

June 1998

Volume 1998, Number 2

Presidents' Column-Kathy Carrick

"E" IS FOR EXCEPTIONAL

That ORALL is an amazing organization". The phrase is: a) comment made by a member after the March retreat, b) statement of an Ohio legislator after hearing from our County Law Librarians discussing HR 702, c) belief of ORALL founder Miles Price, d) thought of an AALL national committee member after hearing from an outspoken member identifying herself as a "member of ORALL", e) all of the above. Of course the answer is E. ORALL has been an exciting, exceptional organization from its beginning almost 50 years ago.

ORALL excels because of its members. Your talents and your efforts continue to make ORALL a great group that makes things happen. We don't just sit and have folks talk at us, we get involved in our beliefs and our profession. If you don't believe that, then you should have been at

OFFICERS 1997-1998

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Ohio Regional Association of Law Libraries is a chapter of the American Association of Law Libraries.

the Retreat where we had the rare opportunity to discuss issues and our profession as individuals and as a group.

If you don't believe we are focusing and presenting our issues, then you haven't been reading the ORALL listserv discussions or following the HR 702 debate. Jan Novak, serving as chairs to both our Government Relations Committee and the OSBA Law Library Committee, has spearheaded the effort to alert our legislators and their committees to the reality that law librarians will be an important part of the future of an informed democratic society. Our members are in the trenches and they are fighting. (or at least effectively kicking up a lot of dirt!)

We have a proud heritage which we will examine and build on in the coming months as we plan and celebrate our 50th anniversary as an organization. Jody Beal is

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vigorously digging through our archives and is counting on you to share your memories and your memorabilia. We are all counting on you to share in ORALL's upcoming meetings and professional development opportunities. Our history is full of colorful characters and strong personalities individuals who were pioneers in providing services, automating legal information and leaders in law librarianship. We hope you will enjoy and join the celebration of our chapter's history. Paul Mitchell is in charge of the 50th Celebration committee and they have special plans for the coming year.

In Anaheim we will host a breakfast with MICH/ALL on Sunday morning, the first day of the convention. Tom Hanley and Marcia Siebesma have planned a buffet which we hope you will enjoy. The Executive Board and the 50th Anniversary Committee will also be meeting during the Anaheim conference and you are always welcome to join in the discussions. Look for the ORALL table in the Activities Area - it will be the one with a 50s theme celebrating both the Anniversary and our conference in the home of the Rock 'n Roll Hall of Fame.

Cleveland will present a great forum for our Annual Meeting next October 28-30. Keith Blough plans a rich and varied program kicked off by the always provocative and powerful speaker, Bob Berring. Other speakers will examine the technology of the Internet and current developments in personnel and employment law.

A final note of congratulations to our two ORALL members who were candidates in the national AALL elections. Although Al Podboy lost his bid for the AALL presidency, we are proud that he continues to be a major participant in the profession of law librarianship. As one of our colleagues said on hearing the election results, "Well, now we can all benefit from Al being able to articulate our profession's issues with his open honesty, unencumbered by office!" And congrats to Janis Johnston on her successful bid for AALL Treasurer. Jan's previous experience on the Financial Long Range Planning Committee and the Professional Development Committee will serve us all well.

ORALL ANNUAL MEETING IN CLEVELAND Dear Orall Members:

Please mark October 28 - 30 on your calendars because that is when the 49th annual meeting, Rocking The New Millenium: ORALL Approaches 50 and *Law Libraries into the 21st century* will take place in Cleveland, Ohio. Planning is underway for a most productive and entertaining meeting. Confused about technology, the legal publishing industry, constant changes??? What better person to help us keep our bearings than Professor Berring, Robert that is, noted scholar and speaker who will address the subject of legal publishing and publications. And why not take some of the mystery out of internet communications technology? Professor Michael Edmiston will be explaining important concepts relating to the internet as well as provide some insight on the significance of the internet in the 21st century from the perspective of the scientific community. Friday's program will help you put another very important topic into perspective regardless of where you work. Julie Davis, Esq. will be talking about developments in personnel law. There you have it, a lineup of extremely knowledgeable and entertaining speakers, so please make every to attend this meeting. You will not regret it.

Keith Blough, Vice-President/President Elect

SERVICE - JUST <u>DON'T</u> SAY NO

by Ken Kozlowski, Head of Public Services, Zimmerman Law Library University of Dayton School of Law

How do you define the type of service your library should give? This question is (as of the deadline of this newsletter) being hashed out on ORALL's listserv. The tenor of the "discussion" has been sometimes civil and sometimes akin to a flamewar. If anyone was not privy to the messages, I will not attempt to recreate them here, but please feel free to e-mail me or call me if you'd like to see them.

Providing service to your clientele, whether they be students, faculty, attorneys, judges, or the *pro se*, is the reason that libraries are in existence. The policy I'm advocating for anyone who reads this article is "Don't Say No." This policy works whether you are an MLS, Non-MLS, JD, Non-JD, or the earner of a GED . This policy works whether you are a solo, court, academic, law firm, or corporate librarian. This policy works for *everyone*.

Now I'm not saying that this policy exists in a vacuum. There are obviously constraints that have to be considered. Some of those may be monetary; some have to do with the amount of time available to you. The policy will still work, and can be bent to suit your particular situation.

The goal is to make the patron stop the request for service, not you. You must be willing to do anything within reason to accomplish any task that is set out. An allegorical reference to this type of policy is the "cheap, fast, or reliable" system. In the latter system, the patron picks the two most important items, and discards the third. Thus you can have 1) cheap and fast, but not necessarily reliable, 2) fast and reliable, but not necessarily cheap (e.g. expensive), or 3) cheap and reliable, but not necessarily fast. Sometimes you may have to admit defeat no matter what the patron chooses, but at least you have given it your best shot. That is the rare case. Sometimes you have to choose the right combination for the patron, based on a particular situation (time, staffing). This is still OK because the patron must still make the final decision on whether to pursue any given assignment.

I didn't invent the "cheap, fast or reliable" system. I first heard of it at a Teaching Research in Private Law Libraries Conference in 1994, and it has stuck with me. Service is what we have to offer once you get passed all of the hardware and software. If you never say no, patrons will continue to come to you for their research needs. The concept doesn't just have to apply to reference, either. For instance, you can use the same reasoning for copy orders interlibrary loans. You offer to do everything within your power and capabilities to accomplish the request. The patron makes the decision as to whether they want you to go forward.

A key to this system is to offer the same service to everyone. If you think somebody is lazy because they want you to do some copying for them, that should not enter into the equation. If you charge for copies and don't want to perform the service, perhaps you aren't charging enough or should think about discontinuing the service. For every service you fail to perform, someone or some organization will show up to fill the niche. If that happens, you lose credibility and service opportunities. You lose enough service opportunities and you may find yourself out on the street.

Service happens when you want it to happen. When you give excellent service and refuse to give NO for an answer, you make yourself indispensable to your organization. Indispensability, by definition, should make you immune to the foibles of the information field's changing job market.

Service As A Cornerstone At The University of Kentucky College of Law Library

submitted by Shaun Esposito, Reference/Electronic Information Services Librarian

Under the leadership of our Director, Herb Cihak, the staff at the University of Kentucky College of Law Library places service at the core of its values. The law library's mission statement reflects the central point of service:

The Law Library's primary mission is to support the College of Law's academic programs as well as to provide the highest quality of service, in a hospitable environment, to its faculty, students, and alumni. As the Law Library's most valuable resource, the staff strives to exceed the expectations of its clients by providing creative and flexible solutions to their diverse and evolving information needs.

ORALL LISTSERV-SUBSCRIBING INSTRUCTIONS

Instructions for subscribing to the ORALL List:

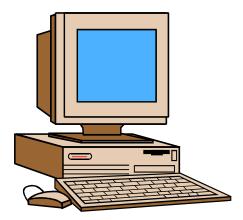
Send an e-mail message to ORALL-request@listserv.law.csuohio .edu with the subject: subscribe <YOUR E-MAIL ADDRESS>

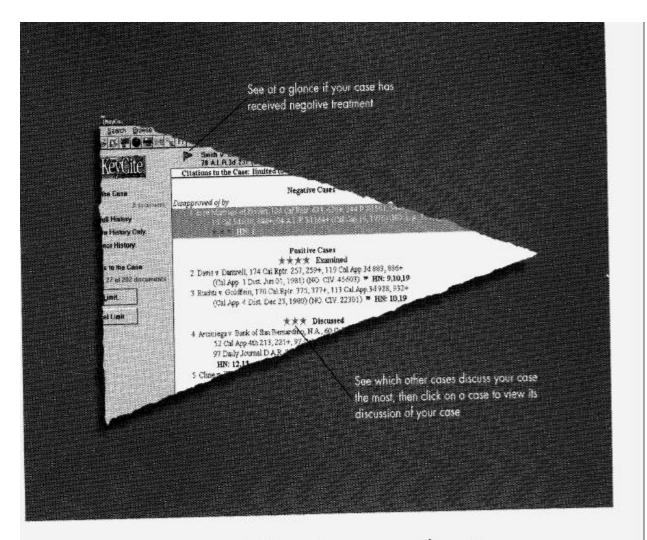
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BUILDING ALLIANCES: Review of SLA/LEXIS Distance Learning Program submitted by Theodora Artz, Acquisitions Librarian, University of Dayton Law Library

The Special Libraries Association and LEXIS-NEXIS teamed up to sponsor an interesting distance learning program originating in Dayton entitled "Everybody wins: Building alliances for greater gains" on March 26, 1998. Steve Edwards, Manager of Employee and Internal Communications at LEXIS-NEXIS, moderated the panel discussion.

W. David Penniman, Director, Center for Information Studies at the University of Tennessee, Knoxville, spoke on the theory behind alliances. In an atmosphere of competition for scarce resources, we need to find ways to cooperate. You need a clear sense of mission of your operation and a clear vision of the future that your operation wants to help shape. Armed with this vision, you can begin to position yourself strategically and look for strategic alliances.

To be strategic is to be important to the entire organization, to cut across several functions and to reflect the philosophies of key people. Strategic positioning involves understanding the strategies of your community, identifying the key stakeholders, aligning your services, and making your organization of crucial value. Alliances promote common interests and enlightened self interest. Alliances are collaborations to find solutions that go beyond the capabilities of any one party. They may provide basic resources, special resources, political support, and credibility needed to survive in a competitive environment. The key to a successful alliances is that all participants can clearly articulate W.I.I.F.M. (What's in it for me). An example of an alliance is the director of the information center and the systems coordinator for the entire organization.

Ellen S. Callaghan, Senior Vice President and Director of Information Services for Putnam Investments, and Nettie Seaberry, Director, Minority Business Information Center,

National Minority Supplier Development Council, spoke on how to build alliances in small to large organizations. A good place to begin is to open dialog with management on the needs of the organization to enable you to customize information for them. After you identify likely sources, you need to promote their buying into the alliance. Informal discussions over food are a good place to start. After getting acquainted, you can move on to establishing goals and objectives, creating time tables, and communicating accomplishments as your work together progresses. Potential alliances can be strategic--long term relationships, tactical--sporadic partnerships, and public--formal reporting relationships. Alliances can be private/informal, internal or external. You need to evaluate whether potential partners provide scarce resources available no where else.

Personal characteristics needed for success are interpersonal skills, credibility, influence, flexibility, and knowledge and confidence. What you need from potential partners are credibility, technical expertise, fiscal resources, and specialized industry knowledge. Both need a team-player spirit, willingness to take on new challenges and risks, and mutual respect. Beware of bootstrap alliances where contributions are one-sided, and hidden agendas. Open communication is essential.

What's in it for me (W.I.I.F.M)? Organizational benefits, cost effectiveness, eliminating redundant services, expanded professional contacts, professional development, and increased visibility are a few potential benefits of alliances.

What's in it for them (W.I.I.F.T.)? Leveraging of information management skills, increased awareness of sources, cost effectiveness, and resource sharing are a few potential benefits for your partner.

Following the panel discussion, attendees had the opportunity to work on a case study before returning to the panel for questions. There are lessons for all of us even though our situations may be very different. Working in organizations makes constant demands on our skills and talents and we need to grow to thrive.

Tips on Designing a Computer Survey or How the Law-Lib Listserv Can Be Your Most Valuable Resource

submitted by Carol Furnish, Chase College of Law Library, Northern Kentucky University furnish@nku.edu

I recently volunteered to help design a computer survey that will be sent to the incoming 1st year law students. The librarians and the computer specialists helped develop a list of survey goals. Generally we needed to learn more about the incoming students and we needed to:

1. Establish how many students have personal computers, and the type of computers: laptop vs. desktop, the operating system, etc.

2. Measure the computer skills and the needs of the students.

3. Determine whether the day and night students as separate groups have any unique needs.

4. Raise the student's awareness of the computer lab located in the Chase Law Library.

The Law School Admissions Office agreed to help distribute the computer survey. The survey will be added to the "registration" packets students receive approximately six weeks before school starts. The cover letter will include instructions on returning the computer survey and the deadline.

I began reviewing a folder of articles on developing surveys and a collection of library surveys I had saved. Fortunately the Greater Cincinnati Area Law Librarians group hosted a program on preparing library surveys in 1997. The readings reinforced the following basic elements:

 Purpose (Why do you need a survey?)
Target Group (Whom do you need to reach, to get the information?)
Method (How will you conduct the data gathering?)
Format & Content (Length of Survey,

Wording, Type of Questions, Pre-testing for Errors)

5. Analysis of Final Data

6. Packaging and Distributing the Results

I recommend a short but informative article on survey design by Cheryl Rae Nyberg, "How to Master All You Survey," 6 *Perspectives* 8-13 (1997). You will find a useful checklist entitled "10 Steps to Survey Success".

The surveys I had collected were intended to measure library services and not that useful for this project. I began to panic. I felt we had established the goals for the survey, defined a target group, and had a solid method of conducting the survey. I needed help with the precise wording of many of the questions I had written. I sent an e-mail message to the Law-Lib Listserv. I asked others to share any computer surveys they had developed. I received seven excellent computer surveys that helped refine the wording of questions and pinpointed issues that I had left out. The contributors have also agreed that the computer surveys could be shared with others. The following list is intended to credit the institutions/individuals for volunteering their help. Please contact me if you wish copies of any or all of the computer surveys listed below:

Baylor University School of Law Spring 1998 - Technology Survey Results -Demonstrates How to Use Graphs in the Analysis of Your Final Data Rick Sowell

Cleveland-Marshall College of Law (2 Surveys) 1998 Law Student Computer Survey + Non-Law Student Computer Survey Katherine Malmquist

Marvin & Virginia Schmid Law Library University of Nebraska College of Law 1997 Computer Survey Distributed to 2nd and 3rd Year Students Rosemarie Gavin

Oklahoma City University School of Law Library 1998 Survey of Library Use (With Many Computer Questions) Distributed to all 1st Year Students in LR&W John M. Perkins Stetson University Colle e of Law Computer Sur ey cludes Spreadsh Results amar Woodard University of Illinois College of Law 1997-98 Technology Research Project 1L Pre-Pregram Survey Linda De endeife + Charles Teri Valparai ity Scho a Law Stud Fall 199 ev of **Computer Ownership & Skills** Mike Bushbaum

The Way We Were

Please, tell me your stories, spin me some yarns, and send me those photos taken at ORALL Meetings past that still "light the corners of your mind." The upcoming fiftieth anniversary of ORALL will be a time of reminiscing and sharing the wealth of our rich and active history. A commemorative booklet will be compiled and distributed to each ORALL member and special guest when we gather for the festivities in Columbus, Ohio, October 13 - 15, 1999.

If you have an anecdote or tall tale to tell about yourself or a friend or colleague that would be suitable content for our booklet, please send it to:

> Jody Beal The Dayton Law Library Association 41 North Perry Street P.O. Box 972 Dayton, Ohio 45422-2490

Pictures are especially sought after items. A table display of older newsletters and

documents also will be arranged. Any items donated temporarily will be returned.

This will be a wonderful celebration for all, a tribute to our founders and builders, and a commission for a dynamic entrance into the 21st century.

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LEXIS-NEXIS Regional Information Managers for the South and the West - Linda Hutchinson, Jenny Kanji and Susan Skyzinski



LEXIS-NEXIS Regional Information Managers for the Northeast -Ken DiLorenzo and Gayle Lynn-Nelson

AALL booth for more information.

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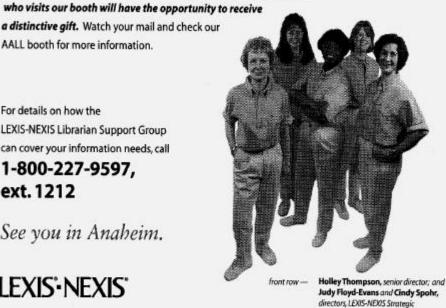
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See you in Anaheim.





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back row — LEXIS-NEXIS Regional Information Managers for the Midwest - Andre Muto and Samantha Whitney-Ulane

show adjow

4/30/98, 6:37 AM

OHIO REGIONAL ASSOCIATION OF LAW LIBRARIES

MEMBERSHIP DIRECTORY INFORMATION REQUEST FORM

Please complete the following form and return it to the address below.

Name	Title	
Institution		
Telephone	FAX	
E-mail		
Are you a member of an ORALL Special Interest Group? (Specify below) Academic Law Libraries		
Are you a member of the American Association	on of Law Libraries?	
If you <u>do not</u> want this information available on the ORALL Web Site, check here		

Please return completed form to:

Natalie Pitman The Dayton Law Library Association 505, 41 North Perry Street P.O. Box 972 Dayton, OH 45422-2490

FAX: 937-225-5056 E-mail: npitman@compuserve.com

SCANNING THE NEWSLETTERS

Items of interest from recent local and regional law library association newsletters, compiled by Shaun Esposito:

Janice Shull, Hot Web Sites: *Internet Resources for Cataloging*, NEW ORLEANS LAW LIBRARIAN February 1998 at 6 (listing helpful internet resources for law cataloging librarians).

Rachel Hoorman, *Can I Visit <u>www.fetishsex.com</u> On My Lunch Hour?: What Librarians Should Know About Inappropriate Uses of the Internet in the Workplace*, NEW ORLEANS LAW LIBRARIAN February 1998 at 7 (reviewing issues involved in employee use of the web).

Jane Metz, *Spring Cleaning: Getting Your Files Under Control*, NOCALL NEWS (Northern California Association of Law Libraries) March/April 1998 at 6 (tips on organizing office files).

Sharon Bradley, *You, the Web, and Being Hip*, MICHALL NEWSLETTER (Michigan Association of Law Libraries) October 1997 at 5 (reviewing reasons law firms may wish to establish a web site).

Michael Stevens, *Librarian Credentialing*, WPLLA NEWSLETTER (Western Pennsylvania Law Library Association) January/February 1998 at 7 (discusses issues related to credentialing of law librarians).

Michele Dill LaRose, *Self-Help Sources: A Selective Bibliography*, LLNE NEWS (Law Librarians of New England), 1998 (v. 19, #2) at 6 (an extensive collection of suggested materials in a variety of legal subject areas).

KeyCite: Has Shepard's Citations Met Its Match, LLAM NEWS (Law Library Association of Maryland) (v. 16, #2) at 5 (reviewing the West KeyCite system).

Joan Loftus, *Break Time on the Net*, NOCALL NEWS (Northern California Association of Law Libraries) September/October 1997 at 14 (provides a list and description and of humorous web sites).

Carol's Corner.....Update

The last Carol's Corner examined weird side of reference work, concentrating one some of the stranger questions asked at the law library reference desk. Below are some comments sent in by readers:

--I, too, have heard "I've been to every Attorney in town and they are afraid to take my case." That may be the scariest line of all!

--A few years ago, one summer associate asked if we, a larger Ohio law firm, had a copy of the Ohio Revised Code in our library. HELLO!

One year, I learned that one of the summer associates had done absolutely no online research when working on Ohio projects. When asked why he had not done any searches in the Ohio caselaw databases, he replied, "I don't really need to use the computers for research." He was "gently" reminded that Ohio places a lot of precedent on unreported decisions and few of them could be found in the books. By the way, this particular summer associate was not offered a position with the firm. It seemed that his work product wasn't quite up to par!

Recently, one of our partners said during a LEXIS presentation, "You mean the Ohio Revised Code is on LEXIS?"

What about the administrator who kept saying that we should get rid of a lot of our printed publications because "everything is online", even though I kept reminding him with all my might that "not everything is online." He later said, as if we never had any previous conversations on the subject, "I don't think we should rely on online services as much. I mean, it's obviously that not everything is on the computers."



ORALL MEMBERS:



SEND US YOUR NEWS

Update your fellow members on your activities. Have you made a presentation, published an article, attend a conference or workshop, been elected to an office, or received award?????

If you can answer YES to any of these questions, share the information with fellow ORALL members. Fill out the form, or use it as a guide, and mail it to Shaun Esposito, ORALL Newsletter Editor and Reference/Electronic Information Services Librarian at the University of Kentucky College of Law Library, 620 S. Limestone St., Lexington, KY 40506-0048, or FAX it to (606) 323-4906, or e-mail it to shaun@pop.uky.edu.

Your Name
What You Did
When You Did It
Where You Did It
Why You Did It
How You Did It
Your Library
Your Phone Number
Your E-mail Address

If you have more in-depth articles for the Newsletter, please feel free to send them along to the editor.

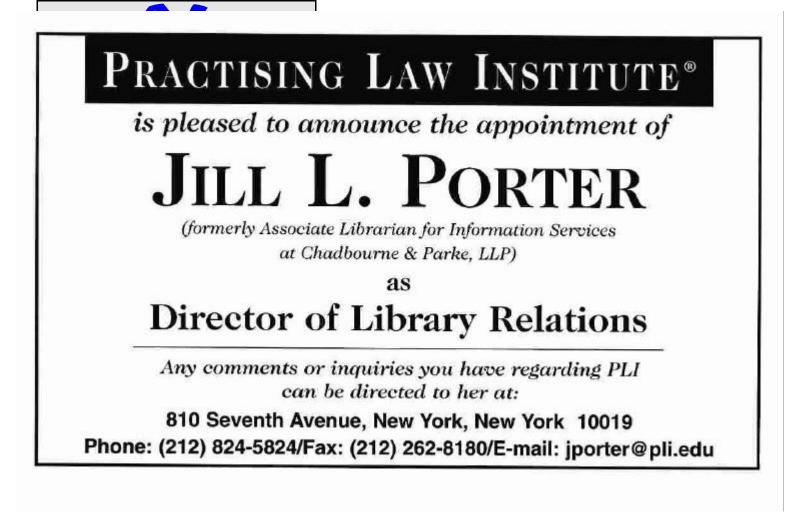
ORALL OHIO REGIONAL ASSOCIATION OF LAW LIBRARIES

COMMITTEE PREFERENCE FORM

Bylaws and Guidelines	Nominating
Education	Placement
Government Relations	Public Services
Internet	50 th Anniversary

____Membership

Please send to: Keith Blough, Director Columbus Law Library Association 369 South High St., 10th Floor Columbus, Ohio 43215



ODDS & ENDS

The ballots have been counted!!! The ORALL officers For 1998-1999 are:

Vice President/President Elect: Richard Humphrey

Treasurer (to serve a one year term): Thomas Hanley

Secretary: Nancy Clark

Executive Board: Deborah Bobinets

Congratulations to the ORALL Scholarship Winners: New Member Scholarship: Colleen Manning, Ohio Northern University General Scholarship: Richard Humphrey, Indiana University, Indianapolis

From Theodora Artz at the University of Dayton's new Zimmerman Law Library: We always welcome the opportunity to show off our modern quarters. If you expect to be in the Dayton area, stop in to see us.

Please complete the ORALL Directory form mailed with the ORALL ballots. The form is reprinted on page 10 of this Newsletter. If you **do not** want your information to appear on the ORALL website **you must** notify Natalie Pitman at the Dayton Law Library Association.

Calendar 1998-99

1998

July 11-16 American Association of Law Libraries Annual Meeting, Anaheim, California

October 28-30 ORALL Annual Meeting, Cleveland

1999

January 6-10 Association of American Law Schools Annual Meeting, New Orleans, Louisiana

July 17-22 American Association of Law Libraries Annual Meeting, Washington, DC

Newsletter Deadlines

February 15, May 15, August 15, and November 15

OHIO REGIONAL ASSOCIATION OF LAW LIBRARIES

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 in the Fall of each year. ORALL publishes or sponsors the following publications: *Core Legal Collection* [bibliographies for Ohio, Indiana, Kentucky, Michigan], ORALL Membership Directory, ORALL Newsletter, ORALL Union List of Serials, Ohio Legal Resources Annotated Bibliography & Guide 3rd.

Placement

For Job Listings and further information, contact Katherine Malmquist, ORALL Placement Committee Chair, Cleveland State University Law Library, (216) 687-6873 (phone), (216) 687-5284, e-mail: katherine@zipmouse.csuohio.edu

Membership

Membership: 303 Dues: \$15.00 per year Non-membership subscriptions: \$10.00 per year **Contact:** Tom Hanley, U. of Dayton Zimmerman Law Library, Dayton, Ohio 45469-2780, or call 937/229-2444 or e-mail hanley@udayton.edu.

Newsletter Information

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Edited by: Shaun Esposito, University of Kentucky Law Library, 620 S. Limestone St., Lexington, KY 40506; 606/257-8347, FAX 606/323-4906. Printed By: Roberta K. Robertson, U. of Akron School of Law Library. Unsolicited contributions are encouraged; contributions submitted for publication are subject to editorial review. For extra copies contact the editor. *Please direct address changes to mailing list coordinator Tom Hanley, U. of Dayton* Zimmerman Law Library, Dayton, Ohio 45469-2780, or call 937/229-2444 or email hanley@udayton.edu.

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