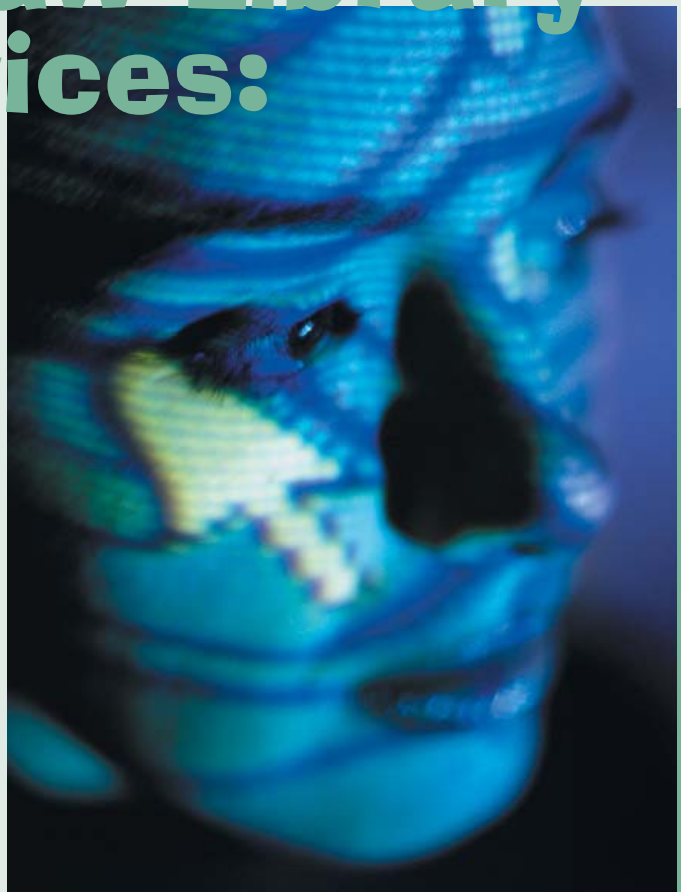


AALL

SPECTRUM

Trends in Law Library Public Services:

**Have You Seen
Your Patrons
Lately?**



Also:

- A Proposal to Reorganize AALL's Membership Structure
- Collection Development and Weeding á la Versace: Fashioning a Policy for Your Library
- *The CRIV Sheet*

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A Harbinger of Things to Come

With the holidays behind us, we have arrived at the shortest month, and what I like to think of as the first step toward spring. This month we conclude our series of “trends” articles with some interesting thoughts on trends in public services from Suzanne Thorpe of the University of Minnesota. Thorpe addresses how current changes in law librarianship will affect the roles of public services librarians.

I hope that you have found the recent series of trends articles useful. The articles were conceived and organized before I came on board at *AALL Spectrum*, but they have certainly helped me think about where my profession is going, and where I am headed as well. It is useful to take time to look ahead a bit and consider how coming changes might affect us and our profession. I hope they helped you in the same way.

The next couple of issues of *AALL Spectrum* will look at particular issues that are currently affecting law librarianship. The March issue will deal with the current employment situation for law librarians. Look for articles on the current job market and law librarianship training programs, as well as the perspectives of several people currently in or entering the profession. In April we will be exploring the topic of challenging users — from the partner, *pro se* or professor who needs special handling, to helping users with special needs. The April issue will also look ahead to the Annual Meeting in Orlando, Fla.

I am eager to hear from anyone interested in writing an article for *AALL Spectrum*. We will consider articles from anyone, and writing for *AALL Spectrum* provides a great chance to add your voice to the Association magazine. We can’t pay you anything, but if you write something for us, you get your name in print and a chance to express yourself to our thousands of readers.

If you are interested, the best thing to do is to contact me before you begin working on the article. We can discuss your idea, and I can let you know whether we can use the piece you propose. I can also help you understand what we are looking for in terms of style, length and deadlines for submission. That way you can begin writing with a clear idea of what we are looking for in the article you plan to submit.

You can also contact me even if you don’t have a specific idea for an article but would just like to write something for us sometime in the future. If I know that you’re interested in writing and have some idea of the areas that interest you, I can keep you in mind if we’re looking for an author for a particular topic. I can be reached a by e-mail at phealey@law.uiuc.edu or by phone at 217/244-3048.

AALL Grant Applications Now Available – Just Do It

The AALL Grants Program provides financial assistance to law librarians or library school students who hold promise of future involvement in AALL and the law library profession. Funds may be used to cover registration costs at either the Annual Meeting or workshops. Preference is given to newer, active members of AALL or of its chapters.

To obtain grant application forms, visit the American Association of Law Libraries Web site at http://www.aallnet.org/services/grant_application.asp or call AALL Headquarters at 312/939-4764. The deadline for applications is April 1.

More than 1,000 librarians, many of whom are leaders in the profession today, have already benefited from this program. Don’t wait — apply today!

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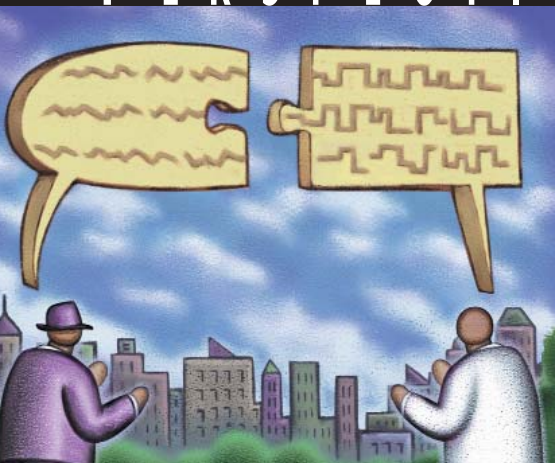
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PERSPECTIVES: A Members' Forum



"Perspectives" serves as a members' forum and features articles on issues of concern to the profession.

Reorganize AALL's Membership Structure for More Effective Representation of Members

by Richard Leiter

The present structure of AALL and Special Interest Section memberships does not serve the interests of all members effectively. Instead, AALL members should be placed into one of five primary sections — Academic; Private; State, Court and County; Independent; and Affiliate/Publisher — in addition to offering individual SIS memberships. That way the Association would better represent the concerns and needs of its members.

The Special Interest Sections under the present organizational structure do not have adequate authority to represent their constituents and do not provide certain members with SIS memberships at all. For example, the Academic Law Libraries, the Private Law Libraries, and State, Court and County Law Libraries SISs do not accurately represent their constituents, because not all librarians practicing in these areas are members of the SISs. In addition, members who are employed by publishers or vendors or are independent librarians don't easily fit

into any of the current 13 SISs and therefore have no sufficient representation within AALL.

A proposal to change the membership structure has been kicking around the Executive Board and SIS Council over the past year. However, there has not been much public discussion of the issue, and I have not seen a copy of the proposal that is under discussion. What's more, some parties have said that the issue has already been discussed, decided and discarded. Others have told me that the issue is still very much alive.

A Proposal for Improvement: Introduction

The proposal that I developed for changing the membership structure could have a potentially dramatic impact on the Association. Should the proposal be adopted, five primary sections — Academic; Private; State, Court and County; Independent; and Affiliate/Publisher — would automatically represent the concerns and needs of their entire memberships and thus would more accurately reflect the opinions of librarians working in their practice areas. Collectively, the sections could function as a sort of parliament that would speak with the authority of the entire AALL membership. The SISs would then be able to clearly voice the needs of their constituents and address the narrower issues of concern to those particular interests. At present, for example, there is no one body for AALL leadership to turn to when it needs representatives for academic law librarians because they are found in any number of SISs. The ALL SIS has long been considered a "directors" SIS; that has been changing, but only a fraction of academic law librarians are members of the ALL SIS. This same situation exists in each area of practice. What's more, librarians who work for vendors may find that their desirable affiliation is in the PLL SIS or the ALL SIS, but ALL or PLL can't logically represent their concerns.

I. Summary

This proposal for change in membership section affiliations for AALL would alter the structure of membership applications and renewals by automatically assigning every

member to a primary section. Every member would then have the opportunity to select additional sections or Special Interest Sections. This proposal would also change the designation of some existing SISs to the status of sections.

II. Proposed Changes of Sections and Special Interest Sections

At present every member is able to join AALL and not join any one of the 13 SISs that represent various types of libraries and specialty fields within the profession. Having every member automatically join one of the five following sections would ensure that each member is represented by the section that best represents his or her interests. It would also strengthen and unify sections and the various communities within the profession.

A. The Sections. This proposal would create five broad sections from among some existing SISs that would classify all members by type of practice. This proposal envisions the creation of two new sections: Independent and Affiliate/Publisher. These new sections are proposed in order to provide section "homes" for every member, including those not formally employed by a particular library. The sections proposed would be:

- Academic Law Libraries
- Private Law Firms
- State, Court and County Libraries
- Independent Law Libraries
- Affiliate/Publisher

Every member would automatically have to choose from one of these sections when they register or renew their memberships.

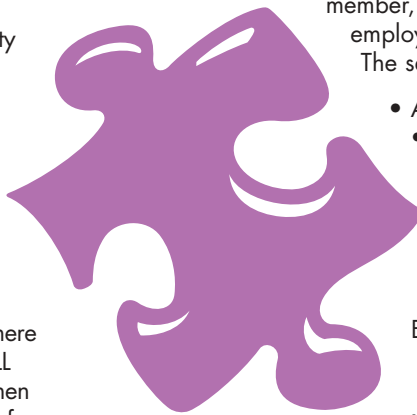
This section would become the member's "home" or primary section.

Every member would have the option of joining additional sections.

B. The Special Interest Sections.

Once every member is enrolled in a section, each may then elect to join one of 10 Special Interest Sections:

- Computing Services
- Foreign, Comparative and International Law
- Government Documents
- Legal History and Rare Books
- Legal Information Services to the Public



Trends

by Suzanne Thorpe

in Law Library Public Services: Have You Seen Your Patrons Lately?



Law librarians, in turn, respond to patron requests electronically, often without any direct human contact. For some, it is more common to provide e-mail service than in-person service. In the past, law librarians usually directed patrons to works found on the shelves in their libraries, whereas today law librarians are just as likely to send patrons e-mails with URLs for Web documents that have the information they need. Instead of compiling bibliographies on paper, law librarians routinely run database searches or set them to run automatically over a period of time and have the results electronically directed to our patrons. Law librarians also supply full text materials through online delivery. They now have the capability to scan hard copy documents and instantly transmit them to patrons, either as e-mail attachments or to servers for electronic patron pickup.

These remote services are typically asynchronous. Rather than responding in real time, as librarians would face to face, they respond as soon as they are able to do so. Remote patrons can place requests for assistance any time, even when libraries are not open for business. It is not uncommon to find several requests that have come in overnight waiting in librarians' "in boxes" when they arrive at work each day. The fact that they cannot always handle these requests immediately may be less than satisfactory for patrons who, accustomed to the world of chat rooms and instant messaging, expect immediate replies.

Fortunately, law libraries are moving into the world of synchronous, or "live," online services. Law libraries will soon be using currently available software that allows librarians and remote patrons to communicate online with each other in real time. This software enables a reference librarian, for example, to conduct real-time interviews with remote patrons and to guide them through electronic resources that the librarian "pushes" to the patrons' browsers. It is almost as if the patrons were present in the library, with the added benefit that a transcript of the entire

We have come a long way since the days when library patrons were required to pay a visit to the law library to request assistance or use our resources. Today, with the prevalence of cell phones, personal digital assistants and wireless networks, law librarians are just as likely to check their voice mail and e-mail for requests for reference help, document retrieval, interlibrary loan or recalls as they are to have a patron request such services in person.

Indeed, law librarians encourage such remote electronic access to services. Most law libraries, at the very least, widely disseminate e-mail addresses for staff members or departments. Many offer an array of services that can be easily accessed via the World Wide Web or office intranets. It is not uncommon to find law library Web sites that include interactive forms for submitting reference questions, requests for interlibrary loan or room reservations.

session can be sent to the patrons or saved in a knowledge base for future use with other patrons.

While law libraries continue to offer numerous public services requiring human interaction, unmediated services are definitely growing in popularity. Living in a world besieged by e-commerce, people log on to their computers to take care of personal affairs. They make travel reservations, conduct banking transactions, shop for groceries, and pay taxes, typically without any direct intervention from a live person. It is understandable, therefore, that patrons expect do-it-yourself law library services as well.

Law libraries currently offer several ways for patrons to obtain the services they need without asking anyone for it. Automated circulation systems permit patrons to access their own circulation records to renew or check on the status of materials they have on loan, to pay fines and to recall materials held by others. Some libraries provide self-serve electronic check-out systems. In academic law libraries, digitized course reserves allow law students to pull up assigned readings and old exams that can then be printed or downloaded. Academic libraries also provide access to full-text and bibliographic databases that allow patrons to find and retrieve copies of documents themselves. In addition, patrons can now directly request and have delivered books and articles from other libraries through a number of interlibrary loan systems and consortia gateways. It may appear to patrons that they are on their own in these transactions, but, of course, law librarians are involved extensively behind the scenes in setting up and maintaining such unmediated services.

Another area where law libraries are significantly empowering patrons to serve themselves is legal research. Rather than waiting for patrons to come to law librarians for research help, the librarians supply "just in case" support ahead of time through Web sites. Most law libraries maintain helpful portals to legal information on the Internet that are tailored to the needs of their regular patrons. A number of law libraries also offer FAQ pages and searchable knowledge bases containing commonly sought information on their Web sites. Others provide online research guides on a myriad of topics and types of resources for use when needed.

Some law libraries have created interactive wizards that combine a discussion of research tools and methodology with hyperlinks to electronic versions of those same tools. Self-paced legal research exercises are also beginning to appear on library Web sites to assist patrons in developing their skills.

As remote services gain in popularity, law librarians see fewer patrons in their libraries. Thus some patrons might be unaware of what law librarians can do for them or even forget to take advantage of library services. To combat this "out of sight, out of mind" syndrome, law libraries have begun to actively use technology to reach out to remote patrons and market library services. Electronic newsletters, recent acquisitions lists and current awareness services are widespread. A number of academic law librarians have also begun to collaborate with faculty members to provide library information on course Web sites as well.

Just Who Are Our Patrons and What Do They Need?

Traditionally, law libraries have served a known local population. Law libraries today increasingly serve a much wider, more diverse audience than in the past. Thanks to the Internet, distance and physical access are no longer barriers to obtaining information. People from around the globe as well as individuals with disabilities are finding law libraries through their Web sites and online catalogs and taking advantage of the libraries' remote electronic services. They often present special communication and access issues that are difficult to anticipate.

Law library patrons have typically been easy to categorize. For the most part, law librarians served the bench and bar, law schools and government, along with some members of the general public. Today, however, there is heightened interest in the law from people working in other disciplines and from those wishing to handle their own legal affairs. They are tapping into the law library's legal resources and seeking the services of law librarians at a growing pace. For many, the legal information that law libraries provide is quite new and difficult to comprehend. Public and academic law librarians, in particular, are finding it necessary to develop new approaches to serving these nontraditional patrons that will

enable them to effectively find and understand legal information.

The primary goal of law libraries has always been to provide legal information. Law librarians have prided themselves on their ability to stay abreast of the rapidly growing number of available national and international legal resources. However, just as other disciplines are seeking legal information more than they have in the past, the legal profession increasingly is seeking subject matter beyond law. In an era of joint degree programs at law schools and multidisciplinary law practice, traditional patrons need scientific, commercial, historical and social science data. Although the volume of legal information continues to grow rapidly, law librarians can no longer be purists about the subject matter competence they hold. Today, in addition to being able to deliver legal information, law librarians are expected, at the very least, to know where to turn for help when asked for nonlegal information. Law librarians often are required to have a command of a broad range of resources covering multiple disciplines as they relate to law.

Law library patrons come to us with varying levels of technological competence. Many individuals using law library services are not skilled users of computers and databases. For these patrons to access the information they need, law librarians must spend considerable time explaining to them how to use equipment and run searches. Even the more technically savvy users require assistance in resolving technical issues with online access to the law library's resources and services. As law libraries continue to build electronic collections and create additional electronic services, providing adequate staffing to handle technology-related questions becomes more important.

What Do These Trends Mean for Us?

An increase in remote services, in many cases, has resulted in a decrease in walk-in patrons and the number of in-person requests at public service desks. Behind the scenes, however, law librarians are busy handling requests that come into their e-mail and voice mailboxes. They are also working intensively to create and administer the unmediated services often used by patrons. Service hours and staffing levels at public service desks should be carefully

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Whither the *TEACH Act*?

by Susan Lewis-Somers

The following fictional scenario is not new to most law librarians:

Law school Professor Carol Morgan teaches a class in labor law. To illustrate the rights that employees possess under federal labor law to organize into unions, she always shows her class excerpts from "Norma Rae," a dramatic film starring Sally Field. The film tells the story of a textile worker's successful struggle to organize her fellow workers to vote for union representation in the face of an oppressive employer.

Morgan believes that "Norma Rae" perfectly illustrates how the right to unionize is exercised under the federal labor laws her class is studying. It brings to life what otherwise might be a dry federal statute.

She is able to show parts of the film, which is otherwise protected from unauthorized displays by federal copyright law, without seeking the permission of its owner. The copyright law offers a "fair-use" exemption to teachers, which allows them to show the "performance or display of a work... in the course of face-to-face teaching activities of a nonprofit educational institution, in a classroom."

Next semester, Morgan will teach the same labor law class as part of her law school's new distance education program. Of course she would like to show excerpts from "Norma Rae" to her distance students in remote locations via Internet transmission. However, she is chagrined to discover that there is no similar copyright exemption that would allow her to offer the same display to students who are not participating in "face-to-face teaching activities."

Fair Use for Distance Education

Educational and library organizations worked with members of the 107th Congress in 2001 to amend current copyright law in order to assist Morgan and other distance educators. They argued that current law inhibits the development of distance education programs by prohibiting teachers from using the same copyrighted works in their online courses that they have been displaying in "face-to-face" courses. In addition, the Copyright Office issued a report to Congress in 1999 that recommended legislation to include distance educators in the existing fair-use exemptions available to most educators.

Two of the most influential senators agreed with these appeals. On March 7, 2001, then-Senate Judiciary Committee Chairman Orrin Hatch, R-Utah, and then-Ranking Minority Member Patrick Leahy, D-Vt., introduced legislation that would extend the fair-use exemption already available for face-to-face educators to distance educators, as well. (The positions of Sens. Hatch and Leahy were reversed when the Republicans lost control of the Senate to the Democrats in June 2001.)

A Delicate Compromise

The Senate Judiciary Committee unanimously approved an amended version of the bill, the *Technology, Education, and Copyright Harmonization Act of 2001*, known as the *TEACH Act*, on May 17, 2001, and issued a report recommending passage by the full Senate.

The committee approval came only after Sens. Hatch and Leahy had sponsored intensive closed-door negotiations between education and library representatives and representatives of the publishing and entertainment industries. The media were concerned about opening the door to the potential piracy of distance education transmissions. Their representatives had opposed the bill as introduced and had complained bitterly at a Judiciary Committee hearing on March 13 that the original bill would not adequately protect media from the technological abuse they argued would arise from these distance transmissions. Both sides came away from the negotiations apparently satisfied with the delicate compromise embodied in the amended legislation.

The *TEACH Act* amends the federal copyright law to also exempt from copyright protection "the performance of a nondramatic literary or musical work or reasonable and limited portions of any other work ... by or in the course of a

transmission," but only (1) if the display were "at the direction of" a teacher as "an integral part of a class" offered by an "accredited nonprofit educational institution," (2) if the display were "directly related" to and "material[ly] assist[ed]" the course, and (3) if the transmission were "made solely for" and limited to "students officially enrolled" in the class. (The legislation would also create an exemption for distance courses offered by government entities.)

Furthermore, to assuage the fears of publishers and the entertainment industry, schools taking advantage of the distance exemption would be required to "institute policies regarding copyright, provide informational materials to faculty [and] students ... that ... describe, and promote compliance with" federal copyright laws, and "provide notice to students that materials used ... may be subject to copyright protection." In addition, they would be required to "apply technological measures" to prevent students and others from retaining the transmitted work for longer than the class session and from disseminating the work to others.

Finally, to protect the instructional materials market, the *TEACH Act* would further amend the federal copyright law to exclude from the new distance exemption "work[s] produced or marketed primarily for performance or display as part of mediated instructional activities transmitted via digital networks."

Sailing Toward Passage

The full Senate promptly approved the *TEACH Act* on June 7, 2001, and it was sent to the House of Representatives, where it was referred to the Judiciary Committee. Its Subcommittee on Courts, the Internet, and Intellectual Property wasted no time. It held a hearing on June 27 and approved the bill on July 11, clearing the way for full Judiciary Committee action.

(A similar bill, H.R. 2100, appears to have stalled. In addition to provisions nearly identical to those in the *TEACH Act*, it would also extend the distance exemption to nonprofit libraries that offer distance courses, an extension that some fear would endanger the delicate compromise embodied in the act.)

Then came Sept. 11.

The End of Routine Business

After the terrorist acts of that day, Congress put aside its regular business to concentrate on urgent anti-terrorism measures, emergency assistance to victims and businesses affected by the disaster,

(continued on page 15)

Copyright: Orlando Plans, Actions on Several issues

The Copyright Committee has had a busy fall. It will have several copyright programs at the Annual Meeting in Orlando, including programs on intellectual property and the First Amendment, proposed by David Mao, and another on the right to display as a new way of thinking about the protection and use of copyrighted content, proposed by Keith Stiverson. There are certain to be other copyright-related programs as well, including the Legislative Update by Associate Washington Affairs Representative Mary Alice Baish.

The committee also signed on to a petition to support a certiorari petition from *National Geographic* before the United States Supreme Court. *National Geographic* was the defendant in a case brought by a photographer whose works were reprinted in a CD-ROM anthology of *National Geographic*. AALL considered this a true reprint, in the sense of 17 U.S.C. 201c, and therefore distinguished from the analysis in the Tasini case handed down last term. However, the Supreme Court denied certiorari in the *National Geographic* case.

The *Digital Millennium Copyright Act* mandated that the Register of Copyrights produce a report, called the 104 Study, available at http://www.loc.gov/copyright/reports/studies/dmca/dmca_study.html. The DMCA is vital to libraries because the law makes it illegal to decrypt information if content providers can encrypt that information. The report stated:

The library community has raised concerns about how the current marketing of works in digital form affects libraries with regard to five specifically enumerated categories: interlibrary loans, off-site accessibility, archiving/preservation, availability of works and use of donated copies. Most of these issues arise from terms and conditions of use, and costs of license agreements. One arises because, when the library has only online access to the work, it lacks a physical copy of the copyrighted work that can be transferred. These issues arise from existing business models and are therefore subject to market forces. We are in the early stages of electronic commerce. We hope and expect that the marketplace will respond to the various concerns of customers in the library community.

However, these issues may require further consideration at some point in the future. Libraries serve a vital function in society, and we will continue to work with the library and publishing communities on ways to ensure the continuation of library functions that are critical to our national interest. — *Executive Summary*, III.B.1.b.

The 5th Circuit Court of Appeal will conduct an en banc hearing on *Veck v. Southern Building Code Congress International* [241 F.3d 398 (5th Cir. 2001)] in January. The opinion in that case held that the plaintiff's posting of the building code, which had been adopted by reference into the local regulations, onto his public nonprofit Web site was a violation of the copyright of the building code creator, the Southern Building Code Congress International. The opinion rejected plaintiff Veck's arguments that the text of laws that apply to individuals should be freely available under due process, First Amendment, merger, fair use and copyright misuse theories. This case has the potential to be heard by the U.S. Supreme Court.

The committee has been evaluating the possibility of joining an amicus brief in favor of the Supreme Court reviewing the constitutionality of the *Copyright Term Extension Act* in the case of *Eldred v. Reno*. As the term of protection for copyright gets longer and longer, the law upsets the constitutional balance between the author's incentive to create and the public's right to use public domain materials in new and innovative ways without the permission of the creator.

We are also following UCITA and cases related to the DMCA and peer-to-peer networks.

Submitted by Jonathan Franklin.

Mentoring Committee: CONELL, Launch of Listserv

The 2001 Conference of Newer Law Librarians meeting in Minnesota was a huge success. Eighty-five attendees spent the day before the Annual Meeting networking with AALL members in an informal setting. Speakers provided career tips as well as information on successfully navigating the Annual Meeting. Beyond the speakers, the attendees met with AALL members in several different sessions: Ask the Experts, Marketplace, lunch and a "gangster tour" of St. Paul, Minn.

The 2001 Mentoring Project matched 55 pairs of mentors and mentees. For the first time, the committee organized an informal "mixer" for participants in the project prior to the opening reception at the 2001 Annual Meeting. The success and praise from this meeting has ensured that in 2002 the committee will repeat this event. During the coming months, the committee plans to coordinate with chapters and Special Interest Sections about their mentoring initiatives. New mentors and mentees are always welcome. The application forms are currently available on the Web at http://www.aallnet.org/committee/mentoring/mentor_project.html.

The committee is excited about the 2002 launch of a new listserv called LONELL, List of Newer Law Librarians. It will serve as a forum for law librarians who have been in the profession for three years or less. The listserv offers an opportunity for newer librarians to ask questions about the profession among their peers who have similar experiences. To subscribe to this list, please send an e-mail to <http://aallnet.org/mailman/listinfo>.

The program in 2002 in Orlando, Fla., is shaping up to be just as informative and enjoyable as in years past. As a result of past attendee recommendations, the Marketplace and Ask the Experts sessions will now have two simultaneous sessions, with half of the attendees in each program. Fewer people per session will provide more one-on-one time for networking with AALL members. Activities include lunch at the White Wolf Café and a tour of the Orlando Art Museum.

Please check out all the CONELL events and opportunities on the Web at <http://www.aallnet.org/events>.

Submitted by Deidra Payne.

Scholarship: Award Winner Attends UCLA

Maureen Dunnigan was awarded one of the LexisNexis™ John M. Johnson Memorial Scholarships in June 2001. In September 2001, she began library school at the University of California Los Angeles Graduate School of Education and Information Studies. Her award money will cover registration and tuition expenses.

Dunnigan's first exposure to legal resources came at an early age. She occasionally

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The Mysteries of Board Procedures Revealed

Executive Board governance. Not exactly a topic that grabs your attention, right? Yet the manner in which AALL's

Executive Board conducts the Association's business is something with which all members should have some familiarity. The internal structure of the Executive Board reflects the body's policy-making role. Many board decisions will be better understood once the board's structure and the processes that flow from that structure are known. Please bear with me as I describe how things work.

Let's start with a pretty typical situation: a committee has come up with a recommendation for a better way to produce the well-liked AALL widget. This recommendation is presented to the Executive Board at either its summer or fall meeting by way of a committee report. The board decides it likes this plan and votes to accept the committee's recommendation. Because the recommendation will require some prioritization of resources among many competing recommendations from other committees, the plan is referred to the board's Strategic Planning Committee.

The Strategic Planning Committee monitors the current Strategic Plan and prepares recommendations for use in the budgeting process about the relative priority of all Association initiatives. The Strategic Planning Committee meets yearly, in early December, to prepare a draft of the guidelines used in developing the annual Association budget. (This committee is more fully described at http://www.aallnet.org/board/committee_str_charge.asp.) Because the board has directed the Strategic Planning Committee to consider the widget recommendation, the plan will be ranked with the other outstanding proposals and included in the draft budget guidelines.

The Strategic Planning Committee then forwards its recommendations to the Executive Board's Finance and Budget Committee. F&B meets in February and is charged, among other duties, with reviewing and modifying the proposed budget guidelines before they are presented to the Executive Board. This includes proposing ways of funding the Strategic Planning Committee's prioritized recommendations. (F&B is described fully at http://www.aallnet.org/board/committee_fin_charge.asp.) F&B will figure out how to fund the widget proposal within the budget, if at all

possible, if directed to do so by the Strategic Planning Committee.

Guidelines for the next year's budget, based on Strategic Planning and F&B recommendations, are approved by the full Executive Board at its spring meeting. Headquarters staff then begins the number-crunching process so that a budget can be presented to the board at its first meeting in July. Because real dollar figures are discussed, F&B is called on to make some hard decisions about what can and can't be funded. Not every priority set by Strategic Planning can be accommodated within the budget, so rankings become very important. If the budget is especially tight, and if producing better widgets is a one-time project, F&B may recommend a transfer from the Association's reserve funds for the project or may suggest that AALL look to outside funding. These decisions are guided by financial policies that can be found at http://www.aallnet.org/about/policy_financial.asp.

But it looks like widgets are going to be in the final budget for the next Association fiscal year, which is ready for Executive Board consideration. The draft budget will be distributed to board members

(continued on page 32)

Executive Board Appoints New Members to Nominations Committee

They may not be throwing their hats in the ring, but they do shape the election process. The AALL Executive Board appointed three members in November to serve on the 2002-2003 AALL Nominations Committee, the body that chooses the candidates for the Executive Board elections.

Rhea Ballard-Thrower of Howard University, Washington, D.C.; Regina Wallen of Stanford University, Stanford, Calif.; and Georgiana Gekas Wellford of the Virginia Office of the Attorney General, Richmond, Va., commenced their two-year terms on the Nominations Committee on Jan. 1. They join continuing committee members Chair Paul George of Harvard University, Cambridge, Mass.; John Eichstadt of the Harris County Law Library, Houston, Texas; John Lai of Shearman and Sterling, New York City; and Linda Will of Greenberg Traurig,

Miami, Fla., who will serve out their terms through Dec. 31.

"I'm honored to serve in this capacity," said Ballard-Thrower, upon hearing of her appointment.

In the fall of 2002, the seven-member committee will present a slate of suitable candidates for the 2003 elections to the Executive Board. They will choose two candidates to vie for the position of vice president/president-elect and four candidates to contend for two open seats on the Executive Board. In accordance with its charge, the committee must choose candidates that reflect the diversity of AALL's membership, thus ensuring that the members of the Executive Board represent a balance of library types, geographic locations, genders and minorities.

"The Nominations Committee is looking forward to providing the membership with an exciting, diverse slate of candidates for the next election. Our success in doing this will depend greatly on suggestions from AALL members," Chair Paul George said. "Therefore, we strongly encourage people to submit to us the names of people they would like to see in leadership positions in our Association."

For the 2003 elections, ballots will be mailed to all voting members of the Association in March 2003. The ballots will be tabulated at AALL Headquarters and the election results announced immediately thereafter in April 2003.

For more information about the nomination process or to propose possible nominees for the 2003 elections, please contact Paul George, chair of the 2002-2003 Nominations Committee, at pgeorge@law.harvard.edu or 617/496-3292.

New Librarians

Duncan Alford is a new reference librarian at the Columbia University Law Library in New York City. Alford has an M.L.I.S. from the University of South Carolina and a J.D. from the University of North Carolina.

Donald Blair is a new reference librarian at the University of Cincinnati Law Library in Ohio. For the past five years, Blair has been a paraprofessional in the library's reference department. He has a J.D. from Northern Kentucky University.

Ronald Jones is a new reference librarian at the University of Cincinnati Law Library in Ohio. Jones had been the head of circulation of the library for four years and earned his M.L.S. in 2000.

Alyssa Rosen is the new electronic services/reference librarian at the Stetson University Law Library in St. Petersburg, Fla. Rosen has a J.D. from New York University and an M.L.S. from Rutgers University.

Valerie Weis is a new reference librarian at the Duke University Law Library in Durham, N.C. Weis has an M.L.S. from the University of Illinois and a J.D. from Vanderbilt University.

Jessica Wimer is a new research librarian at the University of Southern California Law Library in Los Angeles. Wimer received her J.D. and M.L.S. degrees from Indiana University.

New Places and Responsibilities

Marlene Bubrick is the new head of acquisitions at the University of California Los Angeles Law Library in Los Angeles. Bubrick had been the acquisitions/electronic information librarian at the Loyola Law School Library, also in Los Angeles.

Martha Campbell has been appointed acting Colorado Supreme Court law librarian following the retirement of **Lois Calvert**. Campbell had been an assistant law librarian at the library for 27 years.

Shelley Saindon is the new head reference librarian at Skadden Arps Slate Meagher & Flom in Chicago. She was formerly with Sapient Corp. and Arthur Andersen, also in Chicago.

Crystal Sherman is the new head of reference and Internet training at Duane Morris in Philadelphia. She was formerly the director of library services at Riddell Williams in Seattle.

Sean Smith has been promoted to senior research librarian at the main office of Jenkins and Gilchrist, PC, in Dallas.

Thacher Proffitt & Wood was located at 2 World Trade Center. The new location is 9th Floor, 11 W. 42nd. Street, New York, N.Y. 10036.

Professional Activities

Joel Fishman, assistant director for lawyer services at Duquesne University Center for Legal Information/Allegheny County Law Library in Pittsburgh, published an "Index to the American Journal of Legal History Vols. 1-42 (1957-1978)" in 43 *Am.J.L.Hist.* 353-506 (1999).

Patrick E. Kehoe, director of American University's Law Library, has received a letter of special recognition from the White House acknowledging his role and that of his library, which served as a temporary refuge for lawyers who had evacuated the White House on Sept. 11, 2001. Kehoe, Associate Director **Margaret Milam** and others responded to a request from the associate counsel to the president by making hasty arrangements to accommodate White House lawyers who needed a discrete and secure place to work that day and access to materials, databases and communications so that they could prepare a special report to the president of the United States about his War Powers. Because concerns about safety and possible additional terrorist acts arose following the tragedies in New York and at the Pentagon, the lawyers were not allowed to use the libraries situated in or close to downtown Washington, D.C. In addition to the letter, Kehoe also received "as a small token of our gratitude" a set of presidential cufflinks which bear President Bush's engraved signature on the back.

Elizabeth Kenney, librarian at Dechert in Boston, has published "Law Library Collaborations: Creating an Electronic Library Association Union List" in volume 20, number 3 of *Legal Reference Services Quarterly*.

John Nann, educational technology specialist/legal reference librarian at Boston College Law Library in Boston, participated in the planning and organization of the fourth annual Faculty Technology Day at Boston College. He also taught a session on basic Web development to members of the university faculty.

Adria Olmi, reference librarian at Southern Illinois University Law Library in Carbondale, Ill., is the author of "Family-Law Resources on the Internet for Illinois Lawyers," 89 *Illinois Bar Journal* 603-604 (2001).

Susan Siebers, director of library and information services at Katten Muchin Zavis in Chicago, was elected to a three-year term on the Chicago Library System Board.

Ann Sitkin, cataloging services librarian at Harvard University Law Library in Cambridge, Mass., has been appointed to the Program for Cooperative Cataloging Standing Committee on Standards for a three-year term. She is also chair of Harvard University's Standing Committee on Bibliographic Standards and Policy.

Southern Illinois University Law Library Director **Frank Houdek** and **James Duggan**, SIU director of information technology and professor, presented a program at the annual meeting of the Illinois Library Association, "Helping Non-Lawyers Help Themselves: Providing Legal Information (Without Giving Legal Advice)."

Melissa Serfass, electronic resources and reference librarian, and **Jessie Cranford**, circulation librarian, both from the University of Arkansas at Little Rock/Pulaski County Law Library, are the authors of "Federal and State Court Rules Governing Publication and Citation of Opinions," 3 *Journal of Appellate Practice and Process* 251.

Beth Smith, *Ross-Blakley Law Library, Arizona State University, Tempe, AZ 85287-7806 • 480/965-4871 • fax: 480/965-4283 • beth.smith@asu.edu.*

Collection Development and Weeding á la Versace:

Fashioning a Policy for Your Library

Professional Perspectives — Tools and Techniques of the Trade. The Professional Development Committee encourages members to continue to explore topics after presentations at the local, regional and national levels. We welcome your comments and article suggestions. Please contact Lori Hedstrom at 651/687-5891 or lori.hedstrom@westgroup.com.

A library's collection development policy isn't very different from something we all are familiar with: buying or discarding clothes. We consider many of the same factors when choosing clothes or library materials. (Unlike a library's collection development policy, which should be in writing, hopefully few of us have a written wardrobe development policy.) Ultimately the power behind what stays and what goes lies in the subjective hands of those who make acquisition and retention decisions.

Yet there are common traits that guide most collection development policies. Such policy criteria dictate canceling subscriptions, whether to retain or discard materials no longer updated, and general collection "weeding." Whether they are official guidelines or unspoken rules, the basic building blocks of collection development policies are inherent to most libraries.

To Acquire or Discard? That Is the Question

There are at least six reasons why former Philippines First Lady Imelda Marcos had many shoes: (1) She had unlimited resources. (2) Someone else maintained and polished them. (3) She had a huge closet. (4) She didn't want to wear the same pair twice. (5) She enjoyed having a huge shoe collection. (6) And her husband certainly wasn't going to tell Imelda what to do. These six factors — resources, maintenance and preservation, space, multiple use, status and outside pressure — are common to the development of library or wardrobe collections. Intrigued? Read on. Not? Go shopping.

Resources. No need for much discussion here. If the money is available, anyone can buy almost anything wanted, or at least needed. Of course, we ought not spend our money too early in the year. In a law library, where 80 percent or more of the materials budget may be allocated to update what is already owned, running out of money three months before the end of a fiscal year is not wise. At home, you don't want to run out of cash before purchasing your winter wardrobe, and no

one wants to pay interest on a five-figure credit card debt.

Maintenance and Preservation. When I buy clothes, I consider not only the actual cost of buying the item but also upkeep. I buy wash-and-wear slacks and shirts; I don't like to iron, and I don't want a weekly dry cleaning bill. I only buy cotton sweaters; moths prefer wool over cotton. Rain can harm silk, and linen wrinkles easily. Some library materials — looseleaf services and CD-ROMs, for example — also are "high maintenance." Many libraries instead choose low-maintenance Web-based products.

Any discussion of digital products necessarily brings up the own-versus-rent issue. We typically purchase the clothes we wear. But sometimes we rent clothes we need only rarely, such as a tuxedo for a wedding.

For more than 2,000 years, libraries owned their collections. When a library cancels a subscription to a print journal, it may retain the volumes it earlier acquired. Today more and more of the information in "collections" is licensed and leased, rather than purchased and owned. Law firms and corporations began the "rent-a-tux" approach to legal information years ago. Similar to the rented tuxedo that must be returned after the prom, when a subscription to digital information expires, generally the library has nothing to show for the money it spent.

Multiple Use. When my wife and I buy day-to-day clothes for our eldest son, we don't consider whether they'll fit his younger brother in a few years; chances are good that the fabric will be stained and/or ripped. But we often consider secondary uses when buying *expensive* clothes a child will wear only for a handful of special events. A sport jacket can be handed down to a younger son, nephew or a friend's child. Adults certainly consider multiple uses for their clothes. Can I wear this tie with several of my suits or sport jackets? Will this jacket match other skirts or slacks I already own?

Similarly, we consider multiple access when buying library materials. The books on our shelves can be borrowed over and over again. Items in heavy demand are placed on reserve; they may be borrowed only for short time periods to maximize access. When we acquire digital products, we insist on licenses that permit multiple, simultaneous use.

Space. Often the most important factor that determines what we acquire — and what we discard — is space. At home, it's our closets and dressers that determine the size of our wardrobe. At the library, for the most part, the size of our library, particularly shelving capacity, influences the collection. We may get rid of worn or infrequently used clothes because there's simply no more closet space. We may withdraw and discard books because the shelves are full. We have four options when there's no space for new books or clothes: get rid of the old to make space for the new; find a way to put more objects in the existing footprint; use a space-saving format (such as microfiche); or find additional space off-site.

We can get more usable space in our closets without expanding the footprint. Some custom closet companies claim that they can reorganize closets so that you can nearly double the amount of clothes that can be stuffed into a closet without wrinkling the clothes. A library can nearly double its shelf space by using mobile compact shelving, hopefully also without wrinkling either books or patrons.

As for remote storage, my wife rotates her spring/summer and fall/winter clothes. In-season clothes are within arms' reach in the bedroom; off-season clothes are in a downstairs trunk, which also serves as a sofa side table. Many keep older clothes on the off chance they may come back in style. Watergate co-conspirator Bob Haldeman's thin, solid color ties, "out" for more than two decades, are now "in." Someone who kept the tie (and looks like Brad Pitt) gets to appear in *GQ*.

A Desktop Learning Opportunity

Many law libraries — particularly law school libraries, it seems — store lesser-used materials off-site. Although this may not be the best way to provide ready access to their collections, it may be preferable to getting rid of the books. Of course, a library that moves materials to remote storage can return them to the main collection if they prove to be in greater demand than anticipated.

A word about special needs for special collections. My mother moved from Detroit to Florida 20 years ago. She could not part with her mink coat, which is kept in cold storage at a cleaning establishment. (The fact that she won't travel north between October and March and hasn't worn the coat in years, is, of course, irrelevant.) Like my mother's coat, libraries usually store their rare book collections in a climate-controlled environment.

As for collection development and retention issues, the question is *why* collect or keep books that aren't used any more frequently than my mother's coat? A book or a collection may be unique and/or have special meaning for an institution. For example, the John Marshall family bible, inscribed with Marshall's family history notes, is showcased at the College of William & Mary School of Law library.

Librarians sometimes find it hard to cancel a longstanding subscription because the library "invested" in the set for decades — although there is enough dust on the volumes to give every Arizona Diamondback fan an allergy attack. For instance, a decade ago I found it difficult to cancel subscriptions to a few Canadian reporter series, even though the "dust test" indicated they probably were never looked at. The sets were complete, and over several decades our library had invested tens of thousands of dollars in them. Push came to shove three years ago. Because the volumes were rarely, if ever, used, and the decisions are available on Lexis, WESTLAW, the Web, or via interlibrary loan, we finally got rid of them.

External Pressure. Sometimes forces outside the library exert pressure on

librarians to discard — but sometimes to retain — print materials. Has your spouse or roommate ever asked, "Can't you get rid of those jeans you haven't worn since Woodstock?" or "That t-shirt may have looked good when you were in law school, dear, but you're pushing 50 now."

Many firm libraries and some court or county libraries are pressured by partners or governing boards to get rid of their old books in favor of a hipper, digital collection that takes up much less space. On the other hand, a law school library may be pressed to keep unnecessary materials, whether it wants to or not. An American Bar Association annual survey still asks how many volumes academic libraries have, and some deans feel they need to keep up with the Vanderbilts and the Dukes.

What do we do with clothes we no longer want? Some we give to family, neighbors or the Salvation Army. Others we might sell or consign to a used clothes store. Some we toss. We have similar options for books we no longer want. Give them to a new law school that has just opened; it's no threat, for it will be decades before a new law school breathes down your back in the *U.S. News and World Report* annual law school rankings. Sell or consign them to used book dealers if they'll take them. Have a contest for that second copy of *Corpus Juris Secundum*; a young lawyer needs something for his or her office shelves. And of course, they can always be tossed into the dumpster.

Multiple Formats. We all have different "versions" of the same type of clothing item. Despite what former Vice President Spiro Agnew said, when you've seen one tie or one suit, you haven't seen them all. Our clothes come in different colors, patterns and fabrics. Our collections are much the same. Periodical indexes are available in print, on the Web, and through LexisNexis™ and WESTLAW databases. There are questions we should consider before we decide to cancel a print subscription in favor of an electronic version: If we do, we also need to decide whether to discard the soon-to-be outdated books. What if the network goes

down? How long will the print indexes retain research value if they're no longer kept current? Do we have space to keep them around? Is there risk that an unsophisticated user won't look beyond the outdated volumes on the shelf? Will the digital version be around forever? Does my license provide continued access to the part of the licensed materials published and paid for during the subscription period should we ever decide to cancel the online subscription?

Many print materials have marginal or no research value if not kept current. When the law library at the College of William & Mary canceled most of our print Shepards Citators, we tossed the print volumes. As far as I was concerned, they were like worn clothes you don't even want to hand down to anyone else.

Updating and Retaining or Discarding Non-Updated Materials. Styles change. Some clothes can be updated, others can't. You can hem that mid-calf skirt, put a stylish border on the jeans your teenage daughter outgrew, or add cuffs (but not pleats) to slacks. Law books also go out of style if the library chooses not to keep its set current. The decision to update books and keep its out-of-date predecessors requires more thought than hemming.

As a general policy, books at the College of William & Mary law library are kept up-to-date with publisher supplements. I feel — and I know some of my colleagues disagree — that materials accessible to our patrons ought to be current. (We do make some exceptions, such as certain form books and some reference materials where currency is not critical.) If the library decides to discontinue its investment in a title — if it opts not to update it — it's because the library thinks it's no longer needed. And when a new edition of an updated treatise is published, the library treats it as if it's a new publication offered for sale and makes a decision whether to purchase and subscribe to the new edition. If it chooses not to get the new edition, then the library also must decide whether to retain any prior outdated editions. The library often does keep the older editions, adding a cautionary

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Dec. 5, 2001

End-of-Year Status Report and Legislative Outlook for 2002

You'd never know it was December in Washington, with weather in the 70s and Congress still in session due to the continuing post-Sept. 11 legislative activities. It has been a particularly busy time as AALL continues to monitor and assess the library implications of the recently enacted anti-terrorism legislation and the rollback of government information. In addition, the *Uniform Computer Information Transactions Act* and database legislation have been hot topics during the past month, and both are likely to heat up once again. Here's where things are at year's end and where they'll likely be in early 2002.

The USA PATRIOT Act (P.L. 107-56)

The Bush administration asked Congress for swift passage of its anti-terrorism legislation, but it still took House and Senate members six weeks to enact the *USA PATRIOT Act*, which grants law enforcement broad new surveillance powers. Many believe the new law will trample on the privacy and First Amendment rights of individuals.

Sen. Russell Feingold, D-Wis., was the lone dissenter in the Senate and introduced four amendments that were promptly tabled. For his floor statement, see <http://www.senate.gov/~feingold/releases/01/10/102501at.html>. Two of the Feingold amendments would have directly benefited the library community.

As I noted in my last column, libraries will be affected by provisions of the new law that expand the use of pen-register and trap-and-trace devices to electronic communications. Circulation records that are protected from disclosure under most states' confidentiality laws and Internet usage records are also encompassed into the definition of "business records." AALL, its sister library associations and many representatives from higher education convened Dec. 14 in Washington, D.C. to discuss the law's impact on libraries and develop useful guidance for our communities.

At a program on the *PATRIOT Act* during an early November 2001 meeting of the California Library Association, many librarians said that the FBI had already

contacted them. The librarians were worried that coercion may be used to encourage cooperation, reported Joan Allen-Hart, a member of the AALL Government Relations Committee. About two-thirds of the audience indicated that their libraries had already been contacted by law enforcement, reinforcing the American Library Association's concern for public libraries.

AALL will be issuing guidance to help libraries respond appropriately to any requests from law enforcement, but it's also important to track this activity. Please contact me as soon as possible if your library receives such a request.

More Government Documents Disappear, Including Presidential Records

So far, the Government Printing Office has received only one recall request for depository copies of a U.S. Geological Survey CD-ROM. However, that single action fails to reflect the thousands of electronic documents and reports that have been removed from agency Web sites in the aftermath of Sept. 11, 2001. For example, the Department of Energy has removed 13,000 documents from its DOE Information Bridge database, with no defined criteria as to the decision-making process behind the takedown. Understandably, agencies are concerned about risky access to such "sensitive" materials. Yet they continue to remove documents in an arbitrary, ad hoc manner that varies from agency to agency. Several representatives from the library and nonprofit communities met with Federal Chief Information Officer Mark Forman of the Office of Management and Budget to discuss this crisis. OMB may draft criteria guidelines for agencies about any future removal of electronic documents. Look for more government information to disappear in coming months and the likely classification of many more documents for national security reasons.

A related issue that is very troubling for the library, research and archival communities is President Bush's Executive Order 13,233, issued on Nov. 1, 2001. This order effectively denies the public's legitimate right to access presidential papers by giving an incumbent or former president veto power over any public release of materials by the U.S. archivist. The *Presidential Records Act of 1978* was

intended to ensure that the public records of our presidents are government property and therefore belong to the American people. The *PRA* provides for a limited time period of 12 years during which presidential records, including confidential communications between a former president and his advisers, could be withheld from public access under custody of the archivist. At the end of the 12-year period, *Freedom of Information Act* requests could be made to the archivist for access to view these records. I drafted a joint library letter (<http://www.ll.georgetown.edu/aallwash/lt11192001.html>) to Rep. Stephen Horn, chairman of the House Subcommittee on Government Efficiency, Financial Management and Intergovernmental Relations, concluding that unless these provisions are eliminated, the Executive Order could not withstand legal scrutiny. Public Citizen, joined by the American Historical Association, the Society of American Archivists, the National Security Archives and two historians has just filed a lawsuit to overturn the Executive Order (http://www.citizen.org/hot_issues/issue.cfm?ID=168).

D.C. NCCUSL Meetings on UCITA

The National Conference of Commissioners on Uniform State Laws' Standby Committee on the *Uniform Computer Information Transactions Act*, the American Bar Association's Working Group on *UCITA* and approximately 100 very interested individuals met in Washington on Nov. 9-11, 2001, to discuss and debate the merits of *UCITA*. It provided an important opportunity for members of the ABA's Working Group to interact with the Standby Committee, as well as the law's proponents and opponents. Over the course of 2-1/2 days, 88 proposed amendments were discussed, including 30 amendments that had been carefully crafted by members of the Americans for Fair Electronic Commerce Transactions, a broad-based national coalition of industry leaders, libraries and consumer organizations dedicated to educating the public and policy makers about *UCITA* (http://www.nccusl.org/nccusl/meetings/ucita_1101materials.htm).

The two amendments proposed by the library community were largely the work of Copyright Committee Chair Jonathan Franklin and related to Sec. 105 on scope/fundamental public policy and

and economic stimulus legislation. The House Judiciary Committee, which had been poised to take up the *TEACH Act* bill after the subcommittee approval in July, spent most of the fall season considering various pieces of anti-terrorism legislation that would affect the federal justice system. The *TEACH Act* and other more routine legislation fell by the wayside.

It now appears that, as of this writing in early December, the *TEACH Act* will not be considered again until at least the second session of the 107th Congress in 2002. Mary Alice Baish, AALL's associate Washington Affairs representative, said

that the legislation could be left to languish in 2002 without renewed pressure from education and library groups. The groups must continue urging chair of the House Judiciary Committee, James Sensenbrenner, R-Wis., and other committee members to schedule the bill for the full committee's consideration, Baish said. In spite of its wide popularity with members of Congress, many of whom serve small town and rural constituencies that would benefit from distance education programs, the bill may fall victim to the politics of other legislation that carries a higher priority for Rep. Sensenbrenner.

A Call for Renewed Grassroots Pressure

Baish recommends that law librarians contact their representatives in the House, particularly if they sit on the Judiciary Committee, and urge them to support prompt committee consideration of the bill. "The *TEACH Act* can be resurrected" Baish said, "with the grassroots support of librarians and educators, who have a stake in the principle of fair access to information for all educators and their students."

Susan Lewis-Somers (slewis@wcl.american.edu) is senior reference and educational services librarian at American University in Washington, D.C.

Professional Development Calendar

Regional Programs

- Feb. 21, 2002: Applying Copyright Law in Libraries. Presented by James Heller, Washington, D.C.
- March 1, 2 and 3, 2002: Basic Law Cataloging. Program developed by Terri Saye, Chicago, Ill., rescheduled from September 2001.

Desktop Learning Series (AALL Spectrum)

- "Just What the Webmaster Ordered: Tips for Marketing a Law Library Web site," by Bonnie Shucha, March 2002.



For more information on Professional Development activities, see <http://www.aallnet.org/prodev> or contact Mary Jawgiel, AALL education manager, at 312/939-4764, extension 24, or mjawgiel@aall.org.

AALL recognizes major support from BNA, Inc. for the Professional Development Program.

Collection Development *continued from page 13*

message for unsuspecting users. But usually this is not the case for books designed primarily for practicing attorneys. If I choose not to buy the most recent edition of a practice-oriented book — one with little long-term "scholarly" value — the library withdraws prior edition(s) from our collection.

Different Libraries, Same Factors

A library's policy on acquiring, retaining or discarding materials should be part of its overall collection development policy. The collection development policy of the College of William & Mary's law library states that judicious and systematic

discarding of certain materials is important for the maintenance and utility of the collection. That we have little space at W&M is certainly a factor, but I probably would have the same upkeep, retention and discard policies even if we doubled our space.

William & Mary's policies and practices are undoubtedly more similar to other law school libraries than court or other public law libraries, and certainly very different from firm libraries. But all law school libraries neither serve the same constituencies nor have the same mission. The same is true for clothes. They're all clothes, but Versace, Armani and Levis are all somewhat different animals.

Collection and wardrobe development policies and practices are unique to the library and to the person in charge of collection development. But we all consider similar factors when we make decisions to acquire or discard clothes or books: resources, maintenance, available space, how the materials are used, status and outside pressure. Identify your customers, pick your designers, consider the above factors and go.

James S. Heller (heller@wm.edu) is director of the law library and professor of law at the College of William & Mary School of Law in Williamsburg, Va.

TS SIS Offers Grant, Plans Workshop

The Technical Services SIS Educational Grant is available to support attendance at technical services-related, AALL-sponsored workshops. This can include programs on issues covering cataloging, preservation, acquisitions and collection development, serials and management. The TS SIS Education Grant provides financial assistance to librarians who might not otherwise be able to attend an AALL-sponsored workshop due to limited financial resources. Funds are provided by TS SIS primarily from dues and are a benefit of membership in both AALL and the TS SIS. Additional information and an application form for the TS SIS Education Grant can be found at <http://www.aallnet.org/sis/tssis/awards/edgrant/index.htm>.

The next technical services-related AALL workshop is in March. The AALL Professional Development Committee is offering a 2-1/2-day workshop on cataloging basics in Chicago, which will be taught by TS SIS members. Participants will learn the basics of law cataloging. Presentations, group exercises and breakout sessions will focus on descriptive cataloging, choice of main entry and access points, Library of Congress subject headings, LC classification for U.S. legal materials, serials/looseleaf cataloging, Machine Readable Cataloging (MARC) tagging, cataloging of electronic materials and authority work. Additional information on this workshop can be found at http://www.aallnet.org/prodev/event_cataloging.asp.

Submitted by JoAnn Hounshell.

FCIL SIS Promotes Grant, Co-Sponsors Latin America Program

The Foreign, Comparative and International Law SIS is seeking applicants for the Ellen Schaffer Foreign Librarian's Grant, which provides financial assistance to ensure the presence and participation of foreign librarians at the AALL Annual Meeting. Foreign attendees enrich AALL events by sharing global perspectives to the benefit of all participants. The Schaffer Grant will cover AALL Annual Meeting registration costs and a percentage of AALL Annual Meeting travel and per diem expenses. The amount available for travel and per diem expenses may vary, depending on the annual income generated by the Schaffer Grant fund.

To apply for the grant for the 2002 Annual Meeting in Orlando, Fla., please visit the FCIL SIS Web site at <http://www.lawsch.uga.edu/fcil/fcil.html>. Details about the grant; information about last year's recipient, Sania Battalova; an application form; and contact information are available at that site. **Applications must be received by March 15.**

FCIL SIS is co-sponsoring a program on Latin American Trade Law March 13 with the Law Library of Congress, the Law Librarians' Society of Washington, D.C. and the American Society of International Law. The one-day workshop, called "Creating Commercial Connections — Trade Laws of Latin America," will focus on trade in Latin America, with associated topics such as taxation, labor and investment. With the Free Trade of the Americas Agreement gaining momentum, faculty, lawyers, students and librarians in the United States need to be prepared to find relevant information and laws related to many of the major jurisdictions in Latin America: Argentina, Brazil, Costa Rica and Mexico. This workshop will highlight the major issues surrounding this topic and focus on the best resources for obtaining legal information. Relevant sources will include print and electronic in both English and foreign languages. For registration information, contact Marci Hoffman at Georgetown University Law Center at 202/662-9159 or hoffmamb@law.georgetown.edu.

Submitted by Tracy Thompson.

SR SIS Readies for Travel Grant

The Standing Committee on Lesbian and Gay Issues of the Social Responsibilities SIS is preparing to award the 2nd Annual Alan Holoch Memorial Travel Grant, which covers travel costs to the American Association of Law Libraries Annual Meeting. Members who wish to be active in AALL and the SR SIS's Standing Committee on Lesbian and Gay Issues are encouraged to apply.

A generous bequest to the Standing Committee from former Ohio State University Law Library Director and AALL Treasurer Alan Holoch funds this new grant. His death in 1991 left a tremendous void in many of our personal and professional lives. Those whose lives he touched will long remember and treasure Holoch. These grants, given in his memory, are a tribute to his spirit and to his vision

of making AALL better through member involvement.

The grant application is available on AALLNET and is due in early May. Applicants must be members of the SR SIS at the time of application. In addition to a personal statement, the committee requests two letters of recommendation: one from an employer and one from a peer who is familiar with the applicant and his or her library-related activities. Interested members should contact Camille Broussard, chair of the SIS's Holoch Memorial Travel Grant Committee, at New York Law School at 212/431-2354 or cbroussard@nyls.edu.

Submitted by Camille Broussard.

SCCLL SIS Prepares Resource Guide

The Publicity Committee of the State, Court and County Law Libraries SIS has been hard at work on the first-ever resource guide for the section.

Last year, the SCCLL SIS was awarded a \$25,000 grant from the Library Relations section of LexisNexis™ to produce a series of resource guide publications aimed at building relationships with SCCLL library decision-makers. Each guide will be 8–12 pages in length and will contain articles written by SCCLL members centered around the theme of that issue.

The topic for the first resource guide is "Hiring a State, Court or County Law Librarian." Informing institutions about the experience and training required in libraries will help to ensure that law libraries receive the highest priority in the distribution of resources. The first guide will explore a needs-assessment checklist; the value of having a law librarian; training, skills, education, qualifications; suggested duties, responsibilities and job descriptions; salary information; hiring issues specific to SCCLL libraries; and maximizing the investment.

"Hiring a State, Court, or County Law Librarian" will be distributed this summer. SCCLL will print 1,000 copies and distribute the first set to SCCLL members free of charge.

Submitted by Anita Anderson.

Amy Eaton, an independent law librarian who consults for various law firms, can be reached at lawlibraryservices@yahoo.com.

LLAGNY Plans Help for Libraries Affected by Sept. 11 Attack

The Law Libraries Association of Greater New York formed a task force to investigate ways to assist the libraries affected by the tragic events of Sept. 11, 2001. John Lai, past president; Emily Moog, board member; and Preston Marshall, Volunteers Committee chair, will be leading the task force's activities.

Virginia Lawyer Features VALL authors

For the second consecutive year, the Virginia Association of Law Librarians was responsible for the content of the entire October issue of *Virginia Lawyer*. Lyn Warmath and Donna Bausch solicited contributions from five Virginia librarians. VALL contributors Alyssa Altshuler wrote "An Overview of Five Internet Legal Research Alternatives to WESTLAW and LexisNexis," and Roger Skalbeck penned "Computing Efficiencies, Computing Proficiencies and Advanced Legal Technologies." The positive comments that *Virginia Lawyer* Editor Rodney Coggins received from readers confirms how critical — and appreciated — the skill and expertise of librarians are to people who need accurate information in a timely manner.

SEAALL to Reveal "Invisible Web" at 2002 Spring Meeting

Attendees of the Southeastern Chapter of the American Association of Law Libraries' annual meeting April 11–13 in Ft. Lauderdale, Fla., will get the chance to enhance their Web-searching skills. The annual all-day institute features "Exposing the Invisible Web: Finding What You Need Easily and Quickly" with Diana Botluk, on April 11. That evening a cruise down the Intercoastal waterway will kick off the meeting.

An exciting educational program follows on Friday and Saturday, with something for everyone: four programs on technical services, as well as the environment, immigration, copyright and more.

Visit <http://www.aallnet.org/chapter/seaall/2002/index.html> for more information. Come spend Spring Break 2002 with SEAALL!

NOCALL Newsletter Goes Online

The September/October issue of the *NOCALL News* was the first issue available online via the Northern California Association of Law Libraries Web site. Because of increased mailing costs and the preference of many members for online publications, the chapter decided to "go electronic," while still providing printed versions to those without online access. Tina Dumas, newsletter editor, and Leslie Forrester, Web committee chair, collaborated on the transition.

A meeting for committee chairs to share plans and coordinate activities for the year was held in San Francisco in September. The Winter Meeting and Luncheon was held Jan. 23, at the Marines' Memorial in San Francisco. Carly Hegel, NOCALL's VIP in St. Paul, spoke about her experience, "So What Is an AALL VIP Anyway?" The Government Relations Committee, along with the Council of California County Law Libraries, is planning a Legislative Advocacy Day in Sacramento on March 12. The annual Spring Institute is set for April 26–27 in Half Moon Bay, a beautiful coastside location.

SCALL Plans 30th Annual Institute and 50th Anniversary

The Southern California Association of Law Libraries proudly announces its 30th Annual Institute, "Employment Law: Not Just 9–5," scheduled for March 22–23, at the Royal Scandinavian Inn at Solvang, Calif. Attendees will learn about various aspects of employment law, including layoffs and transitions among other programs, and vendors will showcase their products in the exhibit hall. For further information, contact Cornell Winston, Institute chair, at 213/894-2419 or Cornell.H.Winston@usdoj.gov.

The chapter is also counting down to its 50th Anniversary celebration on Dec. 4 at the University of Southern California campus. All past presidents are invited to share memories of their time in office in a new column that will be published in the *SCALL Newsletter*. To participate, please contact Diana Jaque at djaque@law.usc.edu or 213/740-2632. She would like to include as many contributions as possible.

SANDALL Workshop Shares "Competitive Intelligence" Strategies

Thirty librarians attended the San Diego Area Law Libraries' Fall Workshop, "Going for the Gold: Winning the Race for Competitive Intelligence" on Nov. 2, 2001, at the San Diego County Bar Association Building in downtown San Diego. The program included presentations by Cynthia Shamel of Shamel Information Services, Julie Webster-Matthews from LexisNexis™, Kathleen Moll of Dialog Corporation, Tony Harvel from the University of San Diego and Denise Carter of TIAA-CREF. The speakers shared their secrets to finding competitive intelligence data using specific databases and search strategies to put researchers ahead of the pack when timely acquisition of data determines the winner. The workshop was generously underwritten by LexisNexis™.

NOALL's Meetings Emphasize Librarians' Value

Both the October luncheon meeting and the Annual Meeting last April gave members of the New Orleans Association of Law Librarians an opportunity to learn from leaders in the profession. Executive Board member James Duggan, who travelled to New Orleans from Southern Illinois University to pay his first official visit to the group, revealed that NOALL was his first chapter when he was a student at Louisiana State University. The theme of his presentation was "What AALL Can Do For You," and the audience agreed that he delivered it like an old pro.

Current NOALL President Georgia Chadwick, while serving as NOALL program chair last April, put together a stimulating lineup of speakers for the Annual Meeting at the beautiful Longue Vue Gardens. The theme, "New Challenges Facing Librarianship," was developed by seven participants from both law and academic libraries and the Louisiana Judicial Branch. Roberta Shaffer, then dean of the Graduate School of Library and Information Science at the University of Texas, encouraged her listeners to demand what their talents are worth. She then made the surprise announcement that she had just accepted the position as executive director of the Special Libraries Association.

(continued on page 20)

Placement Listings

The listings here are edited for space and are provided to keep readers informed of what sorts of jobs have been recently available. Many jobs listed here will have been filled by the time the issue is printed. Full listings of all current placement ads are available on the World Wide Web at AALLNET, <http://www.aallnet.org/services/hotline.asp>. To place an ad, go to https://www3.security-one.com/aallsecure/hotline_post.shtml, or e-mail Membership Coordinator Rachel Shaevel at rshaevel@aall.org.

Arizona

Research Librarian, Lewis and Roca LLP, Phoenix. Provides legal and nonlegal research using print and electronic resources and assists in training staff in use of Internet and CD-ROM and online subscriptions. Requires M.L.S. or J.D., legal research experience and expert understanding of business and legal resources. Salary up to \$45,000. **#54345**

California

Serials and Acquisitions Librarian, Chapman University School of Law, Orange. Requires M.L.S., experience using a bibliographic utility, knowledge of law publishing industry practice, ability to work with computer-generated reports, supervisory and budget management experience, and familiarity with LexisNexis and WESTLAW. See <http://www.chapman.edu/hr> for position responsibilities (Job No. 140-01). **#54344**

Law Librarian, O'Melveny & Myers LLP, Newport Beach. Performs reference services; trains attorneys and staff in library and online services; oversees technical services functions. Requires M.L.S. and five years' legal reference experience. **#54340**

Acquisitions Librarian, Ninth Circuit Library, U.S. Court of Appeals, San Francisco. Manages new book ordering and renewals for multibranch library system. Starting salary range \$37,635–\$56,411; potential to \$73,341. **#54347**

Director, Law Library and Assistant/Associate Professor of Law, University of La Verne College of Law, Ontario. Supervises a staff of 11 full-time employees. Requires J.D. and M.I.L.S./M.L.S.; two years' experience as law school library director or three years' experience as assistant director. **#54352**

Public Services Librarian, University of San Francisco School of Law Library, San Francisco. Coordinates activities of Reference and Information Services, Circulation, and Collection Development and Stack Maintenance. For full description see <http://www.usfca.edu/hr>. **#54356**

Law Library Director, Golden Gate University School of Law Library, San Francisco. Oversees budgeting, personnel management, computerization, long-range planning and collection development. Requires M.L.S., J.D., progressively responsible experience in law library administration and experience in development of major technology programs. **#54358**

Evening and Weekend Reference Librarian, University of California at Davis Law Library, Davis. Provides legal reference services during evening and weekend hours to faculty, students, members of the Bar and the public. Requires M.L.S., two years' law library public services experience. J.D. preferred. Salary range \$42,996–\$49,224. For full description see <http://provost.ucdavis.edu/cfusion/emppost/search.cfm>. **#54350**

Colorado

Assistant Librarian, Colorado Supreme Court Library, Denver. Provides reference service using traditional and electronic sources; manages serials and bindery functions; and assists with government documents. Requires M.L.S. and one year of library experience. Salary starts at \$33,048. **#54342**

District of Columbia

Head of Electronic Services, George Washington University Jacob Burns Law Library. Manages computer hardware and applications; maintains electronic research products; develops library Web site and intranet; presents orientation, training and research sessions; and participates in reference and research services. Requires J.D. and M.L.S., experience in library information systems, general legal reference experience. **#54359**

Florida

Librarian, Akerman Senterfitt & Eidson, PA, Miami. Provides reference and research services using traditional print sources, online resources and Web-based sources; participates in development of

intranet content and marketing of library services. Requires M.L.S., two to five years' experience in law firm or business setting, proficiency using legal and business databases, and familiarity with automated library systems. **#54341**

Illinois

Acquisitions Librarian, Loyola University Law Library, Chicago. Will manage all aspects of library information acquisitions. For full description see <http://www.luc.edu/libraries/law/jobs.htm>. **#54335**

Reference Librarian, Lord Bissell & Brook, Chicago. Provides research assistance using traditional and Web-based resources. Requires M.L.S., three to five years' law or business library reference experience and excellent online search skills. **#54338**

Massachusetts

Part-Time Serials Cataloger, Harvard Law School Library, Cambridge. Catalogs serials in English and European languages; contributes authority information to HOLLIS and LC name authority file; works on recataloging and reclassification projects. Requires M.L.S., two years' serials cataloging experience, reading knowledge of one European language, knowledge of RLIN or OCLC, and familiarity with MARC holdings format and NACO procedures. **#54346**

Reference Librarian for International, Foreign & Comparative Law, Harvard Law School Library, Cambridge. Provides reference services; monitors faculty needs and promotes services through faculty liaison program; participates in research instructional programs; and advises on development and management of law collections. Requires M.L.S., J.D. or substantial library experience, reading knowledge of French and German, familiarity with print and electronic legal resources. **#54362**

Minnesota

Information Technology Professional, University of Minnesota Law School, Minneapolis. Responsible for design, development and strategic deployment of multimedia resources, classroom technologies, distance learning and training initiatives. Requires bachelor's in computer science, engineering, communications, education or rhetoric;

three years' work experience and expertise in educational and learning technologies. **#54343**

ILL/Document Delivery Librarian, University of Minnesota Law Library, Minneapolis. Manages interlibrary loan and document retrieval services and provides reference assistance. Requires M.L.S., knowledge of current developments in interlibrary loan and document delivery services, familiarity with legal research methodology and tools, and reference and access service experience. **#54339**

Associate Director for Collection Development, University of Minnesota Law Library, Minneapolis. Defines scope, content, and format of collections; allocates funds and manages budget expenditures; and oversees acquisitions, serials, documents, and binding activities. Requires J.D., M.L.S., knowledge of current developments in legal publishing, education, and research, and five years' significant administrative responsibility in an academic library. **#54354**

Technical Services Manager, Faegre & Benson, Minneapolis. Supervises acquisitions, cataloging, circulation, routing and check-in, and accounting; trains and evaluates technical services staff. Qualifications include M.L.S., three to four years' technical services experience, knowledge of MARC, AACR2R, LCSH and LC classification, and experience with integrated library automation systems. **#54363**

Mississippi

Public Services Law Librarian, University of Mississippi Law Library, University. Provides reference services and CALR and computer training; provides computer hardware and software support; participates in collection development; maintains portions of law library Web site; coordinates ILL services. Requires M.L.S. and/or J.D., strong legal research and computer skills, and experience installing and maintaining computer hardware and software. **#54337**

Missouri

Director, The University of Missouri-Kansas City Law Library, Kansas City. Oversees budgeting, planning and administration; provides resources for research, teaching and scholarship needs of faculty and students; oversees law school's technology program; supervises library staff. Requires J.D., M.L.S., knowledge of computerized legal research

techniques and law library administration experience. **#54336**

New York

Lawyer/Librarian for Documents, CUNY Law School Library, Flushing. Provides reference service; teaches legal research; participates in collection development and management of documents and microforms collection. Requires J.D. and M.L.S. Prefer law library experience and experience with documents and microforms. Salary range \$42,616–\$68,174. **#54332**

Reference Librarian/Access Services, Hofstra University Law Library, Hempstead. Manages daily operations of Access Services activities; provides reference service; participates in faculty liaison program; assists with collection development. Requires J.D., M.L.S., knowledge of automated library systems and proficiency in traditional and computer-assisted legal research tools. Salary up to \$46,575. **#54333**

Computer Research Coordinator, Office of the Circuit Librarian, New York. Coordinates computer-assisted legal research; organizes training; manages government document acquisitions; supervises library technicians; assists in testing and distribution of new software. Requires M.L.S. or J.D., three years' library experience, online research skills using LexisNexis, WESTLAW and the Internet. Salary range \$43,829–\$71,234. **#54353**

Access Services (Reference/Catalog) Librarian, Syracuse University College of Law, Syracuse. Provides reference and research services; performs original cataloging, classification, and subject analysis of English and foreign language materials; serves as collections liaison with designated faculty. Requires M.L.S., original cataloging experience, teaching or training experience, knowledge of legal bibliography and legal research methods, and knowledge of the principles of cataloging. **#54357**

Assistant Librarian/Senior Assistant Librarian, University at Buffalo State University of New York Charles B. Sears Law Library, Buffalo. Responsible for creating and revising bibliographic records for all materials in all legal and law-related disciplines; participates in recataloging and reclassification efforts. Requires M.L.S. Prefer experience with cataloging legal materials and familiarity with AACR2,

LCSH, OCLC/RLIN and MARC. Salary begins at \$33,000–\$38,000. **#54361**

Reference Librarian, Hofstra University Law Library, Hempstead. Provides in-depth reference and research support; assists in teaching computer-assisted legal research; drafts research guides and bibliographies; participates in collection development. Requires M.L.S., J.D., proficiency in traditional and electronic legal research. Salary maximum \$43,120. **#54351**

Ohio

Director of Library and Information Resources, Calfee Halter & Griswold LLP, Cleveland. Oversees departmental budgeting and expense control; provides information resources for attorneys and paralegals; and supervises library staff. Requires M.L.S., eight years' law library experience, knowledge of online information systems and Internet resources, and management and organizational skills. **#54360**

Pennsylvania

Catalog Librarian, Villanova University Law Library, Villanova. Catalogs monographs and serials in all formats using AACR2, LC Classification, OCLC and INNOPAC system; responsible for local authority control, catalog maintenance, monthly collection statistics and acquisitions list. Requires M.L.S. and significant cataloging experience. Knowledge of law library cataloging and INNOPAC preferred. **#54355**

Assistant Librarian, Morgan Lewis & Bockius LLP, Philadelphia. Performs legal research, training and technical support of electronic publications and library automation software. Requires M.L.S., experience in LexisNexis/WESTLAW searching, intranet development and library automation systems. **#54348**

Texas

Three positions, University of Houston O'Quinn Law Library, Houston. **Electronic Services Reference Librarian, Reference Librarian, Coordinator of Cataloging and Serials Management**. For detailed description and qualification of job vacancies, go to <http://www.law.uh.edu/news/lawcenterjob.html>. **#54349**

Dean Beth Paskoff of the Louisiana State University School of Library and Information Science talked about how graduate schools are preparing their students to tackle the challenges emerging in the profession, and Faye Phillips, chief archivist at LSU's Hill Memorial Library, described the fascinating opportunities that the digital age offers archivists.

Turning to the subject of compensation for librarians, Louisiana Judicial Branch Head of Human Resources Anna Paxton explained how salary plans are designed and implemented. University of New Orleans Library Dean Sharon Mader followed up by discussing how administrators plan their budgets to reflect fair human resources policies. Cynthia Jones of the Phelps Dunbar firm and David Combe, director of the Tulane Law School Library, both reflected upon the difficulties of trying to convince administrators of the value of law librarians to their institutions.

LLSDC Welcomes AALL Visitors

A "Meet and Greet" breakfast was the first society-wide meeting of the year for the Law Libraries of Washington, D.C., held Oct. 2, 2001. In addition to tables set up by each SIS and committee for members to learn more about the chapter, tabletop exhibits featured photos from LLSDC and AALL. The chapter welcomed two visitors from AALL: Past President Bob Oakley and Executive Board member Elmo Dattalo. The LexisNexis Librarian Relations Group helped sponsor the breakfast.

LLOPS Meeting Explains "CORC"

In September 2001, the monthly meeting of the Law Librarians of Puget Sound featured a presentation on the Cooperative Online Resource Catalog by Brendan Starkey, reference librarian at Seattle University Law Library. CORC is a simple means, a "tool set," for cataloging electronic resources, which can be used more easily than standard practices when adding Web sites to a library's catalog.

In October 2001, the monthly meeting featured a presentation by Mary Hewitt, a former social worker who now specializes in mediation and dispute resolution. She presented a program on "Dealing with Difficult People," discussing how different personality types and various working styles can lead to conflict in the workplace. She offered practical suggestions on the management of these situations.

Amy Eaton and Katherine Foster are co-chairing the Local Advisory Committee for AALL's 2003 Annual Meeting in Seattle.

CALL Creates Traditions

For the second year, members of the Chicago Association of Law Libraries continued what looks to become a rewarding holiday tradition by giving new children's books to the Union League Boys and Girls Club. The gifts were presented at the joint Holiday Party for CALL and Chicago Special Librarians Association members held at the Union League Club on Dec. 4, 2001.

In November, CALL participated for the second time in LegalTech Chicago, a technology showcase and conference providing lawyers with continuing legal education opportunities. CALL members Sandra Gold, Gretchen Van Dam and Susan Yesnick and author Steven Imparl presented "Evaluating Fee and Free Information on the Internet." Presenters for "Knowledge Management and Litigation — 'Strange Bedfellows'" included CALL member Karin Donahue, along with Marshall Lachman, Jeff Rovner and Ron Staudt.

MALL and LLNE Work on Strategic Plans

The Minnesota Association of Law Libraries board believes that a new approach to solicit feedback on the core visions described in its strategic plan will bring good results this year. Discussion of the primary initiatives, information access and effective leadership, will take place via the MALL listserv rather than through in-person meetings. The Executive Board liaisons for the committees responsible for the initiative will begin and moderate discussion among the relevant committee chairs, who in turn will be encouraged to share the discussions with all committee members. For further information about this process, contact MALL President Lori Hedstrom at 651/687-5891 or lori.hedstrom@westgroup.com.

The Law Librarians of New England is also developing a strategic plan. Executive Board members began working on this project in late January. They attended a one-day retreat, graciously hosted by Susan Sullivan and Boston College Law Library. There they met with a facilitator to draft a plan that will subsequently be shared with chapter members.

LLNE has created a new service committee, chaired by Stephanie Burke from the Pappas Law Library. It will spearhead projects for the chapter and will choose organizations that will receive an annual donation from the SIS.

MAALL Presents the Future at Meeting in "Show Me" State

"Show Me the Future" was the theme of the annual fall meeting of the Mid-American Association of Law Libraries, Oct. 25-27, 2001, in St. Louis, Mo.

The attendees enjoyed a number of excellent educational programs and outstanding hospitality. Bob Berring was the speaker at the opening luncheon on Thursday, and the Friday luncheon speaker was AALL President Barbara Bintliff. During the meeting, the chapter presidency passed from Mary Ann Nelson to Tranne Pearce.

Ann Fessenden and Peggy McDermott served as local arrangement co-chairs, and Tranne Pearce chaired the program committee.

Events were held at the U.S. Court of Appeals 8th Circuit Library, St. Louis University Law Library and Washington University Law Library as well as at the conference hotel.

Naomi J. Goodman, Valparaiso University Law Library, Wesemann Hall, Valparaiso, IN 46383 • 219/465-7878 • fax: 219/465-7917 • Naomi.Goodman@valpo.edu.

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Call for Papers

Have you been thinking about writing an article on law librarianship? Or are you already writing an article and just need a little incentive to finish? If yes, read on! The AALL/LexisNexis Call for Papers Committee eagerly solicits your articles for its annual competition. The objectives of the contest are threefold: to promote scholarship among practicing law librarians and in areas of interest to the profession; to provide a creative outlet for law librarians and a forum for their scholarly activities; and to recognize the scholarly efforts of established members, new members and potential members of AALL. Participating in the Call for Papers Competition is a great way to get noticed by your colleagues, win some money and contribute to our profession.

LexisNexis™ generously donates \$750 for the winner in each of three divisions; each division has up to three winning authors. The recipients will be recognized during award ceremonies at the Association Luncheon of the AALL Annual Meeting. Winners will also present their papers in the program at the Annual Meeting, and the papers will be considered for publication in *Law Library Journal*.

Papers may address any subject relevant to law librarianship. They may be scholarly or practical in substance and tone; the subject should be explored in depth with appropriate reference to sources and documentation. Past winners have written about a wide range of topics, including foreign law, technology, research instruction and reference services, legal history and bibliography, copyright and trends in law librarianship.

Authors may enter one of three divisions:

- Open Division — Current AALL members who have been members for five or more years.
- New Members Division — Current AALL members who have been members for less than five years.
- Student Division — Those currently enrolled in library school or law school. Students need not be members of AALL.

No paper that has been published or accepted for publication before March 1, will be eligible for consideration.

Visit AALLNET at http://www.aallnet.org/about/award_call_for_papers.asp for more information, including substantive and form requirements, application procedures and judgment criteria.

Submissions must be postmarked by March 1. Good luck!

Questions? Contact a member of the Call for Papers Committee: Chair Maria Protti, maria_protti@ci.sf.ca.us; Karen Beck, beckka@bc.edu; or Marie-Louise Bernal, mber@loc.gov.

Committee News *continued from page 9*

helped out her mom with the looseleaf filing at a law firm her mother worked at. Dunnigan worked for four years at the circulation desk at the Ross-Blakely Law Library while earning a degree in political science at Arizona State University. Before moving to Los Angeles, she served as a library assistant in the Streich Lang law firm in Phoenix and was active in the Arizona Association of Law Libraries.

Dunnigan is currently employed as acquisitions specialist in the Hugh & Hazel Darling Law Library at UCLA. She plans to continue working while she attends library school. She says library school has taught her a lot about the history of online systems she uses frequently, such as RLIN and OCLC. Much of the library terminology she's been hearing for so many years is "all starting to make sense," she says. Dunnigan is looking forward to attending

the legal resources class offered by the library school next semester.

In her spare time, Dunnigan enjoys reading fiction, knitting, and taking her dog to the park and beach.

Submitted by Anthony Smith.

Patricia Wellinger, University of Denver, Westminster Law Library, 1900 Olive St., Denver, CO 80220 • 303/871-6479 • fax: 303/871-6999 • pwelling@mail.law.du.edu.

Want Money??

AALL Will Give It to You!

Every year AALL awards thousands of dollars in scholarships to law school and library school students and AALL members.

The following scholarships are awarded annually:

- Type I — Library Degree for Law School Graduates
- Type II — Library School Graduates Attending Law School
- Type III — Library Degree for Non-Law School Graduates
- Type IV — Library School Graduates Seeking a Non-Law Degree
- Type V — Law Librarians in Continuing Education Courses
- LexisNexis™ John R. Johnson Memorial Scholarship
- AALL & West Group George A. Strait Minority Scholarship
- The James F. Connolly Congressional Information Service Scholarship

You're never too old ...

AALL's best-kept secret is the Type V scholarship, available to law librarians attending a continuing education course related to law librarianship. It is awarded three times per year and is available only to AALL members! **Application deadlines are Feb. 1, April 1 and Oct. 1.**

Check out the AALL Web site AALLNET for complete information, instructions and applications at <http://www.aallnet.org/services/scholarships.asp>, and spread the word to anyone who might be eligible!

For further information, contact AALL Scholarships Committee Chair Anthony Smith at 212/210-9526 or asmith@alston.com or AALL headquarters at 312/939-4764, extension 10, or membership@aall.org.

Sec. 111 on unconscionability. Jonathan Franklin, former AALL President Bob Oakley, and Jonathan Band of Morrison and Foerster were the primary library spokespersons. The pro-UCITA contingent included representatives from AOL-Time Warner, Microsoft, Reed Elsevier and the Magazine Publishers of America. We were very pleased that 33 state attorneys general signed on to a new letter calling UCITA so flawed that any amendments would fail to fix its negative impact on consumers (<http://www.ll.georgetown.edu/aallwash/AGLT11132001.pdf>). The NCCUSL Standby Committee and the ABA's Working Group are independently working on recommendations. Look for continued state activity in 2002 and greater AFFECT efforts to enact bomb-shelter legislation.

Please contact me as soon as possible if you hear of any movement on UCITA in your state.

Database Legislation Will Be Back in 2002

House Judiciary Chairman James Sensenbrenner, R-Wis., and House Commerce Chairman Billy Tauzin, R-La., each have an interest in enacting specific legislation this year. Chairman Tauzin supports a broadband bill that is quite controversial and seems to have no support in the Senate. Chairman Sensenbrenner seems willing to support another contentious database protection bill. We may well see another battle over jurisdiction by these committees similar to the duel last year between the two competing database bills. The Judiciary Committee's approach is to overturn the 1991 Feist decision and grant new protections for databases and the facts they contain, while the Commerce Committee's approach has been a narrowly crafted misappropriations measure. A new version of database legislation is expected shortly from the

Judiciary Committee, giving members of the Software & Information Industry Association their fourth go-round on this very controversial legislation.

In addition, some may recall that AALL was alarmed last spring by Georgia's sudden introduction of database legislation. This was the first state effort to enact database protection, presumably to enhance the state's economic development by attracting new firms that create informational content. The bill quickly passed the Senate and was taken up in the House in January. The latest version of the bill, though not publicly available yet, exempts libraries from its provisions. Nonetheless, we will continue to work diligently with our many database coalition partners to defeat the Georgia bill.

Mary Alice Baish, *associate Washington affairs representative, Edward B. Williams Law Library, 111 G Street, N.W., Washington, DC 20001-1417*
• 202/662-9200 • fax: 202/662-9202
• e-mail: Baish@law.georgetown.edu • Internet: <http://www.ll.georgetown.edu/aallwash>

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- Social Responsibilities
- Technical Services

The types of professional activities represented by these SISs represent interests that cross library types. By freeing these SISs from the responsibility of representing their members professional interests, they will be able to focus more on the details of their types of practices, such as formation and deliberation of new cataloging rules, responses to technological innovations, and exchanging of information about teaching techniques. Sections would then be charged with the broader political issues that the Association and the profession face, such as voting rights and job security. This system of organization may suggest that there is a need for additional SISs within the Association, such as an SIS for administrators.

Two things should also be pointed out before considering the proposal. First, nothing in the proposal should discourage members of one section from joining another in addition to their own. A better

question may be whether, say, a private firm librarian who chooses to also join the vendor's or academic's group will have a representative vote in that second section. Perhaps any second affiliation outside a primary area of practice should be a nonvoting affiliation.

Second, the issue of how dues would be distributed is challenging. Since such a structure as proposed will have a significant effect on the demographics of SISs, it would be wise to assign a nominal amount of each membership fee to the primary sections and keep the regular SIS membership fee at the current rate. In any case, adopting the proposal should not materially affect the amount of dues paid by members. I think that I speak for all when I say that any proposal that increases dues should be cautiously considered. I feel strongly that this proposal can be carried out with no fiscal effect.

A third issue that I have not considered thoroughly, and I will leave it to smarter minds than mine to determine, would be the material effect on how AALL is governed. For example, the leadership of each section elected by its constituents

would, as a whole, be a group with a powerful representative mandate. It could serve as a "legislative" body for certain types of issues. The Executive Board could serve as a cabinet with another type of mandate. The SIS Council, too, would have a more clearly defined representative role that may differ from what it is now. Perhaps there would be no need to change anything with regard to governance of the Association. I don't know, and as I said, I think that smarter minds can do a better job than I in sorting this issue out. It does raise some interesting possibilities.

This reorganization would greatly benefit AALL. It provides a greater political voice for the various practice types within the organization and allows AALL to better represent the interests of its members. I strongly urge the Executive Board and leadership of AALL to consider this proposal and put it to the membership for a vote.

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This column will be a double header, covering the Executive Board meeting and the AALL Business Meeting, both held during the Annual Meeting in July.

July Board Meeting

At the July board meeting, newly elected members are welcomed and oriented onto the board, part of the board departs, and other board members continue over the next year. This year we welcomed newly elected board members James Duggan and Al Podboy, incoming Treasurer Anne Matthewman, and incoming Vice President/President-Elect Carol Avery Nicholson. We said farewell to board member Ruth Fraley; board member Frank Liu, who was unfortunately unable to attend due to illness; Treasurer Janis Johnston; and Past President Margie Axtmann.

The work of the board at these meetings may be divided into two types. The board takes action through voting on a particular motion during "action business." The board receives and reacts to reports prepared by the units of the Association during "report business." The action business of the board at the July meeting, barring a major event like a bylaws change, is usually small, while the reporting business is usually large. This meeting was no exception.

Action Business

The board passed the Fiscal Year 2002 budget prepared by the Finance & Budget Committee. The budget didn't include a transfer of funds from the General Fund (operating) to the *Index to Foreign Legal Periodicals* Reserve Fund, due to a need to cap this fund. As a result, a small amount was transferred to the Current Reserve Fund. An expenditure of \$20,000 for capital hardware and software upgrades was included in this part of the budget. The Investment Fund and Current Reserve funds were budgeted at relatively modest increases, due to the overall decline — to this point in July 2001 — of the stock market.

The board approved the new **Chapter Professional Development Award**, submitted by Judy Meadows and James Duggan, the chairs of the Professional Development Committee and the Awards Committee. The annual award will recognize two AALL chapters that have developed outstanding professional development program(s) for their chapters.

The board sought to further clarify the relationship of the Government Relations Committee and the Awards Committee in awarding the **Public Access to Government Information Award**. The president appointed a subcommittee of each participating committee to jointly develop procedures for confirming a winner for the award and submitting recommendations at the November board meeting (see below).

The board passed the **Law Library Journal and AALL Spectrum Editorial Board and Advisory Committee's** revised charge, which more accurately reflects the evolving responsibilities of the committee. The redrafted charge is available under the committee's profile on AALLNET at www.aallnet.org.

Report Items

The board had short discussions on many items, such as liability insurance, seat designation at the Association Luncheon, the Strategic Plan 2000–2005 Implementation Plan, the Financial Plan 2000–2005, chapter visit responsibilities and the duties of board members as board liaison to committees and other units of the AALL. However, more detailed discussions were held on several fronts, as detailed below.

The inclusion of **funding for AALL Webmaster Training and Chapter Advocacy Training** was referred to the Finance & Budget Committee.

The **Special Interest Section Council Chair's Report** was included with the report of an ad hoc board task force on the feasibility and desirability of altering the structure of AALL to include a different entity, the Type of Library division, rather than continue to include the TOLs as SISs. The task force said that the TOLs provided no clear consensus as to what the change would accomplish, what new rights and benefits it would give to members or how it would affect independent or unaffiliated members — i.e., those who don't actually work in a library. Finally, and most important to the treasurer, the financial implications inherent in this type of change were not clear. The task force will continue to gather information and consensus from the members and report at a later time.

The **Fundraising Study Report** from consultant Jay Frey of Clyde Watkins and Associates recommended that any type of fund-raising activity should be coordinated

and sophisticated to garner the most dollars. Because the Association is short of funds for new projects, a small-scale fund-raising campaign would be possible, but the benefits of this approach would not be as great as that of a full-scale effort. The funds raised in this manner would not be used for operations but for grants and scholarships, special projects — projects similar to the current *Cost Index to Legal Materials* project — and the centennial celebration of the Association. Frey suggested that this centennial could raise funds from outside the law librarian community. This report may be found on the AALL Web site at http://www.aallnet.org/board/situation_analysis.asp.

A presentation of the **Professional Development Program Evaluation Report** was given by consultant Sara May. The board continues to struggle with the viability of the regional meetings of the Professional Development Committee. Originally funded with a sizable donation from BNA, the PDC was expected to pay for itself, including the salary of the education manager at Headquarters, once it spent the BNA donation. The board agreed that the current process for selecting programs might be a bit cumbersome but was split in other matters, such as definition of member needs, the use of the Core Competencies as program-planning aids, and the roles and responsibilities of HQ staff members vis a vis the PDC. President Barbara Bintliff appointed a board subcommittee to review the recommendations and report back at the November meeting. This report is on AALLNET at http://www.aallnet.org/prodev/prodev_evaluation.asp.

The **Task Force on Institutional Membership & Dues** was created by the board to explore the possibility of changing the structure of AALL to include what are currently called, for lack of a better term, consortium members. These would be institutions as members — not institutional members, which are individuals whose dues are paid by their institution. Consortium members would be given unique and worthwhile benefits that other libraries, which are not consortium-type members, do not receive. The board took no action, preferring to continue to study the subject.

The Business Meeting

The business meeting this year was very quiet. There were no bylaws amendments

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PR for Academic Libraries: Focus on the Faculty

by Robert H. Hu

The faculty is the driving force of most law school libraries. Instituting a public relations campaign that caters to faculty needs will illustrate the fundamental importance of the library. A successful faculty-centric PR strategy not only solidifies the library's position with the law school but also generates buzz and recognition among the university-wide community.

It's All About the Faculty

In the world of academic law libraries, the law school faculty is crucial to enhancing the library's image.

The faculty is a key constituent of the library.

Two groups form the core user communities in the academic setting: the faculty and students. Other users, like practitioners and local residents, may or may not be central to the library's mission, depending on the policy of the institution. However, the faculty, as one of two core user groups, is essential in defining the library's purpose.

The faculty is a steady user group of the library.

Law students, the other core user group of the library, have only a temporary association with the library during their law school careers. By contrast, faculty members will likely stay around and thereby establish a permanent relationship with the library. In research-oriented law schools, the faculty may be the most frequent users of the library.

The faculty possesses great influence over the library's operation.

In any law school, the faculty can and will exert its influence over library decisions regarding the budget, personnel, collections and other policies. Certainly such influence will vary from one institution to another, depending on the organization's structure and dynamics.

The faculty has clout with students regarding the library.

Not only are faculty members library users themselves, they also influence the attitude of other library users. Because of their status and close contact with students, faculty members are in a superior position to sway the opinions and attitudes of their students toward the library.

Some Proven Ideas

Every library is unique. So a successful PR initiative must fit into the library's particular circumstances. It may take trial and error to get to the right formula. At Texas Tech University, the law school library recently initiated several satisfying PR strategies that catered to its faculty's needs.

Faculty orientation. Last year Texas Tech University School of Law made a concerted effort to lower the faculty-student ratio by hiring five new faculty positions. The arrival of the newcomers presented a unique marketing opportunity for the library to make an impression and initiate a friendly rapport with them from the outset. So the library developed a new faculty orientation program consisting of two parts.

For part one, the library mailed out a "welcome packet" to the new faculty members as soon as they were hired. The welcome packet contained a congratulatory letter from the library director, including a list of key library contacts and the law school Web site. The packet also included a library brochure describing the programs and services offered to the faculty; a set of state, local and campus maps for relocation planning; and a staff-compiled guide to local services and resources.

For part two, the library held an orientation meeting with the new faculty after their arrival on campus. During the meeting, the librarians, computing staff and the faculty members introduced themselves and mingled over refreshments in a casual, friendly atmosphere. The librarians then discussed some frequently asked questions, such as how to handle mail and set up computer accounts. The librarians led the faculty on a library tour, highlighting key staff areas and major points of interest. (Due to scheduling difficulties, the library repeated step two until all new faculty were oriented.) The new faculty appreciated the library's efforts to make their transitions easier. The program worked so well that the law school committee responsible for new faculty orientation contacted the library for advice when it was developing its own orientation program.

Faculty enrichment. Texas Tech University's law library recently hired a new director, who immediately made changes to enhance the organization. The library secured additional funds, added positions to the staff, acquired new materials, adopted a new school-wide e-mail system and installed multimedia technology in the classrooms.

All these exciting changes were happening fast, but much of the faculty was too busy to keep up. So the library set up an enrichment program to regularly inform the faculty of library events and train them on specific topics when needed. To draw a large audience, the library offered the initial program around noon and provided a free lunch. During the program, the librarians introduced new library staff to the faculty and reported on new items to the library. The library staff demonstrated how to use and access several informational databases accessible from the library's Web site as well as a few Web sites useful for legal scholars. Everyone enjoyed the program (and the food too); even the dean came and stayed briefly.

Given the program's successful debut, the library decided to offer it again, with a similar format but different content each time. The enrichment program is now a regular function each semester. As a result, the library gains publicity and recognition by the faculty.

Faculty publications display. Most law schools have a place to exhibit publications authored by their faculty. The display, usually managed by the library, is a good way to promote the faculty's accomplishments and generate positive feelings about the library.

Because Texas Tech University's law school library never had a publications display, the library created one. It began with one small display case. The library staff solicited and received several faculty publications. The small display case filled up so quickly that other published items could not be housed. And the faculty kept sending even more materials. Overwhelmed by the response, the library looked for a larger exhibit area to accommodate the growing number of publications they were sent.

The library was intrigued with the idea of a wall-to-wall, custom-built glass exhibit case placed in the library's foyer. The display would brighten up the library's front entrance while giving maximum exposure to the publications on display. Although that exhibit would be costly, the library was convinced that the benefits to the library would make costs worthwhile. When the new display case was finally built, the faculty and students alike were pleased and eager to supply additional publications to the exhibit. The faculty now has a place to showcase their scholarship to students, colleagues and visitors. And the library generates more publicity and goodwill from the faculty.

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and no burning social issues requiring resolutions and speeches. The large number of people recognized for their contributions, however, indicates that much work was completed in the preceding year so that the speeches and resolutions were obviated. Full information about the business meeting, including a transcript of the proceedings may be found in the Fall 2001 issue of the *Law Library Journal* or online at <http://www.aallnet.org/products/2001-30.pdf>.

President Bob Oakley, issued **Presidential Certificates of Appreciation** to the following persons and institutions:

Northern California Association of Law Libraries for its excellent work in the development of advocacy programs on behalf of law libraries and law librarians in California, particularly the workshop on lobbying in the spring of 2001. Sue Welch, president of NOCALL, and Sam Trosow, the workshop coordinator, accepted the award.

Sarah (Sally) Wiant for her hard work and leadership in opposing the *Uniform Computer Information Transactions Act* in Virginia.

Keith Ann Stiverson for her extraordinary leadership on public policy issues at the state and national levels, including her work on the Nolo Press case in Texas and her work opposing UCITA in Texas.

Nancy Johnson and Craig Lelansky for their extraordinary research efforts supporting the 2001 AALL Economic Study on Law Book Pricing.

Tom Reynolds for his significant contribution, achievement and sustained effort in producing a unique resource for the law library community, the *Index to Foreign Legal Periodicals*.

Kim Rundle, executive assistant to the AALL executive director, for supporting the president of AALL and assisting the executive director of AALL in everyday activities.

From the floor, Ruth Hill presented a certificate of appreciation to **Pam Reisinger**, the AALL meeting manager, for her time, energy and patience in supporting the SISs in arranging their Annual Meeting programs.

The standard reports of the president, vice president, treasurer and executive director were also presented. I commend these to your perusal, as they highlight several important projects during 2001, but do not have the space to discuss them further in this column.

Finally, a moment of silence was held in memory of the deaths of members and friends of the Association during the past year. These included Harry Bitner, Bill Breyfogle, Maria Cap, Dorothy Chamberlain, Lou Ella Ingram, Libby Jessup, Veronica Maclay, Rhonda Oziel, Curtis Robbins, Bardie Wolfe and Barbara Stapp.

If you have any questions about these matters, please contact me or any member of the Executive Board.

Trends in Law Library Public Services *continued from page 7*

reassessed. Reducing walk-in service hours or staff at public service desks when usage is low can provide a way to respond efficiently to remote requests and to develop new electronic services. Such a strategy must be marketed carefully to assure that financial supporters and patrons alike understand that this is an improvement, not a decline in service.

To effectively deploy public services staff, law libraries must carefully analyze workloads and demand for service. It should thoroughly examine the amount of time invested in providing electronic services. In addition to tracking the traditional services delivered from central service desks, methods need to be in place to record the number of remote requests received via e-mail and voice mail and the time spent responding to them from workstations in separate staff offices. Similarly, for unmediated services where it is not possible to track transactions at the point they are used, law libraries should take advantage of software counters that monitor activity on Web sites and statistical data from vendors about usage of integrated library systems and databases.

It is difficult to gauge how well law libraries are responding to the needs of users when they use remote library services. Law

librarians typically do not receive the same verbal and physical cues from remote users as from in-person patrons; law librarians might assume that they are providing them with needed services when, in fact, they are not. Thus, law librarians must actively solicit feedback from remote patrons. They should use online surveys and electronic comment forms on their Web sites and online catalogs. As law librarians find that they are serving a wider and more diverse audience than ever before, they should adjust their services to match different backgrounds and skill levels than those which they might be accustomed to serving. Similarly, as law librarians find increasing demand for "live" electronic services around the clock, they should develop ways to collaborate with colleagues in different time zones.

Finally, law librarians need to find ways to competently provide new subject matter and to effectively use new technology. As the interests of the legal and nonlegal professions increasingly intersect, their focus also becomes more multidisciplinary. Law librarians should reach out to colleagues in nonlaw libraries and find creative ways to collaborate for the good of all patrons. Jointly administered Web sites, research guides and knowledge bases are just some of the ways librarians

can better serve patrons' diverse interests. In addition, law librarians should consciously build their skills base so that they are equipped to find nonlegal information that may be needed by patrons. Job exchanges between law and nonlaw librarians would prove to be helpful in that arena. Likewise, it is essential that law libraries provide continuing opportunities, including time and financial support, for public service law librarians to develop technology skills to create new remote services and to assist patrons in their use. Supplemental training and course work might be required and should be supported by law library administrators.

The coming changes in public services are both exciting and intimidating. Dealing effectively with new types of users and new technologies provides law librarians with great opportunities but will challenge their skills and established practices. If law librarians can meet the challenges, they will be providing better services to a wider range of library users. And that, in the end, is what it's all about.

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From the President *continued from page 10*

and placed on the agenda following procedures developed by the board's Governance Committee. (The committee is fully described at http://www.aallnet.org/board/committee_gov_charge.asp.) The Governance Committee oversees and makes recommendations to the Executive Board on all aspects of how the Executive Board conducts its business. In particular, it assists all board members in understanding the board's ongoing or "perpetual" roles, its values and practices, and its decision-making guidelines or model, as found in the Executive Board Governance Model at http://www.aallnet.org/board/governance_model.asp. The Governance Committee is dedicated to ensuring that the Executive Board functions smoothly.

If the board approves the widget proposal as part of the final budget, and assuming the production of new and improved widgets does not need approval by the

membership, it will be referred to either the original committee or Headquarters for implementation. New widgets could be in production in less than a year from the time the proposal for a new method was suggested.

The reality is that for an organization our size, things move pretty quickly. The AALL Executive Board is a careful and deliberative body with a clear process through which agenda items progress. The board is a diverse group, bringing different perspectives and experiences to the table. Members prepare for each meeting by reading through hundreds of pages of background documents; ask any current or former board member about the "Board Book" for more information on the pre-meeting readings! When dealing with the widget issue, as well as all other issues, each board member is expected to have read the background documents,

clarified any questions and concerns, and arrived at the meeting prepared to deal with the matter. The board's own committees — F&B, Governance and Strategic Planning — perform a great deal of work, allowing the Executive Board itself to focus on the policy-making decisions. All this preparation and work ensures that proposals are fully discussed and virtually guarantees that all the opinions on an issue that could be formed by AALL's members are explored. Decisions are not made in a rush.

I hope this has been a useful explanation of the Executive Board's procedures. The group works under the principles that it should be a wise steward of Association resources and an active representative of AALL members' interests. And AALL members are always welcome at board meetings because, after all, those widgets are for you!

Public Relations *continued from page 28*

Other Libraries and PR Strategies

Other types of law libraries can adapt and tailor the PR ideas mentioned above to their specific libraries. For example, as technology transforms law practice and information management, attorneys and judges, like their academic colleagues, face a critical need to learn how to use new tools and products to work effectively. To meet such needs, a firm library can offer orientation to its new associates;

a court library could set up an orientation program to train its junior judges. Additionally, just as law school faculty enjoy displaying their publications, attorneys and judges alike would benefit from publicity about their work products. The private law library, for example, could draw attention to the firm's big cases recently litigated to raise the firm's visibility to current and future clients.

PR campaigns will differ from library to library. Yet the common thread of all successful PR strategies is that they are always tailored to the uniqueness of the individual libraries and are specifically focused on the libraries' key constituents. Sticking to those tenants of public relations will result in goodwill and publicity.

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The CRIV Sheet

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From the Chair

Positive feedback highlights our accomplishments, and most individuals appreciate acknowledgment. As the CRIV Chair, many tasks have kept me focused on a variety of issues. However, I have tried to keep a mental list of those entities and individuals that I want to acknowledge for their contributions to a better legal information world. Thus, the first issue of *The CRIV Sheet* of the new year contains some accolades and affirmations that I want to share.

First, I want to mention the AALL New Product Award. Great minds may differ, but member consensus regarding a best new legal title demonstrates our expertise in recognizing product excellence. While it seems that law librarians spend a great deal of time working with publishers to resolve problems, the New Product Award provides an opportunity to highlight success. It is our opportunity to promote to other publishers the types of products that fill a niche, pioneer new territory, meet different user demands, or just outright shine with outstanding content and quality. This issue of *The CRIV Sheet* will highlight the librarian's perspective on the value of the New Product Award to our profession and to the legal information marketplace. The next issue of *The CRIV Sheet* will provide the vendor's viewpoint.

Second, another legal information product that merits my unabashed acclaim is the CRIV's very own *The CRIV Sheet*. Some new members may not know that *The CRIV Sheet* began as a separate AALL newsletter in the 1970s. Between 1978 and 1988, the title was *Publications Clearing House Bulletin*. Law librarians quickly appreciated *The CRIV Sheet's* reports on publisher issues — including both the librarian's problem identification and the publisher's response. *The CRIV Sheet* is now published three times a year in the November, February and May issues of *AALL Spectrum*. *The CRIV Sheet* continues to disseminate information relating to publishers and vendors, acquisitions tips, perspectives on licensing and fair business practices, and much more. Concerns have become more varied and complex since the first issues were produced. From 1988 to 1994, Ken Svengalis served as editor of *The CRIV Sheet*. He acknowledges that his stint as editor uniquely positioned him to monitor trends in legal publishing and to develop ideas

expressed in his highly regarded book, *The Legal Information Buyer's Guide & Reference Manual*, winner of the Joseph L. Andrews Bibliographic Award. The current *CRIV Sheet* editors Michelle Wu and Stephanie Edwards have done a wonderful job working on articles of importance to members, making sure that the latest reports regarding publisher discussions are timely, accurate and thorough. Members are always welcome to contact the editors about writing articles pertaining to legal information acquisitions and publishing.

Third, if ever there were hopes for a better new year, this is it. While there are all too many reminders about the events of Sept. 11, 2001, I want to note how heartened I was by the legal publishers' poignant messages and offers of support to the law firms affected by the disaster. Most of us outside of the New York and D.C. areas felt paralyzed and helpless, not knowing what we could do to help. In light of unimaginable circumstances, one can only hope that some law firms were assisted by the publishers' generous offers to replace volumes, provide office space and offer some free online services.

Fourth, I am pleased to report that the CRIV received positive feedback from the Annual Meeting Program Committee regarding two program proposals. The Orlando Annual Meeting will feature a program coordinated by Michael Saint-Onge, "Where Will It All End? Law Book Pricing Study, Part II." I will coordinate a second program co-sponsored by the CRIV and the State, Court and County Law Libraries Special Interest Section, "Value-added or Value-denied: John Q. Public and the Legal Information Marketplace." These topics should appeal to a wide group of law librarians as well as publishers.

Finally, the CRIV depends upon individuals and entities outside the committee to accomplish its goals. By working with members and publishers, the CRIV's efforts to communicate constructive solutions are a form of positive feedback to others. Thus, I want to applaud the members and publishers who have taken the time to work on problems and areas of mutual concern over the past months.

Editor's Corner

The pace of developments in the area of legal publishing continues to amaze us, even after working as law librarians for several years and serving several terms on the CRIV. We are struck by the fact that things **never** slow down around here. That is why we are committed to bringing you this publication dedicated to such changes. *The CRIV Sheet* is not only one of the ways we can disseminate timely news about the activities of the CRIV and the legal information marketplace, but it also provides some important reflection — after the fact — about changes that have taken place.

The current issue highlights *The Legal Publisher's List*, which will be maintained by the CRIV Tools Subcommittee beginning in 2002. We would like to express our thanks and highest appreciation to Rob Richards at the University of Colorado Law Library, who formulated the list in 1997 and has made this valuable resource available to colleagues in all libraries. We are pleased that the list will be added to the CRIV "Toolkit" and hope to continue to recommend it to colleagues seeking this kind of information.

With a deadline for nominations fast approaching in February, our focus in this issue is also on the New Product Award, which honors an outstanding new legal publication each year. Many people are not aware that the CRIV plays a role in the selection process for AALL's New Product Award, which is officially handed out at the Annual Meeting every year. The subcommittee responsible for the award solicits nominations, reviews new products and forwards a recommendation to the AALL Awards Committee. Frank Houdek's article details the background of the award, its importance for the AALL membership and what it is designed to accomplish. Look for an article in the next issue of *AALL Spectrum* on the award and its significance from the vendor's perspective. Further, towards the end of this issue, the CRIV is pleased to present a profile of the New Product Award subcommittee's chair.

The impact of West's new Business Systems Initiative occupied much of the committee's time this past fall. Things have settled down since the implementation process began, but we felt that it would be valuable to members to reproduce the CRIV report on its conference with West. Although this report, and related documents, have been available at the CRIV's Web site for several months, *The CRIV Sheet* continues to serve as a valuable means of informing members about any major activities since the previous issue, such as the October teleconference with West.

In connection with the teleconference, Sara Galligan had the opportunity to tour the West Group production facility and see the label application system in action. She describes her tour in this issue.

Developments relating to West's BSI continue, as West mulls over and responds to some of the complaints and questions that have been referred its way both by individual librarians and by the CRIV. For example, in early December, West agreed to sort its subscription invoices by document delivery numbers. This was among the most fervent requests West received in October from library account managers, who were reeling as they tried to adjust to BSI changes. Although the major issues identified in a CRIV survey were presented to West in October, not all of the problems have been completely addressed. Chris Graesser of Brown Rudnick Freed & Gesmer, former CRIV chair, followed up with West after noting that some of the questions from the survey remained unanswered. An excerpt of her letter to West and the response she received will be of interest to customers still sorting out the account changes introduced with BSI.

As the articles in *The CRIV Sheet* indicate, communication is a high priority for both librarians and vendors. In addition to reporting on the CRIV communications with West, we also wanted to cover one vendor's outreach effort to librarians. In early 2001, CCH decided to survey law librarians on their Web wants and needs in order to obtain a better understanding of librarians' expectations for vendors' sites. In the last article in this issue, CCH will describe this survey's outcome, and how the company responded to the resulting issues posed by AALL members.

Thank you to all of the authors who contributed to this issue!

In upcoming issues of *The CRIV Sheet*, Linda Kawaguchi McLane of the University of California School of Law Library will bring us up to date on Aspen's progress with its new business system. On the heels of finishing the new edition of his *Legal Information Buyer's Guide & Reference Manual*, Kendall Svengalis will offer some tips on keeping "write for order" subscriptions on track. Ed Hart of the New England School of Law Library has agreed to write an informative article about the new Amazon.com corporate accounts. As always, we want your expertise and perspective, too! If you would like to write an article for *The CRIV Sheet*, contact Michelle Wu, mwu@central.uh.edu, or Stephanie Edwards, sedwards@law.rwu.edu.

Michelle Wu

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A Legal Publishers' List: A Cooperative Success

"We are born for cooperation, as are the feet,
the hands ... " — Marcus Aurelius, *Meditations*

The history and story of *A Legal Publishers' List: Corporate Affiliations of Legal Publishers*, available at <http://www.colorado.edu/Law/lawlib/ts/legpub.htm>, exemplifies successful cooperation between law librarians and representatives of legal publishers.

Where to Send Claims and Payments?

After I had started as technical services librarian at the University of Colorado Law Library in early 1997, the acquisitions and accounting technicians frequently knocked on my door to ask, "Whom should we claim this from?" and "Whom do we pay for this?" My wise supervisor, Georgia Briscoe, pointed me to Kendall Svengalis's indispensable history of the legal publishing industry in the *Legal Information Buyers' Guide and Reference Manual*. [The most recent version of this remarkable resource is "A Brief History of Legal Publishing," in Kendall F. Svengalis, *Legal Information Buyer's Guide and Reference Manual 5* (2001)]. I also learned further details by monitoring listservs and sharing information with law library acquisitions colleagues. Cynthia Aninao and the AALL Technical Services Special Interest Section Acquisitions Committee offered particularly helpful guidance.

To make the basic publisher-ownership information available to the library's support staff, I wrote up a simple diagram, a legal publishers' corporate affiliations tree. Once a month I updated the List and printed out copies for our support staff. Information on additional publishers came from acquisitions and accounting technicians, occupational articles and resources, and conversations with colleagues.

When the public services librarians expressed interest in the List, we held an in-service training about the corporate affiliations of legal publishers. Our discussion at the training raised two concerns about the future: (1) the likelihood of steep price inflation due to monopolization in many submarkets of the publishing industry, and (2) the control by non-U.S. corporations of so many U.S. legal sources.

In the beginning, then, our home-grown *Legal Publishers' List* (hereinafter, List) helped us send claims and checks to the correct publishers. The List also put us on cost-alert; it cued us to budget for high inflation in the coming years, to scrutinize prices for new editions and subscription renewals, and to implement "write-for-order" acquisitions in some cases. Further, the evidence of the List impelled us to address our growing concern about the problem of non-U.S. control of key U.S. legal information resources in our professional associations.

Getting the Word Out and Getting Help

Later in 1997, colleagues at law libraries of all kinds, who were as puzzled as we had been about whom to claim from and whom to pay, asked me to share our List with them. With the encouragement of Prof. Barbara Bintliff, our director, and

Georgia Briscoe, I posted our corporate affiliations tree to the law-lib, LAWACQ, and GOVDOC-L listservs. I received more than a dozen responses. Some readers sent thanks, while others contributed ownership information about additional publishers; I added this information to the List.

In the summer of 1997, I updated the List for publication in *The CRIV Sheet* in the November issue. Through listservs, I solicited more information on mergers and acquisitions in the legal publishing industry. Librarians and vendor personnel generously shared what they knew about current corporate relationships and upcoming mergers. I began posting the revised List to the listservs approximately once per month.

Next, the CRIV asked if the list could be posted on a Web site. Bintliff and Briscoe graciously agreed to host the List on our library's departmental site, where we could regularly update it. The CRIV then provided a link to the List from its Web site.

At first the Web version of the List contained just the affiliations diagram without any hotlinks to publishers' Web sites. After finding that most colleagues used the List by printing it out periodically and posting it near their workstations, I chose to format it on a single HTML page, with very simple coding for easy printing. Next, our acquisitions assistant added as many hotlinks as we could find; Anna Belle Leiserson's comprehensive list of publishers' Web sites, at AcqWeb, <http://acqweb.library.vanderbilt.edu/acqweb/pubr.html>, proved invaluable.

Because librarians also needed to be informed of recent mergers and acquisitions in legal publishing, a "News" component was added to the site. The List then began to function as both a current awareness tool and a corporate affiliations chart.

Once the List was available on the Web, I periodically posted updates on the listservs. The editors of *The CRIV Sheet* and *Legal Reference Services Quarterly* (1/2/1999) publicized the List in their publications. The latter version was also published in *The Political Economy of Legal Information: The New Landscape 23*, ed. by Samuel E. Trosow ed.

A team of loyal information suppliers — both law librarians and representatives of publishers — alerted me to pending mergers and corrections to the List. So many professionals supplied information that all of their names would not fit on the List's acknowledgements page. Although I thanked each contributor personally, the acknowledgements page includes only the names of those who contributed information about corporate affiliations of multiple publishers or imprints. We are all indebted to these professionals for their generous and informed contributions.*

The List Today and Tomorrow

When first published in *The CRIV Sheet* in 1997, the List included 168 publishers and imprints. As of Nov. 17, 2001, the List provided corporate affiliation information for about 500 publishers and imprints.

The List divides legal publishers into three categories: (1) subsidiaries of the major international publishing conglomerates; (2) subsidiaries of other corporations or owners of multiple publishers; (3) independently owned publishers. Of the three largest conglomerates, the Thomson Corporation appears to control the most legal publishers and imprints — a total of 91 by our best estimation; 30 legal publishers and imprints are under Reed Elsevier's umbrella, while Wolters Kluwer owns 21.

We have identified 31 smaller, multilevel legal publishing concerns; these control a total of 91 publishers or imprints. The number of independent publishers is, happily, significant — 121 university presses and 172 independently owned publishing companies. (The List seems to bear out Susan M. Yoder's prediction of a thriving independent sector; see "The Rise of the Small: The Effects of Industry Consolidation on Small Legal Publishers," *Legal Reference Serv. Q.*, Num. 1/2 1999, at 59. Also published in *The Political Economy of Legal Information: The New Landscape* 59 (Samuel E. Trosow ed., 1999). Independently owned legal publishers and university presses make up approximately 60 percent of legal publishers and imprints identified on the List, while the smaller conglomerates represent nearly 20 percent

The Web version of the List now receives an average of 2,000 hits per month. In October 2001, 2,490 users visited the List.

In January, the CRIV took over maintenance of *A Legal Publishers' List*. I wish to thank the committee, and especially Anne Myers, Janice Snyder Anderson and the CRIV Tools team. Barbara Bintliff, Georgia Briscoe, Anna Belle Leiserson and the leadership of the CRIV and the AALL TS SIS Acquisitions Committee have steadfastly supported this project from its inception; I am deeply grateful to them. Their vision and encouragement have fostered this rewarding experiment in professional cooperation.

* I'm especially grateful to: Teddy Artz of the University of Dayton Zimmerman Law Library, Margie Axtmann of the University of Minnesota Law Library, Mike Beaird of the University of Arkansas Little Rock Law Library, Bob Berring of Boalt Hall Law Library, University of California, Berkeley, Marilyn Bromley of BNA Library, Elissa Campbell of Freehills, Stephanie Edwards of Roger Williams University School of Law Library, Lori Hedstrom of West Group, Anna Holeton of Campney & Murphy, Vancouver, Anna Belle Leiserson of Vanderbilt Law Library, Angela Man of American Lawyer Media, Atty. Ellen M. Poler, Laura Orr of the Lillian Goldman Library, Yale Law School, Chug Roberts, Eric Sleight of Carswell Thomson Canada, Holley Marker Thompson of LexisNexis, Jane Thompson of the University of Colorado Law Library, Lawrence Thompson of Martindale-Hubbell, and M. Walters of Wolters Kluwer U.S.

A Librarian's View of the New Product Award: Looking for the Positive

The New Product Award, approved by the AALL Executive Board in fall 1994 and first awarded (to Shepard's/McGraw-Hill for How to Shepardize, a computer-based tutorial) in 1995, was designed to honor — and thereby encourage — new products that enhance existing law library services or procedures or improve access to legal information or the legal research process. That statement alone ought to be sufficient to explain why any law librarian should applaud the annual presentation of this award — to do otherwise would be like dissing apple pie — but perhaps a little history would also help to explain why this recognition is one of the more important things AALL does to encourage productive librarian-publisher relations.

In a "Proposal for New AALL Award" submitted to the Executive Board in November 1994, the CRIV, through a subcommittee chaired by Marcia Zubrow, explained why the Association should establish a new product award: "There is no AALL award that honors the work and dedication of publishers and companies in developing new products or redesigning existing products in the legal information field" (AALL Executive Board Book, Nov. 4–6, 1994, Tab 43). It was no accident that this language was carried through into the minutes documenting the board's approval of the award (Minutes of the AALL Executive Board, Nov. 4–6, 1994, at 2034) — the very description of the award's purpose was itself meant to be a public recognition of the important contribution publishers make to the world of legal information.

Not surprising since creating the award was a conscious effort by both the CRIV and AALL to introduce a *positive* element into what had increasingly become strained relations between law librarians and publishers.

Perhaps the nature of those relations is best illustrated by this description from the November 1993 issue of *The CRIV Sheet*: "The CRIV Open [Publisher] Forum puts officials of the highest publishing ranks in the hot seat. Law librarians come prepared to voice complaints or exact promises from vendors. It can't be easy for a president of a large company . . . to face the demanding questions of the customer. The same issue, like most others of the period, contained much polite (but pointed) parry and thrust between librarians and publishers over problems, practices and issues related to specific publishers, publications or both. Though Richard Vaughan was referring both to the city's weather and the excitement generated by CRIV activities during the conference when he described the 1993 Boston Annual Meeting as "HOT" in his "From the Chair" column (p.3), it also was a fair characterization of the temperature of librarian-publisher relations at the time.

Librarians had reasons to be hot. In his final "Editor's Corner" column (2/94:2), Ken Svengalis wrote of "a period of mergers and buy-outs, corporate restructuring, proliferation of legal materials and significant technological breakthroughs, [that has had] an enormous impact on law libraries, which have witnessed

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Southern Illinois
University
Carbondale, Ill.
Past CRIV Chair,
1998–2000

the transformation of corporate identities and longstanding relationships. The consolidation of the industry has also brought with it a variety of practical difficulties, from improperly merged accounts, misdirected shipments, and payment problems to sharply rising supplementation costs." The pages of *The CRIV Sheet*, not to mention postings on law-lib and other electronic discussion lists, eloquently conveyed the dismay, concern and frustration of librarians over the serious headaches engendered by the events and practices of the time.

Nevertheless, a year later, CRIV Chair Betty Kern wrote in her "From the Chair" column (11/94:3) about the proposed establishment of a new product award: "This award reinforces the goal of this year's committee to promote cooperation between librarians and publishers for mutual benefit." Similarly, a new editorial policy for *The CRIV Sheet*, adopted by the Executive Board in July 1994, emphasized that the newsletter's "primary aims are to provide general information on vendor/library relations and to foster a constructive dialogue." Moving from the "hot seat" to "cooperation for mutual benefit" and a "constructive dialogue," such rhetoric signaled AALL's intention to include positive as well as negative recognition in the program of librarian-publisher relations. (Not that such recognition was entirely new. In the November 1993 issue of *The CRIV Sheet* quoted above, Editor Svengalis noted that in the period from the mid-1980s librarians had "witnessed a host of positive developments [in the world of legal publishing].")

While it would be foolish to pretend that today everything is absolutely hunky-dory between librarians and publishers, the

environment in which those relationships are established and conducted is much different than that of a decade ago. A very proactive CRIV works closely with the highest levels of the publishing community to solve problems (or head-off situations before they become problems), communicates frequently with law librarians through electronic CRIVGrams as well as *The CRIV Sheet*, visits publishers on a regular basis to engage in constructive conversations about their practices, and generally does all it can to promote a productive working relationship between librarians and publishers. Law librarians now work hard to publicly praise publishers when approbation is merited — such as noting on law-lib when customer service has been particularly helpful in responding to a budding problem — to go along with the criticism they still offer on those occasions when a publisher's actions leave them justifiably "hot."

And is this all the result of the New Product Award? Of course not, but it certainly played a role in changing librarian-publisher relations from an environment that emphasized the negative to one that acknowledges the positive as well. Just like librarians in their own jobs, publishers sometimes do well and sometimes do poorly. It is both fair and appropriate to honor the good — in this case, when publishers develop innovative products, such as *Health Law & Business Series* (1997), *Congressional Universe* (1998), *KeyCite* (1999), *Indexmaster* (2000) and *Hein-On-Line* (2000) — while continuing to point out the bad. AALL's New Product Award helps law librarians and publishers alike see the positive side of their ongoing relationship.

Sara Galligan

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Law Library
Hastings, Minn.

A Tour of the Label Application Process at the West Group Production Facility

Prior to the teleconference discussion that the CRIV and West Group held in October to discuss its Business Systems Initiative, I was invited to tour West's label production facility in Eagan, Minn. Due to the numerous concerns law librarians have expressed this fall about West's new label process, I quickly accepted the invitation.

After a lengthy walk through West Group's corporate headquarters, Lori Hedstrom, program manager for librarian relations for West Group, and I arrived at the less familiar entrance to the production facility. There we met our escorts, Mark Lerud, director of bindery and distribution, and Paul Buerkle, operations manager for subscription services. They guided us on a tour of the plant where label application occurs. We ambled along wide aisles, sometimes following yellow directional lines in the floor. In the massive plant area (approximately 1.1 million square feet), forklifts quietly overtook us as we walked among endless stacks of collapsed corrugated cartons and a scattering of conveyer belts. Numerous stacks of print publications indicate that print is still a prominent product for legal publishers.

The first line we observed had two spools of labels affixed 2 feet apart from each other. The first spool on the conveyer belt contained a roll of the larger shipping labels. We watched as equipment automatically applied a label to a shipping carton. The carton moved to the next spool, where the smaller "Peel Here" label was affixed over the account information on the larger shipping label.

As we walked around the conveyer belts, material and inventory control systems directed which shipping cartons and print materials were situated near the lines. However, Buerkle pointed out that one objective in a shipping operation is to move materials out of the area quickly. Thus, when one line is down, stock will be moved over to another line where workers can keep materials moving. When this occurs, print materials are sometimes placed in shipping cartons that were lined up for another product. Thus, tradition yields to efficiency when titles normally packaged in pull tab boxes are placed into boxes without pull tabs.

We watched a second application of the new label stock where shrink wrap was used as the shipping material. In this case, the conveyer passed through the heating machinery that causes the plastic to shrink on to the conveyed material. The material then moves a short distance to the first spool of labels. Although it is still warm at this point, the plastic shipping material has cooled down enough to adhere strongly to the shipping label. The second label is precisely calibrated for application on top of the shipping label. The material then moves to the end of the line, where workers remove and stack the material. According to our guides, the new system will apply 8 million labels a year.

A Minnesota company produces the new labels. Lerud and Buerkle explained that after two defective label stock runs, the third label stock was much improved. West began using the improved label stock in mid-October. Our guides demonstrated the new features of the improved labels, including a $\frac{5}{8}$ -inch margin on the left side of the label for easy lifting. The label released easily and left no sticky residue. While the label curls slightly at first, it relaxes within moments and appears to

remain flat. The glossiness of the stock is as low as possible yet appropriate for the thermal printers. This process also allows it to be receptive to ball-point ink.

We discussed other features of the labels. Lerud and Buerkle explained that a wrap-around technique in the printing will allow for longer title information to appear on the shipping label. They also said that the labels applied on shipments of new orders are equipped with a peel-off return label. Lerud suggested that returns for subscription titles be handled differently — a library that wants to decline receipt can simply write "Return to sender" on the unopened box and send it back to West without paying postage.

Although West's production facility was previously unfamiliar to me, I readily recognized the now notorious label stock. It was a great relief to see firsthand that the latest label stock was far superior to its forerunners. I appreciate the time Lori Hedstrom, Mark Lerud and Paul Buerkle took to describe and demonstrate the label application.

Report of the CRIV Meeting with West Group Regarding Review of the Library Community's Response to West's Business Systems Initiative

Carol Rogers

*Latham and Watkins
Los Angeles, Calif.*

The CRIV met with West Group representatives on Oct. 10, 2001, to discuss the library community's responses to West's Business Systems Initiative. Since the CRIV's request for responses occurred before most libraries completed their full billing cycle, most of the discussion centered around the new shipping labels and the subscription invoices.

The discussion opened with a brief introduction and a bit of trivia. The much-talked-about shipping labels are actually not a part of the BSI. They were a separate initiative that West rolled out with BSI.

Shipping Labels. West readily admits to problems with the shipping labels. The first batch of labels, which was referred to as "phase one," had an incorrect adhesive applied, were cut incorrectly and were printed on defective stock. Most problems were corrected with phase two, which ran through Oct. 7, 2001. Phase three of the shipping labels began on Oct. 8, 2001, and West believes that this phase has corrected the sticky peeling problem. It has implemented a $\frac{5}{8}$ -inch "peel here" strip with no adhesive and has adjusted the cut to allow more of the title to appear and wrap as necessary. Testing of the new labels showed a clean peel and little curling. West did not test "date stamping" the labels and recommends a ballpoint pen for writing on the labels. However, this new label is less glossy than the previous labels.

The labels are placed on specific parts of the box to make sure they don't pull off as they travel through the machinery. As for UPS labels applied over the West label, West has reported the problem to its mail centers with some positive results. Anyone who continues to have problems with the UPS labels should report those problems to West.

The delivery number printed on the shipping label has replaced the former reference numbers. This number also appears on the invoice and should be used for reconciliation of shipping notices and invoices. One library reported a document delivery number that did not match the delivery number on the invoice; that example has been sent to West for research.

As of January 2001, there have been no separately itemized amounts for shipping on the packing slips. Tax is broken out on the invoices. The goal was to remove the tax information from the reconciliation slips and place it on billing documents so that both West and the libraries would be able to prove that sales tax had been paid.

Clarification is needed for multiple copies. The quantities on the subscription notices refer to the number of items in the shipment, not the number of items in the individual carton. A shipment can consist of multiple cartons.

The purchase order number field on the shipping label is frequently not used and can be customized to contain whatever special information is useful to the library. Page 7 of the billing guide shows an example of the purchase order number field. Libraries that want to use this field must contact West.

West has clarified the purpose of the posting numbers and delivery numbers. The posting number is issued after the delivery number and is linked to the accounting payment record. The delivery number is referenced between the shipping label and the subscription invoice but is not carried over to the accounting payment record.

Subscription Invoices. The shipping label is not regarded as a payment document. It is to be used as a record for internal workflow for the customer. The delivery number is not used on West's financial reporting side.

Posting and delivery dates do not match because of actual delays in West's internal processes. The posting number is what stays with the cash application system on West's financial reporting side. West of course prefers that libraries pay invoices by referencing the invoice number. In cases where the library cannot pay by invoice number, West recommends that the posting number be referenced. West announced that it will begin sorting shipments on the subscription invoice by document delivery number, though a date for this change has not been set. Several respondents raised this issue to both West and the CRIV. (*Editor's note: West has in fact responded to the library community's request that items appear on Subscription Invoices in order of document delivery number. West announced this change on Dec. 5, 2001, and it was published widely as a CRIVGram.*)

West advises that the subscription invoice clearly indicate what is being paid, especially if there are any discrepancies. In these cases, the payments will be applied as indicated by the posting number. When invoices are altered, they are sent from the lock box system directly to customer service for review and application.

All Rutter accounts should have been converted to West and now appear on the subscription invoice. The intention is to have one consolidated account. Anyone who still has multiple accounts for Rutter and West should contact customer service.

Annual renewals remain an issue. The difficulty of distinguishing between monthly and annual subscriptions has not been addressed yet. West cannot include the renewal date on the subscription invoice. Renewals are triggered by the anniversary dates for subscriptions and are automatically invoiced in the billing cycle of that anniversary date. One solution is to go to annual billing, but beware of the possible loss of associated discounts with other subscriptions. West will work with customers on a case-by-case basis for a resolution regarding anniversary dates.

Miscellaneous. West concedes and recognizes the problem with missing and delayed shipments. Its distribution center is now working around the clock and will continue to do so until the backlog is cleared. West expects to be caught up by the end of November.

Some librarians have been told that there is a chance that paper packing slips would be re-implemented. There is no plan at West to change the new external labeling procedure.

Conclusion. The CRIV would like to thank the library community for responding to our request for feedback to West's BSI. We would also like to thank West for working with us and the library community to respond to and clarify issues raised.

Chris Graesser

Brown Rudnick
Freed & Gesmer
Hartford, Conn.

with a response by
Mark Witzany
West Group
Eagan, Minn.

Additional Questions on Business Systems Initiative: An Excerpt from Follow-up Communications

The West Group-CRIV teleconference in October 2001 attempted to address all the numerous concerns librarians have with West's new system changes and their direct impact on library accounts. After reading the CRIV report and West's subsequent response posted on the CRIV Web site shortly after the conference, Chris Graesser posed some follow-up questions to West's Mark Witzany, director of customer service at West Group. Because of the continued interest among AALL members in the details of the BSI implementation, *The CRIV Sheet* editors have deemed it worthwhile to print an excerpt from her communication with Witzany, along with his responses to the questions she raises. (*References in Graesser's letter are to the questions collected by the CRIV from the AALL membership and published on the CRIV Web site at <http://www.aallnet.org/committee/criv/mediation/westbsi/responses.htm>.*)

Oct. 31, 2001

Thanks to West Group and the CRIV for working so hard to answer questions that customers have about the new BSI system. However, going through the questions and answers in detail, I found that some questions were addressed in spades and others weren't touched, at least as far as I could tell. So I'm going to break down the points that still seem to need attention.

1. New and monographic orders: How are those invoiced? Do they appear as separate invoices or are they included in the monthly subscription invoice? (Q 2)

Are electronic services invoiced separately? I know that WESTLAW is, but what about CDs? One librarian complained that monthly CD charges did not designate the month for the charge appearing on the invoice. Why not? (Q9)

2. How are subaccounts (i.e., multiple shipping locations, offices, etc.) recorded on invoices? The librarian wanted to know if they're consolidated or on separate pages. If they are not separated, does the library have an option to request that they be separated? (Q 4, 11)

3. What's the correct way to handle Rutter invoices? Can West be more explicit in designating Rutter account charges, rather than an obscure TRG abbreviation? Are there other subsidiaries or divisions that libraries need to be aware of in terms of how they are billed? (Q5)

West's Response

Nov. 8, 2001

Dear Chris,

I appreciate your feedback regarding West Group's Business Systems Initiative. I have reviewed your comments and have provided responses that I hope will help resolve your questions.

New orders for print and CD-ROM bill differently. New print orders will be invoiced in one place only: the New Sale Invoice. Unlike new print orders, new CD-ROM orders are billed on a monthly or annual basis along with other subscription update charges on the monthly Subscription Invoice.

Under BSI, there is a dependence upon the original entry date of the CD-ROM subscription and the date of the invoice. Instead of a monthly CD-ROM subscription charge posting on an account the first day of each month, the charge will post to the account each month on the day it was entered on the customer's account. It is the posting date month under BSI that reflects the days of coverage for a monthly or annual subscription charge.

For this reason, CD-ROM and print renewal dates are not indicated in the product description for these charges. Because each renewal date is specific to the date on which the subscription was added to an account, the renewal period will be unique for each subscription. Attached is a document we have slated for posting on ServiceNews in the near future describing the process of billing monthly and annual subscriptions in BSI.

Customers who would like to confirm what the West Group BSI systems show as their subscription start date can call West Group Customer Service at 800/328-4880.

Another question of yours was how subaccounts are recorded on Subscription Invoices. If an account has multiple shipping locations and all charges are billed to one location, the charges will be consolidated into one monthly Subscription Invoice. The invoice will indicate the billing address, listed on the lower right-hand corner of the Subscription Invoice, and will include a breakdown of charges for each ship-to location. We are in the process of enhancing this document to include the option of a page break between each ship-to location.

The Rutter Group subscription charges are designated with the recognized TRG prefix. It is true that charges from The Rutter Group updates are now billed on the West Group monthly Subscription Invoice, along with the changes to BSI. No other sister companies of West Group are billing in a similar fashion at this time. We will investigate the option of adding "The Rutter Group" as a long product description to our billing documents.

Thank you for taking the time to contact me for further clarification. If you have additional questions, please call me directly at 651/687-1737.

Respectfully,

Mark Witzany
Director, Call Center
Customer Service

Asking the Customer First: CCH's Spring 2001 Survey

In May 2001, before updating the tools and overall design on its customer support Web site, CCH decided to run a survey of law library customers to get feedback on the utility of the Web site, and on Internet-related customer service issues. Leslie Bonacum, the librarian liaison at CCH, contacted the CRIV and asked if it would be appropriate to announce the survey in a CRIVGram. The CRIV was happy to post the announcement on library listservs, in keeping with the committee's mission to promote effective dialogue between vendors and the law library community. From our point of view, a request for input, especially when accompanied by the words, "We are very interested in hearing from you," represented an opportunity for librarians to deliver an honest evaluation of vendor services.

After the CRIVGram went out, we did not hear about the survey again until the AALL Annual Meeting in Minneapolis, where CCH demonstrated the new features of its redesigned customer service Web site (<http://support.cch.com>) in the Exhibit Hall. Though CCH's enhanced Web site is not unique per se (other vendors also feature customer support via the Internet),

it piqued our interest especially because the new design incorporates the feedback CCH received from the survey of law library customers.

I asked Leslie Bonacum if she would share some information about the survey for *The CRIV Sheet*, since it may be of interest to those who didn't respond to the survey as well as to those who took part in it. Specifically, I asked her to address what led CCH to conduct the survey and to what extent the survey changed the way the company provides Web support.

To those of you who told CCH what you expect and what your preferences are, note that it's *your* Web site, to some extent. Tell CCH if it got it right or not. Ask other vendors to give you the options you want. Don't wait for a survey!

The following article was solicited by the editors of *The CRIV Sheet*, but it was written by CCH. It is in no way intended to be an endorsement of the vendor or its products by AALL or the CRIV.

Stephanie Edwards

Roger Williams
University Law Library
Bristol, R.I.

About the Survey

CCH INCORPORATED began considering enhancements to its customer service Web site (located at <http://support.cch.com>) in the spring of 2001. CCH already had a site in place but wanted to use new technology to upgrade the functionality and services on the site, besides enhancing its ease of use and visual appeal. The company had already collected feedback from a number of sources (including the CRIV site visit to CCH in the spring of 2000 and the reverse site visits made to libraries in the fall of 2000) to ensure that the site would be an effective tool for law librarians.

With just several months' time before the AALL Annual Meeting, where CCH planned to relaunch the new Web site, the company sought to identify key improvements that would be of value to law library customers. We knew that time and logistics were working against us. (If you've tried planning a meeting recently, you know what I mean.)

Seeking the most efficient way to access a large group of geographically dispersed people, CCH turned to AALL and the Internet. Believing an Internet survey would be an effective way of gathering feedback on the CCH customer service Web site, CCH approached the AALL Committee on Relations with Information Vendors to ask if the customer service survey could be announced in a CRIVGram. The CRIVGram asked those who were interested in taking the survey to communicate directly with CCH and not the CRIV.

The survey consisted of two main parts: Part A relating to general information and Part B relating specifically to CCH's Customer Support Web site. Part C was optional and offered respondents an opportunity to provide other comments.

In Part B, we asked participants questions relating specifically to CCH site functionality:

- Have you used our Replacement Pages & Reports, Unlock Code, or Order Status tools on CCH's Customer Support site? If so, what do you like about these tools? What do you dislike?
- If you designed a new page for CCH's Support group, what categories of information would you include? Please name three to five categories.
- What is missing from our site?

We also queried respondents on general organization issues, visual appeal and other sites' effectiveness:

- If you browse through the links on our site, do you find them useful? Are they organized logically?
- What would you add to make our site more visually appealing?
- Can you give examples of Customer Support Web sites that you enjoy using? (These do not have to include publishers' sites.) What do you like about these sites?

We also wanted to address what we thought might be a sensitive issue: whether respondents had any concerns about accessing support over the Internet. CCH has consistently stated that our goal is to provide excellent customer support in whatever way a customer prefers to work with us: by customer service representative, by automated phone service, in writing or over the Internet.

The Survey Says ...

Overall, respondents favorably reviewed the existing site. They deemed it to be easy to use because it was well-organized, easy to navigate and functional. They told us what they liked most about the site: that it was easy to read and search. From these findings, we knew what site elements should be retained. Hence, our goal was to keep the redesigned site straightforward: not a lot of snazzy graphics, just a clean presentation and quick access to information.

Respondents also recommended specific improvements for the site. The relaunched version of the site incorporated the tools and information that were requested, including:

- **An Updated Mailing Schedule:** allowing customers to view the mailing dates of product updates for CCH subscriptions products as well as the tentative mailing date of the next product update. Users can check subscriptions by account number, alphabetically by subscription title or by keywords. In the near future, users will also be able to track newsletter mailing information.
- **Account Inventory:** This new feature identified by survey participants allows customers to view their current subscription inventory. To keep account information secure, the site requires the use of an account-specific PIN that is supplied by a customer service representative over the phone. Both the PIN and account number are required to use this tool.
- **Additional Information:** More than 100 new documents have been added in the Account Services, Product Support and Orders sections of the site. These documents answer customers' most frequently asked questions (several identified by survey respondents).
- **Information Currency:** Respondents told us that keeping the site current is critical. To that end, we added a News feature to the home page. News stories cover the major issues that customers are calling us about today. We also established a related process to review all information on the site regularly so that it remains timely and accurate.

When asked if they had concerns about using a Web site for support rather than contacting a person by phone or in writing, the respondents told us that they liked having different service options to pick and choose from, depending on their needs, as long as customer-service representatives remain available to work with them, if the customer so chooses or requires.

CCH's hunch about using an Internet survey was right. We received excellent new ideas and feedback that helped launch an improved customer-service tool for customers (on time!), and we reached people we probably would not have been able to visit under our scheduled time frame. From new functionality to look and feel, ideas from participants of the AALL survey were

incorporated into our new site in a timely way and gave us plenty of ideas to work on in the future. In the meantime, we'd love to hear your good ideas about <http://support.cch.com> at any time. Just visit the site and access the "Feedback" option on the home page, then send us your comments.

CRIV Member Profile

Quick Biography: Michael Bushbaum is the newly appointed associate director for access services at Valparaiso University School of Law Library. He oversees all aspects within the public areas of the law library, including circulation. He coordinates and teaches the first-year legal research program and the advanced legal research course and monitors the day-to-day operations of the student computer labs. He is a recent appointee to the Indiana State Bar Association's ProBono Commission, responsible for the distribution of funds to service low income residents of Indiana who otherwise cannot afford the legal representation they require.

"This is my second term on the CRIV. I have seen the evolution of the committee over the past five years into what I think is one of the best committees within AALL. I had heard about CRIV when I was in library school at the University of Washington and was 'forced,' as part of one of Professor Hazelton's assignments, to examine old issues of *The CRIV Sheet*. Having a business degree background, I was fascinated to learn that such a small group of individuals as AALL members could have such a powerful influence over legal publishers. No other association that I was aware of even attempted to link the interests of their membership to the people supplying the product they worked with.

"During my first term, I watched and was part of the resurgence of the CRIV under the leadership of strong committee chairs such as Frank Houdek. I was part of the first site visit to a publisher

(West) and was able to see first hand the respect and willingness of publishers to work with and understand their primary clientele. I saw the site visit process transform a meeting that may have been viewed with trepidation into an interaction that was welcomed by the publisher. During this time, the CRIV was also able to sponsor Annual Meeting programs that allowed all the membership to interact with executives from the major publishers.

"Having returned to the CRIV during the 2000 meeting, I was able to again see first hand the necessity for having a committee like the CRIV. This committee has made a vital difference in how we as law librarians are perceived by the vendors and in how law librarians can interact with vendors. Because of the CRIV, vendors are now less willing to 'stonewall' individuals and are more willing to work together to reach a solution that works for both sides. It has been both an honor and a privilege to serve on the CRIV. I can think of no better way to serve the members of AALL and to give back some of what I have been given.

"As part of that cooperation, it is also the CRIV's responsibility to recommend for the New Product Award a new and significant product that has helped us do our jobs better and more efficiently. It is a chance to reward a vendor or publisher who has taken the time to understand our needs and has made the effort to fill that need. I would strongly urge all law librarians to take a minute and see if there is some product or service that is worth recommending for this award."

Michael Bushbaum

Chair of CRIV's New Product Award Subcommittee

Request for Mediation: Committee on Relations with Information Vendors

CRIV's Mediation Subcommittee was formed to assist AALL members in resolving disputes with vendors. AALL members may file a formal request for mediation. The form is available online at <http://www.aallnet.org/committee/criv/mediation/requestform.htm> and may be sent electronically or through regular mail. Complainants will be expected to have made a reasonable effort to resolve the problem by contacting the vendor in writing and by phone. The CRIV recommends that librarians in charge of resolving vendor issues for their libraries keep a publisher log in order to have a detailed record of each transaction.

The request form should be accompanied by documentation of correspondence and conversations with the vendor. Requests for mediation and any general questions about vendor mediation may be addressed to:

Carol Rogers, Chair
CRIV Mediation Subcommittee
Latham & Watkins
520 South Grand Avenue, Suite 200
Los Angeles, CA 90071