From the President

By Stefanie Frame

Hello all!

Our election is coming up for next year’s (2017-2018) SCALL Executive Board. Congratulations to each of our nominees: Judy Davis (USC) for Vice-President/President-Elect, Caitlin Hunter (Loyola Law School) for Treasurer, and Maggie Hall (Southwestern Law School). Thanks to the Nominations Committee – Cornell Winston (Chair), Pauline Aranas, and Jennifer Berman – for their tireless work to produce this year’s slate of nominees.

The gavel will be passed to the 2017-2018 SCALL Board at the end of our June Business Meeting, which will take place on Wednesday, June 21 at the Ninth Circuit Court of Appeals in Pasadena. Thank you to our Programs Committee Co-Chairs Elyse Meyers and Sarah Joshi for their hard work securing the location and handling the logistics of putting on another meeting.

While we will welcome new Board members, we say farewell to our departing Board members. I would like to thank each of them for their time and work on the Board. First, thanks to Victoria Williamson – a wonderful role model, always available for questions and advice. Next, thanks to Joy Shoemaker for your diligent attention to detail, important in the Treasurer role. Last, and certainly not least, thanks to Christina Tsou, for your thoughtfulness and insightful questions. I look forward to each of your future volunteer endeavors!

Although I will remain on the Board as the Immediate Past President, I wanted to say thank you all for the opportunity to serve as your SCALL President. The connections I have made to so many of our members and community motivate me and challenge me to continue and do more.

Speaking of inspiration, SCALL was well represented in the 2017 AALL Awards! We have five winners: the Marian Gould Gallagher Distinguished Service Award to Karl Gruben (awarded posthumously); the Hall of Fame Award to Melody Lembke and Maryruth Storer; the Excellence in Marketing Award for Best Brochure to the Hugh & Hazel Darling Law Library at the Fowler School of Law at Chapman University; and the Volunteer Service Award to Larry Meyer.

Congratulations to each of the winners! Thank you for your dedication, your hard work, and the inspiration you bring to all of us!

Password Overload

By Erik Y. Adams

At the most recent SCALL meeting, Jean O’Grady stated that her firm is using a technology called “SAML” to handle user authentication issues and provide a seamless access to web sites like Lexis and Westlaw. If an attorney wants to get the text of a case, they don’t have to choose a web site or remember a user name and password. They just go to the intranet, put the citation into a web form, press a button, and voila the case appears. We’ve been trying to implement this kind of magic at my firm for a while, so when Jean mentioned they had solved it, I had to know more.

“SAML” stands for “Security Assertion Markup Language,” and is a standard for “exchanging authentication and authorization data between parties,” per Wikipedia. The idea is if one web site trusts an end user, it should be able to vouch for that user to another web site and defines exactly how that conversation would happen. The standard defines three roles: 1) the end user (i.e., an attorney or student or librarian), 2) a service provider (Lexis or Westlaw) 3) an identity provider. At my firm (like most, I suspect), the identity provider would be the local Microsoft network.

In practice, all the work happens behind the scenes, leaving the end user completely unaware. The attorney logs into the local network, and attempts to access some big, multinational legal research service. Rather than prompt for a user name and password, the legal research service contacts the local network and asks if the user is authenticated. The local network says yes, and the user is connected. The conversation between the research service and the local network is done via SAML.

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All of this is pretty straightforward when the user is in the office. For the road warrior, things are just a touch more complicated. In a Microsoft environment, the end user will generally have to use Virtual Private Networking (VPN), effectively making their computer a part of the private network. We have a VPN system at my firm, and it works fairly well. I may be sitting in a Starbucks with my firm laptop, but with the VPN software running, I’m in the office sitting at my desk as far as my computer is concerned.

One might plausibly ask why SAML is needed, when many companies offer password-free access via IP Authentication. The biggest advantage of SAML is that it leaves open the possibility of individualized services. Typically with IP authentication, all users are sharing the same account and don't have personalization tools like saved folders or customized alerts. In theory, the user who is authenticated via SAML is no different from the user who is authenticated via user name and password. All that has changed is the amount of effort necessary to get in.

We might also ask why we, as librarians, have to concern ourselves with these issues. This is a little trickier, but I think there’s a pretty obvious answer. In an informal poll of my local librarian colleagues, we realized that several calls are fielded a week from attorneys asking questions about their forgotten passwords. At my firm, the typical employee has between nine and 11 passwords to memorize, before they get to research tools managed by the library. Add Lexis or Westlaw or Docket Navigator or RIA CheckPoint or BNA/Bloomberg, etc., and the number of passwords an end user is expected to manage balloons well beyond most people's memorization skills. Like at any responsible organization, we are told that our passwords need to be secure, but it's really hard to continually come up with a memorable mix of letters, numbers, and punctuation. It's clear from the number of phone calls I personally field from attorneys about “lost” passwords that the number of passwords has become cumbersome and inhibits use of needed services. Maybe when I was younger, I could easily remember the nine to 11 passwords needed before I actually got any work done. But not anymore.

Which means that as librarians, we have a role to play in the problem of "password overload." I know one local firm that is concerned about the problem enough that they now offer a password management app to attorneys, and actively encourage them to keep both work related and private passwords in the app. I've used a password lock application for years, and I know that without it I would have bad password habits. If there is a technology that vendors support (and both Lexis and Westlaw support SAML to varying degrees) that can ease the burden, we should be advocating for its use.

Erik Y. Adams is an Electronic Resources Librarian at Sheppard, Mullin, Richter & Hampton LLP in Los Angeles, CA.

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**Save the date for the June 2017 SCALL Business Meeting**

Be sure to mark your calendar for the SCALL Business Meeting on **Wednesday, June 21, 2017** at the Ninth Circuit Court of Appeals in Pasadena.

More details to follow...

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**Don’t forget to vote!**

The 2017 SCALL Executive Board Election opens May 19, 2017 and closes June 12, 2017.

SCALL members can vote online: [vote.aallnet.org/chp-scall/](http://vote.aallnet.org/chp-scall/)

Check for an email on May 19 with more details.

Learn about the candidates on page 3 of this newsletter.

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Image courtesy of [Pixabay, CC0 Public Domain.](https://pixabay.com)
Meet the Candidates: 2017 Executive Board Elections

Judy K. Davis—Vice President / President-Elect

Judy K. Davis is Senior Law Librarian, Head of Access Services, and Adjunct Assistant Professor of Law at the University of Southern California Gould School of Law. She teaches Legal Research to JD and LLM law students at Gould, works in the law library's Reference Department, and gives lectures and training sessions on legal research and related topics. Prior to coming to USC, she worked at the University of San Diego Pardee Legal Research Center. She is co-author of Internet Legal Research on a Budget with Carole Levitt. She is currently co-editor of the SCALL Newsletter and co-chair of the SCALL Membership Committee. She also served on the SCALL Executive Board from 2013 to 2015. When not writing books about legal research or imparting knowledge to future attorneys, she likes to spend as much time as possible outdoors in beautiful Southern California.

Margaret Hall—Board Member

It is with great enthusiasm that I wish to serve as a member on the SCALL Executive Board. I have never desired to be anything other than a librarian. I love organizations and associations where librarians are able to learn and share experiences and ideas. SCALL is a remarkable example of this, and I look forward to being part of this amazing association’s board.

I have had a varied experience in the librarian world. I was the Student Services librarian and ultimately the Access Services librarian at UNC-CH. I interned as a reference librarian at the Minnesota State Law Library, Minnesota’s Dakota County Law Library, and the Dorsey and Whitney law firm library. At William Mitchell College of Law (currently Mitchell-Hamline), I did a little bit of everything, from shelving to circulation to reference. I also was a part-time reference librarian at Durham County Public Library, which offered a completely different and valuable librarian experience.

Over the last 15 years, I have seen the power, commitment, and magnitude of libraries and librarians. I have taught law students Advanced Legal Research and MLS students Law Librarianship. I have given presentations to public librarians on how to answer legal questions, without giving legal advice. I have experienced firsthand the benefits of collaborating and associating with other librarians. My classes are more useful because I talk with firm librarians. My knowledge is greater because I attend the SCALL institute. My service to patrons is better because I have relationships with librarians all over Southern California and the nation.

Through my participation and service in multiple associations over the years, I have gained insight and a deep understanding of the many challenges and opportunities librarians and libraries grapple with on an ongoing basis. I would relish the opportunity to work more closely with the members of SCALL and the SCALL board. Thank you for this opportunity.

Caitlin Hunter—Treasurer

Biography: Caitlin Hunter is a reference librarian at Loyola Law School, Los Angeles. She received her J.D. from UC Davis School of Law in 2011 and her M.L.I.S. from the University of Denver in 2013. She served as co-chair of the SCALL Institute Registration Committee in 2015 and 2016 and also managed registration for the SCALL Institute in 2017. She served as a member of the SCALL Grants Committee in 2015, 2016, and 2017 and helped to manage the SCALL elections in 2016.

Personal Statement: I am honored to be nominated to join the SCALL Board. Since I first joined SCALL in 2013, I have been continually impressed by and grateful for SCALL’s enthusiastic and welcoming community. I have benefited from being able to attend SCALL’s many wonderful programs to learn more about new developments in law and librarianship and to meet other librarians. For the past three years, I have managed or helped manage registration for the annual SCALL Institute. Although this has required a significant investment of time and energy, it has been worth it for the opportunity to meet so many amazing SCALL members and the satisfaction of knowing that I was able to contribute to an event that gives SCALL members a chance to connect and learn. SCALL and its members have contributed so much to my professional development and sense of community. I am excited for the opportunity to give back and continue serving SCALL.
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Law librarians are fascinating people. We all know this, but our compatriots are often fascinating individuals for reasons we never suspect. As the 2007-2008 SCALL President, most SCALL members know Jim Senter’s name. Most folks probably do not know that he performed onstage at the Hollywood Bowl. Intrigued? Read on to discover more…

Tell me a bit about yourself...

I was born in Eureka, California, which at the time was probably the least diverse community you could imagine. My father was a Congregational minister, and he was called to a church on the Big Island of Hawaii when I was fifteen. I went from living in a homogenous community to a very diverse one, where I was in a small minority. High school was divided into cliques mostly along racial lines. The saving grace for my brother and me was High School Band, which was a tribe that superseded ethnic affiliations. My father passed away suddenly one month after we moved to Hawaii, and rather than move us all back to Eureka, my mother decided to stay and become the church’s “Pastora.” Our church was predominately Japanese and Filipino-American, and the potlucks were amazing.

Any career fits and stops along the way?

Delivering papers in foggy, rainy Eureka provided me with enough cash to buy bubblegum, Nehi sodas and Hostess Twinkies, and introduced me to the cruel art of collecting money from subscribers. Our family’s transfer to Hawaii was the perfect excuse to quit. In Hilo, I did everything from bussing tables at a tourist hotel, to toiling in the sugarcane fields, and stocking record albums. When I was back in California after a few years of college, I worked in a company mailroom, delivered medical monitoring parts, played good cop-bad cop, and saved up money to go to law school.

Member Profile – Jim Senter
Interviewed by Patrick Sullivan

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Career Opportunities
By Don Buffaloe

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Don Buffaloe
Chair, SCALL Placement Committee
donald.buffaloe@pepperdine.edu

View complete job descriptions at scallnet.org/career-opportunities/
continued from page 5 (Member Profile)
cop as a Blue Cross customer service representative, monitored
tape duplication machines, and survived a very short stint selling
cyclopedias door-to-door in Pennsylvania. It took three bitter
weeks to learn that I never wanted to sell anything again.

What led you to law librarianship?

During college I took a part-time shelving job at the Glendora
Public Library, a job that later blossomed into a fulltime position
working with the reference librarians and the literacy outreach
program. I loved it so much that I decided to apply to UCLA’s
Library and Information Science program. Not knowing any
better, I initially headed pell-mell toward a public library career,
but -- I needed part-time student work and there happened to be
an opening at the UCLA Law Library. That turned out to be a
fantastic introduction to law librarianship, doing mostly faculty
research with Laura Cadra, Linda Maisner, Adrienne Adan,
Linda Karr-O’Connor, Amy Atchison, and others. My

introduction to the law firm world began in fear and
trembling shortly after graduation, when I accepted a
position as a solo librarian at Lewis, D’Amato, Brisbois &
Bisgaard. In 1999, I moved to Jones Day as a research
librarian, and became the California Region library manager
in 2012.

How about your experience with SCALL?

SCALL has always been incredibly supportive to new law
librarians, and we in Southern California are extremely
fortunate to be part of such a vital and vibrant association. I
have to credit Diana Jaque for pulling me into service as a
volunteer in 2003 when her Tri-Chrapter Institute
Committee needed someone to help with registration at the
last-minute. Later that year, the SCALL Secretary moved
out of state and the Board appointed me to replace her. I
have served various positions on the Board and on SCALL
committees over the years, but my most memorable stint has
to be as Vice President/President-Elect, chairing the 2007
Institute Committee (has it really been ten years?). It was a
baptism of fire that would have been impossible to survive
without the amazing and constant support of Pauline
Aranas, Jennifer Berman, and Diana Jaque. If you have not
yet volunteered for a committee, I encourage you to do so.
The benefits will far surpass your investment of time and
energy.

What do you like to do outside of work?

Our home life is all about friends and family. My
Singaporean-born husband and I like to meet up with
friends, and we travel 30 minutes each way, at least once a
week to have good Cantonese food in the San Gabriel
Valley, aka the New Chinatown. We throw potluck parties
a few times a year and love having people over. We also co
-lead a social group of LA-area gay Asians and their friends.
I enjoy traveling and as soon as I get back from a trip, I start
anticipating the next one. Although my undergraduate
degree is in music composition, I have not written anything
in years. I do like to noodle around at the keyboard once in a
while. I recently joined a gym (again) and well, we shall see
if I manage to be consistent!

That is all that we have space for in this column. (Yes, I
left out the part about the Hollywood Bowl. That was on
purpose. You should ask him about that sometime.)

Jim Senter is California Region Manager of Research &
Library Services for Jones Day.

Patrick Sullivan is California Region Research Librarian
for Jones Day.
Membership News
By Judy K. Davis and Karen Skinner

Irene Chang of Paul Hastings was awarded a PLLIP-SIS Summit Grant
Karl T. Gruben of the University of San Diego School of Law was posthumously awarded the AALL Marian Gould Gallagher Distinguished Service Award
Melody Lembke of UC-Irvine received the AALL Hall of Fame Award
Larry Meyer of the Law Library for San Bernardino County received the AALL Volunteer Service Award
Michael Saint-Onge is now Regional Director, Research and Library Services at Morgan, Lewis & Bockius LLP
Maryruth Storer of the Orange County Public Law Library received the AALL Hall of Fame Award

Welcome new members!

Meg Rodriguez is Library Resources Manager with Manatt Phelps & Phillips.
Patricia Smith is Library Manager at O’Melveny & Myers LLP.

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

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Steve Wasserman
(310) 850-0022
retrievit@yahoo.com
On April 13, SCALL members were treated to an interesting and timely lecture by Jean P. O’Grady on the digitization of law libraries. Ms. O’Grady is Senior Director of Information, Research & Knowledge at DLA Piper US, LLP. She also serves as Co-Chair of the ABA’s Law Practice Management Knowledge Strategy Committee and is the AALL Executive Board Member Elect, July 2017-2020. In 2011 she launched “Dewey B Strategic,” a blog that focuses on promoting awareness of the strategic importance of librarians, libraries and knowledge managers to the organizations they support.

Ms. O’Grady began by noting what most law librarians already know: the digitization of law libraries has been taking place for years. What those outside the library field may not realize, however, is that much more is involved in this process than redesigning physical spaces and ordering a dumpster (or several of them) to haul away discarded print materials.

The first step before any library can go from print to digital involves answering fundamental questions about the library and its users:

- Are the necessary resources available in digital format?
- If so, do the digital resources provide the format and functionality that library users are willing to use?
- Are the resources priced at a level the library can afford?

These questions must be applied to every resource the library wishes to digitize, which can be thousands. Only once this monumental task is accomplished can digitization begin.

If a library has answered the above questions and determined that going digital is feasible, then several building blocks must be put in place in order to proceed. Ms. O’Grady explained these essential elements in her lecture:

### Strategic information professionals.
Information professionals are the most important element in designing the library’s digitization strategy. Their credentials and experience allow them to assess library products, user workflows and design solutions. They will draw from their knowledge of resources and publishers to best meet the patrons’ needs.

### Finding tools.
Catalogs can become portals by using web-enabled links that take the patron directly to full-text resources, thus making the interface user-friendly. Ms. O’Grady also recommended using enterprise search, which makes the content of multiple sources searchable for library users.

### Practice portals.
Custom intranet pages and portals can provide links to important digital practice resources like common databases, treatises, and statutes. Librarians can also integrate these links with other internal resources to help patrons find all their important information in one location.

### Flat-fee contracts.
If the library has an unlimited contract with a vendor like Lexis, Westlaw or Bloomberg, the librarian can determine how to best leverage it to deliver access to content that the users find most valuable.

### E-books.
Hundreds of titles are available in e-book format. These important resources provide the same content as the print versions, often along with additional functionality like highlighting, note-taking and linking to source citations.

### Mobile apps.
Many publishers offer apps that provide access to some or all of their content to existing subscribers. Patrons on the go will appreciate having access to these resources on their mobile devices.

### Licensing.
Licensing is both crucial and extremely complex. By tracking and mapping user workflow, information professionals can determine the scope of licenses that provide the best value while protecting the library from copyright and licensing violations.

### Electronic newsletters and alerts.
No doubt most libraries already take advantage of many of these resources, which can eliminate paper routing slips, lost and hoarded issues, and long delays in resource delivery. Custom alerts can fit individual users, clients or practice groups.

### Academic and bar library memberships.
Information professionals can use their connections to work with local bar organizations and other local libraries to arrange for backup resources or provide them via interlibrary loan. Some institutional memberships provide document retrieval and access to additional databases.

### Training.
Like any major change, converting from print to digital requires training customers to use the new product. Ms. O’Grady recommends several options, such as webinars, whether offered by vendors or librarians.

In-office training by appointment can

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to access certain resources. Many platforms can save users' passwords, but in some instances, information professionals may need to develop a digital vault to store and retrieve login information.

**Cost savings and workflow reorganization.** In addition to freeing up more physical space, digitization also reduces costs associated with maintenance and upkeep of print products. Check-in, routing, labeling, and loose-leaf filing are areas where digitization requires fewer resources than print. Staff who previously performed these tasks can be retrained to assist users with complex databases and other resources, password management, and other needs that arise as digitization increases.

Even after you accomplish the preceding goals, products and needs will continue to evolve. The good news is that digitization reduces the need for many administrative activities and increases available time and attention that librarians can devote to ensuring that customers have the best and most current resources available to meet their needs. Digitization may not be simple, but Ms. O’Grady’s tips make it a realistic possibility for almost any library.

Leonette Williams is Associate Director of the USC Law Library.

Judy K. Davis is Senior Law Librarian and Head of Access Services at the USC Law Library.

### Executive Board Meeting Minutes

*By Amber Kennedy Madole*

A regular meeting of the SCALL Executive Board was held on Thursday, January 12 at Karl Strauss Brewing Company in downtown Los Angeles.

Stefanie Frame, President
Joy Shoemaker, Treasurer
Amber Kennedy Madole, Secretary
Victoria Williamson, Past President
Erik Y. Adams, Board Member
Christina Tsou, Board Member

A quorum being present, the meeting was called to order at 4:45 p.m.

1. The minutes of the last session of the regular board meeting were presented for review.
   - Victoria Williamson moved to approve the minutes and Christina Tsou seconded. There was no discussion and the motion carried.

2. Treasurer’s Report
   - Joy Shoemaker reported that SCALL has total assets of $49,565.09. The Institute reported income of $6,451.68 to date, mostly from exhibitors and registrations.
   - Amber Kennedy Madole moved to approve the treasurer’s report and Erik Y. Adams seconded.

3. President’s Report
   - Stefanie Frame reported that Ralph Stahlberg retired in December 2016 and will be resigning from his position as chair of the archives committee.
   - The president’s report also made note of the passing of Bob Ryan.
   - Christina Tsou moved to approve the report and Erik Y. Adams seconded.

4. Vice President’s Report
   - Ramon Barajas was unable to attend the Executive Board Meeting and Stefanie Frame presented the report in his stead.
   - All speakers have been confirmed for the SCALL Institute
   - Barajas reported that he was working with the local arrangements committee to do a dine-around on Saturday night of the conference.
   - Barajas also reported that the conference exhibitors have supported the SCALL Institute in various ways, including providing gift cards for attendee raffles (Thomson Reuters) and providing rooms for speakers (Questel).
   - Sponsors also supported the Institute by hosting receptions:
     - Evening reception – sponsored by Thomson Reuters
     - Afternoon chocolate break – sponsored by Bloomberg BNA
     - Institute Breakfast – sponsored by CEB
     - Coffee Break – sponsored by Docket Navigator
     - Institute Lunch – sponsored by LexisNexis.
   - Christina Tsou moved to approve the vice president’s report and Joy Shoemaker seconded.

5. Old Business
   - Christina Tsou is reaching out the Membership committee regarding the best way to contact new members as part of SCALL’s new outreach initiative.
   - Committee reports were submitted.
   - Erik Adams reported that the Programs Committee revised its bylaws.

6. New Business
   - A current SCALL member has suggested that the SCALL website should have original content, beyond the content currently in the newsletter. Joy Shoemaker asked if the SCALL newsletters are currently searchable, noting that the AALL Spectrum has a cumulative index and is available on HeinOnline. Stefanie Frame noted that one advantage of a blog is that one can tag entries to enhance search ability.
   - The board briefly discussed SCALL’s original online content, and debated whether the SCALL website or the SCALL newsletter received greater traffic. The board will contact the IT committee to see which platform is used more.

The meeting was adjourned at 5:37 p.m.

Respectfully Submitted,
Amber Kennedy Madole
SCALL Secretary 2016-2018
Treasurer’s Report
By Joy Shoemaker

SCALL Balances
Bank Balance as of May 8, 2017 $45,338.99
PayPal Balance as of May 8, 2017 $538.82
Total Balance as of May 8, 2017 $45,877.81

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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:
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