

Demystifying User Testing

By Lisa Junghahn

In fall 2013, the Harvard Library began to explore web scale discovery systems. As part of this overall exploration, a Search & Discovery Education Team (Ed Team) was formed with the goal of helping library staff investigate the future of research.

The Ed Team has been busy organizing a series of discussions. For example, we've learned from experts on relevancy rankings (in the world of black box algorithms), privacy issues in commercial search, and ethnographic approaches to studying user behaviors.

One of our most popular discussions was entitled *Research and the User Experience: A Panel Discussion on Website Usability in Li-*

braries. The panel included user study librarians from Harvard, MIT, Northeastern, and Simmons – all of whom had a lot to share.

The purpose of user testing is to create user-friendly online spaces. The practice came into its own around 1999. In the early days, testing would happen only at the start and end of projects. It now commonly happens many times in the development process. In fact, all the panelists urged that testing be ongoing, not just at the point of designing or modifying a new website or app.

The good news is that small iterative tests are all you need. Most user studies need only

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President's Column

By Paul Moorman

I would like to begin my last President's Column for the SCALL Newsletter by expressing my heartfelt thanks for a wonderful year as your president. I am in awe of the camaraderie, generosity, and helpfulness you have shown



me and am proud to have had a chance to serve as president of this vibrant and dynamic organization.


I'd first like to congratulate

the newly elected members of the board: Victoria Williamson for vice president/president elect, Amber Kennedy Madole for secretary, and Michelle Tolley for board member. I am very much looking forward to working with them in the coming year. I'd also like

to thank outgoing board members: David Burch, Cheryl Kelly Fischer, and Karol Howard for all their hard work and dedication. It has truly been an honor to work with you all. You have made my tenure as vice president and president an extraordinary experience. I cannot thank you enough for your support and friendship.

I hope you enjoyed the Pacific Chapter's Reception at the AALL annual meeting in San Antonio hosted by SANDALL. As many of you know, SCALL has the privilege of hosting this reception at the 2015 annual meeting in Philadelphia. If you know any good venues, feel free to send them my way as we plan for next year. This event is always a highlight of the annual meeting for me.

Also, it's membership renewal time! Your dues help pay for important services such as grants, scholarships, programs, and the Inner City Youth Internship Program. A volunteer organization like SCALL cannot exist without, you guessed it, volunteers! Please contact Kelsey



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Chrisley to let her know if you are interested in serving on a committee. As the saying goes, many hands make light work, so the more you can do, the more we can do.

Finally, Victoria Williamson, Kelsey Chrisley, Diana Jaque, and I have been scoping out potential venues for the 2015 SCALL Institute. We are concentrating our efforts on finding hotels in the Inland Empire and Coachella Valley. We hope to find a space that works well for our needs, budget, and would be an exciting destination for members to visit. Watch the listserv for more details and contact Victoria Williamson if you have any questions or would like to help.

Finally, I will close by saying it has been such an exciting and rewarding year for me. I have so much gratitude for the hard work and dedication the membership has shown me over the years. You are what make SCALL the successful organization it is. Thank you!

Job Opportunities

By Don Buffaloe

Director-Level Law Librarian; Munger, Tolles & Olson LLP; Los Angeles, June 13

Information Resources Supervisor; TRAK Records and Library; Los Angeles, June 12

Library Assistant; Riverside County Law Library; Indio, June 6

Knowledge Management Manager; LAC Group; Los Angeles, May 27

Supervisor of Technical Services; Paul Hastings LLP; Los Angeles, May 8

Research Law Librarian for Instructional Services; UC Irvine School of Law; Irvine, May 7

Assistant Librarian; LAC Group; West Los Angeles, April 30

Librarians & Library Technical Assistants, California Department of Corrections and Rehabilitation, Statewide, Ongoing

Don Buffaloe

Chair, SCALL Placement Committee

donld.buffaloe@pepperdine.edu

Editor's Notes

By Judy Davis

As one of our experiments with this newsletter, my new co-editors and I decided to try the Editor's Notes as a sporadic addition, including it only when we have something of great importance to share with you. This is one such occasion. I am honored to report that at the SCALL Annual Business Meeting, the 2014 Rohan Award went to **Patricia Pelz Hart**, in appreciation for her years of service as SCALL Newsletter Editor.

Along with my co-editors, Jessica Wimer, Christina Tsou and Joy Shoemaker, I would like to extend my congratulations to Patricia for this well-deserved honor. We hope that the newsletter continues to live up to the high standards she set.

Tanya Cao and Deborah Lipton also received certificates of appreciation at the Business Meeting, for their service as Compilers of the SCALL Newsletter during Patricia's tenure as editor. Congratulations to Tanya and Debbie for this honor—well done.

Newsletter Staff 2013-2014

Cindy Guyer
USC Law Library
(213) 740-2621
cguyer@law.usc.edu

Lisa Junghahn
Harvard Law School Library
(617) 496-2123
ljunghahn@law.harvard.edu

Bill Ketchum
University of La Verne Law Library
(909) 460-2063
wketchum@laverne.edu

Sandy Li
U.S. Courts Library—Los Angeles
(213) 894-8902
Sandy_Li@lb9.uscourts.gov

Michele A. Lucero
LAC Group
(323) 302-9436
mlucero@lac-group.com

Alyssa Thurston
Pepperdine Law School Library
(310) 506-7410
alyssa.thurston@pepperdine.edu

Editors

Judy K. Davis
USC Law Library
(213) 740-2189
jkdavis@law.usc.edu

Christina Tsou
UCI Law Library
(949) 824-1430
ctsou@law.uci.edu

Jessica Wimer
UCI Law Library
(949) 824-7293
jwimer@law.uci.edu

Compiler

Joy Shoemaker
U.S. Courts Library—Pasadena
(626) 229-7191
Joy_Shoemaker@lb9.uscourts.gov

Business Manager

Margot McLaren
Whittier Law School Library
(714) 444-4141, ext. 490
mmclaren@law.whittier.edu

Webmaster and Listserv

Suzie Shatarevyan
Loyola Law School Library
(213) 736-1147
shatares@lls.edu

Grant Recipients

Congratulations to the SCALL grant recipients for the AALL Annual Meeting 2014:

Janine Liebert, Programs & Partnerships Librarian, LA Law Library

Ryan Metheny, Member Programs & Educational Partnerships Librarian, LA Law Library

Heather Williams, Web Services Librarian, Paul Hastings

Michelle Tolley, Librarian, Paul Hastings

Antoinette Morales, Access Services Librarian, UCLA Hugh and Hazel Darling Law Library

Rachel Decker, Collection Management Librarian, Harry and Diane Rinker Law Library

Ralph Stahlberg, Director of Research & Research Services, LA Law Library

Hope you enjoyed San Antonio!

Don't Be a Mentor — Just Be a Friend

By Cindy Guyer

Are you open to making a new friend? Are you willing to be a mentor? I'm sure all of you answered yes to the first question, but maybe wavered on the second. I'm here to say you can answer YES to both.

I've been fortunate to have career mentors for most of my life. My first mentors were close family friends who were attorneys. They gave me the courage to go to law school. During law school, I met alumni who guided me to my first job as an attorney. When it was time to change careers to law librarianship, I reached out to friends who were librarians for advice on the profession. I was then matched with a mentor through SCALL's Library School Liaison Committee. And when I started my first librarian position, my supervisor quickly became a mentor and friend. What I've learned from these informal and formal mentoring relationships is that friendship is key.

Mentoring doesn't have to be complicated, formal, or burdensome. You just need to be open to making a new friend in the profession. Rethinking the mentor relationship as a friendship benefits both parties. For the mentor-to-be, making a new friend lessens the pressure to provide "perfect" advice or commit a great deal of time. For a mentee-to-be, seeking a friend reduces any intimidation one may feel about reaching out to an established librarian or asking uncertain questions.

I have mentored seven librarians with this friendship approach. Our relationships started both through formal mentoring programs and also informally from referrals by my other mentees. My approach has always been to build a new friendship – a relationship that is welcoming, relaxed, and open on both sides. This is why I believe my mentoring relationships have been successful. I measure success by the continued, ongoing connections I have with my mentees-- who are now colleagues.

From my experiences as both mentee and mentor, I know taking the first step toward this relationship can feel a little awkward. I have therefore worked with my colleagues on the AALL Membership Development Committee to develop tips to help both mentees and mentors start the process. I have provided some of these tips at the end of this article.

Formal programs also exist to help you establish a new friendship. Two of these include SCALL's Library School Liaison Program and AALL's Mentor Program through Mentor Match. But don't feel obligated to start with a formal mentor program. Be open to meeting a new friend at a local chapter meeting, sit next to someone new at an AALL Annual Meeting program or roundtable, or even reach out to an author of an article you enjoyed reading. All you really need to do to be a mentor or mentee is be open to making a new friend.

I'm always looking for new friends.

Cindy Guyer is a Law Librarian & Adjunct Assistant Professor of Law at the USC Gould School of Law

Tips for Mentees

Introduce yourself, explain why you chose (or changed to) a career in law librarianship, and where you are in school/employment. Keep it short, about 2-3 paragraphs.

- Ask 3 specific questions, for example:

What do you like most about law librarianship? Why did you choose the field?

I'm curious about different law librarian positions and the duties they entail. Can you tell me what you do as _____ at _____? What's your day like?

Do you have any suggestions for the best networking opportunities or events to attend?

What kind of classes do you recommend I take if my goal is to work as/at _____? What types of projects or work opportunities do you recommend I seek if my goal is to work as/at _____?

- Include a detailed resume.
- Provide the best means for communication (email, phone, or in person) and preferred days/times.
- Be patient for the mentor to respond.

Tips for Mentors

Introduce yourself briefly and focus on areas you have in common, for example:

- your geographic area
- your work history and/or current professional position
- professional service and/or research involvement

Seek ways you can offer guidance by asking specific questions, for example:

What do you like most about law librarianship? What library school classes did/do you enjoy the most?

Do you have any questions about good networking opportunities or events to attend?

What kind of continuing education opportunities are available to you? Have you been able to attend an AALL Annual Meeting?

What goals do you have for yourself? What would you like to be doing in ten years?

- Provide the best means for communication (email, phone, or in person) and preferred days/times. Be candid about your time availability and unavailability.
- Stay in touch with your mentee by checking in regularly. For example, put a note in your calendar to check in once a semester for a student and bimonthly for a librarian.
- Try to meet in person at a local chapter event, the AALL Annual Meeting, or informally for coffee or dinner.

LA Law Library: International Trade Law Research and Resources

By Christina Tsou

The LA Law Library's 2014 Export Workshop Series offers ten international trade workshops, plus two supplemental MCLE classes, from March 6, 2014 through July 24, 2014. I had the opportunity to attend the MCLE session entitled "International Trade Research & Resources" on May 21, 2014. The session was taught by LA Law Library's Global Law Librarian, Neel Agrawal, with assistance from Ryan Metheny, the Reference Librarian for Members Program and Education Partnerships.

The participants spanned a wide range of backgrounds, including attorneys and a paralegal, law librarians from UC Irvine, Pepperdine, and University of San Diego, as well as exporters.

The session covered the following topics:

- Overview of the Array of International Trade Laws
- Strategies for Researching Key Issues
- Utilizing Commentaries as Access Points to the Law
- Participation in a Hands-on Research Exercise

Before the class started, I was lucky enough to go on a quick tour of the LA Law Library, led by Neel and Ryan. Their global collection is impressive. It is one of the world's largest collections of foreign and international legal materials, and comprises nearly 40% (approximately 400,000 volumes) of the total collection at LA Law Library, including primary law for approximately 200 countries and practice materials for over 100 countries. The global collection comprises floors 5 North, 6 North, and 7 North. Neel took us up to 5 North, which contains the UK, Canada, Latin America, and South America collections, but that was just the tip of the iceberg. We didn't even have the chance to get to the end of that floor because the collection is so immense, let alone the sixth and seventh floors, which include Europe and Asia, Africa, the Middle East, and International Law, respectively.

Meiling Li, the Director of Collection Management Services, then took the group down to the first floor where she showed us the technical services side of the library's operations, including deliveries, processing, and cataloging. She

also showed us the giant room of appellate briefs that are being fastidiously scanned one by one into their online brief depository. The scanning process is going back in time, and they have gotten to 1995 already. Speaking from personal experience, their brief database has come in handy on more than one occasion for research and reference requests.

Neel started the class by introducing us to the importance of international trade legal research. Because of the globalized economic environment that we now live in and extensive world and regional trade partnerships, there has been a proliferation of legal measures to regulate trade. Global trade touches so many aspects of society and culture, including health, agriculture, labor, employment, environment, economy, contracts, rights, sales, policy, intellectual property, and investment, to say the least.

We next learned about useful resources for dealing with terminology and abbreviations so commonplace in trade research. For example, how would we determine what is a countervailing duty? Or for what UNCTAD stands?

Online resources include the World Trade Organization Glossary and the Glossary of Trade Terms from the Trade Development Network. Print resources include the Dictionary of International Trade Law, The Oxford Handbook of International Trade Law, and NAFTA Terms. Then we took turns reading off slips of paper that Neel and Ryan had prepared for us listing various terms and abbreviations used in trade law. For example, my term was "Uruguay Round" and my abbreviation was "WIPO" (World Intellectual Property Organization).

Next, Neel jumped into secondary sources for international trade law. As we all know, secondary sources are so useful because they summarize and describe the law and also cite to primary law, or in the case of international trade law, major legal instruments such as treaties, agreements, and reports. Key practice guides, encyclopedias, and monographs that Neel introduced to us are: Law and Practice of the WTO; Max Planck Encyclopedia of Public International Law; and Importing Under the U.S. Customs Law.

For researching treaties and other agreements governing trade relationships, print resources include: the UN Treaty Series (UNTS); International Legal Materials (ILM); and Basic Instruments and Selected Documents (BISD). Online resources include: the WTO website; SICE: Foreign Trade Information System; and HeinOnline. In addition, Law and Practice of the World Trade Organization also contains agreements, reports, yearly reviews, and cases.

We then learned about resources for dispute settlement, given that there is an array of dispute settlement mechanisms where international trade is involved. Sources for dispute resolution include: WTO Analytical Index; Law & Practice of the WTO; BNA International Trade Reporter; International Trade Law Reports (ITLA); UNCITRAL/CLOUT; Investment Disputes Under NAFTA; and ICSID Decisions.

Lastly, resources for researching tariffs, data, and markets include the Harmonized Tariff Schedule (HTS) and Market Research. The HTS, published by the U.S. International Trade Commission, provides tariff rates and trade data, and is available in both print and electronic formats. Market research can be found from the CITD/ITCI Trade Information Database or at export.gov with the "Helping U.S. Companies Export" feature.

The class concluded with us working interactively with hands-on exercises using both the print books and online resources. Four modules covering (1) Secondary Sources; (2) Treaties and More International Law; (3) Settlement of Disputes; and (4) Tariffs, Data, and Markets introduced us to the specialized materials and gave us the opportunity to apply them to questions such as "What is the rate of duty for dried raisins made from seedless grapes?"

I found the course to be a very helpful introduction to the key resources for trade research and I look forward to the opportunity of using these resources and databases when working on faculty research projects in the future. Thank you Neel and Ryan for teaching this class!

Christina Tsou is the Research Law Librarian for Faculty Services at the UC Irvine Law Library



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five participants to uncover 80% of the problems, with diminishing returns after eight. The real challenge to testing is not the test, but translating results into recommendations. This is especially true where a system needs to accommodate both new and expert users, like faculty who are attached to certain conventions and students who operate from a different sensibility.

Two key goals for library user testing is to make sure our nomenclature and categorizations make sense. We have probably all had that conversation with a patron who is confused over the names of things or who has gone down the wrong path due to a misunderstanding of how information is arranged.

Another benefit of testing is that it creates buy-in from developers and librarians, who often do not have sufficient empathy for users. Having a librarian, for example, observe a student fumble around the portal is a good reminder that our online spaces can be confusing and overwhelming. Relatedly, each panelist mentioned the unforeseen and invaluable insights that arise during testing.

Two helpful acronyms for user testing are S.T.U.P.I.D. and S.M.A.R.T. Smart libraries keep in mind that our patrons are Stressed, Tired, Untrained, Passive, Independent, and Distracted. Smart design is Simple, Memorable and accepts Autopilot, allows for Recovery from user mistakes, and Tests in realistic situations.

Inspired by what we learned from the panel, the Ed Team decided to try what is called “guerrilla testing” – a form of DIY testing that has users answer simple questions that require no prior knowledge. Our goal was to learn about how students really research and inform the integration of the web scale discovery system into the library.

The first task was to get Institutional Review Board (IRB) approval through the university’s Committee on the Use of Human Subjects. This involved completing an IRB survey and successfully passing a series of

online ethics quizzes. Approval was not necessary, but allows us to share our findings with colleagues outside of the library.

Next, we built the “confession booth,” which is really just a cardboard box covered in construction paper. From the Library Sandbox Program, we borrowed a Mac laptop with Captivate (recording software), so we could capture what the students did and said. Using Qualtrics, we organized a four question survey to gather basic user information. This survey was then embedded on the Mac and became part of each user recording.

To avoid only library nerds participating, we set up our “confession booth” at a student gym and student center. We made a poster to advertise and explain our study, and printed

“Although each session was only around four minutes, we were able to learn much about how students navigate resources like Google Scholar, Wikipedia, the library portal, and discipline-specific proprietary databases.”

out information to remind students that the recordings would be anonymous. Finally, we bought king-sized candy bars. From the panel we learned some librarians disfavor offering incentives, but we thought candy bars would be harmless enough.

It took only one hour, each time, to reach our target of five patrons. We asked students to sit at the computer in the “confession booth” and talk aloud about a recent research task they performed, or share a particular feature of a research tool they valued. Sessions were not longer than 10 minutes.

After, the Ed team met to deconstruct our recordings. Although each session was only around four minutes, we were able to learn

much about how students navigate resources like Google Scholar, Wikipedia, the library portal, and discipline-specific proprietary databases.

Most students had a basic understanding of research, even if they were a little self-deprecating. One student commented: “I use Google Scholar because I never really learned how to research.” In general, graduate students were highly sophisticated in how they approached their research tasks and undergraduate students were not completely clueless.

The goal of the Ed Team is to positively influence the integration of our web scale discovery system. This includes making sure there is clear labeling for facet names and that search results are customized in a way that makes sense to patrons. For this, we grouped our analysis into four categories: (1) resources chosen and why; (2) favorite features of resource; (3) how navigated to the chosen resource; and (4) misperceptions about the resource.

The unforeseen misperceptions were very interesting. One student, for example, selected a feature in Pubmed that he thought narrowed his results to proprietary materials, when he was really limiting himself to open access materials. Another student, after expertly navigating through JSTOR, seemed lost on how to rearrange his results by date and suggested it could be a feature, but wasn’t sure.

The team submitted a paper proposal to the Association of College & Research Libraries (ACRL). We believe this low-budget user-study is easily reproducible, and academic libraries can get quick, invaluable data on how students and faculty are using (or not using) library resources and services.

Suggested Resource: Guidelines for usability testing, <http://usability.gov/>.

Lisa Junghahn is a Research Librarian at the Harvard Law School Library

Getting to Know You: Vicki Steiner

By Jessica Wimer

Vicki Steiner, a reference librarian at the UCLA School of Law Hugh & Hazel Darling Law Library, recently received the 2014 Librarian of the Year award from the Librarians Association of UCLA. This award recognizes excellence in librarianship at UCLA, especially when a librarian's achievements further the teaching and research mission of the university and meet the intellectual, informational, and cultural needs of the community. Vicki's award is the result of her outstanding efforts to develop services and tools that support open access publication of most of the law school's twelve student-produced law reviews and journals.

Vicki's interest in open access publishing is rooted in her involvement with the campus-wide Scholarly Communications Steering Committee, where she initially spent her time participating in copyright workshops and an affordable course materials initiative. In the spring of 2012, while serving on the committee, an open access policy that would impact all UCLA faculty was formulated and Vicki soon became involved.

First, she researched the status of the law school's journals and law reviews and worked with them to identify any issues that might impact their ability to make their articles available on the university's open access eScholarship platform rather than maintaining what some feel is an unsustainable print publication model. She then, along with colleagues Cheryl Kelly Fischer and Stacey Meeker, worked with the Dean of Students and the Library Director to engage in outreach to journals and faculty to increase awareness of the benefits of open access publication. Through a series of workshops, Vicki and her colleagues implemented a hybrid open access model that offers print on-demand for subscribers who want to retain their print subscriptions. With the exception of one of its secondary law journals, all law journals committed to some form of open access publishing. Since the adoption of open access publishing at UCLA Law, journals that

have transitioned are now more organized in their internal operations and trainings and are more consistently published on time. They also receive more institutional support and have more opportunities to work with other graduate journals on campus. All of these outcomes are very rewarding for Vicki and make the many hours she invested in this project with her colleagues more than worthwhile.

Vicki has been a valuable member of the UCLA Law Library since 2007, when she was hired as Assistant Director of the Scholarly Support and Research Assistant Program, and then as a Library Services Analyst in 2008. She did not have her library degree at the time, but these two positions helped her discover her interest in libraries and influenced her decision to attend library school. In 2009, while still in library school at San Jose State University, Vicki joined the Law Library's Reference and Research Services department as a reference librarian. She has been an active and esteemed member of the library and law school ever since.

You only need to talk to Vicki for a short while before you understand that UCLA is the perfect fit for her because it allows her to engage in teaching, scholarship, and research, while enabling her to pursue her other passion of animal protection law. In the library she answers faculty requests for research, participates in teaching within the first year Lawyering Skills program, is the co-author of a chapter on open access in law libraries, and is a presenter at many of the school's programs and workshops. In addition to her duties in the library, she is the co-director of the UCLA Animal Law Program and represents on a pro bono basis, nonprofit organizations dedicated to the protection of animals.

Vicki somehow also manages to find time to be a lecturer at San Jose State University's School of Library and Information Science. She teaches anywhere from 100-200 hundred students per semester in her *Online Social*



Networking – Technology and Tools class.

When I asked about the time commitment this entails, she admitted that while she is able to do this in her off hours, she spends significant time responding to all students because she worries that the online program can be isolating for some and wants to help them feel engaged and excited about their coursework. With this level of commitment to the work she does on her own time, it is not surprising she is so highly regarded among her colleagues and received the librarian of the year award.

SCALL is very lucky to have such an active and vibrant librarian as a member. She is a native to Southern California and attended the University of California, Irvine, where she earned a B.A. in English and did Ph.D. coursework from 1998-2000. Like many law librarians with their JDs, Vicki did not find librarianship right after graduation. Instead, after graduating from UCLA School of Law in 2003, she founded the firm Collum & Steiner from 2005-2007, where she served as Partner. Always one to give her best effort, Vicki was named a "Southern California Super Lawyer Rising Star" by the publishers of *Los Angeles Magazine* and *The Journal for Law and Politics* in 2005, 2006, and 2007. Hers might have been an indirect path to librarianship, but we all benefit with her as a colleague.

Jessica Wimer is the Acting Director at the UC Irvine Law Library

First Impressions: Springshare's LibGuides 2

By Alyssa Thurston

Anyone working in a library is probably aware of Springshare and their suite of web-based products. One of Springshare's most prominent offerings is LibGuides, a web publishing platform that many libraries use to create online research guides and pathfinders, course guides, and even entire websites. According to Springshare, around 4,500 libraries use LibGuides; of those, the AALL Computing Services Wiki estimates 66 are law libraries.

Springshare recently rolled out LibGuides 2, and I have been testing it in the Pepperdine University Law Library's beta site. Below I outline several of my favorite features so far. It is important to note that Springshare offers two separate LibGuides platforms, LibGuides and LibGuides CMS, with the latter offering a few more tools. This article will distinguish between the two where relevant.

Simplified, yet enhanced, box functions

LibGuides pages are structured using content boxes, and the original LibGuides provides approximately twenty different box types. Guide authors can add a box featuring Internet links, books, documents, RSS feeds, and much more. While seemingly flexible, this setup actually limits how much material can be included in one box, and it is sometimes necessary to create a number of boxes on a single page to host all needed content for one topic. This results in a cluttered look for some guides.

LibGuides 2 almost entirely abandons the original 20-plus box types and replaces them with four: Standard, Tabbed, Gallery, and Profile. In Standard boxes, guide authors can add multiple content types all in the same space. Book lists, Internet links, videos, text, documents, and more can all coexist in one box with ease. It's also easy to drag-and-drop this content to reorder elements however you like.

The new Tabbed and Gallery boxes, which were only available in the original LibGuides

system through extra customizations, have their own crowd-pleasing features. Tabbed boxes allow authors to create multiple tabs in a box, thereby including even more content in that space. Gallery boxes can instantly make a guide more dynamic by enabling the addition of rotating image slideshows.

Guide templates

Guide templates provide more flexibility for customizing the look and feel of guides. Two default templates allow administrators or guide authors to choose between top-tab navigation (with page titles laid out across the top) or side-tab navigation (where page titles are laid out on the left side). The latter option allows a guide's tabs to also function as the table of contents. Administrators can modify either of the two templates to customize the look even further. For instance, you can move or even eliminate guide elements such as the date or description, profile box, and more. (LibGuides CMS 2 users can save an unlimited number of modified templates, while LibGuides 2 users can modify and save one version of each of the two default templates.) Moreover, administrators can lock down a template across the system to ensure consistency across all of a library's guides.

A more streamlined LibGuides homepage

Depending on which features you choose to include on your LibGuides 2 homepage, the new layout improves accessibility to your library's online content. Aside from being able to browse guides by subject, owner, and more, users can access links to an institution's A-Z database list, E-Reserves, and Springshare's LibAnswers if your institution subscribes to that platform. These resources' enhanced visibility on the new LibGuides 2 homepage will certainly help drive patron traffic to them.

Speaking of the A-Z database list, no longer does a library need to create a separate LibGuide just to organize or display their databases. LibGuides 2's A-Z Database Manage-

ment tool allows users to search or browse databases by subject, title, type, or even vendor. It also highlights trial and new e-resources.

More efficient workflow

Guide editing and publishing is more efficient in LibGuides 2. A standout new feature is the Publishing Workflow, which, when enabled, allows users to submit a guide for review to LibGuides administrators. (In LibGuides CMS 2, even non-administrators can review guides.) If a guide is approved, the reviewer can publish it.

Another minor, but still handy, new tool is the ability for guide authors to set boxes to "draft mode," making those boxes invisible on public pages while they are being created or edited. Previously in LibGuides, only entire pages of a guide could be in edit mode, which would take an entire page offline when only a small portion of it needed editing. The new draft box function provides authors with greater guide control and flexibility.

Conclusion

There's much more to LibGuides 2 than I have space to discuss in this article. In addition, Springshare is still coding final elements that are not yet available in the beta site. But based on my experience so far, I am extremely pleased, particularly with the obvious improvements to pre-existing LibGuides features. Springshare has clearly listened to and incorporated customer feedback in its development of the new system, which is nicer-looking, easier to customize, and overall appears to enhance the LibGuides user experience. These changes have me excited to see the additions to the recently released LibAnswers 2 system, and what Springshare will continue to develop as it moves forward with its other existing web applications for libraries.

Alyssa Thurston is the Research & Electronic Services Librarian at Harnish Law Library, Pepperdine University School of Law

Executive Board

2014-2015

President

Kelsey Chrisley
Orange County Public Law Library
515 N. Flower St.
Santa Ana, CA 92703-2304
(714) 834-3003
kchrisley@ocpll.org

Vice-President / President-Elect

Victoria Williamson
Riverside County Law Library
3989 Lemon St.
Riverside, CA 92501
(951) 368-0360
victoria.williamson@rclawlibrary.org

Treasurer

Jessica Wimer
UCI Law Library
401 E. Peltason Dr., Ste. 2000
Irvine, CA 92697-8010
(949) 824-7293
Fax: (949) 824-9704
jwimer@law.uci.edu

Secretary

Amber Kennedy Madole
Loyola Law School
Williams M. Rains Library
919 Albany St.
Los Angeles, CA 90015
(213) 736-8389
amber.madole@lls.edu

Executive Board Members

Judy K. Davis
USC Law Library
University Park. MC0072
Los Angeles, CA 90089-0072
(213) 740-2825
Fax: (213) 740-7179
jkdavis@law.usc.edu

Michelle Tolley
Paul Hastings LLP
515 S. Flower St.
Twenty-Fifth Floor
Los Angeles, CA 90071
(213) 683-5037
michelletolley@paulhastings.com

Past President

Paul Moorman
USC Law Library
University Park. MC0072
Los Angeles, CA 90089-0072
(213) 740-2626
Fax: (213) 740-7179
pmoorman@law.usc.edu

Heard Around Town

By Larry Meyer

Greetings SCALL Members! I hope each of you is enjoying the start of summer while getting ready for AALL in San Antonio. It was a pleasure to see many of you at the SCALL Annual Meeting and watch our new Board take office.

Congratulations to SCALL's (and Loyola Law's) own **Florante Ibanez**. Florante, who is very active in a number of library-related organizations, was recently appointed by Governor Brown to the California Library Services Board. Florante will serve with Anne Bernardo, the Tulare County Law Library Director, who was reappointed to the Board by the Governor. Both will serve four-year terms and, I am sure, will well represent law librarians as well as all other California librarians.

Dennis Ladd recently announced his retirement from Southwestern Law School, where he worked as the Government Documents Librarian for many years. Former SCALL President **David McFadden** will replace him. Also leaving Southwestern is **Dana Gabbard**, who is their long-time Documents Assistant, and is known by many SCALL members for his postings to the Cal Doc-L listserv. We wish all three success and enjoyment in their future endeavors.

Michele Lucero of LAC group has exciting news. On May 24 she was married at Parador de Oropesa in Spain and is now Mrs. Michele Angeline Lucero Villagran. She travelled through Europe for her honeymoon but managed to return in time for the SCALL Annual Meeting.

Finally, wherever your summer travels may take you, please travel safely and remember to submit your news items for inclusion in the next Heard Around Town column.

Lawrence R. Meyer is the Director of the Law Library for San Bernardino County

Membership News

Welcome, new members!

Irene Chang, Research Librarian at **Paul Hastings**
Victoria Collie, Library Technician/MLIS Candidate at **Ventura County Law Library**
Ryan Metheny, Members Programs and Educational Partnerships Librarian at **LA Law Library**

Welcome, new student members!

David Isom, MLIS Candidate at **UCLA Department of Information Studies**
Tatyana Livshits, Reference Intern at **University of Washington**

Any corrections, changes, or additions to your membership information, as well as any announcements for Membership News, should be sent to:

Judy K. Davis
Co-Chair, Membership Committee
USC Law Library
(213) 740-2189
jkdavis@law.usc.edu

Karen Skinner
Co-Chair, Membership Committee
USC Law Library
(213) 740-2615
kskinner@law.usc.edu

Annual Business Meeting

By Cheryl Kelly Fischer

The regular Annual Business meeting of SCALL was held on Wednesday, 26 June, 2013 at the United States Court of Appeals, Ninth Circuit in Pasadena. A quorum being present, President David Burch called the meeting to order at 7:04 PM.

I. Approval of Minutes from 2012 Business Meeting

Secretary Cheryl Kelly Fischer presented the minutes of the 2012 SCALL Annual Business Meeting. Larry Meyer moved to dispense with the reading of the minutes and to approve the minutes as printed. Hugh Tracey seconded. There was no discussion and the motion carried.

II. Treasurer's Report

Treasurer Lisa Schultz reported that SCALL began the fiscal year with assets of \$40,749.40 and ended it with assets of approximately \$44,897.40.

Jim Senter moved to approve the report. Larry Meyer seconded. There was no discussion and the motion was carried. The written report is filed with these minutes.

III. Secretary's Report

Cheryl Kelly Fischer reported that 101 completed 2013-2014 SCALL Board election ballots were received.

The results were: Kelsey Chrisley was elected Vice-President/President-Elect, Lisa Schultz was re-elected Treasurer, and Judy Davis was elected Board Member.

Larry Meyer moved to approve the Secretary's report and have the ballots destroyed. Denny Haythorn seconded. There was no discussion and the motion was carried.

IV. President's Report

President David Burch read highlights of his report. SCALL held a successful Institute. David thanked the Board and committees for their hard work. He thanked Joy Shoemaker for facilitating our use of the court for our meeting. He discussed budget increases that were possible this year for the Grants committee, the Inner City Youth committee, and the Library School Liaison committee allowing each to provide opportunities to the membership and community. He noted that membership increased this year to 307 members from 269 last year.

Leonette Williams moved to approve the report. Jim Senter seconded. There was no discussion and the motion was carried. The written report is filed with these minutes.

V. Vice-President's (Institute) Report

VP Paul Moorman reported that the Institute "Healthcare Law and Regulation: The Times They Are a-Changin'" was a success. He thanked the members of the Institute Committee and all other members who helped make the event a success.

The Institute made a profit of \$9381.94.

Carol Ebbinghouse moved to approve the report. Michelle Tolley seconded. There was no discussion and the motion was carried. The written report is filed with these minutes.

VI. Other Committee Reports

All committee reports will be made available on the SCALL web site.

VII. Awards Ceremony

Awards committee chair Jennifer Berman was unable to attend and Larry Meyer reported on this year's award nominations. There were no nominations for The Rohan Chapter Service Award or The Vendor Award. There were multiple nominations for the Albert O. Brecht Lifetime Achievement Award and there were two winners of the award this year.

The two 2013 winners of the Albert O. Brecht Lifetime Achievement Award were Rhonda Lawrence and Denny Haythorn.

Pauline Aranas presented the Award to Rhonda Lawrence and Larry Meyer presented the Award to Denny Haythorn.

VIII. New Business

Judy Davis moved to approve SCALL lifetime memberships for Denny Haythorn, Rhonda Lawrence, Robert Ryan, and Louise Lieb. Pauline Aranas seconded. There was no discussion and the motion was carried.

Larry Meyer suggested that the board look into electronic voting for next year's election. Paul Moorman noted that it was one of his goals for the year.

Patricia Hart suggested that the board look into MCLE credit for the Institute based on a suggestion that she received from an attorney. Paul Moorman noted the suggestion and commented that an MCLE event would require outside sponsors due to the expense involved in offering MCLE credit.

IX. Announcements

The Pacific Chapters Joint Reception will be sponsored by Keller Rohrback L.L.P. and LLOPS, NOCALL, SANDALL, SCALL and West PAC Saturday July 13, 7-8:30 pm at the Daily Grill restaurant, 629 Pike Street.

The date for the 2014 SCALL Institute will be April 11-12, 2014. Please save the dates.

X. Introduction of New Board/Passing of the Gavel

David Burch passed the gavel to new President Paul Moorman. Paul Moorman presented David Burch with an award of appreciation for service as President.

Kelsey Chrisley moved to adjourn. Larry Meyer seconded. There was no discussion and the motion was carried.

The meeting was adjourned at 7:29 PM.

Respectfully Submitted,
Cheryl Kelly Fischer
SCALL Secretary, 2012-2014

Executive Board Meeting

By Cheryl Kelly Fischer

A regular meeting of the SCALL Executive Board was held on Thursday, March 13, 2014 at the offices of McDermott Will & Emery in Los Angeles:

Paul Moorman, President

Kelsey Chrisley, Vice-President/President Elect

Cheryl Kelly Fischer, Secretary

David Burch, Past President

Judy Davis, Board Member

Jessica Wimer, Treasurer (via phone)

A quorum being present, the meeting was called to order at 4:46 PM.

I. Minutes

The minutes of the December 10, 2013 regular board meeting were read.

David Burch moved to approve the minutes, Judy Davis seconded. There was no discussion and the motion carried.

II. Treasurer's Report

Jessica Wimer submitted a written report. SCALL has total assets of \$50,553.46 with \$1,974 in outstanding checks.

Judy Davis moved to approve the report, David Burch seconded. There was no discussion and the motion carried. The written report is filed with these minutes.

III. Secretary's Report

Cheryl Kelly Fischer reported that she would be registering SCALL for the AALL Online Election System 30 days prior to the start of our election. She also reported that the UPS mailbox is paid and in good standing.

David Burch moved to approve the report, Judy Davis seconded. There was no discussion and the motion carried.

IV. President's Report

Paul Moorman reported that SANDALL is organizing the 2014 Pacific Chapters Reception for San Antonio and confirmed that our official membership total for purposed of calculating the reception cost is 311 members.

SCALL's Bylaws will be updated to reflect the new AALL anti-discrimination language.

Jean Wenger, Past President of AALL, is our AALL VIP for the Institute.

The SCALL Newsletter editors submitted their resignation to the President. Jessica Wimer, Judy Davis, and Joy Shoemaker are filling in temporarily. Suggestions for permanent replacements are being solicited. The Newsletter calendar has been changed.

Paul Moorman and Kelsey Chrisley will attend the Chapter Summit, a preconference for chapter leaders held in San Antonio on July 11.

The Los Angeles Education Partnership website has added the SCALL logo, indicating a SCALL as a supporter.

Jessica Wimer moved to approve the report, Cheryl Kelly Fischer seconded. There was no discussion and the motion carried.

V. Vice-President's Report

Kelsey Chrisley reported that the Institute now has 10 exhibitors and several strong sponsors. We met and exceeded the roomblock for the Thursday night prior to the Institute and are working to get more rooms for that night. The Institute website will have the schedule of times up soon.

David Burch moved to approve the report, Judy Davis seconded. There was no discussion and the motion carried. A written report is filed with these minutes.

VI. Committee Reports

The Board received and read all committee reports by email, and those reports are filed with the minutes of this meeting. Per Sturgis' Standard Code of Parliamentary Procedure, all reports are considered filed without voting.

The professional development committee is still in need of a set of written policies.

VII. Old Business

The Board discussed AALL's request that our chapter participate in a member list exchange with AALL. The Board discussed the need for a notice on membership renewal forms informing members that their information will be shared with AALL and allowing them to opt out. "Share My Info with AALL? Yes/No"

The Board discussed this year's plan to use the AALL Online Election System for the election. The Secretary will register for the system when the date of the election is closer.

The Board again discussed the possibility of redesigning the SCALL website. Judy Davis had a discussion with another AALL chapter about their website which is a Memberclicks product, available at a higher level of cost than our current cost, and requiring two of their chapter members to run it at a work level equivalent to a part-time job. Another option would be to hire a company to redesign the site we have now and our chapter members can then update it as necessary via Adobe Contribute. The Board will continue to discuss.

VIII. New Business

Kelsey Chrisley will attend the NOCALL Institute. .

The meeting was adjourned at 5:27 PM.

Respectfully Submitted,

Cheryl Kelly Fischer

SCALL Secretary, 2012-2014

Committee Chairs

2013-2014

Archives

Ralph P. Stahlberg
LA Law Library
(213) 785-2535
rstahlberg@lalawlibrary.org

Awards

Jennifer A. Berman
McDermott Will & Emery LLP
(310) 551-9360
jberman@mwe.com

Budget & Finance

John Wilson
UCLA Law Library
(310) 794-4978
wilson@law.ucla.edu

Bylaws

Amy Atchison
UCLA Law Library
(310) 794-5405
atchison@law.ucla.edu

Government Relations

David McFadden
Southwestern Law School
Library
(213) 738-6726
dmcfadden@swlaw.edu

Grants

Kenneth Rudolf
University of La Verne Law
Library
(909) 460-2065
krudolf@laverne.edu

Information Technology— Listserv & Website

Suzie Shatareyan
Loyola Law School Library
(213) 736-1147
shatares@lls.edu

Inner City Youth

Diana Jaque
USC Law Library
(213) 740-6482
djaque@law.usc.edu

Institute

Kelsey Chrisley
Orange County Public Law
Library
(714) 834-3003
kchrisley@ocpll.org

Library School Liaison

Stephanie Anayah
UCLA Law Library
(310) 206-4860
anayah@law.ucla.edu

Membership

Judy K. Davis, Co-Chair
USC Law Library
(213) 740-2189
jkdavis@law.usc.edu

Karen Skinner, Co-Chair

USC Law Library
(213) 740-2615
kskinner@law.usc.edu

Newsletter

Christina Tsou (contact)
UCI Law Library
(949) 824-1430
ctsou@law.uci.edu

Nominations

James Senter
Jones Day
(213) 243-2531
jsenter@jonesday.com

Placement

Donald Buffaloe
Pepperdine University School of
Law
(310) 506-4823
donald.buffaloe@pepperdine.edu

Professional Development

Mark Gediman
Best Best & Krieger LLP
(951) 826-8230
Mark.Gediman@BBKLAW.com

Programs

Elyse Meyers, Co-Chair
USC Law Library
(213) 821-5694
emeyers@law.usc.edu

Michelle Tolley, Co-Chair

Paul, Hastings LLP
(213) 683-5037
michelledtolley@gmail.com

Public Access to Legal Information

June H. Kim
UCLA Law Library
(310) 206-3793
kim@law.ucla.edu

Public Relations

Antoinette Morales-Tanner
UCLA Law Library
(310) 794-4476
morales@law.ucla.edu

Relations with Vendors

Lawrence R. Meyer
Law Library for San Bernardino
County
(909) 885-3020
larrym@sblawlibrary.org

Treasurer's Report

By Jessica Wimer

SCALL Balance

As of June 1, 2014: \$34,834.09

Budget Detail

Committee	Expenses	Income	Remaining Budget
Archives	0	0	\$100
Awards	\$235.86	0	\$164.14
Board/Pres/Vice Pres	\$3,862.86	\$24	\$137.14
CRIV	0	0	0
Government Relations	0	0	\$500
Grants	\$6,796	0	\$204
Information Technology	0	0	\$100
Institute	\$16,444.46	\$15,392.52	-\$2,444.46
Inner City Youth	\$6,000	0	0
Library School Liaison	\$3,125	0	\$875
Membership	\$1,925	\$10,997.64	\$575
Newsletter	\$36	\$2,500	\$164
Nominations	0	0	\$100
Placement	0	0	0
Programs	\$3,240.97	\$3,735	\$1,759.03
Public Access Legal Info	0	0	\$150
Public Relations	\$99.49	0	\$400.51
Relations w/ Vendors	0	0	0
Secretary	\$574	0	\$526
Treasurer & Taxes	\$370	\$10	\$330
Professional Development	0	0	\$1,000

Submission Deadlines

The SCALL Newsletter team welcomes submission of any articles of interest to the law library community. Contact Christina Tsou, SCALL Newsletter Editor: ctsou@law.uci.edu.

All submissions should be received by the following dates:

September 8, 2014	Sept./Oct. 2014 issue
November 10, 2014	Nov./Dec. 2014 issue
January 12, 2015	Jan./Feb. 2015 issue
March 9, 2015	Mar./Apr. 2015 issue