

ORALL NEWSLETTER

OHIO REGIONAL ASSOCIATION OF LAW LIBRARIES

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President's Column – Rick Goheen

A New View From My Office Window

As I write this, I can see our library's reference collection, our open computer lab, and more windows, which overlook the Ottawa River and our law school's parking lot. I think it was raining five minutes ago, but it is hard to be sure from behind my inside window.

Seasons change, the weather changes, and people change too -- hopefully for the better.

Just this morning we relocated three of our former deans' portraits to an area just left of those windows. There's Charles W. Racine, who served as president of the Toledo and Ohio bar associations while leading our law school through the Great Depression and the pre-World War II years, and laid the foundation for Toledo to be the first part time law school approved by the ABA and admitted to AALS membership. J. Allen Smith was our

dean for three years in the early 1960s during the Kennedy administration. (The portraits reside in various locations within the library and are not in chronological order.) Albert T. Quick was dean in the late 1990s and interviewed me for an entry-level law librarian position in 1998. I did not accept the offer then, but I did end up here eventually!

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ORALL

Ohio Regional Association of Law Libraries

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Newsletter

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Profile

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

President's Column *continued*

In some ways, it is the same view I have had for over 12 years. In other ways, it is completely different. I am 12 years older, and hopefully 12 years wiser, than I was in 2007. For 10 of those years, I have been on the ORALL Executive Board as treasurer, vice president or president. Of all the experiences I have had from this chair, those are the best.

I would like to thank our board members and committee chairs, several of whom served ORALL from long distances outside our traditional territory: our webmaster Jennifer Mart-Rice (Lexington, VA), past president Ingrid Mattson (New York City) and grants committee chair Amelia Landenberger (Boston). If any of you ever want to move back to Indiana/Kentucky/Ohio, we would love to have you back! Thank you to everyone who volunteered or agreed to chair or serve on a committee. Committee workflow changes like the seasons, but less consistently. So if you feel like you did a lot of work, you probably did. If you are on the education or local arrangements committee, you are still doing it. And if you wish your committee had been able to do more, you're not alone in that either. Sometimes the best you can do is tee it up for next year, and that can be a good thing too!

I am looking forward to seeing many of you next month at Kalahari, and next year in Bloomington. AALL will be in Cleveland sooner than we realize, and ORALL will have a big part in that as well. Our Kalahari experience will include voting, comparing, weeding, swimming, floating, sinking (hopefully not), treasure hunting, collaborating, training, rethinking, crowdsourcing, stepping (up), splashing, teaching, toe-dipping, observing, educating, writing, jumping, and don't forget the euchre-ing and gaming.

I should note that my imminent departure as president may be met with some relief by our newsletter editor Paul Venard, who will no longer need to expend extreme effort in persuading me to get my column done. Thank you Paul for your superhuman patience and for your stewardship of the ORALL Newsletter!

Finally, I want to say this is not the first time I have been president of something, and I am sure there have been better presidents, but ORALL is by far the best organization I've been president of. ORALL's future is bright, and that is because of all of you.

* * *

Scholarly Collaboration, At Long Last

By Ingrid Mattson, Benjamin N. Cardozo School of Law

I have been on the PEGA-SIS Beer & Edits Committee since its inception in 2017. The committee started as a scholarly networking group under the umbrella of PEGA's Social Committee with a meet-up at AALL in the conference hotel bar/lobby or at a restaurant, and it has evolved a bit over the years with the goal of providing year-round support for writers. The committee organized and hosted an AALL webinar in December called [Editor Insights: A Webinar Panel on Publishing Your Writing](#), we have a matchmaking database for writers to partner up for feedback, we have a column in the PEGA-SIS newsletter that features authors and explains their process, and we again held our meetup at the AALL conference hotel lobby/bar this year.

Along the way, my committee discovered something odd. We are not the only committee doing this same exact work. RIPS-SIS has a Scholarship Committee and is doing a number of the same activities throughout the year. Similarly, ALL-SIS has a Scholarly Communication Committee doing a number of the same activities through the year. It is quite possible the Publishing Initiative Caucus is also doing a number of the same activities through the year. Notice a trend?

While I could fret that we are all duplicating each other's efforts by creating research guides detailing how and where to get published, fostering writing networks, and otherwise trying to encourage, support, and inspire writing about our profession, I am happy to report that, for now at least, we're on each other's radars and are endeavoring to collaborate. The three SIS committees recently banded together as the "Joint Scholarship Committee," and we are hoping to find new ways to work together to encourage law librarians to write and publish. The first jointly sponsored activity is a virtual colloquium. Authors who would like to present their writing projects and receive feedback can email an abstract of an original, unpublished paper in the field of law librarianship to lawlibraryvirtualcolloquium@gmail.com. It is a little like the [Boulder Conference](#), but online.

I hope this is the beginning of a long-term partnership, and I hope that the cross-SIS connections somehow make more space or create additional opportunities to inspire law librarians from all library types to write about their experiences. One thing I have heard throughout AALL is that editors want more content to publish and grants and prizes awarded to writers are going unawarded due to a lack of submissions. My parting thought is that I am grateful that law librarians overwhelmed by all of the information out there about writing and publishing will at least remember they'll always have a writing home with their regional law library organization's newsletter.¹

¹ For those interested in knowing more on this subject, would you be shocked to learn (1) there is an [AALL Council of Newsletter Editors](#), and (2) there are over 50 newsletter editor members?

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ORALL 2019 Local Arrangements Update

Lisa Sarty and Angela Baldree, Local Arrangements Committee

Make a Splash: Advocate, Educate, Innovate

It is almost time for the joint ORALL/MichALL meeting in Sandusky, Ohio. Kalahari Resorts & Conventions will be hosting our three-day event, October 23-25, 2019. We have so many exciting events taking place this year. Register by [September 13, 2019](#), and you will receive the following:

- A \$25 gas card courtesy of a Lake Erie Shores & Islands grant
- Entry into a drawing for a free upgrade to a Lodge Suite
- Early bird registration cost of \$145

We will be hosting a toiletries drive for the [Light House Sober Living Home](#). Please bring your new, unopened toiletries or cash to benefit the men and women in recovery at the home.

The registration desk will open at noon on October 23 and remain open through the conference. Board meetings, SIG meetings, and a mini-conference for new ORALL and/or MichALL members will take place on Wednesday before we all gather in the Zambezi Room for our opening reception.

Thursday morning will start with breakfast and our keynote speaker, Joshua A. Douglas, the Thomas P. Lewis Professor of Law at the University of Kentucky College of Law. Mr. Douglas' speech, "How to Take Back Our Elections and Change the Future of Voting," is based upon his book of the same name. He will explore voting reform efforts that have succeeded through narratives of regular Americans working to take back their democracy.

We are excited to offer twelve additional programs on Thursday and six more on Friday – a record number of programs for our meeting. Members from ORALL and MichALL will be presenting in addition to some former chapter presidents. Programs will be of interest to law librarians in all types of positions and settings. You can also sign up for one of the five [dine-arounds](#). Three will take place inside Kalahari and two will take place in Sandusky. And don't forget about game night. Euchre is on as well as a variety of board games.

Two unique tours will be available on Friday afternoon. The [Merry-Go-Round Museum](#) is located in a historical post office in Sandusky. This quaint museum offers fun for the entire family. The [Rutherford B. Hayes Presidential Library and Museum](#) provides visitors with an opportunity to walk in the footsteps of the 19th

president. Did you know seven presidents came from Ohio, one from Kentucky, and one from Michigan? If you are interested in going on one of these tours, please bring \$6 with you and report to the registration desk on Friday, October 25, at 1:00 pm. Do not include the \$6 in your registration fee.

Do not forget [to register for your room](#). Room rates of \$102 + taxes and fees are guaranteed until September 23. Rooms include four wristbands with admittance to the waterpark for all three days. Do not forget there is free parking available at the resort.

Many more surprises are planned for this 70th anniversary celebration. Check the [Annual Meeting Home Page](#) often for updates.

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Memes for Marketing Your Law Library

**by Kathleen M. Dugan, Esq., MLS, Librarian and Chief Administrator,
Cleveland Law Library**

Ashley K. Nix, Reference and Circulation Librarian, Cleveland Law Library

Kathy: If you follow the Cleveland Law Library on social media, you may have noticed that we have been posting memes to our Facebook and Pinterest pages and our Instagram and Twitter feeds since last Fall. Memes are simply a mash-up of a topical, trending or creative image or video with a witty, pithy or even sarcastic comment. Search Google for images of “Angry Cat” memes, and you will understand what I mean. Although I love “Angry Cat” memes, our memes are specifically designed to promote the Cleveland Law Library’s collections, services, and programs, and they are informative and fun rather than sarcastic. Ashley and I hope that our story will inspire you to create some memes of your own to help market your own law libraries.

After 16 years at the Cleveland Law Library, I still love my job and my career, a lot! One of the principles that I have always employed is to look at the Law Library with fresh eyes all the time, especially each Spring and Fall. I realize that the law library where I worked in law school over 30 years ago is not the law library of today, and law libraries generally have changed significantly over that time. As a result, part of my personal mission is to make sure that our law library continues to appeal to newer generations of lawyers who hardly ever touched a book in law school and may also be digital natives. As a result, we have been adding creative new tools to our regular marketing initiatives over the last several years to engage newer practitioners in online forums. Memes are only one of our most recent innovations, but our patrons seem to enjoy them, and they have helped to drive our improved social media statistics. Finally, if I am being totally honest, memes are a lot of fun to create, and they take very little time from my workday.

Before our law library started posting memes, I researched how to design them. The key take-aways I learned include: create what you like and makes you smile; utilize a mix of older and newer images to try to reach all types and ages of patrons; do not expect everyone to understand all of your memes or recognize the images you select; use block white font over the backgrounds of the images you choose; it is acceptable to be slightly satirical at times; and have fun! Although my son also told me that images in today’s memes are “deconstructed,” our law library’s memes are more solid and concrete. To show you want we mean, we have included a few of our favorite samples in this article.

If you are interested in creating your own memes, the process is very simple. The first step is to save an image to your computer. Next, open it in a free meme generator such as Meme Generator (<https://imgflip.com/memegenerator>), which is what we use for most of our memes. Alternatively, you can use your favorite paint or design program. However, the Meme Generator makes it easy to upload

an image, add text to the top and bottom of your image, and then save your image for use later in your social media posts.

Although our Network Librarian Eric Hess and I created our first memes, they received a great boost once our newest Reference Librarian, Ashley K. Nix, joined our team this March. Between the three of us, we hope that our memes appeal to all generations of lawyers.

Ashley: Memes are *everywhere*. Even if one chooses to take a break from the social media realm, family and friends will inevitably text you a meme or show you a meme at a gathering, because technology is ever-present.

Ten years ago, memes were a foreign concept to me, a fad that I believed would pass, as most other Internet fads had (does anyone remember Xanga, or Neopets?). I should probably preface this perspective by saying that I am a '90's child. Even so, I am old enough to remember floppy disks, dial-up connections (if you cannot hear the Internet, is it really working?), and what life was like before everyone could access the Internet in the palm of their hand.

It is strange to reflect on the technological advances that we have made as a society and how these advances have affected the ways in which people communicate with one another, even in comparison to societal methods of communication ten years ago. While I admit that it has taken time for me to fully appreciate memes and their place in society, from a professional standpoint, memes are a wonderful marketing tool, allowing room for conversation and connection with an institution's audience.

Working as a reference librarian in a law library, my primary role is to answer patron questions or locate resources for patrons, quickly, so that our patrons can complete their work. We live and breathe in a very serious environment, and our work affects our patrons' success. Although I know my patrons' names and faces, I know little about them that allows me to connect with them personally. The implementation of memes at the Cleveland Law Library, shared via our social media outlets and posted in our library's main reading room for those who have not yet embraced social media, has created an opportunity for conversation and connection with our patrons.

While our memes center on research and legal matters, they are relatable for most of our patrons, serving as conversation starters, creating room for laughter in our often-serious world, and allowing patrons to see the personalities of our librarians, rather than the stereotypes associated with our profession. Finding humor in the struggles of legal research and/or law related themes, and tying these struggles back to pop culture, as you can see in some of our memes above, allows for passive marketing as well as discussion that strays from the norm of, "would you like to renew?"

Although our patrons come to us out of necessity, to retrieve information that they may not otherwise have access to, communicating with patrons, remaining personable and building connections is what ultimately keeps them crossing the threshold of our institution. Something that seems so small, such as embracing new methods communication, can make all the difference in remaining relevant to a cross-section of generations of legal professionals who are living in a digital world.



* * *

ARE PASSWORDS DEAD?

BY SUSAN M. BOLAND, ASSOCIATE DIRECTOR OF PUBLIC & RESEARCH SERVICES, ROBERT S. MARX LAW LIBRARY, UNIVERSITY OF CINCINNATI

The other day I received the dreaded email: “Your Password Will Expire Soon.” Like many other organizations, most University of Cincinnati programs require you to change your password every 180 days, the password has to be eight or more characters long, must contain at least one lowercase letter, must contain at least one uppercase letter, and must contain at least one number.² With passwords being required for so many things, it is a struggle to come up with unique, strong passwords for each website or program that are secure but easy to use. Even with a password manager, I loathe using passwords. I know that I am not alone! Many of these password policies are based on older guidance

² See University of Cincinnati IT@UC Office of Information Security, *How to Choose a Password*, <https://www.uc.edu/infosec/password/choosepassword.html> (last visited Aug. 30, 2019).

from the National Institute of Standards and Technology. According to a *Wall Street Journal* article, Bill Burr, one of the original authors of the guidance (not the comedian), stated "Much of what I did I now regret."³ Why the regret? We are frustrated and bad at it!

The struggle is real, my friends, and both hackers and security researchers know it. 23.2 million accounts are still using "123456" as their password.⁴ But, you say, I'm not one of those people, I create strong passwords! Even if you created the best passwords in the world and practice the best IT security in the world, if a database was breached and those passwords were stored in clear text, you have been "pwned." Think that companies cannot possibly be doing that in this day and age? Some of the companies caught doing this include Google, Facebook, Twitter, GitHub, NHL, Match.com, LinkedIn, and the list continues.⁵ Want to see if any of your current passwords are floating around in hacker databases? Run them through Have I Been Pwned.⁶

If passwords are so bad, why are we still using them? Passwords do not require additional devices or new equipment. Passwords work across different operating systems and devices. Passwords are low cost and easy to replace. Passwords do not require users to have specialized knowledge. Everyone is used to them. Also, passwords in and of themselves do not invade your privacy.⁷

Are there any solutions to our password and security dilemmas? Biometrics are one solution touted by many. After all, you can use your fingerprint now to unlock your phone. How much more convenient can you get? Even better, I know from watching entirely too many episodes of C.S.I. that my fingerprint and other biometrics are unique and infallible! But let me crush your easy security dreams. I work at a law school with an Innocence Project – fingerprint identification is not so infallible.⁸ There have been many technological issues with using biometric readers on phones and other devices.⁹ Other concerns with using biometrics

³ Robert McMillan, *About Those Online Password Rules...N3v\$r M1#d! --- Expert Who Touted Mixing Letters, Digits, Symbols Now Regrets It*, WALL ST. J., Apr. 8, 2017, at A1.

⁴ *Most Hacked Passwords Revealed as UK Cyber Survey Exposes Gaps in Online Security*, NATIONAL CYBER SECURITY CENTRE (Apr. 21, 2019), <https://www.ncsc.gov.uk/news/most-hacked-passwords-revealed-as-uk-cyber-survey-exposes-gaps-in-online-security> [<https://perma.cc/AP9V-S4ZG>].

⁵ See Josh Hendrickson, *Why Are Companies Still Storing Passwords In Plain Text?*, HOW-TO GEEK (July 31, 2019), <https://www.howtogeek.com/434930/why-are-companies-still-storing-passwords-in-plain-text/> [<https://perma.cc/U9MZ-ZQF4>]; Philip Bates, *How to Tell If a Site Stores Passwords as Plaintext (And What to Do)* (Mar. 1, 2019), MAKE USE OF, <https://www.makeuseof.com/tag/sites-passwords-plaintext/> [<https://perma.cc/CU3F-T6XX>].

⁶ Troy Hunt, HAVE I BEEN PWNED, <https://haveibeenpwned.com/Passwords> (last visited Aug. 30, 2019).

⁷ Paul Wagenseil, *Passwords Aren't Dead — You're Just Using Them Wrong*, TOM'S GUIDE (Jan. 11 2019), <https://www.tomsguide.com/us/why-passwords-will-last.news-25420.html> [<https://perma.cc/Q9JD-HU73>].

⁸ Clive Thompson, *The Myth of Fingerprints*, SMITHSONIAN MAG. (Apr. 2019), <https://www.smithsonianmag.com/science-nature/myth-fingerprints-180971640/> [<https://perma.cc/77RQ-CZMH>].

⁹ See e.g., Bruce Schneier, *If Apple's iPhone Has Fingerprint Authentication, Can It Be Hacked?*, WIRED MAG. (Sept. 9, 2013), <https://www.wired.com/2013/09/what-if-apples-new-phone-has-fingerprint-authentication/> [<https://perma.cc/7CYQ-MMMN>]; T.C. Sottek, Hackers Claim to Have Foiled Apple's New

include algorithmic bias, environmental factors, malleability of biometric features, usability of the technology, privacy, consent, spoofing, and hacking.¹⁰

Two-factor (2FA) and multi-factor (MFA) authentication are becoming more popular. These add an additional step, along with a password, to verify that you are authorized to access a system or device. Google, Amazon, most banks, and many other companies actively encourage 2FA. Software engineer Josh Davis has started a website where you can see who supports 2FA.¹¹ Having a text sent to your phone one of the most common 2FA methods.

Using your phone for 2FA is a significant step in increasing the security of your accounts, but again let me crush your security dreams. It is bad enough to lose your phone as it is but losing your phone can now mean giving someone else the ability to get into your bank accounts! Hackers and thieves never rest and they are now intercepting SMS (short message service as in texts) messages.

According to security reporter Bryan Krebs, of Krebs on Security, there are two primary methods that are used to intercept SMS 2FA: SIM-swaps (a SIM card is the tiny chip in a phone that lets you connect to the vendor's network – when you buy a new phone you usually switch SIMs) and mobile number port-out scams.¹² According to Krebs, using an app for 2FA is slightly more secure because it removes the phone provider from the equation (although it's still an issue if someone has physical custody of your phone and can accept the app authentication notifications).¹³ The University of Cincinnati recently moved to require 2FA using Duo Mobile for faculty and staff to access things like email, Office 365, course websites, content management systems for website management, and human resources accounts. We will soon be rolling out the process for students. Duo Mobile is one 2FA product that many academic institutions and businesses are using but there are other similar products.¹⁴

After receiving notification that my information was yet again the subject of a data breach (I have been a victim of over eighteen data breaches from over eighteen different companies), I bought a YubiKey. A YubiKey is a brand of hardware-

Touch ID System, THE VERGE (Sept. 22, 2013), <https://www.theverge.com/2013/9/22/4759128/chaos-computer-club-biometric-hack-apple-touch-id> [<https://perma.cc/YKC4-9RXA>]; Benjamin Mayo, *Kuo: Apple to Release Iphone with Both Face ID and Under-Screen Touch ID in 2021* (Aug. 5, 2019), <https://9to5mac.com/2019/08/05/iphone-face-id-touch-id/> [<https://perma.cc/SS74-Q793>]

¹⁰ April Glaser, *Biometrics Are Coming, Along With Serious Security Concerns*, WIRED MAG. (Mar. 9, 2016), <https://www.wired.com/2016/03/biometrics-coming-along-serious-security-concerns/> [<https://perma.cc/ZW2W-YXMD>]; BIOMETRIC RECOGNITION: CHALLENGES AND OPPORTUNITIES 3 (Joseph N. Pato & Lynette I. Millett eds., 2010).

¹¹ Josh Davis, TWO FACTOR AUTH (2FA), <https://twofactorauth.org/> (last visited Aug. 30, 2019).

¹² Brian Krebs, *Reddit Breach Highlights Limits of SMS-Based Authentication*, KREBSONSECURITY (Aug. 1, 2018), <https://krebsonsecurity.com/2018/08/reddit-breach-highlights-limits-of-sms-based-authentication/#more-44585> [<https://perma.cc/7ZGV-HGD5>].

¹³ *Id.*

¹⁴ You can see some of the other products at Alternativeto, <https://alternativeto.net/software/duo-mobile/> (last visited Aug. 30, 2019).

based (USB) security keys. Rather than having to use a password and SMS 2FA to access things like my Google accounts, I set up my YubiKey as the method of 2FA with the various services I am trying to access. When accessing these services, I insert my YubiKey into the USB port and tap a little button. No need to remember complicated passwords for a million different sites.

YubiKeys are part of the movement toward Universal Second Factor authentication (U2F) which was initiated by Google and Yubico (producer of the YubiKey) and has now expanded with other contributors and is called the FIDO Alliance.¹⁵ The FIDO Alliance and the World Wide Web Consortium (W3C) recently promulgated a Web Authentication (WebAuthn) specification. “WebAuthn allows users to log into their internet accounts using their preferred device.”¹⁶ With WebAuthn, you will get unique authentication credentials for each service you use that has it enabled and your passwords are not stored on any remote servers so if a business gets hacked, your password is not at risk.¹⁷ Currently the following operating systems and browsers support WebAuthn: Windows 10, Android, Chrome, Firefox, Microsoft Edge, and Apple Safari.¹⁸

As more services adopt WebAuthn and U2F, maybe passwords really will finally die!

* * *

2019 AALL Program Reviews

AALL 2019 Annual Meeting: New Technology to Consider **by Kaylie Vermillion, The Ohio State University Moritz Law Library**

I would like to thank the ORALL Grants Committee for selecting me as the CONELL Grant recipient this year. It was my first opportunity to attend the AALL Annual Meeting and Conference. I had a wonderful experience and had the opportunity to meet many great people. I quickly learned the exhibit hall is the hub of the conference and a great way to stay current and test some of the latest library technology. For instance, book scanners were on display.

Recently, the OSU Moritz Law Library acquired two book scanners to replace our traditional copiers. We were fortunate to purchase a KIC Bookeye 4 from Digital Library Systems Group with the help of generous donor funds. A year after the success and popularity of our first book scanner, we purchased a second book

¹⁵ *FIDO U2F*, YUBICO, <https://www.yubico.com/solutions/fido-u2f/> (last visited Aug. 30, 2019).

¹⁶ *W3C and FIDO Alliance Finalize Web Standard for Secure, Passwordless Logins*, FIDO ALLIANCE (Mar. 4, 2019), <https://fidoalliance.org/w3c-and-fido-alliance-finalize-web-standard-for-secure-passwordless-logins/> [<https://perma.cc/A8CE-K67M>]

¹⁷ *Id.*

¹⁸ *Id.*

scanner, a KIC Click Mini and eliminated all copiers in the library. The change has made copying and scanning much easier for Moritz students as well as other library visitors, while also saving a substantial amount of time for the library's circulation and reference staff.

The book scanner has been very well-received by Moritz students and other library visitors. The scan-to-email process on the old copier machines was cumbersome and not intuitive. Copier settings needed to be carefully adjusted depending on the size of the book. Students needed to lay the book facedown on the copier, and often needed to press the book down to get a readable image causing additional wear-and-tear on the book.

Scanning using a product such as the KIC Click is much more efficient. Students can simply set an open book face-up on a scanner bed and scan the relevant pages to email or a flash drive. Further, rather than waiting to see what the file looks like after viewing an email message, a monitor on the scanner provides a preview of the image. Students can quickly scan relevant reserve material, whether a few pages from a course supplement or a chapter from a textbook. Students on law journals can much more easily scan printed material as they document the accuracy of an author's citations. The machine can also function as a copier if students or library visitors needed a hard copy of pages from a book.

As well as being convenient for students, the book scanner also increases efficiency when fulfilling Document Delivery and Interlibrary Loan copy requests. Frequently, journals are bound very tightly and it is difficult to scan the words in the gutter of the book on a traditional copier. A book scanner eliminates the excessive time spent attempting to resize pages to make good copies. Overall, the transition from traditional copier to book scanner has been well received by students, staff, and public patrons. During the conference, I was intent on learning about new technology that could improve library services even more!



KIC Bookeye 4 v3



KIC Click Mini

* * *

Program Review - Technology Contracts: Tips for Uncovering and Negotiating the "Devil in the Details"

By Lauren Morrison, Law Librarian and Director, Hamilton County Law Library

I was fortunate to attend this year's AALL Annual meeting with a grant from ORALL. The content of this year's educational programming was fantastic, so much so that it was difficult to choose a single session to review. The Sunday session, "Technology Contracts: Tips for Uncovering and Negotiating the 'Devil in the Details'" was one of the best, providing concrete tips and information directly related to my everyday work as Director of the Hamilton County Law Library.

The session was especially relevant to me, as, even though AALL is a national conference, one of the speakers on the panel was Carol Ottolenghi Director of Library Services at the Ohio Attorney General's Office. With her contributions included, the panel provided both great general information for all, with tips that felt specifically useful to Ohio government law libraries. Right up my alley! The other presenters were Diana Koppang, Director of Research & Competitive Intelligence at Neal, Gerber & Eisenberg LLP, Michael McSunas, General Counsel at PrizeLogic and Coordinator and Moderator, Cheryl Niemeier, who is Director of Knowledge & Research Services at Taft, Stettinius & Hollister LLP.

The program was structured as a panel discussion with the presenters providing information on a series of pre-selected topics to share their expertise and opinions on the various aspects of contract negotiations relevant to law libraries.

Below, I have provided a list of some of the highlights and takeaways for working with technology contracts:

1. Must have clauses and key issues – The group advised to look for termination clauses as you negotiate your contracts, determining how you can end the contract and whether it auto renews. Other areas to watch out for include indemnification clauses, jurisdiction for litigation or arbitration outside of your state and data privacy language. These can be sticky areas and may need to be negotiated. With respect to data privacy, Michael stressed that it is important to pay particular attention to end user license agreements (EULAs) as your users may be agreeing to data matching, recognition and other things that are not obvious in the negotiated contract.
2. Dangerous Phrases/Hidden provisions: The group advised the importance of being on the lookout for materials that are excluded from your plan to make sure they are inaccessible to prevent surprise bills.

3. Service Level Agreements and Breach of Contract: Michael advised us to consider what kind of uptime you truly need for your databases. 99.7% uptime is fairly standard, and if you want an assurance of more, you will likely pay for it. Also, he encouraged the participants to look to what is available as a remedy if the vendor breaches the contract and is down for an extended period of time. Despite problems, the contract may be for a key service that you do not want to terminate, so you should try to get options for credits or discounts as a possible remedy as well. It is also important to consider the payment schedule. If you have the option to not pay for everything upfront, you have greater leverage when things go wrong.
4. Referenced documents: Carol and others on the panel stressed the importance of printing out and attaching referenced documents, particularly online terms and conditions referenced in the contract. The goal is to preserve these terms at this fixed point in time, so it is helpful to also make a provision that says the vendor cannot change them. Michael emphasized that this is important because these online terms may conflict with something you have negotiated and may even say that they supersede all other documents and agreements.
5. Post-signing to-dos: The panel provided some helpful tips for post contract. Diana mentioned getting a copy of the countersigned agreement. With all the work that goes into negotiating and agreeing on terms, it is easy to consider your work done when it is completed, but making sure you obtain a copy of the agreement is important, and often overlooked. The panel emphasized the importance of calendaring both your renewal date and notice dates for termination. Often contracts will require 30+ days written notice to cancel or will automatically renew. It is important to keep an eye on those dates and remind yourself to review and take action. Cheryl recommended entering your contracts into a spreadsheet and using Outlook reminders and tasks to keep track of key dates.

This session provided great, real-world tips for working through the contract process, from negotiation to renewal, and offered solid advice for things to consider each step of the way. I appreciated the opportunity to attend this and other relevant educational programming offered by the ORALL grant.

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AALL 2019: Conference and Cool Tools Program Review
by Sarah Starnes, University of Akron School of Law

The 2019 AALL Annual Conference in Washington D.C. was one of the highest attended conferences in recent years, and it showed. Librarians were out in force, and ORALL was well represented! I was lucky enough to be the AALL

Arrangements Chair, in addition to being ORALL's recipient of the AALL Annual Meeting Chapter grant. Below is a picture of our board in the Exhibit Hall. I wanted to show that we, as ORALLians, are a fun group and to promote our annual conference at the Kalahari Resort in October. Although very small in the picture below, I created some fun buttons that were distributed and worn by conference attendees (not just ORALL members!).



Besides representing ORALL, I had the opportunity to attend quite a few sessions at AALL's Annual Meeting. Ever curious about new ways to improve my classroom and personal workflows, I was eager to attend the "Cool Tools" session, where nine librarians presented on emerging or relevant technologies. Kristina Alayan, Susan deMaine, Emma Babler, Tawyna Plumb, Ramona Collins, Austin Williams, Aaron Glenn, Amy Pearce, and Amanda Watson all briefly introduced and discussed a product that has helped them in some way. I will briefly discuss the nine discussed in the session, in hopes that you will find these tools as helpful as I do!

First was [Chatfuel](#), a do-it-yourself platform for creating a chatbot on Facebook Messenger. Although you need a Facebook page, it is easy to set up, including inputting automated responses for questions asked, so you do not have to be there to answer the questions yourself. It is still very basic, in that it may not always understand what the person is inquiring about. In that situation, it is easy to set up a general answer for when the chatbot is unsure of the question, directing them to either your website or to a phone number or email to re-ask the question to a real person. Although the basic features are free, there is a fee for access the more advanced features.

Second is [ClassMarker](#), which is a great tool for online quiz creation. Most quizzes can be created for automatic grading and can include time limits and

question options such as multiple choice, true/false, and short answer. There is also the option to start and stop a quiz with a self-created username and password. ClassMarker offers educators the option of 100 free quizzes a month, but there is a fee for anything more than that (for those confused like I was, this means that you can have 100 tests taken in a month, meaning if you have 50 students in a class, each student can take a quiz twice a month before there is any sort of cost added). The results tracking and statistics analysis is great, as it creates and visually demonstrates feedback for each individual question.

Third is [Microsoft FindTime](#), which is an add-on for Outlook. It is very similar to Doodle Polls, but once a time is voted upon, it will automatically go in and create the meeting on your calendar and send out any required invites. Fourth is [Boomerang](#), which although is a paid resource, is great for individuals who receive a ton of emails every day. It has features such as response tracking and reminders, inbox pausing, and automated recurring emails.

Fifth is [Coggle](#), a collaborative mind mapping tool that allows groups to create diagrams for process flows and related topics. Coggle is free, but anything made is publicly available. There is the option to pay for privacy. Sixth is [Quick, Draw!](#), created by Google and demonstrates how artificial intelligence learns. Quick, Draw! is the world's largest doodling data set, shared publicly, and demonstrates how even your poorly drawn-with-a-mouse doodles helps the computer learn to recognize what things are, and the more data it has to work from in regards to that specific drawing, the faster it is able to identify it. Seventh is [Shiftboard](#), which is a great workflow tool for those who deal a lot in scheduling. It allows you to create an interactive schedule, where employees can see their schedule, pick up a shift, give a shift away, or trade shifts with another employee. There is a mobile app available, but both the website and app require a fee in order to access and use Shiftboard.

Eighth is [Trello](#), which is a collaborative project and task management application. It creates boards, which include sub-lists and cards. The boards can have project levels, including color coding for ease of separation and clearly defined due dates. The list provide the stages of the project and who is responsible for what task, while the cards are the discrete and individual tasks within the larger tasks, with smaller due dates and color coding. There is also the ability to attach documents to any level, to share whatever project is currently being worked on. The home screen keeps track of all of the boards and allows for notes to help pass messages back and forth between the collaborators, or just reminders to yourself to get part of the project done by a certain time or date. Power ups are add-ons that allow for more information, comments, and updates to the board itself. One power up is free per board, but any additional there is a fee involved.

Last is [DoNotPay](#), a great mobile app and legal resource to help those get parking tickets dismissed in New York. As of July 2019, it has received nearly

five million dollars in support and investment. Although you now have to put your personal banking information in to get access (and to get paid if successful), it is run on the same platform as Venmo, which adds a level of security that wasn't present before. It has also grown to not just help those dispute parking tickets, but to also help fill out document paperwork, find hidden money, and deal with small claims (like being owed money).

Before this session, I had only heard of two of the nine "cool tools" listed above. I know I will definitely be implementing several into my own workflow, and I hope that if you were not able to attend the session, you'll take the hyperlinks available here and investigate these awesome resources and incorporate some into your own workflow.

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***2019 AALL Annual Meeting, "Capitalizing on our Strengths",
Washington, D.C., July 13-16, 2019***

**by Jan Bissett, Reference & Faculty Liaison Services Librarian
Arthur Neef Law Library, Wayne State University**

As a recipient of an ORALL AALL Annual Meeting Grant, I am grateful to the members of the Grants Committee and the association for making the grant possible. Thank you.

I enjoyed the 'Capitalizing on our Strengths' theme at the annual conference in Washington, D.C. The educational programs I attended focused mainly on faculty scholarship, research tools, and legal research competency, all directly related to my job responsibilities. But I also explored programs specific to the District of Columbia - the Host City Roundtable: *Capital Lawyers – The Supreme Court Bar in the Nation's History*, as well as *To Catch A Thief: How the Librarians and Archivists at the Folger Shakespeare Library Masterminded the Recovery of the Durham First Folio*. In addition, *Embracing Sustainable Innovation Initiatives to Build a Future-Focused Library* and *The Search Committee: An Effective Approach to Diversity, Inclusion, and Equity in Library Recruiting* rounded out my program attendance. These sessions, as well as those addressing topics I routinely attend, help me evaluate where our library, and my skills and interests fit into a particular area or service. They provide fresh and appealing ideas that may potentially engage our students, faculty and community users.

Attending the conference also allowed me to participate in service opportunities. As a member of the AALL Annual Meeting Poster Award Jury, I worked with the other jury members to evaluate the over twenty submissions. The evaluation process was electronically accessed, well organized, and well led. It is fascinating to see what others are working on and the creativity used to communicate outcomes to association members. Congratulations to Benjamin Keele and Susan David deMain for their thoughtful, well done and well-presented poster, "Stepping up Access to the Indiana Code".

I regularly attend the AALL *Conference of Law Library Educators* (COLLE) on the last morning of the conference. This group, while varying from year to year, includes those who teach in library/information sciences programs and communicates what's been going on with our colleagues and the schools – courses offered, resources used in teaching law library related subjects, anecdotes about student interest as well as educational trends. Led by Penny Hazelton until her retirement, the group has been coordinated for the past few years by Dr. Yvonne Chandler, Department of Information Sciences, College of Information, University of North Texas. In March 2019, the Private Law Librarian and Information Professionals (PLLIP) My Communities list had a lively discussion on “Discontinued law librarianship courses or programs at library schools” culminating in an Executive Agenda Item re library student outreach, a proposal for a task force to “...Create recommendations for increasing interest in law librarianship through outreach and/or enhanced education in legal research”. [AALL Executive Board Agenda Item for Consideration (March 11, 2019), PLLIP community.aallnet.org]. PLLIP members were concerned about students without law degrees being made aware of law library employment opportunities and the seeming receding availability of legal information related resources and administration courses. I was eager to hear about the status of this request as well as any interaction with COLLE. A special committee has been approved, [the Law Librarianship as a Career Guidance Review](#), chaired by Heather Braithwaite Simmons, and includes two members from the Indiana University Robert H. McKinney School of Law. Heather attended the COLLE meeting and I look forward to hearing about the work of this special committee in the next year.

The AALL annual conference allowed me to interact with colleagues from different geographic areas and types of law libraries with experiences other than my own. I was able to meet new colleagues and catch up with those I see only at the annual conference. These interactions are extremely valuable to me because I am exposed to what others are doing in areas of interest to me, as well as being able to gain insights about ways to approach issues that may have been challenging in my library. It allows me the opportunity to evaluate professional priorities outside of my library and it is a way to see another side of our profession. Again, thanks for your contribution.

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A Note from Your Newsletter Editor

Thanks to all who contributed once again this month. We are one month away from the ORALL Annual Meeting, meaning our next newsletter will have several articles reviewing the programs from Sandusky.

At the Conference, you will be asked to sign up for Committees. Please consider joining the Newsletter Committee; all I ask is one article from each member over the course of the year.

I am looking forward to seeing many of you at the meeting

Our next newsletter will be published December, 2019.

As always, please feel free to send any submissions you feel may be informative and useful to the ORALL Library Community.

If you ever have any questions, concerns or ideas, please e-mail me at pvenard1@udayton.edu.