

# ORALL NEWSLETTER

OHIO REGIONAL ASSOCIATION OF LAW LIBRARIES

JUNE 2003

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*President's Column – Beth Langton*

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## Bridging the Generation Gap

Do you ever wonder why you just don't click with some people, not necessarily because you do not see eye-to-eye, but perhaps because you just seem to be worlds apart in your thoughts, behavior and language? Do you get the feeling that people do not understand you and, for the life of you, you just can't figure them out either?

I heard keynote speaker Ron Zemke speak on *Generations at Work* at AALL last year. I was so impressed by his program that I purchased and read the book he co-authored with Claire Raines and Bob Filipczak, [Generations at Work: Managing the Clash of Veterans, Boomers, Xers, and Nexters in Your Workplace](#), and I was equally impressed with the book.

In the book and during his presentation, Zemke referred to the age diversity in today's workforce. We see for the first time in history four generations are working side-by-side. Let me illustrate: Recently, I spoke to three different groups at my law firm. One group consisted of summer associates and law clerks, the second was a group of attorneys ranging in age from a senior attorney to a fresh out of law school soon-to-be associate attorney, and the third group

was undergrad college students. The combination was a mixture of four generations, which Zemke referred to as:

The Veterans – those born between 1922-1943

The Baby Boomers – those born between 1943-1960<sup>1</sup>

The Generation Xers – those born between 1960-1980<sup>2</sup>

The Generation Nexters – those born between 1980-2000

As I spoke to these new hires, I reminded myself once again that in order to develop a positive working relationship with each one,

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# ORALL

## Ohio Regional Association of Law Libraries

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**Members: 311**

**Dues: \$15 per year**

**Non-member subscriptions: \$10 per year**

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### Newsletter

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**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 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, Ohio Legal Resources Annotated Bibliography & Guide 3rd.



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I would have to be tuned into each person's work style and personality. Fortunately, Zemke offers some key principles on how to recruit, develop and mentor employees to foster effective working relationships in a cross-generational workplace.

Zemke, Raines and Filipzak listed seminal events for each time span that influenced and shaped that generation in its ideals and behavior. There are different work ethics, leadership styles and motivational factors of the generations. Not everyone fits into a distinct group and the characteristics of a generation are not typical of everyone in that generation, so one must be careful not to stereotype. Also, the co-authors mention "sandwich" groups – groups that share some of the same traits, but not the same experiences.

**Veterans.** Rooted in the memories of Veterans are events such as the stock market crashes, Lindbergh baby kidnapping, establishment of Social Security, Hitler's invasion, Pearl Harbor, and FDR, to name a few. When you think of the Veterans at work, what comes to mind? Loyalty? Dependability? "An honest day's work for an honest day's pay?" Zemke describes this generation's strengths as being stable, thorough and hardworking on the job. They either experienced the Great Depression or its aftermath. As a result, they do not take a job for granted. Veterans are accustomed to rules and policies and they grew up valuing obedience on the job. They tend to work well in an environment where they are respected and their experience is appreciated. They learn best in a setting when the training is not rushed and when they will not "lose face" where others are watching or waiting.

If you are in a position where you manage Veterans, remember that when they joined the workplace, it was made of mostly of men. Women who worked were nurses, secretaries or teachers, for example. They've seen the changes in the workforce. They can adapt to change, but their hearts may not be able to follow. Someone from a younger generation who manages a Veteran will benefit from learning about the Veteran's background, experiences, work preferences and personal needs.

**Boomers.** The Boomers could tell you about how their personalities were shaped by Rosa Parks, JFK, Martin Luther King, Vietnam, the first lunar

landing, and Woodstock. Since they were cherished and doted on as children, Boomers think of themselves as the stars of the show. They believe in growth and expansion and tend to be future-oriented. They are optimistic and team players. These terms may come to mind when one thinks of Boomers: equality, driven, willing to "go the extra mile". They value personal growth, read a lot of business and self-improvement books and listen to a lot of training tapes.

In your leadership role, keep in mind that Boomers put a high value on personal relationship and unique, personalized treatment. They can be overly-sensitive to feedback and judgmental of those who see things differently. On the job, they want a chance to prove themselves and their worth. This generation used to be considered "workaholics", but as they get older, they seek a slower pace.

**Xers.** The Watergate scandal, energy crisis, corporation layoffs, Three Mile Island, John Lennon's death, Reagan's inauguration, The Challenger disaster, and Operation Desert Storm. These were some of the events that made an impression on Generation X. They watched as America seemed to fail militarily, politically, diplomatically, and economically. Where other generations had their heroes – FDR, Winston Churchill, Gandhi, John and Jackie, Princess Di, Kerri Strug – this generation came of age in an era of fallen heroes. They also grew up in a struggling economy and soaring divorce rates. They were the "latchkey" kids, accustomed to being alone, and they became self-reliant.

A word for Xers is casual. Their approach to authority is casual, as are their work hours and style of dress (they take casual days seriously). But this does not mean that they do not perform well at work. On the job, Xers are adaptable, independent and creative. They learn quickly and develop skills on their own. Because Xers are self-reliant, it is important that managers be there when they need a question answered, but also know when to back off and let Xers figure it out themselves. Mentors are very important to Xers. Xers view them as people who care about them and will support them. They want to develop their skills, so feedback is very important. Xers are a technologically-literate

generation and a perk for them at work would be to have the leading edge technology at their fingertips.

**The Nexters.** Zemke, Raines and Filipczak list these seminal events and trends for Nexters: Oklahoma City bombing, busy and overplanned lives, Clinton/Lewinski, and the Columbine High School massacre. Through their observations during these events, the Nexters developed core values such as civic duty, confidence, achievement, morality, street smarts, and diversity. The criteria most important to Nexters are honesty and integrity. The assets they bring to the workforce include, but are not limited to, collective action, optimism, tenacity, heroic spirit, and technological savvy. Nexters seem to have all the characteristics of the three generations that came before them, possibly because they are the offspring of the most age-diverse group of parents ever. On the job, they combine the teamwork ethic of the Boomers with the can-do attitude of the Veterans and the technological savvy of the Xers.

When I think of Nexters, one word describes them the best – Technology. I recently attended a family function and one of the younger couples (the Nexters) brought with them a laptop. Another family member observed that “it” travels with them everywhere they go. Later that same day, while my husband and I were walking around our neighborhood, we noticed that three of the young Nexter-ish looking couples we passed on our stroll each had one member of the twosome talking on a cell phone. Nexters were born with and are attached to technology; it is part of their lifestyle – at home, work and play. It is stated in Generations at Work that the Internet is as natural as breathing for Generation Next.

Since this new generation is just now entering the workforce, there is much to be learned about their work habits. It was suggested that managers create a clear picture of their work environment – what’s good about it, what’s not, your expectations and

long-term goals. Take time to learn about them, too. Give them strong team leaders and mentors who will help them develop their work skills.

There is so much more covered in Generations at Work. The examples, case studies and key principles will serve as guidelines for managing a multigenerational workforce. If we want to bridge the generation gap, we must understand the generations. I certainly have a better understanding of them now that I have read Generations at Work.

*Just for Fun:* I also liked reading about the cultural memorabilia and other trivia listed for each generation. Continue reading, if you want to take a trip down memory lane.

If you are a Veteran, you may recall Kewpie dolls, Flash Gordon, Tarzan, and The Lone Ranger. Do you remember the music by Glenn Miller, Tommy Dorsey, Bing Crosby and Frank Sinatra?

Boomers taking a trip down memory lane will recall that poodle skirts were popular, as was “The Ed Sullivan Show”, slinkies, TV dinners, hula hoops, and the peace sign.

Do any of you readers who are Xers remember the popularity of “The Brady Bunch”, pet rocks, “Dynasty”, ET, and Cabbage Patch Dolls?

Cultural memorabilia for the Nexters include Barney and the Teenage Mutant Ninja Turtles. Beanie Babies and American girl dolls are “in” with this generation, as are Tomagotchi and Pogs (I have no idea what those last two are!).

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<sup>1</sup> Population demographers define the Baby Boomers as having been born between 1946-1964.


<sup>2</sup> Population demographers date Generation Xers to 1965 rather than 1960.

## Projects and time?

By Deborah Dennison, Case Western Reserve University

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We're in the midst of a period when major cataloging services are undergoing new implementations – OCLC, Innovative Millennium, as well as the AACR2 rules. Ideally, (other than increased access points), these changes should appear seamless to our patrons. Often the changes in systems and operations appear seamless to administrators and other library staff as well. The latter is a bit troubling. Because working with the infrastructure of the online catalog is generally “behind the public scenes”, these activities can be overlooked, and there may not be enough time allotted to technical services staff for activities associated with successful system changes. There must be adequate time to read documentation, for discussion among colleagues, for consideration of effects of changes to the catalog, and for hands on *work*. Our responsibility then, is to let our administrators and colleagues know what we are doing and why.

Changes in bibliographic utilities are often not communicated to staff outside of those directly involved. In contrast, when a new reference service is provided, or a new database unveiled, staff is notified, training scheduled, etc. A recent project with exam software at our library highlights how others might emulate our colleagues and subsequently be better supported to implement upcoming system changes.

A number of the library staff was instrumental in setting up and administering exam software. The new exam format was discussed in library meetings, and the entire

library was aware of the project and the library's involvement. Obviously this is a public service that would be expected to get a lot of attention, but the library staff involved took the initiative to identify this service with the library. Staff documented procedures, recorded hours involved, made projections about, and recommended improvements. Clearly identifying the library with this project resulted in enormous public relations benefits for the library.

Currently, our library is participating in a site test for a new OCLC product. The many benefits include an opportunity to review the new software before it is implemented; ready access to experts on any problems/suggestions about documentation, instructions, or software; and valuable interaction with colleagues from other institutions. Following the example I mentioned above, my responsibility is to communicate to our library staff what this project involves and why it is important, make projections about work procedures and budget, and notify and document time commitment for administrators.

Although projects such as a new implementation of OCLC might not be intriguing to most library staff, they none-the-less are important and need to be done. As we communicate about particular projects, we ourselves benefit by gaining a better understanding of the nuances involved.

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## The Traveling Librarian

*By Susan Elliott, University of Dayton School of Law*

### The Vision of José Martí: The Traveling Librarian Goes to Cuba



“Yo soy un hombre sincero” begins a famous poem by Jose Martí (1853 – 1895) a Cuban writer who used poetry, with passionate expressions of freedom, justice, and the expansiveness of the human spirit, to challenge Spanish colonial rule in the Americas: “A sincere man am I/ From the land where palm trees grow/ And I want before I die/ My soul’s verses to bestow” (translated by Manuel Tellechea). An activist as well as a writer, Martí died in the war for Cuban independence, and is regarded as a national hero for both his literary and his political efforts.

Cuba has recently become the focus of increased attention in the United States, as relations between the two countries deteriorate rapidly. Accordingly, this article will make a timely departure from the “English cycle” of the saga of the Traveling Librarian, for the Cuban Adventure. The Cuba trip was not a library tour. It was a U.S. government-approved cultural “exchange” trip (cash for culture), which meant a strictly controlled itinerary of Cuban cultural experiences and only a very limited opportunity to explore a Cuban library.

Cuba is not just old cars, it’s old everything. Most buildings, residential and commercial, are in noticeable disrepair, which appears to have begun long before the 1991 collapse of the Cuban economy with the break up of the Soviet Union. Some of the oldest buildings in Havana are actually in the best

shape – part of a recent U.N.-supported restoration initiative. The only new, air-conditioned building we saw (besides European-managed hotels) was a truly magnificent art museum. Elsewhere we saw many artifacts, including books, displayed in conditions that would make an archivist weep – windows open to the heat and sea air. We were not shown the official archives (building with open windows) or the national or university libraries (which operate on a very closed-stack system). We saw a couple of tiny store-front public libraries in Havana, but they were not open at times when we could run in for a look.

We did visit a school library in the model village of Las Terrazas (part of an environmentally sensitive reclamation of former coffee plantations). It was small, with only a few hard-bound books. The emphasis was clearly on the sciences, and secondarily language, not on literature – reflecting the goals of the (genuinely universal) Cuban educational system. No access to the Internet (which is very strictly controlled in Cuba). Our Cuban guide (requirement of the tour) did not mention or show us any of the more eclectic independent libraries (mostly in individual residences) which sprang up after a famous 1998 assertion by Castro that there were “no banned books in Cuba, only those we do not have the money to buy.” No tour will include these libraries in the near future. Out of the approximately 100 independent libraries, 20 were dismantled in a coordinated sweep in March of this year. A large number of librarians was arrested in the sweep (along with independent journalists and intellectuals). After secret trials, at least 12 librarians are now serving prison sentences of anywhere from 12 to 27 years for “disrespect” and “undermining the government” – that is, for offering access to books, to information and ideas.

José Martí devoted his writing, and ultimately his life, to bringing democracy, justice, and individual freedom to Cuba. He is justly revered there for having provided the literary and philosophical grounding for Cuban independence, in a country that proclaims great respect for education. As for my vision of Martí at this moment – what is Spanish for “spinning in his grave”?

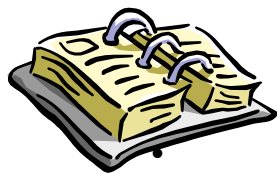
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## ORALL Annual Meeting Local Arrangements Committee

### HAVE YOU NOTICED OUR PLANNING AHEAD MESSAGE ON THE ORALL LISTSERV?



The ORALL 2003 Annual Meeting Local Arrangements Committee urges you to reserve October 22-24, 2003 on your fall schedule for a trip to Notre Dame, Indiana. Our fall meeting will be held on the campus of the University of Notre Dame at the Center for Continuing Education in McKenna Hall. Look for more updates on the ORALL Listserv.



## Important Dates

- July 12-16, 2003 / **AALL Annual Meeting**, Seattle, WA
- October 22-24, 2003 / **ORALL Annual Meeting**, Notre Dame, IN
- **ORALL Newsletter deadlines:** February 15, May 15, August 15, November 15



**Ohio Regional Association of Law Libraries  
Executive Board Meeting  
Law Office of Buckingham, Doolittle & Burroughs, LLP  
Columbus, OH  
Thursday, April 10, 2003**

Present:

Beth Langton, President	Ellen Quinn, Immediate Past-President
Suzanne Young, Vice President	Tom Hanley, Treasurer
Miriam Murphy, Secretary	Marcus Hochstetler, Executive Board

- I. The meeting was called to order by President Beth Langton at 10:15 am.
- II. Secretary's Report  
Minutes of the October 18, 2002 Business Meeting and Board Meeting were approved via e-mail and published in the December 2002 ORALL newsletter.
- III. Treasurer's Report
  - A. Akron Meeting Update  
The final financial report was presented. The meeting cost ORALL an additional seven thousand dollars beyond the money from registration fees and vendor underwriting. The donation from Lexis which has been used to cover meeting expenses in the past was used to cover speaker fees.
  - B. Current Financial Status  
The balances are still good, but the organization may want to consider increasing revenue if we want to continue to get quality professional speakers for our annual meetings. There was a general discussion on ways to increase revenue, including raising meeting registration fees or annual dues. Dues have been fifteen dollars for at least twenty years.
- IV. General Announcements
  - A. George Straight Minority Scholarship  
ORALL made a \$1,000 donation to the scholarship. We received two letters from AALL, one individually acknowledged our contribution, one outlined contributions on a national level. ORALL will be listed on the AALL web page as a donor and recognized at the annual meeting in Seattle. The Membership Committee sent letters to the Deans of regional library schools to encourage students to apply for the scholarship.
  - B. 2003 Annual Meeting – Notre Dame  
The Education Committee is considering a changing environment concept for the annual meeting. Potential keynote speakers were presented to the Board.
  - C. 2005 Annual Meeting – Indianapolis  
Indianapolis is still a potential site for the Fall 2005 annual meeting.
  - D. Committees
    1. Membership  
Tom Hanley is the Board liaison and Lisa Peters is the Chair. The Committee wants to energize the relationship between ORALL and the regional library schools. One step will be to identify ORALL members in towns that have library schools. We can provide scholarships, career days, instruction, legal bibliography and offer tours of our law libraries.
    2. Nominations  
Ellen Quinn is the Board liaison. She reported that the Committee, chaired by Nancy Clark, has a tentative slate of strong candidates with a good balance of library types. The slate will be published in the May newsletter.
    3. Government Relations  
Two Ohio bills were discussed. Senate Bill 123 will change the fines relating to DUI violations and other traffic related issues, which might also increase the funds going to county law libraries. House Bill 95 prevents the State from competing with private vendors in the distribution of legal information.
    4. Newsletter  
This is Ken Kozlowski's last year as editor. His hard work was recognized by the Board. Beth will seek a recommendation from Ken for a successor and post a message on the listserv for additional recommendations, if necessary. 125 members out of the 300 person membership have selected to get the newsletter electronically. Also the 75 non-members (mostly AALL persons) now get the

electronic version. Distribution via e-mail is saving \$375 per issue (\$850 per paper issue vs. \$475 per e-mail & paper issue).

#### V. Old Business

- A. ORALL Domain Name  
The Chair of the Committee, Kurt Metzmeier submitted a report on the steps required to obtain exclusive rights to the ORALL.com web name. The Board decided not to pursue the issue at this time.
- B. Newsletter Ads on the Internet  
The University of Louisville (provider of the host server) will permit the advertisements published in the paper newsletter to also be published in the electronic version. The internet version of the March newsletter included the ads. The ads were therefore presented to all members regardless of format selected.
- C. ORALL Archives  
An e-mail request went out asking for material, but there was not much response. Ellen will now contact past officers individually to inquire about getting materials. The County SIG has a traveling bag with records since 1988. Copies of the items from the bag should be made and put in the archives. The Local Arrangements Committee "red binder" that Carol Bredemeyer prepared in 2000 was copied by Beth Langton for placement in the archives. Beth will see that appropriate materials from her term as Vice President are copied for the archives. We have archival materials from the 1970's and 1980's but not as much from the 1990's.

#### VI. New Business

- A. 2003 AALL annual meeting - Seattle
  - 1. Activities Area Table  
The Board decided not to request a table for ORALL.
  - 2. CONELL Marketplace  
Marcus Hochstetler has volunteered to represent ORALL at the marketplace and to be a resource for the new librarians. He will investigate having ORALL logo pens produced to give away at the marketplace. Beth Langton will also be available.
  - 3. Board Meeting  
Most Board members are attending the meeting this summer so there will be a Board meeting in Seattle. Beth will follow-up with everyone to schedule a time and location for the meeting.
- B. Type V Scholarship  
Beth distributed four handouts outlining the scholarship types, sample application form and relevant e-mails from the scholarship committee. This may be the last year that AALL is offering the Type V Scholarship (Continuing Education Courses). The reasons for dropping this scholarship are due to money shortages and that continuing education is not a professional requirement. The Board considered whether ORALL should provide this type of scholarship in lieu of those currently being offered to members to help with attendance at AALL. For the reasons listed above the Board decided not to fund Type V Scholarships. We should focus our financial resources on assisting members to attend the annual meeting.
- C. Statistics on ORALL members who are AALL members  
AALL has requested that we provide them with statistics on dual membership. ORALL does not keep records on AALL membership. Beth Langton volunteered to compare the ORALL list of members against the AALL membership directory. She will then report the results back to AALL.
- D. Dues Adjustment  
The Board considered whether to propose a dues increase for those that select the print newsletter option. A vote of the membership would be required for any dues increase. The Board decided not to propose any increase at this time.

#### Adjournment

The meeting was adjourned at 1:00 pm.

Respectfully submitted,  
Miriam Murphy, Secretary

## **Nominations Committee**

The Nominations Committee is proud to announce the following members will be joining the ORALL Executive Board starting at the close of the 2003 Annual Meeting at Notre Dame, on October 24. The Committee wishes to thank these members for the commitment of their time and talent to the Association.

### **Vice President/President-elect: Claudia Zaher**

Current position: Assistant Director - Collection Development, Acquisitions/Serials, Chase College of Law Library, Highland Heights, KY. Claudia has been a law librarian for over twenty years. During that time she has also been employed as a part-time Park Ranger with the National Park Service. Some of her varied work and volunteer experience includes a historical society library, a university library, a talking books library and a save our schools group. Claudia's service to ORALL includes service as Board Member from 1997 to 1999 and as Secretary from 2000 to 2002.

### **Executive Board Member: Sarah Lynch**

Current position: Reference Librarian, Vorys, Sater, Seymour & Pease LLP, Columbus, OH. Sarah was a litigation paralegal in Miami for several years before becoming a law librarian. She has worked in a variety of Ohio law firm libraries over the years while earning her MLIS. Sarah has been an active member of ORALL for nearly a decade.

### **Treasurer: George Baker**

Current position: Director, Trumbull County Law Library Association, Warren, OH. George got his first law library job while attending law school at the University of Cincinnati. He was a librarian at the Cincinnati Law Library for a number of years before becoming the Trumbull County law librarian. George has participated in public service community organizations as well as ORALL.

The Executive Board would like to extend its appreciation to the Nominations Committee for all their hard work. Committee members include Anita Shew, Ellen Quinn and Matt Wagner. Particular gratitude goes to Committee Chair Nancy S. Clark for her exceptional leadership.

For uncontested elections, pursuant to ByLaw XI, section 2, "the Secretary need not mail a ballot but shall notify the membership of the results of the nomination process in the ORALL Newsletter."

Miriam Murphy  
Secretary



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