From the President

It is hard to believe the last time many of us saw each other in person was at the Institute in San Diego. I remember thinking how lucky we were everything continued as planned. Then, as the Institute was taking place, many of our members started to receive notices they would begin working from home the following Monday. By the next week, all of California had completely shut down as the Stay-at-Home Order was issued. To say I have become President of this wonderful organization during strange times is an understatement...

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AALL 2020: Finding Inspiration in Fellow Librarians’ Innovation

The annual conference is educational and inspiring every year, chock-full of great programming. Sometimes a program comes along that stands out from the rest because it inspires immediate action from attendees. This year we were very fortunate to have such a program in Beyond Orientation: Using Onboarding to Build Attorney Engagement and Maximize Value...

“Paths to Success: Recruiting the Next Generation of Law Librarians”

What can we do to ensure the future of law librarianship? The Spring 2019 SCALL chapter discussion of law librarianship career attrition inspired some of us at the LA Law Library to propose an AALL conference program on recruitment and law librarianship as a career path....

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From the President
By Margaret Hall
Associate Director of the Law Library
Southwestern Law School

It is hard to believe the last time many of us saw each other in person was at the Institute in San Diego. I remember thinking how lucky we were everything continued as planned. Then, as the Institute was taking place, many of our members started to receive notices they would begin working from home the following Monday. By the next week, all of California had completely shut down as the Stay-at-Home Order was issued. To say I have become President of this wonderful organization during strange times is an understatement.

I choose to embrace a glass half full attitude. Our current situation is very difficult and has not been an easy transition. Many libraries locally and around the country are experiencing furloughs and other challenges. However, I strive to focus on the positives of our current situation. Working from home has allowed many of us to reevaluate our procedures and highlight our work to our stakeholders. For many of our institutions, the librarians quickly stepped up to the plate to institute new technologies and databases. Librarians are talking more than ever amongst themselves to share ideas and shape the policies we will implement when we reopen. Those of us in Los Angeles will be looking to our fellow librarians in other counties to see what works and lessons learned as the reopening of physical offices and spaces begins. Librarians are doing what we do best—gathering and sharing information!

Each year AALL hosts a meeting for the Council of Chapter Presidents. This year it was held virtually and both Patrick Sullivan, as incoming VP, and I were able to attend. Librarians from around the country shared ideas and resources. Inevitably, moving conferences to virtual platforms was a big topic of conversation. Other conversations were, at their core, questions we always work to answer. How do you keep members engaged? How do you show your value to partners and associates, faculty and students, judges and lawyers? What are the pros and cons of new technologies? Each one of these questions could make for an interesting program or article topic. I think a positive consequence of this “new normal” is exploring how to optimize the user experience.

One of the goals I have for my year as President may not sound exhilarating, but it is imperative. I want to confirm all committees have up-to-date procedural manuals. Let’s verify we are doing things the best way to benefit our organization and membership. Facing this pandemic has taught me that we must be flexible and have procedures we can adapt to any situation. SCALL does amazing things throughout the year, let’s make sure someone can always step in and continue the work, even in virtual settings.

We held our first virtual business meeting this summer. We are excited Patrick Sullivan became the Vice President, Daisy De Anda became the Secretary, and Ryan Metheny became our newest Member-at-Large. Huge thanks to Judy Davis and Jessica Pierucci for all their work as they end their official terms. In addition, I am happy to congratulate the following members on SCALL awards: James Senter received the Rohan Chapter Service Award; John Semiklose received the Vendor Services Award and Pauline Aranas and Melody Lembke both received the well-deserved Albert O. Brecht Lifetime Achievement Awards.

After the business meeting, we held a virtual open house. We were able to converse and share ideas on everything from our favorite Golden Girls face masks to specialized wine. Hopefully, even though some of us are experiencing Zoom fatigue, we will be able to have a few more fun virtual get-togethers. I, for one, miss gathering with my fellow librarians and hearing what is new in their lives. Another positive about virtual events is that we are able to invite people to speak who would normally be off limits due to time and distance limitations. With this year’s programs and Institute held virtually, we will be able learn from a wide array of exciting and notable speakers.

The SCALL Board also joined in solidarity with other AALL chapters, committees, and members in denouncing the unjust treatment of Ahmaud Arbery, George Floyd, Breonna Taylor, and others. The Board stands with the organizations and communities working against the scourge of racism, bias, brutality, and violence. On June 13, 2020, law librarians joined students and faculty from Los Angeles area law schools to march in peace and solidarity to City Hall as part of the Los Angeles Law School Unification March.

Librarians never simply sit around and watch. We are doers. We work for change and help make our communities, workplaces, and organizations better. In that vein, I would like to invite any SCALL member to explore our various committees. We have an amazing group of members in SCALL and we are always happy to have new committee volunteers. The best way to improve an organization is to solicit new ideas. If you have been wondering how you can become more involved, please contact me or any member of the Board.

I look forward to our year together as we navigate these interesting times.
Conferencing in the Time of COVID-19
By Jenna Pontious
Reference and Instruction Librarian
Riverside County Law Library

I view conferences as opportunities to meet and network with others in my same career field or with similar interests. As in-person conferences switched to online platforms because of COVID-19, I pondered how connecting and networking for attendees would be affected. As a new law librarian, I wanted to connect with others in the field at the American Association of Law Libraries (AALL) Conference held in July, and meet others like me who don’t have a J.D. Luckily, the Conference of Newer Law Librarians (CONELL) program did just that for me and exceeded my expectations of making connections virtually.

I was able to attend the AALL this year through a grant from my local law library chapter, Southern California Association of Law Libraries (SCALL). I attended the American Library Association’s virtual conference in June, but was not part of a program like CONELL, so my experience was limited to attending LiveStream events and watching On-Demand presentations later. While informative, I didn’t feel like I made any connections with conference attendees. As emails went out with dates and times of AALL’s CONELL meet ups, I wondered what the Zoom meetings would look like, and how organizers would give the feeling of engaging a room full of people while also accommodating time zone differences. (I’m on Pacific Standard Time, which is 2 hours behind Central Time that the conference was using.)

I was impressed with how the CONELL committee cultivated the “meet and greet” atmosphere virtually in several meet ups throughout the conference. The first CONELL program was a happy hour Zoom meeting held the Thursday night before virtual CONELL program. Attendees were rotated into several breakout rooms of 4-5 people for a 40-minute period. The rotation allowed us to meet new people and ask the question prompts provided to us, which included what book you hate! (A few answers- Heart of Darkness, The Scarlett Letter, Atonement). There were a few rooms with repeat participants, but each time we switched there was always one person I hadn’t met yet. From these breakout sessions, I connected with another participant in Louisiana to discuss social media ideas to increase engagement with our followers.

The virtual CONELL full program was held on Friday, July 10. The “Marketplace” feature of the program was extremely valuable, and fun. After attendees heard opening remarks in one Zoom room from AALL President Michele Cosby, Sarah Jaramillo CONELL Committee chair, and Jane Lippman of Thomson Reuters, we were invited to visit the “Marketplace” of other Zoom rooms with participatig groups. The Zoom links to each room were included in a separate document with a description of each group. This document had been sent out at the start of the week so we could choose what groups interested us. The goal was to introduce ourselves to the SIS contacts waiting in the room and learn about getting involved with that group. Eleven special interest groups, six committees, five caucuses, and five chapters participated. I visited the Legal Information Services to the Public Special Interest Group and stayed there the entire time chatting, as one sis group contacts was someone who I had talked to earlier in the year through a mutual friend!

The final CONELL program consisted of a leadership panel on Monday July 20. In this panel, we heard from current and past AALL Executive Board members share about their leadership journey in the law library field. I was surprised at how many speakers did not set out to become law librarians, instead they met someone along the way who suggested it or found themselves in a law library job and liked it. I felt inspired hearing the speakers’ stories and came away with a real sense of camaraderie in the law library field.

Although I wish I could have attended the event in person, I feel that my virtual conference experience was worthwhile. There were minor tech issues, like the link for the wrong date going out, but nothing major or outside of the normal tech issues (how often have I started speaking while I was on mute?) took away from my positive experience. I made connections with other law librarians around the nation and world and feel more immersed in the law library field than I did before. The members of the CONELL committee said that all CONELL participants this year are welcome to attend the program at AALL in Cleveland next year. I appreciate this invitation and hope to use it next year!
Review of #Fail: Outreach and Engagement Lessons Learned the Hard Way

By Karen Skinner
Senior Law Librarian - Research Services and Adjunct Assistant Professor of Law
University of Southern California

For this year’s AALL Annual Meeting, a number of pre-recorded programs were provided to members in addition to live virtual programming. One of those pre-recorded programs was #Fail: Outreach and Engagement Lessons Learned the Hard Way. Moderator Matt Cooper (The Ohio State University) led presenters through their outreach failures and lessons learned. Nicole Dyszlewski (Roger Williams University) created a motivation wall in her library. Students could leave a sticky note with a motivational quote on it for other students or students could take one when they needed it. For example, one student left a Ferris Bueller quote. A professor left a note that said something to the effect of “if you need motivation from a sticky note, you don’t belong in law school.” Nicole removed the very unmotivational note and carried on with the outreach project, periodically removing sticky notes that weren’t in the spirit of the motivation wall. While Nicole was on vacation, a graphic note was posted that caused the entire motivation wall to be removed and the dean to email the whole law school about it.

Nevertheless, Nicole persisted. Her next version of the motivation wall used a screening process where students submitted notes in a box (think suggestion box) and she posted motivational quotes as they came in. She received one that said “Your F$#@ed.” And yes, the law student misspelled “you’re.” That was the end of the motivation wall. But, Nicole has turned her failure into a successful series of motivational quotes on her library’s Twitter account, called #MondayMotivation (@RWULawLibrary). Nicole’s lesson learned was that sometimes you have to fail multiple times in multiple ways before you’ve had enough.

continued on page 5
Amelia Landenberger (Boston University) spent her first year as an outreach librarian not making any big moves or holding any events. When she was finally encouraged to hold an event, she settled on combining two things of interest to her: cake and Mardi Gras. Unfortunately, she got sick just before her Mardi Gras event and wasn’t able to attend. Amelia learned not to put all her eggs in one basket and to make sure she has a backup plan. She also realized that she was initially holding back in her position as an outreach librarian because she was afraid to fail. Amelia was able to hold her event the following year.

Patrick Parsons (Georgia State University) says he threw a party and no one came. Patrick scheduled a law trivia game in the library during GSU’s Law Week, a week where law school organizations run programming for students. He designed a trivia game called Legal Culture Before and After. Patrick enticed law students to attend with a study room as the prize, but no one came. Patrick tried again the following year. This time he planned a Mario Kart tournament, with better advertising methods. They had a handful of law staff and, therefore, my likely to ask for help.

Dustin Johnston-Green (Ohio Northern University) tried to get his faculty interested in the launch of Digital Commons for their institutional repository. After emailing faculty to send him their publications and speaking at a few meetings to advertise the repository, only two faculty sent him their publications. He realized that his excitement for the program wasn’t matched by the faculty. Dustin says his lesson learned is people won’t get excited about something unless you tell them why they should be excited about it, particularly if it’s something practical like an institutional repository. He also said that personal outreach and invitations go a long way.

Katie Hanschke (Vanderbilt University) tried to get a student advisory committee when she first started out as a librarian. She found that meetings weren’t fruitful unless she had action items for the students to address. She also says that emails to address specific issues tended to work better than meetings. Additionally, she found that many of the things the students wanted were not possible due to financial constraints. For example, students said they wanted the library to be open 24/7. Katie had to explain that with the costs of a security guard and library personnel to staff the library, it just wasn’t feasible. Katie’s lesson learned is to know your limitations ahead of time. She also advised librarians to meet students where they are and to create buy-in. Although, she said food helps, too.

The biggest takeaway from this program, echoed by all presenters, is that failure is okay as long as you learn from it.

AALL 2020: Finding Inspiration in Fellow Librarians’ Innovation

By Tanya Livshits
Research Manager
Holland & Knight LLP

The annual conference is educational and inspiring every year, chock-full of great programming. Sometimes a program comes along that stands out from the rest because it inspires immediate action from attendees. This year we were very fortunate to have such a program in "Beyond Orientation: Using Onboarding to Build Attorney Engagement and Maximize Value" presented by Lisa Njoku, Amy Carr and Sarah Morris of Greenberg Taurig.

Onboarding is a yearlong iterative process centered on four pillars or the 4Rs: relationship, redirection, reinforcement and retention. It is not is not a mere orientation done in the first week of a new hire’s tenure at the firm.

According to Lisa Njoku, an onboard program is a necessity. “We have found over the past few years that our onboarding program leads to better retention of information, an opportunity to reinforce and redirect new employee where needed and ultimately form a firm foundation for a lasting positive relationship between our department and the new hire,” she said during the presentation.

Before the onboarding program, Greenberg Taurig had a program resembling the orientation program at many firms. “At best, we were fortunate to get fifteen minutes to half an hour with a new hire attorney to do an in person or virtual orientation. At worst, we sent a welcome email with some basic information about research services, contact information, cost recovery policies and major vendors.”
The Greenberg program still begins with an orientation and a follow-up email. But it also has a research university accessible using the firm’s learning management system, which provides over 50, five-minute training videos on research services, cost-effective research, and training videos provided by the major vendors. Only a handful of these videos are mandatory and tracking of views is made easy by using the firm’s already existing learning management system.

The onboarding program is centered on regular email communication. Six email messages are sent to partners and counsel and seven messages are sent to associates. They start with a general welcome email in the first week with basic information on how to contact research services, basic vendor information and links to training. This is followed up with a practice-specific email in week two. Week three email is focused on practice group-specific firm information. All of these communications help build a relationship with the research department.

Starting at the one-month mark for associates and the three-month mark for partners and counsel, the onboarding program begins reinforcement and redirection. Using Research Monitor, an onboarding team member evaluates the new hire’s database usage and sends an email thanking them for using specific databases and provides further pointers on alternative or more cost-effective research tools. This also pairs well with the firm’s database adoption initiative. The exercise is repeated in months three, six, and twelve.

Last, the program helps with retention of both knowledge and of employees at the firm. Knowledge retention can be tracked in several ways. For instance, are databases being adopted at higher rates? Do attorneys know who to contact and how? Employee retention is much more difficult to track, but as the panel put it, “we do know that employees with bad research skills often leave the firm.”

The focus on the original four Rs, all result in one other very important R: return on investment. The proof of return on investment is completely in the tracking. Did the attorney research behaviors adapt or improve? Is adoption of resources increasing? Is cost recovery on fee-based resources going up? Tracking can be done through a wide variety of methods, from something as simple as an attorney survey at the end of the program to something as complex as using the firm’s financial systems to track cost recovery and using the firm’s learning management system.

The hardest part of the onboarding plan is getting started. A lot of work goes into creating the program before it ever starts. From drafting template emails based on departments, to building out a video training library, the early time investment can be cumbersome. But, according to the panel, for the most part running the program only takes each of the three panelists a few dedicated hours a week. Most weeks, it is just sending out template emails based on practice groups or running analytics, which can be more time consuming especially at the one-year mark or when large groups of attorneys start simultaneously.

This program was so innovative and inspiring, that a colleague and I proposed starting a similar program at Holland & Knight and we are officially in the early planning stages with an aim of rolling out an onboarding program in January 2021.

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AALL 2020 Annual Conference Program Overview: “Paths to Success: Recruiting the Next Generation of Law Librarians”

By Malinda Muller
Director, Patron Services
LA Law Library

What can we do to ensure the future of law librarianship? The Spring 2019 SCALL chapter discussion of law librarianship career attrition inspired some of us at the LA Law Library to propose an AALL conference program on recruitment and law librarianship as a career path. At approximately the same time in Chicago, the AALL executive board considered (and ultimately approved) authorizing a special committee whose charge was to research visibility of the career, report roadblocks, and provide recommendations to the Executive Board.

Ultimately, this topic evolved into a unique AALL program at the 2020 Annual conference. A diverse group of panelists offered perspectives on opportunities for exploring, addressing, and supporting a sustainable career path based upon experience in their respective fields.

The panel included Heather Simmons, chair of the AALL’s Guidance Review Special Committee on Librarianship as a Career; Alisa Benedict O’Brien, Assistant Dean of Career Services at the University of Akron School of Law and current chair of the Small and Solo Career Services Office Section of the National Association for Legal Professionals (NALP); Mary Hotchkiss, principal lecturer and current co-director of the University of Washington’s Law Librarianship program; Jessica King, Research Manager at Perkins Coie; LLP; Ryan Metheny, Managing Librarian, Legal Education, at LA Law Library; and Deb Schwarz, founder of the longstanding Library Recruitment Agency, Library Associates Company. All panelists shared their experiences and provided insights during the session.

Heather Simmons opened the program with an overview of the Special Committee’s work and recommendations. The full report and board determination can be found at the AALL board section of the website: https://www.aallnet.org/wp-content/uploads/_mediavault/2020/07/2020-Board-Book-7-6-20-FOR-MEMBERS-ON-AALLNET.pdf. Following the overview of the Special Committee’s work, the program focused on a series of
four prompts to which the panelists contributed their perspectives and recommendations.

Prompt #1 asked the panelists to weigh in on qualities of the profession that might attract career seekers today. Jessica has finally worked on the ABA this summer. She learned about the career by working in a law firm while in library school. Ryan agreed, pointing out that he wasn’t aware of law librarianship as a career until he ran across a job ad.

Prompt #3 inquired about factors that contribute to the viability and sustainability of a graduate school of information science’s program and course offerings. Mary weighed in on the model that UW subscribes to, which includes highlighting non-law-librarianship-specific but nonetheless transferrable courses within the general curriculum. She asked what we can do to dispel the myth that only one path to librarianship—and in particular law librarianship—exists? UW also invites adjunct instructors to teach law-librarianship-specific courses, perhaps during an intercession or on an adjunct platform such as those found in the community college environment. Jessica noted that in her own work she is already an instructor.

Prompt #4 focused on the pipeline creation—i.e., what else can law librarians, and AALL, do to improve or expand interest and pathways for the law librarianship career? This conversation encompasses outreach, recruitment strategies, and expanded relationships and partnerships. All panelists agreed that exposure is invaluable. Jessica discussed the value of her exposure to law librarians while a student member of SLA’s Legal Division, and the value of a student-specific focus within professional associations. Ryan gave an overview of the dual role of LA Law Library’s internship program. In addition to fostering upcoming librarians, the program creates ambassadors for law librarianship when interns return to their studies and describe their internship experiences to fellow classmates.

Mary suggested that the key to creating a positive introduction to this career path is through not only undergraduate student connections, but even at the high school level. Alisa identified several recommendations for cooperative projects with law libraries that might interest law school career centers, including developing material for the career center’s website, creating a brochure, and speaking or presenting for targeted NALP programs. Other recommendations included connecting through teaching in library schools as independent instructors, or offering asynchronous learning to increase access by students and instructors from the AALL community.

The program closed with an invitation to contact any of the panelists for more information or to brainstorm ideas and collaborations initiated from the program. Conference registrants may view and listen to the full pre-recorded program at: https://www.eventscribe.com/2020/AALL2020. In January, all AALL members will have access to all sessions via AALL2go. 

**Membership News**

By Judy K. Davis and Karen Skinner

Jennifer Argueta has a new position. She’s the Branch Manager of the Law Library at the University of La Verne College of Law. Congratulations, Jennifer!

Judy Davis of USC has finally finished the second edition of her book, Internet Legal Research on a Budget, with co-author Carole Levitt. It was published by the ABA this summer. Judy plans to take a nice vacation as soon as some place will let her travel there.

Cornell Winston, of the United States Attorney’s Office, celebrated his 30th wedding anniversary with his wife, Cynthia, on August 11th. They celebrated with a trip to Yosemite. Congratulations, Cornell and Cynthia! Love the shirts!!

Linda Kawaguchi, Hugh & Hazel Darling Law Library Director and Professor of Law, at Chapman University Fowler School of Law, retired in August 2020. She is succeeded by Sherry Leysen, who was appointed Director and Assistant Professor of Law. Congrats to both of you!

LA Law Library’s Malinda Muller and Ryan Metheny helped put on the virtual program, “Paths to Success: Recruiting the
Next Generation of Law Librarians” at the AALL Annual Meeting. The program aimed to explore and recommend ways to expand exposure to law librarianship as a career and strengthen “the pipeline” of future law librarians. Malinda designed and moderated the program and Ryan spoke about LA Law Library’s long-running, successful internship program and other ways to foster the next generation of law.

Welcome new student members!

Angela Brown is a student at the University of Southern California

Diana Frausto is Library Technician at Paul Hastings LLP.

Welcome back, returning members!

Kevin Gelderbloom is a Research Services Manager at Kirkland & Ellis LLP

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

Judy K. Davis
Co-Chair, SCALL Membership Committee
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USC Gould School of Law
University of Southern California
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(213) 740-2189
jkdavis@law.usc.edu

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Co-Chair, SCALL Membership Committee
Law Librarian, Research Services, and Adjunct Assistant Professor of Law
USC Gould School of Law
University of Southern California
Los Angeles, CA 90089-0071
(213) 740-2615
kskinner@law.usc.edu

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 August 18, 2020 $44,163.47
PayPal Balance as of August 18, 2020 $200.00
Petty Cash Balance as of August 18, 2020 $94.41
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Committee Income and Expenses since July 1, 2020

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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:

- Nov/Dec 2020: November 16, 2020
- Jan/Feb 2021: January 11, 2021
- Mar/Apr 2021: March 15, 2021
- May/June 2021: May 3, 2021
- Sept/Oct 2021: September 7, 2021
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