

R I P S

Law Librarian

A Special Interest Section of the American Association of Law Libraries

Volume 29, Number 1
Fall 2006

From the Chair...Jessie Wallace Burchfield, 2006-07 RIPS-SIS Chair

Greetings from Little Rock!

I hope this issue of the newsletter finds all of you well. It was wonderful to see so many of you in St. Louis at the annual conference. Thanks to everyone who worked to make our RIPS programs and activities successful. Special thanks is due to our organizers, committee chairs, and program presenters. I also thank all of you who attended programs; participated in the business meeting, committee meetings, and roundtables; and spent time promoting RIPS at our table in the exhibit hall. It is your participation that keeps RIPS going strong!

I want to give special recognition to our Public Relations Committee Chair **Peggy McDermott** for her dedication to promoting RIPS at CONELL and by coordinating our table in the exhibit hall. Those of us in RIPS leadership over the past several years have found Peggy to be unfailingly cheerful and dependable. But the person to whom I owe the greatest thanks is **Deanna Barmakian**, our immediate Past Chair. Though Deanna was unable to join us in St. Louis, her careful planning set everything up to run smoothly and made my job easy. Her good advice has been invaluable to me in the months since I became Chair.

RIPS members have been busy since the annual meeting! I'll tell you about just a few of the things that are going on:

The Program Committee hit the ground running, reviewing and sponsoring eight programs. Three of these programs were selected by the AMPC for 2007. Thanks to everyone who submitted a program proposal, and thanks to Program Committee Chair **Irene Good** and the committee members for their work in vetting the programs and providing feedback to the proposers.

The Research Instruction Committee has begun enhancing and updating the annotated legal research text bibliography. I am confident this will be a valuable resource for legal research instructors. Thanks to Research Instruction Chair **Marc Silverman** for heading up the continuation of this project.

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New Mexico Collaborative Law Library Outreach

Eileen Cohen, Associate Law Librarian, University of New Mexico Law School

Alice Robledo, Associate Librarian of Administrative Services, New Mexico Supreme Court Law Library

Though New Mexico is the fifth largest state geographically, there are only two law libraries open to its citizens: the University of New Mexico School of Law Library in Albuquerque and the New Mexico Supreme Court Library in Santa Fe. Both law libraries' missions include serving the legal research needs of New Mexico citizens, but this service has not traditionally extended beyond patrons who physically visit or call the reference desks. Consequently, anyone living outside these two areas (which are only 60 mile apart) was not well served by either library.

In 2005, both libraries independently initiated programs to reach citizens living in the less populated areas of the State. UNM's outreach consisted of visits to individual libraries throughout the state to train library staff. Besides providing programs at the New Mexico Library Association annual and mini-conferences, UNM law librarians visited 23 libraries throughout the state with its "train the trainer"-style workshops. The New Mexico Supreme Court Law Library took a slightly different approach. Working in conjunction with the New Mexico State Library, they provided four regional legal training sessions.

In July 2006, law librarians from UNM and the Supreme Court libraries met to discuss the state's legal research needs, the details of their two programs, and how to effectively combine resources to create a stronger unified effort. From this meeting, the **New Mexico Collaborative Law Library Outreach Program** was born. [UNM's online outreach schedule](#) uses the new official name and includes both libraries' sessions. A link to this page is also provided on the New Mexico State Library's online list of training sessions. A brochure describing these efforts is being created for distribution to state legislators. The bro-

chure is especially important since the New Mexico legislature has been willing to appropriate money for citizen outreach in recent years. Both institutions' logos will appear on the brochure and on the materials used during the training sessions.

Besides agreeing upon a name and use of logos, both libraries also agreed to a single curriculum to ensure that the same information is provided in every training session. The librarians found that their experiences while conducting outreach sessions around the state were remarkably similar and so it was easy to agree upon the needs that they would address.

Rural citizens have fewer options in their communities for receiving assistance with legal problems than urban residents do so they frequently take their problems to the local public library. These libraries usually have few, if any, legal materials and their librarians are not trained to respond to these types of questions.

Local college librarians are in a slightly better position. Generally, they have small legal collections, and the four UNM Branch Libraries located in Gallup, Los Alamos, Taos and Valencia supplement these paper collections with legal research databases that are licensed and paid for by UNM Law Library. Still, the librarians there lack the training to help patrons use these resources. Additionally, these schools occasionally offer classes such as *Social Policy and the Law*, *Education and the Law*, or *Sports and the Law* and the students ask questions that call upon legal bibliographic skills the librarians do not have.

To address these needs, the Program will continue to visit individual libraries in rural and small communi-

(NEW MEXICO, continued on page 17)

Stories from a Fledgling Outreach Program

Kate Wilko, Reference Librarian, Stanford Law School

Recognizing the Need

In the past few years Stanford Law School has committed to bringing clinical education to its students. With nine legal clinics currently operating, and several more set to open in the next two academic years, the number of students, faculty and staff engaged in clinical education at the law school is significant, and on the rise. From a service standpoint, they represent a new, very large, patron base whose reference needs differ from those of traditional, research oriented faculty and students.

Stanford's law librarians felt we could best serve this community through working closely with the individual clinicians and providing in-class training to the students. I was tasked with coordinating the outreach efforts of two full-time reference librarians and several librarians offering part-time support. With such a large task and such a small staff, it was clear that we would all need to pitch in if the program was to be a success.

Making Initial Contact

Having set our eyes on reaching out to our clinical faculty, a colleague and I arranged to meet with the Director of Clinical Education, Lawrence Marshall. From our first meeting it was clear that Professor Marshall was very supportive of our interest in serving the clinical community. In that first meeting we agreed upon a course of action for introducing our services to the clinical faculty. Professor Marshall gave the library time at the next monthly clinicians meeting to introduce our services and plans for expanded in-office and in-class reference training.

To maximize the library's exposure, several members of the library staff, including our catalog librarian, access services librarian, several members of the reference staff, and our staff specialist in digital course materials attended the meeting. We prepared a clinic-specific handout that includes information on our reference and faculty borrowing services and highlights our catalog. As part of our relationship with the clinics, we hope that the library can become a repository for the materials created by student and faculty working within the clinical program.

Following Up with Specialized Trainings

Our meeting with the clinical faculty took place in May of this year. It was the first meeting for clinicians after the Spring semester ended and as they looked forward to the next academic year. The meeting helped us identify faculty members who felt that their students would benefit from in-class, subject specific research training during the Fall semester.

I followed up with each clinic director in early August. My message included a reminder of the May meeting and, if applicable, their interest in training for their students. Affirmative responses came from two clinical faculty members. The first requested a tour of the library and refresher on the services provided by our staff. The second requested an in-class training for her clinical students on research techniques needed to represent clients in the Immigrants' Rights Clinic.

Being unfamiliar with immigration research techniques for practitioners, the most important step of my inaugural training was the preparation. I met with

(FLEDGLING, continued on page 17)

Reaching Out

Barbara Moren, Reference Librarian, Superior Court Law Library, Maricopa County

The Maricopa County Superior Court Law Library is located in downtown Phoenix. Our service population is diverse, including the court, the bar, government agencies, public libraries and the general public. We can assist a homeless patron concerned with an illegal brain invasion one minute and, in the next, help a judge with a research project.

It is our belief that access to justice is a fundamental right of every citizen and that open, reliable access to legal information and knowledge is an essential element of that right. Since the resources used to navigate the legal system are intimidating to those new to the law and/or new to technology, instruction and education are an integral component of the Law Library's services.

With this goal, and our diverse client base in mind, we reach out and teach; whenever and wherever we can. We provide:

- One-on-one Westlaw training sessions for judges.
- Scheduled classes for attorneys, legal professionals, the public, and court employees.
 - *Westlaw Patron Access – General Public*
 - *Westlaw Patron Access – Legal Professionals*
 - *Westlaw Patron Access – Court Employees*
 - *Basic Arizona Legal Research – Court Employees*
 - *Library Tour – Court Employees*
- Tours as part of the Courthouse Experience program for local students.
- One-on-one research sessions for the public.

- Classes, upon request, for local libraries, librarians, and schools.

Lessons Learned

Know what they want to learn.

What will the audience find useful? Sometimes we know, sometimes we assume and sometimes we just ask.

We often have attorneys come into the Law Library looking for print versions of Shepard's or out-of-state statutes. When we tell them that this information is only available on the computer, their faces visibly drop with frustration and disappointment. We assist them with their research, but we also offer a regularly scheduled class for legal professionals that teaches them how to convert traditional print searching skills to online searching skills.

Before teaching a class at a local public library, we requested a list of frequently asked legal questions. Their questions included:

- How do I find about my rights at work?
- How do it get ready for court?
- How do I get a copyright for my song?

Classes are designed to address the interests our clients.

Know your audience – Relevance counts.

The Superior Court has been offering the Courthouse

(REACHING, continued on page 18)

RIPS Grant Winner: Kate Fitz

Impressions of AALL Annual Meeting (St. Louis)

Kate Fitz, Public Services Librarian, Sacramento County Public Law Library

The Annual Meeting was associated with a number of “firsts” for me – my first job as a law librarian, my first Annual Meeting, and my first visit to St. Louis. I also have the good fortune to be the first recipient of the RIPS-SIS grant to attend the annual meeting, and I’ve been asked to report my impressions of the meeting to the group.

I was in St. Louis for almost a week, starting with the Conference of Newer Law Librarians (CONELL) on Saturday and continuing through educational sessions, visits to the exhibit hall, round tables, receptions, and meetings, not to mention vendor-sponsored events. The traditional opening night dessert event was astonishing in its chocolate-y excess, and the Thomson West event was remarkably lavish. But the thing that stands out most in my mind is helping with the Variety Show, organized by my boss **Kelly Browne**.

Rehearsals for the show were part of most of the days I was there, and I worked “behind the scenes” with a great group of people (**Bennie Braxton, Jessie Wallace Burchfield, Pamela Rogers Melton, Melissa Serfass, Joan Shear**, and Kelly, among others.)

Though Kelly had been organizing the acts and coordinating the audio and video arrangements for months back in Sacramento, many things came together at the last minute at rehearsal in St. Louis. Getting acts together when so many participants had other obligations was not always easy, so rehearsals were scheduled whenever (and wherever) the participants could assemble. In some cases, St. Louis was the first time the participants had been able to practice together (and to a greater or lesser extent, this was apparent), but everyone was enthusiastic, and the acts came together remarkably fast.

My job was to set up microphones, chairs and a few other props, as well as to run last-minute errands. It sounded simple enough, until I realized that each act needed these items in different numbers and positions, and that all these changes had to be made quickly and in full view of the audience. I ended up charting and rehearsing the movements as thoroughly as any of the acts, with the enthusiastic assistance of Jessie’s daughter, **Guinte Cranford**, who was invaluable.

The show was so well-attended that people were spilling out the doors of the hall, and I heard reports that the fire marshal was turning people away. Although I didn’t actually get to *see* the acts since I was sneaking around backstage, the laughter and applause gave proof that they went over well. **Bob Berring** (one of the illustrious “Purple Ribbonettes”) even mentioned the show in his plenary speech the next day.

Although the show was a big part of my AALL experience, I spent my fair share of time wandering the exhibit hall, entering drawings (none of which I won), and talking to the exhibitors. I feel like a “real” librarian now that vendors are leaving messages on my phone back at work in Sacramento.

I also attended plenty of meetings, sessions, and events. A unique opportunity was CONELL, where I was surrounded by others who, like me, are still in the early part of their law library career. CONELL consisted of a morning packed with information about the Association, advice on “how to conference,” and “speed networking,” and an afternoon filled with sightseeing, including a trip to the top of the Gateway Arch and a bus tour of the city. This turned out to be pretty much the only time I saw more of the city than

(IMPRESSIONS, continued on page 20)

Patron Services Committee Active at Annual Meeting

Holly Lakatos, Director of Public Services, IIT Chicago-Kent College of Law Library

The Patron Services Committee sponsored two roundtables at the 2006 AALL Annual Meeting. The roundtables were suggested by RIPS members who attended the 2005 Patron Services Committee meeting. While the roundtables were not heavily advertised, both were well-attended and led to discussions of important public services topics.

Customer Service Training Roundtable

Participants shared concerns as well as strategies to better train staff and improve customer relations. The twelve participants broke into two smaller groups to discuss aspects of customer service training, and then shared the results of the discussion with the entire group. Topics included:

- screening applicants for customer service positions
- monitoring quality of customer service
- creating formal and informal training programs
- creating standards of service for employees.

While most participants agreed that customer service training was important, no consensus was reached on how to achieve good customer service. Many institutions don't get much leeway in who they can hire, so those institutions may not have the ability to employ workers who have a good sense of service. Training may also be limited by an institution's funding or access to technology. Some institutions may be able to pay for professional training while others must create in-house programs that may or may not work. Overall, librarians realize the importance of customer service, but achieving a consistent level of good customer service may be more difficult than we realize.

Patron Services in the Digital Age Roundtable

Thirty-three AALL attendees participated in this large table discussion. Topics discussed touched upon all aspects of service to library patrons and included:

- consortial catalogs
- improvements to the Library catalog
- interlibrary loan systems
- digital microform readers and photocopy machines
- podcasting
- tours
- miscellaneous gadgets that patrons use
- room reservations.

Since this was a large table discussion, many participants were not able to share their personal stories about their individual institutions. In addition, many participants were not involved in patron services or teaching, so some of the roundtable's discussions seemed to venture into non-RIPS areas. However, the discussion did allow librarians from all types of libraries to listen and share stories about how technology has changed the way that libraries do business.

Other Committee Activities

The Committee met early one morning (as is the way of AALL committees) and discussed a number of interesting projects they might tackle in the future. There was discussion of surveying public services practices to find out things like how many student workers libraries have at closing, how they handle weekend hours, whether law students work at circulation, etc. Another idea for future development is a program or roundtable on recommended skills for paraprofessionals and student workers.

How You Can Get Involved

If you're interested in continuing the work of one of these roundtables, developing any of the proposed Committee activities, or if you have other ideas for the Committee, please contact the Patron Services Committee Chair, **Holly Lakatos**.

RIPS Program Proposals - AALL 2007

The RIPS Program Committee received many excellent proposals. Committee members reviewed the proposals, provided feedback on many, and chose to sponsor the following eight:

Setting New Precedent: Using Unpublished Opinions under New Federal Rule of Appellate Procedure 32.1

Proposed by: **Therese Clarke Arado**

Federal Rule of Appellate Procedure Rule 32.1 has reformed the status of unpublished opinions in the research and writing of legal documents, making it an important rule for law librarians to understand. This program will analyze the status of unpublished opinions issued before Rule 32.1. In addition, the lecture will enable participants to identify methods to teach the new and old rule while distinguishing the significance of each type of opinion.

IM UR Law Librarian

Proposed by: **Sara Sampson**

In an electronic environment where personal reference transactions between law librarians and library patrons are becoming rarer, new methods of communication must be utilized to meet research needs. This program will introduce librarians to the integration of Instant Messaging (IM) into library reference. The program will compare the use of IM to e-mail and chat reference. Participants will also be able to identify five pros and five cons associated with the use of IM in law libraries with examples of successful uses in libraries.

Public Services in the 21st Century: Beyond Traditional Reference Services

Proposed by: **Lee Peoples**

Participants will discuss how academic, public, and firm librarians are applying 21st century technology to the reference interview while addressing the concerns accompanied with the use of this technology. The discussion will be mediated by a panel of librarians from the three fields, including authors of the book Public Services in the 21st Century: Evolution and Innovation,

in order to explore how innovation can be used to provide quality reference while maintaining the vital aspects of the traditional reference transaction in the electronic environment.

Inside the City of Voodoo, Learn How to Channel Your Inner Trainer

Proposed by: **Gayle Lynn-Nelson**

This program will help law librarians identify their professional researching skills as well as effective methods of implementing and coordinating research within a law firm setting. Participants will learn to expand teaching skills while incorporating new technologies and ways of increasing internal communication between firm departments and groups. Two private law firm librarians and a Librarian Relations Consultant will be speaking.

Multitasking Millennials: Blessings or Curse?

Proposed by: **Jennifer Wagner**

A panel consisting of an educational psychologist, an academic law librarian, and a law firm librarian will discuss the pros and cons that arise through multitasking, focusing primarily on law students and new associates. During the discussion, participants will learn how to minimize the dangers of multitasking while developing methods to utilize the positives for maximum benefit.

Clickers in the Classroom: Using Interactive Teaching Technology

Proposed by: **Molly McCluer**

During this program, a panel of librarians from varied fields will discuss the use of interactive technology in their respective fields as well as in the classroom. Audience members will take part in a demonstration of different interactive classroom technologies and informed on their educational effectiveness. Program participants will leave with a firm grasp of three differ

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Member News

Ron Wheeler began working as the Associate Director for Public Services at the Georgia State University College of Law Library in Atlanta on August 1st. Prior to moving to Atlanta, he was the Assistant Director for Faculty, Research, and Instructional Services at the University of New Mexico Law Library in Albuquerque. Ron was recently profiled in the Law Librarian Blog's [Spotlight on Law Librarians](#).

Barbara Lah has been promoted to the position of Head of Faculty and Public Services at the University of New Mexico Law School Library. Her previous position was Reference Librarian and student research pool coordinator. Barbara also recently attended the Mountain Plains Library Association Leadership Institute held at Ghost Ranch, New Mexico.

Michelle Rigual has been promoted to Associate Director of the University of New Mexico Law School Library. She previously held the position of Assistant Director for Collections, Electronic Resources, and Technical Services. She was also promoted from Lecturer to Assistant Professor.

Irene Good, Educational Technology Specialist at Boston College Law Library, published "The Congressional Record: Two Editions Too Many." *DttP: Documents to the People*, Vol. 4. No. 3. pp. 29-31 (Fall 2006).

Shawn Nevers is a new Research Librarian at Brigham Young University's Howard W. Hunter Law Library. Shawn is a recent graduate of the Library School at the University of Illinois at Urbana-Champaign and graduated from the J. Reuben Clark Law School in 2005 where he was a member of the BYU Law Review.

The Gould Law Library at Touro Law Center in Huntington, New York, has three new additions to its reference staff:

- **Roy Sturgeon** is the new Foreign and International Law Librarian. Roy obtained an M.L.S. from St. John's University, a J.D. from Valparaiso University, and an L.L.M. in Chinese Law from Tsinghua University.
- **Leslie Wong** is a new Reference Librarian. She obtained her J.D. from Hofstra University and is licensed by the State Bar of New York. She previously worked in real estate transactions and as an insurance defense litigator. She currently is attending Queen's College and will obtain her M.L.I.S. in 2007.
- **Christine Morton** is also a new Reference Librarian at Touro. Christine has a J.D. from New York Law School and is licensed by the State Bar of New York. She previously worked in the area of mental health law. Christine will graduate with an M.L.S. from St. John's University in December of 2006.



These three new librarians are joining the Touro Law Center staff as the school prepares to move this fall into a new facility in Central Islip, New York, directly adjacent to federal and state courthouses.

RIPS

Catherine Lemann became Director of the Alaska State Court Law Library in September. After fifteen years at the Law Library of Louisiana, she is quickly adapting to the challenges presented by winter so far north.

Duke University Law Library is pleased to welcome their newest reference librarian, **Jennifer Behrens**. Jennifer joined the library in August 2006. She received a J.D. and an M.L.S. from the University at Buffalo, and holds a B.A. in English from Daemen College. Prior to joining Duke, she worked for several years in public and academic libraries, most recently serving as the Graduate Assistant at the University at Buffalo Law Library, where she provided reference assistance, conducted library and research orientations, and coordinated the faculty document delivery service. In addition to faculty liaison, teaching and reference responsibilities at Duke Law, Jennifer is editor of the library's electronic newsletter and coordinator of library's bulletin board and display case. She has exhibited both a talent and enthusiasm for promoting the library with her creative and humorous displays and articles.

News from Wyoming State Law Library:

- In May, **Katie Jones**, Electronic Services Librarian and **Meg Martin**, Public Services Librarian traveled to central Wyoming to visit the public libraries in Riverton and Lander. They taught legal research shortcuts and shared research resources with the librarians. A visit to the Teton County library in Jackson is planned for May 2007 in coordination with Law Day celebrations.
- **Katie Jones** wrote an article about user-centered web site design that is scheduled to be published in the December 2006 *AALL Spectrum*. She covers tips on audience, navigation, layout and testing gleaned from articles and books written by librarians and usability experts. She also includes a list of resources for further exploration.
- Following an April 2006 blog post on the Wyoming State Law Library's Law Library Letter about metadata, **Katie Jones** was invited to present on metadata, its implications for attorneys, and how to control and minimize metadata in documents. She co-presented with her husband (Craig Jones, Laramie County, Wyoming Senior Assistant District Attorney) for the Legal Assistants of Wyoming 2006 Fall Seminar. Another presentation (which will provide CLE ethics credit) to the Wyoming Attorney General's office is scheduled.
- July 17-19th **Meg Martin** attended the Wyoming Library Leadership Institute (WLLI) in Lander with fantastic, talented librarians from across the state. It was an excellent mentoring and learning experience. When she attended the Wyoming Library Association meeting in Gillette at the end of September, she was delighted to see members of her WLLI class.



Meg Martin, Cindy Moore and Betsy Moore at the Wyoming Library Association meeting.

Paula Seeger is the new Circulation Librarian at the University of Minnesota Law Library. She previously held the Branch Librarian position at the Dane County Legal Resource Center in Madison, Wisconsin.

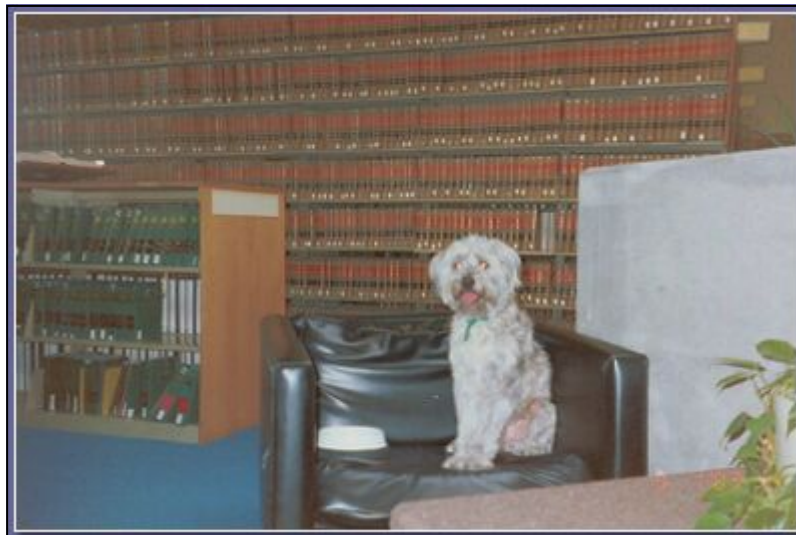
RIPS

Matthew Braun recently moved from the position of Reference Librarian to Reference/Intellectual Property Librarian at George Washington University's Jacob Burns Law Library.

Uwe Ed Beltz started as the Associate Director, for the Law Library and Information Technology departments at the Texas Tech University School of Law in Lubbock, Texas on Oct. 16th, leaving the Furman Smith Law Library at Mercer University in Macon, Georgia. He worked as the Access Services Librarian for 3 years at Mercer.

Joel Fishman, Asst. Director for Lawyer Services, Duquesne University Center for Legal Information/Allegheny County Law Library, has been selected as Vice-Chair, Legal Information Services to the Public SIS for this year; he has published the following books and articles:

- *Index-Digest of the Pittsburgh Legal Journal Volumes 117-153 (1968-2005)*. Gaunt, 2006
- Model Rules of Professional Conduct & Code of Judicial Discipline Cited in "Ethics Forum: Questions and Answers on Professional Responsibility" By Samuel C. Stretton in the *Pennsylvania Law Weekly* (April 10, 1995 to December 31, 2005), at <http://www.lawlib.duq.edu/publications/strettonindex.pdf>
- co-author, *Index to the Opinions of the Pennsylvania Attorney General 1974; Divorce, Support, and Custody Laws & Related Subjects in Pennsylvania (1980-2005): A Bibliography*, 28 no. 3 *PA Family Lawyer* 51-91 (Sept. 2006).



RIPS

RIPS Officers 2006-07

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Committee Chairs 2006-07

Grants

Soliciting and reviewing applications and selecting a grant recipient.

Ronald Wheeler

Associate Director for Public Services
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Legal Research Teach In

Soliciting content, and administering the creation, marketing, and distribution, of Legal Research Teach In kits (compiled legal research instructional materials) annually.

Gail A. Partin

Law Librarian
Dickinson School of Law Library

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(717) 240-5294
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Irene Good

Educational Technology Specialist
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Listserv

Administering and moderating the RIPS email distribution list through the Discussion Forum utility on AALLnet.

Coral Henning

Director
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Newsletter

Creating the RIPS newsletter three times per year. Soliciting content, editing and laying it out, submitting it to the RIPS webmaster for posting, and notifying members and the Council of Newsletter Editors of its availability.

Michelle Rigual

Associate Director
University of New Mexico Law Library
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Nominations

Soliciting potential candidates for the Executive Board. Selecting the slate of candidates and facilitating the presentation of their biographies and statements.

Duane A. Strojny

Associate Dean for Library and Instructional Support

Thomas M. Cooley Law School
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Patron Services

Developing tools, publications, and programs of use to circulation and interlibrary loan librarians. Selecting topics and moderators for roundtables at the Annual Meeting.

Holly Lakatos

Director of Public Services
Chicago-Kent College of Law Library
(312) 906-5690
hlakatos@kentlaw.edu

Program

Assisting RIPS members with program and workshop proposals for Annual Meeting educational programs. Soliciting topics relevant to RIPS members, assisting in developing and refining proposals, and facilitating the proposal process in general.

Irene Good

Educational Technology Specialist
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(617) 552-2897
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Public Relations and Recruitment

Publicizing the projects and activities of the SIS by sending periodic notices to the AALL Spectrum and other AALL-affiliated publications. Recruiting new members by coordinating representation at CONELL, and managing marketing displays and giveaways at our SIS table in the exhibit hall at the Annual Meeting.

Peggy McDermott

Head of Reference and Faculty Services
Saint Louis University Omer Poos Law Library

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RIPS

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(314) 977-2739
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Research Instruction

Developing tools, publications, and programs of use to librarians involved in research instruction. Selecting topics and moderators for roundtables at the Annual Meeting.

Marc Silverman

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University of Pittsburgh Barco Law Library
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Web Page

Maintaining and developing the RIPS web page. Soliciting suggestions and additions from the Board, Committees, and membership from time to time.

Eric Gilson

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ent types of classroom technology products and an understanding of the benefits accompanied with the use of such technologies.

Responding to Changing Learning Styles through Collaboration

Proposed by: **Lauren Collins**

As digital resources play more important roles in library use, it is important to understand the change involved with their utility. This program will address the changing learning styles of law library patrons and how law librarians can integrate a new learning tool developed for legal research into their library. The panel will give an overview of the production of media tools through this new program, specifically the development of online tutorials, and the successes and failures of the program.

Rising to the Challenge: Research on Catastrophic Insurance Law after Katrina

Proposed by: **Darcy Kirk**

The threat of catastrophic events occurring is a real possibility, as learned through terrorist attacks and the Hurricane Katrina disaster. As a result, there is an increased demand for knowledge about catastrophic insurance, making it necessary that law librarians are well-equipped to assist library patrons in finding the requested information. Through this program, an expert on insurance law research will teach about the nature of catastrophic insurance as well as six new resources for researching information about catastrophic insurance law.

The following RIPS members participated in this year's Program Committee: **Irene Good** (Chair), **Debora Person**, **Dennis Kim-Prieto**, **E.H. Uwe Beltz**, **Eric Gilson**, **Sarah Glassmeyer**, **Catherine Hendrickson**, **James Durham**, **Janet Hedin**, **Jennifer Wagner**, **Jessie Wallace Burchfield**, **Rita Kaiser**, **Holly Lakatos**, **Lee Sims**, **Marie Hamm**, **Michelle Martin-Larsen**, **Lynn Murray**, **Pamela Melton**, and **Therese Arado**.

Business Meeting Minutes 2006



Sunday, July 15, 2006
America's Center, St. Louis, Missouri

Call to Order

The 2006 Business Meeting of the RIPS-SIS was called to order at 5:30 p.m. by SIS Vice-Chair **Jessie Burchfield**.

Old Business

A. Committee Reports

The following committees submitted reports:

1. Strategic Planning

Sheri Lewis presented the report. Sheri worked on the RIPS strategic plan in conjunction with **Deanna Barmakian**. The previous strategic plan was updated including addition of a mission statement. A vote was held to approve the RIPS strategic plan and was passed unopposed.

2. Grants

Ron Wheeler presented the report on behalf of himself and committee members, **Lynn Murray** and **James Durham**. **Katherine Fitz** of the Sacramento County Law Library was awarded the inaugural RIPS AALL registration grant. Katherine will write an article about the AALL annual meeting for the RIPS newsletter. There were 15 applicants total.

3. Teach-In

Jennifer Murray presented the report on behalf of **Gail Partin**. Over 650 kits were distributed. All contributions are also available on the Legal Research Sourcebook on the ALL-SIS website. Lexis withdrew support for the Just Ask notepads.

4. Newsletter

Ron Wheeler presented the report on behalf of **Michelle Rigual**. Michelle and **Deanna Barmakian** shared editorial duties. Three issues were published. Each had a theme: ILL/Document Delivery, Team Teaching, and Outreach. Michelle will be assuming full responsibility for editorial duties this coming year. **Eric Gilson**, RIPS webmaster, has been promptly putting the newsletters online.

5. Membership

Peggy McDermott presented the report. **Melissa Serfass** purchased RIPS pens for marketing. The committee will consider whether to revise the brochure for next year if AALL will support the revision financially.

6. Legal Research

Mark Silverman presented the report. The committee hosted the reference roundtable at the conference and authored book reviews. One project for next year will be a survey of research classes taught by librarians at each law school.

7. Program

Jessie Burchfield presented the report. Seven out of nine programs submitted by the committee were accepted last year. **Irene Good** will be the chair of the committee and should receive any new proposals this coming year.

(BUSINESS, continued on page 16)

Treasurer's Report 2005-06

Balance on hand 6/1/2005		\$ 6,453.38
Income		
Dues	\$ 5,190.00	
Sales: Teach In Kits & BILLS	\$ 20.00	
Total Income		\$ 5,210.00
Expenses		
Food & Beverages - 2005 bus. meeting	\$ 192.54	
Door Prizes - 2005 bus. meeting	\$ 50.00	
Door Prizes - 2006 bus. meeting	\$ 52.50	
AV & Related Labor - 2005 bus. meeting	\$ 156.42	
Promotional Items - 2006 annual meeting	\$ 474.00	
Gift for Outgoing Chair	\$ 36.00	
Total Expenses		\$ 961.46
Excess revenues over expenses	\$ 4,248.54	
Adjustment to reconcile SIS balance with balance as stated by AALL HQ		\$ 86.00
Balance on hand 5/31/2006		\$10,787.92

Submitted by **Jennifer S. Murray**
RIPS Treasurer

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- Number 3 May 4, 2007

Submissions from RIPS members are highly encouraged. Please send submissions as an email or an email attachment to the editor: Michelle Rigual, rigual@law.unm.edu. The opinions and editorial views expressed in this newsletter are those of the authors and do not necessarily represent the official position of the Research Instruction & Patron Services SIS or the American Association of Law Libraries. The Research Instructions & Patron Services SIS does not assume any responsibility for statements advanced by contributors to this newsletter. Subscriptions to *RIPS Law Librarian* are included in the membership dues for RIPS of \$15 per year. To become a member of RIPS, go to https://secure.aallnet.org/sis_application.asp.

(BUSINESS, Continued from page 14)

8. Nominations

Melissa Serfass presented the report on behalf of **Kelly Browne**. There was an excellent slate of candidates this year, and everyone was thanked for running. A new nominations committee chair is needed for next year.

9. Briefs in Law Librarianship Series (BILLS)

Bobbie Studwell presented the report. Two new BILLS were published. A Survey on Access and Teaching of Alternative Legal Research Using Internet Portals and Gateways by **Sarah Hooke Lee**, Assistant Dean for Information and Research Services and Associate Professor, Northeastern University School of Law and a Survey on Staff Development Policies: AALL Briefs in Law Librarianship, by **Barbara Glennan**, Electronic Services Librarian, California Western School of Law Library. There are two BILLS in progress by **Matthew Wright** and **Ann Cottingim**.

10. Discussion List

Coral Henning will continue to administer RIPS listserv.

B. Annual Report to the Membership

Jessie Burchfield delivered the address on behalf of **Deanna Barmakian**. All new members were welcomed. RIPS offered an AALL annual meeting registration grant for the first time this year. The recipient was **Kathryn Fitz**. RIPS also adopted a new strategic plan. The Legal Research Committee compiled a bibliography of annotated legal research texts. Two new BILLS were published. And RIPS distributed 665 Teach In Kits. **Pamela Melton** represented RIPS at the AALL Education Summit held in 2005. Seven out of nine programs RIPS sponsored were accepted. Seventeen percent of RIPS membership voted in the election which is average. Unfortunately, Lexis withdrew support of the Just Ask notepads, and we will seek a new sponsor next year. There will be several initiatives for next year including increasing participa-

tion among non-academic members, a website redesign, and updating documents on the website.

C. Treasurer's Report

The Treasurer's Report was presented by **Jennifer S. Murray** and will be published in the RIPS newsletter subsequent to the 2006 AALL Annual Meeting.

New Business

Minutes from last year's meeting were approved by the membership. There was no new business.

Closing Statements

Jessie Burchfield thanked all who served as officers. RIPS awarded two \$25 gift certificate door prizes. Next year's officers and Board Members are:

- Irene Good, Vice-Chair/Chair-Elect
- Jennifer Murry, Secretary-Treasurer
- Eric Gilson, Member-at-Large
- Lynn Murray, Member-at-Large

Adjournment

The meeting was adjourned at 6:25 p.m.

Submitted by **Jennifer S. Murray**
RIPS-SIS Secretary

(NEW MEXICO, continued from page 2)

ties. Though more cost-effective for the trainers, centralized training did not effectively attract participants, even with financial grants covering travel. Most public libraries could not send staff to attend and many staff did not want to be away from home overnight.

Currently, the goal of each training session is twofold. First, that the local libraries gain a basic understanding of legal bibliography so that they can answer legal reference questions without panicking; but also, that they know they can call one of the state's law libraries when they have questions. In the future, the Program will expand into subject matter training. The first topics will be landlord-tenant and divorce.

The Program has taken New Mexico's law librarians to small communities throughout the state. Though sometimes exhausting and a strain on resources, it has been highly rewarding to help improve basic legal services that librarians across the state provide to their local residents.

(FLEDGLING, continued from page 3)

the faculty member and designed the session to her specifications. She and a fellow clinician had very specific needs for this training and we worked out a step-by-step process to get the students through the initial research they would need to conduct in order to represent their clients.

A colleague and I were given one hour in the clinic's all-day training. The group of ten students followed along on laptop computers and session specific handouts that traced the most important steps of the research process.

Lessons Learned

The most important lessons I have learned so far are:

- Administrative support cannot be underestimated. The presentation at the monthly meeting was the foot-in-the-door that we needed.
- Always leave them with something. Tailored handouts allow students and faculty to retrace the steps of training at their own pace.
- Visit them where they live. Going into the classroom or office of the person needing training lets them learn in an environment that they are familiar with and hopefully allows them to better retain the information imparted.

Where We Go From Here

The first semester of our fledgling Reference-on-the-Road program we provided service to two clinics and made many personal connections. As yet, no formal training has been set up within each clinic so next semester we will resume the rigorous training campaign.

Clearly, there are struggles; not the least of which is how, as a newer librarian, I balance my time between traditional reference duties, teaching and trying to expand the program. There is also a fine line between contacting staff to remind them that we are willing and able to assist in training and hounding them into annoyance, a line I tread lightly. Finally, there is the tricky situation of training students and staff in subjects and resources with which I am unfamiliar. Every librarian hates to answer a question with "I don't know, can I get back to you," but it is a refrain I know I will need to use without fear as we perform more training sessions. And there will be more sessions. After the meeting with the clinics in May we were approached by the Communications Team of the Law School and joined them at their next meeting to present the services offered by the Library. That meeting led to a training involving several members of their staff. We anticipate that good word of mouth, and a lot of persistence, will allow the program to grow.

RIPS

(REACHING, continued from page 4)

Experience to students since 1990. This program gives students a chance to interact with legal professionals, sit in on courtroom proceedings and experience the judicial system at work. Initially the Law Library was a destination of desperation. If and when there was an unexpected gap in the Courthouse Experience program and no place to “put” these students, we were called. “The courtroom won’t be ready for thirty minutes. Can you give them a quick tour?”

We all know eighth graders can be a tough audience with the best of agendas. We make an effort to make the tour interesting. To explain the need for case law, we use the “dog bite” example and solicit the dog names from the class.

- “Do any of you own a dog?”
- “What’s his name?”
- “What if Emily’s dog, Max, bit Daniel, and Daniel was so badly injured he’d never be able to play soccer again? Who’s fault is it? Is it anybody’s fault?”
- “What if Daniel climbed over the fence and was teasing Max?”
- “What if Emily knew Max was vicious and let him run loose around the neighborhood?”
- and so on.

The students are instantly engaged, frequently calling out their version of justice. Our tours were well received, and now the Law Library is a pre-scheduled stop on the Courthouse Experience.

Prepare, prepare, and then prepare.

You may be one of those lucky people with a gift of gab and the ability to focus amid all distractions, but for the rest of us preparation is everything. Creating a PowerPoint presentation can help in many ways.

First of all, the thought process forces you to organize and secondly, the handouts serve as a backup when the computer/projector/Internet/database is on the fritz. The downside is the need to constantly edit and update your screen shots when websites and databases change. Since each class is uniquely designed for its audience a minor change in websites and databases can create a major updating effort.

Observe and ask for feedback

Even well-planned classes can benefit from a little tweaking. Examples can be improved; mistakes can be corrected; awkward transitions can be smoothed; and time frames can be changed. After watching process servers’ lukewarm interest in searches for “grandparent visitation” in our *Westlaw Patron Access Class for the General Public*, we changed our examples to “What are the laws on trespassing?” and “Can you serve papers to a minor?” When the class for legal professionals repeatedly ended early, we changed the class time from 2 hours to 1.5 hours. When court employees asked for more time on the computers, we restructured the tour to put more emphasis on the library’s website.

Make it count.

We make the effort to allow attendees to get “credit” for their courses.

- *Westlaw Patron Access for Legal Professionals* has been approved for continuing education credit for Arizona Legal Document Preparers and can be used for CLE credit for attorneys if five or more attorneys attend (an Arizona state bar rule).
- Court employees receive Court Ordered Judicial Education Training (COJET) for *Basic*
- *Arizona Legal Research, Westlaw Patron Access* and our *Law Library Tour*.

(REACHING, continued on page 19)

RIPS

(CHAIR, continued from page 1)

A task force chaired by **Melissa Serfass** is studying the format of our annual Legal Research Teach-In Kit and will make recommendations about whether to pursue an all-electronic format for future kits.

Webmaster **Eric Gilson** and members of his committee are evaluating the website and exploring new design ideas.

Several RIPS members are participating in a project to create a web portal collecting and linking to recommended legal research instruction resources. This project was proposed by the Special Committee on Fostering Legal Research as a Subject Specialty. Watch for more details as the project develops.

The theme of this issue is outreach, and I can assure you that the three featured articles offer us all great food for thought. **Eileen Cohen** and **Alice Robledo** describe the efforts of the University of New Mexico School of Law Library and the New Mexico Supreme Court Library to provide legal reference services to the citizens of New Mexico. In *Reaching Out*, **Barbara Moren** shares insights and ideas from the outreach efforts at the Maricopa County Superior Court Law Library. **Kate Wilko** shares the experiences of the Stanford Law Library reference staff and "Reference-on-the-Road" program targeting clinical faculty, staff, and students.

In this issue, you will also find a report from **Kate Fitz**, our inaugural RIPS annual conference grant recipient, detailing her first-timer's perceptions of AALL. I must agree with Kate's assessment that the Centennial Variety Show was a high point of the conference. Directed and produced by the energetic and creative **Kelly Browne** (RIPS Chair 2000-2001), the show featured acts from various AALL chapters, SIS groups, and other constituencies; it was truly entertaining and delightful. Kate has jumped right in and volunteered for a variety of RIPS-related activities. I hope that many of you will follow her lead and get involved!

(REACHING, continued from page 18)

- Our *Westlaw Patron Access for the General Public* class has been approved for continuing education credit for Arizona process servers.

A little bit of sugar....make it fun..

Certain stories and examples are audience pleasers. Sprinkling them in adds to the presentation. Favorite examples for the general public:

- 44 A.L.R. 5th 1, Rights in respect of engagement and courtship presents when marriage does not ensue.
- *Words and Phrases* – The definition of “is”, with reference to former President Clinton’s infamous quote, “It depends on what the definition ‘is’ is.”
- *Fisher v. Lowe*, 122 Mich. App. 418, 333 N.W. 2d 67 (1983). Case summary is written in rhyme.
- *Avista Management, Inc. v. Wausau Underwriters Insurance Co.* Slip Copy, 2006 WL 1562246 . Judge orders counsel to engage in “rock, paper, scissors” contest.

In Conclusion

Our outreach efforts serve many functions. They allow us to demonstrate the tools necessary to navigate the legal system. They allow us to “train the trainer” when we teach resources to librarians and teachers. They allow us to clarify our services to other court employees so they know when and why to send clients to the Law Library. They allow us to promote and market our services and resources. Each class and every contact brings us closer to our goal of providing open, reliable legal information and knowledge.

RIPS

(IMPRESSIONS, continued from page 5)

the ten blocks between America's Center and my hotel.

Two special interest sections in which I hope to become active are RIPS (of course) and the State Court and County Law Libraries SIS. Both had their business meetings on Sunday; SCCLL's meeting also featured breakfast and a silent auction. The RIPS business meeting was my first chance to meet most of the members who attended, and I appreciate the warm welcome.

Bob Berring's plenary talk was a particular highlight for me. I had the good fortune to take Advanced Legal Research from Professor Berring in law school, and his plenary speech was as insightful and witty as the lectures I remember.

I attended as many sessions and round tables as I could fit in. Since a lot of my reference time is spent assisting the self-represented, I attended "Pioneers in Self Help" on Sunday (with **Sara Galligan, Pamela Gregory, Ayn Crawley, Susan Ledray**) and the RIPS, LISP and Social Responsibilities-SIS roundtable on service to pro se patrons and prisoners on Monday (with **Amy Hale-Janeke** and **Barbara Golden**). Technology and web tools are another particular interest of mine, so I attended **Eric Gilson** and **Grace E. Lee**'s session on handheld devices; **Rita Kaiser**'s "Virtual Frontier: Developing and Delivering Training Using Web Meeting Software;" and "Let's All Wiki Wiki" by **Deborah Ginsberg** of the Computing Services SIS.

CRIV hosted an extremely informative session with **Kevin Butterfield, Janis Johnston, Tracy Thompson,** and **Kay Moller Todd** entitled "Legal Publishers and Business Practices – AALL's Ongoing Role in Monitoring the Information Industry," with a lively question-and-answer period. **Pamela Rogers Melton, Carol Bannen,** and **Stacy Gundon** gave a great session on "Marketing Your Library through CLE Programs." It was sponsored by the Private Law Libraries

SIS, but it had plenty of good information for any library considering CLE programs. The PLL-SIS also sponsored "Survey Skills: Asking the Right Questions" by **Rhonda Fisch** and **Stephanie Fox**, which gave a very practical introduction to choosing survey software as well as tips on writing questions and choosing the group to be surveyed. And **Alison Ewing** moderated a fascinating discussion between **Jonathon Band, Jeffrey Cunard,** and **Mark Sandler** on the copyright issues arising from Google book search project.

I wasn't able to attend all the sessions I would have liked, since many were scheduled at conflicting times, but the quality and variety of presentations was really impressive. It was very motivating to spend time around so many people who are vitally interested and involved in the profession. I very much appreciate the chance to attend the meeting, and would recommend that all new (and not so new) law librarians attend if they can.

Centennial Variety Show DVD

The AALL Centennial Variety Show DVD is available for sale for \$10.00. Proceeds over and above production and mailing costs will be donated to the AALL Centennial Scholarship Fund. An order form is available on the AALL Centennial Variety Show website.

The AALL Centennial Variety Show website is password-protected, so you have to input a user name and password to enter. Once there, however, in addition to buying the DVD, you can watch individual acts on Google Video, view the PowerPoint "credits," listen to the podcast of the show, read the various acts' scripts, including the parody lyrics, and more. If interested, go to http://www.aallnet.org/committee/cenceleb/activities/variety_show.asp, enter the user name "variety_show" and the password "KFC240A1_S6."