



SCALL Newsletter

Southern California Association of Law Libraries

Volume 31, Number 5

A Chapter of the American Association of Law Libraries

May 2004

President's Column

by Diana Jaque
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Congratulations go out to Vice-President/President-Elect Jennifer Berman and this year's Institute Committee for a wonderful event. I heard many positive comments about the educational program and all other aspects of the Institute. We appreciate the exhibitors and sponsors who help us make this event possible.

We are considering a few different sites for next year's Institute. So far, we have received bids from hotels in Indian Wells, Palm Desert, Palm Springs, Riverside, and Ventura. In order to better assist us with Institute site selection, we are asking members to fill out the Institute survey form available on the SCALL web site. Even if you did not attend this year's Institute, please complete this survey to help us select future locations, negotiate room rates, and arrange scheduling.

Watch your mail for two important communications from SCALL! Our fabulous Membership Committee, chaired by Pauline Aranas, has worked hard to put together a print version of the 2003-2004 SCALL Directory. Also, ballots will be mailed out in early May for this year's election. Open positions include: Secretary, Board Member, and Vice-President/President-Elect.

Finally, as we approach the summer, please consider hosting an intern through SCALL's Inner City Youth Internship Program. I have had the pleasure of hosting various ICYIP interns over the years and can comment on the fine quality of the students. If you are interested in hosting an intern this summer, please contact the ICYIP co-chairs Brian Keefe and Arlene Junior. I'm certain that if you participate in this program, you will find it a rewarding experience.

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The *SCALL Newsletter* Staff

The **SCALL Newsletter** is published electronically five times per year (September, November, January, March and May) by the Southern California Association of Law Libraries, a chapter of the American Association of Law Libraries. Visit the SCALL website at <http://www.aallnet.org/chapter/scall>.

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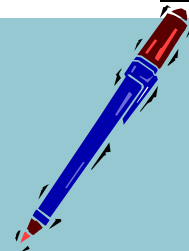
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Editor's Notes

by
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It was the best of times...great programs.

As I write this article, I'm still beaming with pride and joy from last night's belt ceremony when my son Drew received his first-degree black belt in Taekwondo. I have to say that I feel the same amount of pride and joy in producing this last issue of the 2003-2004 term.

In this issue, we have a review of four of the program sessions at the SCALL's 32nd Annual Institute held in San Diego. I know a lot of those who attended will agree that this year's Institute was packed with very good program speakers who talked about very good, timely and interesting topics such as leadership, value-added deliverables, becoming an instant expert, and meeting the present and future challenges of teaching legal research. I share our President's congratulatory note to this year's Institute Committee, chaired by our Vice President/ President Elect **Jennifer Berman** for putting together an educational event that is well worth our members' time and money.

Also in this issue, we'll get to know SCALL Past President and current Awards Committee Chair **Denny Haythorn**, Associate Dean for Library & Information Resources of Whittier Law School. You'll also find an interesting article on legal research classes for the public in San Diego.

Two heads are better than one...the more the better.

Have you ever set up an event or worked on a project all by yourself? I know I had to at some point in my career and I will unapologetically say that I did a very good job at it. But, there is no doubt in my mind that it could have been done a lot better if more people were involved in the

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SCALL Newsletter Submission Deadlines

Deadlines for publication in the SCALL Newsletter are the following:

August 9, 2004	September 2004 issue
October 11, 2004	November 2004 issue
December 13, 2004	January 2005 issue
February 14, 2005	March 2005 issue
April 11, 2005	May 2005 issue

We welcome the submission of any articles of interest to the law library community. Contact Victoria Williamson, SCALL Newsletter Editor, at williamv@ulv.edu.

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TOMORROW'S NEWS TODAY: DELIVERING CURRENT INFORMATION TO YOUR ORGANIZATION

*Presented by Cindy Chick at the SCALL Institute, San Diego
February 27-28, 2004*

*Article by Marlene Bubrick,
Head of Acquisitions/Electronic Information Librarian
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There are a variety of ways to find and deliver news information to your organization, including tools offered by proprietary services as well as free options on the web. In this presentation, Cindy Chick, Information Resources Systems Coordinator at Latham & Watkins, discusses methods of delivery, vendor tools, web services and a brief introduction to RSS feeds that will enable you to provide this service to your organization.

Because of the vast amount of options available for current news delivery, you must know your organization's needs to determine the most effective delivery method. Where is the news you want most likely to appear—in news releases, web sites or blogs? How much do you want to pay? Do your patrons prefer e-mail delivery or hard copy? These are only some of the questions that need to be answered before beginning this service.

E-mail is the most popular method of delivery. Intranets or portals are being more heavily used by organizations now also; the advantage to these is that you can customize news content and duplicate the look of your organization's intranet. Blogs are another method of delivering news. With the help of blog software, you can have news updates automatically displayed on your intranet.

There are also commercial products that deliver the most recent developments on a topic, such as LEXIS Eclipse and WESTClips. E-mail aggregators can combine information from web sites and third party content providers to help you develop intranet news alerts. Google and Yahoo both provide news alert services. And then there are web content trackers and web news-feeds that can be e-mailed or posted on your intranet. The options are almost infinite!

RSS, which stands for "really simple syndication" or "RDF site summary," is a form of XML that makes it easy to grab headlines and contents from blogs or news sites to create news alerts. There are a number of methods to view these news feeds, or you can even add them to your intranet.

For more complete information, please see the slide show of Cindy's presentation and a bibliography of sources at her informative web site, www.lawlibtech.com.

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Getting to Know You:

J. Denny Haythorn

by Margot McLaren, Serials Librarian
Whittier Law School Library
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Joseph Denny Haythorn is originally from Chicago, Illinois. Associate Dean Haythorn earned his B.A. in History (1969) from DePauw University, a Juris Doctorate with distinction (1975) from Seattle University School of Law, and a Master of Law Librarianship (1976) from the University of Washington Graduate School of Library and Information Science.

After he received both his law and library degree, he secured a position as Associate Dean of Whittier Law School's Library and Information Resources where he oversees the management and development of the law library including personnel, collection development, budget, space planning, inter-library relationships and school-wide computer resources. Associate Dean Haythorn is also a tenured Professor of Law for Whittier Law School where he currently teaches Admiralty, Agency and Partnership, Conflicts of Law, and Advanced Legal Bibliography. In addition, he served as Visiting Associate Professor (1985-1992) for the University of California at Los Angeles Graduate School of Library and Information Science where he taught Law Library Administration, participated in various faculty/student colloquiums, and worked with the library school to increase placement of graduates in law libraries. In 2001, Associate Dean Haythorn was the Chair of the Whittier's Dean Search Committee. This spring he is the Law School's faculty representative on the Whittier College Presidential Search Committee. Denny is also the Program Director for the Whittier Law School Summer Abroad Program site at the Universidad de

Cantábria in Santander, Spain.

When asked to describe his biggest challenge at Whittier Law School Library, he responded, "Starting the Law Library at Whittier. I received good advice from friends in Seattle and worked to create a basic groundwork for the collection-, and staff and faculty at Whittier. Although the past Dean of the law school, Ernie Friesen, provided me with a lot of support, he left me with most of the decision making. I was very fortunate to have a great staff and people to work with." From 1984-2000, Associate Dean Haythorn served as Assistant Staff Judge Advocate for the United States Air Force's Space and Missile Systems Division in Los Angeles where he developed systems for legal research on the proprietary FLITE database, law office automation products and networking programs, and wrote manuals and guides.

When asked what made him decide to pursue a career in librarianship, he confided, "When I was in law school, I was a student library assistant in the School's library and I came to appreciate what it was like to be a law librarian in an academic institution. My goal in school however, was to return to Chicago and get a job as an associate in a law firm. While an undergraduate I had worked for one firm as a file clerk and then as a docket clerk. During interviews at several firms in Chicago, I decided instead that I wanted to go back to Seattle and get a library degree at the University of Washington where I met my mentor, Marian Gallagher. She was very challenging, supportive and tolerant. After I moved to Los Angeles, we continued to keep in contact with each other. Marian's advice and her thoughts were always on target."



Overlooking Segunda Playa de El Sardinero, Santander, Spain, Whittier Law and Universidad de Cantábria Law Faculty meet to discuss the 2004 Summer Abroad Program in Spain. From left, Whittier Law School Assoc. Dean Calvin Peeler, Ms. Gemma Castro, Prof. Julio Lopez, Assoc. Dean J. Denny Haythorn of Whittier Law School, and Prof. Vicente Gonzalo.

(Photo by Lori Haythorn)



Star sailboat race off Marina del Rey, California, 2003.

(Photo by J. Denny Haythorn)



Dean Haythorn aboard a trawler bound for the Chesapeake Bay from Florida, April 2003.

(Photo by John C. Corrough)

Denny keeps active by participating in a number of professional organizations including SCALL where he served as President (1988-1989) and AALL. He is AALS certified Law Librarian (and has the certificate to prove it). Denny is a member of the American Association of Law Libraries and on the ABA's Committee on Legal Education and Admissions to the Bar, the International Association of Law Libraries, California Library Networking Task Force and Washington State Bar Association. In addition, he has served as a grant reviewer for the US Department of Education and as a Law School Site Evaluator for the ABA. Denny also provides consulting work in designs and systems for various law libraries.

When Associate Dean Haythorn is not immersed in the library and in professional activities, he enjoys sailing and managing sailboat races, traveling, reading, and keeping busy with home improvement activities. In 2000 he was elected the Commodore of the California Yacht Club after having served in many support roles as a member of that Club.

Associate Dean Haythorn's advice to new SCALL members aspiring to be law library directors: "An academic law library director must have a set of quite diverse skills. To be offered the position she must have the credentials and past writing experiences similar to those of other law faculty members. To be successful she must have a combination of administrative, personnel and promotional skills to guide the library, motivate the staff and convince the Dean, faculty and students of the importance of the library. Oh, and you have to do all this with too few resources. I think in these changing times it is also impera-

tive that any librarian not be restrictive in her thinking as to what makes a library. In my view, a library is a place where people work who are engaged in the storage, ordering and retrieval of information, regardless of where or how that information is actually kept and used."

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Finding Foreign Law for the Ever-Shrinking World

*Presented by Amber Lee Smith at the SCALL Institute, San Diego
February 27-28, 2004*

*Article by William M. Ketchum, Reference Librarian
San Bernardino County Law Library
williamk@sblawlibrary.org*

Amber Lee Smith has been the Foreign and International Law Librarian for the Los Angeles County Law Library since 1991. She distributed her extensive annotated bibliography and shared her knowledge, experience, and techniques with us in an interesting and fast-paced, hour-long presentation at the recent SCALL Institute in San Diego.

Many of us, when confronted with a foreign law question at the reference desk will find, after a few attempts to find the necessary information, that we have to consult a specialist such as Amber. She first laid out a short list of preliminary questions to discuss with the patron in preparation for calling her for help or referring the patron to her: What information does the patron need? What countries are involved? Does the patron have a copy of the source of the information the patron already has? Can the patron read the language of the country or pay for a translation? Many laws are not available in English translation, and translations are rarely official.

Amber recommends starting with an overview of the legal system of the country because you will need to know what is authoritative there. Civil law countries rely much less on precedent than common law countries do. Codes of colonies and former colonies may adopt or refer to the law of the mother country currently in effect or that was in effect at an earlier date, such as the date of independence. It might also be useful to find out what regional political, trade, or defense organizations the country belongs to, such as NATO <http://www.nato.int/>, OAS <http://www.oas.org/>, or ASEAN <http://www.aseansec.org/home.htm>. The organization may offer a collection of the laws of its members on a given topic.

Of the many sources of foreign law available, Amber recommends starting with the *Martindale-Hubbell International Law Digests*, which provide summaries of the law of various countries and citations to statutes, and with *Foreign Law: Current Sources of Codes and Basic Legislation in Jurisdictions of the World*, by Thomas H. Reynolds and Arturo A. Flores. The latter work covers 175 countries and other political entities. It gives summaries of law, primary sources, internet links, and cites to translations, and it is available at Los Angeles County Law Library. Its online version is *Foreign Law Guide*, available by subscription.

Amber also recommends consulting the following: LLRX.com® (Law Library Resource Xchange, LLC) <http://www.llrx.com/> provides free access to articles and bibliographies on researching the laws of various countries. Click on "Comparative/Foreign Law" to see the list of countries and the links.

The Global Legal Information Network (GLIN), <http://www.loc.gov/law/glin/> is a database of laws, regulations, and other legal sources contributed by member countries, housed at the Library of Congress. The full texts are available only by subscription, but anyone may log on as a guest and see a summary.

Another online source of foreign (or even domestic) legal information is SOSIG (pronounced "sausage") <http://www.sosig.ac.uk/>. It is a social science information gateway based in the UK. Click on law and try several different jurisdictions. Then browse the links to the various primary and secondary materials that SOSIG has selected and annotated.

Amber points out that not everything can be found. Some laws appear only in poorly indexed gazettes that are too troublesome for most of our libraries to collect and store. Amber advises that patrons should generally not expect to become sufficiently knowledgeable of an area of foreign law to be able to handle or advise on a matter themselves. Rather, their goal should be to learn enough about it to be of some assistance to local counsel.

Amber Lee Smith, one of several such experts across the country, is available to all of us by phone and phone message. To reach her, dial the law library's main number (213) 629-3531, and press 6.



We Need You! Volunteer in Boston!

The AALL Annual Meeting Local Advisory Committee needs you! Join the wonderful group of dedicated people volunteering their time to help make the 2004 AALL Annual Meeting in Boston a success.

The Committee needs volunteers for a variety of activities at the Annual Meeting. Meet new people and reconnect with old friends while working at the Registration Desk. Scoop stories and write articles for *The Hub*, the daily conference newspaper. Collect tickets and seat people at the Association Luncheon and Closing Banquet. If you plan to be in Boston early, help stuff the conference tote bags on July 9 or set-up booths and visit with attendees' children at the Family Social Hour on July 10.

Volunteers make the conference run smoothly – and they have fun. Thanks in advance!

For more detailed descriptions of volunteer opportunities at the Boston AALL Annual Meeting, check the Volunteer Form available on the AALL Web site at <http://www.aallnet.org/events/>. Please fax, mail, or e-mail the completed Volunteer Form available on the AALL Web site or in the Preliminary Program by **June 4** to:

Judy Gire, Volunteer Chair
Franklin Pierce Law Center Library
2 White Street
Concord, NH 03303

Editor's Notes

(continued from page 2)

work. This year's Institute is a good example and so is this issue of our newsletter. Special thanks go to **Marlene Bubrick** of Loyola Law School, **Stefanie Frame** of Foley & Lardner, **Malinda Muller** of Reed Smith, LLP and **Bill Ketchum** of San Bernardino County Law Library for their reviews of the Institute program sessions. Those who were unable to attend a few of the program sessions will appreciate reading about them.

This may be the last but certainly not the end...

Chairing the Newsletter Committee is the most humbling experience for me so far. I say this because the work involved in putting together our newsletter, issue after issue, has allowed me to work with friends and colleagues who are far more intelligent, talented, hardworking and dedicated than me. It has also allowed me in a way to uncover the creative talents of our members. And I am ceaselessly amazed by the quality of work I have seen done by our members. I know that there are lots of you out there (you know who you are) who perhaps, are just waiting for the right time to hatch their passion for creative writing. There's never been a better time than now to start typing on those keyboards and let those creative juices flow. On behalf of the entire Newsletter Committee, we look forward to hearing from you!

I couldn't have done it without...

As in previous issues, this issue would not have been completed without the help of each of our committee members. Often we get so caught up with meeting deadlines

and making sure that we produce quality work that we fail to acknowledge the work of those who we value the most. My deepest gratitude and appreciation goes to **John O'Donnell, Margot McLaren, Belinda Beardt, Ed Butler, Bill Ketchum** and **Hugh Treacy**. It has been a really enjoyable experience to work with a group of wonderful and caring friends. Thank you!

A Reminder....

It's Time to Renew Your SCALL Membership!



SCALL members will receive their membership renewal notices for 2004/2005 in May. A SCALL *Directory* addendum that has the contact information for those individuals who joined SCALL after January 1, 2004 will also be included.

2003-2004 SCALL Membership Directory Now Available!

All members should have received their *Directory* by now. If you did not receive your copy, please contact Pauline Aranas at: UCLA School of Law, 1106 Law Building, P.O.Box 952458, Los Angeles, CA 90095-1458; (310) 794-5410 voice, (310) 825-1375 fax, aranas@law.ucla.edu.



Pre-Conference Leadership Workshops: A Review

by Malinda Muller, Law Librarian
 Reed Smith LLP, Los Angeles
 mmuller@reedsmith.com

Have those of you in private law firms noticed your venues turning into big business? Have those of you in academia noticed your venues turning into production companies, taking on the visibility of Madonna as she advertises on the back of the Calendar section of the *Los Angeles Times*, shamelessly promoting her upcoming concert at the Forum? I'm starting to think that I need an MBA in order to keep up with the new regimen being required of librarians This new regimen is about matrixes, marketing and managing. The manager who succeeds best at this new delineation is one who is bold enough to step out as a leader and flexible enough to massage the rest of us through these changes. Fortunately for us, the recent SCALL Institute afforded the opportunity to gain some ground in this area.

Remarkably, the current SCALL Institute Committee had both the genius and the insight to invite Lexis and Thomson to conduct pre-institute workshops for the attendees of the 2004 SCALL Institute held in late February at San Diego. I'm still amazed at the substance, depth and timeliness of the two topics which, by the way, were provided free of charge. Lexis provided a ½ day workshop on "Leadership Skills for Law Library Managers" held on Thursday and Thomson conducted a Friday morning workshop on "Leading Through Change." Lexis packed its roster with specialists [including Joan Axelroth, the President of Axelroth & Associates, whose name you have likely read on frequently published articles in professional journals and newsletters], taking on individual topics; and Thomson brought in a seasoned facilitator from its headquarters in Eagan, Minnesota. Lexis provided an outline of leadership traits and principles while sharing examples and leading fast paced discussions. Thomson's workshop was almost like therapy. Content and concepts fit into one's personal and professional life simultaneously. All I could think of was how much I would have had to pay for all this insight if I'd been in a therapist's office....

So, what are some guiding traits coming out of the Lexis workshop? What would be the difference between a manager and a leader? As a manager, think "Do as I say, not as I do." As a manager, people follow you because you are the boss. It's a position thing. As a leader, complete with interrelationships [yes, librarians can connect, it's okay...], people follow you because you give them 'permission' to be successful. Your employees and staff know you for making them more successful than they would be without you. You are a mentor. Such a simple concept goes such a long way. Now to implement: Have a vision that includes a concern with long-term direction, one that is heartfelt [yes, these days it's okay

to be human], inspirational, clear and understandable. Question what you do by categorizing your actions into one of two boxes; i.e., are you making things happen and keeping things on track, or are you creating opportunities, energizing people and making key choices?

In the Thomson workshop, participants considered the following ideas: communicating change to your employees; promoting change as an opportunity for your employees; determining and understanding the transition phases and needs of your employees as they go through change; guiding employees through three scientifically change phases; and guiding employees in their development of the five resilience characteristics. The bottom line: "transition is the state that change puts people into.... The change is **external**, while transition is **internal**. It is a psychological reorientation that people have to go through before change can work." If you have ever felt exasperated over employee behavior, it's likely because you have witnessed just how impossible it is for you to take responsibility for some else's success and/or happiness. So, how do you create an external environment that will promote the movement through a desired internal transition? Here are some brief pointers:

1] Encourage communication with simple messages, stating the change's goal, telling the truth, express your own feelings and listen effectively. 2] Read about, understand, and work through the three transitional phases to change: **Endings phase** ["when asking employees to change, you are asking them to let go of what feels for them like their whole world of experience, their sense of identity, even 'reality' itself"]; the **neutral zone** ["the in-between state that is full of uncertainty and confusion. Simply coping with it takes most of peoples' energy"]; and **new beginnings** where, as it sounds, people are starting to feel comfortable about the change. The dips, waves and impact all of these phases encompass, along with guidelines and strategies for leading through each phase, can be further explored via the extensive bibliography that accompanies the session's workbook. See, for instance, William Bridges' two classic pieces "*Leading Transition: A New Model for Change*." *Leader to Leader*, No. 16, Spring 2000; and *Managing Transitions: Making the Most of Change*. Cambridge, Mass: Perseus Publishing, 1992.

This brief summary is but a very small portion of the information and insights I've taken from the pre-conference sessions. Should either of these vendors graciously offer this chance to participate again, I recommend you continue the learning and take the time to participate.



Newer Law Librarians Register for CONELL Now!

What is CONELL?

The Conference of Newer Law Librarians (CONELL) is held every year at the American Association of Law Libraries Annual Meeting and Conference. CONELL welcomes newer members of the profession to the organization, introduces them to the Association and its leaders, and provides a setting for newer members to become acquainted with each other. Participants have an opportunity to talk with representatives from AALL's many Committees and Special Interest Sections to find out firsthand how to get involved and enjoy the benefits of Association membership. CONELL offers a chance to learn about the Association while meeting new people and having some fun.

The 2004 CONELL Program:

This year, CONELL will be held on *Saturday, July 10 from 7:30 a.m. to 5:15 p.m.*

The morning features presentations from experienced AALL members, and open sessions with AALL experts from various areas of law librarianship and with chapter, SIS and committee representatives.

After lunch in the Sheraton Boston Hotel, the afternoon will be devoted to a guided tour of Boston, including Beacon Hill, Back Bay, and the Waterfront. Participants will be able to walk into the North End, Boston's famous Italian neighborhood, and visit the Old North Church, where the lanterns were hung to signal the beginning of Paul Revere's ride.

For the first time this year, CONELL will sponsor "Dutch Treat Dinners" at 7:00 p.m. on Friday, July 9. These dinners will give CONELL participants a chance to meet each other and members of the Mentoring Committee before the beginning of the official conference.

How to Register for CONELL:

Be sure to register for CONELL when you submit your AALL Annual Meeting and Conference registration: http://www.aallnet.org/events/04_registration.asp.

Preregistration is required by June 4, 2004: \$100.00

Learn More about CONELL:

To learn more about CONELL, visit the Mentoring Committee's website: <http://www.aallnet.org/committee/mentoring/>.

The Association gratefully acknowledges West for its support of this program.

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San Diego Librarians Share About Classes Developed for the Public

*by Ed Butler, Branch Manager
San Bernardino County Law Library
edb@sblawlibrary.org*

San Diego law librarians shared about development of legal research classes for the public at a workshop March 4 at the OCLC Western Service Center in Ontario.

Under a federal grant, the San Diego County Public Law Library has developed more than a half dozen classes helping the non-lawyer public make sense of public law libraries for the sake of representing themselves in court. Having developed and implemented the courses, under a second grant San Diego is sharing its development methods for the benefit of other public law libraries in a series of workshops around the state.

Availing themselves of this information at the day-long seminar were reference assistants and librarians from public law libraries of Los Angeles, Orange, Riverside and San Bernardino counties, as well as the city library of San Bernardino.

The curriculum offered at San Diego – for a small registration fee – ranges from a general “Law Made Public” class offering general introduction, to the intricacies of a five-hour course on doing civil appeals in California. In between are two-hour Pre-Trial Procedures, Practical Legal Research, Internet and On-Line Database Use, and Focus on Forms.

San Diego also offers instruction outside its facilities, including a brand new Spanish language course presented at county libraries in Imperial and San Diego counties.

The purpose of the “Train the Trainers” workshop March 4 was to help participating attendees design educational programs to meet the needs of their patrons. Grant funding for the curriculum development and sharing of it comes from the U.S. Institute of Museum and Library Services administered through the California State Library.

Presenters for the workshop included the two co-writers of the grant application, SDCPLL Deputy Director Jean Willis and Patricia N. Lopez, SDCPLL’s assistant director for public services. Judith Lihosit, the library’s assistant head of public services, rounded out the head table.

The discussion included the rationale for setting up such public classes, which is to respond effectively to legal research needs as the demand for service from self represented litigants increases. The speakers described how

they developed the San Diego curriculum, and offered pointers on how to design such classes.

Lihosit said San Diego previously provided tours for paralegal students but came to recognize that the general public could benefit from classes as well. Frequently pro se litigants were faced with challenges that a short one-on-one research orientation could not satisfy.

The two-hour Law Made Public class, an overview, is a prerequisite for more involved courses offered by the library.

The workshop speakers used PowerPoint® projected text displays to both explain the general content of curriculum and to show how it is taught.

The panel advised its listeners, in developing such classes, to research the needs of library users, avoid being overly detailed, use plain language and limit the length of the class. They also advise that classes be kept small, with 10 or fewer students; that personal legal anecdotes of students be minimized; that many examples be used; and that the unauthorized practice of law be strictly avoided. The last item, known as “UPL,” was given special emphasis.

The last part of advice was marketing, how to spread the word about the availability of such classes.

Another part of the workshop was presentation of a sample class, the one on Pre-Trial Procedures. The course presents many PowerPoint® slides depicting the various initial steps of litigation, a synopsis of what California law requires at each step and references to primary and secondary authority.

Lihosit indicated that these instructional slides will be made available on the web for ready reference to them.

Workshop attendees showed they were impressed with the large volume of backup material compiled for each course, including a 20-page directory of Spanish language Internet resources that is furnished in the Spanish language course in county libraries.



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MEMBERSHIP NEWS

Welcome New Members!

E. Alexander Abbassi, Law Librarian at Stroock & Stroock & Lavan, LLP in Los Angeles.

Colleen F. Cable, Manager, West Library Relations

Cynthia English, Librarian at Knobbe, Martens, Olson & Bear in Irvine, CA

Nicci Grayson is the new Evening Access Services/Reference Librarian at the Hugh & Hazel Darling Law Library, UCLA School of Law. She received her B.A. (1996) from the University of Queensland and her Graduate Diploma in Library and Information Studies (1997) from Queensland University of Technology, Australia. Nicci was formerly Law Faculty Librarian at Griffith University in Brisbane, Australia.

Paul Moorman is the new reference/electronic services librarian in the law library at the Pepperdine University School of Law in Malibu. He received his M.S.L.I.S. from the University of Illinois at Urbana-Champaign in 2003 and his J.D. from Washington University in St. Louis, Missouri in 1992.

Patricia Mundy, student member (SJSU) from Encinitas, CA.

Yateen R. Pargaonkar, Associate Librarian at Morrison & Foerster LLP in San Diego.

In Transition...

Bret Christensen, formerly Library Assistant with Orange County Law Library, has been appointed Reference Librarian at Riverside County Law library

Frank Richardson, formerly Serials Acquisitions Librarian with Los Angeles County Law Library, has been appointed Acquisitions/Serials Librarian at Duke Law School, Durham, North Carolina.

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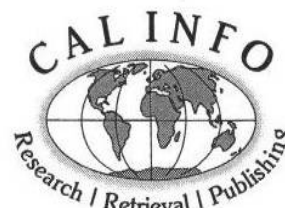
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Value Added Deliverables From Reference to Research & Beyond

Presented by Amelia Kassel at the SCALL Institute, San Diego, February 27-28, 2004

*Article by Stefanie Frame, Reference Librarian
Foley & Lardner LLP, Los Angeles
sframe@foleylaw.com*

President and owner of MarketingBase, columnist for *Searcher* magazine, national and international speaker, author, and adjunct professor at the San Jose State University School of Library and Information Science, Amelia Kassel presented an engaging talk on enhancing and adding value to products of research. She began the program by acknowledging the inherent link between value-added deliverables ("VADs") and proving value to the organization. First, she defined "VADs" as organizing information into results; in other words, synthesizing information from different sources to create a custom report. Ms. Kassel noted the importance of not explaining the implications or making recommendations of what to do with the research itself. Rather, librarians clarify the research, and whether any additional research would be required for the project. Reports might include tabular and graphical information, along with recommendations for further research.

One of her illustrations included law firm statistics for marketing. For example, Ms. Kassel used court dockets to research and extract information indicating which law firms defended particular types of cases. This information was then integrated into a spreadsheet listing law firm name, date, and other predetermined identifying information. Such a spreadsheet is an example of a value-added deliverable. Although there are time and budget considerations, common software such as Excel and Word can be used to create spreadsheets and tables. However, vendors can help librarians create reports and tabular information. For example, two such vendors for patent data are Delphion and STN Express. Both programs she described offer extraction features in which raw data can be extracted to create spreadsheets.

Value-added deliverables serve as an important tool for discovering client (or patron) needs, and promoting the library. Ms. Kassel explained how VADs prevent or minimize information overload. A report, table or spreadsheet curtails overkill, and highlights pertinent information. This, in turn, increases "customer use," brings "new business" to the library, and helps generate a "proactive marketing strategy." This naturally leads to library promotion by demonstrating and communicating the library's worth to the organization at large. This promotion highlights the library as an important asset, one that positively affects the bottom line. VADs also help justify the existing budget and serve to highlight emerging services

and technologies. She stressed that marketing the library, and finding new responsibilities, is crucial in this changing environment as librarians take on new and expanded roles.

Ms. Kassel explained that the traditional role of information retrieval experts give librarians the skill sets to integrate VADs into research projects. First, the reference interview can be expanded to include questions concerning format and presentation. Second, librarians already have critical thinking and writing skills. Sources, both print and electronic, are constantly being analyzed for content, bias, and future usability. Therefore, librarians already possess the necessary skills to incorporate VADs into their traditional research and information retrieval activities.

Ms. Kassel provided some basic guidelines for what to do: "Develop informal or formal policies that draw lines about what you can and cannot do; establish whether the requirements lie within the scope of services offered; consider where your role stops and the customer's (or patron's) role begins; and retain outside experts and professionals when applicable." Considerations should be given to the variables of time, budget, and staff resources. However, VADs do not interpret data or provide legal advice; it is all about presentation and format.

VADs can take the form of memos, reports, summaries, tables, graphs or spreadsheets. The wants and/or needs of the client (or patron) control how the information is presented. At the core of her discussion is ascertaining those needs, and then synthesizing raw research into VADs to reflect those client requirements. Ms. Kassel stressed again that VADs can be created using readily available software such as Word, Excel, and PowerPoint as well as specialized vendor resources. Some of these mentioned were Net Snippets, Catch the Web, SnagIt, Alacra, Delphion, and LIVEDGAR – all of which she called "VAD-Friendly" because they are capable of manipulating data into by exporting it or creating custom reports.

Ms. Kassel finished by admonishing the audience that VADs require balancing variables such as time and budget, but results in a huge pay-off.



Job Opportunities

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Required: A college degree and 3 years experience at a law firm is required.

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To Apply: Applicants should forward a cover letter responsive to the above qualifications and a resume to the contact below.

Employer Contact:
 Carol N. Rogers
 Manager of Information Resources, Libraries
 Latham & Watkins
 555 West Fifth Street, Suite 800
 Los Angeles, CA 90013-1010
 213.891.7174
carol.rogers@lw.com

Information Resources Specialist, Latham & Watkins LLP Costa Mesa

Latham & Watkins LLP, a major international law firm, has an immediate opening for a library Information Resources Specialist in its Orange County office.

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Please send resume and cover letter to Alice Chu, Information Resources Manager, Latham & Watkins, 650 Town Center Dr., Suite 2000, Costa Mesa, CA 92626, FAX: (714) 755-8290, E-Mail: alice.chu@lw.com.

Reference Librarian Howrey Simon Arnold & White LLP Los Angeles

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Send Resumes:

Erika Hoernle, Human Resources Manager
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 550 South Hope Street, #1100
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ESSENTIAL KNOWLEDGE, SKILLS AND ABILITIES:

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