

ORALL NEWSLETTER

OHIO REGIONAL ASSOCIATION OF LAW LIBRARIES

SEPTEMBER, 2011

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President's Column – Steven Probst

President's Column

I love the rhythm of the seasons, particularly the way they play out in higher education. Still living my life by semesters, I can feel summer slipping away not only by sensing the greater disparity in daytime and nighttime temperatures, but also by noting the less hurried pace around the law school giving way to the frenzied activity that accompanies orientation and the first week of classes. Another harbinger of autumn is the ORALL meeting registration packet that I always look forward to seeing, and which arrived in my inbox just last week. This registration packet always brings a smile to my face because its arrival means that soon my co-workers and I will be taking an autumn road trip together, seeing and catching up with ORALL friends, attending some great programming, and of course, playing euchre.

The Cincinnati Local Arrangements and Education Committees have put together a terrific-looking meeting this year. It will be great to be in the city, exploring venues like the National Underground Railroad Freedom Center,

and the local law libraries we get to tour, and also enjoying local restaurants on the dine-a-rounds. The programming also looks first rate, and includes several sessions I am looking forward to attending. Each year I never fail to take something back from ORALL that has the potential to make me a better librarian or improve the level of service in my library.

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ORALL

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

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**Unsolicited contributions are encouraged;
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page.**

Profile

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



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President's Column *continued*

Combine that with the camaraderie that exists in ORALL and the amount of fun that can only be found where dozens of librarians gather together, and it's no wonder I can't wait for October. Thanks to everyone who has worked so hard to prepare this meeting for all of us.

In other news, although it has been a relatively quiet summer in terms of ORALL business, the Executive Board did recently adopt two new policies at the request of AALL that members should be aware of. These policies apparently have their origin in a recent incident in which a publisher threatened legal action against a AALL chapter, alleging a copyright violation. The complaint made by the publisher, discovered through the use of a Google alert, was based on postings on the chapter's listserv in which a list member requested an article from one of the publisher's products (protected by license agreement), which was subsequently provided by another list member. The publisher was able to identify both the librarian requesting the licensed product and the librarian whose firm subscribed to that product, and contacted both librarians as well as the chapter's listserv administrator, indicating that they were contemplating legal action. In further discussions between that chapter's president and the publisher, the publisher made clear that he expected the chapter to take steps to prevent such violations of its license agreements from occurring in the future.

Whether or not the publisher is seriously contemplating legal action, or is only trying to capture the attention of the chapter involved and AALL, they certainly have succeeded in the latter. At the Council of Chapter Presidents training held at the AALL Annual Meeting in Philadelphia in July, chapter presidents were informed that AALL attorneys had drafted both copyright and discussion list policies designed to limit the legal liability of both AALL and its chapters for similar actions of individual members in the future. AALL also requested that all chapter listservs be closed, meaning that there would be some method for approving individuals participating on the list, and thereby preventing listserv communications from being picked up by search engines. Chapter presidents were further informed that AALL was requesting adoption of these, or similar policies by all AALL chapters by August 31, 2011.

As for the specifics of the policies, the first requirement, regarding the closing of chapter lists, does not affect ORALL as the ORALL listserv is already closed to those who are not ORALL members. The recommended listserv policy then goes on to spell out practices that would be prohibited on the listserv, including the use of defamatory or abusive language, using the list to solicit business, or using the list in a manner that violates copyright or antitrust laws.

A second policy required by AALL governs the use of chapter websites. This policy governs the use of material contained on chapter websites, limiting use to educational, non-commercial uses, protecting chapter names and logos, and disclaiming any warranties and liability.

The recommended policies were considered by both ORALL's Bylaws and Guidelines Committee and the Executive Board. While likely no chapters are thrilled with the prospect of having policies forced on them by a national organization, the policies were generally felt to already represent the way in which ORALL's list and website were operated, and also in our best interests. Further, as chapters were not required to adopt the exact language of the policies recommended by AALL, Bylaws and Guidelines, after careful consideration, deleted nearly a full paragraph of AALL's recommended policy for listservs which went into detail regarding antitrust language. The full text of both the listserv policy and the website copyright policy as adopted by the Executive Board can be found following this article. Further discussion regarding these policies is possible at our meeting in Cincinnati should this be felt necessary.

Finally, given that fall is nearly upon us, this is my last column as ORALL President. Therefore, I would like to thank you all for the opportunity to serve in this capacity. It has been great to get to meet and work with many of you more closely, and an honor to represent such a terrific organization.

Thanks for a great year, ORALL. I look forward to seeing all of you in Cincinnati.

* * *

ORALL Listserv Rules and Conditions

The following are the rules and conditions of participation in the ORALL Listserv. By subscribing to and participating in this Listserv, users hereby agree to be bound by and warrant their full compliance with the following terms of participation:

This Listserv is a service provided by ORALL in furtherance of its nonprofit and tax-exempt purposes. This Listserv is a closed Listserv and is only open to ORALL members for the purpose of discussing matters related to or arising out of the Law Librarian profession.

ORALL accepts no responsibility for the opinions and information posted on the Listserv by others. ORALL disclaims all warranties with regard to information posted on this Listserv; this disclaimer includes all implied warranties of merchantability and fitness. In no event shall ORALL be liable for any special, indirect or consequential damages, or damages of any kind whatsoever, resulting from loss of use, data or profits, arising out of or in connection with the use or performance of any information posted on this Listserv.

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This Listserv shall not be utilized in any manner that violates federal or state antitrust laws or other laws prohibiting anticompetitive practices.

All postings shall be of an informational nature and for informational purposes only. Commercial use or any other unauthorized use of this Listserv is prohibited. Do not use the Listserv to solicit or conduct business, including the direct or indirect marketing of users' products or services, in any manner. The Listserv may not be used to provide information, materials, products, or services in exchange for compensation of any kind.

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* * *

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(August 24, 2011)

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eBooks: A Bold New Frontier for Our Law Library
by Kathleen M. Sasala, Esq., Librarian and Chief Administrator, Cuyahoga County Law Library; Secretary, Cleveland Law Library Association

Our law library has taken what we consider a bold step by purchasing five (5) eBooks from Lexis. Although Lexis offers an extensive list of eBook titles, including many related to Ohio law, we purchased the following five (5) titles as a beta test to gauge interest and usage of eBooks at our law library:

- Anderson's Ohio Creditor's Rights Manual
- Anderson's Ohio Consumer Law Manual
- Anderson's Ohio Elder Law Practice Manual
- Ohio Workers' Compensation
- Employment in Ohio: A Guide to Employment Laws, Regulations and Practices

We chose these particular eBooks based on a number of relevant factors, including patron demands, circulation and in-house usage statistics, subjects, and collection strengths for which we are known, especially labor and employment law.

Before purchasing our eBooks, I read several articles on alternative devices, such as Kindles and other eBook readers, as well as the formats in which eBooks are being created and published.¹ Despite the economical nature of many ereaders, cost was still a consideration for us. To save money, I even considered installing the eBooks on portable flash drives that we currently circulate to members, but I quickly rejected that idea after weighing the risks that members could easily lose or misplace these smaller devices. It seems I had more questions than answers at one point, but our Lexis sales representative was very helpful and informative and even told me to “keep the questions coming.”

After considering all of our options, rather than purchase new equipment or use our existing flash drives, we chose to download our new eBooks to existing laptops we already own and currently loan to private and statutory members who sign our Agreement for Laptop Use:
(http://clevelandlawlibrary.org/Public/Misc/Agreement_For_Laptop.pdf)

To enable multiple patrons to use our eBooks at the same time, we loaded three (3) titles on one laptop and the other two (2) titles on a second laptop. Alternatively, we could have purchased more than one license for each eBook and loaded each of them on both laptops. Depending on how our initial test goes, we may consider doing that in the future or adding more eBook titles to our current collection.

¹One of the most concise and practical articles I read was Cheryl Cheatham’s April 2011 article in the AALL Spectrum entitled *E-READER REVOLUTION: How to get the most “book” for your buck*.

In addition to saving money, we feel that our eBook solution offers our members flexibility in the current eBook market. Setting aside the risks we run in loaning out expensive equipment, circulating an eBook can be better for patrons than circulating a print book for several reasons. The obvious reason is that although patrons can only copy sections and chapters from hard copy books, we have installed word processing software on our laptops that enables our patrons to cut and paste text from our eBooks directly into documents that they are drafting. Having tried this myself, I can honestly say that it was easy to do and saves a lot of typing. As a result, lawyers who routinely use word processing software can use our eBooks without a learning curve.

Because our laptops are also enabled for wireless access, our patrons can email their documents or print to their own wireless printers. Alternatively, patrons can use their own flash drives or disks to transfer documents to another device first. Thus, our eBooks serve as a highly efficient version of a hard copy book that is checked out to another person and thus otherwise unavailable for circulation.

In addition, although we maintain a robust Lexis plan that includes all of the eBooks we purchased, we are not able to offer remote access to Lexis. Consequently, members who borrow one of our laptops can take a part of Lexis with them, like they would a traditional book. Our members are also clamoring for access to more and more materials in electronic format, and we want to be able to utilize the best delivery methods available to satisfy their requests. I have always felt that we need to become indispensable to our members and serve as their second offices to keep them coming back and using our collection and services. As a result, our current approach to eBooks is a 'win-win' situation for both our patrons and our law library.

Our patrons are definitely using and enjoying our new eBooks, and our laptops are getting a lot more use. As an example, as of this writing, the laptop loaded with Ohio Consumer Law, Ohio Creditor's Rights, and Ohio Elder Law is currently checked out to one of our patrons.

For those who are wondering if eBooks are affordable, we found that they are priced similarly to their print equivalents. However, Lexis was able to offer us a significant discount on our eBook purchases since we already purchase the same titles in print. Right now, the eBooks we have purchased are available only as a one-time sale, without ongoing supplementation, just like many of the hard and soft cover monographs we purchase from Lexis and other vendors. My sales representative and I have discussed possible options that would enable eBook purchasers to download periodic updates for a defined subscription period, and I assume Lexis is considering this suggestion.

While our patrons can just as easily buy the same eBooks we did, we assume they face the identical dilemmas and considerations that keep them from buying traditional legal research books in print now and instead using our collection as their personal libraries.

Some of these reasons naturally include cost, frequency of use, space, and the breadth and scope of their legal practices and client needs.

Finally, we hope that our current solution to eBook acquisitions is an interim step for our law library. Naturally, we would like to eventually purchase eBooks that we can directly circulate to members for use on their own portable devices and computers. However, Lexis is still working on issues related to digital rights management (“DRM”) that would allow libraries like ours to loan eBooks directly to members by purely electronic means. In discussing eBooks and DRM with our vendor representative, we have identified many issues that need to be addressed. These issues include, but are not limited to, direct circulation through our online catalog and/or integrated library system, loan lengths, circulation expiration dates, renewal privileges, miscellaneous license restrictions, and copyright laws implicated in downloading and/or copying eBook content.

* * *

Ohio Bar Automated Research (OBAR) Collection

by Deborah Dennison, The Judge Ben C. Green Law Library, Case Western Reserve University

In the early 1990s, Case Law Library Director Kathleen Carrick received a collection of materials on the Ohio Bar Automated Research Corporation (OBAR).²

OBAR was formed as a non-profit subsidiary of the Ohio State Bar Association (OSBA) in 1967 for the sole purpose of developing computer assisted legal research for Ohio lawyers. After crafting a service definition calling for a non-indexed, online, interactive service to search the full text of Ohio legal materials³, OBAR contracted with Data Corporation, an Ohio company, to develop the technical aspects of database development⁴ while OBAR was responsible for marketing and training aspects. Shortly afterwards, Mead Corporation entered the picture and acquired Data Corporation, forming the subsidiary, Mead Data Corporation (MDC), to continue working with OBAR on database development. OBAR’s initial collaboration with Data Corporation (and later MDC) subsequently laid the groundwork for MDC’s LEXIS, the world’s first commercial online legal research service in 1973.

After many years of other library priorities, receiving a AALL Lexis Grant gave us the incentive to undertake the organization and preservation of the OBAR materials.

² Ms. Carrick was deeded the materials from Robert Asman, former Executive Director and President of OBAR; Carrick’s and Asman’s collaboration on a book on the history of OBAR and LEXIS was halted upon Asman’s death in 1998.

³ Typical database development was based on “indexing, digesting, or other editing of original materials.”

⁴ Among other innovations, Data Corporation was one of the first online systems to demonstrate **proximity searching** (1969), and **highlighting of search terms** (1970).

The [OBAR archive](#) consists of various internal and external records such as OBAR trustee meetings, correspondence, customer files, and financial and technical reports. Because the collection had been handled and moved many times, original provenance was lost. However, the collection is now cogently organized, and each archival box features a reproduction of the original OBAR logo, a computer reel in motion. A searchable [OhioLINK finding aid](#) has been created. Scanning of significant parts of the collection is planned for the future.

In addition to acknowledging Ohio's contribution to online legal research, the collection has special significance to Case Law School because Case was the first law school to use LEXIS on a regular basis.⁵



* * *

The Statewide Consortium of Ohio's County Law Library Resources Board

by Angela Baldree, Lake County Law Library

On January 1, 2011, the Statewide Consortium of Ohio's County Law Library Resources Boards became operational. Created by the laws changing Ohio county law libraries in 2009, this body is charged with supporting Ohio's county law libraries through resource sharing, statewide contract purchases, and other means. There is a five member board governing the consortium. Judge Charles Schneider from Franklin Common Pleas Court is the Chair of the board. Mary Jenkins, Director of the Hamilton County Law Library Resources Board is the Vice Chair. Kathleen Sasala, Director of the Cleveland Law

⁵ See plaque from MDC (Finding Aid/link in summary).

Library Resources Board is the Secretary. The two other members of the board are Kenneth Kozlowski, Director of the Supreme Court Law Library, and John Leutz from the County Commissioners Association of Ohio. There is also an advisory council made up of Galen Avery, Jan Babbitt, George Baker, Richard Baker, Keith Blough, Susan Bolin, and Judge James Shriver.

This summer the board decided to offer a grant to a county law library resources board for the use of their librarian to serve as the executive director of the statewide consortium. In July the board selected Angela Baldree from the Lake County Law Library Resources Board for that position. Ms. Baldree is expected to spend about ten hours each work working for the statewide consortium and the law library will be reimbursed for her time.

Ms. Baldree began her responsibilities on August 1, 2011 and will continue as the executive director until December 31, 2012. At the meeting of the statewide consortium on August 4, Ms. Baldree presented the board a list of her goals for the next seventeen months.

The first order of business is to get a statewide consortium web site up and running. There are several sites available for law librarians to gather information and the consortium is hoping to create a comprehensive site which contains all information necessary for Ohio's County Law Librarians. It is the goal of the consortium to have this site operational by the October ORALL meeting.

Beginning in September, Ms. Baldree along with other members of the board and advisory council will begin visits to various county law libraries. The plan is to visit five or six libraries each month hopefully with at least one member of the library board, a county commissioner, and the librarian in attendance. There are several purposes for these meetings. First the consortium wants to meet those individuals involved with the law libraries in order to share some of their plans as well as hear additional suggestions on how the statewide consortium can assist the law libraries. The CLLRB members can use these meetings as a way of voicing concerns on how the statewide consortium might be able to help. The consortium is also looking for some best practices being done throughout the state in order to share them with other libraries.

Ms. Baldree has already started talks with vendors on statewide purchases. The vendors have been receptive to these talks and have already offered some packages that the consortium is going to consider at their next meeting.

Thanks to the local arrangements committee for giving the statewide consortium time at the ORALL Annual Meeting. The Statewide Consortium of Ohio's County Law Library Resources Board will meet from 2pm until 4pm on Wednesday, October 19, 2011 in Cincinnati. In the meantime, if anyone has questions or concerns for the statewide consortium please contact Angela Badree at 440.343.4894 or Angela.Baldree@sconet.gov.

* * *

Franklin County Law Library Undergoing Change
by Keith Blough, Franklin County Law Library

The Franklin County Law Library seemed to be left behind and isolated this past June when most of the occupants of the Franklin County Hall of Justice moved into the new courthouse at 345 South High Street. The law library remains on the tenth floor of 369 South High Street. The only other occupants of the building consist of a small contingent of the common pleas clerks' office on the third floor, and some law enforcement officers on the fifth floor. I was trying to be optimistic about being left behind by identifying positives such as: at least we will be able to get an elevator in decent time with all these other people gone. The day before the move there was a major power outage that disrupted the programming controlling the elevators. Forget the speedy elevators.

On Saturday, August 20th the library began the process of removing 30,000 volumes from the shelves for recycling. With an efficient combination of county staff, community service workers and library staff, this project was completed in a span of 4 days, or about 23 hours. As these volumes comprised about half of the library hard copy collection, the task of the impending move became a lot less daunting. These volumes consisted mainly of discontinued reporters, digests, codes and law review subscriptions. In September, 2009, I read that Mercer University in Nashville, TN was opening up a new law school. After I gave up trying to figure out why, I contacted the Director of the University Library and offered these volumes to the new law school. They declined, but at least I did my due diligence in trying to dispose of them.

However, change is finally on the horizon! Plans are being finalized for a temporary move to the sixth floor of the Municipal Court Building at 375 South High Street. This floor was formally occupied by common pleas magistrates who moved to the new courthouse. The good news is that our law library could actually be moving in late October. The master plan calls for the complete renovation of the Hall of Justice, including asbestos abatement and for the relocation of the law library back into the Hall of Justice once the project is completed.

At this stage of the game, we are definitely looking forward to moving out of the Hall of Justice. The new space will be arranged and segmented more logically than the current space, and we are looking forward to improving services as a result.



* * *

Annual Meeting 2011

Navigating the Rapids of Change – Cincinnati, Ohio

Wednesday, October 19, 2011 – Friday, October 21, 2011

[Registration packet](#)- Includes registration form, hotel information, Thursday dine-around information (also see the [Dine-A-Round Online Sign-Up form](#) below) , library tour information. [Pages of the packet to mail in](#) (registration form and library tour form.)

[Educational Program Schedule](#) (Tentative – revised 9/6/2011) (presented below for your convenience)

Conference Hotel: [Hyatt Regency](#) – Deadline for hotel reservation is Sept. 28, 2011. [hotelinfo](#) (same as what is in the registration packet)

Library Tours – Meet in the lobby of the Hyatt at 2:15 p.m. on Wednesday Oct. 19.

Opening Reception: [National Underground Railroad Freedom Center](#) Oct. 19, Wednesday Evening. Bus transportation from the Hyatt available from 5:30 p.m. to 9:30 p.m.

Thursday Oct. 20 Dinner Dine-a-Round – [Online Sign-Up form](#) - you will need a password to sign in, which will be distributed via the ORALL listserv. Contact [Sue Altmeyer](#) (216)687-4894 if you did not get the password.

Thursday GAME NIGHT & Euchre Tournament will follow the Dine-A-Round.

* * *

Educational Program Schedule

Wednesday, October 19, 2011

5:30 p.m. – 9:00 p.m.

Opening Reception

Keynote Speaker: David Singleton

David A. Singleton is an attorney and Executive Director of the Ohio Justice and Policy Center (OJPC). The OJPC is a non-partisan, nonprofit, public interest law office based in Cincinnati, whose purpose is to reform Ohio's justice system. Mr. Singleton received his J.D., cum laude, from Harvard Law School in 1991, and his A.B. in Economics and Public Policy Studies from Duke University in 1987. He teaches a seminar on Constitutional Issues in Criminal Justice and the Constitutional Law Clinical Externship.

Thursday, October 20, 2011

8:00 a.m. – 9:00 a.m.

Breakfast

9:00 a.m. – 9:15 a.m.

Welcome and ORALL Skit

9:15 a.m. – 9:45 a.m.

Program Keynote Address (30 minutes)

[Keynote Speaker TBA]

Program 1 (60 minutes) (concurrent session)

10:00 a.m. – 11:00 a.m.

Coordinator: Carol Furnish, Northern Kentucky University, Chase Law Library
(furnish@nku.edu)

Title: Networking Ideas to Promote Yourself and to Showcase Your Library

Speakers:

Mary Lynn Wagner, Keating, Meuthman, and Klekamp, Cincinnati, Ohio
(WMWAGNER@KMKLAW.com)

Mike Whiteman, Northern Kentucky University, Chase Law Library
(whiteman@nku.edu)

Mary Jenkins, Hamilton County Law Library, Cincinnati, Ohio (MJenkins@cms-hamilton-co.org)

Description: Participants will be prepared to design and promote an outreach service. Participants will evaluate ways to promote their parent institution and themselves; via collaborative efforts, Web 2.0 technologies, formal training, and other efforts.

Librarians have an opportunity to take the challenge of outreach, which is more important today than ever. They acknowledge the wisdom of networking and promotion but found it difficult to find the right platform. The program describes the achievements of three librarians, to market both their expertise and the resources of their parent institution. Each [presenter has successfully collaborated with the legal community or public libraries to promote their institution and share their knowledge. The speakers will discuss how they designed their outreach services.

One presenter developed strong ties with the local bar association and other professional groups. She implemented various programs on research and technology and spearheaded a research technology column for the bar newsletter. (Mary Lynn Wagner)

Another presenter collaborated with local public librarians and organized a traveling lecture on legal research. He cultivated good relation between libraries and encouraged phone referrals between institutions. This presenter contacted other law librarians in the legal community in order to develop a legal research boot camp which is open to law students and associates hired by local law firms. (Mike Whiteman)

The third presenter embraced several Web 2.0 applications to promote her library, a Twitter account, and staff LinkedIn profiles. Staff developed email distribution lists to deliver case summaries and legal news by practice area. Her library offers guest lectures on law-related topics for the public and hosts video conferencing and receptions for other local groups. (Mary Jenkins)

10:00 a.m. - 11:00 a.m. (60 minutes) (concurrent session)

Breakout Session: What's New with WestlawNext™ - West Representatives will show how WestlawNext is easier to use, has dramatically improved search tools and helps you analyse and organize more effectively. This session will highlight recent enhancements and also showcase WestlawNext for Patron Access. (NOTE: This expanded session is eligible for 1 hour OH CLE Credit.)

11:00 a.m. – 11:15 a.m.
BREAK (15 minutes)

Program 2 (45 minutes) (concurrent session)
11:15 a.m. – 12:00 Noon

Speaker: Howard E. Trivers (howard.trivers@bakerd.com), Baker & Daniels, Indianapolis

Title: Find Facts Fast, Free or for a Fee: Successful Due Diligence & Investigative Research

Description: Find reliable information on people's assets, foreclosures, liens, marriage and divorce records, criminal records, civil judgments, real estate records, real estate financing records, property records, government records, official records, bond ratings, and so much more, fast and all free.

11:15 a.m. - 12:00 Noon (45 minutes) (concurrent session)

Breakout Session: What's New with WestlawNext™ - West Representatives will show how WestlawNext is easier to use, has dramatically improved search tools and helps you analyze and organize more effectively. This session will highlight recent enhancements and also showcase WestlawNext for Patron Access.

12:15- 1:30 (75 minutes)

Lunch Break

[Sponsored by Thomson-Reuters]

Program 3 (45 minutes) (concurrent session)
1:30 p.m. – 2:15 p.m.

Coordinator: Judith Kaul (judith.kaul@case.edu), Case Western Reserve University School of Law Library

Title: Best Practices for Evaluating New Electronic Resources:

Speakers: Judith Kaul (judith.kaul@case.edu), Case Western Reserve University School of Law Library and **Rob Myers** (rrm8@po.cwru.edu), Case Western Reserve University School of Law Library.

Description: This program will highlight the best practices to use when evaluating a new electronic resource for acquisition. These best practices are gleaned from the library literature, published surveys, and the experiences of the presenters. Best practices include: "try before you buy," obtaining stakeholder involvement, benchmarking, and using an electronic resource evaluation checklist, among others. The program will focus on four areas: 1) the electronic resource evaluation checklist, 2) selection and coordination of a trial focus group,

3) the cost-benefit analysis, and 4) subscription versus ownership and other licensing options.

Other considerations to be examined include: authentication, user interface, content -appropriateness, search capability, browsing capability, currency and archives, vendor support, training, user statistics, bill back mechanisms, online documentation, and formatting. In addition, the program will present questions to be asked of other stakeholders in the acquisitions process (e.g., the IT department, catalogers, and public services). Program materials will include a sample electronic resource evaluation checklist and bibliography.

Program 4 (45 minutes) (concurrent session)
1:30 p.m. - 2:15 p.m.

Title: Billing Clients for Research

Coordinator: Sue Altmeyer, Cleveland Marshall College of Law, (216) 687-4894, sue.altmeyer@law.csuohio.edu

Title: Cost Recovery: Still an Option?

Speaker: Katherine Lowry (klowry@bakerlaw.com), formerly at Cable and Clark, now at Baker Hostetler.

Description: This presentation will focus on how to look at cost recovery from new perspectives. This includes looking at issues surrounding cost recovery in law firms from the viewpoint of Information/Library Directors, Attorneys/Executive Partners, and Clients. Each viewpoint will be represented so that we can adequately explore if cost recovery is still an option in the legal industry, and if so, how to best implement/maintain it.

1:30 p.m. – 2:15 p.m. (45 minutes) (concurrent session)

Breakout Session: What's New with Lexis?

Program 5 (45 minutes) (concurrent)
2:30 p.m. - 3:15 p.m.

Title: The QR Code: What Is It? How Do I Use it in My Library?

Speakers:

Richard Humphrey (rhumphre@iupui.edu), Indiana University School of Law – Indianapolis, Ruth Lilly Law Library

Kiyoshi Otsu (kotsu@iupui.edu), Indiana University School of Law – Indianapolis, Ruth Lilly Law Library

Wendell Jonting (wenjontin@iupui.edu), Indiana University School of Law – Indianapolis, Ruth Lilly Law Library

Description: Imagine walking up to a study room during the exam period and holding up the screen on your mobile device, that is blackberry, android, phone, iTouch, iPod or iPad, up to this little black and white square. The following text would load up on your screen with the live link to the reservation portal. Well, the future is here, these little squares are called QR2 codes.

Applications include instructions on stops along the way in a self-guided library tour, art work in the library, views outside the library, or how to use the photocopiers, microfiche readers and printers, book locations, library hours posted, use of equipment, electronic resources, library policies, etc.

The QR Code is a two-dimensional type of specific matrix barcode, which can be read by a smartphone or a dedicated QR barcode reader. The presentation will define the QR Code, how it is used in libraries by patrons with smartphones, and about possible future QR applications in all types of libraries. In this session, it will be emphasized and demonstrated how easily librarians can implement this technology, for little or no cost, and how they can start setting up and using QR applications when they get back to their own institutions.

Program 6 (45 minutes) (concurrent session)
2:30 p.m. - 3:15 p.m.

Title: Developing an Effective Online Legal Research Course for Law Students

Speakers:

Debra Denslaw (ddenslaw@iupui.edu), Indiana University School of Law – Indianapolis, Ruth Lilly Law Library

Catherine A. Lemmer (calemmer@iupui.edu), Indiana University School of Law – Indianapolis, Ruth Lilly Law Library

Steven R. Miller (stevmill@iupui.edu), Indiana University School of Law – Indianapolis, Ruth Lilly Law Library

Miriam A. Murphy (mimirphy@iupui.edu), Indiana University School of Law – Indianapolis, Ruth Lilly Law Library

Description: Nothing is more valuable to the legal client than a lawyer's ability to research, analyse, and apply the law. The quality of the lawyer's research skills is an important determinant of efficiency and cost-effectiveness. However, there is general agreement in both law and law librarianship that many law students are

not sufficiently prepared at graduation to perform the skills required in the practice of law. A full-semester, mandatory course was instituted at the Indiana University School of Law – Indianapolis as the best way to provide the consistency and comprehensiveness that law students require.

Accordingly, Legal Research as a 13-week mandatory Law School course was approved in late 2009. Offering a mandatory, online course is expected to enhance student learning outcomes in several ways. First, the exposure of each student to legal resources increases four-fold, from three sessions to 13. Second, the additional sessions allow library faculty to provide students with more experiential and problem-based learning. During the course, librarians will cover both primary and secondary sources of law. The course is intended to help students master research techniques that are unique to legal research. All of the instructional concepts are transferrable to the law firm's summer associate training.

The technology used included a course management system, Oncourse (Modules, Tests & Surveys Beta, Resources, Gradebook, Announcements); Breeze; PowerPoint; Captivate; Adobe Presenter; Hot Potato; Raptivity; Captivate; email; FTP; and Flash. The pedagogies used were self-directed learning; practical application of skills; immediate brief feedback; comprehensive and detailed feedback; self-assessment; online graded quizzes; computer-assisted legal research (CALR) lessons; and online tutorials.

2:30 p.m. – 3:15 p.m. (45 minutes) (concurrent session)

Breakout Session: What's New with Lexis?

3:00 p.m. – 3:30 p.m. (15 minutes)

BREAK

3:30 – 4:15 p.m.

Program 7 (45 minutes) (concurrent session)

Title: RDA – Coming soon to a Catalog near You?

Speaker: Chris E. Long (clong@iupui.edu), Indiana University School of Law – Indianapolis, Ruth Lilly Law Library

Description: The presentation will give information on RDA, the proposed new cataloging code. It is intended for non-catalogers. The first part RDA – Coming Soon to a Catalog near You?

The presentation will give information on RDA, the proposed new cataloging code. It is intended for non-catalogers. The first part will briefly describe the issues and events that have led to the formulation of RDA. It will go on to describe a few concepts that are fundamental to understanding RDA.

To give the audience a “first taste” of the differences that they will see as RDA records appear in an online catalog, there will be side-by-side examples of AACR2 and RDA bibliographic records as they appear in OPAC display. This will be followed by a discussion of display and retrieval issues that are foreseen. Finally, there will be an examination of RDA implementation issues.

3:30 p.m. – 4:15 p.m. (45 minutes) (concurrent session)

Breakout Session: What’s New with Lexis?

Friday, October 21, 2011

8:00 a.m. – 9:15 a.m.

Breakfast and Business Meeting

Program 8 (45 minutes)

9:15 a.m. – 10:30 a.m.

Coordinator: Mike Whiteman, Northern Kentucky University, Chase Law Library (whiteman@nku.edu) will introduce the speaker.

Title: Civil War Era in the Cincinnati Area

Speaker: Gary Knepp, Esq. (garylknapp@gmail.com)

Description: Gary Knepp, a local attorney, has written on, and continues to research in, the civil war era in the Cincinnati area. Gary is a very informative speaker on local history in Cincinnati.

10:30 a.m. – 10:45 a.m.

BREAK

Program 9 (45 minutes) (concurrent session)

10:45 a.m. - 11:30 a.m.

Title: Excellence in the Library Begins With...Copyright Law?

Speaker: Llewellyn Joseph Gibbons, Associate Professor of Law, University of Toledo College of Law (llew.gibbons2@utoledo.edu)

Description: Wondering how copyright law applies to E-Reserves, Interlibrary Loan, Institutional Repositories, Digitizing, or other library services? Copyright law impacts many library services from being able to loan a book to providing materials for the classroom to scanning materials for the web. This session will cover the essentials of copyright law in general and its impact on libraries specifically. We’ll hit the highlights regarding library services and look at some

relevant court cases including the Google case. A bibliography of resources will also be provided to allow for more in-depth investigation on any of the topics raised.

Program 10 (Video Recording) (45 minutes) (concurrent session)
10:45 a.m. – 11:30 a.m.

Title: Audio Description and Closed Captioning: How Proposed Federal Regulations May Impact the Collection and/or Creation of Videos in Your Library

Speaker: Ryan Overdorf (ryan.overdorf@utoledo.edu), University of Toledo College of Law Library

Description: Various federal agencies are considering regulations on audio description and closed captioning that would impact not only the videos librarians buy, but also the videos librarians create. Audio description (also known as video description) refers to describing the visual elements on screen that cannot be seen by viewers with low or no vision.

The presenter will summarize each of the four relevant proceedings as they pertain to audio description and closed captioning: the FCC proceeding for broadcasters, the Justice Department proceeding for movie theatres, the Access Board web accessibility proceeding applicable to entities covered by Section 508 and the Justice Department web accessibility proceeding applicable to entities covered by the Americans with Disabilities Act. In addition, the presenter will show examples of audio description and closed captioning as well as discuss options for addressing them.

* * *

***Grants Available
For the ORALL Annual Meeting!!!
October 19-21, 2011 Cincinnati, Ohio***

The 2011 ORALL Annual Meeting in Cincinnati is certain to be one of the best, offering an exciting array of educational sessions! The ORALL Executive Board would like to encourage members to attend the Annual Meeting, if possible. To ensure this possibility, the ORALL Board is pleased to offer **two \$250** grants to ORALL members to attend the AALL Annual Meeting.

These grants are open to all ORALL members, regardless of the type and size of your organization. The ORALL Executive Board requires that the grant recipient(s) prepare a short article for the ORALL Newsletter. Details will be provided along with notification of the grant awards. The ORALL Board encourages application for the grants no matter the type or size of your organization.

To apply, complete and return the attached form by September 30th, 2011 to:

Emily Janoski-Haehlen, Chair
janoskie@nku.edu
ORALL Grants Committee
Salmon P. Chase College of Law Library
Northern Kentucky University
Nunn Drive, 200A Nunn Hall
Highland Heights, KY 41099

**All applications will be acknowledged by the Grants Committee within a day or two of receipt. Any applicant who does not receive an acknowledgement should contact the Emily Janoski-Haehlen.

All applicants will be notified of the Committee's decision by October 7, 2011.

ORALL ANNUAL MEETING GRANT APPLICATION
Cincinnati, October 19-21, 2011
***Application Deadline (completed application and any attachments
must be received by: Sept. 30, 2011)***

1. Name: _____

2. Organization Name:

3. Address:

4. Phone (include area code):

5. E-mail address:

6. Employment in Law Librarianship (include dates and places; if a student, please indicate school):

7. Other recent employment:

8. Education:

9. Professional Activities and Committee Memberships:

10. Member of ORALL since: _____

11. What percentage of your expenses will your employer pay for you to attend this meeting?

12. Have you previously attended ORALL meetings? If so, when?

13. Please describe your responsibilities in your current position:

14. Please attach a statement of how you will benefit from attending this meeting.

15. Please include one letter of recommendation from a person familiar with your work, potential and need of this grant.

Feel free to expand on any answer on a separate, attached sheet.

Complete this form and return (1) by email to: janoskie@nku.edu, (2) by FAX to: 859.572.6529, or (3) by US Mail to:

Emily Janoski-Haehlen, Chair
ORALL Grants Committee
Salmon P. Chase College of Law Library
Northern Kentucky University
Nunn Drive, 200A Nunn Hall
Highland Heights, KY 41099

* * *

AALL 2011, Philadelphia, Pennsylvania

Digitization at the Forefront

By Lisa S. Wernke, Robert S. Marx Law Library, University of Cincinnati

An observation from an ORALLian in Philly: in a 10 minute time period I counted 42 out of 61 people with either an iPad, iPhone, Blackberry, Palm, Android, or some other device walk past while sitting outside the registration area. Is it any wonder then that digitization is on the minds of most librarians these days? How can we reach more of our users and provide them with the information they seek? How can we get more people to use those small, special collections that we keep behind closed doors or in glass cases because of their rarity or fragile conditions? As librarians we feel a stewardship to our collections and we feel obligated to not only preserve those collections that we identify as rare, historic, etc., but to also make sure that any potential users can access these materials.

I had the opportunity to attend the workshop "Digitizing Government Information: How to plan and conduct a digitization project in your library" while at AALL. Although the workshop was slanted towards digitizing government information (both print and born digital) the speakers made it clear that the same principles could apply to any digitization project in any library.

David Walls, the preservation librarian at the Government Printing Office (GPO), was the first to speak about digitizing government documents and starting a digitization project. Mr. Walls provided several reasons for digitizing collections in our libraries. First, it is a way to connect content (or assets) to our community of users. Second, many of our print collections have grown out of control; digitizing these collections allows librarians to reign in print collections and possibly free up space in the library without limiting access for the user. Third, it is the perfect way to preserve collections that may be vulnerable to environmental issues and/or too fragile for people to use the material. Finally, the 97% of government information is born digital and 59% of adults get their information from the mobile web, so creating a digital collection of this material is protecting the information for the future.

Mr. Walls continued his presentation by addressing the planning aspect of a digitization project and standards vs. best practices in a project. He directed us to www.digitizationguidelines.gov for help in planning a digitization project. When thinking about standards in starting a project, standards govern the OAIS model for digital information management, digital file formats, and the metadata schemas for the digital project. Best practices are the consensus of a community of professional practitioners- those who have already begun and have a successful digitization project. The GPO has a Digitization Projects Registry at <http://registry.fdlp.gov>, which is an online community where people can put forth their ideas of digitization projects, find possible collaborative partners, and seek grant opportunities.

Next, Mark Phillips, the Assistant Dean for Digital Libraries at Univ. of North Texas Libraries, discussed collection development and management issues with a digital preservation project. He came at the topic of starting a digitization project with the classic questions: why, what, how, who, where, and when. Mr. Phillips began his presentation with the reasons why starting a digitization project is right for you and your library. 1) Are you interested in digital projects? 2) Can your institution sustain a project? 3) Do you have a project in mind already? 4) Are there opportunities to collaborate? Having a “why” is the most important part of starting a digital project. Perhaps there is inadequate access to print content. There may be local needs that are not being met by your print collection. Perhaps you have a special collection that is historic and physically worn. There are any number of reasons to start a digitization project.

After identifying why you want to start a project it is time to identify what you want to digitize. What is important to your library or community? It is possible that you may want to digitize something that was born digital or has already been digitized earlier. A lot of born digital information isn't well described or indexed; we, as librarians, can collect that data and provide additional access points that allow this information to be searched across content. The next step is deciding how you will acquire the content to be digitized. What type of material is the source: paper, fiche, film, or born digital? Do you have the systems in place to set up a digital preservation program, including the equipment and people to digitize? Are there standards and best practices in place for your project? Who is going to work on this digitization project is the next question to be answered. Will your library be the only one to work on this project or will you work with another institution? Finally, does it make sense to share the work or keep it all in house?

Addressing the where of a digital project is next. This raises the question of “do you have space to stage a project?” Where will the content of the digital project reside? Do you have storage space on a server, network or local PC? How much space do you need both physically and virtually? How much do you currently have? When the project is completed, where does the digital content go? Finally, when does the project need to be completed? Are there timeframes that are in place? Deadlines due to grant funding? Deadlines and dates could be used for publication purposes and for rolling out the new digital content to your user community.

Following the introduction and overview that Mr. Walls and Mr. Phillips provided, there was a panel presentation of five successful digitization projects. The panel included Janet Fisher of the Arizona Memory Project; Judith Meadows of the Montana State Supreme Court; R. Lee Warthen of the University of Utah Law Library's Territorial legal materials; Mark Phillips digitizing federal documents; and Sarah Rhodes of the Chesapeake Project: Harvesting born digital documents. Each panelist discussed their specific projects and introduced us to the various types of software and content management systems that they were

using. This provided a good look at what individuals and collaborative groups could do with a digitization project with a narrow or a broad focus.

In conclusion, this workshop provided a good overview for why digitizing a paper collection is ideal for the user and for the institution. Access and use of a paper collection can be limiting to the user. Paper collections are specific and there is no cross content search capability. Access is also limited to one user at a time and some collections, special, historic, and/or rare, are less accessible due to security concerns or because content is fragile. Digitizing these collections provides a better experience for the user and access to publications that are in high demand and as librarians we do want our collections to be used.

I would like to thank ORALL and the Grants Committee for providing me with the opportunity to attend AALL Annual Meeting in Philadelphia this year.

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***Saving the Best for Last: A review of the AALL 2011 program
"Enhancing Library Services with Technical Services Skills:
From the Backroom to the Front Lines"***
by Beth Given, Notre Dame Law Library

This year my attendance at the Annual Meeting in Philadelphia was partially funded by ORALL, for which I am very grateful. The meeting provides such an incredible opportunity to make new connections, discuss and develop new ideas, and learn more about our profession. This was the fourth meeting I have been able to attend and like each one before it, by Tuesday afternoon I was feeling a bit ragged around the edges. Between running from business meetings to programs, from social events to trying to find time to spend in the Exhibit Hall and now and then catch a bite to eat, the days are always packed. When those "K" programs at 3:15 on Tuesday come around, often they provide just what I need: a chance to get off my feet and relax, to listen to one final presentation before heading home. By that time in the conference, many colleagues had already left Philadelphia, beginning their journeys back home to different parts of the country, but considering it was in the final time slot, I thought this year's K-4 program, titled "Enhancing Library Services with Technical Services Skills: From the Backroom to the Front Lines," was particularly well attended. Of all the programs I went to this year, this was one of the highlights of my meeting, so I wanted to write about it to share some of the ideas I brought home with me, especially for the benefit of those who may not have been able to attend.

Catherine Bye, of the University of Hawaii's William S. Richardson School of Law, served as moderator, opening the session by saying she had been worried that as the last spot on a busy schedule there surely wouldn't be many in attendance. However, she thanked everyone who did come and hoped they had "saved the best for last." Without further ado, she introduced the program speakers, including Pat Roncevich and Sallie Smith of the University of

Pittsburgh's Barco Law Library, JoAnn Hounshell of the Chicago-Kent College of Law Library, and Sara Repinski of Widener University School of Law. Each librarian went on to present a brief summary of ways in which their libraries have been creative in their utilization of staff time and skills, specifically speaking about how they have worked to introduce technical services staff members into "frontline" library services.

Setting the groundwork for change

The first speaker to the podium was Sara Repinski, who began her presentation saying that what she wished to stress was the need "to utilize the skills that you have for each of your staff members individually." From a manager's perspective, she spoke about getting buy-in from staff; that is, how to get staff excited about changing job responsibilities and learning new duties. The first step to achieve any sort of change like this is to get to know your staff personally. *Who has what skills? Who wants to learn new skills? Who has skills that may be utilized in another department?* Sara mentioned when she arrived at Widener, one of the first things she did was sit down with each staff member to ask them about their job, what their skills were, and if there was anything they wanted to do that they weren't currently doing. She also asked what skills her staff wanted to obtain, and if they were willing to try new things. Taking this sort of personal interest as a manager not only helps your staff to feel included in the development of new workflow or procedures, but it also encourages a feeling of worth and pride in one's work when managers truly take personal skills and interests to heart. Not only will this make the workplace a better place, Sara said, but staff will "feel happier and more productive in their day-to-day tasks because you're wanting to use the skills they already have," as opposed to forcing a "learn this, you need to do this" approach.

Sally Smith made the point that "libraries must develop ways of providing innovative services with a well-rounded staff that combines technical skills with a focus on customer service." So, how do managers accomplish this? One important thing to consider is the organizational chart in your library. Sally encouraged librarians to think outside the box of the traditional organizational chart, where there is a distinct division between technical and public services. Pat Roncevich brought experience to the presentation as someone who had worked in smaller libraries with fewer resources before moving to the University of Pittsburgh's Barco Law Library. She said she approaches technical services with the philosophy that all library work, including technical services, is in its essence public services. She sees the common division between technical and public services departments as "artificial barriers," pointing out that in smaller libraries you can't afford to make these distinctions, so why do so in larger libraries?

Another issue touched upon from a managers perspective was that understanding and recognizing differing, often emotional reactions, to change is

important for moving the change process forward. Sally Smith spoke about some common stereotypes between technical and public service employees, and also of some key differences between the types of work in these areas. For example, while in technical services the focus is on vendor communications, public services naturally focuses on patron communications. In technical services, time is generally managed based on prioritizing and processing a relatively consistent workflow, as opposed to the need to react spontaneously to resolve problems on the “front lines” of the circulation or reference desks. Bringing these two work areas and “personalities” together can cause problems.

At the Barco Law Library, they make an effort to bring technical services and public services employees together outside of work-driven interactions to encourage staff interaction and cohesion. For example the library staff get together for weekly “snack and chat,” sessions (where there is a rule that conversations should not be work related), they hold library “summer games” (bocce and croquet on the library’s lawn), and have regular holiday and other special occasion parties. But aside from these popular events, Sally also described how their library built upon this camaraderie amongst departments to formally initiate a change to bring technical and public services employees together on certain parts of the library work flow. The first step to incorporating circulation desk hours into their technical services staff workloads was to build “awareness that the status quo was unsustainable,” Sally explained. It was important to explain in detail what would be changing and why, and importantly, allow staff time to adjust to these ideas. Sally pointed out the importance of viewing resistance as feedback, noting that “often the employees most resistant to change are those most familiar with the job and most concerned with getting things right!” Rather than getting discouraged, managers should use this feedback to make the change successful. Another important aspect to change is to establish new communication lines; from making sure that technical services staff are aware of who they need to report to when establishing new work flow, to holding regular meetings to discuss problems and encourage teamwork, as well as simply designating time to learn new procedures (and document them!). Sally noted that managers should be prepared to deal with the slow process of change – employees will likely “feel overburdened as they add new tasks to their existing workloads, they will be frustrated as their work efficiency decreases while they learn new skills, co-workers will become impatient with the mistakes made by less experienced staff, and lines of reporting and communication will break down as employees inadvertently revert to old habits.” Be patient and concentrate on the rewards that will come from this change as it is successfully implemented.

Empowering your employees

So why go through all this trouble to change, you may be thinking? One major theme that ran through this session was the importance of change to help empower your employees. In a time where budget cuts and layoffs are threatening, helping staff to feel secure in their jobs by helping them find new

ways to become indispensable to their institutions is beneficial for everyone. Rather than worrying that their jobs will be going away, employees are encouraged and enabled to develop new job skills or to offer new services and, in general, feel more valued.

JoAnn Hounshell began her presentation by asking for a show of hands how many audience members had experienced hiring or salary freezes, budget cuts, furloughs, or layoffs at their institutions in the last few years, which (unsurprisingly) seemed to include the whole audience. JoAnn's talk was focused on the impact of the economic downturn upon staff, especially in technical services. She noted that budget cuts often hit hardest in technical services departments because the cuts directly impact the workflow in this area. At Chicago-Kent, she noted that the staff members in her department began to fear for their jobs, and initially they "weren't developing new initiatives or services, we were just trying to survive." JoAnn spoke about developing an attitude in her department with the "3 R's" (*Resourceful, Resilient and Ready*) in mind to help weather the economic storm. In her library, the administration looked at the most vulnerable positions in the library (all of them in technical services) and analyzed the individual skill sets of each employee, not only those based on their job descriptions, but also including their interests, much as Sara Repinski had spoken about earlier. They asked about hobbies, coursework, and more, looking for ways in which they could utilize staff interests and talents to develop new library services and programs beyond what was already offered. At the same time, they identified the areas where the library was seeing an increased demand for services, which was always in education technology and faculty services. In the end, by investing in an increase in staff training, by better utilizing individual staff talents, and by cross training across departments, the employees felt more secure in their jobs, and the institution itself received the benefits, too.

For example, while talking with the technical services staff during the course of this departmental re-organization, JoAnn learned that a staff member had just completed a Masters Degree from Depaul University in Bilingual and Bicultural Education. As JoAnn noted, "unlucky for her, but very lucky for me, there really wasn't a job market out there" but instead she was able to transfer some of her knowledge to work for the library instead. This staff member developed an orientation program just for international students, for whom acclimation to the American library system was never addressed in their regular orientation, including a vocabulary list of common library terms they may be unfamiliar with, and a specialized library tour including information about library culture and common practices in America. Ultimately, she also created a LibGuide for these students to reference as needed after orientation was over. The program was presented each of the last several years with great success, and as JoAnn noted, she is most proud of the fact that this entire idea was the brainchild of a member of her technical services staff, who was able to use her specialized knowledge to develop this initiative and serve an otherwise un-met need; just one example of

ways in which staff in the technical services department at Chicago-Kent have helped the library become more resourceful, resilient, and ready!

Cross-training technical services staff for public services roles

Each of the librarians gave examples of ways in their libraries in which workflow had been changed or new services, like the one mentioned above, were developed by staff in technical services. One of the primary ways in which change had occurred in their respective libraries was that in each library, technical services staff were cross trained to help staff the circulation desk, or take on other tasks that had previously been limited to public services employees. Sara noted that one of the most important things to know when cross-training technical services staff for another department is “you want to make sure they [staff in the other department] know it is cross-training, and it’s just to help them out” with a perceived need. That is, the last thing you want to do is to step on any toes, or make employees in other departments feel like you are taking over their jobs or rendering them useless! Cross-training is simply an important way to fill gaps in service; it can be especially useful if someone leaves unexpectedly for a medical reason or maternity leave. It can also be helpful to normal circulation desk staffers who may need someone to cover for them for holidays or even the need to spend some time in the back room to complete a project. If you are training technical services staff to sit shifts at the circulation desk, consider also training public services staff in some technical services tasks; it can and should go both ways! Sara mentioned some good options available for training staff, including utilizing outside training services such as local library school classes, online training from OCLC, free web tutorials, and the like.

Some training initiatives and work flow changes mentioned during this session included tech services shelving both new print materials and re-shelving other materials (previously a public services duty), handling all weeding and shifting, and collaborating on creating library displays. At Barco Law Library another recent initiative is that technical services librarians, like their public services counterparts, serve as faculty liaisons. This better spreads out the responsibility for faculty members and has been hugely popular with the faculty members themselves, plus it has proven useful for the technical service librarians who are now more in touch with faculty research and able to anticipate specific collection development needs.

Sally noted that as a result of their library’s cross-training and sharing of workload between technical and public service departments, tech services employees became better acquainted with their patrons and patron needs, have a better understanding of the library’s services, and learned the importance of the circulation desk as the “face of the library” as well as gaining “immediate feedback on how their tech services work affects public services.” As supervisors, Sally noted, “the change allowed us to create a better culture for initiating new projects” and improved their flexibility and therefore ability to

respond to change in a more dynamic and successful way. The renewed commitment toward working together to improve library services was clear, and most importantly, Sally spoke of the positive influence that increasing the visibility of the tech services staff, who previously were, like many tech services departments, just those people in the back room ... *doing what, exactly?* Sally also mentioned a hugely popular program their department sponsored, which they've been asked to recap this year, called "Tech Services 101," an opportunity for faculty members to learn how collection development works, learn about budget issues, faculty services, OPAC search strategies, and more. Last year's session was extremely well attended and there were many follow-up e-mails and increased visits from faculty as a result, yet another example of bringing technical services to the "front lines" of the law library.

These are just a few of the success stories, words of advice, and best practices shared by Pat, Sallie, JoAnn, and Sara in their excellent presentation. It truly was a case of saving one of the best programs for last, in my opinion; I left inspired to think about new ways to "break down walls" and hope you may be similarly inspired reading about some of their insights!

* * *

ORALL Announcements

News from the University of Kentucky College of Law Library

Franklin Runge joined the University of Kentucky College of Law Library Faculty as the Faculty Services Librarian in May 2011. In addition to his duties in the library, he is a member of the teaching team that will instruct first year students in their Legal Research and Writing course.

Franklin received a B.A. in Political Science from Hiram College in 2000, a J.D. from Northeastern University School of Law in 2003, and a M.L.S. from the School of Library and Information Science at Indiana University in 2010.

Tina Brooks joined the Law Library Faculty in July 2011 as the Electronic Services Librarian. In addition to her library duties, she is a member of the team teaching the legal research component of the first-year Legal Research and Writing course.

Tina received a B.A. in History and Spanish from the University of Northern Iowa in 2005, a J.D. from the University of Nebraska College of Law in 2009, and an M.S. in Information Studies from the University of Texas School of Information in 2011.

Karen A. Nuckolls was promoted to Librarian II with tenure in the Law Library Faculty this spring. **Ryan Valentin** was promoted to Librarian III.

Dee Wood, Government Documents Librarian, will retire Jan. 3, 2012, after more than 20 years in the Law Library.

AALL Announcements

Submit a Program Proposal for AALL 2012 in Boston

Were you inspired by the AALL programs you saw or heard this year in Philadelphia? Have you talked (blogged or tweeted) with a colleague or two about what would make for an even better program next year? Please consider submitting a program proposal for the 2012 AALL Annual Meeting and Conference in Boston, July 21-24.

Use the online [Program and Workshop Proposal Collection site](#) to develop your proposal in your own workspace, share it with your colleagues, and **submit it online by September 15**. [Helpful resources for program proposers](#) can be found online.

AALL2go Pick of the Month

AALL's Continuing Professional Education Committee presents the AALL2go pick of the month: [Mary Ellen Bates Live: What Will the Information Profession Look Like in Ten Years?](#)

This program features [Mary Ellen Bates](#), principal and founder of Bates Information Services, a research and consulting company, and a frequent author and speaker on library and information topics. Bates raises many thought-provoking insights for our profession - some positive and others more sobering. She opines that the insight that librarians bring to research and their abilities to facilitate the use of information will help our profession to endure. Her predictions for 2021 include more online learning; less face-to-face interaction but more collaboration in virtual spaces; expectations of engagement by librarians/information professionals in their clients' work; the emergence of cloud computing and less reliance on silos of information; increased outsourcing and telecommuting in the workplace; escalation of information availability but fewer traditional sources of published information; and the continued emergence of digital libraries.

The key is to think differently about the role of libraries and information professionals in their organizations and to maximize our value. As resources continue to emerge and expand in content, librarians will be more vital as information creators, interpreters, and distillers.

This program is presented in streaming video, with accompanying PowerPoint slides, and is available via [AALL2go](#).

This program, generously supported by an AALL grant, was held on March 8, 2011, in Atlanta and was jointly sponsored by the Atlanta Law Libraries Association (ALLA), the Metropolitan Atlanta Libraries Association (MALA), the Special Libraries Association of Alabama (SLA-AL), and the Special Libraries Association of Georgia (SLA-GA).

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

Mark Your Calendar: Professional Legal Management Week, October 3-7

[Professional Legal Management Week \(PLMW\)](#) provides a forum for recognizing those in legal management for what they do and the roles they play in the success of their organizations. AALL is one of 11 associations co-sponsoring the event with the [Association of Legal Administrators \(ALA\)](#).

If you haven't reached out to other law firm professionals, PLMW is the perfect time to ask them to lunch or coffee. Get the conversation going and learn what's on their minds and how the library might help. As October gets closer, watch AALLNET for additional suggestions on how to celebrate the week.

2011 AALL Salary Survey Available this Fall

The AALL 2011 [Biennial Salary Survey and Organizational Characteristics](#) will be available to AALL members in mid-October.

This new edition is the only source for up-to-date information about salaries for law librarians and other law library employees who work in academic libraries; private firms and corporate libraries; and state, court, and county law libraries. The survey was carried out this summer in complete confidentiality by Association Research, Inc., a professional research firm in Rockville, Maryland, that works exclusively with nonprofit organizations.

Printed copies of the survey will be available for purchase and shipment in mid-October; \$110 for AALL members and \$175 for nonmembers (contact orders@aall.org). An online version of the survey results will be available to AALL members for free on the Members Only Section of AALLNET.