



Message From the Sofa*...Kelly Browne

OK, OK, I know what you're all thinking . . . what small animal is Kelly going to ramble on about this time? She's already compared RIPS members to crows and groundhogs . . . what could possibly be next? I know that some people (who know what a big Veggie Tales fan I am) are betting that I am going to compare RIPS members to tomatoes and cucumbers this time. Well, you're wrong! This column's theme is . . . drum roll please . . . Penguins!

You all know the story of why the RIPS mascot is a penguin.¹ Well, it was time to order more promotional items to give away at the RIPS table in the activities area of the exhibit hall, and we got a great deal on the cutest mini beanie-baby penguins you've ever seen. They are like the loons that the Local Arrangements Committee gave away at the Closing Banquet last year to promote Minneapolis except that they are penguins instead of loons, of course, and they have an attached tag which reads "Research Instruction and Patron Services: RIPS-SIS," in the same color and style of our clearly-recognizable appliques. I suspect they will be the most popular give-away in the activities area. And, if you'd like to help spread the word that RIPS is a great SIS to join and volunteer to staff the table during times of peak traffic, you may have a penguin of your very own!²

In other exciting news, the Core Legal Research Competencies: A Compendium of Skills and Values as Defined in the ABA's MacCrate Report, may actually be published! Darcy Kirk and I submitted the Core Competencies to the AALL Publications Committee, and the chair, Gail McCain, and Maya Norris, AALL's Director of Publications, agreed that the proposal should advance to the Publications Committee for a full proposal review. Gail McCain wrote that, "We believe that a publication recommended by the RIPS-SIS and written/updated by . . . prominent members

will be accepted by its intended audience as authoritative, timely, and useful. We find no other publication that completely and currently analyzes the legal skills recommended by the MacCrate Report. We believe Core Legal Research Competencies . . . will find a ready market among academic law libraries and in some other libraries." The Publications Committee is supposed to make a decision by May 11—check our website for the latest news. And if you're interested in volunteering to update the Core Competencies for publication, you know what to do . . .³

We are making great progress in establishing liaison relationships with other entities within AALL—joining

Continued on next page.

*see Kelly Browne, Counting Crows, 22 RIPS Law Librarian No. 3 at 10-11 & n.1.

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Joanne Dugan (our liaison to PLL-SIS) and Andrea Joseph (our liaison to the Document Delivery Caucus) is Susan Boland, our new liaison to CS-SIS. I had not thought of having a liaison to CS-SIS, but when Susan brought it up, I thought it was a splendid idea. Then I thought that perhaps we should have liaison relationships with each SIS with which we share similar interests. Are there any FCIL-SIS members out there who are also RIPS members and would be willing to volunteer? LISP members? SCCLL? SR? If so, just drop me an email.

I'm really looking forward to the Annual Meeting and all the RIPS-Sponsored Programs, Meetings and Roundtables. There is a listing of all these events on page 13, but I particularly wanted to invite you to attend our Business Meeting Sunday July 15 from 5:30 to 6:30 p.m. Come find out what exciting things are going to happen at our committee meetings and roundtables on Monday, Tuesday, and Wednesday!

Finally, I want to thank everyone who made this such a wonderful year for RIPS—everyone who volunteered to work on the Core Competencies or volunteered to be a liaison or volunteered to work with AELIC on establishing standards for excellence in internet legal research sites. I'd also like to thank Marc Silverman for updating the RIPS procedure manual, a thankless job,⁴ and spearheading our new strategic plan. I'd like to thank D.R. Jones for doing her usual great job as Program Committee Chair and helping five out of six of our programs get accepted.⁵ I'd like to thank Matt

Wright for compiling our volunteerism survey results and for being our liaison to the "Alphabet Soup Reception," Pam Melton for keeping our web page up to date,⁶ Darcy Kirk for chairing the Research Instruction Committee⁷ and for listening to me, Jessie Cranford for chairing the Patron Services Committee,⁸ Deanna Barmakian for being the hardest-working Newsletter Editor in Show Business, Joan Shear for chairing the Nominations Committee for the enth year,⁹ Melissa Serfass and Gail Partin for chairing the Newsletter Task Force, Kristin Gerdy and the other members of the Executive Board for all their support . . . I'm sure I'm leaving someone out; please forgive me. And finally, I'd like to thank poor Celeste Feather—even though she's not on the Executive Board anymore, she has the misfortune to work for the same institution that I do so gets sucked in anyway. I'm sure she's looking forward to the end of my term more than anyone. See you in July!

¹If not, see *Mascot Unveiled*, RIPS Law Librarian, Vol 21, #1 (1998).

²Please let Peggy McDermott, Public Relations Committee chair, know if you are interested in this fabulous opportunity.

³That would be contacting Darcy Kirk to volunteer.

⁴Well, not totally thankless, because I just thanked him, but almost.

⁵Also congratulations on your recent election, D.R.

⁶Congratulations to you, too, Pam!

⁷I promise you won't have to do it again!

⁸While in her first year of law school, no less!

⁹See note 7 *supra*. ❄

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| | Number 3 | May 15, 2002 |

Submissions from RIPS members are highly encouraged. Please send submissions as an email, an email attachment, or on disc to the editor:

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Subscriptions to the RIPS Law Librarian are included in membership dues for RIPS of \$12 per year. To become a member of RIPS, see <https://www2.security-one.com:2001/home/aallsecur/sis_application.html>.

Research Instruction and Patron Services SIS

Business Meeting Draft Agenda

Sunday July 15, 2001 5:30 to 6:30 pm

- I. Call to Order
- II. Old Business
 - A. Approval of minutes printed in Fall, 200 Newsletter, Vol. 23, no. 1
 - B. Financial Report
 - C. Annual Report to Membership
 - D. Introduction of new officers, board members, and committee chairs
 - E. Committee Reports
 - 1. Public Relations
 - 2. Web Page
 - 3. Research Instruction
 - 4. Patron Services
 - 5. Nominations
 - 6. Programs
 - 7. Volunteerism
 - F. National Legal Research Teach-In
 - G. Briefs in Law Librarianship
- III. New Business
 - A. Newsletter Taskforce Report
 - B. Strategic Plan for 2001-2003
 - C. Working with AELIC to Establish Standards of Excellence for Internet Legal Information Services
- IV. Adjournment

RIPS ROUNDTABLES IN MINNEAPOLIS

RIPS will be sponsoring a series of roundtable discussion groups at the AALL annual meeting in Minneapolis. This is the fourth year that we have held these meetings with increasing popularity each year. The subject areas will once again be reference, circulation, interlibrary loan, and research instruction. Some of the topics discussed last year were: the need for a reference desk, audits of circulation and interlibrary loan revenue processes, and the advantages of various types of ILL management software.

The dates, times, and facilitators are as follows:

| | | |
|-----------------------------|----------------------------|------------------------|
| Circulation | Monday, 7/16 5:15-6:15 pm | Martha Clark |
| Research Instruction | Monday, 7/16 5:15-6:15 pm | Darcy Kirk |
| Reference | Tuesday, 7/17 5:15-6:15 pm | Marc Silverman |
| Interlibrary Loan | Tuesday, 7/17 5:15-6:15 pm | Jessie Cranford |

Everyone gets to participate in these discussion groups and because they are so informal, they are generally a lot of fun. Plan now to take advantage of these opportunities to network, brainstorm, or just kvetch with your counterparts from other institutions!

Submitted by Marc Silverman and Jessie Cranford

Volunteerism Survey – Summary of Responses

by *Matthew Wright, Chair of the Volunteerism Committee*

First, I apologize for taking almost an entire year to compile the results of the Volunteerism Survey that so many of you filled out. I also want to thank Felise Thorpe Moll for her tireless work in putting together the survey and getting so many people to fill it out. Felise not only called people on the phone to get more survey responses, but also solicited many wonderful volunteers to survey members by telephone. This greatly increased the total number of responses. Although only about 75 members responded to the survey, I think the survey results are accurate and useful. Many concerns were consistent, and the variety of responses is helpful.

Some questions involved elaboration and therefore, compiling answers was not always easy. I tried to group similar comments together, however, this grouping is inherently subjective and perhaps redundant. Nevertheless, I wanted to provide some order to the questions that did not involve “yes” or “no” answers.

1. What are the advantages of belonging to RIPS?

There were three clear winners for this question

- 1) networking and connecting with others (34);
- 2) keeping current (16); and
- 3) the RIPS newsletter (15).

Other responses included: Insights from more senior librarians (2), RIPS Roundtable discussions at the annual meeting (4), Legal Research Teach-In (3), RIPS-sponsored programs at AALL (5), and the RIPS listserv (3). Finally, 5 people were not sure what advantages there are to belonging to RIPS, and one person said there was no advantage to belonging.

2. Are there any projects, activities or services you think RIPS should or should not perform?

There was no consistent response to this question. The largest group of responses was to continue the National Legal Research Teach-In (8). There were many positive comments about the Teach-In. Three people felt that keeping our web page up to date was important. One felt the Roundtable discussions at AALL were useful and we should continue to do

those. Five people want RIPS to continue to publish a newsletter. One person mentioned that the Pathfinder Clearinghouse needs updating. Two people would like more sessions or workshops on how to market the library. Five people would like a clearinghouse (similar to the Pathfinder Clearinghouse) for legal research and advanced legal research syllabi [note: I believe there is something like this on a web page at the University of Tulsa but it is not part of RIPS]. A couple of people also mentioned that legal research course material and hand-outs at such a web site would also be useful. One person suggested creating a bibliography of reference and patron services articles useful to new librarians. Two people suggested a RIPS “workshop” at the annual meeting. Workshops tend to fall before the conference and last a half day to a full day. Similarly, one person suggested a RIPS “retreat” timed close to the annual meeting. Finally, two people said they were happy with what we are doing now.

3. Mailing and printing the newsletter absorbs a substantial portion of the RIPS budget. If you could opt out of a print copy and receive the newsletter over the web would you chose the web version?

By a vote of 57 to 12, people favored, or were willing to accept a web version. Two people mentioned they would like the newsletter in both formats.

A few people felt that if the newsletter was web-based, it should be available as a pdf document so it is easier to read. Many did not want the newsletter to be sent out as text format in an email. Many said they would accept an email with highlights that provided a link to the full text of the newsletter at a web site in a format that is easy to read on the web. Many felt that it should be attractive to read online or very readable if printed out from a web site. A few felt the newsletter should be hosted on the aallnet site. Several felt the newsletter should be searchable on a web site. In addition, several mentioned archival concerns. Some stated that IF the newsletter is on a web site rather than an email, an email should still be sent out reminding people when a new issue is posted. In addition, a few people were fine with an individual newsletter in electronic form, but felt that each library

should continue to receive a paper copy either to route or for binding. Finally, one person suggested that each individual member should get to decide if they want a paper or electronic copy. This would reduce the total number of copies being sent, but would still allow some to receive it in paper.

Among those who voted against an electronic newsletter, one person mentioned that some people may work at institutions without Internet access. Several people mentioned that they would be less likely to read an email or web-based newsletter than a print one. However, a couple of these people mentioned that if each library could receive one paper copy for routing, they would support a web-based newsletter.

4A. What skills do you have that could be useful to RIPS?

The clear winner was newsletter writing (45). Web page creation skills was second (10). Marketing skills was third (8).

4B. For which RIPS activities are you willing to volunteer?

This question not only asked what people were willing to do (i.e. staff the RIPS table at AALL) but correlated those specific skills to the work of a particular committee. Therefore, I'm going to further break down part B into two sub-categories because some people only volunteered for specific activities without checking off a box for a committee, and other people listed specific committees for which they would be willing to volunteer, but did not check any specific activities. And some people did both.

Sub-part 1. Volunteer activities members said they could do:

- staff the RIPS table (25)
- proof-read or edit (6)
- web page support (13)
- write articles for the RIPS newsletter (36)
- attend focus groups at AALL (24)
- help draft AALL program proposals (18)
- offer marketing expertise (2)
- lead a roundtable discussion (15)
- welcome new members (12)

- assist with new member packets, recruiting new members (24)
- be a mentor (23)

Sub-part 2. For which committees are people willing to volunteer

Some people only checked a particular committee, or checked both a committee and the specific activities of that committee. Therefore, this is a break down of some of the listed activities above correlated to the specific RIPS committee:

- Web Page (11)
- Newsletter (35)
- Public Relations and Member Support (40)
- Volunteerism (27)
- Program Committee (24)
- Research Instruction Committee (20)
- Patron Services Committee (27)
- Other [lead a roundtable discussion] (19)

4C. How much time are you willing to spend? no more than 5 hours per week, no more than 5 hours per month, no more than 5 hours per quarter/semester, or no more than five hours per year.

Most of our members cannot devote more than 5 hours per semester or per year. The largest number was for no more than 5 hours per quarter/semester with 31 responses. 14 people indicated that they could do no more than 5 hours per year. 11 people said they could do no more than 5 hours per month and only three said they could do no more than 5 hours per week. In addition, seven people said they had no time and two people said the amount of time they can give varies greatly from year to year and semester to semester.

Thanks to all of you who took the time to complete the survey. The Volunteerism Committee plans to meet at the AALL meeting to further discuss these results. If you have any further suggestions or advice now that the survey results have been compiled, I would appreciate any comments you can provide. Feel free to email me at wrightm@ccmail.nevada.edu. I look forward to hearing from you and seeing everyone in Minneapolis. ✖

RIPS Law Librarian on the Web? What do you think?

How do you want your RIPS newsletter? What are the options? We want to know what you think. The results from last year's survey of 75 RIPS members indicated that most of you would be willing to receive the newsletter in a Web version under certain conditions (See survey results on pages 4 and 5 in this issue.). We would like to hear from more of you to find out if a Web version is an option for our SIS. The cost of printing and mailing the newsletter is our biggest expense. Saving on this expense would allow us to spend our money in other ways. Our goal is to make the newsletter available in a way that is useful and easily accessible to each of you. Please take a minute to let us know what you think. If none of the options below suit you, then tell us what would.

- Publish exclusively on the Web in PDF format, with URL notification via the RIPS listserv. (In PDF the newsletter will look exactly like the printed version, so those who want a copy to bind could print one.)
- Publish both a print version and a Web version and allow those who prefer the web format to opt out of the print copy. (If just half of our membership opted out, we could save substantially on costs.)
- Continue to publish only in print.

Advertising in the newsletter is another option we are looking into. Advertising dollars would help to offset the cost of printing and distributing the newsletter. Most AALL chapter newsletters and some SIS newsletters accept ads.

Should RIPS accept advertising?

- Yes
- No
- If we did have advertising revenue, would that affect your feelings about a Web newsletter? If so, explain how.

Please take a minute and let us know what you think. We hope to have a report on the results of this survey to present to the Executive Board at the annual meeting in July. We will also post this survey via the RIPS listserv. Please send in a copy of this page, or respond via e-mail to:

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Come for the Networking, Stay for the Cherry Blossoms

by *Stephanie Davidson*, Reference Librarian, Yale Law School Library

Computers in Libraries 2001, held at the Washington Hilton & Towers this past March, proved once again to offer many exciting concepts and solutions for libraries of all types. This is the second year I've attended the conference, and while it was a bit early for cherry trees this year, the sudden burst of warm weather in the nation's capitol was almost as welcoming a backdrop for the conference as was the 2000 conference's unexpected early bloom.

Computers in Libraries is presented by Information Today, publisher of the newsletter magazines *Searcher*, *Information Today*, and *Link-Up*, as well as other books and newsletters devoted to the information technology field. The conference is somewhat of a preview to Information Today's newly-named InfoToday2001 suite of conferences, held every May in New York City. But while InfoToday splits its programs into three separate conferences-within-a-conference (National Online, KnowledgeNets, and E-Libraries), Computers in Libraries allows attendance at any of the programs for the same general conference registration, with the exception of the one-day mini-conference Computers in School Libraries.

CIL maintains four parallel "streams" on each of the three conference days, focusing on related issues within a broader context or setting. Themes this year included Knowledge Management, Wireless Networking, and IP Strategies for delivering content. While it's often helpful to attend all the meetings within a single track (since there can be references from one session to another, or open-forum opportunities to ask questions of a panel of presenters), programs can be mixed-and-matched with a fair bit of success.

One of the "tracks" that interested me most was one addressing the Napster model as it might be applied to libraries. Dan Chudnov of oss4lib discussed his "Docster" proposal for distributed file-sharing in interlibrary loan departments, and other speakers discussed the use of tools such as Prospero in their departments, to aid in streamlining document delivery.

Another highlight of the conference was the "WebWizards' Symposium" track, featuring the Search

Engine Showdown's Greg Notess, Stephen Arnold of Arnold Information Technologies, representatives from search tools Antarcti.ca, Lycos and Oingo, and Mary Ellen Bates of Bates Information Systems. Speakers offered perspectives on the technology behind some of these "engines" and their thoughts for the future of web searching, as well as reflecting on some engines that have gone the way of the dot-com dinosaur.

One session I found particularly interesting was a presentation from the "WebSquad" at the University of Akron University Libraries, entitled "Developing and Implementing a Web Editorial Policy in an Academic Library Site." The program detailed the workings of a team of librarians who guide the development of the library's web pages in terms of content, design and maintenance. The policy itself was developed as a function of collection development, with the library's head of collection management serving as principal author of the policy.

The presenters stressed the importance of collaboration in developing such a policy, and emphasized that evidence of support must exist for such a policy prior to development, in order for the document to retain any lasting meaning. The team also discussed the need for such a policy to address adherence issues such as the consequences of failure to follow design guidelines or the lack of regular maintenance to pages within the site.

While the conference is certainly marketed for librarians of varying settings, many attendees I met came from less traditional settings, with a variety of titles that reflected the changing nature of the information science field and the dot-com-economy. The programs generally assumed a moderate to high level of understanding of the technologies they discussed, prompting me to wonder whether an assortment of panel-discussions might enable greater communication between those of varying backgrounds. A less formal (and fun!) alternative is available through the many dinner get-togethers scheduled by individual attendees on the conference bulletin board, which I must heartily recommend.

Continued on next page.

Computers in Libraries...Continued.

So who should attend CIL? Certainly reference librarians with particular “electronic services”-type responsibilities in their organizations might find the programs most useful, though the issues raised could be of benefit to anyone with an interest in the more general issues relating to technology in libraries. I can’t say I’ve run across many other law librarians in attendance, but I think it makes a valuable addition to the annual travel schedule.

In closing, I’ll offer a few “survival” tips: 1) While the conference is several blocks north of Dupont Circle, a variety of accommodations can be had within a 6-8 block radius of the circle, often for much lower rates; 2) A large number of conference-goers rely on the hotel’s small deli-style cafeteria, which is crowded and pricey and provides relatively few choices – those on a budget or craving some variety may want to either pack lunches or plan to venture out of the hotel; 3) If you really feel the need to access your email while away, bring a laptop and plan to connect from the hotel. Lines for email stations at the exhibit hall can be 20 minutes long, even during sessions.

Further info about Computers in Libraries can be found at Information Today’s site, <http://www.infotoday.com>. ☒

Volunteers Needed !!!

Volunteers are needed to staff the RIPS table in the Activities area during the AALL annual meeting. At past conferences the table has been a wonderful recruiting tool. This will be particularly true with our new penguins. Please let Peggy McDermott know if you are able to sit at the RIPS table during one of the following times:

| | |
|------------------|--|
| Sunday, July 15 | 9:00 - 10:00 am 10:00 - 11:00 am |
| Monday, July 16 | 8:00 - 9:00 am 2:00 - 3:00 pm 3:00 - 4:00 pm |
| Tuesday, July 17 | 8:00 - 9:00 am 1:00 - 2:00 pm 2:00 - 3:00 pm 3:00 - 4:00 pm |

Peggy McDermott
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Interested in Preparing a Program or Workshop Proposal for the 2002 Meeting?

- 1. Email D.R. Jones at drj5@po.cwru.edu and let her know you are interested in the Program Committee.**
- 2. Attend the RIPS-SIS Program Committee meeting in Minneapolis on Tuesday, July 17, 2001, from 7:00 a.m. - 8:45 a.m. Bring ideas and any draft of a proposal you have.**
- 3. Attend the RIPS-SIS business meeting in Minneapolis on Sunday, July 15, 2001 from 5:30 p.m. - 6:30 p.m.**
- 4. Check the “Program Planning and Ideas Page” section of the RIPS Web Page <www.aallnet.org/sis/ripssis/> for updated links and information about program planning.**

Even if you can’t attend these meetings you can still participate!

The Make Up of RIPS as of March 2001

I used a set of mailing labels for the RIPS membership generated in late March 2001 to assess the types of librarians in our SIS. These are the results. These figures are not exact. There was no database involved; I simply hand counted the labels. Many members pay for their own membership and have the newsletter sent to their home address. I listed these as "personal" memberships. Personal memberships could be either students or any of the other categories so they introduce a percentage of error. The "special" category covers librarians working in corporate libraries or law publishing company libraries.

| | | |
|------------------------------------|-----|--------|
| Total RIPS Members | 528 | |
| Academic | 324 | 60.2 % |
| Firm | 103 | 19.1 % |
| State, Court, County or Bar | 58 | 10.8 % |
| Personal | 29 | 5.4 % |
| Special | 24 | 4.5 % |

Notably, we have members from every state except Montana and Oklahoma. We also have two members in Puerto Rico, one in New Zealand, two in Australia, and eighteen in Canada. ❀

Submitted by Deanna Barmakian

Training the Generations: Computer-Assisted Legal Research

by Ann Walsh Long, Reference and Electronic Services Librarian, West Virginia University College of Law Library

There have been quite a lot of articles recently on adapting the way we approach legal research instruction for Generation X (born between 1960-1981) to incorporate the use of computers. Oddly enough, not much has been written about teaching computer-assisted legal research (CALR) to generations that were not born into a world of computers. In my experience, it is more difficult to teach the Silent (born between 1925-1942) and Boomer (born between 1943-1960) generations how to use a computer than to teach Generation X new skills using a computer. Unlike Generation X members, members of the Silent and Boomer generations do not share a consistent set of computer skills that need gentle honing. Silent/ Boomers need to master how to manipulate a mouse, understand how a computer organizes information, learn how to use various software applications, and build a new vocabulary. The Silent and Boomer generations face the added challenge of incorporating a computer into an already successful professional life. Teaching faculty members and non-traditional students who do not use a computer on a daily basis how to conduct legal research on a computer has many challenges – for both the trainee and the trainer. A new book written by former West Virginia Supreme Court Justice Edwin F. Flowers, Computer Smarts for Grandparents (just enough to impress a nine year old),

illuminates many of the issues non-computer users face. Coupling the information in this book with my own experiences, I will attempt to address how to adapt standard training sessions on computer-assisted legal research for faculty and students in the Silent and Boomer generations.

There is nothing simple about using a computer and computers do not make life easier.

Let's be frank: if it were truly easy to find legal information using a computer, many of us could drop our computer trainer hats. I don't see this happening any time soon. When training the Silent/Boomer generation, I've realized how much I rely on my own arsenal of computer skills, amassed over many years, to get various computer applications to do what I want. The latest versions of Lexis.com and Westlaw.com are not necessarily more user-friendly, I've just become a more computer-friendly-user.

In a recent Westlaw.com training session, a faculty member from the Silent generation wanted to print what he was reading in Westlaw's new Link Viewer. First of all, he didn't understand why his terms weren't bolded in the Link Viewer (he was searching West

Continued on next page.

Training The Generations...Continued.

Virginia cases and linking to a case from another state). Once we found his terms, he wanted to print the paragraph, the style of the case, and the citation. This isn't one of the printing options Westlaw offers. The PRINT button at the bottom of the Link Viewer screen will print the full text of the case, not the text you are reading. As a long time computer-user, I assumed PRINT meant the full text and did not consider the more intuitive reading of PRINT, meaning to print what is currently being viewed on the screen. The faculty member did not want a twenty page case. He only wanted what the computer was showing him. I decided to show him how to highlight the text and print the selection. The faculty member was not intrigued about learning a new computer trick. Instead, he viewed these extra steps as a way to justify that computers are not user-friendly, especially because he still didn't get everything he wanted. The printed selection did not include the style or cite of the case.

Remarkably, I was invited back the following week to teach him how to conduct the same search using Lexis.com. After the Westlaw.com debacle, Lexis.com appeared much easier to use – no frames and lots of print options. The faculty member preferred the way Lexis.com looked to Westlaw.com and appreciated the Shepard's treatment signals displayed to the left of a citation list. Unfortunately, the yellow triangle does not print on a black and white printer and the handy pop-up explanations that explain what the symbols signify do not print either. It does seem reasonable to expect the symbols to convert to text for printing when the visual cues do not send a clear, intuitive message. Why is the user expected to memorize visual cues that do not convey an intuitive message? A yellow triangle means nothing to me. However, an upside-down yellow triangle cues up a memory of a traffic caution sign. Visual cues are wonderful enhancements to databases, but often the visual cues are not a true visual representation. I'm not sure why Shepard's felt the need to invert the triangle to provide a visual cue for caution. After all, Shepard's negative treatment visual cue is a red stop sign. Following the traffic logic for Shepard's visual cues, a green plus sign indicates positive treatment. Again, why not use a green circle similar to a green light?

Don't call us, we'll call you.

Market your computer skills. Conduct group training sessions for staff. Encourage faculty to attend training sessions held on the main campus. Hold faculty lunches aimed at "What's New" on Lexis and Westlaw. Do all of this and then wait. Wait for the non-computer user to invite you to train them. The phrase, "you can't teach an old dog new tricks" certainly applies here. Until the proud grandfather receives an e-mail attachment containing pictures of his new grandson, he will have absolutely no interest in learning how to open an e-mail attachment, let alone learn computer file management. Seize the opportunity and address only those questions that are asked.

Contrary to usual (Generation X?) training methods, planning a training session for a Silent/Boomer only makes life frustrating for the trainer and the trainee. Training without a plan is not to be confused with not being prepared. When I train Generation Xers, the training sessions usually go smoothly and quickly without the slightest interruption. These sessions are very different from any training session I've had with a Silent/Boomer - I am usually "interrupted" several times within the first five minutes. This is the result of always training with an intended goal in mind, or using a patter designed to address certain goals during a session. Let the Silent/Boomers guide the session and then try to stop after about an hour. Consider your session a success if you are invited back for another session.

Because non-computer users do not have a basic computer skills set, a rigid training agenda will not work. It is difficult to know what skills the user has learned without assessing what the Silent/Boomer uses the computer for. During the training session, try to learn what the computer is routinely used for, if anything. While there is no guarantee that the various skills needed to send and receive e-mail have all been learned, at least you will have a context for the level of interest. One of our faculty members uses his computer on a daily basis for e-mail, word processing, and to search the Internet. I was astonished to learn that he did not know how to minimize a window, and further that this one "simple" task was more than he wanted to know. He felt restarting the application

DC Chapter of AALL Launches Research Training Focus Group

The DC chapter of AALL, Law Librarians' Society of the District of Columbia (LLSDC), has created a Legal Research Training Focus Group. The focus group works to encourage the development of legal research training programs in academic, agency, court and firm settings by providing a venue for members to share their training experiences and resources. Informal "brown bag" lunch meetings are held about once a month and are open to all members of LLSDC. So far we've hosted 7 meetings on topics from vendor training to Web tutorials to summer associates. Materials and resources discussed during our meetings are posted at the group's Web site, <http://www.llsdc.org/lrfocus/index.htm>, along with information about our next meeting, minutes of previous meetings and links to other legal research related sites. We'd like to compile a resource bank of materials, and already link to several items at the RIPS page, but if you have additional resources we should know about, please contact Cindy Curling, Electronic Resources Librarian at Fried, Frank, Harris, Shriver & Jacobson, curlci@ffhsj.com. Take a look at the resources and let us know what you think!

Submitted by Cindy Curling

and retracing his steps was easier than learning two new skills: how to minimize and how to maximize (oh yes, and the features of the task bar and multitasking). Perhaps when the time comes, he will be able to incorporate minimizing and maximizing into his set of computer skills. Until then, I need to adapt my training to the way he works if I am going to be successful in teaching him what he really wants to know.

Silent/Boomers want an explanation of anything they could possibly do and then decide if they want to learn how to do it. Members of the Silent and Boomer generations are apprehensive about what will happen after they click. They would prefer to know what will happen before they click. Explaining everything that is displayed on a computer screen could take half an hour before any actual training takes place. Keep in mind that this is a form of training, even though it is not as goal-oriented as most training sessions. Elimination is progress!

Computer Smarts for Grandparents (just enough to impress a nine year old)

To help learn more about how the Silent and Boomer generations approach learning how to use a computer, I recommend Computer Smarts for Grandparents (just enough to impress a nine year old). Former Justice Flowers has offered computer trainers a real gem with his latest book. While the book is not aimed at computer trainers, it does offer many useful sugges-

tions on how folks in the Silent and Boomer generations perceive computers. One of the first things Flowers points out is how nonsensical computer verbiage can be. The example given in the first chapter is how to shut down the computer. "This conclusively refutes the popular myth that the computer is a logical device – click on START in order to Stop? Absurd! But that's what you do." (p. 5). Flowers weaves his good sense of humor throughout the book and it is a welcome respite from the otherwise frustrating task of training someone (anyone!) how to use a computer.

Flowers also incorporates visual cues – not in the form of icons – but by using actual photographs to help explain computer hardware and software. Everything from a mouse to a floppy disk includes a photograph next to the item. If an item has more than one term, they are all included and explained, *i.e.* software, applications, programs, etc. Flowers uses the power of a photograph to explain the various computer-capacity measurements as well. A page of text is photographed next to a kilobyte. A set of World Book encyclopedias is photographed next to a gigabyte. And all computer terms are bolded with a glossary in the back of the book. The book is spiral bound and set in a 14 point font. Easy to read, easy to use, and easily understood.

If you are interested in adding a copy of Computer Smarts for Grandparents (just enough to impress a nine year old) to your collection, contact Educational Publishers, Morgantown, WV (ISBN 0-9667790-3-7).✻

Program Planning for the AALL 2002 Meeting

by *D.R. Jones, Chair of the Program Committee*

It is time to start thinking about programs and workshops for the AALL 2002 Annual Meeting in Orlando. The deadline for program and workshop proposals will fall very quickly after the end of the 2001 Annual Meeting.

At the time I am writing this article, the theme for the 2002 Meeting has not been announced. Watch for AALL announcements and messages concerning the 2002 theme.

You can submit proposals even if they do not fit within the theme of the Meeting. Any individual or group can submit a program or workshop proposal. Although you can submit a proposal on your own, you may find it helpful to participate in the RIPS Program Committee. Participating in the Program Committee does not mean that you have to write several program proposals. What the committee provides for you is a forum for review of your proposal prior to submission, and support and motivation for getting the proposal completed.

For preparing your proposal, you may want to consider enlisting the help of someone in another SIS. RIPS-SIS co-sponsors many proposals with other SISs. Bring your ideas to the Program Committee. The Committee can help decide which SIS should provide the formal submission of the program.

The RIPS Program Committee is one of the resources available to help you turn your idea into a solid proposal. To find out more about the Committee and submitting proposals, contact D.R. Jones, at drj5@po.cwru.edu or 216-368-2794. The Program Committee will be meeting at the AALL Annual Meeting in Minneapolis on Tuesday, July 17, 2001, from 7:00 a.m. – 8:45 a.m. Bring your ideas and any drafts of proposals to the meeting. You can still participate in the Committee even if you will not be attending the AALL meeting or will not be able to attend the Committee meeting. There will be a listserv for the RIPS Program Committee to discuss proposals and share information. Also, there is a “Program Planning and Ideas” section of the RIPS Web Page that contains information about program planning as well as a list of previous programs and program suggestions.

The Annual Meeting Program Selection Committee (AMPSC) provides valuable resources that you can use to help prepare a proposal and coordinate a program. An important publication is the Program Planner’s Handbook. This publication is the source for guidance in preparing proposals. It contains a wealth of advice for preparing programs in addition to the necessary forms. The Handbook will be available through AALLNET (www.aallnet.org). Once a program is accepted, there are additional publications to guide you through putting together a final program. AMPSC will be holding an Open Forum to answer questions about the proposal process. The Open Forum will be on Monday, July 16, 2001, from 5:15 p.m. - 6:15 p.m.

Official forms for proposals are contained in the Program Planner’s handbook. It is advisable to download the form and word process your submission rather than handwrite or type on the printed form. The way the proposal looks is important, as discussed in an article by Anne Myers on page 28 of the May 1999 AALL Spectrum. That article discusses the program selection process and offers insights into how to prepare a strong proposal. A proposal needs be carefully thought through, and should contain carefully drafted learning outcomes.

Start working on those proposals!



**The Technical Services SIS,
Online Bibliographic Services SIS,
Research Instruction and Patron Services SIS, and
Computing Services SIS**

request the honor of your presence at

The TS/OBS/RIPS/CS Joint Reception

Saturday, July 14, 2001 6:00-7:30 pm

**At the University of St. Thomas School Of Law
Atrium, Terence Murphy Hall
1000 LaSalle Ave. (corner of 10th and LaSalle)**

**Featuring an array of hors d’oeuvres, wine, beer,
and soft drinks.**

Sponsored by Innovative Interfaces, Inc.

RIPS ELECTION RESULTS

Congratulations to the newly elected officers of the Research Instruction and Patron Services SIS. Joining the Incoming Chair Marc Silverman are:

Vice Chair/Chair-Elect DR Jones
Secretary-Treasurer Pamela Melton

The election has resulted in a tie for the position of Executive Board Member at Large. Please take a moment to vote in the run-off election for this position by using the ballot on the last page.

Thanks to our new officers and our other dedicated members who ran for office!

Don't Forget to Hit the RIPS-Sponsored Programs at the Annual Meeting!

C-3: Teaching Roles & Realities: Choosing the Legal Research Text That's Right for You
Sunday, July 15, 2:45- 4:00 pm

D-6: New Roles for Law Librarians in applying the ADA: Services for Disabled Patrons and Staff
Sunday, July 15, 4:15 - 5:15 pm

H-6: Facing Reality: The Death of the Reference Desk?
Tuesday, July 17, 10:45 am - 12:15pm

I-5: Legal Research for the Xers and Nexters: Redesigning a Program
Tuesday, July 17, 4:00 - 5:00 pm

J-3: Two to Tango: The Following Part of Leading in Library Partnerships
Wednesday, July 18, 8:45 - 10:15 am

RIPS Meetings and Events at the AALL Annual Meeting in 2001

Saturday, July 14, 2001

TS/CS/RIPS/OBS Joint Reception
6:00 to 7:30 pm

Sunday, July 15, 2001

Executive Board Meeting
11:45 to 1:00 pm

Business Meeting
5:30 to 6:30 pm

Monday July 16, 2001

Patron Services Committee Meeting
7:00 to 8:45 am

Web Page Committee Meeting
7:00 to 8:45 am

Research Instruction Roundtable
5:15 to 6:15 pm

Circulation Roundtable
5:15 to 6:15 pm

Tuesday July 17, 2001

Program Committee Meeting
7:00 to 8:45 am

Public Relations Committee Meeting
7:00 to 8:45 am

Interlibrary Loan/Document Delivery Roundtable
5:15 to 6:15 pm

Reference Roundtable
5:15 to 6:15 pm

Wednesday, July 18, 2001

Research Instruction Committee Meeting
7:00 to 8:45 am

Volunteerism Committee Meeting
7:00 to 8:45 am

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Member News

Ken Kozlowski has been promoted from Head of Public Services Librarian to Associate Director for Public Services at the University of Dayton School of Law's Zimmerman Law Library. **Ken** has also recently authored the 3rd edition of *The Internet Guide for the Legal Researcher*. It is published by Infosources Publishing <www.infosourcespub.com>.

Gail Zwirner, Reference Librarian at University of Richmond, and **Terry Long**, Assistant Law Librarian at the Virginia State Law Library, presented a program on legal research on the Internet for the National Association of Hearing Officials annual meeting in Norfolk, VA in October 2000.

Brenda Wolfe is now the Director of the Industrial Relations Library at the Carlson School of Management at the University of Minnesota. She was formerly the Reference/Electronic Resources Librarian at the Hamline University School of Law.

Kristin Gerdy has finished her two-year visit as an assistant professor of law at the Temple University Beasley School of Law and will be returning to her

position as Legal Research and Reference Librarian at the Howard W. Hunter Law Library at Brigham Young University.

Cheryl Nyberg, Reference Librarian at the University of Washington Gallagher Law Library delivered a presentation on Effective Legal Research on the Internet at the Judges and the Electronic World Technology Education Forum, April 12, 2001. The program was sponsored by the Office of Information Technology, Superior Court of California, Alameda County, and was attended by judicial staff. Cheryl's most recent addition to the Subject Compilations of State Laws bibliography series, the 1999-2000 volume, was published in April.

Coral Henning, Cathering Lemann, Terry Long, Patricia Lopez, Christine Stewart, and Mary Unruh are RIPS members who have been selected to participate in TRICALL, Teaching Research in Court and Agency Law Libraries, sponsored by Lexis.

Congratulations to all on your accomplishments!

Research Instruction and Patron Services SIS Run-Off Election Ballot 2001-2002

Please vote for one of the following candidates for Executive Board Member-At-Large:

- Rachel Jones
- Suzanne Miner

Candidate biographies and statements can be found in *RIPS Law Librarian*, Vol. 23, No. 1, Fall 2000, pp 13-15. The newsletter is available at <<http://www.aallnet.org/sis/ripssis/newsltr.htm>>.

Please complete the ballot, tear it out, and send it to the Secretary-Treasurer of RIPS by June 30, 01:
Melissa Serfass
UALR/Pulaski County Law Library
1203 McAlmont St.
Little Rock, AR 72202-5142

Please remember to keep your vote anonymous. Make sure the mailing label on the back of this newsletter does not show on your ballot. Do not put your name on the mailing envelope.

**RIPS Law Librarian
Deanna Barmakian
Reference Librarian
Harvard Law School Library
521 Areeda Hall
Cambridge, MA 02138**

To

