

ORALL NEWSLETTER

OHIO REGIONAL ASSOCIATION OF LAW LIBRARIES

MARCH, 2015

VOLUME 2015, NUMBER 1

President's Column – Shannon Kemen

I was recently asked by AJ Blechner, a writer for the AALL Spectrum Blog, if ORALL was participating in any charitable or public service projects. I found myself surprised to answer that ORALL is not currently engaged in any charitable or public service projects. I know that many ORALL members give back to their local communities on a regular basis and are actively engaged in volunteer work. Yet somehow we have not participated in these activities as a group. I think the time for that to change is now!

Many other AALL chapters are involved in charitable projects and some have even created community service work committees. For example, some of the charitable projects chapters have participated in include:

- Purchasing gifts from a wish list for families involved in a public service project.

- Collecting funds, supplies and in-kind donations for local charities.
- Participating in local book drives.

For additional examples on how AALL chapters are giving back, please see Ms. Blechner's article, *Member's Making a Difference*, AALL Spectrum Blog, (Feb. 12, 2015, 6:00 PM), <http://www.aallnet.org/Blogs/spectrum-blog/55393.html>.

I know that some of these projects may seem too large to take on for a group that only meets once a year and is as geographically diverse as we are, but there are plenty of smaller of projects that we could take on and still make a difference.

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ORALL

Ohio Regional Association of Law Libraries

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Members: 285
Dues: \$20 per year

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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*

It could be something as simple as collecting hats and gloves for a local charity or canned goods for a food pantry. If we all act together there's no telling how far we can go!

I think the ORALL annual meeting presents the perfect opportunity for us to start our charitable endeavors and I am currently working with the Local Arrangements Committee to explore ways in which we can give back to this year's host city, Fort Wayne, Indiana. I would love to hear your suggestions for how ORALL can become more actively involved in charitable projects at this year's annual meeting and at other times though out the year. Please email me at shannon.kemen@uc.edu with your ideas for how ORALL can become more active in charitable causes. I look forward to hearing from you!

Thank you!

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ORALL 2014: Resolving Conflict

by Nancy S. Seymour, Jones Day, Columbus & Pittsburgh Libraries

Katrina Plourde, Human Resources Manager, Westerville Public Library, gave a helpful presentation at the ORALL Conference in Columbus. In her presentation entitled, "Practical Strategies for Resolving Conflict," she shared with us the tools to resolve conflict successfully, examined how conflict expands our awareness of situations, and helped us review our own goals in such situations. A department or group's cohesion is affected positively when conflict is resolved effectively and not avoided. She finished with a discussion of the top tips to use when conflict arises.

First, Katrina noted that popular web dictionaries define conflict as the struggle of power or a strong disagreement. Struggles come from incompatible ideas. She believes it is a difference that prevents agreement.

Conflict is usually more than a disagreement. Conflict triggers emotional reactions because one or both parties perceive there is a threat to their needs, interests or concerns. A threat can alter our trust and comfort levels with each other.

Some people want to avoid conflict, as it makes them feel uncomfortable. A conversation needs to be started, but we are fearful. It's easier to talk ourselves out of starting that conversation. We assume the other person won't listen to what we have to say or the situation will go worse. Maybe the problem will go away on its own, so why stir the pot? If I start the conversation, I make myself

open or vulnerable. At times, we feel it's the other person's responsibility to come to us. They need to start the dialogue, not us.

Our own history and perceptions of the situation make us hesitant to begin the dialogue. Barriers to facing the conflict include personal (prejudices or anxieties), interpersonal (communication styles or perceptions of how we anticipate it will be dealing with the situation), and structural (lack of time, bureaucracy or hierarchy). We need to navigate around these barriers to start dealing with conflict.

Katrina included videos in her presentation to expand our awareness of conflict and help us understand our motives for not wanting to engage in the situation. First, a video by Harry Webne-Behrman, University of Wisconsin – Madison, looked at barriers to addressing conflict. Our response to conflict tends to include behaviors, feelings, thoughts, and physical responses. Do we want to compete, accommodate, avoid, compromise, or collaborate?

Second, we listened to "Crucial Confrontations" by Cricket Buchler. She explained "fundamental attribution error" to help us understand our motives more clearly. We each have different experiences in life, different memories, and see the world differently as if to have filters. We look at internal personality characteristics to explain someone's behavior, rather than looking at external factors. It is easy to jump to a conclusion and assume the other person is bad.

Our internal and external influences can sway the conversations we have with others. What impact do these influences have on our motivation and ability to deal with others? It's easy to make assumptions about the other person's intentions. We need to understand our expectations and those of the other person, if possible. Communication is key.

Our avoidance of the conflict will not solve the issue, and can even make it worse. We may have unhealthy goals such as we want to be RIGHT, we want to look good or save face, we want to keep the peace, we want to place blame or punish, and, of course, we want to avoid conflict. We should be focusing on the healthy goals of dialogue such as to learn about the other person and their goals, find the truth, focus on or produce results, and strengthen relationships. Unmanaged conflict can have negative results for the employee. We need to move toward group cohesion. Coworkers can feel threatened, maybe not physically, but emotionally, with perceived threats to goals, status, job security, values, or preferred outcome.

Unmanaged conflict can impact the workplace including loss of sleep, anxiety, lower morale, and decreased job satisfaction. At times, it can have a snowball effect and draw in other people or departments. If this happens, everyone suffers with deteriorating work performance. In extreme situations, it can lead to workplace violence. Good ideas remain unspoken, people feel alienated, and

leaders do not get the information they need because everyone is afraid to bring up the possible confrontational issue.

Katrina shared the following tips or tools to deal with conflict successfully:

- **Take a breather:** Avoid saying something in the heat of the moment you may regret later. Compose yourself.
- **Listen:** Actively listen, let everyone speak. Be respectful.
- **Why we need feedback:** “The Johari Window” illustrates what *You* and *Others Know* vs. what *You* and *Others Don’t Know*. It can reduce the blind spots we might have, situations where others have information through experience of our words/actions but we are unaware of their impact.
- **Choose your battles:** Not every difference needs to start a war in the office. Understand there will be differences in opinion and personalities and be selective in what you fight for.
- **Avoid gossip.**
- **Use business-like language:** Use professional and objective language, focus on the problem, not the person.
- **Expect conflict:** With so many different personalities trying to work together, conflict will arise. Take it in stride and work to resolve the conflict.
- **Have an open mind:** Be open to compromise.
- **Find a mediator:** Enlist the services or assistance of an impartial third party to help sort it out if you are unable to come to a resolution.
- **Be proactive:** Resolve conflict in early stages to save time and resources.
- **Ensure the problem is resolved:** Not everyone will be happy with the outcome. Move forward and put it all behind you.

Katrina stated, “Conflict in the workplace exists. This is a fact of life.” We can grow professionally and personally, if handled properly. Conflict can happen anywhere. Her strategies for resolving conflict in the workplace can assist us when dealing with similar situations in our professional and personal lives.

She concluded her presentation with a comical, short YouTube video of Dialogue Examples to reiterate her program's message of conflict resolution. We must keep the conversation easy and relaxed, stay with the facts and consequences, and limit the scope by only fixing one problem at a time.

I am grateful to have been a recipient of one of the free scholarships to attend the 2014 ORALL Annual Meeting and Conference in Columbus. I was hesitant at first about attending. October is a busy time for law firm librarians and I was struggling with duties of the Fall – 2015 library budget proposal deadlines for two branch offices; training upcoming Fall Associates locally; traveling to Pittsburgh for more Fall Associate training... I was having my own inner conflict with trying to justify taking the time away from the office to attend the annual meeting.

I did, however, and glad of it. The programs at the conference were so beneficial, and reconnecting with colleagues always re-energizes my mind and freshens my attitude. I find answers to similar problems discussed with Special Interest Group colleagues (veterans and newer librarians). And I always find that this new found spark of energy can be contagious to your library staff when returning to the office following the conference.

The materials from this presentation by Katrina Plourde, are posted on the ORALL website under Annual Meeting 2014 and the title: "Practical Strategies for Resolving Conflict."

* * *

***Ohio Administrative Agency Regulations Project
by Brice Patterson (MLIS Practicum Student), Ohio State University Moritz
Law Library***

This article aims to briefly summarize for readers a materials identification project recently undertaken by The Ohio State University Moritz Law Library. The project's goal was to successfully locate all relevant print materials held by the OSU libraries system that contained regulations from Ohio administrative agencies issued before 1977. Prior to the creation of the Ohio Administrative Code in 1977, regulations issued were published individually at the agency level. At present, few of these regulations exist in digital form, and surviving print copies are scattered throughout libraries and agencies across the state. Our findings serve as Moritz Law Library's contribution to the larger overall effort being organized by the Government Documents Roundtable (GODORT) of Ohio to successfully identify and digitize all published pre-1977 Ohio administrative regulations into one centralized repository. In order for Moritz Law Library to contribute to this digitization effort, we needed to create an internal list of materials held in our collection.

Various uncertainties arose in approaching this project. However, we were provided with a helpful introduction to the process as well as documented examples from a colleague at the State Library of Ohio, Kirstin Krumsee, who is also taking part in the digitization initiative. This helped us to find our bearings and determine a proper starting point. Because the identification work was to be performed solely within the library's online catalog (and not in the physical library stacks), many aspects of the identification strategy we employed had to be tailored to searching in a digital environment. To ensure success, we deemed it necessary to make procedural decisions in the following areas:

- **Scope:** We needed to define the breadth of searching that was to take place (i.e. entire OSU system vs. law library only), and which access points would be used to locate the materials. The use of state agency names (cataloged in the corporate author field) was the most logical choice for identifying relevant items, and one already used by the State Library of Ohio. In order to do so, a list of pre-1977 state agencies had to be drafted (ours was based largely off of the State Library's list).
- **Accuracy:** Little descriptive metadata exists for many of the records we were seeking, making catalog searching a very one dimensional exercise. The process of selecting title field keywords as secondary access points and the method by which they were searched would have a direct impact on the effectiveness of the searching and accuracy of the results retrieved.
- **Thoroughness:** The amount of effort we spent checking and cross checking agency headings, looking into new areas of the collection, and verifying potential matches by hand all demanded time and focus, lengthening the overall project. It was necessary for us to decide where to draw the line on the level of thoroughness we employed.
- **Acceptable Error:** This project required us to strike a balance between time spent and the outcome achieved. The variables we selected for this rather imprecise equation were in part a result of the level of error we were willing to accept in our findings, either as "false positives" (incorrect matches), "false negatives" (incorrect non-matches), or items that were simply missed altogether. For example, when the work "Mining laws of Ohio" was manually checked for accuracy, it was found to only contain a summative evaluation of laws pertaining to the agency rather than regulations promulgated by the agency.

Using these criteria as structural guidelines, the searching process immediately adopted a familiar, repetitive cadence. A search was begun by performing an introductory author field query for one of the Ohio administrative agencies on the list, being sure to use the recognized corporate author name found within the catalog (e.g. "Ohio. Department of Education."). Selecting the correct author name from the list of headings (managing derivative "see also" headings is

discussed below), it was then necessary to comb through the results - sometimes in the hundreds - looking for keyword identifiers in the title field to indicate a probable match. The keyword we were most obviously interested in locating was "regulation," as is used in the following example, "Digest of laws, rules, regulations and instructions governing the inspection and supervision of public offices" published by the Ohio Auditor of State.

The term *regulation*, however, was not always explicitly used in the title of a work that otherwise concerned state agency regulations in subject matter. Therefore, it was necessary to incorporate a list of keyword synonyms into the searching process. Words added to this list included *rule*, *code*, *requirement*, and *law*. It is probable that there are other synonymous keywords that could have been added to this list, but for the sake of time and accuracy, the search was capped at these five terms. For author search results that included only a handful of entries, it was most effective to scan the title of each work one by one, looking for a keyword indicator that the work included regulatory content as in the earlier example, "Mining laws of Ohio" (subsequently disqualified as a false positive). When a search result numbered in the tens or hundreds of records, though, it was necessary to use the "Find" function in the internet browser to locate all uses of the keywords on a page by page basis, and then to inspect each match individually. It is necessary to note that, with the exception of *regulation*, there was no assurance that the presence of a keyword meant the indisputable verification of its contents. The keyword terms selected were not part of a controlled vocabulary, and as such, their usage could not guarantee correctness in the results.

Once a resource was positively identified as a pre-1977 Ohio regulation, its details were recorded in an Excel spreadsheet under the heading of the administrative agency that promulgated it. In addition, we made sure to note the publication year, LCC call number, OCLC number, shelving location, and any supplemental notes necessary for each title. Many discovered works appeared quite evidently to have been a recurring publication by their respective agency; however, we were careful to include multiple bibliographic entries together under the same entry only when the works' titles and issuing agencies matched each other exactly.

Throughout the process, it became apparent that the single largest challenge to properly identifying all regulatory materials would be in overcoming a condition that we referred to as "agency shift." This phrase represents the collective drawbacks of working with administrative agency author headings as primary access points. The inherent flaw within the methodology is basic: little descriptive metadata exists for the records we are seeking, and the best, most consistently used data (the corporate author field) suffers from a pronounced lack of bibliographic control (largely due to factors outside the responsibility of the library's catalogers).

Two different situations fed into this issue. First, state administrative agencies change over time. Agencies have been created, renamed, reorganized, and dissolved throughout Ohio's history, and depending on the source of the agency headings being used, the terms listed may lead the searcher to only partial results. Second, administrative agencies contain a profusion of sub-agencies, bureaus, boards, councils, etc., each of which function beneath the umbrella of its parent agency. However, a cataloged regulatory work may fail to fully articulate the parent-child agency relationship as it is cataloged in the corporate author heading and subsequent additional author fields, resulting in a myriad of redundant "see also" author headings which must either be searched separately or ignored, to the possible detriment of overlooking relevant results.

In total, 89 unique titles representing 169+ held volumes were identified through this project. It has been proposed that in a possible second phase, each identified material may be physically located and examined to determine its contents and either verify or reject its inclusion on the list we send to GODORT of Ohio. The list itself, now in spreadsheet format, may also be reorganized and expounded upon in the future to make it more useful to librarians, students, or other researchers who might choose to utilize it. The project has been a rewarding experience for all of those involved, and the results generated are seen as successful. It is our hope that the resources uncovered will be of use to the larger efforts underway by GODORT of Ohio, and that our contribution may help to advance their vision of complete digital access to this intriguing and invaluable collection of information.

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On behalf of the Nominations Committee, here are the nominees for the Executive Board for 2015-2016. These nominations will be voted on at the Annual Meeting in October 2015.

Nominee for Vice President/President-Elect: Angela Baldree



Angela T. Baldree has been the director of the Franklin County Law Library since July 2013. Prior to that, she served as the director of the Lake County Law Library for eleven years. She has also served as the executive director of the Statewide Consortium of Ohio County Law Libraries. Angela previously served as Secretary for the Ohio Regional Association of Law Libraries. As a member of ORALL she was on the Local Arrangements Committee for the 2014 Annual Meeting in Columbus, and has served as Chair of the Government Relations Committee, Chair of the County Law Library Special Interest Group, and has presented at the 2005, 2008, 2010, and 2011 Annual Meetings. In 2008 she became the liaison for the Coalition in Support of Ohio's Law Libraries. Angela has been a member of the AALL and its Government Relations committee and coordinated the Legislative Advocacy Program in 2008 as well as presented at the annual meeting in 2009. She traveled to Taiwan in 2010 as a member of the Rotary Foundation's Group Study Exchange where she toured several public and private libraries and in 2011 traveled to Havana, Cuba to attend the Havana International Book Fair. Angela earned a B.S. from Miami University in Ohio and her M.L.S. from Kent State University.

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MAALL 2015 ANNUAL MEETING CALL FOR PROPOSALS!

The 2015 Annual Meeting is October 22-24, 2015 in [Kansas City, Missouri](#). This year's theme is ***Everything's Up to Date in Kansas City***. Programs will highlight new trends and best practices in law librarianship. Help us make this another exceptional conference by submitting a program proposal!

Program Topics: Any topic of interest to law librarians! Topic suggestions are available in the attached document and coming soon on the [MAALL 2015 Annual Meeting website](#).

Format: The Committee encourages programs that allow for audience participation, idea sharing, and will appeal to librarians in a variety of positions and institutions.

Consider the other following formats:

Speaker(s) - One or two people present on a topic or idea.

Panel discussion - Three to five speakers each present briefly on a topic, may be moderated.

Roundtable - A discussion of a topic proposed by a moderator; intended to be small groups.

Salon - Similar to a roundtable, a moderator chooses a video/book/other media and discussion points, and all attendees participate in the conversation.

Ignite session - Four to six speakers present short, timed presentations.

Submission: Please complete the [program proposal form](#) by April 3, 2015. If you have questions about the process of submitting a proposal, would like to get additional information, or would like suggestions for potential collaborators please contact the Education Committee at maall.education@gmail.com.

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ORALL SIG Meeting and COCLL Retreat

Save the Dates! May 6th thru the 8th for the ORALL-SIG meeting and the COCLL retreat. We will be staying at the Carlisle Inn in Sugarcreek, Ohio the evenings of May 6th and May 7th. The ORALL-SIG will hold the spring meeting on Thursday, the 7th. The COCLL will hold a retreat to discuss the future of the COCLL on Friday, the 8th. You should have received an email from Sandra Murphy with information about registering for the ORALL-SIG meeting; and an email from Judy Maxwell about registering for the COCLL retreat. If you have not received the information, please contact us. Sandra Murphy, Sandra.Murphy@lakecounty.ohio.gov, (440) 350-2899. Judy Maxwell, Judith.Maxwell@sc.ohio.gov, (740) 833-2545.

The tentative meeting agenda for May 7 is as follows:

- 10:00 A.M.: Welcom/Introductions
- 10:15 A.M. – 11:45 A.M.: Immigration Law Overview with Attorney Farhad Sethna
- 11:45 A.M. – 1:00 P.M.: Lunch at Dutch Valley Restaurant
- 1:00 P.M. – 1:45 P.M.: Library World with Angela Baldree
- 2:00 P.M. - 2:30 P.M.: SIG Business Meeting
- 2:30 P.M. – 3:00 P.M.: Overview of Bibliotech Library with Sandra Murphy
- 3:00 P.M.: Closing

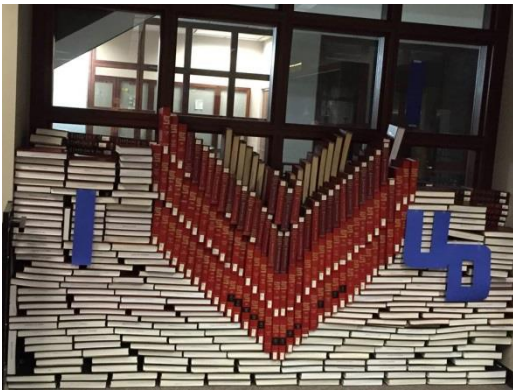
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A Day in the Life

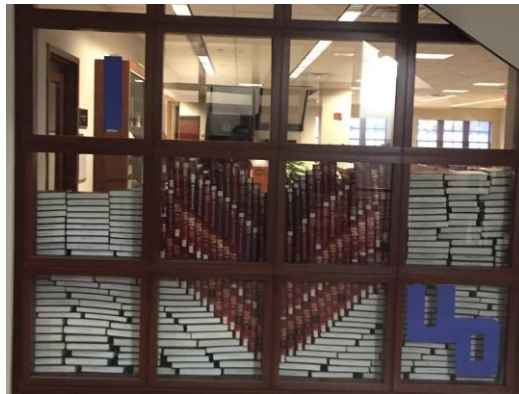
by Paul D. Venard, University of Dayton Zimmerman Law Library

This past February, the University of Dayton has spent the month encouraging support for the University and re-emphasizing the importance of the UD Community in what is deemed *I Love UD* month. Members of the UD Community were encouraged to support charitable efforts such as donations to St. Vincent DePaul and local homeless agencies.

Events were planned throughout the University to support students and emphasize their importance to the University. During this, the Zimmerman Law Library hosted a Wii Golf day for the students. In addition, our evening circulation supervisors, George Snyder and Stephen Kallenberg, worked with our student workers to create a display (made of books and pictured below) that stayed up the entire month. And finally, the Law Library, under the leadership of Diane Wurst, filled a backpack (one of many done on campus) with basic necessities to be donated to a person in need in the community.



(view of the display within the library)



(view of the display from outside the library)



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ORALL Announcements

For Ohio Librarians, the Ohio State Bar Association has **2015 Law Facts Offer**. For more information and to take advantage of this offer, you can visit the [ORALL Web page](#).

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A Note from Your Newsletter Editor

Thanks to all who contributed to this quarter's newsletter. I have attempted to the best of my abilities to continue posting in line with your suggestions, but would love to hear any additional suggestions you may have.

Our next newsletter will be published in June, just a month before the AALL Annual Meeting in Philadelphia. Any articles on either tips, tricks or general information on attending AALL in general, or specifically on plans or items of interest for this year would be greatly appreciated.

Also, I continue to look for contributions for our **Day in the Life** feature, assuming this is something you all would continue enjoy reading. Anything anybody would like to contribute is more than welcome. If you have any suggestions or questions regarding the newsletter, please contact me at pvenard1@udayton.edu.