organized a beautiful event. As anyone who's handled local arrangements can tell you, there is a lot of work involved in that duty. Carmela was delightful to work with, and she and her group anticipated and catered to our every need. One attendee commented to me that the food (in terms of calories, abundance

and frequency) was reminiscent of a cruise ship, and I thought that was a great description. Notre Dame in the autumn was a very comfortable and picturesque venue for the meeting. I'd also like to thank the vendors and contributors who provided such generous financial support for the meeting — William S. Hein & Co., Inc.; LexisNexis; Buckingham, Doolittle & Burroughs, LLP; Gaunt, Inc.; Innovative Interfaces; Global Securities Information, Inc.; Thomson West; Bureau of National Affairs, Blackwell, and the Kresge Law Library of the University of Notre Dame.

...continued on Page 4

ORALL

Ohio Regional Association of Law Libraries

ORALL Officers

Suzanne Young, President Jones, Day, Reavis & Pogue	216-586-1144	syoung@jonesday.com
Claudia Zaher, Vice President Salmon P. Chase College of Law	859-572-5712	zaher@exchange.nku.edu
Miriam Murphy, Secretary Indiana University	317-274-1928	mimurphy@iupui.edu
George Baker, Treasurer Trumbull County Law Library	330-675-2525	GBaker9916@aol.com
Marcus Hochstetler, Exec. Board Mahoning Law Library Assn.	330-740-2295	mlladir@mahoninglawlibrary.org
Beth A. Langton, Exec. Board Buckingham, Doolittle & Burroughs LLP	330-258-6495	Blangton@bdblaw.com
Sarah Lynch, Exec. Board Vorys, Sater, Seymour & Pease	614-464-8383	slyynch@vssp.com

Membership

Members: 311

Dues: \$15 per year

Non-member subscriptions: \$10 per year

Contact: Tom Hanley, Zimmerman Law Library
Univ. of Dayton Schl. of Law, Dayton, OH 45469,
937-229-2444, hanley@udayton.edu

Printer: Robbie Robertson, Univ. of Akron School of
Law Library

Send address changes to: Tom Hanley, Zimmerman
Law Library, Univ. of Dayton Schl. of Law,
Dayton, OH 45469, 937-229-2444,
hanley@udayton.edu

Newsletter

The ORALL Newsletter is the official publication of the
Ohio Regional Association of Law Libraries. Published
quarterly in March, June, September, and December.

Editor: Susan Elliott, Zimmerman Law Library
Univ. of Dayton Schl. of Law, Dayton, OH 45469,
937-229-2313, elriott@udatyon.edu

Unsolicited contributions are encouraged;
contributions submitted for publication are subject to
editorial review. For extra copies, contact the editor.

Deadlines for submissions: Feb. 15, May 15, Aug. 15,
and Nov. 15

Advertising (per issue) : \$150 for full page, \$90 for
half page, \$55 for quarter page, and \$35 for eighth
page.

Profile

ORALL is a 4-state chapter of the American Association of Law Libraries [Ohio, Indiana, Kentucky, Michigan]. It was formed in 1949 "to further the development and usefulness of law libraries and to stimulate a spirit of mutual helpfulness among law libraries of this region." An annual conference is held each fall. ORALL publishes or sponsors the following publications: *Core Legal Collection* [bibliographies for Ohio, Indiana, Kentucky, Michigan], ORALL Membership Directory, ORALL Newsletter, Ohio Legal Resources Annotated Bibliography & Guide 3rd.

The fine art of knowledge...

The LexisNexis™ Librarian Relations Group thanks you
for making the first ten years such a success.



Everyone knows
they can count on you...
and you know
you can count on us.

Celebrating the first decade of our alliance with you, our goal is to build on the past as we look forward to providing you with stronger support and to sharing more outstanding successes in the future.

It's how you know™

- the research tools and technologies you need, with the full power of LexisNexis products and services; and
- a dedicated knowledge partner who understands the pressures and challenges of delivering quality results to support your role as librarian in today's complex, changing legal market.

Call it the picture of a successful relationship.

Librarian
Relations
Group
10 Years
Dedicated
To Your Success

 LexisNexis™
CELEBRATING
INNOVATION
1973 • 2003

Wednesday afternoon (October 22) was devoted to registration, Special Interest Section and committee meetings, an ORALL Board meeting, and tours. The actual programs began on Thursday, October 23.

Overall, the conference programs explored the theme of the meeting, *Libraries Transformed!*. Our meeting last year in Akron discussed the *Challenge of Change*, and the topics focused on personal growth. From business etiquette to effective listening, to planning for retirement, the Akron meeting seemed to address changes affecting the individual librarian. This year, with *Libraries Transformed!*, we continued on the theme by examining changes that we must embrace in our workplaces.

We heard Kendall Svengalis, law librarian and author of the [Legal Information Buyer's Guide & Reference Manual](#), discuss the history of Legal Publishing in the United States, along with changes that have occurred through mergers and consolidation. Ken also shared some cost-saving tips for printed materials. A copy of his PowerPoint presentation may be found on his website at:

<http://www.rilawpress.com> .

(Click on the "Samples" link, and the presentation is the last item in the list of samples.)

The next presenter, Cynthia Ewing, from the Human Resources Department at Notre Dame, spoke about "Exploring Generations in the Workplace." Regardless of our employment settings (academic, county, private, etc.), we are all faced with the situation of generational differences in the workplace. From a quick survey of the attendees, it was obvious that the overwhelming majority of the audience consisted of Baby Boomers (1946-1964), with a smaller representation of Traditionalists (1900-1945) and Generation Xers (1965-1980). Many of us, especially in the academic setting, encounter Millennials

(1980-2000) in our workplaces, but we didn't have anyone from this group represented at the meeting. Cynthia explained that members of each group have specific core values and are stereotyped in particular ways. With a heightened awareness of the differences and similarities of each age group, we are able to build relationships, manage more effectively, and tailor the messages we send, in order to communicate more effectively.

Stephen Abram, Vice President, Corporate Development, Micromedia ProQuest, followed the "Generations in the Workplace" presentation. His topic was "A *Critical* Role for Law Librarians: Teaching *Critical* Searching," This presentation was extremely thought-provoking, and made a number of points about the differences between teaching "to search" versus teaching "to find." Along with a number of sobering statistics about the proliferation of information resources (increasing exponentially every eleven minutes), he offered a glimpse into the world of today's student searchers. He noted that most students starting college this year were born in the mid-1980's, and that they are the first generation that will live wirelessly on the Web for most of their lives. This program really encourages all of us to consider the visual aspect of the presentation of information. Stephen's PowerPoint presentation from the October meeting is found at:

<http://www.micromedia.ca/indinfo.htm> . He also has a webliography consisting of sources for studies on changing user behaviors posted on the site.

The final speaker on Thursday was Mary Shackleton from Global Securities Information, Inc. She gave a thorough discussion of the Sarbanes-Oxley Act of 2002. Her program was granted one hour of continuing legal education credit by Ohio and Indiana, which was a nice benefit for members who could use the credit. The

program included the intent and purpose of the act, new controls and procedures that resulted from the act, whistleblower protection, and more. With a better understanding of the act, it is certainly a less daunting task to locate the securities filings that have resulted from the legislation.

On Friday we had two morning programs on the topic of virtual reference in the law library setting. The first presenter, Kathleen Sasala (Director, Cleveland Law Library) addressed the topic "*Legal Chit Chat — Virtual Law Library Reference in the County Law Library.*" In addition to defining virtual reference and describing some of the possible technical scenarios, Kathy's session included a live demonstration of a chat reference session, between our meeting and the staff of the Cleveland Law Library. She provided good background on implementation issues, and statistics on actual use. It seems likely that this delivery method for reference information is going to continue to grow and develop in the years ahead.

D.R. Jones, Deputy Director of the Law Library and Adjunct Professor of Law, Case Western Reserve University Law School, presented "C's & Q's: Virtual Reference and Specialty Queues in Academic Consortia." D.R.'s program described the OhioLINK Chat with a Librarian Service. A great number of the points raised by Stephen Abram's earlier discussion of the changing learning styles and reference needs of students were illustrated by D.R.'s presentation. Although academic law libraries are just beginning to participate in this program, it is evident that the undergraduate community has embraced chat reference as a mechanism for obtaining library service.

So, where do we go from here? First, we must recruit new members into this profession. We need to start spreading the word about our profession and mentoring the next generation of law librarians. Secondly, we must have patience with the law students and newer lawyers. Their background is radically different from ours. (I say "ours" because I was in that big Boomer majority at the Notre Dame meeting.) They never had to construct term papers by copying main points out of books onto 3x5 index cards.

(Another random thought: If you visit this link, you can actually hear an instrumental version of "Yesterday":

<http://www.geocities.com/SunsetStrip/Limo/3518/yesterda.htm> But I digress....)

This generation acquires information in ways that we never learned in school. We (the Boomers) actually have the upper hand when it comes to locating some types of legal information because as we all know, old law is not necessarily invalid law, and it's not always available electronically! We can teach them about books, and how to use the index and table of contents, but we also have to embrace electronic delivery of information and construct useful educational tools for electronic resources. Many of us have taken steps to create exactly the type of instruction that I'm describing. If you are in that number, please consider sharing what you are doing with your colleagues. This newsletter would be a great venue for such sharing, so please think about contributing an article or two to the next few issues. In the meantime, thanks for reading this column. I would be happy to have any suggestions or comments that you'd like to bring to the attention of the membership or the executive board.

Announcement

American Association Of Law Libraries Chapter Professional Development Awards

To recognize achievements in designing outstanding professional development programs for its members (and other librarians) and to reward chapters, the American Association of Law Libraries Career Development Taskforce created awards focusing on educational programming. They are the Comprehensive Chapter Professional Development Award, which recognizes a chapter that excelled at designing a comprehensive quality professional development program, up to one year in length, and the One-Time Chapter Professional Development Award, given to a chapter for a single quality program or workshop of one-half day or more. Chapter programs that have been conducted during the calendar year prior to the February 1 awards deadline are eligible. Any AALL chapter may win the awards, which shall be presented during the AALL Annual Meeting.

Judging Criteria, nomination forms, contact information, and process details are available at http://www.aallnet.org/prodev/chapter_prodev_award.asp.

Tech Talk – Statistics: Who’s Counting?

By Deborah Dennison, Case Western Reserve University School of Law

There are three kinds of lies: lies, damned lies and statistics.¹

A friend who is the director of operations for a non-profit organization recently mentioned that her organization is having difficulty getting accurate counts for the number of visitors that enter their facilities. Sounds simple, doesn't it? One, two, three.... Numbers should reconcile with ticket sales and program attendance but do not. Apparently, depending on who is doing the counting, the numbers are different. So maybe I shouldn't feel so surprised that the ABA and ARL statistics are so troublesome.

Having survived another round of annual statistics, I do, however, find myself skeptical about the accuracy of numbers stated in any report. Let me stress, our goal *was* accuracy as we read and re-read questions and definitions, analyzed various departmental tallies, and ran multiple lists in Innovative. But some concerns linger, and I have a question: how can we make the process easier and answers more accurate?

¹ Chambers Dictionary of Quotations. Ed. Alison Jones. New York: Chambers, 1997. 334. (attributed to Benjamin Disraeli by Mark Twain.)

Our library has undergone reorganization, resulting in staff changes impacting how we compile our annual reports. Previously the Head of Technical Services (a librarian position also responsible for the budget) compiled the library portion of the reports. In that model staff participation was minimal; staff was asked for specific raw data (e.g., how many new serial titles/yr), and the Head of Technical Services assumed sole responsibility for calculating numbers and completing the reports.

The library now has a budget officer (non-librarian) who compiles reports. Consequently, staff has much more involvement in calculating annual statistics.

Although libraries may employ different methods of compiling statistics, my guess is that there are common problem areas. Our experience and observations may identify pertinent issues.

Who has responsibility for the reports?

- Staff involvement may vary, but whoever is responsible for coordinating the reports should clearly identify staff areas of responsibility (i.e., who calculates what numbers).
- In order to designate responsibility, the coordinator should understand the library environment, including how the library system operates (e.g., the functions of library system lists), material formats, and the work flow of the library (e.g., how does our library count discarded titles?).
- Coordinator should serve as a staff resource in clarifying questions (e.g., unclear definitions, etc.).

How are figures calculated?

Difficulty arose from our lack of understanding as to how figures from previous years were calculated.

- Worksheets showing the previous year's figures aren't helpful unless the worksheet indicates *how* figures were calculated. When the answers are still fresh in your mind, write down how you calculated each figure. Even if your calculation seems ridiculously obvious, write it down. If you ran a list in your online system, record the conditions. Often we recalculated answers because we discovered a new condition, or thought of an additional qualifier, etc., and it helped to review previous searches.
- By logical extension, answers built on previous years' totals, e.g., column "c" in the ARL reports, pose similar problems.

Some of the problem areas related to our methods of (counting) reporting statistics throughout the year.

- Review what the reports ask for – are you identifying/counting what the reports ask for in your daily/monthly work tallies?
- Review the overall workflow and how departments interact, articulate uniform definitions (e.g., is this a volume or a piece?), and identify who keeps what statistics.

- Learn how to utilize library automated system more fully. What conditions, e.g., MARC codes, etc., help compile statistics?
- Additionally, once you have your procedures, definitions, workflow, etc., documented stick with them. Revising them every year can lead to statistics comprised of the proverbial apples and oranges.

We did not understand what some of the questions meant.

- As mentioned above, trouble shooting problem questions/definitions is one of the important roles the coordinator should assume. If you have identified problem areas in this year's report, communicate those to the coordinator, so the coordinator can take the steps to decipher before next year's report.

We had problems counting electronic resources.

- No news here; the inclusion of electronic resources in our online catalogs has led to confusion about how such resources should be counted and consequently, to a lack of uniform reporting. How are web sites, original or those imported to the catalog counted? Does ABA question 10 (computer files) include electronic material accompanying books?

AALL in Seattle had a 30 minute session on statistics. A temporary listserv was dedicated to the subject. However helpful these might have been, libraries need more assistance. AALL should offer a pre-conference workshop devoted entirely to statistical reports. Participation from the ABA and ARL seems crucial. Might Innovate Interfaces help by devoting their Saturday program to a workshop targeting the create list module? Libraries must mutually devise and share better methodology.

Although most staff are not directly involved in the reporting and calculating process, their daily and monthly statistics are crucial to the annual compilation. It is important for administrators to be aware of how much staff time is directly involved in completing reports. In our library, where we have moved from one staff person having primary responsibility to several staff persons' involvement, administrators need to be aware of the additional staff time quotient.

Having just completed this year's reports, this is the time to document calculation methods and seek a better methodology for future reports. Finally, I look forward to more leadership from [our regional associations and] AALL in this area.

“42.7 percent of all statistics are made up on the spot.”—The Hon. W. Richard Walton, Sr.

* * *

***Report from Seattle 2003
CRIV OPEN FORUM***

By Teddy Artz, University of Dayton School of Law

The Committee on Relations with Information Vendors (CRIV) hosted a very well attended open forum in which representatives from major law publishers responded to questions. I have paraphrased the questions and the responses.

How have mergers affected operations?

J. Craig Garrett (Aspen): There is more of a team approach among the various units.

Leigh Sempeles (LexisNexis): LexisNexis tries to enhance value of legal research by making content additions. There is linkage among the various corporate units. LexisNexis also is focusing on litigation practice, state and local law (such as acquiring Anderson Publishing), and international law. They also are trying to retain talent.

How has product integration affected your company?

Mary Ellen Marlowe (West): West has tried to maintain legacy and relationship with customers of acquired companies. West creates a transition team to manage accounts and to communicate changes to customers. Subscriptions are managed by the transition team and eventually transferred to West customer service. Total Business Systems has enabled the creation of MY ACCOUNT that is password managed.

Donna Ives (Bureau of National Affairs): BNA works to maintain customer relationships. Management is merged and operations are moved to a single physical location. Backup generators are used to minimize online disruptions. BNA plans to move to customer-based accounts that will mean a single account for all publications.

Leigh Sempeles (LexisNexis): Staff training is essential. There are plans to update the company telephone system. Librarian Relations team and Customer Service representatives keep customers up to date with changes.

What do you believe is the most significant future challenge?

Catherine Wolfe (CCH): Managing the convergence of content and technology.

Mary Ellen Marlowe (West): Content and technology coming together. Also, improving the response time for resolution of customer concerns within 24 hours.

Why should librarians be willing to pay more each year for supplementation?

J. Craig Garrett (Aspen): Examine the supplement and don't judge it by its price.

Mary Ellen Marlowe (West): West works with editors to control price increases.

Leigh Sempeles (LexisNexis): Sometimes increases are more than intended. LexisNexis has sometimes reversed price increases following customer feedback.

Do you support the AALL Guide To Fair Business Practices For Legal Publishers?

BNA, West, LexisNexis, CCH, Aspen were represented at the forum and responded “yes.” Other companies may support the *Guide* but were not present to respond.

* * *

CONNECT WITH VENDORS: PARTNER FOR A STRATEGIC ADVANTAGE

Terri L. Lawrence, of Thompson & Knight LLP, spoke on the importance for library managers of establishing a partnership with vendors that will benefit both parties. She emphasized that establishing relationships doesn't just happen. You must work at it.

First, try to learn as much about the business of publishing in various formats as you can. Librarians should read what vendors read, read what they publish in print and online, and read what is published about them. Read ads for new ideas and products. Attend relevant trade shows. Try to understand the basics of marketing: product, placement, packaging, and price. Understand how sales representatives are compensated. Be aware of the competitive situation in the industry.

Next, learn as much as possible about specific companies. Create a portfolio for each company as well as a performance management file to track successes and opportunities. Establish review files.

Try to figure out the vendor's strategic plan. Is it based on what the competition is doing? Is it based on mergers? Is it based on service and sales? Is it based on technological improvement? Ask the sales representatives questions about the company. Be persuasive. You may have to use flattery, be stubborn, be chatty or share information.

Once you have this information, you can work on relationship-building. Meet with deal-makers at least twice a year—once in a formal setting and once by treating them to lunch. Take the opportunity to review successes and voice concerns. Ask the vendor to help plan (and perhaps sponsor) special events such as training and educational programs both for patrons and for library staff. Discuss trends.

When you negotiate, communicate your expectations clearly both verbally and in writing. Specify how the product will be used. Try to understand issues from the vendor's point of view. Be clear that you want to hear about the vendor's products and that you are not interested in hearing derogatory things about the competition. Before you make any decisions, take a break to consider things and never make a same-day deal.

Ultimately, the most important factor in dealing with vendors is to be honest, consistent, specific, and praise the vendor publicly when appropriate.

Errata, part 2
2003-2004 ORALL Directory
(as of November 19, 2003)

- p. 3 Delete second email address mbernier@bna.com under listing for University of Arizona
- p. 6 Change email address from wgeeslin@mail.pa.state.ky.us to will.geeslin@ky.gov under listing for Kentucky Dept. of Public Advocacy
- p.6 Add **Emily Janoski**, (859) 572-6485, janoskie@exchange.nku.edu to listing for Northern Kentucky University
- p. 7 Remove **Matthew Morrison** under listing for the University of Kentucky.
- p. 7 Remove **Carol Jane Parris** under listing for the University of Kentucky.
- p. 7 Add **Susan L. Wild, Law Library Associate Director, Head of Technical Services**, (859) 257-8351, swild2@email.uky.edu under listing for the University of Kentucky.
- p. 16 Change fax number from (216) 631-7720 to (440) 895-1325 under listing for LexisNexis
- p. 17. Remove **Amelia Woodward, Circulation Supervisor** under listing for Capital University
- p. 17. Add **Tracey Newman, Circulation Supervisor**, 614-236-6456, tnewman@law.capital.edu under listing for Capital University
- p. 19 Add job title Reference Librarian for **Sarah L. Lynch** under listing for Vorys, Sater, Seymour & Pease
- p. 44 Add **Janoski, Emily**, Chase College of Law Library Highland Heights, KY 9 between **Jacoby, Robert A.** and **Johnson, Bruce S.**
- p. 46 Remove **Morrison, Matthew** from between **Morley, Jan Marlene** and **Moshfegh, Mahnaz**
- p. 46 Add **Newman, Tracey**, Capital University Law School Library, Columbus, OH 17 between **Myers, Rob** and **Niemeier, Cheryl**
- p. 47 Remove **Parris, Carol J.** from between **Pari, Akram S.** and **Passmore, Kyle**
- p. 51 Add **Wild, Susan L.** University of Kentucky College of Law Library Lexington, KY 7 between **Whitt-Covalcine, Cynthia** and **Wilson, Lara C.**
- p. 51 Remove **Woodward, Amelia** from between **Wood, Dee** and **Worthen, Melinda**



Is your research overlooking something important?

Talk about faster to the finish! ResultsPlusSM assures you won't overlook vital content or important legal concepts. Since Day 1, ResultsPlus has delivered a very real benefit: time. Because now you can spend less time researching, yet cover more ground. For most of your case law searches, ResultsPlus will suggest related ALR[®] and Am Jur[®] information and Key Numbers covering the same legal topic. Automatically. ResultsPlus – rolling exclusively on Westlaw[®]. **Differences that matter.**

Go to westlaw.com[®] and take a spin for yourself. Or call 1-800-WESTLAW today.

Westlaw[®]

© 2003 West, a Thomson business L-301370/9-03

THOMSON
WEST[™]

West – part of Thomson since 1996,
bringing information solutions to the legal community.