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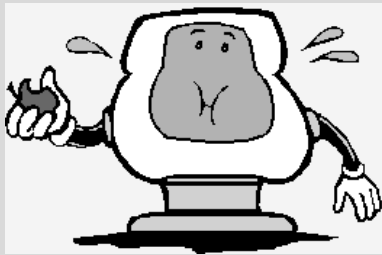
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ACQUISITIONS

The Job Audit: An Opportunity to Re-evaluate the Process

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The past four years have been a time of major transition for the acquisitions department at Northwestern University School of Law Library. The arrival of the new Associate Dean for Library and Information Services and a new Associate Director for Technical Services in 1996 marked the beginning of a new era for the technical services department. The department was renamed in 1997 to Bibliographic Services to better reflect our changing responsibilities. In 1998, the Voyager system from Endeavor Information Systems, Inc., replaced NOTIS. Most recently, the law library was officially named the Pritzker Legal Research Center in April 1999.

August 10, 1998 was V-Day or the first day the Northwestern University libraries began using all modules of the Voyager system. NOTIS had been the integrated library system for about 20 years and the procedures that were in place at that time were in many cases 10 or 15 years old. The Library had never changed the workflow procedures in acquisitions or serials simply because they worked. The old adage "if it ain't broke don't fix it" was the motto. A year after the migration to Voyager, the Associate Director for Bibliographic Services and I felt it was an appropriate time to review the department's workflow and procedures. The Associate Director decided to do a job audit of each position in Bibliographic Services and to begin with the acquisitions department.

What is a job audit? The terminology may sound a little complicated, but if you think of it in terms of a job interview you get a better understanding of our intentions. The process of the job audit basically involved interviewing each staff member about how they did their jobs. During a monthly departmental meeting, staff were told that over the next four weeks the Associate Director would be sitting down with each member of the support staff. She wanted the staff to show her exactly how they performed each step of their daily tasks, what tools that they used, and what suggestions they had to improve the process. Before

(continued on page 22)

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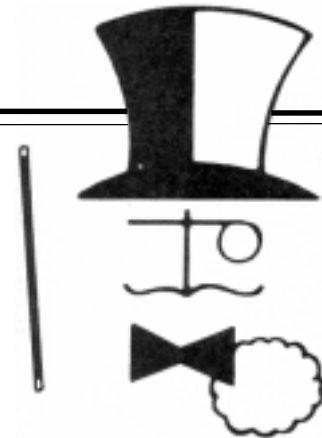
TSLL EDITORIAL POLICY

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Online Bibliographic Services Special Interest Section



Four concepts in this column:

- 1). Surveys,
- 2). Dumb comment,
- 3). Non-conflicting OBS and TS-SIS meetings,
- 4). Great OBS programs,
- 5). Great slate of candidates for OBS,
- 6). "March"ing toward the next *TSLL* column, and
- 7). I've never been good with math.

#1. Fill out your OBS surveys and return them if you haven't. Hey, here's an idea: Do it as soon as you finish reading this column! There is a deadline, but Ellen will take late ones. No prizes this year. No incentives to return the surveys. No dangling carrots. No awards. No plaques. Last year we had 54 returns. There're over 300 OBS members. If we could just double the 54 there would be frolicking in the halls, jocularly in every office. Serious meetings would turn instantly giddy with silliness as law librarians everywhere would begin skipping, jumping rope, playing hop-sotch and four-square. A few would even swing their keyboard mouse around pretending to create electronic helicopters. Er... I digress. Sorry about that. On to number two.

#2. Yesssss! It looks like at least two my four major goals as your OBS Chair have been met with the hard work of the many colleagues— they were: #1. To avoid the MESS (Meetings Entanglement Scheduling Sections), and second was to ensure continuity of OBS's four-P's (Profusion of Pragmatic Programs that Please).

#3. Great news— the OBS general business meeting and most all other committee meetings will NOT conflict with the TS-SIS meetings this coming AALL annual meeting in Philadelphia!! On Sunday July 16th the OBS business meeting will be held from 5-6 p.m.,

which is immediately following TS's business meeting from 4-5 p.m. There are many people to thank for this blessing in our scheduling: Jack Bissett, Pam Reisinger (AALL), and Janet McKinney.

#4. OBS was very fortunate to have 5 out of 6 of our program proposals for the AALL 2000 Annual Meeting approved by the AMPSC. So we can be sure that there will be programs of interest to OBS members to justify your attendance at the Philadelphia meeting next summer.

The accepted programs are:

Core Competencies for Support Staff: Librarians as Departmental Leaders (program coordinator: Phyllis Post)

What I Like, Who Has It and Can I Have It? An Update on Library Integrated Systems (program coordinator: Tim Knight).

Instant Gratification! The Z39.50 Gateway to Searching, Cataloging and ILL (program coordinator: Mary Jane Kelsey)

The Text Encoding Initiative and Electronic Legal Texts (program coordinator: Kevin Butterfield)

The Alphabet Soup of Cooperative Cataloging: Leading Through Participation in NACO, SACO, BIBCO, and CONSER (program coordinator: Ellen McGrath)

Titles may change slightly as the programs become a reality, but you can get a feel for the topics. Lots of applause and thank you's to all the program coordinators who prepared the proposals. It was a lot of work with a tight deadline in August, so their efforts are greatly appreciated. And now they have even more work to do!

OBS would also like to thank Reggie Wallen, AMPSC liaison to OBS. She

was a big help in fine-tuning all proposals and advocating our offerings during the AMPSC deliberations.

The members of the OBS Education Committee did a terrific job in reviewing and revising the proposals as well. Thanks to: Virginia Bryant, Kevin Butterfield, Caitlin Robinson, Susan Chinoransky, Susan Goldner, Janet Hedin, Naomi Goodman, Mary Jane Kelsey, Melinda Davis, Phyllis Post, Brian Striman, and Ellen McGrath, Chair.

As you can see, many did double-duty as program proposers. This was a great group and without their volunteering and hard work, we would not have had as many proposals accepted.

#5. Look at this great slate of OBS Officer candidates below. We will be voting on one Vice-Chair/Chair Elect and one Member-at-Large. Watch your mail for the ballots with bios. Many thanks to the OBS Nominating Committee, Arturo Torres, Chair, Sue Roach and Sally Wambold. I know the Committee worked hard to try to find volunteers to be on the ballot representing a diverse selection of organizations, sizes of libraries as well as geographic diversity. If you've never been on a nominating committee, you may not understand how difficult this can be. The slate of OBS members is as follows:

- For VC/CE:
Ismael Gullon (Mercer) &
Lori A. Hedstrom (West Group)

- For M-A-L:
Corinne Jacox (Orlando) &
Susan Chinoransky (George Washington)

#6. For the next *TSLL* column I hope to write about the SIS leadership retreat that I participated in back in October and to update

you on what came out of that meeting. It was very good by the way. Also, I hope to get back to the OBS merger investigation and to tell you about our OBS Web site.

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From the Chair

T

echnical Services Special Interest Section

I waited until the last minute . . . well, actually *past* the last minute, to write this issue's column. I had a couple of conferences plus the SIS Leadership Retreat to attend just before deadline, and I was hoping to receive inspiration from the retreat. I think the filament in the light bulb above my head may have been broken, but I'll tell you a bit about the retreat anyway.

What do the following have in common: "brain floss", play-doh, a drawing of quilts and fountains, finger puppets, and a styrofoam Captain America-type hat (Margie, can I have the negative of that picture you took of me in that thing??)? These are some of the props and tools used by 12 SIS Chairs, 1 SIS Vice-Chair, the current and past SIS Council Chairs, an AALL Board member, the AALL President, the AALL Director of Programs, and the AALL Executive Director during the retreat. We enjoyed the setting of The Lodge at McDonald's corporate headquarters in Oak Brook, Illinois, shared meals and breaks, laughed, and argued over word usage. In the end, we accomplished the goal set out by the retreat planners and brought home statements and plans: *The SIS Purpose Statement* and the related *Impact Statement* (see below), a Leader Profile, personal action plans, and specific actions that we each chose to ensure accountability, continuity, and consistency for what we'd accomplished in a day and a half. I wouldn't say that we broke new ground with any of these, because we didn't attempt to radically alter anything about SISes, but we cultivated the ground by articulating the purposes and impacts of the sections. The two statements reflect our composite thoughts on the current and hoped-for roles of the sections.



The Leader Profile is also a composite, based on our own perceived leadership gifts. Each of us had to check off from a list the three traits we believed we employ the best in our positions. All the traits were categorized, then we all voted on those we felt were most important for an SIS leader. In short form, an SIS "Leader": pursues the vision, administers the 'programs', builds relationships, leads by example, and motivates.

The last activity we did was go around the room and tell what lessons we'd learned from the retreat. When it was my turn, I had to pass. My brain was fried! Twelve hours of that kind of thinking can be grueling, at least for me. So, I had to let it simmer for a while. Many of us may be able to point to someone and declare him or her a "natural-born leader", but that's more rare than common. One of the things I learned is that leading, especially good leading, is deliberate and intentional. But I have to admit that something about the Leader Profile bothers me. I think it's that I'm afraid that those five characteristics will be the only ones considered when Nominating Committees or officers look for candidates and volunteers. Or maybe it's because those traits trigger for me specific images of *how* they are acted out, and that I don't fit those images. I still need to learn that, like people,

SIS Leadership Retreat Statements

SIS Purpose Statement

A self-selecting groups of members with a common interest that serves as a forum, contributes educational value, serves as a resource of expertise, advocates, and provides leadership growth opportunities.

SIS Impact Statement

Enriched and committed members benefit from creating and participating in a strong, multifaceted, and vibrant community that is the core of their professional lives.

leadership traits come in all shapes and sizes. Perhaps that's something you need to learn, too.

Several of us at the retreat agreed that it was great to get together and do "the vision thing", but we also found it frustrating because we had to go back to work and accomplish those specific, detailed tasks involved with being SIS officers. So, getting to "the action thing", I want to tell you that we have heard from the 2000 AMPSC the terrific news that we have one workshop and seven sponsored or co-sponsored programs approved for next year's annual meeting. We now have an officially-formed Ad Hoc Strategic Planning Committee (see the sidebar), and it's almost time for recruiting members to the Nominating Committee (I'm open to hearing from volunteers!). This last paragraph has been a good segue for a quote from the retreat which I'd like to leave you with.

*Vision without action is dreaming.
Action without vision is random activity.
Action and vision can change the world.*

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TS-SIS Ad Hoc Strategic Planning Committee

The Ad Hoc Strategic Planning Committee has been formed and given the charge of developing a proposed strategic plan for the Section. A specific deadline for completion of the work has not been set, but the Board will expect a report at next July's Board Meeting and Business Meeting showing significant progress toward that end. Please give your full support and cooperation to the committee as it goes about this task. I give them my gratitude and appreciation!

Caitlin Robinson, Chair (University of Iowa)
Julia Daniel (Plunkett & Cooney)
Lady Jane Hickey (St. Mary's University)
Thu-Mai Hoang (Howrey & Simon)
Richard Jost (University of Washington)
Julia McBride (Nixon Peabody, Boston)
Kent Milunovich (Washoe County Law Library)
David Turkalo (Suffolk University)
Eloise Vondruska (Northwestern University)



By the time you read this, the old news will be that *Classification Plus*, 1999, issue 3 includes KF.

Library of Congress issued *K Tables: Form Division Tables for Law* in spring 1999. It includes 24 form tables to be used in the K schedules except KD, KE, KF. The biggest impact of the new form tables are upon the *K (Law in General ...)*, *KDZ*, *KG-KH (Latin America)*, the K schedules for Europe, and any other K schedule into which you have reclassified a large collection. Many of us have begun to use the new form tables but I doubt if we will reclass to bring the older collections in conformity with the new form tables.

So that you can better understand where the changes occur between the old and new form tables, we will indicate the differences between the old and new form tables used in the subclass *K (Law in General)*. *K General* contained four form tables: I, II, III, IV and "Under each" arrangements in the schedule itself. Subclass K now uses three form tables and

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within the forms and schedule itself, it uses at least three other form tables.

Old table number	New table number
I	K7
II	K8
III	K12
IV	No replacement

Within the subclass, K230 and other such numbers for individual jurists use form table K4. Within form tables K7 and K8, there are referrals to form tables K5 and K6.

Rather than go through each of the form tables used in subclass K, we will just show you the differences in a couple of the form tables. It will be easier to understand if you consult the form tables as you read.

"K230 Jurisprudence ...Treaties, By author, A-Z" used to be arranged by an "Under each":

- .xA2 Collected ...By date
- .xA3-Z Separate works. By title
- .x2A-Z Criticism and interpretation

Now the arrangement is

- .xA2 Collected works (Opera omnia). Selections.
By date
Including special categories of writing, e.g.,
responsa, etc.
- .xA3-.xA39 Individual works. By title
Including unannotated and annotated editions,
translations, particular manuscript editions,
and including textual criticism
- .xA6-.xZ Biography. Criticism

Under the old arrangement, Tesar's *Theory of Law* would be K230.T46T44, and under the new, K230.T46A38. If Wallen wrote an interpretation of Tesar's works, it would be K230.T462W35 (old) and K230.T46W35 (new). Old separate works and new biography and criticism will be mixed together. Please note the addition of biography.

In the following section, old refers to subclass K form division table I and new refers to form table K7. When you compare these form tables, you will find the following changes:

Periodicals change from 1.2 to 1.3 while monographic series change from 1.4 to 1.5. These changes will only separate older and newer materials in the same categories. Old intergovernmental congresses and conferences had both general (1.6 and 1.7) and individual (2) numbers. The individual had "under each" numbers for general and for individual sessions. The new form tables use 2 .A-Z for intergovernmental congresses and conferences and 2.5 for ad hoc congresses of heads of states. Both of these numbers have "under each" arrangements. Probably the old 1.6 and 1.7 were never used much. However the old 2 had an elaborate "under each" which separated works in general from several meetings or sessions from the works resulting from individual sessions of a group like the Administrative



Radio Conference. The new is easier but there will be interfiling of old and new form numbers. Actually the old form had already been changed from the original subclass K form table.

Treaties are the same in both form tables except the "under each" arrangement for individual treaties has been expanded in the new form table K5. Related agreements (old form .A4A-Z) has been moved after "works about the treaty" in the new form table (new .Z4-Z5). Old commentaries were .A3A-Z while new commentaries are in .A3-Z39. The old form would have a commentary by Smith underA3S65 and the new would have .S65. The new forms are better but again you will have a mixed arrangement of forms on the shelf and in your call number index. What will you do with editions that were once in .A3A-Z and now go in .A3-Z39?

The section from statutes to general works has changed the most. Yes, it is for the better, but your collection will have some mixed forms. To illustrate, we will merge the old and new forms so that you can see the call number index and shelf arrangement. We will not bother repeating the whole form caption.

- 4-4.15 old statutes, regulations ...
- 4.2 *new and old statutory digests, indexes ...*
- 4.23 old court and administrative decisions
- 4.3 *old dictionaries ... and new serial statutes* (note expanded statute caption)
- 4.35 old form books
- 4.4 *old yearbooks and new statutes*
- 4.45 new opinions and recommendations**
- 4.5 *old societies and new indexes, digests ... of decisions ... reports*
- 4.52-.53 new decisions and administrative rulings**
- 4.6 *old congress and new dictionaries...*
- 4.8 new congresses**
- 4.9 new surveys (would love to see scope note explaining this),**
- 5 *old collected works and new general works*
- 5.2-6 old forms, i.e. casebooks, addresses, general works, etc.

The new form for opinions and recommendations probably comes from the European communities use of these forms for parliamentary matters. The surveys form also comes from the European communities but really should be better defined. Is it like the old official reports captions we closed in KF? Congresses is now alphabetical by main entry. The congresses by date has been removed and I miss it dreadfully.

I invite you to compare old II and new K8. The pattern set by K7 continues in K8. K12 and old III are for topics covered by cutter numbers. K12 is about half the size of III. Topics covered by cutter numbers are fairly unimportant for the most part and probably do not even need a form table. However, time does improve the importance of some and the small table does allow for some subarrangement.

If you are reclassing and assigning call numbers from scratch, you should use the new form tables. If you are reclassing using others' call numbers, you will have to decide whether to leave the forms as is or change. One choice will create more work and one will create a little mess.

Good luck in using the new forms and don't you wish they could have been reduced even more?



COLLECTION DEVELOPMENT

Selection Bookshelf: Real and Virtual

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Books and articles abound providing guidance in the area of legal reference; tomes are written on technical services; but collection development in law libraries does not enjoy this same bibliographic scrutiny. One question which comes up repeatedly from the novice is what tools are useful in the practice of collection development. The following is an annotated list of resources that are useful either for selection or assessment of titles in collection development. The list is not intended to be exhaustive or exclusive. I invite readers of this column to send me comments on these titles or offer titles or tools that they find indispensable.

1. **Advanced bibliography of law and related fields:** Affectionately known as Rothman green slips, these 3 x 5 green slips of paper are delivered approximately weekly. The slips include bibliographic information, price, as well as a subject entry. Sometimes there is a short description of

contents. The editors aim to include entries for "all new titles which ...[you] might be interested in purchasing...Titles are chosen from ABA Journal, CHOICE, Forthcoming Books, Legal Information Alert, Library Journal, Library of Congress slips, and other sources."

2. **Approval plans: Blackwell, Yankee, Midwest**

A true approval plan is one in which a profile is established by a library identifying subjects and/or publishers of works to be sent automatically to a library upon release. Profiles can be based on Library of Congress Classification numbers or some other subject scheme. The contract governing the plan establishes terms such as discount and provisions for return of unwanted books. A variation is the slip plan where the vendor sends endless slips of paper based on a profile with titles, bibliographic information and a request for order.

3. **BiMonthly Review of Law Books**

This newsletter is primarily a vehicle for publishing book reviews of law-related titles. While the stated policy of the newsletter is that *BRLB* invites unsolicited reviews, in practice, most of the reviews are written by Ed Bander and Michael Rustad. Book reviews found in most law reviews are often essays on a particular topic rather than a true book review. In addition, the essays in law reviews do not aim to be timely and if one relied on law review essays for purchasing decisions, new titles would be sorely out of date. The essays in *BRLB* are directed to librarians, tend to be more accurately characterized as book reviews, and while not in competition with AMAZON.COM for brand new titles, do offer reviews of relatively new books.

4. **Books in Print/Amazon.com**

In the old days, *Books in Print* and *Law Books in Print* were necessities to identify a specific title, find out its ISBN, its cost and see whether it was in print. *Books in Print* is available through Westlaw and it is used so rarely in my library that we no longer purchase the paper edition. Instead,



Amazon.com is our Web site of choice for this same information. There are other Web sites that would do just as well.

5. **Indexmaster** <www.indexmaster.com>

Indexmaster is a paid online service that provides access to the subject content of treatises. Information at the Web site indicates that over sixty publishers and thousands of treatises are included. Searching of the database is by keyword, topic, title, author or publisher. For most titles, there are links to tables of contents or indexes of that title.

6. **Jurist** <<http://jurist.law.pitt.edu/>>

JURIST: The Law Professors' Network is dedicated to advancing academic, professional, and public legal education by providing an online forum where law professors can find information important to their daily work as teachers and scholars, and where they can share knowledge and exchange ideas with a worldwide community of colleagues, law students, lawyers and interested citizens. (From the information page at Jurist.) The Books-on-Law section includes signed book reviews and an extensive list of new titles. The archives go back to April 1998.

7. **Law books recommended for libraries**

Contained in six volumes plus four volumes of supplements, *Law Books Recommended* is a set of bibliographies arranged by subject category. Titles are rated "A" for inclusion in a

basic minimum collection, "B" for titles which are in an intermediate stage of development, or "C" for research collections. The set was published during 1967-1970, the supplement during 1974 to 1976. The lists are "carefully selected and briefly annotated" and help to identify authors and works of merit in law. This set is invaluable in assessing the value of older material.

8. **Legal Information Buyer's Guide & Reference Manual** by Kendall Svengalis. Rhode Island LawPress

This annual publication provides almost everything you would want to know about buying legal information: there is background information and history of the law book industry, FTC Guidelines, and strategies for purchasing. The second part of the book consists of bibliographic and purchasing details for titles arranged by specific formats, a wide range of subjects, as well as federal and state jurisdictions. Every title listed has a price plus the cost of supplementation attached to it (unlike some publishers' catalogs that suggest you call for pricing).

9. **Recommended Publications for Legal Research**

This is an annual subject bibliography of legal titles. Each entry includes full bibliographic information and pricing as well as a descriptive paragraph on the contents where necessary. If the contents deal with a jurisdiction outside of the United States, that jurisdiction is identified. Titles are rated "A," for a basic collection, "B," for an intermediate collection, or "C," for an in-depth research collection. *Recommended pubs* is useful as a safety net to insure that important titles are identified. A list of this sort takes time to prepare. For example, the 1998 annual has a copyright date of 1999, and arrived at our library mid-September 1999.



Status of Ward Titles

Ward and Associates' two bimonthly listings, *The Catalog of Current Law Titles* and *Catalog of New Foreign and International Law Titles* ceased publication recently (with the December 1998 issues). Some of us have found these titles useful for collection development, particularly the "Hot Sheets" at the beginning of each issue.

According to Margaret Goldblatt of Ward, they have had quite a number of inquiries about continuing the two titles. There is a possibility that if they get AALL sponsorship, they will resume publication, perhaps in electronic format.

If you are interested in seeing this publication continue, please contact AALL.



Mapping Metadata: Crosswalks

In early October, the Network Development and MARC Standards Office of the Library of Congress released the latest version of the Dublin Core/MARC/GILS crosswalk. As the number, size and complexity of metadata standards continues to grow, supplying metadata for each standard becomes repetitious, time consuming and tedious. In order to minimize the amount of time needed to create and maintain metadata and to maximize usefulness to the widest community of users, there is a need for the metadata created and maintained in one standard to be accessible via related content standards. As methods of mapping one metadata standard to another, crosswalks provide the ability to make contents of elements defined in one standard available to communities using related standards. In this case, the crosswalk would enable users of MARC to translate between it and the Dublin Core or GILS and vice versa.

Examples of Dublin Core/MARC crosswalks

The fifteen elements of the Dublin Core constitute a set of unqualified descriptive metadata. All elements are optional and repeatable. When compared with the large number of elements available in MARC, they seem inadequate. The creators of the Dublin Core have attempted to address this by allowing the elements to be qualified. This narrows the focus of the element and allows for a more specific mapping between standards.

An example of a mapping between MARC and the Dublin Core is the Dublin Core tag Contributor.

The Dublin Core defines

Contributor as an entity responsible for contributing to the content of the resource. According to the crosswalk released on October 14, this maps to the following MARC tags.

Unqualified:

720 1# |a (Added entry—Uncontrolled Name/Name) with |e = contributor (or other term used as value of role qualifier)

Qualified:

Contributor.Personal:

700 1# |a (Added Entry—Personal Name) with |e = collaborator

Contributor.Corporate:

710 2# |a (Added Entry—Corporate Name) with |e = collaborator

Contributor.Conference:

711 2# |a (Added Entry—Conference Name) with |e = collaborator

Contributor.Role:

720 ## |a (Added Entry—Uncontrolled Name/Relator term)

GILS uses the term Contributor.

Another example of a mapping between MARC and the Dublin Core is the Dublin Core tag Title.

The Dublin Core defines Title as the name given to a resource. According to the crosswalk released October 14, this maps to the following MARC tags.

Unqualified:

245 00 |a (Title Statement/Title Proper)
If repeated, all titles after the first: 246 33 |a (Varying Form of Title/Title Proper)

Qualified:

Title.Alternative: 246 33 |a (Varying Form of Title/Title Proper)

Title.Release: 250 ## |a (Edition Statement)

Title.Translated: 242 00 |a (Translation of Title/Title)

Title.Uniform: 130 0# |a (Main Entry—Uniform Title)

GILS uses the term Title.



The crosswalk document lists two uses for mapping the Dublin Core to MARC, but many others could be determined. The enhancement of a simple resource description record is one such item listed. A library may wish to extract the metadata found in a Dublin Core record, convert the data elements to MARC fields, and use the result as a skeletal cataloging record that could then be enhanced as needed. The mappings can also support searching across syntaxes and databases. This would enable users to access data whether it appears in a MARC catalog record, the Dublin Core or a TEI header.

Issues with SGML

Mapping elements between the Text Encoding Initiative (TEI) and Encoded Archival Description (EAD) header systems introduces another item into the mix. Both TEI and EAD can be expressed in Standardized General Markup Language (SGML). In order to map items between systems effectively, the Network Development and MARC Standards Office at the Library of Congress developed the MARC DTD. A document type definition (DTD) defines the markup rules for a given class of documents. It provides a grammar, so to speak, of what tags can be used where and in what combinations and establishes consistency within a class of documents. The primary purpose of the MARC DTD project was to create standard SGML DTDs to support the conversion

of cataloging data from MARC to SGML (and back) without loss of data. The driving force behind this project was the desire for a non-proprietary conversion by machine between MARC encoded data and SGML. By agreeing on one set of DTDs for MARC, this conversion becomes much simpler.

Utilities able to handle these conversions automatically are currently available. They and the MARC DTDs are available from the Network Development and MARC Standards Office homepage. These utilities work quite well for small batches of records and can be very useful in insuring consistency between the catalog record and headers for electronic text collections. One of the key things to remember when doing these conversions is that while the elements may be mapped to their equivalents in MARC, the content of the fields may not be represented in a form equivalent to AACR2. The records will then need to be modified to conform. Libraries creating texts using the TEI may wish to consider employing AACR2 when formulating data for the headers. This would ensure a smoother transition. Catalogers could create MARC records for the texts and the headers could be created automatically. This would eliminate duplication of effort.

Harmonization as a Goal

Studying these crosswalks is a great way to learn more about metadata systems since they relate them to MARC, a more familiar standard. It can also bring to light issues of terminology, for instance, how many different terms can be used to represent the concept of author. Because these standards develop independently of each other, they are often specified differently using specialized terminology, methods and processes. There exists in each of these standards a core set of elements (author, title, publishers, rights, etc.) that, while expressed with different terminology, still represent the same principles. Crosswalks and common DTDs are an effort to address this problem.



Useful Links

MARC DTDs
<http://lcweb.loc.gov/marc/marcsqml.html>

MARC Mappings/Crosswalks
<http://lcweb.loc.gov/marc/marcdocz.html>

The Text Encoding Initiative
<http://www.tei-c.org/>

MISS MANAGER

*To contact Miss Manager, please
write in care of the TSSL Editors*



Dear Miss Manager:

How do I manage costs? In this area I feel a real inadequacy. I am, after all, a librarian, trained to be able to find obscure passages, construct legislative histories, determine the differences between editions, and uncover places where I can buy the things our library needs. But I have been handed the task of saving money on purchases from our vendors, of keeping an eye on inflation, of looking for the best deal. But what can I do? For example, we used to have two publications with similar information. They were large sets of about 10 loose-leaf volumes, East Publishing Company's Definitive Law of Contracts and Lots-a-Lawyers Publishing Company's Essential Law of Contracts. Now the companies have both come under the umbrella of BigBucks, Inc. BigBucks now publishes only Definitive; and whereas the previous two editions used to cost \$1,000 each annually, we started right off paying \$3,000 for the single set our first year after the merger, and \$4,000 the next. Our patrons need this work. I can't cancel it. How can I control costs when there is only a choice between overpaying and doing without?

Sincerely,

Financially Woeful

Dear Woeful,

You have certainly gone right to the heart of a problem faced by just about every technical services manager in law libraries these days. The problem, as your example illustrates, is severe in many cases. Everyone has a similar, or, I should say, many similar stories to relate. If there is a solution,

Miss Manager looks in the same place she looks for a solution to a related and equally difficult problem, that is, the customer service difficulties associated with some, particularly some of the larger, legal publishers since mergers and acquisitions ran rampant in the industry. The consensus among librarians and the logic of business practices point to the decline in customer service and the sometimes egregious price increases originating from a single source: the bottom-line mentality dominating corporate bodies such as BigBucks.

I think most of us understand that the long-term health of a company is dependent on profits. You don't have to have an MBA to appreciate the need for a company to prosper in order for it to be worth the energy to run it. But there are other long-term considerations that seem to have been undervalued by some of the companies we deal with: good customer service keeps your customers satisfied and likely to increase their business with you; raising prices or charging shipping or adding new releases at rates that are reasonable will tend to keep customers with you and not looking for alternatives. When the most basic needs of good quality information, fair treatment, and reasonable costs are treated as inconveniences by vendors, customers will become dissatisfied enough to seek alternatives.

You should first realize that this is a very common problem, and so there are places to turn for both general help and help with specific difficulties. The law library community is unusually well-served by several outstanding resources in the area of dealing with vendors. The first organization to be named is the American Association of Law Library's Committee on Relations with Information Vendors (CRIV), whose Web page can be found at <www.aallnet.org/committee/criv>. This committee and its Web site are so useful that you may find no need to go beyond it. The best thing for you to do initially is to look at the various services provided by CRIV. They have sample letters to be sent to vendors, dispute resolution advice and services, and links to other useful sites. You can go directly to CRIV and ask your specific question, and someone there will at least get you on the road to a resolution. Often enough, CRIV will have heard about your problem already and have some suggestions for you. Or you may be able to glance through some recent CRIV newsletters to see what sorts of issues have come up recently and forestall future financial woes as they relate to legal publishers.

Just a few of the other resources that may be able to help you include:

- * The excellent AcqWeb site for many collection development resources, including addresses and Web sites for legal publishers <<http://www.library.vanderbilt.edu/law/acqs/acqs.html>>. This site offers numerous links to take you all over the publishing/vendor universe.
- * *Against the Grain* <<http://www.against-the-grain.com/>>, a journal focusing on general library acquisition and collection development issues.
- * A site maintained by Rob Richards of the University of Colorado Law Library that keeps track of who owns whom in the legal publishing world <<http://www.Colorado.EDU/Law/lawlib/ts/legpub.htm>>.
- * Your colleagues. Other people with similar problems often ask for insight or assistance on listservs. Perhaps the most logical one for you would be the LAWACQ listserv run by the TS-SIS Acquisitions Committee. Contact Cynthia Aninao <cynthia.aninao@Law.UC.Edu> to subscribe.

As to your specific problem, it is also good to keep in mind that solutions do depend upon individual situations. Where there are alternative publications (and we must not neglect the possibility of replacing print publications that seem unique with online resources when possible) they must be considered. The fact that senior partner Myway or kindly professor Oldschool has never used anything but *Definitive Law of Contracts* and cannot imagine life without it must be taken into account. "A library without *Definitive* just isn't a real law library" is the kind of sentiment that pertains. And there certainly will be situations in which that sentiment points to reality. But there will also be times when the sentiment will need to be countered with a view of a different sort.

Legal information still comes from the places it always has – legislatures, courts, scholars, legal publishers – but the method for its dissemination has changed drastically in the past ten years. If your sacred old volumes of *Definitive* are useful to only a very small percentage of your patrons, then it may be time to confront Mr. Myway and Prof. Oldschool with the facts: it costs us \$4,000 annually to retain these volumes; we can get historical information from earlier editions of *Definitive* and current information from the *Up-to-the-Minute Contracts Newsletter*, an online publication with weekly updates, for \$425 per year. If we don't make this change, we will have to get rid of \$3,575 worth of other material somewhere else in the collection (to which both Myway and Oldschool may respond, "too bad, keep *Definitive*", in which case you may need some backup for your decision.) Or, it could be that your library truly must



keep *Definitive*, in which case it will almost certainly need to cancel or scale back on other purchases. But those cancellations or decisions not to order something else should be made apparent to those who gain from the use of *Definitive*. Since no one can keep up with 50% inflation rates, cutbacks will have to be made somewhere; and where those cutbacks are going to make the biggest impact, they should be discussed. We may here take a lesson from our academic library colleagues who have faced escalating prices in many disciplines, especially in the sciences. Their experience negotiating with core patron groups is something we should tap into.

Getting a handle on your library's true inflation rate may also allow you to demonstrate to your administrators the dilemma of retaining your current number of publications and controlling costs simultaneously. The individual egregious example (such as the 50% inflation rate for the single *Definitive Law of Contracts* title) will serve as an illustration. However, if you can show, e.g., that BigBucks, Inc. (1) provides us with 124 titles which are not duplicated elsewhere and for which the information is not easily obtainable elsewhere, and (2) that the inflation rate for those titles has been 12% in each of the last two years, then you will have something concrete to approach the money people with. Which of these 124 titles can we outright cancel, which should we get at any cost, which should we spend a lot of time on finding potential substitute information sources?

As to your worries about the adequacy of your financial abilities, Miss Manager would suggest that you put those kinds of skills into the proper perspective. You listed several things that you do as a trained librarian, and then you seemed to indicate that managing money does not fall into the same category as the others. I would guess that when you first worked in a library you were not perfectly adept at constructing legislative histories or determining the best publishers for particular kinds of material. These are skills you developed by practicing. There is nothing lacking in your skill at managing costs except experience. With the aid at your disposal, especially with your colleagues in similar situations, you have an excellent opportunity to earn that experience under particularly helpful guidance.

Dear Miss Manager:

Years ago I returned from an annual meeting with small gifts for my Tech Services staff back home. These were various freebies offered by the vendors. Somehow over the intervening ten years this has escalated. I now have a bigger staff with higher expectations. I usually buy souvenirs appropriate to the city I visit – mugs or t-shirts or some local gee-gaw – but those don't come cheaply. This year I scaled back and bought everyone Post-It pads, but there was a

considerable amount of grumbling. What should I do?

Sincerely,
Mr. Generous

Dear Miss Manager:

I hate Christmas in the office! Things have gotten out of hand. It used to be that someone would bake cookies or fudge and then give everyone a small plateful at Christmas time. Then others started passing out little presents to their friends, but then, so as not to hurt anyone's feelings, other's distributed little presents to everyone. As the leader of the group, I felt silly receiving 5 or 6 gifts and not giving out anything, so I began giving out little gifts, too. And then it seemed that if a staff person making less than me is passing out \$6.00 gifts, I should be passing out \$8.00 gifts; and then ... well, you get the idea. How do I crawl out of this hole (and I know I helped dig it)?

Sincerely,
Feeling like Scrooge

Dear Gen and Scroogie,

Miss Manager is going to lay down the law on this one. Avoid gift giving in the workplace. It is the source of much resentment, unhappiness, jealousy, and confusion; not to mention the fact that most people have such appalling taste, but that is another matter. "Avoid" is a mushy word, as Miss Manager is fully aware. Sometimes gifts are necessary and appropriate. But any time expectations are raised or

competitions are created, the freely given expression of a generous heart is far removed from the calculation and comparison such an atmosphere encourages. Miss Manager never returns from a meeting or a vacation bearing gifts for the staff. No expectations have been raised, no resentments expressed. Miss Manager trusts that ongoing attempts at making the workplace more pleasant by the improvement of the small daily habits of useful communication (and the occasional homemade treat to be shared in the employee lounge) go much farther than the annual or biennial disbursement of overpriced trinkets toward the creation of good will in the technical services department. Miss Manager is particularly concerned to relieve the burden of Christmas obligations which have made a season traditionally associated with ideas of peace now just as likely to produce anxiety and overextended credit. Encourage your group to simplify. Suggest a grab bag with a price limit; suggest that the group donate to a charity instead; suggest that everyone exchange cookies in lieu of gifts; take them out to lunch if your budget allows and spread as much cheer as it is in your power to spread; but do what you can to stop the escalating gift bombardments. There will be some who are offended by this, but my experience tells me that most will be grateful for the change.

Dear Miss Manager:

Can you help me manage my LIFE? I need help with everything!

Sincerely,
Chaotic in Canada

Dear Chaos:

Of course Miss Manager can help. Just follow these suggestions, and everything should be OK:

Miss Manager's Infallible Weight Control Program

- Step 1. Eat less.
- Step 2. Exercise more.

Miss Manager's Sure-Fire Investment Strategy

- Step 1. Buy low.
- Step 2. Sell high.

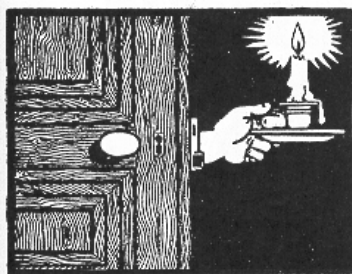
Miss Manager's (actually Richard Feynman's) Method for Solving Difficult Problems

- Step 1. Write down the problem.
- Step 2. Think about the problem.
- Step 3. Write down the solution.

Miss Manager's Guide to Living a Meaningful Life

- Step 1. Determine the meaning of life.
- Step 2. Live according to the principles derived from Step 1.





OBS OCLC COMMITTEE

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New Keyword Searching

Sometime during the spring of 2000, OCLC will introduce its new keyword searching capabilities. The new techniques are detailed in Technical Bulletin 235, which can be found online at <<http://www.oclc.org/oclc/menu/tb.htm>>. The search process appears to be much more sophisticated than in the past. Many of the indexes have been updated, and 14 new indexes have been added. These include:

- Access method
- Citation/References
- Conference name
- Corporate name
- Dewey Decimal class number
- Extended author
- Extended title
- Library of Congress class number
- National Agricultural Library class number
- National Library of Canada class number
- National Library of Medicine class number
- Personal name
- Standard number
- Universal Decimal class number.

Please keep in mind that keyword searching is the most expensive method of searching, and ought to be utilized when more traditional methods have failed to uncover that pesky, hard-to-find bibliographic record.

WebExpress

Another innovative service to be introduced in the spring of 2000 is OCLC WebExpress, an easy-to-use integrated gateway to library resources, custom designed on a local level to meet each institution's needs. According to Victoria Miller, OCLC WebExpress product manager, "Through a Web interface, a librarian will be able to easily select resources to be accessed via one interface, choose the interface look and feel, build the paths or links between remote and local resources, and add messages designed to assist local users." OCLC plans to set up a WebExpress Service Center which will be a site that provides its users with up-to-date information on the service. I plan to continue to watch for developments of this service in order to assess its efficacy for my own library.

OCLC Web Site

I would encourage everyone to bookmark the OCLC Web site at <<http://www.oclc.org/>> for the most current information on OCLC. As the World Wide Web becomes an everyday tool for more and more of us, Web sites are evolving to meet previously unanticipated needs. Such is the case with the OCLC Web site. It provides access to forms and documentation as well as press releases about events within the institution. There are in-depth articles on OCLC's many research projects and directories for contacting specific OCLC personnel members. I guess it's easier than waiting three months for my next column to appear!





RESEARCH & PUBLICATIONS

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Motivation

A friend recently surprised me by saying how arrogant writers are. "How can anyone be so proud and presumptuous to think his or her ideas should be in print?" I winced at the statement, since I enjoy writing and had not considered arrogance as a motivation for scholarship. I began to wonder *why* each of us would research and publish as technical services law librarians. What motivates us, what drives us?

The four core motivations for much of human behavior (and for much of the professional development side of our profession as well) are 1) power, 2) intimacy, 3) peace, and 4) fun. I learned of this set of character motivations from Taylor Hartman, *The Color Code: A New Way to See Yourself, Your Relationships, and Life* (1998), which I recommend for its sensible and practical view of why we humans do what we do.¹ The author, a practicing psychologist, likes to look beyond our behavior to what *drives* our behavior, and he divides our tendencies into four broad categories. (Some of us are driven almost solely by one core value, while most are hybrids of two of the four.) Here's a look at Hartman's motivational-types through the prism of technical services law librarianship.

Power

Do we research and write because we think we're at our most valuable when we're producing something, because publishing is a means of influence, or because life is too short for non-

productive activities?² Praise, pride, power, money and control each attract some of us and lead us to publish the results of our work. Those of us driven in this way tend to get things done, seek practical and useful scholarship, and are impatient with unproductive ideas, colleagues or institutions. We want to look good to others, lead them and often enjoy a good debate (in print or otherwise).

My sense is that those of us driven by the need for power often have ideas on what to write, but what we lack are some tools. Here are a few suggestions on tools:

"You don't learn to write by writing—you learn to write by revising something you have written." This and twenty other excellent tools for better writing comprise Phil Agre, "Learning How to Write," *Trends in Law Library Management and Technology*, Dec. 1998, pp. 1-4. Highly recommended!

A useful online compilation of publishing opportunities and writing resources is *Serials Publications: Resources for Authors*. The NASIG Publications Committee compiled calls for papers, author guidelines and related info for 40 serial-related publications at <http://www.nasig.org/publications/pub_resources.html>.

Check out also *Selected Resources on Scholarly Publishing*, prepared by the Association of College and Research Libraries' Law and Political Science Section for an American Library Association program (June 27, 1999) <<http://facstaff.uww.edu/hansenc/lpssscholpub.htm>>.

Printed compilations of publishing opportunities include: Al Joyner,

Directory for Successful Publishing in Legal Periodicals (2nd ed. 1997); Dennis Benamati & Evelina Lemlin, *Publication Opportunities for Law Librarians* (1995); Carol F. Schroeder & Gloria G. Roberson, *Guide to Publishing Opportunities for Librarians* (1995); and Brian Striman, *Publishing Opportunities for Technical Services Law Librarians* (1991).

If money motivates you to do research and writing, apply for an OBS/TS Joint Research Grant (awards up to \$1000). See <<http://www.aallnet.org/sis/obssis/researchinfo.htm>>.

Intimacy

Some of us are motivated by a great internal need to be loved. We research and write in order to serve others, to build a legacy for the future, and to establish friendships. We may write because we care deeply about people, relationships and feelings, and even simply because there is someone we love who values writing. And for some driven by the need for intimacy, writing is motivated by fear and self-doubts—we will be fired from our work if we don't write and publish. Since we value being good and responsible, we'll research and write if it is part of our work responsibilities.

For those of us driven by the need to fix people and make the world right, ideas on what to write about (and fix) are important:

ALCTS Research Topics in Cataloging and Classification: A Summary of the Literature, 1995-1998. The American Library Association's Association for Library Collections and Technical Services compiled this list of references covering the topics of 1) authority control, 2) cataloging personnel,



education and training, 3) use and contents of catalogs and other databases, and 4) outsourcing, at <http://ala8.ala.org/alcts/organization/ccs/prcsumm.html>>. The compilation updates *ALCTS Research Topics in Cataloging and Classification: Suggestions from the Literature, 1987-1995* (a 42-page list of topics last updated in June 1997) at <http://ala8.ala.org/alcts/organization/ccs/researchtopics.html>>.

Another source of ideas is the research Web site for the Special Library Association. The site includes SLA's research agenda, funding, surveys, projects in progress, and other links <http://www.sla.org/research/index.html>>.

Look at the past Research & Publications columns in old *Technical Services Law Librarian* newsletters. The past co-editors of this column (Brian Striman and Ellen McGrath) contributed an article on research and

writing for seven years to *TSLL*, not missing a single issue since September 1992. There are hundreds of ideas in their old columns.

Peace

Some of us desire lives of peace—far away from conflict, hostility and others' demands. We are interested in researching and writing about topics that clarify issues, avoid conflict and help everyone get along together. For those of us for whom such independent peace is our goal, writing often is pursued as a way of understanding a topic. We believe Francis Bacon's axiom, "Reading maketh a full man, conference a ready man, and writing an exact man."

Having a supportive environment (but not a controlling one) is important to us who are motivated by peace and flowing through life without unnecessary hassles. My suggestion for those of us motivated primarily by conflict-avoidance is to work on building our support networks and community.

For example, an excellent piece on improving research and writing law school-wide is James Lindgren, "Fifty Ways to Promote Scholarship," 49 *Journal of Legal Education* 126-142 (March 1999). The author divides his 50 suggestions into five areas for promoting scholarship, most of which could be modified by a law library director: creating the intellectual environment, arranging time, using money, using hiring and retention, and using teaching. A smaller support network is described in Jeannie P. Miller & Candace R. Benefiel, "Academic Librarians and the Pursuit of Tenure: The Support Group as a Strategy for Success," 59 *College & Research Libraries* 260-265 (May

1998).

Two broad perspectives on parts of technical services law librarianship, especially for those trying to decide if our profession is an environment where they want to work, include the following: Janet Swan Hill and Sheila S. Intner, "Preparing for a Cataloging Career: From Cataloging to Knowledge Management" (from the ALA Congress on Professional Education 1999), at <http://www.ala.org/congress/hill-intner.html>>; and Mary Whisner, "Choosing Law Librarianship: Thoughts for People Contemplating a Career Move," *LLRX [Law Library Resource Xchange]* (Aug. 2, 1999), at <http://www.llrx.com/features/librarian.htm>> (who asks, "Will you like the work?").

Fun

A final category of motivation involves play,³ praise, popularity, attention and action. Technical services law librarians driven by adventure, variety and life's ups and downs help all of us better appreciate our world around us. We tend to research and present our ideas verbally rather than in print, but still want to make a contribution to our profession.⁴

If having fun is the ultimate in our lives, some suggestions are to pick small manageable projects rather than large ones, write for the more popular side of the profession (*AALL Spectrum* rather than *Law Library Journal*), and to team up with others with stronger skills in meeting deadlines.

Since those of us motivated by fun tend to do our research and writing in spurts, we need methods to help us consistently produce. We tend to want to wait until we feel like being creative and hope for big blocks of time to finally get to the



project we've been putting off finishing. A suggestion would be:

Robert Boice, "Procrastination, Busyness and Bingeing," *27 Behavior Research and Therapy* 605-611 (1989). This study shows that brief, daily sessions of writing are more productive than writing in binges and chunks of time.

Publishing Opportunities Online

I personally appreciate those of you who are motivated to contribute to our collective professional development and for what I learn through your research and writing. If you are not yet motivated, perhaps some of the following opportunities may get you started.

AALL Publications Committee (looking for ideas and proposals for new AALL publications; includes an online proposal submission form). <<http://www.aallnet.org/committee/publications>>

The ALL-SIS Newsletter (tri-annual newsletter on academic law librarianship, with next deadline Jan. 5, 2000; you do not need to be an ALL-SIS member to contribute articles or news). <<http://www.aallnet.org/sis/allsis/NewsLetter.html>>

"Biz of Acq" column in the six-times yearly acquisitions journal *Against the Grain: Linking Publishers, Vendors and Librarians* (edited by Rob Richards at University of Colorado Law Library <rrichard@stripe.Colorado.edu>). <<http://www.against-the-grain.com>>

Haworth Press (publisher of many books and journals related to librarianship) has general information for authors at <<http://www.haworthpressinc.com/AuthorInfo>>; instructions for article authors for *Serials Librarian* (quarterly journal) at <<http://www.serialslibrarian.com/instructions.html>>; and instructions for article authors for *Cataloging and Classification Quarterly* (quarterly journal) at <<http://www.haworthpressinc.com:8081/ccq/ccqinaut.html>>. TS-SIS Vice-Chair Alva Stone at Florida State University Law Library <atstone@law.fsu.edu> serves on CCQ's editorial board and welcomes questions on getting published in that journal.

W. S. Hein law book authors wanted. <<http://www.wshein.com/publications/book-proposal-form.htm>>

Library Consortium Management: An International Journal (new journal covering all aspects of consortia issues). <<http://www.mcb.co.uk/lcm.htm>>

Library Trends (quarterly print journal covering professional librarianship issues). <<http://www.lis.uiuc.edu/puboff/catalog/trends>>

LIBRES (semi-annual electronic journal devoted to Library and Information Science Research; guidelines for authors). <<http://www.curtin.edu.au/curtin/dept/sils/libres/authors.htm>>

The Technology Source (bimonthly electronic journal integrating technology in educational organizations). <<http://horizon.unc.edu/TS/call.asp>>

Telecommunications Electronic Review (irregular electronic journal reviewing books and websites related to networking and telecommunications). <<http://www.lita.org/ter>>

Telecommunications Electronic Review (irregular electronic journal reviewing books and websites related to networking and telecommunications). <<http://www.lita.org/ter>>

¹ A helpful sequel is: TAYLOR HARTMAN, *COLOR YOUR FUTURE: USING THE COLOR CODE TO STRENGTHEN YOUR CHARACTER* (1999). This column is based on the ideas and analysis in both of Dr. Hartman's books, with



many of the resources and opportunities listed suggested to me by Ellen McGrath

² For example, those interested in power will not devote much time or energy to matters that do not generate results, such as writing book reviews. See Jay Parini, *The Disappearing Art of Reviewing Books*, *CHRONICLE OF HIGHER EDUCATION*, July 23, 1999, at B4-B5.

³ A spirited defense of pursuing "mind candy" for its own sake is Francis L. Miksa, "What's The Big Idea?" (1995) at <http://www.gslis.utexas.edu/~miksa/bigidea.html>.

⁴ Last year a BYU professor explained to me, with some emotion, that his internal drive to be creative is part of who he is as a person. He concluded his comments with the statement, "If I didn't publish, I would perish!"



SERIALS

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The following serial title changes were recently identified by the University of San Diego Legal Research Center serials staff and the University of California, Berkeley Law Library cataloging staff:

ALCTS newsletter
Vol. 1, no. 1 (1990)-v. 9, no. 4-6 (1998)
(OCoLC 20820888)

Changed to:
ALCTS newsletter online
Vol. 10, no. 1 (Dec. 1998)-
(OCoLC 40507269)
[Available only on
World Wide Web]



Computer law strategist
Vol. 1, no. 1 (May 1984)-v. 16, no. 4 (Aug. 1999)
(OCoLC 10828720)

Merged with:
Multimedia & web strategist
(OCoLC 36205980)

To form:
E-commerce
Vol. 16, no. 5 (Sept. 1999)-
(OCoLC 42656470)

Directory of lawyer referral services (1976)
Jan. 1976-1997-1998
(OCoLC 11413413)

Changed to:
Lawyer referral directory (1999)
Vol. 1 (1998-99) ; Mar. 1999-
(OCoLC 41567575)

Green globe yearbook of international co-operation on environment and development
1994-1997

Changed to:
Yearbook of international co-operation on environment and development
1998/99-

Qualified retirement and other employee benefit plans (Practitioner ed.)
1995-1998

Changed to:
Qualified retirement plans (Practitioner ed.)
1999-

Qualified retirement & other employee benefit plans (Student ed.)
1995. Ceased in 1998?

Changed to:
Qualified retirement plans (Student ed.)
Began with 1999 ed.?

Tolley's journal of international franchising & distribution law
Vol. 6, no. 1 (Sept. 1991)- ?

Changed to:
International journal of franchising and distribution law
Vol. 1 (1999)-

Your Medicare handbook (1995)
(1995-1998?)

Changed to:
Medicare & you
1999-

The following serial cessations were identified by the University of San Diego Legal Research Center serials staff and the University of California, Berkeley Law Library acquisitions staff:

The American journal of tax policy
Ceased with: v. 15, no. 1 (spring 1998)
(OCoLC 8724835)

NAFSA government affairs bulletin
Ceased with: v. 14, no. 7 (May/June 1999)
(OCoLC 14104778)

Reporter on the legal profession
Ceased with: v. 19, published in 1998
(OCoLC 5377199)



SUBJECT HEADINGS

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Does everyone know that there's a version of *Library of Congress Subject Headings* on the *Classification Plus* CD available from LC's Cataloging Distribution Service? As of this writing, the compact disk service now includes the LCC schedules, tables, and indexes for *most* of the law classifications (K, KD, KE, KF, KJV-KJW, and KZ). Therefore, it is quite likely that many law libraries have acquired or will consider acquiring this handy cataloging tool. So, what is the "plus" in *Classification Plus*? Well, apart from the added functionality that you get from machine-readable arrays, hyperlinking, and other "bells or whistles," the most obvious answer in this case has to be: the *LCSH*. Yes, indeed, the content of all five of those hefty **big red books** is included on this CD. But, we are already accustomed to using the *LCSH* in other formats; would there be any advantage(s) to using the *LCSH* that comes with *Classification Plus*? Let's consider several factors ...

Convenience. Undoubtedly, if law catalogers are already using the CD for verification or selection of class numbers anyway, then it will be very efficient to simultaneously use the *LCSH* from this source. (Our library's Senior Cataloging LTA has set up his computer to logon to *Classification Plus* automatically every morning when he first signs on to the PC network.) The choice for the "LCSH" file appears right on the opening screen, below the letters for the various LCC classes/subclasses.

Ease of use. In appearance and content, this application has the same look-and-feel as the printed version of *LCSH*. However, it's easier to maneuver between the subject headings and cross-references, because of the many hot links. When you've used the "search" button and then the *Go to:* command from its drop-down menu, the system takes you to the heading that is the closest match to your search term. From here, you will see that the heading's listed narrower terms (NT), broader terms (BT), and other related terms (RT) are also active links, which means that you can instantly redirect your search to one of those terms simply by clicking on that term. This is unquestionably less cumbersome than having to physically manipulate more than one volume of the print edition, when you are shopping for the right subject heading. If it happens that the search term(s) used in a *Go to:* command matches the wording of an unused variant (e.g., "Legal reasoning"), the system will place you not at that USE cross-reference, but rather, at the next valid (established) heading that alphabetically follows the term you used (in this case, "Legal research"). However, since this is a *browsable* index, you can scan upwards—using the arrow

key, the scroll bar, or the page-up device—until you find what you needed, "Legal reasoning, USE: Law—Methodology." And let's not take that browsable feature for granted. So many other sources of online subject headings are entirely too literal, or what information science has called "unforgiving," in that the input of a term or phrase that has no exact match will result in a NO ENTRIES FOUND or NO MATCHING RECORDS message, rather than presenting the headings that are near-matches.

Much more powerful are the *Query* or *Advanced query* commands, with which you can use keywords and Boolean operators, and these do index on the cross-references as well as the headings. Input the words "pollution damages," for instance, and this will lead you to the following established headings:

- Liability for air pollution damages
- Liability for hazardous substances pollution damages
- Liability for noise pollution damages
- Liability for oil pollution damages
- Liability for soil pollution damages
- Liability for water pollution damages

There is no such collocation to be found in *LCSH* under the entry words "pollution damages" or "Damages (Law) for environmental pollution." This sort of functionality might be quite useful if one is searching for something like "safety regulations" (often used as a subject subdivision), when it doesn't matter or the searcher is unsure about the industry or product given as the main heading. You can also input the query words in any order, e.g., "inflation effect" will retrieve headings or references for all instances where the subdivision "*—Effect of inflation on*" has been established.

Links to LCC numbers. The printed *LCSH* does list LC classification numbers or number ranges when there is a one-to-one correspondence to a subject heading, and these also are given in the MARC subject authorities, in field 053. The advantage found in the *Classification Plus* CD is that, most of these are *active hyperlinks*. For example, at

- Victims of crimes (May Subd Geog)
[HV6250-HV6250.4]
 - UF Crime victims
 - Victimology
 - BT Victims
 - SA subdivision *Crimes against* under classes of persons and ethnic groups
 - NT Abused children; [etc.]

the cataloger is able to “click” directly on the beginning class number and instantly display a screen view of that part of the HV schedule, to see the hierarchy, other context, scope notes and nearby topics as a first step in selecting an appropriate call number for the work being cataloged. (This does not work in reverse, however. If the cataloger selects a class number first, there is no listing of *LCSH* terms or phrases that correspond to the class number. The MARC format for authorities does contain a field for carrying such data, but this has not yet been implemented by the Library of Congress.) Unfortunately, those of us in law libraries will not benefit nearly so much as other catalogers from this subject-heading-to-LCC-numbers linkage. That is because, whereas the subject headings are largely arranged by topic first, and then subdivided by place, in the LC classification the primary sort in law fields is by jurisdiction, with a secondary arrangement by topic. Hence, the “corresponding” class numbers for general **Marriage law**, for instance, are too numerous to be listed (i.e., KD753 for United Kingdom; KF506-KF510 for United States; KK1121 for Germany; etc.) This is not to say that there are no LCC numbers listed in the *LCSH* section of *Classification Plus* for law-related topics. You can find a few for general or comparative law (K subclass) or for the new Law of Nations (KZ) subclass. Here are two examples (shown without the *LCSH* cross-references):

Human rights (May Subd Geog)
[JC571-JC628 (Political science)]
[K3236-K3268 (Law)]

Law of the sea (May Subd Geog)
[KZA1002-KZA4205]

Note that the corresponding class numbers for **Human rights** are of two types: one for works with a political science emphasis, and the other for works that focus on law. Regrettably, due to some technical problems, the last two 1999 issues of *Classification Plus* have *not* included active hyperlinks for the newly-added LCC subclasses, which included the K and KZ schedules! I was told by LC’s Cataloging Distribution Service that this will be corrected, however, for Issue 1 of the year 2000, and the successive cumulative replacements.

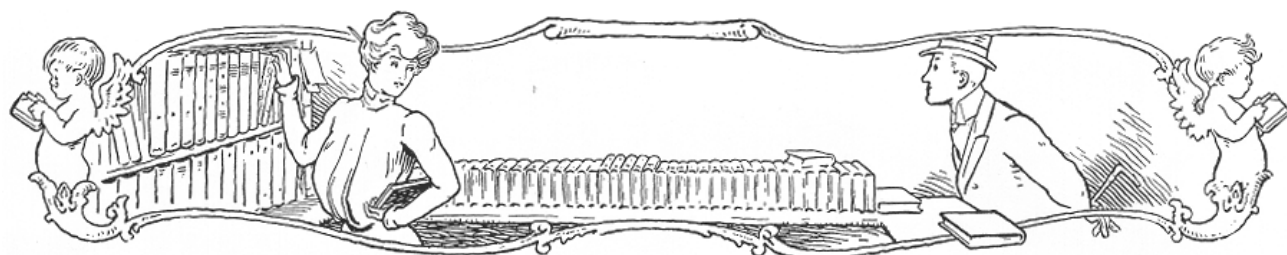
Bells and whistles. There are several features of this Folio Views-based product that allow the user to customize it and increase its usefulness. With the “shadow file” feature you can make annotations at specific points—to record local practice, for example, or add particular reminders to yourself (like attaching post-it notes in a manual!). Edit, cut-and-paste,

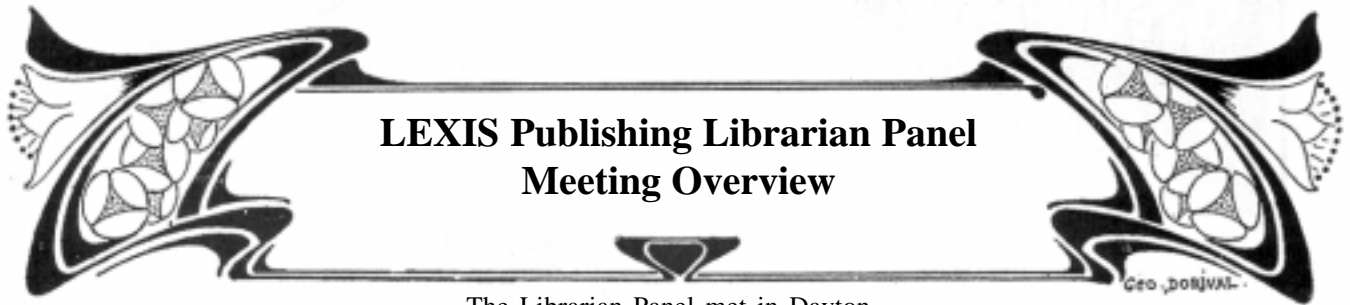
and replace functions are also operational for the local annotations. Bookmarks and highlighting of text is also available. Records can be tagged, and menus, the toolbar and views can be customized, including the ability to collapse or expand the different contents panes. There is also a convenient hypertext link to the *LC Weekly Lists*, which are available on the Web.

Currency. Speaking of the *Weekly Lists*, it should be mentioned that the *Classification Plus* CD will generally not include subject headings or references created or revised in the last 3-6 months. However, this makes its quarterly cumulations more current than the printed, annual edition of *LCSH*, which is usually 6-18 months behind the cut-off date for new data, depending on when it is being consulted. The CD often arrives 2-3 months earlier than the quarterly microfiche version of *LCSH*, as well, particularly if the library receives the fiche as a Government Depository item. The most current version of cumulated *LCSH* is that found in databases that contain the backfile of USMARC-format *Subject Authorities* and load the updating tapes/files which are sent on a weekly basis. (Such a file is available online to OCLC customers, for instance.)

Disadvantages. As has been stated in this column many times, the *LCSH system* cannot be applied by using the list alone, but often must be supplemented by consultation of the instruction memos in LC’s *Subject Cataloging Manual: Subject Headings* (SCM: SH). Unfortunately, the *Classification Plus* CD does not include this manual; the manual is instead found on the *Catalogers Desktop*, another CD tool distributed by the LC Cataloging Distribution Service. However, the CDS offers a discount to those who purchase both CD’s, and the interface between the two functions makes it very handy to consult both at once without leaving your PC. It should also be noted that, as more of the subject subdivision authority records (begun by LC in early 1999) are created, the need for frequent use of the SCH:SH ought to diminish. Another drawback to the CD is that, unless you are already familiar with the Folio software functionalities, it does require some investment of time to learn to use all of the so-called “bells and whistles” mentioned above. Nevertheless, many of the other advantages of the *Classification Plus* CD can be enjoyed immediately (i.e., its powerful search capabilities, quick and convenient redirections to related headings, and the active links to LC classification schedules).

For more information about this CD and the *Catalogers Desktop* CD, see the LC Cataloging Distribution Service Web site <<http://lcweb.loc.gov/cds/>>.





LEXIS Publishing Librarian Panel Meeting Overview

As announced at the AALL Annual Meeting and in a CRIVGram posted in August, LEXIS Publishing has formed a Librarian Panel to work with the company regarding specifics on various aspects of decision making, particularly focusing on technical services. LEXIS Publishing asked the assistance of the AALL CRIV Committee to select the members of the Librarian Panel. The scope and responsibilities of the Librarian Panel include:

- Discussing product packaging issues and the impact on the librarian community
- Acting as a sounding board for librarian communications in general
- Discussing invoice integration and the impact on the librarian community
- Discussing customer service integration and the impact on the librarian community

The members of the Librarian Panel include:

- Cynthia Aninao, Acquisitions Librarian, University of Cincinnati Law Library
- Melody Lembke, Technical Services Librarian, Los Angeles County Law Library
- Mary McKee, Associate Law Librarian for Technical Services, Fordham Law School Library
- Anne Morrison, Assistant Law Librarian, Prince George's County Law Library
- Anne Myers, Head of Technical Services, Boston University Law Library
- Betty Roeske, Technical Services Librarian, Katten Muchin Zavis
- Lorna Tang, Associate Law Librarian for Technical Services, University of Chicago D'Angelo Law Library

The Librarian Panel met in Dayton, Ohio, October 19 and 20, 1999 with various members of LEXIS Publishing. The discussion focused on product packaging, librarian communications and the integration of invoicing and customer service for the print and CD-ROM publications. All participants in the meeting recognize that individual customers may have different needs and it will be difficult for LEXIS Publishing to tailor communications and activities to meet the requirements of each customer.

The discussion focused on the general needs of LEXIS Publishing customers that have a librarian on staff. The Panel Members provided input to LEXIS Publishing regarding activities that impact the work of Technical Services departments. Their feedback was based on concerns and issues that have plagued other publisher integrations. The various members of the LEXIS Publishing teams who met with the Panel Members will consider this feedback when making decisions.

Product Packaging

The members of the LEXIS Publishing Product Packaging Team presented information on general rules for information to be included on spines, front covers, title pages and copyright pages. In general, the Panel Members approved the current plans although several issues are still outstanding for which the Panel Members provided feedback. The Panel Members also suggested that a letter be sent to librarian customers outlining the changes that will take place as a result of the new LEXIS Publishing brand. This letter is currently under development.

Librarian Communications

This discussion focused on the types of information that should be made

available to customers and the preferred formats. Based on these suggestions, LEXIS Publishing is looking into the development of Technical Services announcements to be made through both hard copy mailings and listserv formats. In addition, based on these recommendations LEXIS Publishing is looking into providing additional web based information.

Invoice Integration

Members of the Invoice Integration team described the plans for the next 18 months and the Panel Members provided feedback. This integration involves only the print and CD-ROM publications and will not include the LEXIS-NEXIS online services. Panel members provided feedback on sample invoices and statements.

Customer Service Integration

Members of the Customer Service Integration Team described the plans for the next 18 months and the Panel Members provided feedback. This integration involves only the print and CD-ROM publications and will not include the LEXIS-NEXIS online services. Panel Members provided requirements for an "ideal" customer service department.

Panel Members as well as the members of LEXIS Publishing found the meeting to be very informative and insightful. The Librarian Panel will continue its work to assist LEXIS Publishing in decision making.

For additional information, please contact Cindy Spohr, Director, LEXIS Publishing Librarian Relations Group, cindy.spohr@lexis-nexis.com or 219-436-1944.



Technology Training for a New Millennium Teach-In 2000 — Seeking Contributors



Does the dawn of a new millennium and all the accompanying technology have you frantically seeking solid solutions to your training needs? Maybe Teach-In 2000 can help!

Year 2000 marks the eighth annual National Legal Research Teach-In, sponsored by RIPS-SIS. The Teach-In gives law librarians around the country the opportunity to share materials and ideas for legal research instruction. Each year the Teach-In committee creates a set of materials that can be used to design and advertise programs and events for our institutions. These materials are distributed several weeks prior to National Library Week (April 9-15, 2000) to anyone interested in legal research instruction.

One of the ways you can contribute to the success of our profession is through our widely acclaimed Teach-In. Over the past eight years Teach-In materials have been distributed to an increasing number of interested people in diverse institutions all over the world. In 1993, for the first Teach-In, training kits were distributed to 315 locations and promotional items (posters & bookmarks) went to about 200 people. A new record has been set each year, culminating in 1999 when training kits were sent to over 770 people and over

20,000 notepads were used for promotional purposes! From these brief figures it is easy to see that the Teach-In has become an integral part of the law librarian landscape.

Successful? Absolutely! Of course, it is never too early to plan for success! The best way to remain successful is for this year's training kit to contain the finest instructional materials that our profession can create. Now is the time for YOU to become involved in the creation of these materials! We need your ideas, your contribution materials, and your success stories! Please take a few minutes to contact us about any type of research instruction you are doing or any instructional materials that you have created. This could include descriptions of successful teaching techniques, training scripts, lecture notes, outlines, handouts, exercises, lesson plans, user guides, pathfinders, research guides, or descriptions of past training events. We want to know what you are doing to teach your patrons about legal research.

We are looking for materials on ANY

SUBJECT that would be relevant to the legal community. However, as we approach the millennium, it seems appropriate to feature electronic legal research training materials—ones that are especially timely and of heightened interest. Right now, however, we need your input and donations in order to determine what to include.

As you are developing new training sessions, or revamping old ones, keep the Teach-In in mind. We are always scouting for traditional and unique ideas. Please, act now! Take a few minutes to share some of your resources and ideas with us! You'll be glad you did, and so will your colleagues.

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The Job Audit

(continued from page 1)

the Associate Director began the job audits, I called the acquisitions staff together and encouraged them to show her every single step and detail of their workflow. I reassured them that this was not being done with the idea of downsizing, if anything, we were getting the opportunity to argue that additional staff was needed in the acquisitions department.

During the first year of using Voyager, it quickly became evident that this system was much more labor intensive and required a higher level of understanding of serials management by the support staff than had been required with NOTIS. The workload for the serials check-in assistant had increased substantially during the first year. It was becoming increasingly difficult for her to meet the daily demands of processing what makes up the largest portion of the Library's

collection and to maintain the detailed record keeping required. In addition, each new release of Voyager resulted in more of the duties formerly performed in the cataloging department being shifted to the acquisitions department.

In an effort to promote a free exchange of information, I elected not to participate in the individual interview sessions. The actual job interview took about an hour to complete for each

employee. There were a few that could have easily extended the hour, but pity was taken upon the Associate Director. The interview questions were open ended, which allowed most of the talking to be done by the staff member. Around this time the Bibliographic Services department had two departures. One person retired in the cataloging department and the monograph assistant in the acquisitions department resigned in order to become a full time student.

After the Associate Director met with all of the support staff, she and I sat down to review job descriptions and classifications of the acquisitions staff. Although she had been aware of the discrepancies in workload within Bibliographic Services, the Associate Director now had documentation and 2 vacancies that would support any restructuring she might propose. Over the course of several weeks, and on one occasion locking ourselves in a conference room, we decided to step away from the traditional model of a technical services department. Endeavor was already publicizing that future Voyager releases would see major changes in the acquisitions and cataloging modules, eventually merging the modules and their functions. This gave us the incentive to begin to chip away at the invisible wall between cataloging and the acquisitions to see where these two departments could be merged. This was by no means an original idea, the main library at Northwestern University had already made this organizational change by creating a Monographic Acquisitions Rapid Cataloging department (MARC). This department is responsible for the acquisition and cataloging on monograph orders.

The proposal presented to and approved by the Associate Dean for Library and Information Systems was to have two serials check-in assistants and to merge monographic ordering and MARC cataloging. Since the monograph position and the serial check-in position were both classified as LAI, it very easy to simply rename and relocate the

monograph position and advertise for another serials check-in assistant. This in turn left a hole in monograph ordering and processing. The Associate Director proposed that the library assistant responsible for MARC cataloging, also a LAI, could easily assume the acquisition responsibilities for monographs. This is an area where acquisitions and cataloging functions were merged. Fortunately for the acquisitions department, the timing of the restructuring allowed the outgoing monograph assistant to train the cataloging assistant. Other duties were shifted within the department to ensure equitable distribution of responsibilities and allow for the most efficient processing of library materials. These shifts remained within the proper classification, clerk duties were shifted between clerks and LAI duties were shifted between other LAI positions.

There was another major change made in the Bibliographic Services during this time. The acquisitions department assumed responsibility for overseeing the loose-leaf filing service. Previously, this had been a Public Services department responsibility. The Voyager acquisitions/serials module does not display claim information in the same way NOTIS had and the Public Service staff could not easily track down the serial information. Since the bindery assistant, trained in the serials module, was already the back up for serials check-in and had many of his clerical duties shifted to the library clerk, it was an easy decision to shift the supervision of the loose-leaf filing to him. He can easily track serials information through the acquisitions serials module and claim or order replacements as needed.

As the Head of Acquisitions, I found the result of the job audit very positive. The end result was that positions and duties were reallocated or reassigned, and the acquisitions department gained 1 staff member without creating a new position. Before the audit there were 5 support staff in the acquisitions department: a monograph assistant; an accounts manager; a serials check in assistant; a serials manager; and a

bindery assistant. Today, there are 6 support staff in the acquisitions department: a monograph/cataloging assistant (who now refers to herself as the acqaloger), an accounts manager, 2 serial check-in assistants, a serials manager and a bindery assistant. The acquisitions staff's response has also been very positive. The acqaloger is happy with her new responsibilities and is doing an excellent job. The addition of a serial check-in assistant now makes it possible to meet the increasing volume of serials received and processing required. The 1998 release of Voyager now allows the automatic creation of item records and barcodes at the point of receipt in acquisitions. In the past, all item records and barcodes were created in the cataloging department. In an effort to streamline the workflow in Bibliographic Services, item records and barcodes for law reviews and journals are now created by the serials check-in assistants, and item records for new monographs are created by the monograph assistant. This is another area where acquisitions and cataloging functions have been merged.

The job audit and restructuring has opened the door to new opportunities for the acquisitions department. By December 1999, the department will be receiving PROMPTCAT records from Blackwell' with table of contents enhancement. We will be the first library to receive TOC enhanced records through Blackwell's and we feel like pioneers. The PROMPTCAT records will further streamline the workflow for monograph acquisitions and cataloging. In 2000, the acquisitions department will begin testing EDI for monograph purchase orders with Blackwell's and hope to be doing other EDI activities with other vendors by 2001. The most important lesson that the library staff has learned from the migration and the job audit it is that they should not expect that their workflow will be written into stone for the next 10 to 15 years.

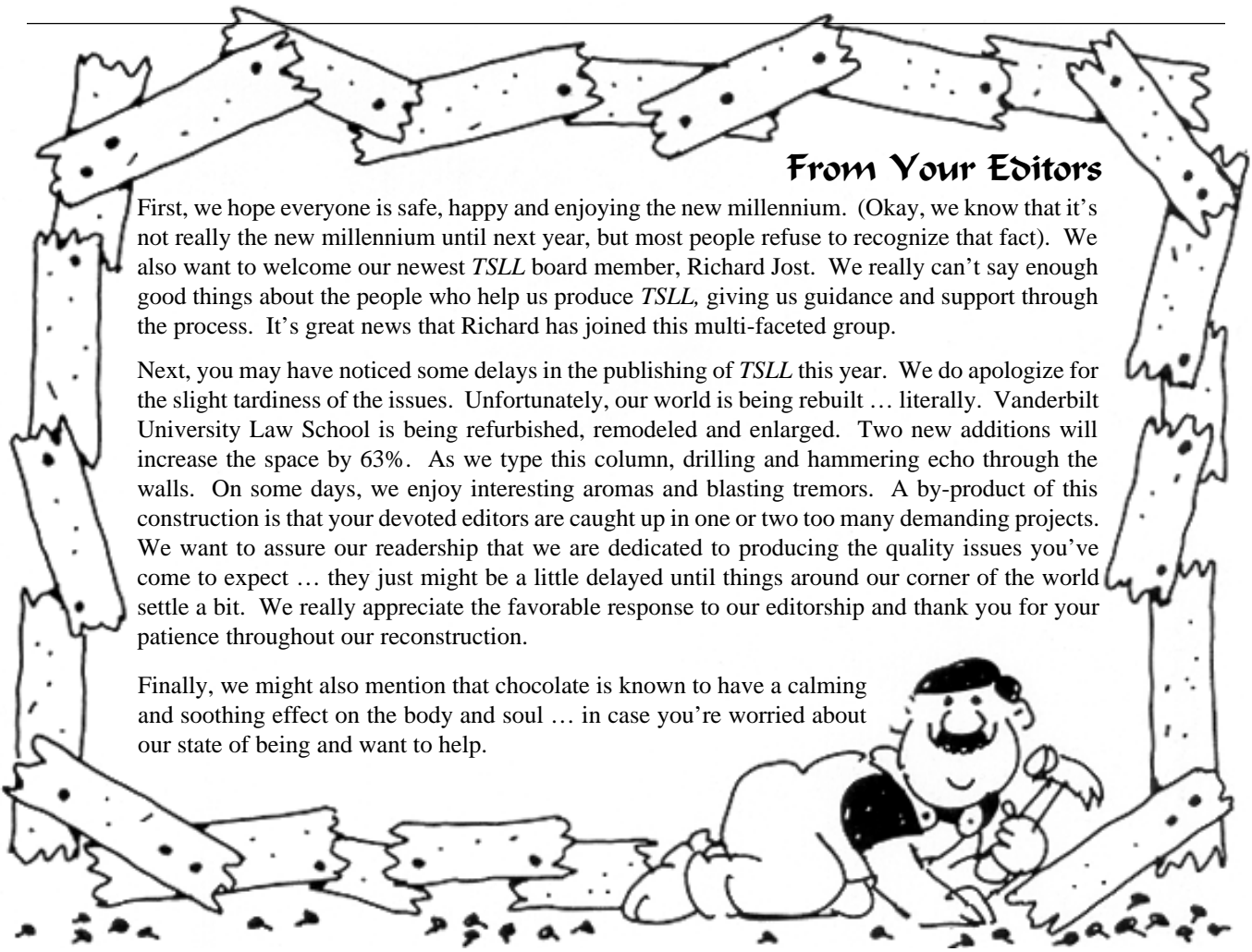


From Your Editors

First, we hope everyone is safe, happy and enjoying the new millennium. (Okay, we know that it's not really the new millennium until next year, but most people refuse to recognize that fact). We also want to welcome our newest *TSLL* board member, Richard Jost. We really can't say enough good things about the people who help us produce *TSLL*, giving us guidance and support through the process. It's great news that Richard has joined this multi-faceted group.

Next, you may have noticed some delays in the publishing of *TSLL* this year. We do apologize for the slight tardiness of the issues. Unfortunately, our world is being rebuilt ... literally. Vanderbilt University Law School is being refurbished, remodeled and enlarged. Two new additions will increase the space by 63%. As we type this column, drilling and hammering echo through the walls. On some days, we enjoy interesting aromas and blasting tremors. A by-product of this construction is that your devoted editors are caught up in one or two too many demanding projects. We want to assure our readership that we are dedicated to producing the quality issues you've come to expect ... they just might be a little delayed until things around our corner of the world settle a bit. We really appreciate the favorable response to our editorship and thank you for your patience throughout our reconstruction.

Finally, we might also mention that chocolate is known to have a calming and soothing effect on the body and soul ... in case you're worried about our state of being and want to help.



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