

# ORALL NEWSLETTER

OHIO REGIONAL ASSOCIATION OF LAW LIBRARIES

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## ***President's Column – Beau Steenken***

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A few days before Thanksgiving, I reached out to Paul Venard to ensure his willingness to continue to serve as ORALL's Newsletter Editor. Paul graciously agreed to resume his post. (Thanks, Paul!) He also, somewhat less graciously and more urgently, took the opportunity to inform me that my first President's Column was due as soon as I could get it to him.<sup>1</sup>

Thus, I found myself pondering this column over the Thanksgiving break, and so I thought I would use it to express how thankful I am to belong to a chapter as unique as ORALL. I think that ORALL is unique among the various professional organizations I have been exposed to in its membership and culture.

In terms of active members, we have an amazing balance of librarians from multiple employment contexts. With a myriad of law schools in Ohio, plus a handful in neighboring states like

Kentucky, Indiana, and Michigan, we do not lack for academic librarians.

However, because of Ohio's robust county law library program, we enjoy the participation of an equal number of government and public law librarians. Furthermore, our private law librarianship group may be smaller but finds ways to stay as active. Thus, the mix of perspectives found at an ORALL meeting makes each of these meetings more interesting and less subject to a rehash of the same themes year after year.

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<sup>1</sup> Editor's note: even though everybody received notice in early November of the deadline, and at the Annual Meeting.

# ORALL

## Ohio Regional Association of Law Libraries

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**Dues: \$20 per year**

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### Newsletter

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**Unsolicited contributions are encouraged; contributions submitted for publication are subject to editorial review. For extra copies, contact the editor.**

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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***

This effect is magnified by the fact that, despite our variety of backgrounds, ORALL remains small enough that I feel like it is easy to manage to talk to everyone and hear their individual perspectives at any given meeting. I think that both its varied membership and its size also contribute to ORALL's unique and vibrant culture. What other chapter would host an annual meeting at a water park or make a tradition of holding an annual euchre tournament, all while annually providing compelling programming? Furthermore, our members tend to be active at the national level as well, even going so far as successfully lobbying to bring AALL's annual meeting to Ohio in 2021! (Specific kudos to Angela Baldree for leading that effort!) All in all, ORALL is a uniquely vibrant professional organization, and I am very thankful to be a part of it!

\* \* \*

### ***ORALL Member Spotlight: Angela Baldree*** **by Jennifer Mart-Rice, Washington & Lee University School of Law Library**

As you know, ORALL is made up of some pretty fantastic law librarians doing some amazing things. During our recent Annual Meeting, a group of us were discussing ideas in which we could add to the *ORALL Newsletter* while also showcasing our wonderful members and what they do. After the meeting, I thought to myself: What a better person to start this with than our very own recent recipient of the 2019 George Baker Distinguished Service Award Angela Baldree, Director of the Franklin County Law Library?

If you've ever had the opportunity to meet or work with Angela, you know that she is one of most humble and kind people around. To this end, she so graciously agreed to be the highlight of our first "Member Spotlight." I exchanged emails with Angela and asked her some questions that I thought our members would enjoy learning about her. For example, I learned at our Annual Meeting that Angela is an avid budget traveler. She may not know it yet, but the next trip I plan I will definitely be calling on her to assist me. Angela's responses to my questions are below. I hope that you enjoy learning about her as much as I did!

JMR: How long have you been a member of ORALL and why did you join?

AB: I joined in September 2001, after I was hired at the Lake County Law Library. Bernice Spangenberg, the director, told me on my first day of work to join and register for the meeting being held at Maumee Bay State Park that October. I did

both immediately, but when I called Maumee Bay, they were out of rooms, so I got a cabin all to myself. I got up on Thursday morning for breakfast and three deer were licking the moisture off my car.

JMR: What do you enjoy most about our profession?

AB: I have been working in libraries since I was a sophomore in high school. I was hired to shelve books at the local public library for \$4.35 an hour (years later I was a trustee and treasurer for that very same library). I worked my way up to circulation clerk by the time I graduated college. During college I worked at Miami University's Brill Science Library where I was the night manager due to my previous library experience. I worked three nights a week from 9 pm – 12 am. Two of my college roommates would spend the time with me studying and walk me home. In return I let them make the closing announcements each night. After college, I taught for two years before I realized that wasn't what I wanted and quickly got a job as a circulation clerk at the Washington Centerville Public Library in Dayton. A group of women and I commuted each week to Columbus to get our MLS, and I was soon hired to be the circulation manager at the Grandview Heights Public Library in Columbus. In 2001, I moved back to the Cleveland area without a job. My mom saw an ad for the assistant law librarian in Lake County. I told her I didn't know anything about the law, and she reminded me I didn't have a job. Applying for that job was the best thing I have ever done.

The Lake County Law Library Board then, and the Franklin County Law Library Board now, could not have been more supportive. Their encouragement to attend conferences and other trainings was instrumental in getting me involved with ORALL and AALL. Through those connections, I became very involved in the task force charged with saving Ohio county law libraries in 2005, which then led to the consortium and my current job. I have worked with some extraordinary people who love libraries as much or more than I do.

What we do in law libraries can be difficult. I like to tell my staff and others that no one comes to our libraries for enjoyment. Unlike public library patrons, our patrons are facing the most challenging times of their lives. They often feel helpless, scared, and overwhelmed—not to mention exhausted from simply trying to find a parking spot. They've probably been given the runaround by other county agencies before finding their way to us. We need to remember this when they are short with us or start to tell us a 20 minute story on why they're here. Smile at them; apologize for what they've been through; listen to them; offer them something. Even if you can't solve their problem, try to give them some assistance. I am so proud to be part of a community dedicated to providing access to justice to everyone.

Additionally, I am so proud of all we do to help each other out. The selfless sharing of resources, best practices, and overall support make me so very gratified to be a law librarian. That comradery is not seen in many professions. No one exemplified that spirit more than George Baker. George was one of the first colleagues I met at ORALL and we quickly became friends, bonding over our love of Notre Dame football. He answered each and every phone call and email; he pitched in when work needed to be done; and he did it all with a smile on his face. For a group of my peers to bestow upon me the George Baker Memorial Award last month humbles me more than you know. I hope this award lives on long past all of us who knew and loved George.

JMR: Describe what you were like at age 10.

AB: OMG – Ten-year-old Angela was as tall as she is now and so skinny you could see all her bones. Oh yes, I was taller than everyone at my school (including most of the teachers). Picture a newborn giraffe learning to walk. Needless to say, I wasn't too popular with the boys. But I was always a happy, adventurous kid. While I was ten, I started playing the flute, I sang in the school guitar choir, I won the 4<sup>th</sup> grade poetry contest with a poem about the game Clue, I got my first puppy, Domino, my dad opened a sawmill and I spent time playing with my brother in the sawdust piles, and I was already an avid reader going through Nancy Drew and starting on Phyllis A. Whitney

JMR: What's something about you (a fun fact) that not many people know?

AB: I was born on Halloween. It is a great day to have a birthday. First, no one forgets it. When I was a child and would go trick-or-treating, I'd get candy and birthday presents from our neighbors. My brother only got candy. As the years are adding up, it's not as much fun, but I still try to wear something Halloween-themed even though the staff at the FCLL refuses to wear costumes.

JMR: What's the last book you read?

AB: So I read at least three books at once – one book, one audio book (yes, listening to audio books counts as reading) in the car, and one audio book on the bus during my commute. You can track my books on Goodreads (<https://www.goodreads.com/abaldree>) or in my email signature. Currently I'm reading *The Paying Guests* by Sarah Waters, *Florida* by Lauren Groff, *A Single Thread* by Tracy Chevalier, and *Looking for Andrew McCartney* by Jenny Colgan. Right now I'm enjoying *Florida* the most. This was a recommendation from President Obama. I enjoy going through his reading lists and picking titles for myself. Lauren Groff also wrote *Fates and Furies*, which he suggested and I

really enjoyed. *Florida* is a collection of short stories in or about Florida, but all seem to weave together. Her language is so beautiful and vivid.

Tracy Chevalier is one of my go-to authors. She attended Oberlin College in Ohio but now lives in England. I can't wait to get a new Chevalier book just to find out what the topic is. Each of her books is so unique. This is a rare treat when most authors churn out formula books each year. *At The Edge of the Orchard* is one of my favorites and takes place in Ohio during the American Western Migration. Johnny Appleseed even makes an appearance. *A Single Thread* takes place in England right after WWI when there is a surplus of women. The main character refuses to accept the life of a spinster and joins a society of broderers – women who embroider kneelers and cushions for the cathedral. It's a wonderfully told story about a rare topic.

JMR: What would be the name of your autobiography?

AB: *Three Peas in the Sink*. One day I was cleaning the kitchen and saw three peas in my drain. I said out loud to myself (as I often do), "Oh, three peas in the sink. Man, that's a great title for a book." Really, that is how my brain works. I have no plot, but someday....

JMR: Which [Mr. Men](#) / [Little Miss](#) character describes your work personality?

AB: Your home life personality? I LOVE this question! "Such fun!" as Penny Hart might say on *Miranda*! I'm going to have to go with Little Miss Busy for work. Her bio is, "Little Miss Busy loves nothing more than to be hard at work, keeping herself busy. She has ten books on the go at once and seven different jobs." I'm always saying yes to some new project. In addition to the work I do for ORALL and the Statewide Law Library Consortium, I am also a board member for Ohio Public Library Information Network (OPLIN), which keeps me involved in Ohio's public libraries, and for the Franklin County Community Based Correctional Facility. Yes, you read that correctly, I serve on a local correctional facility board. The FCCBCF is a minimum-security co-ed facility that utilizes a cognitive behavior therapy for its residents. I can't tell my mom when I have board meetings because she gets too stressed out that I'll end up in a lockdown. I'm also on a Reader's Advisory Committee for the *Columbus Dispatch*. When they asked for volunteers for the committee, I thought it would be an opportunity to share books with people in Central Ohio. Instead it's an advisory committee that gives feedback to the newspaper leaders on their content. Oh well, it's still fun! I belong to one book club, I'm taking Italian language classes, and I have season tickets to the Cleveland Indians and the Cleveland Playhouse.

So my home life personality would be the complete opposite – Mr. Lazy. His bio is, "Mr. Lazy spends a lot of time in bed. It's his favorite place to be. Guess

what's on his to do list? ...Nothing." So when I'm actually home, you will find me in bed, clearing out my DVR, reading, and napping. I know I'm not supposed to admit this, but seriously, if I have a free weekend, I will literally spend the entire time in bed. Yes, I eat there (I have even been known to sleep with Tupperware containers of food next to my pillow). I'll watch a little TV, read a little, and then put my eye mask on and take a nap. I wake up and do it again. I've thought about putting a mini-fridge in my room, but I haven't actually done it yet.

JMR: What's the best advice that you have either received from someone else or that you can give to a new(er) law librarian in our profession?

AB: So the best piece of advice I ever got from a library co-worker was way back in 1995 when I started at the Washington-Centerville Public Library. At WCPL we each had projects for which we were responsible and dedicated hours off the desk to get them done. My dear friend Leigh told me on my first day to make sure to use the rest room during my desk hours, not my project hours.

JMR: What's your favorite travel spot and why?

AB: Not a fair question. I've now been to 34 countries on four continents and picking one is like Sophie's Choice. People are always amazed at the places I've gone and tell me they're jealous. There is nothing of which to be jealous. You, too, can visit these places. I'm not doing anything spectacular. Start small. Road trips are so much fun. My first solo road trip was back in the mid-90's when I drove to Dyersville, Iowa, over Memorial Day weekend to see the Field of Dreams site. My road trips have evolved from there. After AALL in Austin in 2017, my best friend and I embarked on the Great Southern Tour. We rented a car in Austin and drove home via Houston, Baton Rouge, New Orleans, Biloxi, Birmingham, and Nashville. It took us five days to get home, and we stopped at all those places our parents would never stop when we were kids. My other suggestion for domestic travel is Amtrak. There is nothing like boarding a train, stowing your luggage, and having nothing to do but read, nap, and eat until you reach your destination. Get a sleeper car, or upgrade to a bedroom. Your meals are included in the cost. Seeing the country from a train car is a journey you won't soon forget.

If you want to go international, here are some tips I've learned. It's usually much more expensive to book airfare from one of our Ohio, Indiana, or Kentucky airports. Instead, plan your flight from Boston (my favorite), New York, or DC. Use Jet Blue or Southwest to get to one of these east coast airports where the flights are cheaper and more often non-stop. Go to London first. London is only a six-hour flight from Boston. The airline will feed you dinner shortly after takeoff (which includes free wine), you will watch a movie or two, they will feed you breakfast, and it will then be time to land. London is the perfect place to start

international travel for the obvious reason – no language barrier. If you want more of a challenge, I recommend Switzerland. No, it's not that much more expensive than any other European country. Switzerland is the perfect place for more of an international flair because it's pretty small (about the size of West Virginia) and has three distinct regions. Northern and Eastern Switzerland have a very German influence in the food, landscape, and language; Western Switzerland is very French in its food and language; and Southern Switzerland is very Italian. But the absolute best thing about Switzerland is the trains. When people say something runs like clockwork, they're referring to the trains in Switzerland. You can buy a pass for a few hundred dollars and see the entire country in one week. The train station signs are in English and easy to navigate. The trains come often and on time. I was at the station waiting on a train to Geneva when a fellow traveler started telling me about Zermatt. I just moved over one track and hopped the next train to Zermatt and spent the afternoon in a little mountain village in the shadow of the Matterhorn. I still made it to Geneva by the end of the day.

If you're still a little nervous, I would recommend a guided tour. I used to be against guided tours, but as I get older, I am enjoying them more and more. I will make a plug for a few companies offering first class accommodations: Globus/Cosmos/Avalon are all the same company. I've used all three arms and have no complaints. Gate 1 is another one I use that is slightly cheaper than the Globus group but still first class. All the tours are full service, meaning they will include your airfare most meals, and porter service. I usually opt out of airfare because I often use frequent flyer miles. The Globus group has a better reward program, offering \$250 off trips for repeat customers. They also have an amazing app customized for your trip that works offline. Gate 1 only offers \$25 off trips for repeat customers and they have no app, but they have amazing sales, especially on Black Friday. For example, I'm spending 13 days touring Turkey for \$1,000 (that includes three additional optional tours and trip insurance; does not include airfare). These trips are a great way to visit new places in a low-stress environment. One final tip I have is to pick service vendors and stick with them for the rewards. I only book hotels through hotels.com; I only use Southwest for domestic travel and Delta for international. The points do add up and help defray the cost of travel.

JMR: Anything else you'd like to share with your fellow ORALLians?

AB: When I was at the registration desk at Kalahari last month, one of the math teachers also attending a conference there stopped to ask me about being a librarian. Her daughter is at Kent State working on her masters and the mother was nervous about the job outlook. I explained that the outlook nationwide is pretty good due to impending baby boomer retirements. I explained how well Ohio's public libraries are funded. I suggested her daughter should get a job in a



public library and say yes to any task assigned. The more tasks her daughter can eventually put on her resume, the better the job outlook will be for her.

Then I told her about law libraries. I explained the different types of law libraries and encouraged her daughter to get a job that provides a state pension. But then I explained how the last 18 years of my life have been the most satisfying. I'm not sure when it happened, but at some point I realized law librarianship was my career and calling, not my job. I think I have finally stopped being scarred that one day I will be "found out" by my board that I don't know what I am doing. And I think I came to both of these realizations because of the amazing people I have worked with. I am not going to name them all, but I am going to name the six most important – Jennifer Jones, Pam Labandeira, Susanna Marlowe, Minnie Ozbytemur, Charlene Rieves, and Janice Young. My fellow Franklin County Law Library employees have made every day of the last six and a half years such a joy. I have had jobs I hated, and at one point, I swore I would never again work such a job. I love coming to work every day in order to interact with these amazing women. But more than that, they are the most skilled staff anyone could ask for. When you ask me how I manage to go on such long vacations, it's because I know each one of these women is more than capable of keeping the law library running. Basically, they make me look good!

Over the next three years and ten months I'll be winding down my professional life. I want to thank each and every one of you for making the last eighteen years so enjoyable.

Thanks again to Angela Baldree for her willingness to be our very first ORALL member spotligtee. If you are interested in interviewing and writing a "Member Spotlight" for the *ORALL Newsletter*, please contact Paul Venard, [pvenard1@udayton.edu](mailto:pvenard1@udayton.edu), or myself, [martricej@wlu.edu](mailto:martricej@wlu.edu), and we would be happy to share some interview questions. This is truly a great opportunity for us to learn more about our members and what they are up to.



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## ***Reviews of CLIO Cloud Conference 2019***

### ***User-centric Clio Cloud Conference: A Conference Unlike any other***

**by Emily Janoski-Haelhlen, University of Akron School of Law**

Thanks to the special meeting grant from ORALL I was able to attend my first Clio Cloud Conference this year. Clio, for those of you who haven't used it, is a cloud-based legal practice management solution suitable for small to large law firms. Clio offers software that handles various law practice management tasks including client intake, contact management, calendaring, document management, timekeeping, billing, and trust accounting. Clio also has partnerships with many other legal technology software and hardware companies that were showcased in the exhibit hall.

I have been using Clio in my Law and Technology class for years since they offer free licenses to academics and my students love it. The legal clinics at Akron Law also use Clio for matter management, calendaring and conflict checking. Naturally I wanted to learn more about how the Clio product and integrated products work. This conference was an excellent learning experience and I highly recommend it.

The conference started with a keynote speaker every day – which was something I wasn't used to but was a great way to jump start the energy for the day. This conference was truly user-centric, and it was amazing to learn how Clio's development and business model works. Clio invites user feedback on their product and integrated tools during the conference and developers watch you use the products and make changes to designs and developments based on usage and feedback. I thought this was an excellent model of development and support as Clio really listens to its users and makes changes. Enough about Clio the product though!

The keynote sessions were fantastic and worth attending the conference for even if I hadn't attended any other breakout sessions or product demonstrations. The first keynote, Jack Newton CEO Clio, discussed the 2019 Legal Trends Report (which everyone could download for free). My biggest takeaway from his presentation was lawyers do not answer their phone calls or emails. At first, I thought this was a ridiculous subject to be discussed at a keynote to a major technology conference but in fact, most lawyers (and most of my students) do not answer emails or phone calls. The Legal Trends Report indicated that over 60% of the 1000 law firms polled did not respond to an email inquiry and 71% of the email inquiries that were returned were done so in an "inadequate" response time sure to frustration any reasonable person.

Author Dan Pink gave the closing keynote based on the subject of his latest book, *When: The Scientific Secrets of Perfect Timing*. Pink focused on the daily cycle of changing mood and performance levels and suggests that we take this cycle into account because “it’s much more significant than we realize.” Pink’s keynote takeaways suggested that we really are not very productive in the afternoon and we should focus on administrative tasks during this time. And in the morning or “peak of the day” if you are a night owl, we should focus on work that requires our analytical skills and vigilance. For more see: <https://www.amazon.com/When-Scientific-Secrets-Perfect-Timing/dp/0735210624>.

There were two other keynote sessions that are worth mentioning - Glenn Greenwald talked about privacy and security, and Shaka Senghor and Deanna Van Buren talked about rethinking our concept of second chances in the criminal justice system. If you are considering attending your first Clio Cloud Conference next year, I highly recommend the keynote sessions and the interactive product demonstrations. The 2020 keynote speakers have not been announced but they are always well-known, provocative speakers.

The final program that I wanted to mention that I think will be relevant to law librarians is the program by Professor Eric Goldman from Santa Clara University. The program focused on how emojis have become an important way we express ourselves but that their usage can lead to misunderstandings with significant legal stakes such as whether someone should be obligated under contract, liable for sexual harassment, or sent to jail. Professor Goldman went through a series of emojis and asked the audience what it thought the emojis meant – the results were troubling as no one agreed on even one emoji. He went on to discuss the ways in which the courts have interpreted emojis and the challenges those interpretations pose. For a more detailed look at his research, follow his blog on emojis at <https://blog.ericgoldman.org/archives/category/emojis>. And if you want to read more about emojis and legal research, Duke law librarian Jennifer Behrens published an article in volume 38 of *Legal Reference Services Quarterly* called *‘Unknown Symbols’: Online Legal Research in the Age of Emoji*.

The Clio Cloud Conference was unlike any legal technology conference I have been to and I welcomed the change in format and programming. It was a conference focused on Clio and Clio-friendly products but the keynote sessions, breakout sessions, and substantive programming on data security, privacy, blockchain, and emojis made it a well-rounded conference. Thank you again to the ORALL Grants Committee for helping me attend this conference!



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## ***Clio Cloud Conference 2019: A Review of Clio University*** by Sarah Starnes, University of Akron School of Law

Thanks to the generosity of the Grants Committee, I was able to offset some of the costs incurred by attending the Clio Cloud Conference in San Diego from October 21 through 22, 2019. Clio grants schools free access to their practice management system and attending was a great opportunity to see and learn more about what Clio is capable of, and what I could take back to Akron and to my students. Although I learned a lot about some of the smaller functionalities of Clio, one of the biggest takeaways is Clio University. There was a specific track at the conference for those who wanted to complete Clio University, but it is also available online for free to anyone who wants to take the course and receive the proficiency certificate.

Although likely most helpful to students new to Clio, Clio University can also be a great resource for those who are interested in adding Clio to their curriculum. Clio University guides the user through the basics of Clio, and upon completion, will obtain a certificate stating you are proficient in using the basic functionalities of Clio. For the Academic Access Program, there are fifteen courses (each with anywhere from one to six lessons) that have to be completed in order to achieve the certificate. Although it was nice to be able to complete these courses in person, the online platform is very functional and interactive.

The courses include starting with the basic introduction to the program and introducing best practices for using Clio, including figuring out which browsers work best with Clio and security features such as two factor authentication and password managers. Other courses include:

1. Creating contacts, which includes billing rates, payment profiles, and how to locate relevant information easily;
2. Creating matters (legal cases), which includes understanding the dashboard, how to create, edit, and delete matters, how to find and locate relevant information, how to update custom fields, and granting and restricting permissions to certain information on a matter profile;
3. Using their calendar function, such as creating, editing, and deleting events, how to set reminders and share events, and how to sync and integrate third party calendars;
4. How to create, assign, filter, sort, and update tasks;
5. Keeping track of time and expenses, including learning how billing rate hierarchy works, how to create and add times entries, how to use the timekeeper function, and how to create and edit expense entries;
6. Creating accounts for recording transactions and managing balances in operating and trust accounts;
7. Everything about billing, including the state of a bill, generating, editing, deleting, and approving bills and multiple bills at once, how to record payments and write-offs, and how to void a bill;
8. How to update folders and files within their documents system, how to connect third party applications, and learn how and why document automation is important and how to utilize it properly;
9. Using their communications features to help keep accurate records of client contact, copies of emails and documents, and how to work with secure messages and Clio's add-on to Gmail and Outlook;
10. How the connect portal works with sharing and un-sharing resources with a client, and within the firm, or co-counsel, or third party;
11. Creating reports;
12. How to utilize mobile applications, and learning the difference between web apps and mobile apps; and

13. How to integrate with other programs to make the best functioning practice management system.

Completion of all of the above will result in the certificate, and you, or your law students, will be ready to use Clio proficiently and successfully. Learning about this free course, and being able to attend the track at the Cloud Conference was a great way to refresh some skills already known about Clio, but to also learn about all of the new functionality they have added to their product. Attending was a great experience and I am very grateful to ORALL and the Grants Committee for making my trip much easier.

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***ORALL Annual Meeting 2019 (Sandusky Ohio) Program Reviews***

***ORALL 2019: Make a Splash with Microsoft Office for Legal Work Program Review***

**by Andrea Alexander, U.S. Courts Library**

I was so grateful to learn that I had received a grant to attend the ORALL Annual Meeting at the Kalahari Resort in Sandusky this fall. Although I have been in Ohio for nearly half of my career as a law librarian, this was my first chance to go to an ORALL event and spend time networking and learning alongside my colleagues from Ohio, Indiana, Kentucky, Michigan, and more.

As a conference attendee, I'm often drawn to the more theoretical programming that focuses on "big picture" ideas, trends in the profession, soft skills like team-building or mentoring, etc. This time, though, I decided to take the often-given advice to attend a program that is outside of my typical wheelhouse, and I was so glad that I did! Jeannette Mazur's "Make a Splash with Microsoft Office for Legal Work" gave me a set of concrete, usable new tips and tricks to make the most of the commonly-used family of software and services. Below are a few of my favorite takeaways:

- Conditional formatting in Excel is a great tool for navigating large sets of data. Found under the Styles section of the Home tab, pre-existing rules like Highlight Cells Rules and Top/Bottom Rules or customized rules (created in the same tab) let you home in on specific pieces of information, sort data sets, and more. Rules can be viewed and managed in this tab as well, so you never have to wonder what conditions your workbook is operating under.
- Using the developer toolbar in Word (File>Options>Customize Ribbon>set the Customize the Ribbon option on the right to Main Tabs>check the Developer box>click OK), you can customize a template with a drop down field for the date. Saving the customized template to your desktop will allow

you to quickly access it for document types that you find yourself creating repeatedly.

- Another customizable item is the Quick Access Toolbar in Word, found at the top or bottom of the ribbon (even this location can be customized to suit your preference!) The pull-down arrow on the ribbon gives you a variety of icon options that can spare you a few keystrokes for frequently-performed tasks. Adding the “Insert Page/Section breaks” icon to my Quick Access Toolbar has made word processing a little more efficient for me.
- Creating rules in Outlook makes prioritizing and sorting email quicker and easier. For example, right clicking on an email from HeinOnline and scrolling down to Rules gave me the option to create a rule that funnels all emails from this sender into a separate folder, where I can access them easily when I choose to devote time to learning about new products and services. A carefully curated set of Outlook rules cuts down on those new message alerts that can derail your train of thought when you’re trying to focus on a specific task.
- Password protecting documents is something I always knew was possible but never saw a need to learn about, as I was rarely dealing with confidential data. However, with concerns related to sensitive client information, case documents, or student grades, it’s quick and easy to give documents an added layer of security (File>Info>Protect Document>Encrypt with Password). Just be careful to pick a password you can remember, because if you forget it, you simply cannot open the document! Passwords can also be removed by going to the same Encrypt Password option and deleting the password you had put in place.

There were so many more useful bits of information in this program that, when I reached out to Jeannette, she had a 22-page document available distilling the contents of her presentation (which, incidentally, was amazing for me as I learn best by this exact sequence of seeing a demonstration, reading instructions, then performing the task myself while referring back to the instructions for guidance). Since there was no good way for me to distill all of the helpful notes and images here in just a few hundred words, Jeannette graciously agreed to let me put her email address in this article. So if the bullet points above whetted your appetite and you’re eager to learn more, you can reach out to her at [jxb713@case.edu](mailto:jxb713@case.edu) to request your very own copy of the presentation documents and add some new skills to your Microsoft Office arsenal.

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## ***ORALL 2019: Marshmallows & Books: Library Displays for Marketing & Social Media***

**by Ashley K. Nix, The Cleveland Law Library**

This year I had the opportunity to attend ORALL's 70<sup>th</sup> Annual Meeting and Conference. Being a new librarian with a background in the legal field, I walked into the conference with a goal of attending programs with a greater focus on librarianship than legal matters. When I saw the program *Marshmallows and Books: Library Displays for Marketing and Social Media* on the agenda, I was both intrigued and excited. Who doesn't love marshmallows?

*Marshmallows and Books: Library Displays for Marketing and Social Media* was presented by Angela Baldree, Lisa Britt Wernke and Erin Waltz. During their presentation, they explained the Whys and Hows of creating eye-catching displays in your library. Further, they provided photos of displays that they created within their libraries, as well as estimates of what they spent to create each display, making the point that displays are possible, regardless of your library's budget.

So why should you create incredible library displays? First and foremost is teambuilding. Creating displays is a great way to get library staff working together on a project, especially if they may not always have an opportunity to work on projects together. Second, displays get patrons' attention! They create conversation between patrons and library staff and can even give patrons a laugh (or a scare, if there is an anatomical skeleton involved)! The third (and my favorite) reason is social media marketing. Not only is social media marketing fun, it reconnects you with those patrons who may not have been in to see you in a while. Social media has become a finding aid that connects patrons to your institution, and it has the potential to put your library on the radar for somebody who has never visited before.

If you think that this sounds great, but you are wondering how to do it, that is simple- just go for it! You can create displays with books or other library objects in spaces that are presently dead space within your library or even with space constraints. The presenters provided several excellent examples of displays, for instance, stacking books to create a Christmas Tree, or, in the case of the Franklin County Law Library, dressing up their resident, anatomical skeleton, Lulu, in beach attire (yes, she was wearing flip-flops). The best and most inspiring advice that the presenters offered is to work with what you've got. It is possible to recycle paper materials, discarded books, or even items that you are no longer using at home to build a creative display. Pinterest and Instagram are your friends and so are other libraries that are posting their displays on social media!

\* \* \*



***Program Review: What Does a 21<sup>st</sup> Century Collection Need?  
What can You Weed?***

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

In a time of budget cuts and a transition to electronic resources, this session presented timely information on how two Law Libraries were dealing with downsizing their collections. Both the Chase College of Law Library at Northern Kentucky and the University of Kentucky College of Law Library have recently faced changes where their collection space has been drastically reduce. In this session, Carol Bredemeyer (NKU) and Patty Alvayay (UK) provided tips on how they evaluated what was required for their collections and what could be cut.

One of the overlying themes of the session was that the library's identity has to be identified and maintained. The librarian needs to know what major services the library provides to the school and ensure that they are still able to meet those needs even after materials are weeded. Ideally, the librarians would have ample time to go slowly in order to ensure the identity is maintained and proper resources are cut, but unfortunately the librarians are not always provided with this luxury.

When speaking on specific resources, Patty Alvayay stated that she focused on resources in large sets. She also stated that she was able to pull journals/print serials available online, loose leafs that were available electronically, reporters, and, 2<sup>nd</sup> and 3<sup>rd</sup> copies of items. Her library made lists of what cuts would happen "now" and another list to "see what happens".

At NKU, Carol Bredemeyer stated they also focused on large sets not used anymore (ex. Public Utilities Reports) and items that were no longer being updated. They also chose to pull items that they make available electronically (Almanacs, Hein journals, Reporters, etc.). Non-law treatises were sent to the main library. NKU used spreadsheets to track their collection to determine what they could weed.

With changing times and younger librarians (and faculty), it may be easier now for libraries to shift their focus from print to electronic when space becomes an issue. Instead of focusing on "just in case", more attention is being placed on "just in time" by obtaining books through Interlibrary Loan and other means. While faculty requests remain important when determining purchases, with space restriction it is more prudent to focus on necessities and fill in the gaps through electronic means and library partnerships.

As always, ORALL 2019 provided valuable and timely sessions on issues facing Law Libraries today. I would like to thank ORALL for providing the grant so I was able to attend once again this year.

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***ORALL Program Summary: From Lake Placid to Roaring Rapids:  
Tips on Negotiating Workplace Culture***

**by SaraJean Petite, Case Western Reserve University School of Law**

I would like to begin by thanking the Grants Committee for the grant that funded my attendance at this conference.

In their presentation, Eastman & Smith librarians Julie Maekask and Michelle Wang explained that workplace culture is important because a good workplace culture means higher productivity and less staff turnover, which affects the bottom line because it is expensive to hire and train replacement staff. They described the four types of culture: Clan culture, Adocracy culture, Market culture, and Hierarchy culture and the need for some balance. They offered tips on doing well in each type of culture.

Here is a summary of the types of culture they discussed:

1. **Clan Culture:** This culture is friendly and social. They are concerned about people and sensitive to their customers. In a clan culture, it is important for people to get to know their co-workers and assist others.
2. **Adhocracy Culture:** This culture emphasizes a high degree of flexibility and individuality. They value doing things first. In Adhocracy culture, it is important to keep up on the latest innovations, and be prepared for change.
3. **Market Culture:** This culture is focused on winning and getting the job done. In this culture, it is important to know how the company compares to its competitors and how it can improve its position.
4. **Hierarchy Culture:** This culture values structure, stability, and control. They want to do things “right” and get consistent, predictable results. It is important for employees to know and understand the rules and processes.

If there is a built culture, and the entire staff “buys in,” employees know how to handle workplace situations in a way that is consistent with a company’s values. For example, behaviour that would be rewarded in the innovative Adhocracy culture would be seen as a threat to the stability of a Hierarchy culture. Culture can be changed, but it takes time and effort. Usually, the head of the company sets the tone and leads the change in culture.

The handout for this program is available on the ORALL website at: [http://orall.org/wp-content/uploads/2019/11/6C\\_Handout.pdf](http://orall.org/wp-content/uploads/2019/11/6C_Handout.pdf)

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***Reprinted with Commentary and Permission: Joanne Beal,  
CONFIRMED: ORALLiens sited! Numbers Growing! ORALL  
Newsl., Fall 1996 at 1-3.***

**by Jennifer Mart-Rice, Washington & Lee University School of Law Library**

As announced at the recent ORALL Annual Meeting, the digital Newsletter Archive for our organization is now as complete as it can be given the Internet Committee’s access to old newsletters. (If you have old newsletters not in the

online archive, please contact me; I'd love to have them.) For much of this project, we were fortunate enough that Sarah Starnes volunteered one of her student employees at the University of Akron Law Library to perform much of the digitization work. However, there were a few stragglers sent to me later on in the project that needed to be digitized. Excited to use the fancy new KIC scanner that my library recently purchased, I "volunteered" myself to do some of the scanning so that I could better learn how to operate this fascinating piece of machinery. A few volumes in and I was beginning to think that that was a terrible idea! What a large amount of time it was taking with the sole stimulation being that of the push of a virtual button followed by a quick page review to ensure that the image was captured properly. Surely, I could find a straggling law student who was around that summer and wanted to make some extra money. Right?

Then it hit me. **Smack!** Such a harsh blow that my cheek was turned pink and left stinging. An article by Joanne Beal in the Fall 1996 *ORALL Newsletter*. The wonderful 1996 alien graphics and distinct humor were what drew me in but what I stopped everything for a few minutes to read left me with a very large smile and fond thoughts of my ORALL froleagues, stinging cheek be damned. I thought that after our recent meeting, and the wonderful fun that we shared, it would be nice to share this little article with you. I hope that you enjoy it as much as I did.

*Last summer a middle-aged woman nervously sputtered before the national council, "There are over 300 of them. They are intelligent, highly communicative, and the size of the tightly knit group is steadily increasing."*

*An interplanetary invasion? Not really. As the Vice President/President Elect of ORALL that's how I rather clumsily described our growing organization of Indiana, Northern Kentucky, and Ohio law librarians to a select group of chapter presidents and AALL officers who had gathered for the Council of Chapter Presidents' Leadership Training Session held in Indianapolis in conjunction with the AALL Annual Meeting.*

*Maybe I was nervous because I perceived some earlier remarks to have been condescending toward chapters as a whole and also pointedly critical of ORALL. Concerned over my singular lack of savvy in handling such situations I deftly listened for a positive remark upon which to build. It came, of course, from the winsome Roger Parent, Executive Director of AALL. One word he used that day set in motion the critical process in my mind of assessing ORALL, AALL, and professional associations in general.*

*The word that Roger Parent so offhandedly used that day was "overlap." It's an easy word to say and generally means something nice. I was still mentally groping for an explanation for why ORALL has remained such a successful chapter and upon hearing the word I picked up a pencil and wrote the following on a napkin: "emphasize the similarities – celebrate the overlap."*

*To me this seems to have been the credo of ORALL. This describes the attitude of our members and this is why a professional organization of over 300 continues to describe itself as “tightly knit.”*

*Let me use my own background as an example. From the fall of 1966 until June of 1970 I was happily and warmly ensconced on the campus of Butler University in Indianapolis, fully enjoying the Hoosier way of life. I then returned to my home town of Cleveland to pursue my library degree at Case Western Reserve University and to begin my professional career in the CWRU Law School Library. In 1974, I moved to the Cincinnati area and served for two years as Librarian for the law firm of Taft, Stettinius & Hollister. At the end of 1976 I traveled to Dayton to begin what has speedily turned into 20 years of service to the Dayton Law Library Association. It is with deep affection that I feel closely affiliated with the entire ORALL region.*

*In addition, throughout all of my years in ORALL, twenty-five of them now, I have relished the regular and unpretentious support of the members not only as I have migrated from city to city but also from library type to library type. We are such a strong and cohesive group, respectful of the legitimate concerns of librarians currently employed in the distinctive types of libraries. We appreciate each other's needs and we depend upon each other's strengths. We do continue to emphasize the similarities in our workplaces and we do observe the parallels in our duties and goals as reinforcement of our purpose.*

*It is true that ORALL is known for its presentation of well-planned and timely programs that are suited to all types of law libraries, but in my mind it remains that the success of our chapter is rooted in the attitudes of its members. During these evolving times of information management, membership in ORALL is a tremendous professional asset.*

*Can't the overlap of professional commitment of both AALL and ORALL be just as productive? What should be the mission of ORALLiens on the AALL planet? Will our well-meaning efforts be relegated to the X-Files?*

*A primary focus of AALL during 1997 will be to study, evaluate, and establish a statement of alliance between AALL and the regional and local chapters of law librarians. A draft statement has been reprinted in this issue of the Newsletter. Enjoy reading it and, if you feel so inclined, I'll be happy to receive and forward any comments to Sally Holterhoff who is presently serving as Chair of the Council of Chapter Presidents – for if there is one thing ORALL surely is, it's a **UFO (Unparalleled, Freethinking Organization)**.*

By: Joanne Beal, ORALLien Leader, 1996-97

I thought to myself: “Jennifer,” insert the exotic accent that I'd like to believe my mind thinks in, “how could you have considered giving up this project to someone

else? Someone who wouldn't realize the priceless history in front of them. Someone who will inevitably end up with skewed pages and upside-down images.”

There are so many jewels in our ORALLien crown hidden amongst the ether and here is one that I found to be entertaining, uplifting, and reassuring of something that many of us already know but can always use reminding: “We are such a strong and cohesive group, respectful of the legitimate concerns of librarians currently employed in the distinctive types of libraries. We appreciate each other's needs and we depend upon each other's strengths. We do continue to emphasize the similarities in our workplaces and we do observe the parallels in our duties and goals as reinforcement of our purpose.” Needless to say, the scanning of the archives took me much longer than necessary after that.

I invite you to join me in reading, or re-reading, the historical newsletters and share with us in future newsletters or Facebook posts ones that made you laugh, smile, or fondly recall a froleague or moment from ORALL. Joanne Beal, if you're still out there tuning in on the ORALL home planet channels, bless you and thank you for taking the time to chat with me, sharing your alien pinata story, and brightening not only my day, but now everyone else's day.

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### ***Announcements***

- The Ruth Lilly Law Library of the Indiana University Robert H. McKinney School of Law is pleased to announce that Associate Director Susan deMaine has been elected to a three-year term on the Executive Board of the American Association of Law Libraries (AALL). AALL is the preeminent professional association for law librarians, focusing on education, professional standards, and advocacy on issues relevant to both libraries and the legal community. Professor deMaine has been a faculty member of the Ruth Lilly Law Library since 2012. She has been instrumental in the development of the current legal research curriculum and the streamlining of the library collection. She is currently working on a public access project to digitize the Indiana Code from pre-statehood days to the present.
- Save the Date: The ORALL Annual Meeting for 2019 will be October 21-23 in Bloomington, Indiana at the Indiana Memorial Union Biddle Hotel and Conference Center. Stay abreast of ORALL news on our Facebook page at <https://www.facebook.com/Ohio-Regional->

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### ***A Note from Your Newsletter Editor***

Thanks to all who contributed once again this quarter. In addition, thank you to Angela Baldree for being the first subject of our new and exciting series of the ORALL Member Spotlight. I am hoping this will continue on as a way allow us to “meet” as many members as possible.

This quarter Jennifer Mart-Rice has also provided a reprint from our archives in order to highlight some of the contents of our archive and to celebrate our 60<sup>th</sup> year. Look for more flashback articles in the coming newsletters.

Another idea tossed about to help us get to know our fellow ORALLiens is something that would culminate at the Annual Meeting in Bloomington next year. If we can get enough members to send me pictures of their pets (any type, even kids if you classify them as “pets”), I will publish a “matching game” in the September 2020 newsletter. Members will submit their answers via email and a winner will be revealed at the Annual Meeting. I will be in discussion with the Executive Board about a prize for this contest.

We are always open to new ideas for the newsletter. Anything you think will make it more readable, fun, inviting or just plain better.

I hope you all have a Merry Christmas/Happy Hanukah/Happy Holiday and a Happy New Year. Be safe.

Our next newsletter will be published March, 2020

If you ever have any questions, concerns or ideas, please e-mail me at [pvenard1@u Dayton.edu](mailto:pvenard1@u Dayton.edu).