From the President

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Daisy De Anda—Secretary
Robyn Bytheway—Secretary
Ryan Metheny—Member-at-Large
Karen Sanchez—Member-at-Large

Member Spotlight: Getting to Know Seong Heon Lee

For those of us fortunate to have the option to work remotely as the global pandemic progresses, we must thank the people who continue to ensure our online presence and mediate our critical access to electronic resources. One of these incredible people is the thoughtful and gifted Seong Heon Lee, Systems & Technology Librarian (since 2014) at the Fowler School of Law, Darling Law Library...

Understanding the Ethics System in a Post COVID-19 World

The 2020 SCALL Institute is a bittersweet memory. It’s the last time we got to be together as law librarians and colleagues. For many of us, it was also the last opportunity to be around others. By the time the Institute took place on March 7-8th, 2020, I could sense our collective nervousness...

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From the President

By Erik Y. Adams

Although most of us are safer at home, the work of SCALL is continuing. Elections are upon us, and the Nominations Committee has put together an interesting and competitive slate of candidates. As we have done before, we will be using AALL’s online voting system for the election, so be sure to monitor your email for the announcement, which will include a link and your PIN.

SCALL is also looking for volunteers for the Grants, Membership, and Public Relations Committees. Working with a committee is a great way to be involved, and all three have interesting and important missions.

The Board has made the decision that the SCALL Business Meeting, normally held at the end of June, will be held online. The exact details are still to be worked out. AALL has provided to regional chapters like ours the use of their GoToMeeting and GoToWebinar software, and we will likely use it. This will be a learning experience for many of us – although I have attended many webinars, I have not had to host any. I am told by my resident experts (my children) that my computer’s built-in camera and microphone are not good enough quality, but I think until my career as a “Twitch Streamer” takes off they will be good enough.

By now you have probably heard that AALL’s Annual Meeting will be a “virtual” conference, with details to come. Although I would have loved to gone to New Orleans, I was not entirely surprised by this announcement. We were fortunate to time SCALL’s Annual Institute just eight days before Governor Newsom announced the statewide “shelter-in-place” directive, but it was a near thing.

Even though the annual meeting is going online, it is still my responsibility to plan the West Coast Chapter reception. What form this will take is up in the air, and I welcome suggestions. At this point I have participated in a few virtual cocktail hours, and I think there is some promise there.

A while ago I put out a call to the mailing list for suggestions on how to adjust to working at home full time. Prior to current events, I only worked at home occasionally, on an ad hoc basis: if I had a tradesman coming, or a doctor appointment, I would work from home. But working one day every two weeks or so differs greatly from working at home every day. Here are some suggestions that I received from members, and others that I have found in my own research.

Have a routine. On work days I get up at more or less the same time and have a pre-work routine that includes coffee and reading news. When the work day is done, I take my dog for a walk. Which has effectively doubled the number of walks my dog is getting, which she likes a lot. When the restrictions are limited and my time for “walkies” is reduced, my dog will be a little less happy.

Physically separate, as much as possible, work space from not-work space. I am fortunate enough I need not work at the table where I eat; I have a desk, in a room away from the kitchen. When the work day is done, I turn off the work computer and leave my desk.

Get dressed. It has become a joke that everyone in a video conference is only dressed from the waist down, and that if there is no video everyone is in pajamas. That doesn’t work for me. It’s a small thing, but for me changing out of the clothes I sleep in helps me feel like the day is starting.

Last, try to keep a positive attitude. This will end, eventually, and we can once again safely meet in person. I look forward to that day.

Communication in the Time of COVID-19

By Lisa Schultz
Reference Librarian, Loyola Law School

As we all adjust to our reality, one of the biggest adjustments in our work lives is figuring out how to effectively communicate with our colleagues. Just a few months ago, working remotely was something that most libraries spoke of in the abstract. Perhaps a subset of us may be able to work from home one day a week, at some undesignated time in the future. And then COVID-19 struck, and suddenly nearly all of us are working remotely, basically overnight, with little or no guidance regarding best practices for communication and collaboration. Thankfully, there has been much written on the subject, so I conducted a literature review and found there is a consensus on the following 6 tips for improving communication:

1. Daily Live Huddles

Starting the day with a live check-in is a good way to sync priorities for the day and resolve urgent items that came up overnight. They can also be informal, an opportunity for colleagues to exchange pleasantries and simply maintain connection. The goal of the daily live huddle is to establish consistency and certainty, which helps keep people focused. They also help people engage in proactive communication, because once the huddle occurs, the work day has begun and communication lines are open.

2. Set Expectations and Guidelines

We all have experience with this, even before we were working remotely. We have multiple different ways to communicate – email, phone, text, Slack, Zoom, Teams, etc. and if there is no common understanding regarding when or

continued on page 3
how to use each tool, these “time-savers” become sources of frustration and lead to communication breakdowns. Each team should establish its own norms and its own expectations, and then stick to them, which leads to the next tip...

3. Choose the Right Medium for the Message

It’s difficult to strike the correct balance between not enough communication and too much communication, and part of that balance is paying attention to digital volume. For example, if you talk about something in a live Zoom session, don’t follow up with an email, a text or chat, and a phone call. Instead, select the medium that will be most effective. Emails are good for sending information and complex instructions, but not for collaboration. Texts or chats are good for quick responses, but constant notifications are distracting and important information can get lost in long threads. Phone calls work best for clarity and sensitive topics or for energetic exchanges of ideas, but not for complex instructions. Further, working remotely may require new solutions. For example, my team is spending the summer putting our first-year legal research class online. We were having difficulty keeping track of the numerous tasks for each week, and who was assigned to each task, so we invested in Monday.com, a project management solution.

4. Watch Your Tone

Regardless of medium, in the absence of body language and facial cues, communications are more susceptible to misinterpretation and misunderstanding. Take the time to think critically about how your message will be received and review it before you send it. Don’t assume that brief is always preferable. If brevity leads to lack of clarity, it can mean wasted time as others try to interpret meaning. It’s better to write a little more than you otherwise would to ensure that your meaning is clear. If you are on the receiving end of an unclear communication, communicate back to the sender and avoid making assumptions about intent or meaning.

5. Set Objectives and Goals

Give your team goals and objectives, and then give them the space to figure out how to achieve them. Don’t check in on them multiple times a day for progress updates. That is distracting and sends the message you don’t trust them to do the work. When setting goals for individuals, show how they fit into the larger objectives of the group. This would also work well with progress tracking or project management software that would allow the whole team to see both the big picture and how each individual fits into the workflow. Celebrate successes! Recognize accomplishments and hard work, both at the group and individual level.

6. Create Opportunities for Connection

Libraries are social places. We are used to socializing with our colleagues daily. Losing that connection has been one of the most difficult transitions for me. In a virtual environment, there are no natural opportunities to bump into each other in the hallway or at the coffee machine. So we need to create those spaces. Where we create them isn’t that important—it can be a designated channel on Slack, a chat room, a blog, a Zoom chat—whatever makes sense for your group. Similarly, what you do to create the connection is up to you. Some ideas include: virtual happy hour, virtual lunch dates, virtual birthday cakes, online cooking classes, sharing stories of what inspired you that week, creating a slideshow of everyone’s pets/kids/baby pictures, or a space to celebrate something specific. How you do it is less important than whether you do it!

Most of us are new to working in a remote environment, and learning to communicate effectively can be difficult. Hopefully these tips will help you and your team successfully navigate our new normal.
Meet the Candidates: 2020 Executive Board Elections

Patrick Sullivan—Vice President / President-Elect

I am currently a Research Librarian at Jones Day in the Los Angeles office. I received my J.D. from Loyola Law School in 1992 and M.L.I.S. from San Jose State University in 2011. Prior to joining Jones Day in 2013, I worked for Lexis as a Solutions Consultant since 2000.

Becoming a librarian was one of the best decisions I have ever made. I liked the research aspect of being a lawyer, so I love the day-to-day experience of working as a librarian in a law firm. Being an active member of SCALL has been of immeasurable benefit to my career, with regard to everything from networking and mentoring to new ideas about how to solve problems. I have previously served on the SCALL Programs Committee (2012-2014) and the 2019 Speakers Committee (for the SCALL Institute). I am currently Secretary, so I am already familiar with the dedicated members of the SCALL Executive Board. It is with great enthusiasm that I offer myself as candidate for Vice-President / President-Elect. I want to contribute to the great work SCALL does for its members and hopefully discover new ways to make SCALL even better.

Daisy De Anda—Secretary

I am a legal research specialist at Sheppard Mullin, Los Angeles and received my B.A. from the University of California, Riverside in 2009. I was selected as an intern for SCALL’s Inner City Youth Internship Program in the Summer of 2004 at Best Best and Krieger, where I was offered a permanent position. I spent 14 years at BBK learning the craft of law librarianship. I served as chair of the SCALL Public Relations Committee since 2020, managed marketing for the 2020 SCALL Institute and been a member of the Inner City Youth Internship Program since 2019.

I am both honored and excited to be nominated to serve as SCALL Board Secretary. As PR Chair, I have made new relationships and worked with so many wonderful SCALL members. I have learned that the SCALL community is one I have been able to count on. I’ve experienced firsthand how librarians can be mentors through the SCALL community; encouraging continuing education, creating a pipeline and so much more. Having served on the ICYIP committee this past year, takes me back to the beginning. Seeing myself in those young students after all these years, and their eagerness to go out there and serve in their libraries (as volunteers or potential employees) makes me so proud to continue to serve as an active member of SCALL. This has been a driving force for me since 2004 and I would be honored to continue to give back to the organization that gave me those life-changing opportunities many years ago.

Robyn Bytheway—Secretary

I’m very excited about the opportunity to serve as Secretary of SCALL, and for the chance to be more involved with the organization. I received my MLIS in 2008 from San Jose State University, and began my library career in 2013, working in news curation and business intelligence research at Sheppard Mullin. As I gained experience, I took on more corporate and SEC research, and developed a specialty in that area. In 2017, I moved to Morrison & Foerster, where I continue to specialize in corporate, due diligence, and competitive intelligence research.

This past season I served on the speakers committee for the SCALL Institute, and enjoyed making my small contribution to that event. It made me realize that I wanted to become even more involved. I have immense respect for SCALL as an organization and for everything it does to build community among Southern California librarians, and I’m excited for the opportunity to participate. While normally, I would tout my dependability, organizational skills, and attention to detail for a role like this one, I know that wouldn’t make me stand out very much in this group. Instead, I offer my commitment to the organization and its activities and a lot of enthusiasm for the position. Thank you for considering my candidacy.

continued on page 5
continued from page 4 (Meet the Candidates)

Ryan Metheny—Member-at-Large

I serve as Managing Librarian for Legal Education at LA Law Library, where I have worked in this or a similar role since 2013, and as Lecturer-in-Law in the online and residential programs at USC-Gould School of Law, where I have taught J.D., LL.M., and M.S.L. students since 2014. (I currently do both of these from my home office, pictured in my candidate photo, with cats and toddlers just out of frame.)

I am passionate about law librarianship and the difference we make in the lives of those we serve. We strengthen our communities in countless ways, including teaching the next generation of legal professionals how to find and analyze the law, and making sure that those without legal training have a meaningful chance to vindicate their rights.

I believe strongly in the value of professional development for law librarians, so that we can share and grow together as we continue to make a difference. I’ve participated as a speaker at the AALL Annual Conference and Meeting twice (which will be three if the conference this July goes off as planned), have served on the Bibliographic Committee for the SCALL Institute (I’ve been a part of SCALL since 2013), I’m a member of the Government Law Libraries SIS, and in my free time I write articles that I hope will bring value to my fellow law librarians in their work, which have been published in a few different places, including Law Library Journal.

As Member at Large, I would bring a unique perspective as a government law librarian who works to ensure access to justice for all, champions the value of law libraries at every chance, and strives to expand the horizons of what law libraries, and law librarians, can be.

Karen Sanchez—Member-at-Large

I’m excited to run for Member-at-Large because I’d like to give back to SCALL, which has given me much inspiration and support in transitioning from paraprofessional to law librarian: Since 2018, I have been the solo law librarian at Los Angeles County Counsel and work with over 350 dedicated government attorneys.

I am grateful for SCALL’s support as I was one of the lucky recipients of the student scholarship in 2017 and 2018 that made my MLIS education possible. At the University of Washington I excelled academically and I was awarded a 2017 AALL Educational Scholarship and AALL George A. Strait Award in 2016, 2017, and 2018. Through the MLIS program, I also did a summer internship at the Law Library of Congress merging my two passions - baseball and law.

Although I’m new to being a librarian, I am not new to law libraries. I worked at USC Law (student worker), LAC Group (loose-leaf filer), and most recently Kirkland & Ellis LLP (library/research assistant). I know law libraries because I’ve worked in almost every role!

But, as a paraprofessional, I became inspired to make this my own career after seeing the work of the Kirland librarians. The combination of resourcefulness, grit, and intelligence was always appealing. I am proud that this is now my profession too!

In joining the leadership, I hope I can give back for all of SCALL’s help. I’m still learning so much from you all and I hope you will learn from me too. Thank you for your consideration.

Member Spotlight: Getting to Know Seong Heon Lee

By Sherry L. Leysen
Associate Director for Library Services
Hugh & Hazel Darling Law Library, Chapman University Fowler School of Law

For those of us fortunate to have the option to work remotely as the global pandemic progresses, we must thank the people who continue to ensure our online presence and mediate our critical access to electronic resources.

One of these incredible people is the thoughtful and gifted Seong Heon Lee, Systems & Technology Librarian (since 2014) at the
“PTS is one of the best schools in early Christian history and biblical study and they own some valuable collections. There, I digitized papyrus produced in 300 CE (1700 years ago). I also digitized the Moffett Korea Photo Collection. Moffett was a Korean missionary in the late 19th and early 20th centuries who took many valuable photos during that time. The period is an interesting time in Korea as it became modernized with the encounter of Western culture. Because cameras were rare in the late 19th century, it is not easy to see these kinds of photos from that time. I was so thrilled to see people and places on these historic photos.”

At PTS, Seong Heon’s mentor Clifford B. Anderson (now the Associate University Librarian at Vanderbilt) introduced him to Digital Humanities. Under Anderson, using METS (Metadata Encoding and Transmission Standard), Seong Heon digitized PTS journals dating back to the early 19th century. He reviewed the integrity of the metadata and fixing Unicode characters for Hebrew and Greek. Seong Heon also worked at the New Brunswick Theological Seminary as a Reference and Circulation Librarian and at The Syrian Institute as a Digital Specialist. Reflecting on that time and his many experiences, Seong Heon recalled that it “was the busiest and most productive year in my early librarianship career!”

After that, he served as an Assistant Librarian at the Chicago Theological Seminary, and then as the Director of Educational Technology and Librarian at Trinity Lutheran College in Washington.

With a long history of professional accomplishments and responsibilities that touch every aspect of librarianship, from administrative to technological, I asked Seong Heon what advice he has for early-career librarians and others wishing to learn more about library systems. He suggests focusing on understanding the foundational concepts that underlie our systems, rather than concentrating on step-by-step procedures.

“The way we teach technology is quite rudimentary. It is like Step 1, Step 2, Step 3: the End. These kinds of procedural tutorials may help sometimes, but when systems and interfaces are changed or updated, this procedural knowledge becomes obsolete. This type of rote learning leads to a scenario where our ability to adapt to technology becomes increasingly more difficult, particularly today, because many IT services are provided in SAAS (Software as a Service) platform. We are not required to understand the backside since we are only given a final product and interface. Because of this, we are easily thrown later when there are some changes made. But if we understand the principles and concepts, we can easily adapt to new changes.”

Knowing PCs and IT, holding numerous certifications, and knowing many computer programming languages (everything from DOS and HTML to C# and JavaScript), Seong Heon is pragmatic when keeping up with the “latest” technologies, focusing instead on what he enjoys.

“Technology permeates everything today. I don’t think that we can catch up on all the latest technologies, nor is it beneficial to do so. Traditional ways of sharing information are already outdated. Today’s technologies will soon be outdated. It is not possible to embrace all and stick to them permanently. I focus more on my interest, which is web technology. I love learning various web technologies because the web is the platform of information sharing.”

Seong Heon is a dynamic and curious person with many interests. He loves outdoor activities (hiking and camping top the list) and ocean activities (he enjoys sailing and kayaking). His love and appreciation of nature are evident from the beautiful plants that cascade throughout his office space. He also enjoys reading, and recommends ReWork by Jason Fried and David Heinemeier Hansson, in which the authors “give many progressive ideas for productivity.”
continued from page 6 (Member Spotlight)

Seong Heon’s vertical garden office. (Photo courtesy of Seong Heon Lee.)

Most important though, is family time. “I teach math with my daughter. I use ‘with’ for the preposition. Explaining the concept of math is challenging, particularly when the concept should be translated in the seventh-grade language. I learn a lot. It is joyful to see her growth.”

Thank you for sharing your story with SCALL members, Seong Heon!

Understanding the Ethics System in a Post COVID-19 World
By Karen Sanchez
Law Librarian Los Angeles County Counsel

The 2020 SCALL Institute is a bittersweet memory. It’s the last time we got to be together as law librarians and colleagues. For many of us, it was also the last opportunity to be around others. By the time the Institute took place on March 7-8th, 2020, I could sense our collective nervousness. Mini bottles of hand sanitizer, provided by Docket Navigator, were a welcomed sight. Although COVID-19 was in the news, it hadn’t completely hit home. Avoiding handshakes at an ostensibly networking event felt right, albeit strange. Despite some unease, it was warming to see a packed SCALL house eager to discuss ethics.

David Carr was the second speaker of the Institute, and his presentation,

“Understanding the Ethics System,” gave us an overview of California’s ethics system. I learned that California has a great body of standards from which we draw the norms of the legal profession. Mr. Carr cited 10 ethics sources that encompass California’s black letter law on ethics—including legislative code, court opinions, bar opinions and more.

Mr. Carr then explained that the California ethics system has two components: internalized norms of the profession, and external regulation. The norms we have in California today have developed from 19th-century America when lawyers were public servants. But in the late 1880’s, as lawyers’ focus began shifting to corporate practice, the American Bar Association moved to codify the normative and prescriptive rules of the legal profession. That’s the background behind the ABA Canon of Ethics (1908), 1983’s Model of Professional Conduct, and 1989’s Model Rules of Professional Conduct—all titles that are well known to law librarians.

As for external regulation, Mr. Carr suggested that the public should see the California Bar not as the ethics police, but as a consumer protection agency. The consumer in this instance is the legal customer.

After a discussion on the history of the early ethics code, Mr. Carr turned his attention to today’s ethics investigations. California is the only state to have its own court dedicated to attorney investigations: the State Bar Court. The Office of the Chief Trial Counsel is the prosecuting office and is charged with investigating complaints. It has five offices in the state, two of which are here in Southern California. Mr. Carr told the crowd that appeals from the State Bar Court must go to the California Supreme Court, but fewer than 10 cases of discipline decisions have been reviewed since 1982. It is clear that decisions from the State Bar Court are conclusive the vast majority of the time.

As a law librarian relatively new to government, I was fascinated to learn about the agencies that investigate attorney complaints. Joining the civil service ranks for me has meant quick learning of the various branches of both state and local government. Although I have always been interested in civics and law, I didn’t have a thorough understanding of our own government structure until recently. I had never heard of the Chief Trial Counsel and was amazed when Mr. Carr cited the 15,000 matters they deal with annually, and the 700-800 formal charges in court.

Anyone who has worked in a law office knows those figures are staggering! It feels great to know that a government agency is working hard on behalf of Californians.

Ethics on the state level means that workers investigate thousands of complaints in agencies already stretched thin. These stretched resources mirror some of what I’ve seen first-hand since becoming a government librarian. Attorneys working in civil service are passionate and talented individuals working for causes affecting our daily lives, but they work with limited resources and staffing. Today with COVID-19 on our minds, I can’t help but wonder what a loss in revenue will do to government agencies that protect California consumers.

The fallout from COVID-19 will likely mean a curtailing of state and local government services. As tax revenues dwindle, the protections set in place to govern our ethics—and more broadly our public health and safety—are in danger.

We learned from David Carr’s presentation that the California State Bar is the administrative arm of the judicial branch, which relies on State funding. As part of the legal community, we must remain vigilant that 200+ years of ethics development don’t erode as a result of this global pandemic.

As we continue sheltering in place, we are starting to see a reopening of the state. Who knows what the long-term fiscal effects of COVID-19 will be, but I hope SCALL 2020 is not the last time we gather. Since there will be no AALL in New Orleans in 2020, here’s to hoping to see you all at SCALL 2021. But please, someone tell Docket Navigator we’ll need a bigger bottle of hand sanitizer next year!
Membership News

By Judy K. Davis and Karen Skinner

Life member and retired UCI librarian Melody Lembke was named a Marian Gould Gallagher Distinguished Service Award recipient from AALL.

Suzie Shaterevyan of Loyola Law School celebrated Armenian Easter Choreg with some very delicious food.

Member News – Quarantine Edition!

We asked SCALL members how they are managing the COVID-19 lockdown and what they plan to do once things return to normal.

Many members said they didn’t miss their daily commute and are trying to make the most of the “extra” time. Members said they’re keeping busy by taking walks, eating (and more eating!), and playing games (VR, virtual game nights, ping pong, etc.).

Erik Y. Adams of Sidley Austin recommends a virtual reality game called Half Life: Alyx.

Cara Johnson of O’Melveny & Myers was excited to cook old recipes she hasn’t made in a while.

Judy Davis of USC has been enjoying the motivational words her neighbors have been chalking on the community running path.

Suzie Shaterevyan of Loyola Law School is using a routine to keep herself on track.

Ryan Metheny of LA Law Library is building Legos with his kids … and trying to keep them from killing each other.

Alina Kelly of Mitchell Silberberg & Knupp recommends the Down Dog app for yoga. Araceli Argueta of Loyola is baking.

Cornell Winston on the U.S. Attorney’s Office says the first thing he’ll do once the quarantine is over is go to church. Others say they’ll go see their extended family and friends in person. SCALL members plan to visit their favorite restaurants and go get haircuts (we’re all going to need haircuts!). A few members said they can’t wait to travel again.

Karen Skinner of USC plans to take the trip to the Central Coast she had to cancel in April.

Judy Davis of USC plans to go to Baja, no matter how hot it is, to make up for the trip she was supposed to take this spring.

Patrick Sullivan of Jones Day says he’ll visit a craft brewery (count us in!).

Annie Mellott of Loyola will go hiking.

And finally, Suzie Shaterevyan reminds us “to hang in there, peeps. We got this!”

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Welcome new members!

Demi Boyd is a student at San Jose State University
Kerstin Leistner is Access Services Librarian at Pepperdine University Caruso School of Law
Erica Miller is a student at San Jose State University

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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### Career Opportunities

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

View complete job descriptions at scallnet.org/career-opportunities/
Treasurer’s Report
By Caitlin Hunter, Reference Librarian, UCLA School of Law

SCALL Balances

Bank Balance as of April 14, 2020 $38,665.40
PayPal Balance as of April 14, 2020 $4,129.89
Petty Cash Balance as of April 14, 2020 $101.06
Total Balance as of April 14, 2020 $42,896.35

Committee Income and Expenses since July 1, 2019

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*The Board approved a one-time additional expenditure of Awards funds, in order to give the Rohan Chapter Service Award to the entire PALI committee.

**The Board approved an additional $1,000 in grants for 2019-2020, due to the anticipated popularity of the AALL Annual Meeting in New Orleans.

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:

Sept/Oct 2020 September 8, 2020
Nov/Dec 2020 November 16, 2020
Jan/Feb 2021 January 11, 2021
Mar/Apr 2021 March 15, 2021
May/ Jun 2021 May 3, 2021
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