

ORALL NEWSLETTER

OHIO REGIONAL ASSOCIATION OF LAW LIBRARIES

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President's Column – Emily Janoski-Haehlen

President's Column - Change

Greetings ORALLiens! I hope everyone has had a productive few months since the annual meeting. Planning is already underway for an ORALL event at the AALL annual meeting in Seattle so stay tuned for further details. If you have any suggestions, feel free to send them my way.

As I sit here on this cold, snowy winter day in Northwest Indiana (and wonder if spring will ever come!), I can't help but to think about all the changes in my library since I started here in early August. It seems my presentation a few months ago on the shrinking yet expanding library has never been more of a reality than it is today. First, let me explain what I mean by shrinking yet expanding. By shrinking I mean in the amount of physical space and print

collection provided by the library and by expanding I mean in the amount of services provided to our patrons. I'm probably not alone in my experiences with shrinking budgets and print collections, but I thought I would share my experiences over the past few months in case others were struggling with similar issues and might gain something from my experiences.

I was recently asked to evaluate the need for a significant portion of my library's acquisitions budget. I found myself taking a hard look at the print collection to determine if we really needed print reporters, digests, loose leaf publications, periodicals, etc.

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Newsletter

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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.

President's Column *continued*

My first thoughts were sure, we can cancel a few print titles to save some money but then I started looking into replacing the content with electronic sources and e-books and the costs weren't going down. I polled my colleagues via listservs on whether other libraries were cutting print and most replied in the affirmative. I felt better about some of the cuts I was making based on non-usage and duplication as well. Finally, I decided print reporters might be a place to cut some spending when I saw the staggering statistic that in the past five years, the reporters have increased in price by 59%! How can the publishers keep printing these things and expect us to pay for them with these types of increases?

My Dean has jokingly (I think) been asking me if there are any books left in the library but his question started to concern me. Throughout this process of budget and collection review, I often wondered if I was canceling too many print titles in favor of relying on electronic licenses for certain materials. The publishers' big push of e-books was a huge eye opener and the discussions that have taken place on ORALL's listserv as well as in many other organizations of which I am a member have been very helpful. To determine if the cancellation of the print sources has really made an impact on the patrons of my library, I have decided to reach out to the students through a student advisory group and continue to speak to the faculty directly about cancellations. One good thing about cancelling titles is that if someone does notice a title is no longer available and they want it, they come to my office asking me to reinstate it. For example, I recently cut a print periodical that was kept at the circulation desk. I decided to cancel it because it was not law related and it wasn't routed to anyone. A student came to my office with a rather impressive pitch about why I should reinstate the magazine, so I did. I decided if I knew someone was using it, it would be worth purchasing. Unfortunately, it seems the only way to determine whether someone is using the material (if it is not circulated) is to cancel it and see who comes knocking on my door.

Another change I have faced because of cancellations is a reorganization of the technical services department. My view is that technical services are expanding, and that the definition of technical services continues to evolve as the role of libraries changes. In my library, I hope to train members of the technical services department to take on more tasks like ERM, database creation, e-contract negotiation, and web architecture. I think it is important to offer staff the opportunity for continuing education to learn these new skills and I hope my staff will be on board with these changes. As changes continue to occur in my organization, I plan on documenting the processes and will share my experiences and what I learn with anyone interested. I think I have rambled on about changes in my library for long enough. I just hope I am not alone in seeing change as a good thing.

Happy Spring!

* * *

Evernote for Professional Organizations

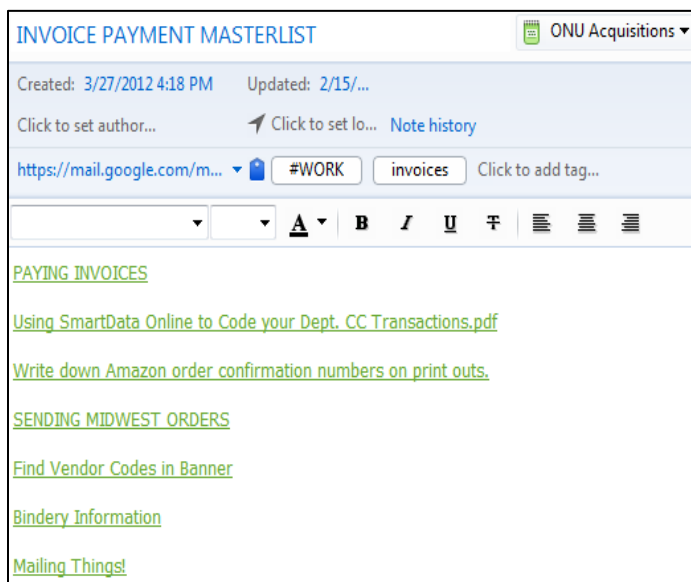
by, Katherine Marshall, Taggart Law Library Ohio Northern University

Disclaimer: I am in no way affiliated with Evernote, I just enjoy the software.

I've had a life-long love affair with notes: notes on scrap paper, sticky notes, and digital notes. Index cards for five page essays in Junior High morphed into Post-It notes (both digital and paper) in college. And both have now been largely subsumed under the free organizational software Evernote.

Evernote is a "suite of software and services designed for note taking and archiving" (Wikipedia <http://en.wikipedia.org/wiki/Evernote>). I personally consider it more of a lifestyle application. When I discovered Evernote several years ago, I thought it was nothing more than a slick web-scale version of desktop sticky notes. When I would remember to use it, it was a dumping ground for saved recipes, household inventory lists, and other partially static documentation. Thanks to productivity consultant David Allen's "Getting Things Done" methodology, I adapted and reorganized my Evernote account to function as a workplace to-do list, offering a fluctuating selection of key notes that I updated on a regular basis. It's largely taken over as my day planner, household master plan, and event organizer.

When I started my new job last March, I was determined to avoid recreating the Post-It note brigade that dangled like so much tinsel from my last set of cubicle shelves. So I sat down with Evernote and created a note uncreatively titled "Invoice Payment Masterlist" and pinned it to the bookmark bar. It's an evolving



document that includes text and links to other notes that detail procedures for regular tasks. Other organizational tags are pinned to the bookmark bar as well, which lets me pull my to-do lists and projects notes with ease when I arrive in the morning. Unfortunately, while my daily to-do lists and project notes were changing, I was still relying heavily on paper for my collection development and it was starting to clutter up my files and inbox trays.

After reading about how school librarian Buffy Hamilton was using Evernote professionally, my most recent experiment was finding a way to use Evernote in my collection development work. One could take advantage of Evernote's

excellent sharing capabilities and create a public notebook, in this case devoted to collection development material. A public notebook can be shared with colleagues (similar to sharing documents on Google Docs) so everyone can get a look at advertisements or renewals before the meeting happens.

Conversely, a notebook can be initially established as a "local" notebook, which means it lives on your desktop and does not sync into Evernote's cloud storage. These are handy for saving more sensitive information like electronic resource access information, which you can further lock down with password- encrypted text. I also use a Fujitsu ScanSnap S1500 to upload older paper documentation to my local notebook so I can find things quickly and keep less paperwork on my desk. If you upgrade to Evernote Premium, you can even search text within PDFs as well as enjoy quicker image recognition.

I've integrated Evernote into my professional development reading as well. I use the Evernote Clearly add-on for distraction-free reading in-browser (<http://evernote.com/clearly/>). Articles that I can't finish or that I'd like to save get sent to my Evernote Account under a ready tag labeled "Read/Review".

Away from my desk, I used Evernote for my first professional conference this year! Not only was I able to scan in handouts from sessions when I returned home, but I used Evernote to create a preliminary conference report while I was on the road. With my new smartphone, I look forward to being able to use the digital conference schedule and create and edit my report in real-time during sessions. Not only did I use it for actual conference proceedings, but I emailed some of my travel documentation to Evernote so I could group my entire experience under an easy to find tag. You can also save everything interesting by snapping a photo or recording an audio note and uploading it to your account. Try taking a picture of your dinner with far-flung colleagues and integrate their contact information using Evernote Hello or prep for a presentation by turning your study materials into easy to browse notes with the Evernote Peek app. There's so much to try!

Every day people are using Evernote to run their businesses, go paperless, and increase efficiency and you can read all about them on the Evernote Blog. New opportunities for improving productivity are increasingly available in the Evernote Trunk that offers third party applications as well (<http://trunk.evernote.com/>). Consider Spring Cleaning your office life with Evernote – get started easily with a step-by-step tutorial from The Secret Weapon, whose brilliant manifesto is hard to beat for beginners interested in this free organizational methodology!
<http://www.thesectionweapon.org/>

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Statewide Consortium of Ohio County Law Library Resource Boards

by Angela Baldree, Lake County Law Library

The statewide consortium is entering its third year of existence. As we wind up 2012 I thought it would be a good time to reflect back on all that has been accomplished in the last twelve months.

- Library Visits – Since September, 2011 I have visited 86 of the 88 Ohio County Law Libraries. The last two visits will be done in early January, 2013. In all I have logged 7217 miles on these visits which were completed in 32 days. I am most proud of not having shown favoritism to any particular county by being issued a speeding ticket in their county – nor did I receive any parking violations. These visits were very successful in getting information regarding the consortium to the counties, especially the smaller ones where the librarian is usually a local attorney or court employee and not active in consortium meetings and business. On these visits librarians shared with me their gratitude for the Matthew Bender handbooks being purchased by the Consortium and ideas for projects they would like to see the Consortium tackle. In 2013 there will not be any scheduled library visits, but I will be available for requested visits to any county should they need some assistance.

- Online Database Negotiations – I began speaking to Lexis and West in January, 2012 regarding a statewide online database contract. Both vendors explained that their Government Plan is included in DAS's state bid list and neither vendor was willing to put any additional proposal together for county law libraries beyond what was on that list. However, Patron Access is not part of the state bid list and both vendors met with me regarding how a statewide Patron Access contract might work. In June West informed the Consortium that they had put together a Statewide Patron Access proposal, but we have yet to receive it. Lexis gave the board a proposal in September, but when the board asked them to adjust a few details, they were unable to present a new proposal before the end of the year.
- Grants – The Consortium awarded optional grants in the early part of the year when libraries could choose to apply for a grant in one of 5 categories – Technology, Education, Programming, or Cooperation. Nineteen county law libraries were awarded grants totaling \$57,769.91. In the end 16 libraries used their grant money totaling \$45,990.34. The board originally budgeted \$50,000 for this program.
- Cataloging Options – We were able to secure an online catalog for each Ohio county library from Library World at NO COST for 2013. We are soliciting grant requests from librarians who are interested in uploading cataloging information into the system. At the end of 2013 the board can decide to purchase the product for everyone or make it available as an optional purchase.
- Determine Future of Fund – The board decided to award refund grants to each library due to unspent funds. Each county law library received an award equaling 33% of their 2012 statutory 2% contribution. This grant will cost the Consortium \$100,925.48 in 2013. This is a first step in determining how much money the Consortium needs to generate each year to operate. Once that determination is made, a discussion can be had on whether to alter the statutory 2% or not.

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Improving Access for Pro Se Patrons

by: Ellen Siebert, The Supreme Court of Ohio Law Library

In addition to serving the Ohio Judiciary, the Supreme Court of Ohio Law Library provides reference assistance to a diverse clientele that includes government attorneys, attorneys in private practice from downtown Columbus and adjacent communities, and students from a number of paralegal and law school programs in central Ohio. Open to the public, with extensive collections of Ohio, federal, 50-state, legal treatises, and practice materials, the library also serves numerous

pro se litigants. As is the case with other public law libraries, during the last several years of economic downturn, as more individuals grapple with eviction, foreclosure, bankruptcy, debt and family law matters, our staff has observed a corresponding increase in the number of patrons who deem self-representation as their best or only option in the court system.

A 2011 study by the ABA found that as many as 80% of low-income individuals have no access to a lawyer when in need of civil legal assistance, due to financial barriers.¹ Over the last decade, entities that serve low-income segments of the population have experienced steep budget reductions. For example, sharp cuts to the federally established Legal Services Corporation, the nation's largest source of funding of legal aid to the poor, has resulted in many who qualify for assistance being turned away.² At the same time, budgetary shortfalls within state governments have led to significant reductions in funding for state courts, their staffs, and judicial programs that frequently benefit the low-income community, including programs targeted to vulnerable populations such as children and the elderly. (According to a recent study by the National Center for State Courts, more than 30 states dedicate 2% or less of their budgets to their judiciaries and courts.)

Two sessions I attended at the 2012 AALL annual conference in Boston spoke directly to the needs of pro se litigants. "Access to Justice Committees and the Growing Importance of Law Librarian Involvement" provided an excellent introduction to the Access to Justice (ATJ) initiative. Spearheaded by the ABA some fifteen years ago as another avenue to advancing access to justice for the poor and marginalized, Access to Justice coalitions strive to make courts more transparent and accessible – through fostering stepped-up pro bono efforts by lawyers, encouraging cooperation among the professionals and entities that typically assist the self-represented, and providing tools and other services to help make the legal system more comprehensible and navigable to everyone. The panel for this session featured speakers from three states with active Access to Justice Commissions, all of whom spoke about the ATJ initiatives in their jurisdictions.

¹ Undertaken by the ABA Task Force on Preservation of the Judicial System, "Crisis in the Courts: Defining the Problem" addresses the country's critical court backlog and growing justice gap and calls on state and local bar associations to document the impact of funding cuts to the justice systems in their jurisdictions.

² In 2011, Legislative Service Commission's budget was approximately \$400,000,000.00, about one-third less what it was 15 years ago, adjusted for inflation. The roughly 130 independent legal aid programs that fall under the umbrella of the LSC provide services to those who are below 125% of the federal poverty level threshold, which equates to \$27,938.00/year for a family of four, a segment predicted to reach an all-time high of 66 million in 2012. (From an article by Laura Englehart entitled "Legal Aid Demand to Increase in 2012" that appeared in the 1/7/12 *Dayton Business Journal*.)

Access to Justice

Massachusetts Housing Court Judge Dina Fein explained that here state's Access to Justice Commission is well-established and very integrated, essentially acting as an umbrella group that benefits from the involvement of all levels of the state's courts. She pointed to a recent explosion in Massachusetts court activity along with increased backlogs, fueled in large part by litigants' lack of financial resources and concomitant factors such as mental health, substance abuse, domestic violence and other issues. She shared her belief that at every step on the way to furthering access to justice for the underserved, not only lawyers and court personnel, but also clerks' offices, bar associations, legal aid providers, and importantly, law librarians, must be involved. She stressed that judges and lawyers simply cannot handle the task alone – that integrating law librarians/libraries as fully as possible into the justice system in unquestionably a worthy goal. (Nevertheless, she emphasized that law librarians must be vigilant and strike a balance so as not to usurp the court's pivotal role – that of maintaining the integrity of the judicial system.) Judge Fein offered that in an ideal collaboration, law librarians' focus should be determining and distinguishing (a) litigant needs and (b) resource needs. For example, when it is likely that a patron who wishes to proceed on a pro se basis will be clobbered in court without representation by an attorney? For those in a better position to represent themselves, what materials should librarians make available? (The line between legal advice or merely providing legal information is, of course, critical in this regard.) She concluded by stating that the more targeted and specific the original proposal for a collaborative effort can be, the better.

The remaining speakers on the panel focused on specific ways that law librarians can and have contributed to access to justice measures. Rita Dermody, director of the Public Law Library of King County in Seattle, began by acknowledging colleague Jean Holcomb's early efforts to describe the problem of access to justice in their state. (It was Holcomb's seminal essay "The Digital Divide", which called for a technology "Bill of Rights", that spurred the Washington Supreme Court to create the state's Access to Justice Board in 1994.) In her talk Dermody cited a local project in which law librarians helped establish a self-help center for family law, which included working to adapt a series of easy-to-use domestic forms for use in a wide range of civil legal issues. She also highlighted the importance of technology in furthering access to justice, citing projects in which law librarians helped create YouTube videos (many available in English as well as Spanish) to aid pro se litigants and integrating SKYPE videoconferencing into the reference delivery prototype to help link Native American tribal groups.

Steven Anderson, director of the Maryland State Law Library, discussed efforts of the 50-member Maryland Access to Justice Commission. Co-chaired by judges, with three librarian members and a full-time executive director, this state commission has introduced legislation to create a task force charged with ensuring access to counsel as a civil right. Anderson stated that because many

librarians possess a significant degree of technical skills in addition to their basic informational skills, and frequently have numerous professional contacts as well, they have been actively tapped and directly involved in Maryland's efforts to update informational brochures and pathfinders, streamline official court forms, and assist with other essential services. Examples of these efforts can be found at the award-winning People's Law Library web site (www.peoples-law.org), and endeavor supported by Maryland's non-profit legal service providers and maintained by the Maryland State Law Library.

Turbo Court Forms

Because legal forms are integral to the legal process and of critical importance to pro se litigants, I also attended the AALL conference session "TurboForm Powers: Creating and Maintaining Online Dynamic Legal Forms." In point of fact, for some time now there has been a push for courts to concise, easy-to-use forms that incorporate plain language instead of the legalese that is confusing and incomprehensible to so many. Not only in Maryland and Washington, but many AOCs (Administrative Offices of the Courts) across the country provide self-help, self-service resources for the benefit of pro se litigants, and this includes web-accessible legal forms.

At this session, two librarians from Arizona spoke about their experience creating standardized legal forms. Myndi Clive, a law librarian from Maricopa County, reflected on her experience working on an in-house project comprised of a team of stakeholders to create *exCourtForms*. Gretchen Hornberger, a librarian with the Coconino County Superior Court (AZ), highlighted the pros and cons of using an alternative approach – contracting with an outside vendor – to produce standardized forms for the benefit of residents in her jurisdiction. (Coconino County, the second largest county in the U.S. by land area, includes a number of Native American reservations and many Spanish speakers within its boundaries. The Superior Court of the State of Arizona is the general jurisdiction state court in Arizona, with all 15 counties having one.)

Clive recounted how the initial incentive for tackling the project – providing online forms to help calculate child support – resulted in the creation of upwards of 600 online forms. One of the first courts in the country to launch a project whose aim was to develop a product similar to Turbo Tax forms, the court's web site utilizes interactive interviews to assist individuals in completing the forms necessary to create court documents for legal separation, divorce, dissolution, and more. Clive said the project came together about six years ago, when the Clerk's office, Administration IT, the law library, judges and lawyers all signed on to the cooperative effort. She stressed that law librarians and all other stakeholders had a voice every step of the way; Clive also stated that not all forms are appropriate for the online dynamic form format, because it is so labor-intensive. (In their case, judges were extremely pleased with results, because the dynamic online format ensured that the Bench would receive pleading from self-

represented litigants that contained all of the information necessary. A big plus for those using the forms was the ability to edit their answers throughout the process.) Whenever possible, she suggested, design your product so that staff can update the online and print versions at the same time and in such a way that not every single update requires IT support, and ensure that you have the server space necessary to allow all modules to be stored with password access. Clive concluded by remarking on the biggest drawbacks of the project, namely not trademarking their product name and not connecting with e-filing.

Gretchen Hornberger also emphasized the importance of open and ongoing communication and input by and among all parties – in the planning, writing, beta-testing and all other phases of the project. She suggested devoting time and consideration to the question of who, if anyone, should assume the role of web master, and, like Clyde, stressed the importance of determining from the outset whether the forms will be static or dynamic. As for stylistic details of the forms themselves, her advice was *always* to advocate for (1) plain language usability and (2) practical application. To the extent possible, forms should: be short; use simple sentences and simple words; and, employ numbered points, bulleted lists and check-off boxes. Significant white space is desirable, though graphics may be used as needed *if* they aid clarity. For font type and size, margins and the like, consistency among forms was her essential point. Hornberger concluded by offering such lessons learned as (1) whenever possible, aim for standardized forms and systems across your state; (2) involve all stakeholders, from the Attorney General’s office to legal aid *from the very beginning* (to better ensure continued commitment and involvement); and, (3) don’t let business requirements be 200 pages long and don’t assume anything (e.g., if your vendor tells you your system will just need a little tweaking, know that is probably not realistic, as every jurisdiction is different)!

Conclusion

The landscape of pro se litigation is rapidly changing; increasingly it includes not only the indigent, but many of more moderate needs who are dealing with myriad issues as well. As more individuals undertake the task of self-representation and as civil dockets across the country continue to explode, it makes sense for providers, including law librarians, to offer roadmaps and other tools to help these individuals become better prepared for court proceedings and better informed about the legal system. Doing so improves access to justice, a guarantee without which democracy cannot thrive.

(see past ABA president Michael Greco’s comments in 91 ABA Journal 6 (December 2005).)

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Nominations Committee Announces Slate of Candidates

In January, ORALL's Nominations Committee requested nominations and volunteers willing to serve as officers or board members of ORALL beginning with the close of this year's annual meeting in Toledo, Ohio. The committee received the following nominations and volunteers. This slate of candidates was unanimously approved by ORALL's Executive Board and will be presented to the membership for election to these offices at ORALL's general business meeting in October. The Nominations Committee would like to thank these members for their enthusiasm and willingness to serve our organization.

Candidate for Vice-President / President-Elect

Shannon Kemen

Reference Librarian, University of Cincinnati College of Law Library

Shannon serves as a Reference Librarian at the University of Cincinnati Robert S. Marx Law Library. She is responsible for providing reference and research assistance to students, faculty and public patrons. In addition, Shannon also teaches Technology in Law Practice for advanced students and legal research workshops for first year law students. Shannon has also published numerous articles and frequently lectures on legal research topics. Prior to joining the library faculty at the University of Cincinnati, Shannon was a Reference and Electronic Services librarian at Keating Muething & Klekamp, PLL. Shannon has a J.D. from Salmon P. Chase College of Law at Northern Kentucky University and a Master of Science in Library Science from the University of Kentucky. Shannon has been a member of ORALL since 2005 and is currently the Chair of the Grants Committee. She previously served on the Executive Board as the At-Large Member from 2008-2009 and was a presenter at the 2008 meeting in Dayton, the 2011 meeting in Cincinnati (including serving as a member of the famous ORALL Players!) and most recently at the 2012 meeting in Valparaiso.

Candidate for Treasurer

Rick Goheen

Assistant Dean for the LaValley Law Library & Associate Professor, The University of Toledo

Rick has led the LaValley Law Library at the University of Toledo since 2007. He previously served as the Associate Director for Public Services of the Schoenecker Law Library at the University of St. Thomas from 2001 to 2007, and held various positions at the Robert S. Marx Law Library at the University of Cincinnati from 1995 to 2001. Rick holds a J.D. from the University of Cincinnati College of Law, and a Master of Science in Library Science from the University of Kentucky. Rick has a long history of service within our profession, having served

on AALL's Scholarships and Access to Electronic Legal Information Committees and chaired the Recruitment to Law Librarianship Committee, among other positions. Rick has been involved with ORALL since 1997. He has served on the Membership Committee from 2010 to the present, and as Treasurer since 2009. He is also currently chairing the Local Arrangements Committee for this year's meeting in Toledo.

Candidate for At-Large Board Member

Mike Whiteman

**Associate Dean for Law Library Services & Information Technology
& Professor of Law, Northern Kentucky University, Salmon P. Chase
College of Law**

Mike has led the Chase Law Library at Northern Kentucky University since 2002 where he also teaches classes in Legal Research, Advanced Legal Research, and Criminal Law. Before coming to NKU, Mike served the Brandeis School of Law Library at the University of Louisville in various positions, including Associate Director, between 1995 and 2002. He began his career as a Reference Librarian for the Boston College Law School Library. Mike holds a J.D. from the University of Louisville School of Law, and an M.L.I.S. from Simmons College. He has written extensively, with publications in *AALL Spectrum*, *Law Library Journal* (where one of his publications received AALL's Law Library Journal Article of the Year Award in 2006), and *UCLA Law Review Discourse*, among others. Also very active within AALL, ORALL, and SEAALL, Mike has been a presenter at numerous ORALL meetings, including last year's meeting in Valparaiso. He previously served on ORALL's Executive Board in the late 1990's and was ORALL's Vice-President and President from 2006 – 2007.

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AALL Announcements

AALL2go Pick of the Month

AALL's Continuing Professional Education Committee presents the AALL2go pick of the month: [Glass Half Full? Explore Techniques for Putting Optimism to Work as a Management Tool in Difficult Times.](#)

Law librarians have been dealing with some difficult times at work, in the profession, and on the homefront for the past several years. These economic times have prompted us to have more management discussions than ever before. This presentation by Gail Warren and Jean Holcomb helps prepare the library director/manager to deal with pessimistic focus. The program helps identify three

elements of the "explanatory style" after completing a model assessment tool. Learn some techniques for challenging pessimistic thinking and building a positive operating framework. You will discover strategies for strengthening your personal resilience and decision-making skills, leading to a happier and more productive life in the office and at home.

Find this and more than 80 other free continuing education programs and webinars for AALL members at [AALL2go!](#)